

**VOL 25, NO 3**

## **PRESIDENT'S LETTER TO MEMBERS**

Dear RMGA Members:

Once again, I want to thank you for being a member of Rocky Mountain Guides Association. We need each other's help to make RMGA valuable and valued.

When the founders established RMGA, they promised in the Articles of Incorporation that the Association would

- Promote the highest degree of competence and professionalism among persons who act as tour guides and tour managers/directors;
- Provide ethical and professional standards against which all tour guides and tour managers/directors are measured.

To make those promises real, RMGA hosts opportunities for members to gather, where they can learn and discuss what it takes to be competent, professional, and ethical. For RMGA members to benefit from their membership, they must attend.

What I've come to understand about being involved in membership organizations, such as RMGA, is that the real power of the group occurs when its members meet together. When these people gather in the same place, there exists an uncommon energy. This energy does not happen by way of the group's website or newsletter.

We all believe that we are professionals. We need to see each other at RMGA events to remind each other that we are professionals and that our business is important.

The membership count is 94. I challenge 75% of RMGA members (70 people) to attend the program March 13. Show your fellow RMGA members that they are in an organization of professionals dedicated to self-improvement.

What's the reward for 75% attendance?  
Professional value created for yourself and for your fellow RMGA members.

**March 2017**



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## FROM THE EDITOR

If you have not received your *Guide Line* newsletters in the new emailed format from Sherry Moon, please contact Sherry who can check to make sure she has your correct email address. You should check your Spam folder before contacting Sherry as she will probably ask first if you have done that. Her email address is [sherry.moon1@gmail.com](mailto:sherry.moon1@gmail.com).

## COMMITTEE UPDATES

### Certification Committee

Submitted by Mary Bendelow

The RMGA certification committee reports that seven members have successfully completed the professional development activities reporting requirement and are re-certified for this year. Those members are: Bonnie Custer, Carolyn Emmanuel, Adrian Swensen, Tom Jensen, Barbara Johnson, Nancy Brueggeman, and Larry Ralston. Previously certified members who have not supplied the required information may be reinstated in 2018 after reporting their activities. After a third year without reporting, members must successfully take the certification test to be re-certified. The study group continues to meet and is making great use of Skype and Google Docs to create a shared document that asks and answers all the study questions. The date for the test has not yet been set. Contact Mary Bendelow at [mmbtravel@gmail.com](mailto:mmbtravel@gmail.com) with questions or comments.

### Membership Committee

Submitted by Larry Foos

Welcome our new RMGA “Professional Member”, Dawn Nelson. Dawn lives in Littleton, CO and does tours for Colorado Sightseer. This past year she accumulated 225 + hours. She has a daughter in France and makes several trips visiting her and sightseeing. She is a graduate of ITMI.

## MARCH MEETING INFORMATION

Submitted by Larry Foos

**When:** March 13, 2017, 6:30 pm – Networking, 7:00 pm – Short Meeting, 7:15 pm – Program

**Where:** 987 ½ Lookout Mountain Road, Golden, CO 8040. (Lookout Mountain Park)

**Program:** Steve Friesen, Director, will present the History of the Museum and a tour of new exhibits: “[A Better Place Could Hardly Have Been Chosen](#)” and “[A Visit to the Wild West](#).” You do not want to miss the opportunity to increase your knowledge of the Buffalo Bill Museum and Grave.

**Food:** RMGA will provide water for the meeting and program.

**Idea:** The Pahaska Tepee Gift Shop and Café will be open until 6:00 p.m. Arrive early to enjoy a buffalo burger, buffalo chili, or amazing homemade fudge in the dining room (grill closes at 5:45 pm). Then watch the sun set over the mountains to the west and the plains to the east. Wildlife might even stroll by during your viewing time.

