



DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING

TUESDAY, JANUARY 14, 2020 AT 5:30 PM

FAIRGROUNDS EVENTS CENTER CONFERENCE ROOM

AGENDA

Meeting

Attendance: Jean Sabulsky, Dick Sabulsky, Scott Candelaria, John Woodrick, Dean Elliot, Sonia Ormsbee, Michelle Bartlett, and Pam Spradlin.

High School Awareness program update

Do we approach the District?

The committee discussed what steps they would like to take in reaching out to high schools. The idea was brought up that kids are looking to earn their community service hours and Fair is a great place for them to do so. Jean thought it would be a good idea to go to all local high schools during their lunch hours, but we would need to talk to guidance counselors first. The committee agreed that February would be a good time to do this.

John brought up the point of off campus lunch hours, so it might be a better idea to target the different clubs (DECA, IB program, Junior Hour Society, etc.) at the schools instead of going in during lunch hours. The local high schools to target include Douglas County, Castle View, Ponderosa, Legend, and Chaparral. The committee agreed that the best approach would be to contact the Guidance Counselor first.

Scott was concerned that if the committee targets high school students in February, they will forget by the time Fair rolls around.

Since all shift and people are managed through Volunteer Connect, Dean did not think this would be a problem. We can send reminders to everyone who signed up for a shift.

The committee would like to make post cards for the kids to take home to give to their parents. This would hopefully encourage parents to sign up too.

Should we target Charter Schools?

The committee would like to focus on the IB program instead of Charter Schools at this time.

Update on the Douglas County Library volunteer website

After last year, we know where the choke points are and can focus on bettering those.

Review staffing levels for each position

Last year there were 96 volunteers, but the goal was 200. It was noted that some volunteers were upset that they had nothing to do during parts of their shift and they did not feel valued.

Scott asked about rearranging volunteers in the schedule from last year and how that helped or worked. The committee is going to have a separate meeting to re-evaluate the numbers.

One challenge this year was the church giving us a lot of volunteers at one time and having too many people during slow shifts.

Jean and Dick both agreed that volunteers on the midway were very helpful in giving directions and information.

The committee agreed that visibility is important, the yellow shirts are a good way to get people's attention. In the souvenir program, Dean would like to have a page that talks strictly about the yellow shirt volunteers. The committee feels that this will help the public to correlate the volunteers with help.

Dean would like more signage that shows "look for a yellow shirt" so Fairgoers can see who they can contact for help or information.

The committee would like to see older volunteers, not just high school kids. An issue last year was that individuals younger than 16 came with their siblings or parents and we could not have them volunteer as they were under age. This is hard because there is no way to track a volunteer's age and if they truly are over 16 years of age.

Consider additional positions

To be discussed at March meeting.

Command Center

Contact Sonia to begin ticket taker coordination

This will be the same exact process as last year. Dean was concerned that there were duplicated efforts between ticket takers and volunteers for handing out programs and guiding people. Friday and Saturday, additional staff was hired to be greeters.

Sonia is hoping to have the same ticket takers come back this year. Sonia and Dean discussed closing off the center section entrances to help with crowd control.

Dean was concerned that there was a lack of communication between the volunteers and ticket takers. Sonia agrees and that there will be more communication this year.

The County is working on IT/internet issues and with Ticket Master.

Last year, there was an issue with people sitting in the wrong seats. This will be remedied with a new security company, as well as ticket services staff.

John and working in tandem on Saturday really helped last year. They plan to do this again for 2020.

HR Volunteer Fair

Tuesday, April 21, 5:00 - 7:00 p.m., Recreation Center at Southridge
4800 McArthur Ranch Road, Highlands Ranch, CO 80126

Scott, Jack and John went last year. It went well, and a lot of connections were made. Dean would suggest having a computer or Ipad there for people to sign up directly at the event.

Dean and John went to a different volunteer event last year and did not have the same experience, but the committee agreed to do it again this year.

Other

John will send over the last schedule that was discussed to compare to the one handed out at this meeting.

One suggestion is to look at first aid kits that are put in the information booths for supplies that might be needed. There is a fine line between our volunteers giving first aid vs. a band-aid and ice pack.

Next Meeting:

March 10, 2020- Dean would like to have this meeting for only looking at the schedule and nothing else. The committee would like for Linda O'Dell to come in and talk about Volunteer Connect and the ways she can promote for the Fair.

Comments:

The goal for the year is to grow the Guest Services experience for everyone.