

Vibrant Community
Through A Flourishing Economy



LOS ALAMOS
COMMERCE AND DEVELOPMENT
CORPORATION

A publication of the Los Alamos Commerce and Development Corporation
To obtain additional copies of this publication, please contact LACDC at 505.662.0001



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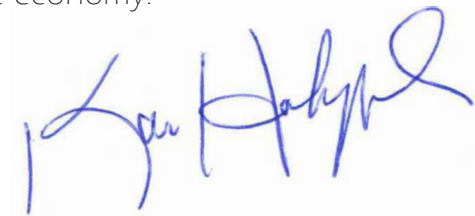


Annual Review 2009

From The Director...



Los Alamos Commerce & Development Corporation, founded in 1984 by community-minded visionaries, has played an important role in the development of the Los Alamos community. There are few local businesses or organizations that have not been clients, customers, or constituents of LACDC activities. There are few residents who have not attended or taken part in one of our many community events. The LACDC is an umbrella organization that encompasses the Los Alamos Chamber of Commerce (our membership program), Los Alamos MainStreet, the UNM-LA Small Business Development Center, the Los Alamos Meeting & Visitor Bureau, and property operations including Los Alamos Research Park. This report is intended to help you become more familiar with what LACDC does and what we have accomplished in the past year. We hope the you will take advantage of our services in the future, and that you will let other people know what we are about. We invite you to join with us in building a viable community through a sustainable economy.



LACDC logos have a new look in 2010. Working with member business Sparkplug Studio, new marks have been developed for each of our programs to replace the "swoosh" logos that have served us well for many years.

Notes:

Helping Businesses get started, grow and succeed!



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Building Stronger Communities!

LACDC provides actionable information year-round to businesses through high quality workshops, forums, websites, and one-on-one private consultations



Chamber FAN Clubs provide routine business networking opportunities.



Buy Local Give Local Campaign



Community Assessment Forum



Assets in Action Forum



YBG Recipients



Cookies & Conversation



Golf Tourney to benefit United Way



LACDC websites help promote businesses, events, and the community in general.



3/50 Winner



Assets Golf Tourney



Farmers Market

More people downtown more of the time!



LOS ALAMOS
COMMERCE AND DEVELOPMENT
CORPORATION

Mission:

The Los Alamos Commerce and Development Corporation (LACDC) delivers actionable information, provides customer focused services, and takes initiative on behalf of the community to promote sustainable economic progress.

Vision:

Vibrant community through a flourishing economy.

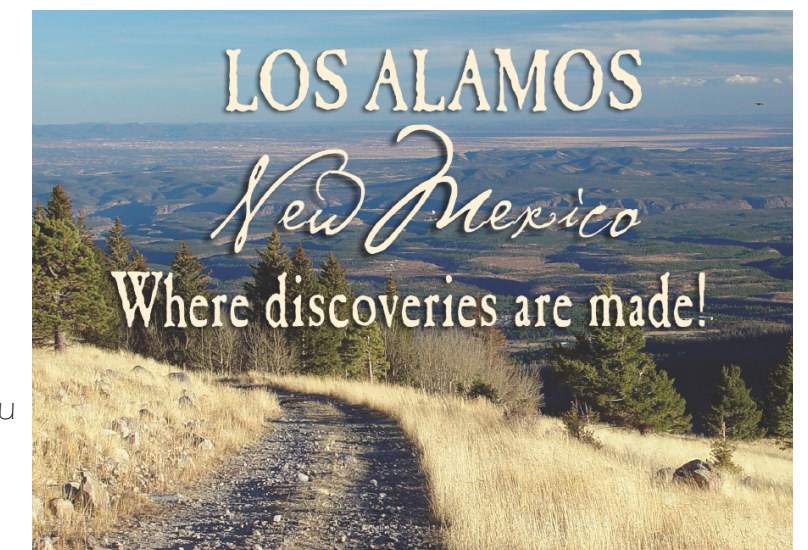
What We Do:

LACDC Programs are highly visible throughout the community. Our award-winning MainStreet program produces and supports downtown events and downtown re-development initiatives. The UNM-LA Small Business Development Center, operated by LACDC, helps aspiring entrepreneurs get their businesses started, and existing businesses and organizations improve their enterprises. Our Meeting & Visitor Bureau program assists tourists and visitors, and helps local businesses and attractions to promote themselves. The Los Alamos Chamber facilitates connections – we advocate for economic initiatives to improve our community; we help our members to be visible through networking and promotional initiatives. We provide members with valuable business services. Our properties provide places for economic activities to get started, take root, and grow in our community.

Organization and Programs:

The LACDC serves as an umbrella organization for several programs that provide assistance to small businesses and improve economic outcomes of the region. Major programs include:

- Los Alamos MainStreet
- UNM-LA Small Business Development Center
- Los Alamos Chamber of Commerce
- Los Alamos Meeting and Visitor Bureau
- Los Alamos Research Park



LACDC partners with a variety of publications to promote the Community.



ChamberFest



Next Big Idea!



ChamberFest



Halloweekend



WinterFest



ChamberFest



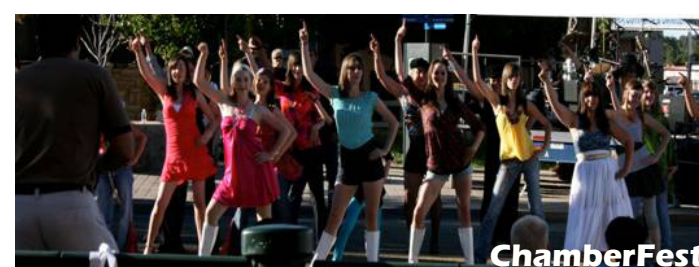
ChamberFest



Winter Farmers' Market



Fair & Rodeo Parade



ChamberFest

2009 Board of Directors

The LACDC is governed by a board of directors, all community leaders with a wide range of expertise in various aspects of business. Board members and advisors directly represent a substantial sample of Chamber of Commerce members and include tech services, business people, entrepreneurs, retailers, restaurateurs, commercial property owners, financial services providers, professional services providers, not-for-profit organization leaders, realtors, and former County Councilors.



From left to right: Kevin Holsapple, Steve Laurent, Stan Primak, Johnnie Martinez, Bill Enloe, Jill Cook, Kent Pegg, and Bill Wadt..



Bill Godwin



Jeannette Wallace



David Horpedahl



Tim Johnson



John Davies



Sandy Podley



Denise Lane

LACDC Staff



Heather Campbell



Keanna Cohen



Venessa De Los Santos



Bryan Farmer



Suzette Fox



Oliver Funsten



Audrey Garduño



Kevin Holsapple



Katy Korkos



Bernadette Lauritzen



Angeline Martinez



Connie Proulx



Clarice Rodriguez



Chelo Rojas



Claire Roybal



Patrick Sullivan



Cindy Talamantes



Cindy Whiting

Heather Campbell is the Administrative Assistant for the Small Business Development Center. She maintains client database information, organizes business workshops, and handles reporting requirements for the SBDC.

Keanna Cohen is our high school student Intern.

Venessa De Los Santos is a Business Advisor, assisting clients in every aspect of their business and encouraging growth within the business community.

Bryan Farmer is a Business Advisor and assists with property management at our Research Park and Small Business Center.

Suzette Fox is responsible for all of LACDC's events and community publications. She serves as Los Alamos Mainstreet manager.

Oliver Funsten is our high school marketing intern.

Audrey Garduño is a Business Advisor and is the coordinator of the Los Alamos Arts & Cultural District.

Kevin Holsapple is the Executive Director Kevin is involved in all aspects of the organization.

Katy Korkos is the member services coordinator for the Chamber of Commerce, helping members to connect to all of our services, and strengthening the ties between our members and the community.