**Directions:** [Google Maps](#) | [Written](#)

**Parking:** Ample parking in a very large parking lot.

**Guests:** Members are encouraged to bring potential members as guests. [Fees may apply.](#)

**Meeting Night Contact:** Larry Foos – Cell Phone 720-581-3820.

**Attendance Goal:** 75% of members (70 people)

### **Buffalo Bill Cody 100<sup>th</sup> Anniversary**

Submitted by Mike Pearl

Around here, we tend to think of Buffalo Bill Cody as just another dead guy 100 years after his death. Let's remember his legacy to the American West and to Colorado tourism. With his Wild West shows, he popularized the American West to the Eastern United States and Europe. Ironically, guests on our tours often know more about him than we do.

Buffalo Bill was so popular in 1917 that Colorado's legislature passed a special resolution to allow his body to lie in state in the capitol for one day, when 25,000 people paid their respects. Thousands more watched the funeral procession. Author Larry McMurtry calls him the first superstar. This year, Cody is being inducted into the Denver & Colorado Tourism Hall of Fame for "being the 'star' of one of Denver's most popular and long-lasting tourism attractions."

The March program at the Buffalo Bill Museum and Grave will provide new ways for you to present the scout and showman's life and career. The Pahaska Tepee Gift Shop and Café is staying open an extra hour, Monday night, to welcome RMGA members for the program (Thank you, Bill Carle). This would be a great time to have a buffalo burger or some buffalo chili, browse the gift shop, and reacquaint yourself with the staff – and the "great showman" himself.

Check the Buffalo Bill Museum and Grave [website](#) for updated information about events and exhibits: [www.buffalobill.org](http://www.buffalobill.org)

Click [here](#) to view recent Denver *Post* articles.

Door Prize to be given at the Next RMGA Meeting  
Plan now to attend the RMGA Program on March 13<sup>th</sup>  
Buffalo Bill Grave and Museum

A beautiful coffee table book "Denver Union Station" to be given to  
one lucky attendee

Full of historical photos as it describes the story of the restoration

Must be present to win!

Let's have a good turnout

Submitted by Sherry Moon

Sherry came across the following article and thought it might be interesting reading since the March Meeting is a Lookout Mountain.

[https://www.denverite.com/time-buffalo-bills-niece-tried-take-body-colorado-29989/?utm\\_source=Denverite&utm\\_campaign=81d1f644d8-](https://www.denverite.com/time-buffalo-bills-niece-tried-take-body-colorado-29989/?utm_source=Denverite&utm_campaign=81d1f644d8-)

[EMAIL\\_CAMPAIGN\\_2017\\_02\\_21&utm\\_medium=email&utm\\_term=0\\_dd2c9a8936-81d1f644d8-139095153](https://www.denverite.com/time-buffalo-bills-niece-tried-take-body-colorado-29989/?utm_source=Denverite&utm_campaign=81d1f644d8-EMAIL_CAMPAIGN_2017_02_21&utm_medium=email&utm_term=0_dd2c9a8936-81d1f644d8-139095153)

## MARCH FAM EVENT

**Title:** Venue Management with Centennial Tours

**When:** Wednesday, March 22, 2017

9:00 am – 3:00 pm

**Where:** Corvus Coffee, 1740 S Broadway, Denver, CO 80210 (and other locations courtesy of the Whiskey Wagon)

**Cost:** \$25.00

**Description:** So, you've taken on a tour that involves taking your guests to a brewery, a winery, or a distillery. How do you make it happen successfully?

Rick Tyson, operator of Centennial Tours and RMGA business member, takes us under his wing to show us how he's been able to set up and maintain a tour of venues.

During the FAM, participants will travel in the Centennial Tours Whiskey Wagon to Mile High Spirits, Black Sky Brewery, Denver Central Market, and other locations.

Topics include establishing and nurturing relationships with the venue operators, calculating profitability, and understanding the needs of the venue operator, among others.

**Registration Materials (including forms waiving liability):** RMGA website, "Members Only."

**FAM Organizer:** [Rick Tyson](#) (202) 699-1131

## 2017 FAM DATES

(To offer your assistance, contact the coordinator)

March 22, 2017 – Wednesday – Brewery, Distillery, Winery Tour ([Rick Tyson](#))

May 17, 2017 – Wednesday – Leadville Day Trip ([Lily Ewing](#))

October 18, 2017 – Wednesday – Globeville Walking Tour ([Mary Lou Egan](#))

## MARCH BOARD OF DIRECTORS MEETING INFORMATION

March Board of Directors Meeting, Monday, March 6, 2017 2:00 – 4:00 pm

Bear Valley Church, 10001 W Jewell Ave, Lakewood, CO 80232

All members are welcome to attend.

