

Department of Buildings & General Services
Government Business Services Directorate

VERMONT INFORMATION CENTERS DIVISION
OVERVIEW

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- Dual Mission:
 - Provide safety break to travelers
 - Marketing/promoting State businesses and attractions to travelers
- Open 365 days per year
- Cost per Visitor FY 2013: \$1.32 per visitor – Importance of face-to-face communication
- Visitation FY 2013: 3,100,172 visitors
(Hartford Center closed 4 month during FY 2013; opened October 1, 2012)
- Budget Table FY 2009-FY 2013 (J. Pinard)

	FY 2013 GF/TF -- 14%/86%	FY 2012 GF	FY 2011 GF	FY 2010 GF	FY 2009 GF
Budget at Year End	\$4,501,542	\$4,208,734	\$4,279,530	\$3,743,674	\$4,724,035
Operating Expenses	\$4,105,203	\$3,881,508	\$3,891,422	\$3,730,378	\$4,670,412
Carry Forward	\$396,339 **	\$327,226	\$388,108	\$13,296	\$53,623

** \$294,339 Reverted to General Fund

- Number of Centers
 - FY 2008 20 sites
 - FY 2009 4 closed (February 2009)
 - FY 2012 15 sites and 1 grant (White River Junction)
 - FY 2013 16 sites (Hartford reopened on October 1, 2012) and 1 grant (White River Junction)
 - Note: Bennington Welcome Center opened in FY 2014 (October 11, 2013)

- Hours of Operation
 - Reduced in August 2009 from 16 hours/day to 12 hours/day at 9 sites
 - Increased to 14 hours at Hartford (October 2012) and Georgia South (December 2012)
- Brochures Distributed in FY 2012 3,000,000 promotional pieces
- FY 2013 Initiatives
 - Explore Public-Private Partnerships to address service voids

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