Bernadette Lauritzen is a contract staff member who facilitates the Assets in Action Project.

Angeline Martinez is the Senior Bookkeeper and is responsible for accounts payable, accounts receivable, payroll and other accounting functions.

Connie Proulx is the Business Manager and is in charge of all business office functions.

Clarice Rodriguez provides reception and customer service at the Small Business Center.

Chelo Rojas manages the Los Alamos and White Rock Visitor Centers and is responsible or volunteer programs.

Claire Roybal is the Community Projects Coordinator II. She assists LACDC Programs in implementing effective communications, marketing, publications, events and other projects.

Patrick Sullivan is the Business Development Director for LACDC and the Center Director for the UNM-LA SBDC.

Cindy Talamantes is a contract staff member who manages the Los Alamos Farmers Market.

Cindy Whiting is the Chamber of Commerce and Los Alamos Visitor Center Receptionist. Cindy maintains the community events database and manages fulfillment of visitor information requests.



Business Office

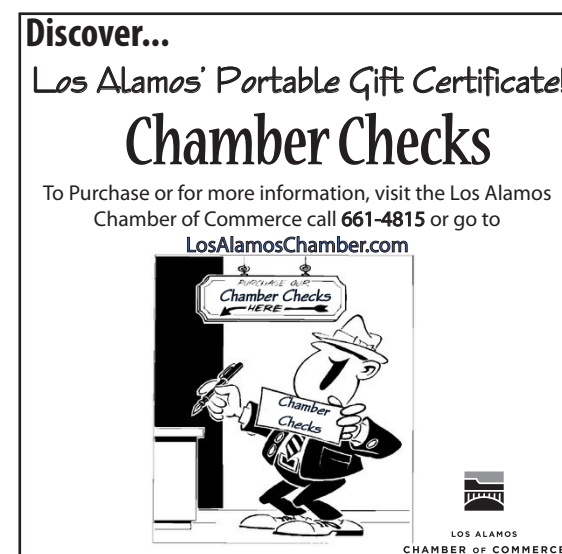
Functions:

The LACDC Business Office is responsible for the Financial and Human Resources operations for the organization. The Business Office handles accounts payable, accounts receivable, human resource related duties, as well as the administration and financial reporting of all LACDC contracts and leases. The billing of tenants for LACDC owned property such as tenants at the Small Business Center, The Research Park, and other locations (See LACDC Properties section in this report) is also done through this office. Another function is the supervision of administration and customer service personnel. The goals of the Business Office are to make sure that payments, billing, and reporting are all done in a timely manner, allowing the rest of the organization to operate smoothly and to make financial dealings effortless for our customers.

Accomplishments:

- No Exceptions noted in independent financial audit for FY2009, and nine consecutive years with no exceptions
- Timely Completion of program and operational budgets, allowing for smooth transition to FY2009
- Completed review and update of employee manual
- Assisted with and participated in formation and implementation of a Human Resource Committee
- Effective maintenance of physical records
- Accurate lease administration for all LACDC properties
- Timely tax filings
- Up-to-date and accurate customer database/information
- The business office prepares, packages, and delivers hundreds of Chamber Checks each year to customers throughout the community

one of several Chamber Check ads run in 2009



Jill Cook is Senior Vice President in charge of lending at Los Alamos National Bank and is CEO of TCC & Appraisal Services. Jill is active in Leadership New Mexico, Quality New Mexico, LANL Foundation, Rotary, and Co-chairs the United Way Campaign.

John Davies is an entrepreneur and was a founder of the LANL technology spin-off CASA, the Center for Adaptive Systems Applications. John is currently a Board Advisor to, and principal with, several New Mexico-related technology ventures.

Bill Enloe is the Chairman and Chief Executive Officer of Los Alamos National Bank.

Bill Godwin is a Los Alamos resident and retired systems engineer from IBM and Lockheed Martin.

David Horpedahl is a realtor and the Managing Broker at Los Alamos Properties. David is currently the President of the Los Alamos Association of Realtors.