## APRIL MEMBERSHIP MEETING TEASER

Submitted by Nancy Brueggeman

**WHAT: RMGA MEMBERSHIP MEETING ----** *PLEASE RSVP to Nancy Brueggeman before April 5<sup>th</sup>. Either send me an e-mail at [nancybcolo@yahoo.com](mailto:nancybcolo@yahoo.com), or call me at 303.979.4852 or 303.809.7535.*

**WHEN: April 10, 2017, 6:00 – 6:45pm.** – networking, 6:45 to 7:45 pm program. Pat Lee and Dave Dixon of CCSC will introduce representatives of various tourism venues to update us on what is happening in Denver for the 2017 tourism season. Please don't be late!!!!

**WHERE: Cherry Creek Shopping Center** – Location TBD – I should have the location by March mtg. Pat Lee is working with a couple of venues to find us a spot at CCSC.

**PROGRAM:** Presentation of various tourism venues in Denver with their 2017 programs. May include DIA, DCPA, Visit Denver, Denver Botanic Gardens and others.

**FOOD:** Appetizers and beverages will be provided by CCSC (Dave Dixon and Pat Lee).

**DIRECTIONS:** Cherry Creek Shopping Center is at the corner of University Blvd. and First Avenue (Speer Blvd.)

**PARKING:** Lots of free parking

**GUESTS:** Members are encouraged to invite potential members as guests to meetings.

**Guest Fees:** 1<sup>st</sup> and 2<sup>nd</sup> Time Guest: Free; third thru fifth time, same guest visit is \$10 each time. Succeeding times, same guest must join RMGA.

**MEETING NIGHT CONTACT:** Nancy Brueggeman – cell phone: 303.809.7535, home phone – 303.979.4852 or [nancybcolo@yahoo.com](mailto:nancybcolo@yahoo.com)

## FEBRUARY 2017 SEMINAR

Submitted by Nancy Brueggeman

**RMGA Seminar – February 20, 2017  
Leading a Successful Group Tour  
Auraria Faculty and Staff Club  
1041 West 9<sup>th</sup> Avenue, Denver, CO 80204**

There were just eight of us who met at the Auraria Faculty and Staff Club at 9:00 am on February 20, 2017. At 9:30, Mike Pearl led us out to the Arrow coach, waiting nearby. Mike introduced Sherri David, Denver Administrative & Safety Assistant who is a great resource for any tour manager/tour guide. She has been a driver for 30 years, was in the Army for 10 years, and is now the Safety and Training person at Arrow – a position she has held for 4 years. Sherri is also a graduate of IGA. Sherri introduced us the several styles of coaches and described the differences. Arrow uses only new (less than two years old) coaches for OTR tours – safety and reliability are key.

All of these have microphones, be sure to check it out – the wireless mike may not be working, generally the wired mikes do work.

Coach styles:

- Prevost
- MCI – easy to get to USB – use auxiliary
- Setra
- Van Hool

Sherri stresses three points of a successful tour guide: Effectiveness, are you able to handle a critical incident and are you aware of your environment.

We each introduced ourselves to Sherri – we have varied roles in tourism: docent, tour guide, tour manager, M&G, Amtrak, Visit Denver, and the Capitol.

Sherri went over requirements for loading and unloading a coach:

