

**MINUTES OF THE FRIENDS OF RED ROCKS BOARD OF DIRECTORS
MEETING (2009 CONCERT SEASON SPECIFIC) HELD AT BELMAR
LIBRARY LAKEWOOD, CO WEDNESDAY APRIL 15, 2009 6:30PM**

1. **Call to order:** 6:35pm
2. **Roll call of members**
 - a. Lisa Krest
 - b. Dana Zinick
 - c. Matt Meinhardt
 - d. Hope Carwile
 - e. Rachelle Thompson

Special orders --- business previously designated for consideration at this meeting – 2009 concert season – review 2008 feedback provided by Susan Alaimo.

Terms:

Concert Coordinator – leads the concert season

Concert Captain – leads individual shows

Concert Volunteer – reports to the Concert Captain of each show

1. Concert roles & responsibilities:

- a. Concert Coordinator:
 - i. Coordinates concert volunteers: scheduling, training, and identifying reliable captains
 - ii. Provide written training plan, rules of conduct and disciplinary action plan for board review prior to issuance to general membership.
 - iii. Coordinates with garden team to create watering schedule for trading post gardens – to be determined
 - iv. Identifies strong, interested captains to potentially take over as concert coordinator for 2010-2012 (2 year assignment)
 - v. Manages internal concert volunteer issues reported by concert captains, i.e. no shows, extreme tardiness, reserving seats prior to show, sneaking in unauthorized items (if caught by RR personnel – direct to board of directors)
 - vi. Provide written documentation regarding disciplinary actions taken or needed for action (e-mail is okay)
 - vii. Ensure supplies are maintained for the booth/parking lots
- b. Concert Captains:
 - i. Open concert booth – can be done by any volunteer w/ assistance of check list – captain discretion
 - ii. Review guidelines, procedures and expectations with every volunteer “these are the rules each volunteer is expected to follow, defined by theatres and arenas”
 1. Nature of teaching everyone the same thing empowers everyone to do things themselves
 - iii. Make sure all volunteers needs are filled by FoRR
 1. Booth
 2. Parking lots
 - a. Clean up efforts: IF there are no tailgaters in parking lots – encourage impromptu clean up – no need for multiple volunteers standing around the booth.
 - b. Buddy system always – no solo volunteers in the parking lots

3. Garden Maintenance – **will not be a part of concert volunteers responsibility**
- iv. Engage volunteers in other aspects of FoRR – empower volunteers to volunteer in other FoRR projects
- v. Close down concert booth (*Captains are the only ones to close down booth*) – account for volunteer badges, donations, etc...
- vi. Concert report – provide short review of event e-mailed (within a week after the event) to concert coordinator and board of directors
 1. Pros and cons of evening
 2. Any follow up actions required
- c. Concert Volunteers
 - i. Show up at designated volunteer start time – notify concert captain if late or of cancellation
 1. Cancellation ahead of time – the earlier the better – 24 hours in advance by e-mail – if less, a call to the captain should be made out of common courtesy
 2. No entering as a FoRR on a night you cannot volunteer, but want to get in free
 3. If cancelling a concert and then showing up, no entry allowed
 - ii. FoRR are Advocates of Red Rocks Park & Amphitheatre – each one of us represent the entire membership when volunteering
 - iii. Purple bins – showing the public that Red Rocks is in recycling mode. Create awareness & educate the public how to recycle in their lives. FoRR are not recyclers, everyone is.
 1. Identify acceptable items
 - iv. Familiarize park rules to inform/educate the public
 - v. Inform the public about concert rules – dos and don't of a specific show.
 - vi. Water trading post gardens. – to be decided
 - vii. Clean up efforts: if there are no tailgaters in parking lots – encourage an impromptu trail clean up – no need for multiple volunteers standing around the booth
 - viii. Assist Concert Captain with closing booth
- d. Board of directors
 - i. The board is available to assist the concert coordinator, concert captains and all volunteers – contact information (phone #'s & e-mail) of all board members will be available at concert booth (main e-mail friendsofredrocks@hotmail.com)
 - ii. Handles FoRR issues reported by Red Rocks staff (includes Theatres & Arenas, Aramark, Argus and other affiliates of the amphitheatre)
 - iii. Reviews procedures, guidelines and expectations, and modifies with feedback from concert coordinator, concert captains and volunteers.

