



## **DOUGLAS COUNTY FAIR BOARD- GUEST SERVICES COMMITTEE MEETING**

**TUESDAY, NOVEMBER 10, 2020 AT 5:30 PM**

**VIRTUAL MEETING**

**MINUTES**

### **Meeting**

**Attendance:** Dick and Jean Sabulsky, Dean Elliot, Michelle Bartlett, and Scott Candelaria.

### **Update from Staff**

**Current status of Fair planning:** At this time, the Fair is being planned as a normal fair and will be adjusted as needed to fit within the COVID restrictions at that time.

**Projects and target dates:** The open projects currently are the volunteer post card, the volunteer schedule and volunteer 'thank you' ideas for 2021.

**Post Card:** Michelle did not receive any changes or ideas except from Pam. Dick and Jean voiced their concerns about Volunteer Connect and its usability. They would like to connect with the contact at the library to make it easier for volunteers to sign up for shifts. They don't feel there was any improvement by going through Volunteer Connect than previous platforms. Their biggest concern is that there is not a place on the post card for the volunteers to know where to go and sign up for shifts.

Dean agreed and told Jean to look at the 2019 schedule to see if she believes the shifts are correct and to make decisions on any she feels can be cut. Dean feels that the committee is saddled with Volunteer Connect since the County has invested in it and mandated the use of it. He encouraged the committee to just focus on getting the schedule posted and have an email sent out to the volunteers.

**Volunteer Shift Schedule:** Dean wants Linda O'Dell from Volunteer Connect to set up the schedule so that everyone gets an email back when they sign up because the more communication that occurs, the better.

Jean said that she would work with Michelle on the volunteer schedule to bring to the next meeting. She wants to include two-hour shifts because people really enjoyed those if they had a spouse or family that they needed to take care of. Dean corrected Jean saying she is responsible for the volunteer shift schedule and that the less staff does, the better his world will be.

**Volunteer Thank You Ideas:** Michelle asked the committee to look at incentive shifts and thank you's for volunteers during Fair. Dean clarified that incentive shifts were a John Carson initiative and he doesn't feel that they are helpful. Scott agreed, but volunteers don't have that same mentality and thinks an incentive of some kind does need to be considered, but during Fair, not after.

Dick shared an idea of giving volunteers wristbands instead of Fair Bucks or something similar. That way they can change their shirt and come in and watch the rodeo or the concert. He knows this was an issue last year, but would like to discuss it again.

Dean charged Dick with coming up with a 'thank you' plan by the February meeting. Scott agreed and asked Dick to write everything down, even if he thought it was a bad idea, anything that he can think of.

Jean asked if there would be a volunteer appreciation dinner and where the budget would come from. Dean and Scott agreed that the volunteer appreciation dinner is not worth it. Dean asked Scott to tell the committee about past volunteer appreciation dinners. Scott informed the committee that in the past, the dinners were a nice gesture, but that he doesn't think they are a good way to honor the volunteers or spend money on for the volunteers. People felt weird about directors who are volunteers serving the food and working an event to honor other volunteers.

The committee agreed that there would be no volunteer appreciation dinner this year.

**Open items:** No other open items.

## **Discussion of Fair Foundation participation**

### **Volunteer network**

**Role within committee:** Dean reminded the committee about the engagement of Fair Foundation to help with volunteer efforts during Fair this year. During the last Fair Foundation meeting, the Fair Foundation came up with the idea that they could help and take over the Guest Services committee. Dean believes that would bring a lot of problems but would be happy to engage them in the committee to help. Scott agreed that he thinks it is a great idea for them to help, but they cannot be Chair or anything because they are not Fair Board Directors. Mark Moore can absolutely be

involved if he would like to be. Dean clarified that Mark Moore does not want to be involved and has pushed this task off on Tammy Newman. The right thing to do would be to invite Tammy to the next meeting and to ask her questions as to what she enjoyed and thought went well this past year. Scott agreed. Dean asked Dick why he put the face to face caveat in his agreeance. Dick explained that interviewing someone new to join the Guest Services committee would be easier to do at a face to face meeting. Michelle reminded the committee that any committee meeting is a public meeting, and anyone can be a part of the committee; there will not be any sort of interview process. Scott agreed with Michelle that the committee does not need to interview anyone.

**Discussion of Committee Chair and Vice Chair:** Dean reminded the committee that he cannot continue as the Chair of Guest Services since he has been appointed Chair of the Fair Board. The struggle he is facing in finding a replacement is that the Chair needs to be a Fair Board Director. He received a suggestion for Lora Talbert to take over as the Chair, but he has not discussed it with Lora yet. He has talked to two other Directors who are interested in taking over as Chair but would not let the committee know who those two individuals are. Dean has been very lucky in that his committee members can go out and do things without much direction. Dick, Jean and Scott (with the help of Michelle) really make things happen.

Scott asked who the other two Directors that Dean referenced were. Dean responded that the two Directors are interested, but no one is pining to be the Chair. He does not want to put the wrong Director in as the Chair. He wanted to hear the committee's ideas for qualities that they wanted in a Chair first before he gave the names.

**Qualities desired in Chair:** Jean shared that she would like someone who knows how to be the bridge between the committee and the County. Someone who knows the lines of demarcation between the yellow shirt volunteers and the County volunteers. Dick agreed and added he would like someone who is familiar with Guest Services and the roles in the committee. Dean explained to Scott that this is why he did not want to give names of the Directors he had spoken to because they are not super familiar with Guest Services. Jean voiced that she would absolutely not want someone who didn't want to be there. Scott asked if Lora wanted to be a Co-Chair with someone to mentor them, although it would take time it could be very helpful. Scott apologized that he could not take on anymore (to become Chair) but would be willing to help with anyone who steps up.

**Possible candidates:** Dean thinks the best option would be to talk to Lora. He would like the committee to get more involved in ticket taking, and Lora is very familiar with and would be great at that. It would be great to have her mentor someone but thinks it will be hard to find someone who isn't already involved in other committees. Scott reminded the committee that there will be a few Directors stepping down this year, so the Fair Board can search for someone to take over that role after they have been mentored.

No new business.

**Next Meeting:**

Tuesday, December 8, 2020

**Comments:**