- Length of the coach
- Safety restrictions (these are driver responsibilities)
  - The driver's first duty is **SAFETY 1ST**
  - The newer coaches have an anti-roll system that automatically brakes the coach to prevent rolling.
  - The Bendix wing-man tells the driver the distance from the vehicle in front of him and will brake the coach if they get too close
  - Only five coaches have this now though two new coaches will soon arrive with this capability.
  - There are cameras all over: in front, in back, on each side that are constantly keeping track of clearances all around. They do not record.
  - Six of the last 20 coaches purchased have 360° cameras.
  - There is a fire suppression system – standard on all coaches since 2007.
    - There is a fire extinguisher either behind the driver or near the right front seat
  - There is a safety video – required since 2009 to be shown to passengers before the loaded coach goes anywhere. This video talks about the recliner seats, the seat belts and reminds guides/managers to hold on tight if they actually stand on a coach
  - Any 2010 or newer coach has no exhaust emissions – diesel exhaust turns to fluid
    - The coach is not supposed to idle longer than 5 minutes
    - The coach needs to run at 15,000 BTUs from 20-40 minutes to burn off this exhaust buildup “re-gen” and to avoid excessive buildup the coach needs to run at more than 20 mph
  - As a tour guide/manager/passenger: use the hand supports in the RR in the rear of the coach, hold on to the seats as you make your way back to the RR.
  - No smoking on coach - No alcohol on coach - Keep your feet out of the aisle
  - Don't let passengers talk to the driver
  - The driver's responsibilities also include everything under the coach:
    - Loading and unloading luggage is the driver's responsibility
      - The driver loads the luggage – **NOT YOU** – nor the passengers
      - Remember that it is **YOUR RESPONSIBILITY** to match passengers and luggage
    - The driver is responsible for the cleanliness of the coach – and he/she cleans it every day so that it is presentable for clients. If you have a problem w/dirty windows, etc. tell the driver
      - The driver's duties should never inhibit your tour

- Emergency exits are the windows and roof – the first window behind the driver is not an exit window.
- If you are the OTR manager – be sure you have a manifest list of each passenger
- In the event of an emergency, ask the driver (who is in charge of the coach) what you can do to help
- To enhance the driver/guide relationship, communicate the route you want to follow and reconfirm as you go along
  - The driver cannot use his cell phone or a written itinerary as he is driving so be sure you are aware of where the turns and stops are.

Drivers have QR app that they can run to see the video on how this particular coach is run, how to work the audio/visual, etc.

Driver requirements:

- Class B passenger license
- Two years driving experience
- Clean driving record – 7-10 years
- DOT requires drug testing
- Arrow requires 90 hours of training for each new hire, including:
  - 40 hours of driving
  - 40 hours of class
- Twenty-five of these 90 hours are mentored
- They are also required to attend a monthly class
  - This month's class was on pre-check
  - Last month's was on driver fatigue
  - These classes can be done by phone

These coaches have USB, Bluetooth, DVD capabilities.

- The Wi-Fi in California is through AT&T
- The Rocky Mountain Region uses Verizon and
- The Omaha area uses Sprint.

For a tour guide / tour manager- Arrow suggests that you sit and face forward – much safer than any type of standing might be. All the newer coaches have seat belts (since 2010) you would be wise to use them – even though there is not a law requiring the use.

- All coaches since 2010 have different seat spacing because of the seat belts – this reduces the number of passengers from 54 to 50. Globus/Cosmos want only 50 passengers on their tours.
- NTSB recommends use of seat belts
- For staging: get the phone number of the driver, make sure he has yours
  - Staging means that the coach is standing or parked waiting for the next shuttle round
  - Have the coach arrive at the pickup point 5 minutes early so that they are loaded and ready to go on time
  - Be sure you are aware of parking/standing locations for the coach

If you as a tour guide/manager have issues with the driver, communicate them to the driver – customer service is extremely important at Arrow.

Hours of driver service: These requirements are the driver's responsibility – you need to be aware of his hours on the clock so that your tour is not stopped mid-day because of ignoring the parameters below:

- 10 hours of driving in any 15 hour period
- 8 hours of rest are required in any 24 hour period – this rest resets the clock of hours driving in any 15 hour period
- On duty 15 hours in any 24 hour period
- 70 – number of hours the driver can be on duty in any 7 day period

- There are two exceptions:
  - If there is a problem that takes his time – coach breakdown, etc. the driver can request an exception to continue on after problem fixed
  - In 2018, DOT requires electronic sign in and sign out for the driver – this has not been required before
    - Your passengers need to leave the coach at a tour stop (i.e., a tour of the Capitol) so that the driver can sign off because he is on duty if passengers remain in the coach as his responsibility
    - They also need to exit the coach at a lunch break, again so that the driver gets time off the clock for a meal.
  - When do you call the company to report the driver?

