



©Disney

Orlando, 2005  
**DRIVING YOUR FUTURE**

**Orlando, 2005  
Annual Conference & Exposition**

May 18-21, 2005

Wyndham Palace Resort & Spa  
Orlando, Florida

**You Can't Afford to Miss This!**

- » **Optimum Performance Breakout Sessions Covering All Aspects of the Industry**
  - » **Expert Training from Leading Professionals**
- » **Network with your Peers, Manufacturers, Insurers, Bankers and Key Industry Executives**
- » **Access to Industry Experts on Issues Critical to your Business**
  - » **Walt Disney World® Location and World Class Hospitality**





## MESSAGE FROM THE CONFERENCE CHAIRS

Thoughts of warm, sunny Florida and the spectacular 2005 NVLA Annual Conference are fast approaching. The Conference for 2005 will be, as Monty Python would say, "something completely different."

When we began the work of planning the 2005 Conference, we threw out all our pre-conceived notions, previous experiences, and old ideas. Along with the fun in the sun, we've included fresh new concepts and working solutions aimed at making or saving you money. We developed an agenda for the Annual Conference that will send you back home with more than just a suntan; you will learn key cost saving methods and innovative marketing techniques, that once applied, will bring a positive return on your investment, and dollars on your bottom line.

Competition is fierce in today's leasing business. The Educational Seminars will provide you with valuable new information that will propel you ahead of your competition and ensure that you stay there, if you commit to employing your new knowledge to your business. Along with historically essential sessions such as Lessors Roundtable, Accounting, and Legal and Legislative issues, we've added exciting new topics for 2005. Training your Sales Staff (how to beat your competitors to the deal), Getting the Right People on the Bus (things to look for in your next top salesperson) and Keeping Your Best People on the Bus (increased morale equals increased profits and decreased turnover), are just a few of the new hot topics for NVLA 2005.

Other subjects will show you new ways to remarket your off-lease vehicles, add equipment leases to your portfolio and the best ways to Manage Your Time. For the first time, session listings will be color-coded by subject in your Conference Registration packet and on the Conference Rooms for easier location, and this year you'll have the opportunity to sign up for Seminars in advance when you register for the Conference. To give you a summary of the sessions this year, subject material and handouts from all seminars will be included in every Conference Manual. We've also scheduled the seminars with specific business topics in mind so that you can attend the sessions that are the most important to you.

**Push beyond the status quo and set your aim towards excellence in all aspects of the vehicle leasing industry: attend the NVLA 2005 Annual Conference!**

Dale Davis  
Conference Co-Chair

David Blassingame  
Conference Co-Chair

# SCHEDULE OF EVENTS

(Note: The information in this Schedule of Events is current as of February 15, 2005. All times and activities are subject to change.)

## Tuesday, May 17th

**4 pm – 6 pm**

Early registration

## Wednesday, May 18th

**All Day**

Family Day

**11 am – 8 pm**

Registration

**12:00 pm – 5 pm**

Golf Tournament at Eagle Pines Golf Course

**10 am – 4 pm**

Vendor set-up

**5:30 pm – 6:30 pm**

First Timers' Reception and Exhibit Hall Grand Opening

**7 pm – 9 pm**

Opening Mixer at Pleasure Island, Charity Live Auction

**9 pm – until**

**Explore Pleasure Island – on your NVLA Event Pass!**

*Sponsored by Daimler Chrysler Motors*

## Thursday, May 19th

**7 am – 4 pm**

Registration

**7:30 am – 8:15 am**

Breakfast

**8:15 am – 9:15 am**

**Product Presentation, Daimler Chrysler Motors**

**9:15 am – 10 am**

NVLA Business Session

**10 am – 10:15 am**

Break

**10:15 am – 11:45 am**

Breakout Seminars

**T2C - EFFECTIVE MARKETING TECHNIQUES**

**T1C - BANKRUPTCY IN FOCUS**

**12 pm – 12:45 pm**

Lunch

**12:45 pm – 1:45 pm**

Sponsor Presentation

**1:45 pm – 2 pm**

Break

**2 pm – 3 pm**

Breakout Seminars

**T1D - ACCOUNTING 101**

**T2E - TRAINING YOUR SALES STAFF**

**3:15 pm – 4:45 pm**

Exhibit Hall Open, Grab a Beer and Network!

