

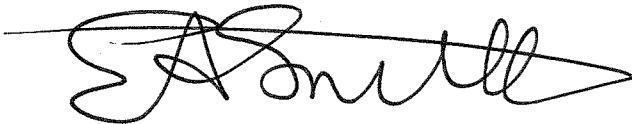
July 6, 2009

Letter of Recommendation for MSBCoach

Charlottesville Transit Service (CTS) has been holding semi-annual Customer Service Training for our bus drivers through Piedmont Community College's Corporate Training and Organizational Development for a couple of years. This year, Michelle Braden was our instructor for 4 sessions in June 2009. I must say that she provided very good sessions. All drivers and supervisors who attended said it was the best we have had yet. Michelle absorbed our handbook and operational information, and she became a part of CTS – not just an outside instructor, but like part of our "family".

We very much appreciated Michelle, and her training will (are) benefiting CTS and assisting with providing the best Customer Service we can.

I highly recommend Michelle and MSBCoach for your training needs.

A handwritten signature in black ink, appearing to read "E. Smith", with a long horizontal line extending to the right from the end of the signature.

Eric A. Smith
Assistant Transit Manager, CTS