

# Guide Line

## VOL 30, No 5

## President's Message

Submitted by Mike Pearl, President

The April program was our first in-person meeting and program since March 2020 and the beginning of the COVID pandemic. What a joy it was to be in the same room with colleagues. And a big thank you goes to Heather Savoca and the staff at VISIT Aurora (RMGA Business Member) for hosting the meeting at their new offices in the Stanley Marketplace, 2501 Dallas St, Aurora, CO 80010. Heather had water, treats, Aurora swag, and empanadas from Maria Empanada @ the Stanley Marketplace.

When you meet groups at the Airport and are needing a stop for a meal before continuing on your journey, check out the vendors at the Stanley Marketplace: www.stanleymarketplace.com.

The annual term of office for the Board of Directors ends May 31. Elections were held at the Annual Meeting of the members April 11. A quorum of members eligible to vote was on hand to elect the slate:

President – Mike Pearl Vice President – J. Mark Blaising Secretary – Dawn Nelsen Treasurer – Wendy Pickering Director at Large – David White

I brought a box of books and pamphlets to share with those in attendance, as did other members in attendance. The swap was very popular. So popular that we will host another swap at our next inperson meeting – sometime in the fall of 2022. RMGA program meetings go on summer hiatus during tour season. The next regularly scheduled program/meeting will be October 10. Bring books and pamphlets that you would like to share with other members. Talking about research and swapping materials is a great way to bond during any of our meetings.

The National Federation of Tour Guides (NFTGA) has a new president, Michael Dillinger from the Guides Association of New York City (GANYC). His goals for his two-year term include increasing the "visibility" of tour guides within the US Tourism Industry. The RMGA Board of Directors fully supports Dillinger in this endeavor. As you know, in discussions of tourism in the US, the destinations, sites, and modes of transportation receive attention, while tour guides are often ignored. By coordinating efforts among the local guides associations of NFTGA, Dillinger expects to establish a strategy that can raise the profile of tour guides within the industry.



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Like many businesses and organizations, the COVID-19 Pandemic has caused Rocky Mountain Guides Association to alter its means of operations. We are now gathering virtually via ZOOM for our monthly meetings. To join in on the meetings without using a video connection, you can use your phone connection. You will first need to have the Zoom mobile app installed on your smartphone. Check out the easy directions <a href="https://support.zoom.us/hc/en-us/articles/201362193-joining-a-meeting">https://support.zoom.us/hc/en-us/articles/201362193-joining-a-meeting</a>

RMGA members need to determine in what ways the organization is beneficial to them, then join to actualize that vision. Please email your ideas and thoughts about the future direction of the organization to <u>rmgapresident@rockymountaintourguides.com</u>.

– Mike Pearl

## FROM THE EDITOR

This is the last *Guide Line* until the September issue. Deadline for submissions for the September, 2022 *Guide Line* is **Sunday, August 28.** 

Future contributions should be emailed to *Guide Line* editor Eileen Pearl at <u>rmgaeditor@rockymountaintourguides.com</u>. If anyone has photos to share, please send them along with either a short description and/or names.

## **COMMITTEE UPDATES**

## **Communications Committee**

Submitted by Tom Jensen, Communications Committee Chair

What's New on the Website?

*April Guide Line May 25th and June 3rd listed as tentative FAM trips Changed access to "Members Only" page Added May Program April program link is on 2022 Program Review page* 

#### Monthly Visitors to the RMGA Website

The monthly visitor to our website remains constant. As of April 28, 2022, the April number of hits is 558.



Starting April 2022, (delayed from February) website traffic might seem lower. Rick's Cheap Domains, our website hosts is updating all website traffic data reports, past and future, to give a better data like showing visits only by real people, not bot traffic.

#### Access to Members Only Page

On April 14<sup>th</sup>, current members were sent the new access format to reach the Members Only page. If you are having difficulty in accessing the Members Only page contact Tom Jensen at 303-968-0515.

Access to the MEMBERS ONLY page is only for current members. Please do not give the access to anyone. Instead, direct them to Tom Jensen or Mike Pearl. You can find other members by clicking on the button for a complete roster.

## **Profile Update**

Profiles from people who did not renew have been removed. For members with profiles, a year was added to the Years Experience category.

