



DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING

WEDNESDAY, NOVEMBER 16th, 2022, AT 5:30 PM

FAIRGROUNDS ADMIN CONFERENCE ROOM

MINUTES

- Discussion of new volunteer platform, Offero. Offero is in the final phases before going live. Goal to have all the information, schedule and shifts live by March 1st. Offero has reputation to be user friendly and intuitive. Offero will have opportunities to do live updates, as well as house waivers and training videos for volunteers. Volunteers will need to sign up for an account and submit general application to be a volunteer. Discussion of background checks for volunteers.
- Discussion of volunteer command center to remain in CSU basement. Discussion to have more people available to delegate in the command center to offer Jean breaks to walk grounds and take breaks.
- Discussion of volunteer schedule for 2023. Discussion to eliminate shifts in certain areas and events. Request to only offer shifts longer than 4 hours. Will utilize floaters in areas to eliminate need for more volunteers on grounds. Sonia received some feedback in 2022 that multiple volunteers were standing around during lulls.
- Discussion of volunteer outreach and engagement. Email will be sent to all 2022 volunteers to be on the lookout for new Offero platform. Discussion of contacting Douglas County Schools in early 2023 for volunteer recruitment. Committee agreed farmers market will be good to utilize for fair exposure and volunteer recruitment. Request to propose all committees be involved in staffing for monthly farmers markets. Castle Rock, Highlands Ranch and possibly Parker famers markets will be scheduled. Holiday card to be emailed to 2022 Volunteers as engagement.
- Discussion of having a FAQ/Volunteer booth in marketplace for recruitment and education. Possible signage- "You too can volunteer at the Fair & Rodeo"

- Discussion of having 4-H kids develop action and educational videos to link to QR codes in barns for civilian engagement and education. To be followed-up with Douglas County's PIO.
- Discussion of utilizing 4-H kids to promote the Fair & Rodeo to their peers.
- Discussion of implementing promotional posters at more sites in Highlands Ranch and Parker. For example, the recreation centers community boards.

Next Meeting: January 3rd, 2023