



# CSG East | 61<sup>st</sup> Annual Meeting

## NEW HAMPSHIRE 2022

Dear GSA Colleagues,

Thank you for volunteering to help us at the CSG East's 61<sup>st</sup> Annual Meeting and Regional Policy Forum! I look forward to meeting you in Manchester and to working with you. This is our first in-person meeting since 2019, and you will help make us shine!

The Council of State Governments was established in 1933, and the New York office opened in 1937. The Eastern region includes every state from Maine to Maryland, Puerto Rico, the U.S.V.I. and five Eastern Canadian provinces are international partners. This year 17 of our 18 member jurisdictions are attending the Annual Meeting. Our mission is to facilitate problem-solving among our member jurisdictions, and our members set the agenda.

Please review this document and let us know if you have any questions.

Onsite, the GSA's will report to my colleague Pam Stanley. The GSA's will have the Hale Room on the first floor to meet in, relax, hang out, and will be where the transportation team is located. Staff meals are in Penstock. We will have a walkie talkie at registration staff and the transportation team. Cell phone numbers for staff are included at the end of the document.

### **I. Registration Team**

Our registration system is very easy. For those who have not registered in advance, they can register onsite. A dedicated computer and printer will be at registration for those registering on site.

For those who registered in advance, their badges have been made and will be in alpha order in trays. There is a check-in app, and all you will need do is ask for an ID to verify the person is who they say they are, check them off in the registration app, and hand them a badge. We have iPads to use for this purpose and instructions will be at registration, and we'll review with all those starting at registration for the first time.

Below is Registration's schedule and locations.

- Saturday, August 13, 1 – 5 p.m. in the lobby
- Sunday, August 14, 7:30 a.m. – 5:30 p.m. in Assembly
- Monday, August 15, 7 a.m. – 5 p.m. in Assembly
- Tuesday, August 16, 7 a.m. – 5 p.m. in Assembly

Please note:

Please advise everyone that badges must be worn to all our events, or they may be prevented from participating.

- Many attendees get a ribbon of some sort, please assist guests in attaching their ribbons to their badge.
- Please encourage guests to get the meeting app.
- There is no printed agenda book, and there is no meeting bag this year.
  - o We can print out paper copies of the agenda book for those who request one.
  - o There is an e-version in the meeting app, and there will be instructions on how guests can access it.
  - o There is some guest swag which will be available in bowls at registration. Members are allowed to help themselves.
- For guests arriving on Saturday and Sunday, we will ask them to consider signing a waiver to ride the McIntyre chair lift at the party on Sunday night. We ask that those staff working on Saturday and Sunday distribute the waivers at registration and collect the signed waivers. Those who sign the waivers get a sticker that says "Sun" for their badge which is their proof they've signed the waiver. Anyone without the sticker will not be allowed on the chair lift. Signing the waiver is not mandatory but you cannot ride the chairlift without it.
- For those arriving onsite, who have not pre-registered, please have them sign-up. We'll have a computer dedicated for that. You will have a printer where badges can be made. If you have issue, please radio Cynthia in the CSG office about any issues.

Questions you may get at the Registration Desk:

- There are two policy tours on Tuesday afternoon. Registration will manage the waitlist for both, and you likely be asked if there is room available. We'll take additional attendees on a first-come, first served basis. Please note:
  - o Those going on the agriculture tour will gather in the hotel lobby to board the bus to Loudon.
  - o Those going on the ARMI tour in the Millyard will gather in Assembly and exit out the Assembly doors to walk to 400 Commercial Street. Comfortable shoes are recommended, and for those who cannot take stairs, elevators are available
- We have activities on Monday and Tuesday for adult guests of our attendees. Please confirm guest attendance for activities.
  - o Monday, guests will depart the hotel and travel by charter bus to the State House in Concord for a tour in the morning. After that, the bus continues to Canterbury Shaker Village for lunch, a tour, and time on their own to explore. Once on the tour, they will not be able to return to Manchester until the activity at Canterbury is over.
  - o Tuesday morning guests will take a tour of the Millyards and the Millyard Museum and will have lunch at the Waterworks Café. If Akeed, all guests are welcome. In the

afternoon, some guests will go to the Dancing Lion Café for a chocolate tasting. Others will entertain themselves.