After lunch, Mike Pearl continued with our education:

- If there is a Critical Incident (accident, speeding, not following the planned itinerary)
- Check the Critical Incident / Situational Awareness template
  - Mike Pearl provided us each with a sample template for information if you encounter an incident when you are on a tour – not necessarily on the coach – please refer to this template for additional information
    - For extreme response such as an active shooter or incident in the area:
      - There are three options (check the Homeland Security video):
        - Run (Escape)
        - Hide
        - Fight

Mike had suggestions for the protocol in such scenarios:

- In Washington, DC – look for the National Park Police
- In a school – Mike has had cards that he can slide under the door, rather than open the door, and also maintain silence – so, when you are on a tour – what do you do?
- Watch the video on Homeland Security to learn what you can do with an incident such as an active shooter.
- Watch the LA County Sheriff's Department video which is a variation on the Homeland Security video for additional information and different possibilities
- Mike also noted that often the first reaction is to freeze – which gives the shooter a few more seconds to take aim – this was noted in the January 8, 2017 newscast of the active shooter in Fort Lauderdale

The most important answer: **HAVE A PLAN!!!!!!!!!!**

Know where the exits are, know where your group is, watch for unusual activity, watch for uniforms

What are your options?

- Carry a clipboard with manifest
- Have the emergency numbers for the company and the driver
- Locate a safe gathering place
- Turn off the ringer on your phone – call 911



- Report to First Responders who might still be on the coach if it is a coach accident
    - And who might have difficulty getting off the coach
- Identify a group leader so they don't think you are the shooter
- They do not want to accidentally shoot the wrong people
  - Do your due diligence
  - Check out each passenger/member of your group
  - Give no response to reporters – the less you say the better
  - Reporters need to get their notes from somebody else, NOT YOU!!!!
  - Write up your account and get it to your company ASAP!
    - There is a “black box” in the coach that records everything in the coach
  - Afterwards, you and others may need to be treated for PTSD
  - On a coach, you cannot practice a walk-through of an incident so do it in your head to be sure you know what steps to take to work on the problem
    - Tour problems – road closures, bad weather
    - Guest problems – loud, unruly or drunk passengers

We finished up at 3pm and, as you can see, there is lots of information to digest and many scenarios to think about and ways to avoid or resolve problems

Great seminar!!!!!! Thanks Mike!



On the steps of the Auraria Faculty and Staff Club by Vanilla Bean, Manager Dave Romero with Seminar Participants on February 20, 2017. Front row, left to right: Nancy Brueggeman, Mike Pearl, Eileen Pearl, and Carol Carder. Second row: Barbara Johnson, Larry Foos, Romero, Bonnie Custer, and Tom Jensen. Not pictured, Sherri David, Rocky Mountain Regional Assistant for Safety and Training, Arrow Stage Lines.

## **FEBRUARY 2017 MEETING AT McNichols Event Center**

Submitted by Nancy Brueggeman

**RMGA February Membership Meeting  
February 13, 2017  
McNichols Event Center  
144 West Colfax, Denver, CO 80204**

Before our host was introduced, President Mike Pearl talked about the upcoming seminar on February 20, 2017 and the Brewery/Distillery FAM in March. Director at Large, Larry Foos, gave us information on the March program which will be at the Buffalo Bill Museum and Grave.

Larry Foos then introduced our host, Tim Taylor, whose title is Venue Administrator McNichols Building. The City of Denver owns and operates the McNichols Building, the Denver Center for the Performing Arts (DCPA), the Colorado Convention Center, the Coliseum, and Red Rocks – all of which Tim's team operates. His team also oversees The Denver Public Art Program, SCFD Tier III granting process, Create Denver economic development initiative, Arts Education Fund, Youth One Book, One Denver literacy program and entertainment and cultural events such as the Five Points Jazz Festival and implementation of IMAGINE 2020: Denver's Cultural Plan. Tim is also working on a Master List of all the public art in Denver which will soon be available online. So you can see that Tim has a very important and busy job.

