

2024 CONFERENCE FAQ's - QUICK REFERENCE

You have questions? We have answers!

Here are some frequently asked questions (FAQs) about the upcoming 2024 PSATS Educational Conference and Exhibit Show.

If you don't find your answer here, call PSATS at 717-763-0930 ext. 190
or email us at <mailto:conference@psats.org>.

When & Where

- **Where is the conference held?**

The Hershey Lodge, 325 University Drive, Hershey, PA 17033
(<https://www.hersheylobby.com/>)

- **When does the conference begin?**

The official start of the conference is Sunday, April 14, at 1 p.m. and ends at noon on Wednesday, April 17, at which time the official attendance certificates will be distributed.

- **Who attends this conference?**

Attendees include township board members, secretaries, administrators, treasurers, managers, roadmasters, emergency management coordinators, road crew/public works/parks department employees, solicitors, engineers, members of township planning commissions and zoning hearing boards, zoning/building code officials, and all other township employees. Spouses/guests are also welcome.

- **When and where is conference check-in?**

You can check-in on Saturday from 2 p.m. to 6 p.m. in the Great American Hall Lobby. Sunday check-in runs from 10 a.m. until 7 p.m. in the Chocolate Lobby and the Great American Hall Lobby. Delegates, guests, and exhibitors can use any check-in station. Registration Monday through Wednesday is also in Chocolate and Great American Hall Lobbies.

- **Where is check-in for Sunday pre-conference workshops?**

Check-in for Sunday pre-conference workshops starts at 8 a.m. downstairs in the Confection Lobby.

Registration

- **When will we get the conference registration information?**

You should have received the new, all-in-one conference registration booklet in early December; however, it also available online by clicking [here](#).

- **When does conference registration open?**

The conference registration and hotel reservation systems open Tuesday, January 9, 2024, at 9 a.m.

- **May I register for the conference online?**

Yes, register online at conference.psats.org.

- **How do I register for the conference?**

Visit conference.psats.org and click on the red “Register Here” button in the lower left corner of the page. Select your registration category and proceed.

Need help? Make sure to watch our instructional video “How-to-do Online Registration” ([click HERE](#)) before you begin the registration process.

Workshops

- **Do I have to “pre-register” for conference workshops?**

There is no “pre-registration” for workshops, but you can create a personal agenda for all the conference events you want to attend by using the conference mobile app.

- **Is there pre-registration required for the Sunday pre-conference workshops?**

Yes, affiliate association seminars and other Sunday events require a separate registration, all of which can be found at <https://www.psats.org/psats-educational-catalog>.

- **Where do I find a list of workshops?**

Multiple locations:

- [Conference.psats.org](https://www.psats.org)
- The conference mobile app
- Each month in the *Pa. Township News*
- The conference program book and Schedule-at-a-Glance (only available at the conference)

- **How do I get the workshop handouts?**

To access workshop handouts, you can download them from the conference mobile app or from the conference website. These handouts will be available for download by conference registrants through December 31, 2024.

- **Where are workshops held?**

Workshops will be held at various locations in the Hershey Lodge, including the Chocolate Ballroom, the Cocoa Suites, downstairs in the Confection Hall, and one floor up the elevator to the Tower Suites. See the map on the PSATS Conference App for more information.

- **What time do workshops begin/end each day?**

Monday:

10:45 - 11:55 a.m. This session is for the Population Committee Meetings and the Managers Roundtable, which are open to all registrants.

1:15 - 2:25 p.m.

2:45 - 3:55 p.m.

4:15 - 5:25 p.m.

Tuesday:

1:15 - 2:25 p.m.

2:45- 3:55 p.m.

4:15- 5:25 p.m.

Exhibit Show

- **What is the exhibit show?**

The PSATS Exhibit Show is the largest municipal exhibit show in Pennsylvania with close to 300 exhibits both inside and outside. Exhibitors include those who sell services and products to municipalities, as well as state and federal agencies that have information and assistance to share with townships.

- **When is the exhibit hall open?**

Sunday: 1 - 5 p.m. and from 6:30 to 8 p.m. for the

“Welcome Reception”

Monday: 7:30 a.m. - 4 p.m.

Tuesday: 7:30 a.m. - 1:30 p.m.

- **How do I find a specific exhibitor?**

The conference program book contains a categorical list of exhibitors with their booth number(s). The exhibitors are also listed on the mobile app.

- **Where are the exhibits located?**

The indoor exhibits are in the Great American Hall, the Great American Lobby, and the Chocolate Lobby. The outdoor exhibits are accessed in the parking lot through a giant rollup door in the indoor hall that will be open during most of the show, weather permitting.

