

# CAM-PLEX Management Report – January 2019

## Upcoming Events Include

Name	Start Date
NE WY Furniture Restorers	1/10/19
CCPLB Meeting	1/10/19
2019 Edge Soccer Practice	1/10/19
8th Annual Wedding & Event Expo, 2019	1/11/19
Dry Fork Mine Christmas Party	1/11/19
Rancher's Round Up	1/17/19
C.C. Winter Appreciation Banquet	1/17/19
Master Classic 3D Archery Shoot	1/18/19
Dance Outreach	1/19/19
Eastside RV's Outdoor Fun Show	1/20/19
Cloud Peak Energy Annual Refresher Training	1/21/19
Million Dollar Quartet	1/22/19
Heritage Christian School Benefit Banquet	1/25/19
Caldwell Wedding	1/25/19
4-H Shooting Sports	1/25/19
AJ's Magic Academy	1/26/19
Wild West Wrestling Tournament	1/31/19
BHHS Customer Appreciation Banquet	1/31/19
Annual CCPLB/Staff Planning Meeting	1/31/19
Choir of Man	2/2/19
Peabody/NARM Annual Refresher Training	2/4/19
Sunflower 1st and 2nd Grade Program	2/4/19
Clash at CAM-PLEX	2/5/19
Front Range Quilters	2/5/19
Thunder Basin Coal Co. Annual Refresher Training	2/5/19
Winter Market	2/6/19
The One and Only Ivan	2/7/19

## WBC Grant Application Update

As a reminder, we will present our grant application to the SLIB on January 17. I'm told that this is the meeting to have board members present. Please let me know if you plan to attend the SLIB meeting in Cheyenne. We will help coordinate carpool and hotel arrangements.

## 2019-2021 Strategic Plan

The strategic plan is on the agenda for the upcoming Board/Staff Planning Meeting. I'm including a draft copy for your review in advance and in case anyone can't attend the planning meeting.

## 2018 Customer Survey Results

Customer survey results for the previous year are overwhelmingly positive. There were 72 responses.

- 65 of 72 people responded they are “very satisfied” (top score) with the way CAM-PLEX performed on their events. 6 reported they are “somewhat satisfied” (second to top).
- Reliable, High-Quality, Useful, and Good Value for their Money were the top four words our customers chose to describe us.

Please let me know if you are interested in more information from the customer surveys.

## 2019 Goals

My high-level goals for 2019:

- Finalize strategic plan in first quarter.
- Conduct an employee engagement survey in first quarter.
- Establish market segment focus groups.
- Develop two new events that use the sport court flooring.
- Manage the facility remodel.
- Manage staff overtime.

Thank you,

Jeff