Tim Johnson an optometrist with Eye Associates of NM.

Denise Lane is the owner of the Hill Diner and is a realtor with RE/MAX.

Steve Laurent an attorney and a partner at LA Mesa Law Firm PC.

Johnnie Martinez is the Deputy Office Leader of LANL's Community Programs Office.

Sandy Podley is the Chief Executive Officer of the Los Alamos Medical Center.

Stan Primak is owner and proprietor of Primak Builders. Stan served as President of the Chamber of Commerce in 2007. Stan chairs the LACDC board.

Kent Pegg is owner of Los Alamos Fitness Center and is currently Chamber of Commerce President.

Bill Wadt is Deputy Contractor Assurance Officer at LANL and serves on the boards of the LANL Foundation and the Governor's Business Executives for Education.

Jeannette Wallace is the State Representative from Los Alamos to the New Mexico House of Representatives.



Contact Business Office:

Business Manager: Connie Proulx
Phone: (505) 661-4849
Email: Bizmgr@losalamos.org

www.LosAlamos.org/LACDC



Chamber of Commerce

The Los Alamos Chamber of Commerce is an association of businesses, organizations and individuals who are interested in working together to improve the economic, civic and cultural well-being of our area. The Chamber works on behalf of its members to improve the business environment and our community.

Members include retailers, hotels, restaurants, real estate firms, communications and media companies, health care providers, financial services businesses, technology businesses, not-for-profit organizations, laboratory contractors, government, development companies and individuals. Our members employ nearly 14,000 people in the community.

Chamber Member Benefits:

Visibility

We provide visibility to our members through our web sites and publications, through events and promotions, through referrals and through Visitor Center representation

- Made thousands of referrals for our members
- Web visibility resulting in more than 250,000 member exposures and more than 100,000 click-throughs
- Many free and low-cost advertising opportunities to our members
- Participates in both student and new-hire orientations at Los Alamos National Laboratory introducing our members to hundreds of laboratory employees
- Promotes the message "Think Los Alamos and White Rock First"
- More than a dozen ribbon cuttings and celebrations were facilitated, introducing new businesses to the public

Advocacy

The Chamber continues to Advocate on behalf of our members on many issues;

- Safe, open access to our community
- White Rock Master Plan development and implementation
- Historical Sculpture Master Plan committee
- Participation in the Los Alamos Downtown Streets planning
- Participation in sign ordinance development
- Participation in Municipal Building Site selection
- Los Alamos Creative Culture District planning

Resources

The Chamber provides many free and low-cost resources to members:

- Free access to business workshops in cooperation with the UNM-LA Small Business Development Center
- Bulk mail permit and assistance
- Free web sites available through our database management system
- Free use of our Conference Room and Office for a Day
- Annual Marketing and Promotions Fair (in cooperation with the Small Business Development Center) connects members with valuable marketing and promotional resources



The Synergy Center @ LARP

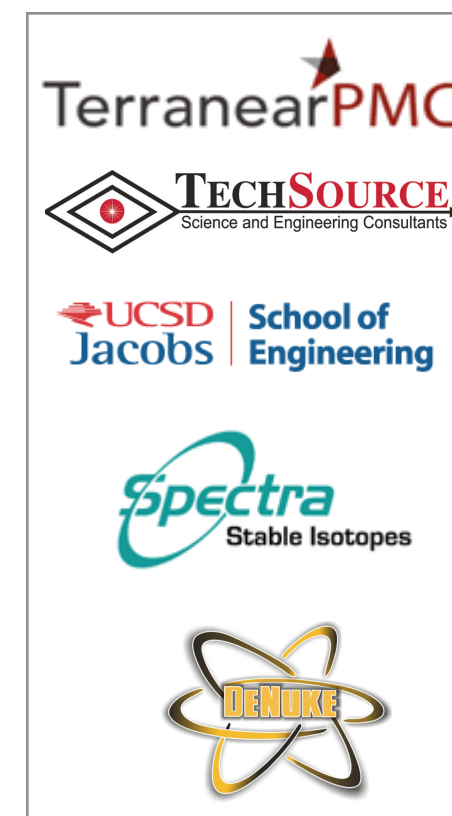
Operated by LACDC, is an "economic development incubator" housed in 7100 s.f. of space on the third floor of building one. The Synergy Center offers 35 high quality, furnished office spaces with enterprise-class voice and broadband data telecom services. Flexible, short term leasing arrangements coupled with LACDC's incubation services create a great environment for start-up companies. Established organizations needing a smaller, flexible presence also benefit. Shared conference space, reception, light lab, and business equipment are part of the service. Residents share close proximity to other organizations residing in the Park, and to the Los Alamos National Laboratory.