If you have changes to your Profile, send them to <u>rmgawebsite@rockymountaintourguides.com.</u>

#### **YouTube Channels**

The recordings of the Zoom monthly member meetings and programs are now available on YouTube.

The April program on Visit Aurora is now available for viewing. You can view this program (as well as others for 2022) by clicking on the "Aurora" picture on the 2022 Program Reviews on the "Member Only" page. For many programs there is also a link to the PowerPoint slide deck or other reference material.

#### **E-mail distribution**

The distribution of e-mails continues to be done on a temporary basis. If anyone is interested in sending out the e-mail blasts, contact Mike Pearl at <u>rmgapresident@rockyountaintourguides.com</u>. The contact list is current with the membership roster. If you are not receiving e-mails please contact Tom Jensen @ <u>rmgacommunications@rockymountaintourguides.com</u>.

#### Facebook

Be sure to join the RMGA Facebook page, <u>https://www.facebook.com/groups/RMGAssoc</u>. You'll find postings of upcoming events, industry happenings, and photos. All members are welcome send in their pictures or posting.

## **Membership Committee**

Submitted by Mike Pearl, Membership Committee Chair

Rocky Mountain Guides Association welcomes new business member Denver Local Tours, operated by Will and Rachel Strobelson. Denver Local Tours offers fun and exciting walking tours of Denver's iconic neighborhoods. Check out their website at <u>www.denverlocaltours.com</u>. Welcome to Rachel and Will Strobolson and Denver Local Tours!

The RMGA Board of Directors thanks you for your membership. The latest membership directory is posted on the Members Only page of the RMGA Website.

RMGA welcomes new members! Do your part to improve and expand RMGA's knowledge base by increasing our membership roster. Invite tour guides to RMGA's next gathering on Zoom. Send their contact information to Membership Committee Chair <u>Mike Pearl</u> so that they can be included on the Zoom Meeting Invitation.

## **Nominations Committee**

No submission this month.

**Program Committee** 

Submitted by J. Mark Blaising, Program Committee Chair

## May 2022 Member Program

## **FAM Trips**

WHAT: RMGA Membership Meeting & Program

**WHEN:** May 9, 2022

6:00 pm – Networking 6:30 pm – Short Meeting



6:45 pm – Program

WHERE: Via Zoom

Topic: Rocky Mountain Guides' Member Meeting Time: May 9, 2022 06:00 PM Mountain Time (US and Canada) Join Zoom Meeting: <u>https://us06web.zoom.us/j/83420656852</u> One tap mobile: +17207072699,83420656852# US (Denver)

**PROGRAM:** Join RMGA on zoom for our final member meeting before summer break. We will be discussing two FAMtastic trips that explore Colorado's rich mining history - The Argo Mine in Idaho Springs and the South Park Ghost Town in Fairplay.



Dawn Nelson and David White will share details of the trips and how to join the fun IN PERSON.

Please join us for the meeting as we seek your feedback for the future of RMGA.

**GUESTS:** Members are encouraged to invite potential members as a guest to the meeting.

# MEETING NIGHT CONTACT: J. Mark Blaising, Program Chair 303-830-8440 (voice) 303-263-8647 (text)

**Public Relations Committee** 

Submitted by Tom Jensen, Public Relations Committee Chair

## **Travel Research**

MMGY Portrait of American Travelers: The Colorado Prospect

Interest in visiting Colorado is highest among millennials, travelers with children and travelers living in the Midwest and West. Interest is similar across income categories.

53% of leisure travelers with household incomes of \$75,000 or more are interested in visiting Colorado during the next two years.





The History Colorado Center turns ten

## Upcoming Events and Programs

May 5, 5:30 pm | El Pueblo History Museum | Chicanas: Nurturers and Warriors Film Screening. This film, which was produced by the Denver Office of Storytelling, explores what it means to be Chicana. The sweeping history spans centuries and is told like never before, with personal stories of triumph that are guaranteed to inspire and empower. <u>RSVP</u> for free.

May 7, 10 am | History Colorado Center | AAPI Wellness Day: A Space for Generational Healing. Celebrate joy, reclamation, resilience, and activism, through heritage-based practices that address the spiritual, mental, and somatic scars in this community. This gathering features speakers, artists, performers, healers, practitioners, and vendors. <u>Get your tickets here</u>.