The McNichols Building was originally a Carnegie Library. It was the first library; the building was donated by Andrew Carnegie, iron and steel magnate in the late 1890s and early 1900s. Carnegie gave the library, however, it had to be constructed of materials that he sold. The building sits on the edge of Civic Center Park which was proposed by Mayor Robert Speer. Speer demolished housing in this area to make space for a park. The displaced residents then voted Speer out of office. The Park was dedicated in 1913 and there was no curve in Colfax Avenue then.

The Carnegie Library was started in 1906 and completed in 1910 and dedicated in 1912. The original cost was \$200,000. Originally there was a skylight (now covered over) that shed light on seven tiers of books. When you wished to borrow a book, you wrote down the information, presented it to the check-out desk where it was passed on to a "runner" (generally boys) who went into the stacks to get your book. Then you signed it out at the desk. Patrons were not permitted to go into the stacks to get their own books.

The Center was a library until 1955 and later housed the City Treasury. The Water Board came in in 1954. The building sat empty for six years and several possibilities were suggested for redevelopment. The Master Plan was redone in 2010. Most recently the building has been repurposed as a cultural art center and event center. The most recent renovation cost \$5.5 million – provided through Arts & Venues funds (seat tax).

The Center is open to the public on weekends from 10am-3pm. During the week, call Tim for times if you are planning to tour. The Center was designed as a cultural non-profit as well as an event rental. The Center hosts 500 events/year, often having three events during one day. Booking is online and is secure. There is a kitchen on the first floor and users of the venue can bring in their own chef, food, wine, etc. The Center can accommodate 1,000 people reception style and 500 seated. The Center has several culture partners: youth, music, art, Tiny Tots and others. For rental costs and additional information, please contact Tim (contact information below)

Parking is limited at the back of the building to about 15 cars on the south side of the building. There is a bus loading zone as well. Parking is also available nearby – call Tim to arrange for parking behind the building. Do not park behind the building without permission.

The original entrance was on the second floor and the doors still open onto a balcony that can be accessed easily. The current entry on the first floor has ramps that allow for ADA accessibility. Each floor has restrooms, all of which have been updated with subway tile, motion detector lighting and are very modern. The service elevator is new – all equipment is stored in the basement. A 9'x9' square foundation was needed to accommodate this new elevator. The 1950s passenger elevator shaft replaced one side of the stairwell – the other side still has its original wrought iron handrail and stairs to the second and first floors. There is a tunnel that goes to the Capitol a block away and also one to the City and County Building across the street.

There is a resident spirit in the basement – noticed in 2012. The lights in the basement are to go off automatically at 2 am, however, the lights may go off all by themselves at any time.

The third floor artwork is part of Walker Fine Art and currently showcases 12 artists, prices are often in the \$2,000 - \$4,000 range. The second floor currently has a refugee exhibit which will be in place until April 2017. There will be a Buffalo Bill Exhibit on the second floor later in the spring. The first floor is carpeted and has a Veterans event on display. The first floor has several modern tables and banquettes. The upper two floors have tile floors – much of which is original tile. Tim has buckets of the original tiny tiles and offered the opportunity for us to go through the buckets and find tiles to complete some of the patterns on the second and third floors. The second and third floors do not have installed seating similar to the banquettes on the first floor.

Naming rights – a \$2.5 million grant was applied for from the Boettcher Foundation.

The Center does offer tours and does give coach tours – contact Tim for additional information and details.

The Civic Center Park Conservancy activated the park and cleans it up before any event that might be outdoors around the Center (such as an outdoor wedding). The Civic Center Conservancy (CCC) allows the food trucks in the summers, and promotes movies in the park. Denver Parks & Recreation manages Civic Center Park.

