



*Family Motor Coach Association, Inc.*

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December 15, 2018

Dear Perry Tram Volunteers:

Thank you for assisting your association at FMCA's 99th International Convention. Enclosed is your volunteer identification card. Please display on the inside of your motorhome windshield on the driver side, without obstructing the driver's view. **Display the identification card along with the date of entry credential that you received in your confirmation packet.**

Tram volunteers should enter the grounds between 8:00 a.m. and 4:00 p.m. on Sunday, March 10. Please follow the directions included in your confirmation packet. If you wish to park next to your friends who are also volunteering, it is best to arrive together.

There will be a meeting of all tram volunteers at 9:00 a.m. on Monday, March 11, in McGill Marketplace. At the meeting, FMCA's Chief of Trams and Tram Crew Leaders will address the volunteers and you will receive your volunteer hat, pin, and ribbon.

Trams will be used on a regular basis at the Perry event. The number of trams on any specific route may vary according to the time of day and need. Tram volunteers should study the program so they know the whereabouts of all activity centers and can direct people at any given moment from one tram or activity center to another. Programs are located in your welcome bags or there may be additional copies available at the Tram meeting.

There will be a volunteer appreciation at evening entertainment on Friday, March 15, 2019. Please wear your hat or visor to evening entertainment.

Thank you for your participation. We look forward to working with you in Perry.

Sincerely,

Barbara Feiler  
Events Manager

Enclosed: Volunteer credential

cc: Convention File; Doug Uhlenbrock, Director of Events; Elaine Mills, Volunteer Coordinator

# GUIDELINES FOR TRAM VOLUNTEERS

## FMCA'S 99th International Convention Perry, Georgia

Thank you very much for donating your time to assist with the Trams at the Perry event.

The duties of the Tram Volunteers are to ensure the safety of families and guests riding trams and to act as hosts and guides at tram stops.

### **VOLUNTEER RESPONSIBILITIES:**

- ❖ Tram cannot operate without a Tram volunteer to assist the driver. Your main duties are to assist passengers in boarding or leaving the tram. Make sure everyone is seated and possessions are secured before allowing the tram to proceed.
- ❖ Answer questions regarding various exhibit areas, information center, activities, ticket booth, seminar buildings, etc., around the convention site.
- ❖ Assist families in finding the correct tram following evening entertainment.
- ❖ Carry a convention program, Grounds Map and or the FMCA App for reference.
- ❖ All volunteers are asked to help provide a safe environment for convention attendees by immediately reporting any unsafe conditions to the FMCA Safety Team, FMCA Security, Executive Board members or national office staff.

**Please note: Tram volunteers should become familiar with the layout of the convention grounds and be aware of the trams that travel to various areas around the grounds.**

**DAYS & TIME NEEDED: (The list below is subject to change. There will be more definitive hours as we get closer to convention)**

Monday, March 11 (Limited Service) ..... 8:30 a.m. – 5:00 p.m.  
Tuesday, March 12 (Limited Service) ..... 8:30 a.m. – 9:30 p.m.  
Wednesday, March 13 ..... 7:00 a.m. – 9:30 p.m.  
Thursday, Friday, Saturday, March 14 through 16..... 7:00 a.m. – 10:00 p.m.

**Trams Captain**      Wayne Mower  
                                 wdmower@verizon.net  
                                 302-559-1657

**THANKS . . . AND HAVE FUN!**