May 12, 6:30 pm | Virtual | People, Pride, & Promise: The Story of the Dockum Sit-In with Prisca Barnes. In 1958, Black students gathered at downtown Wichita's Dockum Drugstore to stage a peaceful protest against the unequal practice of segregation. Prisca Barnes' *People, Pride, & Promise* tells the untold story of the first youth-led lunch counter sit-in that revolutionized the Civil Rights Movement.<u>Get tickets</u>.

June 13–August 5 | Denver, Pueblo, Fort Garland, and Montrose | Hands-On History Summer Camp. Are you a superhero parent in need of some help this summer? History Colorado wants to be your sidekick. Our Hands-On History summer camps are back! Enjoy safe, fun, affordable summer care and let your kids dig into Colorado's history. <u>Registration</u> is open now and there is automatic tuition assistance.

## 16TH STREET MALL IMPROVEMENT PROJECT, MALL RIDE DETOURS BEGIN IN APRIL POSTED ON 03.28.2022

Denver will begin mobilizing for the 16th Street Mall improvement project from Market Street to Broadway during the first week of April. The project will improve safety and mobility, address deteriorating infrastructure and create more opportunities for people to enjoy the Mall as a vibrant community gathering place.

The first major upgrade to the Mall in nearly 40 years, the project will include a new granite paver system that honors the iconic original design by I.M. Pei and Olin. The work will move transit lanes to the center of each block, add more trees and expand sidewalks.

While some preconstruction work is already underway related to underground utilities and other structures, Detours will be in place beginning April 4 for RTD's Free MallRide service.

Improvements will start at Market Street and move toward Broadway. Work will progress to the next adjacent block approximately every four to eight weeks.

While pedestrians will still be able to walk to all restaurants, businesses and shops, RTD's Free MallRide will be detoured around construction to 15th and 17th streets until work is complete in late 2024.

During the first phase of construction, the Free MallRide detour will take place between Wazee and Arapahoe streets. For more information on RTD's Free MallRide detours, or to sign up for service alerts, visit https://www.rtd-denver.com/app/alerts.

Construction work and schedules are weather dependent. For updated project information, visit the 16th Street Mall Project website.

PCL Construction Services is the contractor for this \$149 million design/build project managed by Denver's Office of Transportation and Infrastructure.



Rendering of the 16th Street Mall Courtesy of Denver Department of Transportation and Infrastructure

## **Tidbits Sent in by Members**

From Charles Foster

World Trade Center Denver will Anchor Fox Park Development in Globeville (coming in 2024)

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The World Trade Center will build in the neighborhood of Globeville, at the intersection of I-70 and I-25, near the Transit Oriented Development (TOD) site of 41st and Fox.

The entire 41-acre project will include 2,240,000 sq. ft. of office space and 3,400 residential units in its four phases. The Denver Botanic Gardens will design and maintain 14 acres of public parks and outdoor space, an outdoor amphitheater, and a nursery.

The WTC Denver decided to change plans to move from the development at 38th and Blake St. in the RiNo District due to development delays and a change of scope of the project

For the complete press release and pictures see:

https://www.wtcdenver.org/wtc-denvercampus/#:~:text=The%20World%20Trade%20Center%20Denver,maker%20space%2C%20and% 20art%20galleries.

From Kay Willson (three articles)

## Relishing a Colorado Landmark: The Coney Island Boardwalk



The iconic Coney Island Boardwalk restaurant that you pass on Hwy 285 in Bailey is for sale. Currently it is closed, undergoing repairs to the roof, stucco, boardwalk and other issues. The current owners want to sell it to a "suitable" buyer. As it has been in an episode of the South Park TV show (February 2022) perhaps the creators of that show will get involved like they did with Casa Bonita.

The hotdog in a bun began life on West Colfax in 1966. It was to be the cornerstone of American eateries, being the first of a national chain. Hot dogs were 25 cents! In 1970 the 18 Ton hot dog was moved to Aspen Park. In 2006 it was moved to its current location in Bailey, near Pike National Forest.

Turn to page 7 for the full story at: <u>https://jeffcotranscript.com/stories/jeffco-transcript-march-31-2022,391645</u>?

Boats used to float through Denver on Cherry Creek

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Remember the punts that used to ply on Cherry Creek near downtown Denver?