**5:30 pm – 10 pm**

**Reception, Key West Dinner, & Charity Cigar Smoker at Lake Buena Vista**  
*Sponsored by Ford Motor Company*

## Friday, May 20th

**7:30 am – 8:15 am**

Breakfast

**8:15 am – 9:15 am**

**Product Presentation, Ford Motor Company**

**9:15 am – 9:30 am**

Break

**9:30 am – 10:30 am**

Breakout Seminars

**T1A - WHAT'S NEW IN LEGAL/TAX ISSUES**

**T3B - MANAGING YOUR DAY**

**10:30 am – 10:45 am**

Break

**10:45 am – 11:45 am**

Breakout Seminars

**T2F - AGGRESSIVE COMPETITION**

**T1B - LESSORS VICARIOUS LIABILITY**

**12 pm – 12:45 pm**

Lunch

**12:45 pm – 1:45 pm**

Sponsor Presentation

**12:30 pm – 5:30 pm**

Companion/Spouse Tours

**2 pm – 3:30 pm**

Breakout Seminars

**T3A - LEASE FUNDING**

**T2B - EQUIPMENT LEASING**

**3:45 pm – 5:30 pm**

Exhibit Hall final opportunities and prize drawings

**5:30 pm – 6:30 pm**

President's reception

**6 pm – 12 pm**

**Reception, Gala Dinner & Fireworks at Epcot. Sponsored by General Motors**

## Saturday, May 21st

**7:30 am – 8:15 am**

Breakfast

**8:15 am – 9:15 am**

**Product Presentation, General Motors**

**9:15 am – 9:45 am**

Award Presentations

**9:45 am – 10 am**

Break

**10 am – 11 am**

Breakout Sessions

**T2A - LESSORS ROUNDTABLE 1**

**T3C - EFFECTIVE HR STRATEGIES**

**11 am – 11:15 am**

Break

**11:15 am – 12:15 pm**

Breakout Sessions

**T2A - LESSORS ROUNDTABLE 2**  
**T2D - REMARKETING-RESIDUAL-FORECASTING**

**12:30 pm – until**

Take the kids to Disney World or Universal!

**12:30 pm – 5:30 pm**

Board of Directors Meeting & Lunch

**7 pm – 10 pm**

Board of Directors Dinner at Arthur's

## NEW FOR 2005

Looking for new suppliers? Need more funding sources? How about the best way to handle an out-of-state lease termination? This year NVLA will bring together the finest collection of new products and services available to the leasing industry. Meet the people with the expertise to efficiently handle the tasks you can't do or for which you don't want to use your valuable resources. Discover new suppliers of services, insurance and funding that can make 2005 the best year you've ever had. Meet directly with Factory Fleet Representatives and learn about their new products and programs.

### REGISTER FOR OPTIMUM PERFORMANCE BREAKOUT SESSIONS IN EACH OF THREE TRACKS

As a service to all delegates, NVLA Conference Staff will compile all course material in your personalized attendee package – no need to worry about what you're missing! Choose your preferred breakout sessions now, and our staff will make sure all seminar materials are included in your individual Conference Binder when you arrive in Orlando.

### Track One: Get your House in Order - Legal, Legislative and Accounting

#### T1A What's New in Tax and Legal Matters That Affect Your Everyday Operations

Stay on top of recent developments to ensure you don't get caught on the wrong side of the law. New for 2005 - Personal Liability: as a corporate director and officer in today's economy, you may be on the hook for more than you think.

## **T1B Fight the Good Fight: Lessor Vicarious Liability**

*Presented by Elaine Litwer and Other Industry Experts*

This contentious issue is not going away; find out how to protect your business, protect yourself and what steps you need to take to help put an end to this madness. The fight now rages north of the border in Canada, with a recent court award against Primus.

## **T1C Bankruptcy in Focus**

*Presented by Michael Cardello*

Is there a crystal ball? What are the tell-tale signs that you need to know to protect yourself from potential lessee default. This session explores the top ten reasons lessees default, and provides Lessors with a guide of how to deal with lessee receivables, including knowing when to pull the plug.

## **T1D Tax Issues 101**

*Presented by Paul Doyle*

Stay on top of new regulations which could potentially save you thousands of dollars in costly mistakes. The rules have changed. You need to know them.