The Los Alamos Small Business Center

Located in downtown Los Alamos, houses LACDC corporate offices as well as the Small Business Development Center, and 22 tenants that employ 50+ people.

The ICON Facility

Located within the Los Alamos National Laboratory, ICON facility is leased by LACDC to a manufacturing company that produces rare, high purity gases.



Examples of tenants of LACDC

Contact Properties Operations:

Business Development Associate: Bryan Farmer
Phone: (505) 662-0001
Email: lacdc@losalamos.org

www.la-rp.org



LACDC Property Operations

LACDC property operations provide space combined with services for new and growing technology enterprise in Los Alamos county. Our facilities are home to more than 40 business and organizations. LACDC properties are operated with out subsidy or financial assistance.

Los Alamos Research Park

Building One, houses 83,000 square feet of laboratories, computing facilities, meeting space, office space, and the Synergy Center (incubator/small office space). Since opening its first building in 2001, the Los Alamos Research Park has housed more than 35 businesses and organizations.

Currently, tenants employ 150 people at the Park, resulting in an estimated additional 75 indirect and induced jobs. Research Park tenants work in the fields of superconductivity, environmental technologies, education, advanced computing, technology training, telecommunications, nanotechnology, and energy efficiency. Construction activities at the building have generated more than \$1,000,000 in New Mexico Gross Receipts Tax and 80 construction jobs. The property has generated more than \$750,000 in local property tax and utility transfers since its inception. A variety of local businesses including Blackrock Communications, LA Community Network, Atomic City Cleaning and Marcon Excavating provide contractual services to the Research Park and other LACDC properties.

Grubb and Ellis New Mexico is the property management firm responsible for keeping the Research Park building in great condition. During 2009 they continued to increase "green" energy efficiency and conservation practices.



CommunityMatters

Community Matters was initiated by the Chamber to highlight the important role our members play in building community. In 2009 we rolled out the 3/50 Project; continued to produce the bi-monthly publication "The Essence of Los Alamos and White Rock;" supported the Assets in Action program; facilitated a "Buy Local Give Local" campaign which was carried out by local volunteers; produced several coupon books which were distributed to visitors and newcomers; and expanded the use and functions of the fyiLA.com web site.

Chamber Events:

Chamberfest: June 13 & 14, 2009:

More than 100 Chamber members set up booths in downtown Los Alamos on June 13, where they were able to promote their goods and services to more than 1,000 attendees. Two car shows, lots of activities for kids and live music enhanced the attendees' experience.

Annual Golf Tournament "Discover the Green": September 19th, 2009:

The Chamber's annual golf tournament to benefit the United Way of Northern New Mexico drew dozens of enthusiastic golfers to the Los Alamos Municipal Golf Course and raised nearly \$4,000 for United Way.

Food & Networking (FAN) Club:

Several FAN Clubs throughout the year spotlighted member businesses and gave people the opportunity to network after hours.

Chamber Business Breakfasts:

Several Business Breakfasts were held at UNM-LA in the first half of 2009, where members were exposed to a wide range of information and access to government and industry leaders.