- There may still be availability to join the chocolate tasing, we will update you when we get to Manchester.
- Any advice you can give our guests about Manchester and the surrounding area is greatly appreciated. Some folks may be looking for restaurant or activity recommendations and as the experts, we appreciate you giving them your best advice!
- At the end of the day, the registration materials need to be put away and secured for the night. On Tuesday, the 5:30 pm reception is in registration area. All materials will to staff office in Dartmouth for packing the next day.
- **IMPORTANT NOTE:** Press may show-up, especially on Monday, August 15. Governor Sununu will welcome everyone at the opening ceremony. They will likely show-up early. Please direct press to Mary Branham first, Dylan McDowell second, or Alison third.

## The Transportation Team

### The Transportation Team

There are two essential tasks for the transportation team:

1. Manage the tour buses, and hotel shuttles between the DoubleTree and the Hilton Garden Inn
  - a. Keeping in contact with the shuttle drivers, and if necessary, the bus companies
  - b. Making sure the correct bus signs are in the correct buses
  - c. Keeping in touch with the GSA staff on the bus, troubleshooting if necessary
2. Assist with speakers/VIPs
  - a. tracking the speaker flights if they are no shows
  - b. Manage the parking vouchers.

## Session Runners

Session runners will assist at the various sessions in a variety of ways:

1. Policy committees
  - a. Take attendance  
To keep person to person, contact to a minimum, we ask that the session runners list the attendees per session on a preprinted manifest template and bring to the staff office on the mezzanine level at the of the session. Try to do this as best you can without being disruptive at the start, during (if you can see their badge), and at the end of the session.
  - b. Fulfill any requests from the policy staff or chairs (i.e., adjust room temperature; get supplies, etc.). For things like that, contact Eeva by radio or phone.
  - c. Only committee members sit at the tables, observers can sit around the perimeter.

2. Plenary sessions
  - a. Assist with seating
  - b. Passing microphones during Q&A
  - c. Collecting questions cards
  - d. Get a rough headcount of attendees
  
3. Concurrent sessions
  - a. Assist with seating
  - b. Attendance if able or a rough headcount of attendees
  - c. Fulfill any requests from the policy staff or chairs (i.e., adjust room temperature; get supplies, etc.).

### **Adult Guest and Policy Tours**

All guest activities have been paid.

- Monday, we need someone to accompany the guests to the State House and Canterbury Village and facilitate the trip. You will be responsible for making sure all guests are accounted for before departing from the State House and from Canterbury Village. You will be in contact with the bus driver, and Pam at home base in case you need anything while on the road.
  
- Tuesday, we need someone to accompany the guests to the Millyard Museum and then to lunch at the Waterworks Café. In the afternoon, we need guests to be escorted to the Dancing Lion for the Chocolate tasting. There is no transportation for the guest activities on Tuesday.

Agriculture off-site tour to Loudon

- Tuesday, we need someone to accompany the guests to the two farms in Loudon. You will be responsible for making sure all guests are accounted for before departing and returning to Manchester. You will be in contact with the bus driver, and Pam at home base in case you need anything while on the road.

Alison, Eeva, and Cynthia are usually on radio.

Key Staff phone numbers.

<b>STAFF</b>		<b>POSITION</b>	
Biette	David	Director, CSG East	703-304-2853
Branham	Mary	Managing Editor	502-229-0940
Braver	Alison	Program Manager	646-387-8678
McDowell	Dylan	Communications Specialist	302-379-8120

Henry	Beverley	Registration Supervisor	860-965-1913
Stanley	Pam	Volunteer Coordinator	212-365-4511
Wallace	Kevin	IT/Technical Director	859-321-2670
Warkentin	Evea (Ee-vay)	Logistics Manager/hotel liaison	480-236-7697