## **Track Two: Strategize, Market and Sell, Sell, Sell**

### **T2A Tried and True: Lessors Roundtable Parts One and Two**

*Presented by Jerry Duffy/ Tarry Shebesta/David Blassingame/ Steven Posner*

No topic is off limits – bring your ideas, challenges and be prepared to be held accountable to your peers. New for 2005: moderators will structure this session to delve into each of our three optimum performance tracks for a specified period of time. Come prepared!

### **T2B Equipment Leasing**

*Presented by Dale Davis*

Is it time to add a new face to your business? Many vehicle lessors have made inroads into this profitable sector of the leasing business, but beware: not all things are created equal. Challenges, pitfalls and opportunities abound; attend this seminar to learn how to avoid the most common mistakes and learn what works well.

### **T2C Effective Marketing Techniques Online and Off**

*Presented by David Blassingame/Tarry Shebesta/Bob Kelly/Alex Wardle*  
Whether your business is small, medium, or large, we outline marketing plans for all sizes of enterprise, and all budgets. Whether your business is a commercial or consumer lessor, we map paths to success through innovative, cost effective marketing plans you may be unaware of, for both your conventional and online efforts. Having trouble turning browsers into buyers? Not sure where to start? Need to overhaul your company's online strategy? This session will teach you the key hot buttons to realize your potential on the net. We outline an effective web marketing strategy that works alongside your current marketing plan, in concert with the rest of your operation. Your Company's web strategy cannot exist in a vacuum – learn how to integrate this valuable tool into your everyday operations.

### **T2D Vehicle Remarketing and the Residual Value Conundrum**

*Presented by Raj Sundaram/Panel*

We've been doing it for years, and have seen the results: why are we still inclined to bolster residuals? What we've learned, and need to remember to protect against future losses. Faced with staggering residuals on your current portfolio? End of term losses can turn into end of term profits, if you have an effective process that starts at day

one of every lease. Maximize profits and mitigate losses with these tips and techniques guaranteed to make a bottom line difference to your business.

## **T2E Training Your Sales Staff: From Presentation to Negotiation**

*Presented by Automotivators*

Having an effective training program with management dedicated to its success spells the difference between average and stellar performance. Fine tune your skill set and develop a course of action to take back to your business so that your team is guaranteed success. We'll review all aspects of the sale, from introduction to lease termination and leave no stone unturned, so that you can help lead your team to new heights. As in anything in life; practice is the key to effective negotiations in all situations. With the right basic tools, salespeople will increase their closing ratios by applying what is learned here. Learn to identify key turning points in all negotiations, and shape the result to your benefit.

## **T2F Aggressive Competition**

*Presented by David Blassingame/Mike Wood/Automotivators*

Gain the upper hand against zero percent financing, longer bank terms, and high residuals available to consumers when you know your customer. It really does pay to learn and earn.

## **Track three: Everyday Challenges – Tune and Improve!**

### **T3A Lease Funding**

*Panel*

There are many types of funding available to lessors: the NVLA Funding Panel outlines the benefits and drawbacks of each of the following: Direct Lessors: improving bank relations and increasing ratios through effective communications; private bulk financings vs. securitization. Indirect Lessors: attracting funders to your business, how to deal with the myriad of differing requirements posed by multiple funders, and the real risk of having only one.

### **T3B Time Management: Managing Your Day**

Drawn between too many tasks; phones keep ringing while you're trying to answer a thousand emails? Technology has both simplified and complicated our busy lives at the same time, and often seems to run us, rather than help us. Employ these basic, tried methods to ensure that you make effective use of your time, and gain better balance in your life, both at work and at home.

### **T3C Getting the Right People on the Bus, and Developing an Effective HR Strategy to keep them there**

Perhaps the most important thing you'll ever do is hire the right person. Whether you hire a green associate or a seasoned professional, you want to ensure that individual will mesh with your corporate culture, and will develop the skills necessary to ensure their success and, ultimately, yours. This session explores the often tricky world of hiring, training, motivating, and firing those that are the face of your business. Managing your employees 401K, health benefits, and tax deductions can be a daunting task, especially for small and medium sized enterprises. Large corporations have extensive HR departments dedicated to this one aspect of business operations. Learn what they do, and how you can employ big business methods on a more intimate scale.

## NETWORKING / SOCIAL EVENTS

There are a variety of social events during the Annual Conference to provide you with additional opportunities to gather information and share ideas with your peers. Take advantage of the casual atmosphere at these events to strike up conversations, re-connect with old friends, and establish new relationships.