Where is the PSATS booth?

The PSATS booth is in the center on the Exhibit Hall. Look for the big red PSATS ball.

- **Are there any available food/beverage options in the exhibit hall?**

Water coolers are available throughout the hall and around the workshop rooms. We will also host a “Welcome Reception” with the exhibitors on Sunday evening from 6:30 p.m. - 8 p.m. and a continental Breakfast with Exhibitors on Monday and Tuesday mornings starting at 7:30 a.m.

General Session

- **What is the “general session”?**

The general session is the “kick off” event each morning Monday through Wednesday of the conference. The general sessions feature the opening “Parade of Flags,” numerous guest speakers, the business session, voting for resolutions and officers, the keynote speaker, our awards ceremony, important announcements, and special interactive forums and panels.

- **What time is the general session each day?**

Monday: 8:30 - 10:30 a.m.

Tuesday: 8:30 a.m. - noon

Wednesday: 8:30 a.m. – noon

- **Where are the general sessions held?**

The general sessions are held each morning in the Chocolate Ballroom.

- **Who can attend the general session?**

Anyone registered for the conference wearing their name badge may attend the general sessions.

- **Do I get to vote on resolutions?**

Only voting delegates may vote on resolutions, and each township appoints a voting delegate. County associations can also appoint voting delegates. However, everyone may attend the voting session.

- **What are punctuality prizes?**

Punctuality prizes are given out to attendees whose names are drawn and who are present in the ballroom during each morning's general session. As you enter the general session each morning, you should fill out that day's punctuality card, located in the back of the conference program book, and drop it in the "Punctuality Prize" boxes at the doors, which are staffed by the sergeants-at-arms.

First-Time Attendees

- **How do I find other first-time attendees?**

First-time attendees have a distinctive "bee" logo on their name badge, symbolic of being a "new-bee." "New-bees" are invited to visit the "hive" gathering spot in the Member Lounge located in Cocoa Suite 5 for the opportunity to meet other first-timers and catch all the 2024 conference buzz.

- **If I have a question during the conference, where do I go for help?**

Go to the Conference Information Desk in the Chocolate Lobby. PSATS staff will be there to help you.

- **Is there a map of the Lodge and surrounding area?**

You will find a diagram of the Hershey Lodge and a map of the Hershey area in your program book, the Schedule-at-a-Glance, and on the mobile app.

Conference Events/Networking

- **What networking events are available at the conference?**

There are many networking events at the conference where you can meet and talk to your peers, including the Welcome Reception with exhibitors, First-Timers Meet-and-Greet and Desserts with Dave on Sunday evening; Donuts with Dave and Continental Breakfast with the Exhibitors on Monday morning; the Stars & Stripes Soiree Reception on Monday evening; Continental Breakfast with the Exhibitors on Tuesday morning; Legislative Grassroots Reception on Tuesday evening as well as bingo Tuesday night; and Donuts with Dave on Wednesday morning. See a full list of events in the Additional Conference Information booklet, on the conference mobile app, or in the program book.

- **Are these events free or do I need a ticket?**

Attendance is free but registration is required for the Sunday Welcome Reception and the Tuesday Legislative Grassroots Reception.

Registration and an additional fee are required for the Monday Stars & Stripes Soiree reception, the Tuesday Secretaries-Managers Lunch, and for Tuesday bingo.

Otherwise, all events are free and open to any conference registrant wearing their name badge.

- **Is there a location at the Lodge where I can network with others?**

Anywhere around the conference is a perfect opportunity to network with your fellow delegates, but we do have a Member Lounge, located in Cocoa Suite 5, where you can meet others, relax, grab a snack, and purchase PSATS merchandise.

- **Are there any activities for attendees during break times?**

Yes! This year we will again feature ScanTrivia, the exciting and interactive game for all conference attendees to enjoy. Attendees can play ScanTrivia by using your cellphone to scan QR codes, which will be located throughout the Hershey Lodge, Exhibit Hall, and on a large 8'x10' Game Wall in the Chocolate Lobby. When a player scans a QR code, a question appears, and players are given only one chance to answer the question correctly and earn points. The more points you earn, the higher you will climb on the leaderboard. Great prizes will be given to the top winners!

- **If I meet someone during the conference that I want to follow up with, where can I find their information?**

All attendees, exhibitors, sponsors, and speakers are listed on the mobile app. Attendees' contact information is available based on what they enter in the app.

