

LOVELAND VISITOR CENTER REPORT

July 25, 2012 CMC Meeting

- In June the Center assisted 979 guests, more than 200 over May numbers. We have still been primarily relying on our guestbook figures, because so many workers have been in and out, making it hard to use our formula with the counter. Moving forward from the 19th we should have an accurate reading from the people counter. 129 mail/phone requests for Loveland information were fulfilled. June numbers for distribution of after hours guides were 145 and map distribution was 207.
- July 4 we assisted 24 walk-in guests and 15 phone call requests.
- An additional 2,300 Loveland Guides were distributed this month, making total distribution 7,150 to date.
- 3 new volunteers have begun training and we are waiting on one more background check to clear. 2 volunteers resigned this month, leaving us 5 volunteer openings to completely fill the schedule.
- Cindy and I successfully met with more than 25 Loveland artisans June 28 and 29. It is exciting that the city has purchased unique merchandise for the Center from each of these individuals. We have added 2 other vendors' since that time, and will be continually seeking more.
- Inventorying, tagging and barcoding merchandise as well as getting everything displayed took place July 11-13. Thanks to the CMC members who were able to help in getting everything ready for the "Grand Re-Opening". The event, as you know, was a tremendous

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success -we estimate 125 guests were in attendance. And sales went through the roof with all the wonderful new merchandise. The facilities department and Marc Kapasca were amazing in making the physical transformation of the Center happen inside and out. All of us here are so appreciative of the city's tremendous efforts and support of this project. It's very clear what a monumental feat has been accomplished – thank you everyone.

Joanne Lah, Manager