*Walt Disney World*® in Florida is a great place to work and an even better place to play!

### NVLA Golf Tournament

Disney's Eagle Pines Golf Course  
Shotgun Start, Scramble Format  
Wednesday, May 18th at 12:00 pm

This year the fun begins with our golf tournament on Wednesday afternoon. Lush green turf set amidst blue lakes and the melodic sounds of nature form the background to an exciting day of golf in a veritable nature preserve called *Disney's Eagle Pines Golf Course*. The broad contoured fairways harmonize well with the surrounding wetlands. Famed architect Pete Dye's deft touch is subtle, yet unmistakable, with accents of pine straw and a palette of exotic grasses skillfully integrating with the natural surroundings. The result is a magical blend of world-class golf. *Disney's Eagle Pines Golf Course* is a course to be played intelligently, where success lies in the touch rather than the power.

**Golf Attire:** collared shirts, slacks, or shorts. Denim jeans, cut-offs, or jogging shorts are not permitted for men or women.

### First Timers' Reception

Wednesday, May 18th 5:30 pm – 6:30 pm

Meet with your NVLA Mentor and the NVLA Board of Directors to learn how to get the most out of your first time experience. This is by invitation only. "First timers" will receive their invitations prior to the Conference.

### Opening Mixer & Charity Auction

Wednesday, May 18th 7 pm – 9 pm

The Opening Mixer and Charity Auction at Pleasure Island, adjacent to the hotel, is proudly sponsored by Daimler-Chrysler Motors. Take the evening to explore Pleasure Island and your admittance to the park is included! Anyone who thinks that the *Walt Disney World*® Resort is not for adults has never been to *Downtown Disney*® Pleasure Island; it's fun, hip, and offers options for everyone. Dress: resort casual

*Bring your cash, checkbook or credit card and support NVLA's Live Auction; all proceeds benefit the Make-A-Wish Foundation.*

### Key West Beach Party

Thursday, May 19th 5:30 pm – 10 pm

Put on your tropical attire and head to a private Key West Beach Party and Charity Cigar Smoker (with all proceeds going to the Make-a-Wish Foundation), proudly sponsored by Ford Motor Company. Enjoy the entertainment of our Calypso Steel Drum Band while savoring a Caribbean feast. Then join in the fun of sand crab races, beach volleyball, or simply relax under the stars with friends. This will be an unforgettable event; don't miss it! (To learn more about the Make-a-Wish Foundation, visit [www.wishcentral.org](http://www.wishcentral.org))

Dress: tropical beach attire

### Closing Event

Friday, May 20th 6 pm – Midnight

Friday evening it's off to Walt Disney's exciting *Epcot*® at the *Walt Disney World*® Resort for dinner at the American Adventure Rotunda, proudly sponsored by General Motors, and followed by coffee and dessert on our own NVLA private oasis. Let the fireworks begin! *Walt Disney World*® will provide a blazing display of pyrotechnics that will stand out in your memories and remind you why they call this a Fantasy Land. Next it's on to the GM Test Track for the adventurous at heart. There you will enjoy the GM experience while feeling your heart race, living the life of a crash test dummy. This evening will include the Annual Conference Slide Show and photographs from the week's events available for purchase to benefit the Make-a-Wish Foundation.

Dress: resort casual

## OTHER CONFERENCE HIGHLIGHTS

Bring your family and experience all that WALT DISNEY WORLD® Resort has to offer. The Spouse/Companion Program will be outstanding and the entertainment opportunities abound for kids of all ages with Walt Disney World and Universal Theme Park close by. The CVLE Graduation Ceremonies will be held after our Saturday Breakfast along with the Awards for Outstanding Performance by Members and their NVLA Chapters. The 2005 NVLA Conference will provide the best chance you'll have all year to meet and network with peers from around the country, compare notes and tell war stories.

Join us in Orlando. You make the trip. We'll make it memorable!

### Spouse Tour:

Winter Park Cultural Tour

Friday, May 20, 2005

12:30 pm - 5:30 pm

Downtown Winter Park's charm is magnified in its details: hidden gardens and side streets that are home to unique stores, a farmer's market that attracts both locals and visitors alike each Saturday morning and festive parades that define the seasons. The heart of Winter Park is Park Avenue; bordered by a shady park that plays host to concerts and art festivals, Park Avenue is home to one-of-a-kind boutiques and well-known shops, sidewalk cafés, as well as world-renowned art collections in the area's museums. Often called "Little Europe," Park Avenue is a year-round destination that is sure to charm visitors of all ages.