Ribbon Cuttings:

The Chamber helped 15 members dedicate new facilities and services with Ribbon Cuttings in 2009. We bring out the giant scissors, invite dignitaries, make sure that photos go to the newspaper, and act as the master of ceremonies for our members.



One of many ribbon cuttings in 2009



The Essence of Los Alamos & White Rock connects our members with the community.

Contact The Chamber of Commerce:

Member Services Coordinator: Katy Korkos
Phone: (505) 661-4816
Email: KatyK@losalamos.org

LosAlamosChamber.com



Los Alamos MainStreet

More people downtown more of the time – The Los Alamos MainStreet Program is an initiative of the Los Alamos Commerce & Development Corporation dedicated to promotion and revitalization of downtown Los Alamos as a mixed-use, pedestrian-friendly center, offering products, services, and entertainment that address the community's needs for "quality of place".

Small Projects Grants:

As well as conducting the major events, Los Alamos MainStreet is responsible for awarding grants to organizations and businesses in Los Alamos that want to promote an event which attracts interest to MainStreet. Thanks to Los Alamos County, Los Alamos MainStreet awarded 15 grants that totaled \$10,000. Some of the events funded by these grants in 2009 are:

- The Family Festival
- Empty Bowls
- Relay For Life
- The Children's Festival
- Los Alamos Arts & Crafts Fair
- Yum Run
- Pumpkin Glow
- Corvettes in the Jemez
- 19th Hole
- Earth Day 2009
- Los Alamos Farmers Market
- LA Home & Garden Show
- Los Alamos Concert Series
- Southern Rockies Body Building Show
- Festival of Chocolate
- Holiday Farmers' Market
- Historic Walking Tour Map

MainStreet Events:

Los Alamos MainStreet works hard to promote community pride in Los Alamos through events that garner thousands of participants each year. Our major events for the year are:

- Next Big Idea
- Halloweenweekend
- Fair & Rodeo Parade
- Winterfest and Holiday Lights Parade



Chelo Rojas of the Visitor Center and Carlos Valdez, County Extension Agent, working together on curb appeal project.



Local Economic Development Services:

LACDC provides Business Development Services to businesses located in Los Alamos and White Rock and those exploring locating in the community under a contract with the County of Los Alamos. LACDC's services include providing market information, networking opportunities, advocacy, problem solving, location assistance and downtown redevelopment support. In 2009, LACDC provided services to 30 clients, and assisted in nine local business expansions and three re-locations. This activity resulted in 30 new jobs and 10 retained jobs.

LACDC continues its Proactive Business Recruitment Program. LACDC is targeting qualified technology companies across multiple industries and actively recruiting them to Los Alamos County. Visits were made to southern California, Vancouver and Calgary, Canada and a return trip to northern Virginia. In all, over 400 companies were contacted resulting in 25 face to face meetings. There have been four site visits to Los Alamos by companies interested in the Los Alamos market. Ongoing communication and relationship building is key to successfully attracting new business activity to Los Alamos County.

Los Alamos Business Incubation Program (LABIP):

LACDC operates the Los Alamos Business Incubation Program in conjunction with its operations of the UNM-LA SBDC. LABIP works with its clients to assess and develop business plan and then to identify the set of specific actions and needs that are necessary for the company to move forward. Utilizing two facilities, the SBC and the Synergy Center at the Los Alamos Research Park, the incubation program is able to incorporate subsidized space, if needed, in a location that is best suited for the client's business. The LABIP is currently incubating four companies and evaluating several potential clients. Throughout its 24 year history the LABIP has served over 170 tenants with close to 40 'graduate' companies. LABIP's clients are both base economy high tech companies as well as local market service companies.