The Only Boat Locks in Colorado

Venice on the Creek launched in 1996 with 5 punts -23-foot wooden boats. The punts were built by British craftsman Cliff Ansel. These boats could carry 6 passengers plus a "punter," a pilot who guided the boats with a long wooden pole.

A series of five dams and locks were bult to allow boats to float less than a mile from Larimer Street to Confluence Park on the South Platte.

When Venice on the Creek launched, downtown Denver was still finding its identity, being mostly commercial. Now apartments line Cherry Creek with upscale LoDo shopping and dining looming over the channel.

Turn to page 18 for the full story at: <u>https://jeffcotranscript.com/stories/jeffco-transcript-march-31-2022,391645</u>?



(Photo courtesy of Jolon Clark, Jeffco Transcript, March 31, 2022

These weren't the first boats in Denver. In 1887 John Brisbane Walker introduced a side-wheel paddler that sailed on the South Platte to Brighton and back (cost 50 cents). When the South Platte was too shallow for the steamship, he dammed the river at 19<sup>th</sup> street to form a lake 4 blocks long and converted the ship into a showboat.

The punts were removed from Cherry Creek at the end of 2009. The boats were given away. One of the boats is a garden planter, a couple are in a storage unit, and the fate of the others is unknown.

## The Forgotten History of Colorado's Ghost Towns

A very interesting article presenting the what/where are ghost towns, the value they provide to people, the need to respect and preserve them, and the names of a few of them.

RMGA Member and Ghost Town Club member, Lee Dahl is interviewed saying "Two things make Colorado ghost town different than any other state. First of all, the setting; a lot of them are up in the mountains, that kind of makes them a little removed, off the beaten path, not a lot of people knew about it for a long time.

The other thing is that a lot of those ghost town had a huge infrastructure where you'd have a mine shaft, and a milling business, some rather large structure that were built rather stoutly for the industry.

RMGA Member Joan Fields, explains the difference between the two main types of ghost towns, "It depends on where the ghost towns are. Because there are ghost towns out on the Eastern Plains, and a lot of those were based upon agriculture. The mountain towns were built around minerals.

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Here are some Ghost towns. How many have you visited?

• Cotopaxi – along the Arkansas River founded by Russian-Jewish settlers in the 1880s



- Uravan in Montrose County that was burned and buried due to radioactive contamination
- Gilman Became a ghost town in 1985 when the Mining company which owned the town suddenly abandoned the property and the water pumps were shut off allowing the zinc mines to fill with water
- Dakan now a pasture in Douglas County

• Deerfield – A historically Black settlement in Weld County. Some buildings are now being restored.



• St. Elmo – the most well preserved; located in Chafee County

The most disastrous effect on a ghost town is people. Vandalism can destroy a site faster than weather or pollutants.

To read the complete story see: https://jeffcotranscript.com/stories/the-forgotten-history-of-colorados-ghost-towns,391434?

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Rocky Mountain Guides Association

At a recent board meeting the difference between Tour Colorado and the Colorado Tourism Office was discussed. Here is an article that explains the difference. It was originally published in the November 2016 Guide Line.

#### Statewide Organizations Promoting Colorado

For many years, I thought Tour Colorado and Colorado Tourism Office (CTO) were different names for the same organization. Was I wrong! This month I thought I'd share what each does along with other organizations which bring visitors to Colorado and thus work for us. RMGA is a part of the \$19.1 billion dollar tourism industry in Colorado which has many aspects.

**Tour Colorado** (<u>http://www.tourcolorado.org/</u>) is a statewide organization marketing Colorado directly to North American Tour Operators and Packaged Travel leaders. It promotes group tour business as the liaison for destinations and suppliers to Professional Tour Operators. RMGA is a member.

During the years when the Colorado legislature did not budget any money to promote travel to Colorado, Tour Colorado filled the gap by promoting Colorado for groups. Tour Colorado represents us at trade shows for the National Tour Association (NTA), Student & Youth Travel Association (SYTA), American Bus Association (ABA), and the Tour Association Professionals (TAP). The hiring of a new CTO Director of Group and Specialty Markets, Kevin Wright, was strongly encouraged by Tour Colorado. Visitors seeking more group information on <u>http://www.colorado.com</u>/are linked to the Tour Colorado site.

