

Minutes  
Event Information Committee Meeting  
June 17, 2009

Chairman Bette Storey called the meeting to order at 5:25 PM. Assisting in the chairing of the meeting were Co-chairmen Charlotte Cooper and Terri Murray, Secretary Nora Barr and Administrative/Project Manager Kathy Schaffer.

Self-introductions of all attendees were made.

The change of the Pep Rally to a Grab and Go was discussed. The Eldorado, which has held the Pep Rally for several years, was unable to host the event this year. As a result, the name of the event was changed to Grab and Go and will be held on Thursday, July 16<sup>th</sup>, from 4 PM to 8 PM, at the HAN offices. Letters will be going out to all volunteers about July 1<sup>st</sup>. The letter will contain the identification information necessary for the volunteer to claim his/her bag. Also listed in the letter will be a preferred time for pick up. Using a preferred time is an effort to hopefully make distribution less hectic. However, if the volunteer is unable to arrive at the preferred time, they can still pick up their bag between 4 PM and 8 PM. If a volunteer is unable to attend the Grab and Go, the bags can be picked up at the HAN office the following Monday (July 20<sup>th</sup>).

Each committee will be represented at the Grab and Go and will have a table located in the back parking lot. This will facilitate any last minute signups for work scheduling. Also, the raffle car will be on display and tickets will be available for purchase

There was a question from the floor concerning the contents of the bags. The chairmen responded that the bag would contain the volunteer's shirt, visor or cap, credentials (if not already distributed), HAN pin, advertising items and various goodies. The HAN pin will be individualized to reflect the volunteer's membership level.

A question from the floor was made concerning when the new volunteers' packets would be available. Kathy Schaffer said that the newest volunteer packets were scheduled to be mailed Thursday June 18<sup>th</sup>.

Next to be discussed was the Shuttle Service. The shuttle will operate by reservation only. It is hoped that all the reservation requests will be submitted by one week before the event. However, the reservations will be kept open to allow for last minute and emergencies. The shuttle will run from 7:00 in the morning to 11:00 at night. It will drop the volunteer off at his/her venue. At that time, the volunteer will need to give the driver the request for pickup for the return trip to either the original pickup location or an different venue location.

A question from the floor concerned the changing of HAN shirts following completion of a scheduled work shift. It was explained that the only time the shirt NEEDS to be changed is if the wearer is going to be partaking of alcoholic beverages after their work shift. Otherwise, the shirt does not need to be changed.

There is a major change in the availability of the Pocket Schedules. The Information Booths and the Oldies Emporium at Big Boy Toys will NOT be selling them. The HAN merchandise booths will be responsible for the sale of the schedules. This will eliminate the necessity of having money exchanged at the Information Booths.

There is a new procedure this year in the use of the sign in/sign out books. Volunteers are to sign in/out in the book specifically assigned to their booth/work area. No longer will members of other committees be signing in/out in just any book. In the past, any volunteer could sign in/out at any location. This made accurate crediting of hours worked difficult. Now, if a volunteer from a different committee asks to sign in/out, they will need to be referred to their own manager. To assist them in finding the particular manager, a call on the radio (there is one at each booth) can be made to determine the location of the necessary manager.

A question from the floor concerned the number of workers that will be in the booths at any one time/shift. The answer given was between 2 and 6.

Lost and Found procedures were discussed. The Communications Committee (based at Grand Sierra Resort) is responsible for the lost and found situations. If an item is found and turned into the Information Booth/Oldies Emporium, contact Communications and describe the item in detail. If an item is lost, again contact Communications to see if the item has been reported as found. Any found items will be picked up at the end of the day and held by the Communications Committee at the Grand Sierra location.

There was a question from the floor concerning whether to ask a loss-reporting individual to describe in detail the item lost and whether the loss-reporter should sign for receiving an item back. Definitely accept the full detailed description and, no, that person does not need to sign for the object – at this time.

Individuals who will or may even possibly be driving a HAN vehicle, including golf carts, will need to provide HAN with a copy of their drivers' license, proof of insurability and sign a waiver. This is in response to the needs of the new HAN insurance provider. Also, the allowable driving age has changed from 25 – 72 years to 25 – 75 years.

A question from the floor concerned area maps for handing out. This is being worked on. Also, Chuck Cooper is obtaining large area maps to be laminated. Each booth will have one, making it easier to give directions to inquirers.

Another question from the floor concerned "Information Booth" signs. Signs from previous years will be used – a bright pink sign will be displayed on the red Information Booth canopies.

Meal Tickets were next to be discussed. Volunteers will receive a meal ticket for every 4 hours worked. This year the tickets will have the volunteer's name, work date and manager's initials on the back of the ticket. This will allow for better tracking of tickets used and also let HAN know exactly where the tickets are being used.

It was mentioned that for the first time the Sparks venue would have a food court. It will be located in the Nugget parking lot. Included will be BJ's BBQ, Mexican, Chinese and a beverage booth (provided by The Nugget) that will provide unlimited water and soda for volunteers wearing their HAN shirts and credentials. For the Reno venue, Circus Circus will be providing a special volunteer meal in return for the meal ticket. At the Grand Sierra, Port-O-Subs will also be honoring the meal ticket.

The water, Power-Ade and Vitamin Water provided at the Information Booths is for volunteers, support personnel and emergency providers only. However, if a member of the general public is in obvious distress, fluids should and will be available.

Bette then threw the meeting open to additional questions and comments.

Terri Murray stated that sign up sheets were immediately available for booth scheduling.

Kathy Schaffer emphasized that each volunteer is very important, as they are ambassadors for HAN.

Bette stated that the next meeting would be Wednesday, July 15<sup>th</sup>. This will be an extremely important meeting, as the Information Book will be gone over in detail. This is likely to be a lengthy meeting, so committee members were asked to bring a snack item to share.

There was a question from the floor concerning whether the importance of this meeting would be conveyed via the phone tree. The answer was a definite yes.

Fred Miller commented that the first word in the event title is HOT and that his booth location is inside and air conditioned, so volunteers please take notice and sign up to work his booth.

Bette then introduced the managers present –

Kathy Sanderson – PM Manager at Grand Sierra  
Susan Ludwig – PM Manager at Reno Downtown  
Ruth Kerr – AM Manager at Sparks  
Howard Richner – PM Manager at Sparks  
Fred Miller – Oldies Emporium Manager at Big Boy Toys  
Chuck Cooper – “Manager at Large”

Bette again mentioned that, as yet, we do not have a day manager for the Grand Sierra. The hours would be 9:30 AM to 2:30 PM, Tuesday through Saturday.

There being no further items of business before the committee, the meeting was adjourned at 6:15 PM

Respectfully submitted,

Nora Barr

Secretary