Youth Business Grant Program:

The Youth Business Grant Program is a summer program that encourages young people to open and run their own businesses. More than 250 summer businesses have received grants up to \$400 since the first youth business opened in 1985. In 2009, LACDC awarded grants to 13 participants. YBGP applicants must be aged between 13 and 19 and complete a mini business plan. Grant money, panel volunteers, and mentors come from the local business community. Web site: www.ybgp.org



Workshops are provided on a wide variety of business topics to hundreds of attendees per year

Contact Business Development Services:

Business Development Director: Patrick Sullivan
Phone: (505) 662-0001
Email: lacdc@losalamos.org

nmsbdc.org/losalamos

LABizinfo.com

Locateinlosalamos.com



Business Development Services

LACDC provides several complimentary Business Development Services to assist new, growing and relocating businesses in Los Alamos County. These services include the UNM-LA Small Business Development Center, a Local Economic Services, Los Alamos Business Incubation and the Youth Business Grant Program.

UNM-LA Small Business Development Center

The mission of the SBDC is to provide quality direct assistance, entrepreneurial education and resource links for potential and existing small businesses to strengthen the economy of New Mexico. The UNM-LA SBDC is part of a national and statewide network that provides no-charge business counseling and low-cost workshops to existing or aspiring small businesses in the community, including not-for-profit.

The UNM-LA SBDC provides free confidential business counseling for new or existing businesses. SBDC's professional counselors Patrick Sullivan, Venessa De Los Santos, Audrey Garduño and Bryan Farmer work with clients to help find the answers to their questions and problems. This year the UNM-LA SBDC counseled 110 clients and assisted the creation of 11 start-ups and 18 jobs.

Additionally, the UNM-LA SBDC provides low cost workshops covering a wide range of business topics. These workshops are lead by professional instructors and teach practical approaches and solutions to real life business challenges. In 2009 the UNM-LA SBDC organized 31 workshops that had 266 attendees. Throughout the years, the average number of attendees per workshop remains stable.

Every year, the UNM-LA SBDC picks an outstanding small business as its Success Client. The 2009 Success Client is Pet Pangaea. Owner Cyndi Wells was honored and recognized at the State Capitol during the 2010 Small Business Recognition Day.



2009 Success Client



Accomplishments:

- Completed updated market analysis and data profile.
- Championed consideration of downtown location of County offices as a catalyst to redevelopment
- Assistance to development projects including LA Plaza and Trinity site. Staff worked with a variety of projects and individual business cases to provide market information, facilitate connections with needed resources, advocate for solving problems, etc. An \$80,000 MainStreet grant has been obtained to support Canyon Rim Trail development at LA Plaza
- Facilitation of MainStreet business input to Central Streetscape project
- Funds from \$260,000 MainStreet grant were deployed on the Central Avenue streetscape project
- MainStreet Central Avenue way finding enhancements were constructed
- Initiated curb appeal small grant process
- Facilitated MainStreet Futures Committee
- Absorbed Los Alamos Farmers' Market into Los Alamos MainStreet program to provide sustainability
- Collaborated on producing updated historic walking tour map/brochure
- Produced 4 large events and sponsored 13 smaller events/projects
- Estimated attendance at MainStreet Events ~20,000
- 6 to 1 leverage on County seed funding for events
- Successfully completed annual review and recertification with New Mexico MainStreet
- Obtained NM Arts and Cultural District (ACD) designation in partnership with LA County, LA Arts Council, Art Center at Fuller Lodge, Los Alamos Historical Society & Fuller Lodge board
- Obtained \$35,000 planning grant for Los Alamos Creative District ACD

MainStreet grants funded a significant portion of Central Avenue streetscape improvements in 2009



Contact Los Alamos MainStreet:

Community Projects Coordinator: Suzette Fox
Phone: (505) 661-4844
Email: Suzette@losalamos.org

LAMainStreet.com



Los Alamos Meeting & Visitor Bureau

The most effective promotion of our community for future visitation happens through the word -of-mouth recommendations, and referrals that are made by people who have visited. The Los Alamos Meeting and Visitor Bureau (LAMVB) works to help every visitor and potential visitor that we encounter to have the best possible experience to share with their friends, families, and business associates. We also provide customized services to local businesses, organizations and residents to help them promote Los Alamos and make the most of the benefits that visitation brings to our community.

