



DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING

MONDAY, FEBRUARY 13th, 2023, AT 6:00 PM

FAIRGROUNDS ADMIN CONFERENCE ROOM

MINUTES

- Update on Offero discussed. Staff to import 2023 volunteer shifts by March 1st. The link to Offero will be emailed to all previous volunteers for first choice in shifts. Jean drafted a volunteer newsletter to send to volunteers to introduce the new website. Volunteer schedule revised and shifts consolidated for 2023.
- Lisa discussed the school letter for volunteer recruitment. Lisa notified the committee of a connection with the homeschool organizations. Recommended we can send out volunteer information in the Valor Christian School newsletter. Committee hopes to get letters out by March.
- Gary discussed his volunteer experience at the NWSS. Gary spoke to volunteer retention and appreciation. Gary shared several documents with the commitment involving tools the NWSS uses for their volunteer program. Gary showed his NWSS name tag that they provide. As volunteers reach milestones for volunteer years, a new token is added to their nametags. Committee discussed what motivate volunteers to return. Volunteer retention results from appealing to heart. Dean discussed bringing back the check presentation to the Commissioners to recognize volunteer hours. Thank you notes and an impact report are both valuable tools to send to volunteers following the fair.
- Online check-in for 2023 discussed. Online check-in will result in better record keeping and data.
- Farmers Market discussion. Recommendation that each Fair & Rodeo committee volunteers at one market in Castle Rock or Highlands Ranch. Administrative committee will help to spearhead sign-up sheet. Sign ups should be completed soon in order to secure space at the markets.

- Command center to be localized for all volunteers and staff at the CSU basement.
- Additional volunteer shifts needed for open class entries. 5 shifts requested to be added to Offero for support in open class/marketplace.
- Pat Candelaria volunteered her time to consolidate volunteer records and compile an electronic copy.
- Ticketing increases discussed. A \$2 increase to rodeo and general admission tickets recommended. The GA ticket for Saturday, August 5th, to include admission to the barn dance.

Next Meeting: April 10th, 2023