We will take the Scenic Boat Tour that cruises canals between the city's lakes overlooking the area's most prestigious homes. This narrated, one-hour 12-mile cruise through the beautiful lakes and canals is really the only way to see the true beauty of Winter Park which includes Rollins College, Kraft Azalea Gardens, Isle of Sicily, tropical birds, plants, flowers and magnificent mansions.

Following the boat tour, we'll enjoy a leisurely stroll down Park Avenue to the Charles Hosmer Morse Museum of American Art. The Morse Museum houses the most comprehensive collection of Louis Comfort Tiffany's works found anywhere, a major collection of American art pottery and representative collections of late-19th and early-20th century American paintings, graphics and decorative arts. Dine on traditional French cuisine at Chez Vincent after touring the museum. Spend the remainder of your day shopping on Park Avenue, before returning to the hotel.

# TRAVEL INFORMATION

## Getting There

NVLA has established a partnership with Uniglobe Wings Travel for the issuance of airline tickets and booking rental cars. For assistance in securing your travel needs, contact Uniglobe Wings Travel. Members can call 800.243.4370 or 215.628.3322; fax at 215.628.0310; or email via [meetings@wingst.com](mailto:meetings@wingst.com). Mention the NVLA Conference to ensure preferred rates.

## Getting Around

NVLA & Avis have partnered to offer spectacular savings while in Orlando. See the travel information form for details.

## Attire

For daytime events, casual and comfortable dress is appropriate. Sportswear is customary (slacks, skirts or dresses). Don't forget your tropical attire for the beach party!

## Hotel Shuttle

Mears Motor Transportation will provide discounted shuttle service to/from the hotel.

# REGISTRATION INFORMATION

Register before April 16, 2005 and SAVE SOME OF YOUR HARD-EARNED MONEY.

## Registration Fees

All registrations must be prepaid. Make checks payable to NVLA. The following credit cards will be accepted: American Express, MasterCard, and Visa.

## Full Conference Registration

Includes: all seminars, general sessions and speakers, the exposition, refreshment breaks, breakfasts, luncheons, opening mixer, Key West Beach Party, and closing event.

Delegate type	before 4/16	after 4/16
Member delegate	\$695	\$795
Non-member	\$795	\$895
Spouse / guest of member	\$550	\$595
Spouse / guest of non-member	\$595	\$640
Spouse tour (non-registered spouse)	\$65	\$65

Registered spouses and companions gain admittance to everything in the Full Conference registration as well as the Spouse/Companion Tour (must pre-register). Please Note: A Spouse/Companion is not a colleague or partner in the business.

## Golf Tournament with Lunch

Includes: transportation to course, green fees, cart, lunch, and contribution to prizes

## Cancellation information

Conference cancellations must be submitted to NVLA Headquarters in writing. All refunds are assessed a \$75 processing fee. Once Headquarters has received your written cancellation, all credit card refunds will be processed promptly. For check refunds, please allow 2 - 4 weeks after the meeting has ended. After April 16, 2005, refunds will be handled on a case by case basis.

## Important!

Those registered by April 16, 2005 will be listed in the printed Conference Program. Registrations received after April 16, 2005 will appear on the supplemental registration list, available at the Conference Registration Desk.

# HOTEL

Wyndham Palace Resort & Spa is a paradise conveniently located inside the WALT DISNEY WORLD® Resort. As an official Downtown Disney® Resort area hotel, they're the perfect Florida destination.

## Wyndham Palace Resort & Spa

1900 Buena Vista Drive

P.O. Box 22206

Lake Buena Vista, Florida 32830-2206

United States

Phone: 407-827-2727

<http://palace-resort.wyndham-hotels.com/>

Guests enjoy special privileges - like continuous complimentary transportation to all Disney theme parks, dining with favorite Disney characters, access to championship Disney golf courses and more. Universal Studios® Florida and SeaWorld® Adventure Park are just minutes away. Relax in a guest room or suite full of delightful touches like high-speed Internet access and a balcony with a spectacular view. Restore body and soul with a workout or world-class treatment in the European-style spa. Outside, enjoy swimming, tennis, and volleyball. At sunset, savor exceptional cuisine at Arthur's 27 on the 27th floor. Take a stroll to *Downtown Disney*® for shopping, dazzling entertainment and nightlife.