Our Services:

Visitor Centers in Los Alamos and White Rock

The two centers are open seven days per week, 362 days of the year to provide information, advice, brochures, and hospitality to tourists and visitors. Visitors from all 50 states and 57 foreign countries were served during 2009. Visitors are encouraged to complete a brief survey. Feedback on our services is consistently positive.

Phone, Email, and Web inquiry handling

Visitor center staff operates an 800 number telephone information line and respond to telephone, emails, and web inquiries as well as serving walk-in visitors.

Visitor Guide Fulfillment

Los Alamos Visitor Guides are distributed and restocked to visitor centers throughout the State of New Mexico. They are also mailed in response to individual requests received via phone, email, web, and reader response cards.

Online Visitor Guide

The online visitor guide at visit.losalamos.com provides information about attractions, activities, services, and events. Videos, photos, articles, information for group planners, maps, and "special offer" information is provided. The online visitor guide is updated daily and the events calendar is the most comprehensive in the community. A related Twitter site is maintained and provides frequent Los Alamos updates. A relationship has been established to place Los Alamos content on Gozaic.com, a heritage tourism web site of the National Historic Preservation Trust.



Volunteers play an important role in the staffing of the Los Alamos & White Rock Visitor Centers

Assistance to Groups

The LAMVB assists groups coming to Los Alamos for sporting events, reunions, conventions, meetings and special events. We offer organizers assistance with sourcing facilities and services, customized welcome e-mails, coupon books, visitor packets mailed to attendees, and guidance on what there is to do, what to see and where to go while visiting Los Alamos.

E-Bulletin

The LAMVB produces and distributes a monthly advisory to an e-mail subscriber list of approximately 550 people to provide information about groups coming to the area, the latest news from our interactions with statewide tourism groups, and what is happening in the Los Alamos area.

Collateral Materials, Cooperative Advertising, and Promotion

The LAMVB produces and distributes collateral materials such as the downtown Walk-and-Shop map, the Jemez Adventure Map, weekly calendars posted at pedestrian kiosks and information displays throughout the community. LAMVB is a partner in the development of the Historic Walking Tour brochure. LAMVB obtains funding from various sources for use in cooperative advertising with partner businesses and organizations. LAMVB has served in both lead and supporting roles in hosting visits by travel journalists. LAMVB also represents the community at events such as New Mexico State Fair and the Albuquerque International Balloon Fiesta to promote Los Alamos and distribute literature.

Data Gathering and Analysis

The LAMVB is an information hub that collects data and publishes analysis on visitation to attractions, visitor guide fulfillment, Lodger Tax trends, web visitation, and other activities. LAMVB is the long-term "corporate memory" of tourism and visitor promotion in Los Alamos.

Key Accomplishments

- LAMVB handled more than 2,800 phone inquiries, 12,700 walk-in visitor inquiries and more than 1800 e-mail inquiries
- 61,500 visitor guides were distributed
- The LAMVB stocked the displays and kiosks that can be found in 19 high-traffic locations throughout the community
- The LAMVB updated visit.losalamos.com on a daily basis
- Visitor web sites had more than 375,000 visits
- More than 20 groups were assisted in 2009
- More than 1000 volunteer hours were logged. Our volunteers are crucial to our operations, often providing the first point of contact to visitors
- \$27,000 in cooperative advertising funds were obtained and put to work
- Updated the Historic Walking Tour brochure
- Supported Los Alamos' successful NM Arts & Cultural District application
- Key support for County update of the print visitor guide
- Hosted and facilitated travel journalist visits including NM Magazine
- Established relationship with Gozaic.com



Volunteer Barbara Seeger hands out first 2009 Visitor Guide to eager visitors

Contact Los Alamos Meeting & Visitor Bureau:

Visitor Center Manager: Chelo Rojas
Phone: (505) 662-8105
Email: Chelo@losalamos.org

Visit.LosAlamos.com