We are members of Tour Colorado and they promote RMGA. As a result we receive several requests for tour guides each year. Upon receipt, RMGA utilizes our email blast system and forwards all requests for tour guides to the entire membership. Several members have been selected for various tour guide requirements. If you plan tours, check out the suggested itineraries on their new website.

**Colorado Tourism Office** (<u>http://www.colorado.com/</u>) is the official travel and tourism promotion office for the state of Colorado. Its mission is to spread the word about things to see/do in and around the state of Colorado. While Tour Colorado promotes Colorado to tour operators, the CTO promotes Colorado to individuals and industry professionals alike. Promotional categories include Travel Information & Services, Accommodations, Attractions & Entertainment, History & Heritage Scenic Attractions, and Transportation. The CTO is a member of RMGA.

The CTO was created in 2000 as part of the State of Colorado's Office of Economic Development. Additional information is in the April 2016 Guide Line's write-up on the March meeting at the CTO's office.

**Destination Colorado** (<u>http://www.destinationcolorado.com/</u>) is a nonprofit organization designed to provide resources and information for meeting and event planners. Their mission is to make the site selection and planning experience convenient and straightforward. Many RMGA members work for meeting and event planners doing registration, tours, transportation coordination, etc. Visitors

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seeking more meeting and event information on http://www.colorado.com/ are linked to the Tour Colorado site. RMGA is not a member

**Tourism Industry Association of Colorado (TIAC)** -- TIAC is a non-profit association of Colorado tourism related organizations and associations (i.e. restaurants, DMOs, cultural attractions, etc.) uniting diverse segments of the industry into one unified voice. One objective is to establish and maintain effective governmental relationships and communications with the Colorado Legislature. RMGA is not a member.

**Colorado Association of Destination Management Organizations (CADMO)** is the state-wide association for Colorado's entire destination marketing organizations (DMOs), representing more than 25 towns, cities and regions throughout Colorado. RMGA is not a member.

## **ORGANIZATION ACTIVITIES**

Submitted by Mike Pearl, President

Rocky Mountain Guides Association represents professional tour guides in Colorado and the Rocky Mountain Region to tourism-related organizations. As president, I meet with other leaders of US tour guide associations and guilds through monthly Zoom meetings.

Tom Jensen and the Public Relations Committee lead in keeping RMGA and us professional tour guides in the forefront of the minds of local tourism industry leaders. He is our liaison to VISIT Denver, the Colorado Tourism Organization, VISIT Colorado Springs, and Tour Colorado, among other such organizations. Do you know of a tourism organization with which RMGA should be affiliated? Contact Tom with contact information.

## **RMGA Facebook Page**

Another way for members to communicate with each other is the RMGA Facebook page. Find it at <u>https://www.facebook.com/groups/RMGAssoc</u>. It's a great place for members to post pictures and tidbits of information that we all can use.

## **RMGA Leadership Opportunities**

Members are encouraged to volunteer to lead these committees:

- Certification (Must have the RMGA Colorado Certification)
- Email Blasts

Contact any Board member with your interest.

## Are You Colo-Ready?

RMGA has become a Stewardship Partner with the Care for Colorado Coalition. Check out the RMGA logo alongside other Stewardship Partners at <u>https://www.colorado.com/care-colorado-coalition</u>. Watch for this logo on the RMGA website and the *Guide Line*:



As we prepare for the summer tourist season, it's good to get a refresher on the concepts that make up Care for Colorado. Check out this video describing "Stick to the Trails" produced by The Care for Colorado Coalition <u>Video</u>

The ideas expressed in the video can't be an exhaustive list. What ideas is the video missing? Send your thoughts to the *Guide Line* Editor.

## What Are Our Guests Learning about Colorado?

Have you ever wondered about the advertising messages about Colorado that are sent to other areas? It's prudent to be aware of those messages, because they set guest expectations. Here's one about "Spring in Glenwood Springs." Watch the <u>Video</u> produced by the Colorado Tourism Office.

Here's a video about Denver, "Red Rocks Amphitheatre: Denver's Legendary Concert Venu" <u>Video</u>, produced by VISIT Denver.

The ideas expressed in these videos can't be exhaustive lists. What ideas are missing in the videos? Send your thoughts to the *Guide Line* Editor.