Come to the NVLA Annual Meeting and stay at the Wyndham Palace Resort & Spa in the WALT DISNEY WORLD® Resort for a magical time in Florida's favorite kingdom.

Room reservation deadline is April 16, 2005. After this date, the NVLA rooms will be released and will only be confirmed on a space available basis at the conference rate. Individual attendees are responsible for making and canceling any hotel arrangements.

## NVLA room rate

Standard **\$179** per night, single or double occupancy

Water View **\$189** per night, single or double occupancy

Disney View **\$199** per night, single or double occupancy

Resort fee \$8 per room, per night

Secure your reservations directly through the hotel by calling the Wyndham at 407-827-3333, or via the web at:

<http://www.wyndhamevents.com/palace/05nvl.htm>

To secure your reservation at the group rate, identify yourself as being with NVLA when making reservations by phone.

Please Note: Reserving rooms outside of the NVLA room block or at another hotel could result in financial penalties to NVLA. A one-night deposit is required with each individual reservation. All deposits for individual room reservations are fully refundable if a room is canceled 48 hours or more prior to the arrival date.

Check in time is 3:00 p.m. and check out time is 11:00 a.m.

## ADDED BONUS

Take advantage of Wyndham ByRequest. Wyndham's guest recognition program designed to customize each stay to your individual tastes and preferences, at no additional cost. At Wyndham, they mean it when they say that your request is their pleasure. As a Wyndham ByRequest member, your stay experience is customized according to your specifications. Some of the benefits include: Free local and domestic long distance calls and free high-speed Internet access. Visit the Wyndham website for more information.

## TO RESERVE YOUR SPONSORSHIP

Select from the sponsorship listing, on the sponsorship reservation form, noting the event or activity that your company wishes to sponsor, then complete the enclosed Sponsorship Reservation Form and mail or fax it to the NVLA along with the full payment. Sponsorships must be paid in full by April 29, 2005.

## EXPO INFORMATION

Looking for new suppliers? Need more funding sources? How about the best way to handle an out-of-state lease termination? This year NVLA will bring together the finest collection of new products and services available to the leasing industry. Meet the people with the expertise to efficiently handle the tasks you can't do or for which you don't want to use your valuable resources. Discover new suppliers of services, insurance and funding that can make 2005 the best year you've ever had. Meet directly with Factory Fleet Representatives and learn about their new products and programs.

For exhibitors, it provides the chance to market to leasing industry leaders from across the nation. In the past year we've consulted our traditional exhibitors to find out what we could change to enhance their Conference experience. The 2005 Conference will incorporate those ideas to create an environment that is designed specifically to enhance exhibitor's ability to get the most from their time and effort.

Because decision makers come directly to you, the NVLA Exposition is an unsurpassed opportunity to introduce them to your newest products, learn about their purchasing plans, establish profitable new relationships, and increase sales to existing customers.

NVLA is ready to help you reap the real benefits expected from your marketing investment! Reserve your exhibit space today! Complete the enclosed Exhibit Space Reservation Form and Contract and mail it with your payment to NVLA.

## SPECIAL TRAFFIC BUILDING EVENTS

Door prize drawings add to the excitement on the exhibit floor and attract people to visit your booth. All exhibitors are requested to furnish at least one door prize (retailing at \$25.00 or more) to be awarded during the Friday Networking Session. It is also another chance to publicize your company to those most likely to use your products and services. Contact NVLA Headquarters for more details.

## NVLA INFORMATION

NVLA represents the entire vehicle leasing industry. NVLA was founded in 1968 as a forum for ethical lessors to share information about the vehicle leasing industry. Today, NVLA members include independent leasing companies, automobile dealerships, banks, captive finance companies, credit unions, alternative funding sources, vehicle manufacturers, and the suppliers of services to lessors. NVLA's programs focus on education, responsible legislation and communicating with members on industry trends and practices. For more information about NVLA, call (215) 564-3484.

**“When we began the work of planning the 2005 Conference, we threw out all our preconceived notions, previous experiences, and old ideas.”**

Dale Davis  
Conference Co-Chair

David Blassingame  
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