



DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING

TUESDAY, JANUARY 3RD, 2023, AT 6:00 PM

FAIRGROUNDS ADMIN CONFERENCE ROOM

MINUTES

- Sonia Ormsbee announced her last day with facilities will be 1/20/2023. Sonia is transferring to the Sheriff's office and will no longer be assisting with the ticketing and guest services side of the Fair & Rodeo. Sonia will work with staff on transition prior to her leave and be available for questions and guidance.
- Discussion of new committee meeting time. Three members can not attend the Tuesday meeting time regularly. New times to be discussed during the Executive meeting on 1/12/2023.
- Offero is undergoing updates and the volunteer schedule is to be posted by early March. An email will be sent to all volunteer email addresses on file encouraging them to sign up for an account with Offero.
- Discussion of volunteer retention and new ways to recruit volunteers. Lisa to send letter to schools and guidance counselors in the district. Farmer's markets are going to continue to be utilized for marketing the fair. Farmer's Market provided a few volunteers but mostly was used to promote and educate public on fair events and information. Discussion of social media, nextdoor, and local online groups to be better utilized for recruitment.
- Discussion of distributing posters to Highlands Ranch recreation center and similar buildings. Gary discussed positive feedback and support of recreation center towards recruiting volunteers.
- Jean discussed strengths of committee members to better delegate work and needs of committee while the committee is in transition for new chair. Gabe's education will interfere with being chair and needs to step down. Gabe is happy to help with transition and attend meetings as often as possible to participate.

- Volunteers lacking in numbers. Committee asked to brainstorm new ideas for recruiting and retention. Volunteer needs were heavy the last few days of the 2022 Fair & Rodeo. The schedule on sign-up genius made it difficult for people to sign up for the later dates.
- Discussion to consolidate shifts and offer longer shifts. Shifts will be posted in blocks as opposed to asking volunteer what they want to sign up for. Floaters to be utilized throughout grounds. Discussion to have less shifts available the first weekend to add to the back end of Fair & Rodeo.
- Guest services to communicate with marketing on needs of committee to be serve one another.
- Dean discussed the importance of the Guest Services committee and the heavy workload. Dean encourages committee members to ask for help from friends who can volunteer time for miscellaneous tasks. Goal to beef up committee and execute plan and avoid reacting in the moment.

Next Meeting: February 7th, 2023