Lodging/Buses/Parking

- **When do the shuttles run?**

Our free shuttle service runs between the Hershey Lodge, all conference hotels, and a satellite parking lot at the Giant Center. Times for the hotel shuttles are:

Sunday: Noon - 10 p.m.

Monday: 7 a.m. - 10 p.m.

Tuesday: 7 a.m. - 11 p.m.

Times for the Giant Center shuttle are:

Sunday – NO GIANT CENTER SHUTTLE SERVICE

Monday: 7 a.m. - 10 p.m.

Tuesday: 7 a.m. - 11 p.m.

- **What hotels/locations do the buses serve?**

Shuttle buses will run between the Giant Center and all PSATS Conference hotels. Please see the [Hotel Directory and Shuttle Bus map](#) to see which hotels are served by these shuttles.

- **How can I track the shuttles?**

A GPS tracking system provided by Allied Communications will show the real-time location of your bus and can be viewed on a monitor in the Chocolate Lobby vestibule as well as online through the conference mobile app.

- **Where do I park?**

Parking at the Hershey Lodge Sunday through Tuesday is limited due to the volume of conference attendees staying at the Lodge, plus the space consumed by the outdoor exhibitors. If you are staying at one of our conference hotels we strongly suggest parking at your hotel and taking our shuttle buses to the Hershey Lodge. Otherwise, use the Giant Center parking and shuttle bus. Route P.

- **Is there a special hotel rate for attendees at the hotels other than the Lodge?**

Yes, PSATS negotiated a special PSATS rate at all conference hotels, which varies by location. However, you must reserve rooms through PSATS to get those reduced rates. If you try calling the hotel for a room, the hotel will direct you to PSATS. See the next bullet for details.

- **How do I make a hotel reservation?**

Hotel room reservations can only be made online through the PSATS room reservation system after your conference registration is completed. For help with either conference registration or hotel room reservations, you can call the PSATS Hotel Reservation Help Desk at (717) 763-0930, ext. 190.

Reservation Help Desk Hours:

January 9: 9 a.m. - 4:30 p.m.

January 10 – through March 31 (After March 31 Contact the Hotel Directly):
8:30 a.m. - 4:30 p.m.

- **How do I cancel a hotel reservation?**

Cancellation policies differ for each hotel and will be noted on the confirmation received from the hotel. Any hotel changes or cancellations **through March 31** must be done by the individual through **PSATS, 717-763-0930 ext. 190**. Any hotel changes or cancellations **after March 31** must be done by the individual through the **Hotel**.

- **Do I still have to register for hotel reservations if I am already registered for the conference?**

Yes!

Technology/Mobile App

- **Is there a conference mobile app?**

Yes. You can download the app on mobile devices (both Apple and Android) or access it on a desktop at confmobile.psats.org beginning in February. For more details on how to use the app, PSATS will have mobile app tutorial videos available in February.

- **Does the Hershey Lodge have WiFi?**

Yes, PSATS has arranged for free WiFi to be available at the Lodge for attendees and exhibitors. A password for accessing the free WiFi service will be listed on the **BACK** of your name badge.

- **Will there be places at the Lodge with computers that I can access?**

Computers and printers will be available in the conference store and member lounge, located in Cocoa Suite 5.

- **How do I access the shuttle bus app?**

Instructions on how to track your shuttle bus will be provided through the mobile app and in future editions of the Conference Insider, the weekly email newsletter sent to conference registrants.

- **When can I access the mobile app?**

The conference mobile app will go live in February, and more information will be added as it becomes available up to and during the conference.

- **How do I access the mobile app?**

Download the app through the Apple App Store, Google Play Store, or online at confmobile.psats.org. Additional instructions on how to do this will be provided in future editions of the Conference Insider, the biweekly email newsletter sent to conference registrants.

Miscellaneous

- **Are meals included in the conference registration fee?**

No. Meals are not included; however, there are various food options available in and around the Hershey Lodge, so plan accordingly. Many area restaurants offer discounts to conference-goers who show their conference name badge. A list of these restaurants will be provided when you check in at the conference.

- **What should I pack to wear during the conference?**

Whatever you feel comfortable in! We do suggest, however, that you bring comfortable walking shoes and a light jacket/sweater since the Lodge air conditioning will be running at times.

- **Are there things for my family to do at the Hershey Lodge or in Hershey?**

Yes, there are plenty of family activities in the Hershey area! The Hershey Lodge has a Concierge Desk by the hotel check-in desk that can help you find local activities. The Lodge also has the Water Works waterpark.