

LOVELAND VISITOR CENTER REPORT

April 18, 2012 CMC Meeting

- In March, the Center assisted 387 walk-in visitors. 58 mail/phone requests for Loveland information were fulfilled.
- Our next study tour will be held at the Library, April 17 at 1pm. We are hoping in May to have a tour of the Ranch.
- Again this month, we have had much activity at the Center. Several minor repairs were made, the entry and inside doors were painted, landscape was cleaned up, and Chamber parking lot signs were removed, with 2 spaces allotted for volunteer parking.
- A volunteer Welcome Breakfast and Lunch to thank the volunteers and recognize their years of service were hosted by the City on March 29 in the Rialto's Devereux Room. Cindy gave an overview of the positive changes that have been taking place at the Center, as well as the vision for the future. She also talked about development of collateral and a website that will act as valuable tools for the volunteers when visitors have questions. Dawn explained the reasons behind the requirements for background checks, tracking volunteer hours, etc. I went over emergency procedures, future study tours and an incentive program.
- All current volunteers' applications have been entered into the city's CERVIS system and have been delivered to HR for background checks. Also, all volunteer hours are now being

April 18, 2012 CMC report

recorded in the system. I conducted 3 interviews for potential new volunteers, entered their information into the system and delivered their applications to the city. When favorable results are received, these individuals will begin training.

- In order to “refresh” procedures before our busy season, morning and afternoon training sessions have been scheduled for April 13th and 20th. We will cover all aspects of customer service in the first session and equipment operation in the second.
- 2012 guides/brochures and maps are beginning to arrive, and a new display layout is in place.
- 2012 Loveland Guides have arrived and are prominently displayed in several locations at the Center.
- A complete inventory of merchandise at the Center has been submitted to Cindy that outlines non-profit items, consignment items, and items which were purchased outright. A “wish list” of merchandise which sold well in the past was included for consideration for future purchasing. Once the branding process is complete, we will begin ordering for the summer, using as many local artisans and manufacturers as possible.
- A guide for Loveland wedding venues has been completed. A Loveland guide for campgrounds and RV parks has been completed as well.

Joanne Lah, Manager