## **Colorado Concierge Training and Certification**

<u>Colorado Concierge Training</u> is a free certification for frontline workers to become Colorado experts and grow their Colorado-style hospitality. The training is online at <u>BeAColoradoConcierge.com</u>. You can also download the app from <u>Google Play</u> or the <u>Apple App</u> <u>Store</u>.

The training includes seven modules:

- Colorado Essentials
- The Care for Colorado Principles
- Colorado's Eight Travel Regions
- Colorado-Style Customer Service
- Colorado Traveler Safety
- Hunting & Fishing
- Inclusive Colorado Culture

Certified businesses and organizations and individuals also receive the benefits outlined at <u>https://oedit.colorado.gov/colorado-concierge-training-and-certification</u>

## NFTGA LEADERSHIP MEETINGS

Submitted by Mike Pearl, President

RMGA is a member of the National Federation of Tourist Guides (NFTGA), a collective of local tourist guides associations and guilds across the US. From time to time, RMGA Members receive notices from NFTGA via our email Blast system.

To see resources for tour guides, go to NFTGA's Guide Resources.

The March Meeting was postponed to April 5. There is no report.

Find your next tour job at <u>www.TourGuidingJobs.com</u>!

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Simply sign up for a free account and start looking through the job listings. We will be adding more jobs weekly as tour operators, destinations, attractions, and travel companies who send us their job opportunities looking for talented professionals like you!

## **BOARD OF DIRECTORS MEETINGS**

#### **Board of Directors Meetings**

Monday, May 2, 2022 (6:00 pm)

Monday, June 6, 2022 (6:00 pm)

Tuesday, September 6, 2022 (6:00 pm)

(Meetings via ZOOM; email Webmaster Committee Co-Chair <u>Tom Jensen</u> for an invitation) All Members are welcome and invited to attend.

## **MEMBERS MEETINGS**

The second Monday of January, February, March, April, May, October, November, December

Monday, May 9, 2022 (6:00 pm) (Meeting via ZOOM; an invitation to attend is emailed to Members, who are encouraged to forward the invitation to prospective members.)

Monday, October 10, 2022 (6:00 pm) (Meeting via ZOOM or in person: watch for details; an invitation to attend is emailed to Members, who are encouraged to forward the invitation to prospective members.)

#### PURPOSE of the ROCKY MOUNTAIN GUIDES ASSOCIATION

The nature of the business and activities of this Corporation is educational and the objects and purposes thereof to be transacted, promoted, or carried on are TO PROMOTE THE HIGHEST DEGREE OF COMPETENCE AND PROFESSIONALISM AMONG PERSONS WHO ACT AS TOUR GUIDES AND TOUR MANAGERS/ DIRECTORS, TO PROVIDE ETHICAL AND PROFESSIONAL STANDARDS AGAINST WHICH ALL TOUR GUIDES AND TOUR MANAGERS/DIRECTORS ARE MEASURED, and, in pursuing said basic purposes,

- 1. To hold meetings and familiarization ("FAM") trips for the improvement and continuing education of its members;
- 2. To provide opportunities for the exchange of experiences and opinions regarding tour guides and tour managers/directors and their profession;
- 3. To provide a forum for development and promotion of common professional interests and concerns of tour guides and tour managers/directors;
- 4. To cooperate with other related and non-related organizations in a common endeavor to promote the profession of tour guiding, tour management and tour directing and to promote the public awareness of said profession. *Articles of Incorporation*, Rocky Mountain Guides Association

Officers			
President	Mike Pearl	303-868-0023	
Vice President	J. Mark Blaising	303-830-8440	
Secretary	Dawn Nelsen	303-898-6853	
Treasurer	Wendy Pickering	217-621-1960	
Director-at-Large	David White	720-217-8643	

Committee Chairpersons		
Certification		
Education	David White	303-868-0023
Hospitality	Lily Ewing	303-250-9679
Membership	Mike Pearl	303-979-7594
Newsletter Editor	Eileen Pearl	303-868-0021
Program	J. Mark Blaising	303-830-8440
Public Relations	Tom Jensen	303-968-0515
Email Blasts	Tom Jensen	303-968-0515
Nominations	Mike Pearl	303-868-0023
Website	Tom Jensen	303-968-0515