2. Pre season concert procedures:

- a. Request written review of prior concert season from current Concert Coordinator (performed at end of each summer)
- b. Include discussion at end of summer general membership meeting (after last concert of the season) to gain feedback on pros and cons
- c. Call for interest in Concert Coordinator position (as necessary)
- d. Call for Concert Captains – include in April news to use
- e. Concert Coordinator & attending Board of Directors to conduct meeting for Concert Captains after April trail clean up
- f. Concert Coordinator & Board of Directors coordinate meeting with necessary Red Rocks personnel to review upcoming concert season
- g. Send call for Concert volunteers through constant contact

- a. Shows scheduled (1) month in advance – 1st couple of shows each season used for Concert Coordinator to review procedures with Concert Captains

3. Concert procedures:

- a. Secure table from Red Rocks staff for booth set up
- b. Pick up concert material (tub & banner) from storage area in visitor center
- c. Set up booth with assistance (if needed) of checklist for opening FoRR concert booth
- d. Concert Captain signs in all volunteers & gets cell phone #'s, distributes badges and reviews procedures and expectations
- e. Concert Captain identifies volunteer areas – first come first served
 - a. Booth
 - i. Staff booth with at least 1 experienced FoRR
 - b. Parking lots
 - c. Garden maintenance
 - i. Watering
 - ii. Weed pulling
- f. Concert leader notes volunteer assignment areas
 - a. No solo work – at least 2 volunteers at all times
- g. Concert Captain advises of volunteer ending time – volunteers disperse
- h. Concert Captain closes concert booth at dusk w/ assistance of volunteers
- i. Disclosure: If, as show captain you are at a concert by yourself, it is to your discretion when to shut the booth down
- j. If 2 or less volunteers at a show: set up booth – go out to parking lot and talk to public

4. Needs and improvements

- a. Volunteers do not like feeling on the spot to “get in the public’s face”: – many have quit going to concerts because of expectations to fulfill “specific” roles – need to realize we are all volunteers at varying levels – no one should feel pressured
 - i. New editions this year – garden maintenance
- b. When shows are not being filled by volunteers, Concert Coordinator will send announcement through constant contact
 - i. Create realistic expectations – create more purpose, so volunteers show up to volunteer, not just for a “free show”
- c. Improve booth appearance – nothing too fancy – minor improvements established at zero cost – monies from treasury will not be utilized

5. Disciplinary action

- a. Concert Coordinator & Board of Directors to develop an action plan for disciplinary action
- b. Concert Coordinator discretion – can request Board intervention if necessary
- c. Concert Captains are NOT expected to confront objectionable behavior. Rather they can provide short review (pros & cons of event) and e-mail the Concert Coordinator (2009: Susan Alaimo suzy101233@aol.com and Board of Directors friendsofredrocks@hotmail.com)

6. Friends & family and partners & affiliates

- a. Friends & family of volunteers
 - i. Only scheduled if there are not enough volunteers
- b. Friends of FoRR – individuals who have given their time to assist with FoRR projects, e.g. cementing fountain in garden area, painting storage closets, etc...)
 - i. Include on distribution for concert volunteers
- c. Commercial entities who give donations (Einstein Bagels, Starbucks, etc...)