Tim's contact information:

Tim Taylor  
Venue Administrator – McNichols Building  
144 West Colfax Avenue  
Mail: 1345 Champa Street  
Denver, CO 80204  
[Tim.taylor3@denvergov.org](mailto:Tim.taylor3@denvergov.org)  
[www.ArtsandVenues.com](http://www.ArtsandVenues.com)  
Phone: 720.865.5554  
Cell: 303.906.1396

Photos submitted by Sid Wilson



## RMGA MEMBER BIOGRAPHIES

Submitted by Jim Watson



Jim Watson was born in 1957 in Stanley, North Dakota and lived in Minnesota and Northern Illinois before moving to Colorado in 1966. His dad was a doctor and his Mom graduated from Cornell University. He is one of 6 total siblings, 2 brothers, three sisters and Jim. He has been married since 2000 and has no children. He lived and went to most of his schooling in Pueblo, Colo. from 1966-1980. He developed his love of landforms and geology after moving to Colorado and since has continued his interests in and studies of geology, geography, history, botany and ecology ever since. He also fostered this interest while doing many road and camping trips in the state. His favorite hobbies are traveling, art, camping, hiking, going to parks, reading, research, dining out, going to libraries and bookstores, attending festivals and entertaining. He graduated from the Univ. of So. Colo. in 1979 with a major in Geography and minor in Geology. He moved to Denver in 1980 and worked in various oil and gas industry and geology and hydrology support level jobs until 1995 when he transitioned to the hospitality industry selling travel memberships and doing customer service for a large travel company. He volunteered with Visit Denver in 1991 to test his interest in hospitality as a career field. In the late 1990's he worked as a tour guide at Dinosaur Ridge and also worked as a tour guide at Red Rocks from 2003-2005 for Aramark. He has worked in the shuttle and limo driving business and became a tour guide and tour manager for various tour companies and DMCs in 1998 to about 2001. He also dabbled in limo and shuttle driving jobs, bus dispatching, ambassadorial and convention registration assignments for various DMCs. He ultimately became employed by Visit Denver part-time as a Visitor Information Specialist in 2000 and then full time in 2007. He also worked for the Downtown Denver Partnership as an Information Specialist from 2002-2007. He loves keeping up with trends and news in the hospitality and travel business and to educate fellow staff at Visit Denver with knowledge-based resources.



## THIS AND THAT

Submitted by Larry Foos and the Membership Committee

Updated Official Guide to the Scenic and Historical Byways

The Colorado Department of Transportation, in cooperation with the Colorado Tourism Office, History Colorado/State Historical Fund, and Colorado Parks and Wildlife, has updated The Official Guide to the Scenic and Historical Byways. The update occurred because Colorado now has twenty six (26) Scenic and Historical Byways. The new byway, "Tracks across Borders," described on page 26, begins in Durango and ends in Chama, New Mexico and is tied to the Denver & Rio Grande Railroad.

The Membership Committee will have copies of them available for members at the March and April programs. If you cannot make one of the programs and want a copy, ask another member to pick one up for you. The committee is checking off member names as the books are distributed.

## REMINDER - SPRING FORWARD!

Daylight Savings Time begins Sunday, March 12 at 2:00 am. Remember to set your clocks forward one hour.

## UPCOMING EVENTS AROUND THE STATE

**March 3-5     Leadville.** Ski Joring and Crystal Carnival  
leadvilleskijoring.us

**March 10-12    Nederland** Frozen Dead Guy Days  
frozendeadguydays.org

**March 16..... .Boulder.** *Amelia Earhart: A Modern Day Global Flight* chautauqua.com

**March 24-26. .Durango** Annual Durango Ragtime & Early Jazz Festival  
durangoragtimefestival.com

### Officers

President	Mike Pearl	303-868-0023
Vice President	Sherry Moon	720-425-5931
Secretary	Nancy Brueggeman	303-979-4852
Treasurer	Barbara Johnson	303-521-3124
Director-at-Large	Larry Foos	303-979-7594

### Committee Chairpersons

Certification	Mary Bendelow	303-838-2089
Education	Mike Pearl	303-868-0023
Hospitality	Ginny Gelbach	303-906-3842
Membership	Ernie Witucki	720-323-8458
Newsletter Editor	Eileen Pearl	303-868-0021
Program	Nancy Brueggeman	303-979-4852
Public Relations	Tom Jensen	303-968-0515
Email Blasts	Sherry Moon	720-425-5931
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