



Dear Colleague:

We are excited that you have considered being a volunteer for the 2010 Annual Meeting and Exposition to be held May 3 – 5, 2010 at the George R. Brown Convention Center in Houston, Texas.

ITS America's 2010 Annual Meeting and Exposition will allow registrants access to a variety of events, including several extraordinary education sessions, exciting tours, a grand-scale exhibition hall, and limitless opportunities to connect with a national audience.

We cannot, however, make this event a success without the generous support of many volunteers, and there are several areas in which volunteers may offer their support. These areas are described in detail on the following pages. Please complete the attached registration form and return to Brei Whitty via e-mail bwhitty@itsa.org or fax 202-484-3483 by Tuesday, December 1, 2009.

All volunteers will receive a complimentary one-day pass into the Exhibit Hall along with lunch on the day they volunteer. Descriptions of volunteer responsibilities and the volunteer sign-up sheet are attached to this letter. Volunteers are requested to contribute a minimum of a half (7:00am – 12:00noon or 12:00noon to 5:00pm) or full day of service. We also request that you attend a half-day training session prior to the event. All interested individuals are welcome.

Don't pass up this terrific opportunity to participate in this extraordinary event!

We are grateful for your cooperation. Please feel free to contact Sandra Collier at scollier@itsa.org or 202-721-4214 with any questions or concerns.

Sincerely,

A handwritten signature in black ink, appearing to read "Scott F. Belcher".

Scott F. Belcher
President & CEO, ITS America



ITS America 2010 Annual Meeting Volunteer Registration Form

First Name _____ Last Name _____

Organization _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____

E-mail (required) _____

Please place a checkmark by at least three of the following volunteer duties. A full description for each volunteer duty can be found below.

Registration Support

Press Office Volunteer

ITS America Staff Office Assistant

Technical Tour Monitor

Session Monitor

Demonstrations

Information Desk/Human Signs

Exhibit Hall Show Management Office Assistant

Please place a checkmark on the applicable line below for the date(s) on which you wish to volunteer and indicate whether you wish to volunteer for a full day or a half day.

May 1, 2010 **Full Day** **Half Day** (Registration & Demonstration support only)

May 2, 2010 **Full Day** **Half Day** (Registration & Demonstration support only)

May 3, 2010 **Full Day** **Half Day**

May 4, 2010 **Full Day** **Half Day**

May 5, 2010 **Half Day**

I will visit the Exhibit Hall:

May 3, 2010

May 4, 2010

May 5, 2010

Return to Brei Whitty via e-mail bwhitty@itsa.org or fax: 202-484-3483.



ITS America 2010 Annual Meeting Volunteer Duties

VOLUNTEER INSTRUCTIONS

REGISTRATION SUPPORT

Pre Registered Attendees

Badge Holder Pick-up

In order to track everyone who actually attends the Annual Meeting, volunteers will have a Scan Reader to scan the bar code of each attendee when they pick up their badge holder and registration credentials. If an individual is not pre-registered, please ask them to proceed to the on-site registration kiosk to enter their pertinent information and then proceed to the “On-Site Attendee Registration” counter to make payment and pick up their credentials. Additional training and instructions for registration volunteers will be provided on site.

Pre-Registered Exhibit Booth Personnel and Expo Only

Badge Holder Pick-up

Volunteers will have a Scan Reader to scan each badge before you provide the badge holder. Volunteers will also provide a badge holder and an exhibitor directory. If an individual is not pre-registered, please ask them to proceed to the “On-Site Exhibitor Booth Personnel” counter to register and pick up their credentials.

ITS AMERICA ANNUAL MEETING PRESS OFFICE

The Press Office volunteer will provide administrative support for the press office and public relations director. The volunteer will be responsible for answering phones; registering press for the meeting; serving as liaison between the press office, press manager, and the logistics manager, etc. Hours of operation each day will be 7:30 am – 5:00 pm Sunday, May 2 – Wednesday, May 5

ITS AMERICA STAFF OFFICE ASSISTANT

Volunteers will be asked to assist ITS America staff in the staff office. This individual will answer phones, take messages, prepare tent cards, update the rolling schedule, and assist with all administrative duties. Hours of operation each day will be 7:30 am – 5:00 pm Sunday, May 2 – Wednesday, May 5.

TECHNICAL TOUR MONITOR

Each Technical Tour Monitor should report to the specified location where the bus will depart 30 minutes prior to the departure. Each monitor will check to make sure that everyone who boards the bus has a ticket for that particular tour. You will make sure that the bus leaves at the designated time. Also, the volunteer will be the on-site contact person once the bus arrives at the particular site location. After

the tour is completed, the volunteer will make sure that all individuals board the bus and return to the convention center. Please refer to the program for time of facility tours.

SESSION MONITOR

Each Session Monitor Volunteer should report to the Volunteer Office upon arrival for their sessions (after receiving registration materials from the registration desk). Session Monitor Volunteers will assist with the coordination and monitoring of the session. Upon arrival at the Volunteer Office, please pick up the envelope marked with your session number. The envelope will have the session evaluation forms in it. Please distribute this evaluation form to all session attendees. We ask that you arrive at the session room 20 minutes prior to the start of the session.

Each Session Monitor is asked to collect the completed evaluations when the session is over. In each packet of evaluation forms, there will be a summary sheet. The Session Monitor should compile the results of the evaluation forms on the summary sheet and place the summary sheet as well as all the evaluation forms back in the envelope. The envelope must be returned to the Volunteer Office where they will be picked up at the end of each day.

When you arrive at the session room 20 minutes before the session, the moderator and panelist should already be in the room. The Session Monitor is the liaison between conference management and the audio visual technician. You will notify the audio visual technician when equipment does not work, dim the lights when and if necessary, make sure all head table participants have tent cards, etc. Please remain in the room from start to finish. **NO AUDIO VISUAL EQUIPMENT CAN BE ADDED TO THE ROOM UNLESS IT IS OKAYED BY SANDRA COLLIER, THE LOGISTICS MANAGER.** The audiovisual team will have on their company shirts and will have radios to notify Sandra or you may see an Experient staff person who will be on radio and can notify Sandra. Please refer to the preliminary program for times.

DEMONSTRATIONS

The starting time each day will be 7:00 am and the ending time each day will be 5:00 pm.

Volunteers will be asked to assist with set-up of the parking lot – duties will include setting up of traffic cones and other non-technical duties. During the actual show, volunteers will be asked to assist in directing human traffic to the respective demonstrations – for example they will hold up small signs directing people to the appropriate demonstrations.