- i. No extended invites. They donate because they want to, not because they expect something in return.
- d. NCCC and AmeriCorps affiliates
 - i. Hope Carwile (outreach coordinator) will contact the program coordinator for the NCCC and AmeriCorps. Hope will have the event coordinated by their program coordinators *when the interest from their volunteers arises* to assist at a concert, so accountability for volunteer hours will be with the appropriate individuals.
 - ii. If NCCC and AmeriCorps volunteers contact the concert coordinator directly, they should be referred back to their volunteer coordinator.
 - iii. After 1 coordinated event – they will enter as a FoRR

7. NEW BUSINESS:

- a. Jim Jordan memorial fund: \$2,000 in donations received thus far
 - i. Consider hosting a celebration picnic after June trail clean up. Invite Jordan family and friends – hosted and organized by FoRR
 - ii. All donors will eventually be listed on website www.friendsofredrocks.org
- b. (Lisa provided name of contact) – if there are any Saturdays during the summer after trail clean ups that do not have scheduled concerts on the main stage, FoRR can explore option of having ambush concerts

8. Tasks

a. Lisa Krest

- i. Concert documents
 - 1. Emergency contacts
 - a. At Red Rocks
 - b. Within FoRR (Concert Coordinator & Board of Directors)
- ii. Schedule meeting with necessary Red Rocks personal to solidify invite to 2009 concert season
 - 1. What time does the volunteer list need to be e-mailed to Argus?
 - 2. What guidelines does Red Rocks staff follow regarding staying for a show once their work shift has ended – same principles will be applied for FoRR
 - 3. What are the expectations for FoRR?
 - 4. Confirm and document acceptable recyclables in purple bins – add to procedures and review with volunteers at start of show

b. Dana Zinick

- i. Create projects folder to organize:
 - 1. Current projects
 - a. Concerts
 - 2. Past projects
 - a. Rachelle will provide various documentation (listed below #4-8) from Earth Day
 - 3. Proposed projects
 - a. Get with Hope & Lisa to review garden project information
 - 4. Brief descriptions
 - 5. FoRR lead coordinator
 - 6. Point of contact for any stakeholders
 - 7. Status
 - 8. Needs
 - 9. Etc....

c. Matt Meinhardt

- i. Concert documents
 1. Check list for opening booth
 2. Check list for closing booth
 - a. Account for all volunteers by having appropriate # of badges returned
 - b. Lock box where donations are kept
 - IV. If more than \$25 – e-mail the Board of Directors Treasurer (2009: Rachelle Thompson @ ThompsonRach728@yahoo.com). Monies over \$25 will be collect and deposited the following business day
 3. Create template in constant contact to send concert call for volunteers
- ii. Include call for concert *captains* meeting in April news to use – meeting to be held after trail clean up – conducted by Susan Alaimo and attending board members
- iii. When will website appear on internet explorer?
- iv. New concert badges for 2009

d. Hope Carwile

- i. Concert documents
 1. Special tasks list to do w/ volunteers in down time
 - a. Review Red Rocks rules and regulations
 - b. Review Red Rocks history
 2. Message we're conveying while at concerts
- ii. Tri-folds – need to receive final confirmation on using all together recycling label – Hope is waiting for final approval

e. Rachelle Thompson

- i. Concert documents:
 1. Roles & Responsibilities
 2. Revise concert assignment notification with noted guidelines and expectation of volunteers/Create a FoRR pledge for all volunteers to sign once they have acknowledge they understand and can adhere to the volunteer guidelines and expectations – signed prior to accepting to volunteering
 - a. All park policies apply: (include link)
 - b. Amphitheatre restrictive area prior to star of show
 - IV. FoRR are not to reserve any seats – *after* booth shut down, volunteers are free to find a spot to watch the concert
 - V. Badges must be visible at all times
- ~~ii. E-mail Susan thoughts and feedback from board regarding 2008 concert feedback with the board of directors ideas on how we think we can help recruit dependable captains~~

f. Susan Alaimo

- i. Create meeting agenda for April 25, 2009 concert meeting
- ii. Create outline of process used for selecting volunteers at each show (need to start documenting procedures for future leader guidance)
- iii. Create disciplinary action plan for review by board, e.g. 1st offense – verbal warning, 2nd offense – removal from show selection list, etc...

- iv. Assist in development of “Rules of Behavior” policy to be used for all FoRR members in attendance at concerts
- v. Review all board recommendations and provide feedback where appropriate

9. **Adjournment:** 8:36pm