



# Contact Report

Jan Watkins, Glacier Country Regional Tourism  
140 North Higgins, Suite 204  
Missoula, MT 59802

## Contact

Company	Golden Arrow Buses Ltd.	Address	20204 - 111 Ave.
Contact	Glen Bartel		
Title	President		Edmonton, AB T5S 2G6
Phone	780 447-1538	Ext.	
Mobile Phone		Country	
Salutation		E-mail	glen@gabuses.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	12:45 PM	Met Lonie Bartel at ABA 2012 in Grapevine (mutual) - Loni says they are working with Backside Tours and MagicBus Adventure Tours (they dropped Downhill Riders) -- bringing two buses every weekend in February and March to Whitefish Mtn Resort, using on-mountain lodging. He says it's way easier to cross the border these days, no trouble at all. Shopping trips across the border are going through the roof, especially great because it's largely off-season business.	Jan Watkins



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## Contact

Company	Tourco's Firstline Tours Inc.	Address	18530 N.E. Ulysses St.
Contact	Tom Blumberg		
Title	VP of Operations		East Bethel, MN 55011
Phone	(763) 780-2985	Ext.	
Mobile Phone		Country	
Salutation		E-mail	tourcotrav@aol.com
		Web Site	www.tourcotravel.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	12:28 PM	Met with Tom Blumberg at ABA 2012 in Grapevine (mutual) - Tom does two tours that come through Glacier Country, and both are selling very well. The "Glacier National Park" tour comes via Amtrak from Minot to Whitefish. The "Canadian Rockies & Glacier NP" tour comes via motor coach, and includes lunch at St. Mary Lodge. Both tours have Going-to-the-Sun Road tours by Sun Tours - and have an overnight in Whitefish. He's been using the BW Rocky Mountain Lodge, but prefers a hotel with a restaurant on or walking distance of the property. Hotel dates needed for 2012 are: July 21st and August 19th.	Jan Watkins



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## Contact

Company	Leisure Time Charters and Tours	Address	P.O. Box 639
Contact	Joyce Darwin		
Title	Director of Tours		Emerson, GA 30137
Phone	(770) 382-7726	Ext.	
Mobile Phone		Country	
Salutation	Joyce	E-mail	leisuretimebus@bellsouth.net
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/6/2012	6:22 PM	Met with Joyce Darwin at ABA 2012 in Grapevine (mutual) - They feature a "Northwest Sample" tour in their catalogue (August 14-29, 2012); 15 nights from Atlanta which includes an overnight in Cutbank, Going to the Sun Road Red Jammers tour, an overnight in Missoula, They currently work with the Super 8 in Cutbank, but asked for other properties for a backup. She asked about an alternative to the Jammers, suggested Sun Tours. She requested a list of bus companies in our area. She liked the idea of adding a dinner at Bar W Ranch and a possible overnight in Whitefish. Needs info on Smokejumper Center.	Jan Watkins



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## Contact

Company	Countryside Tours, Inc.	Address	P.O. Box 48
Contact	Sandy Dryer		
Title	Owner		Sand Lake, MI 49343
Phone	(616) 636-4628	Ext.	
Mobile Phone		Country	
Salutation	Sandy	E-mail	countrysidetours@mac.com
		Web Site	www.countrysidetours.net

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/23/2012	8:13 AM	Met with Linda Cherrette (Financial Manager) at ABA 2012 in Grapevine since Sandy Dryer unable to attend (mutual) - they have an August 2012 Lewis & Clark trip planned, but they won't be traveling as far west as Glacier Country. Countryside specializes largely in student travel, other niches include girlfriend getaways and family excursions, culinary and experiential stuff. Follow up with Sandy.	Jan Watkins



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## Contact

Company	Supreme Travel LLC	Address	P.O. Box 716
Contact	Dan Erickson		
Title	President		Menomonie, WI 54751
Phone	(715) 235-4443	Ext. 12	Country
Mobile Phone			E-mail
Salutation	Dan		sttravelclub@yahoo.com
			Web Site

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/19/2012	2:01 PM	Met with Julie Peterson and Pat Stoll at ABA 2012 in Grapevine (mutual) - they do full service tours for school, bank and church groups. Currently, they are planning a 2013 Glacier NP trip for a pre-formed bank group. They are thinking they'll motorcoach from Wisconsin, but may consider Amtrak. Julie really enjoyed a personal Empire Builder trip to Seattle. They took our suggested itineraries and "What's New" to help form the trip. Marlee noted they need information for Missoula whitewater rafting.	Jan Watkins



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## Contact

Company	Tours For You LLC	Address	210 Rosewood Dr.
Contact	Alice Hahn		
Title			Bardstown, KY 40004
Phone	(502) 348-0558	Ext.	
Mobile Phone		Country	
Salutation	Alice	E-mail	alice@toursforyoullc.om
		Web Site	www.toursforyoullc.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/19/2012	2:18 PM	Met with Alice Hahn at ABA 2012 in Grapevine (mutual) - Alice is currently planning a July 2012 group trip, a 14 day trip originating in Kentucky, which includes lodging in Missoula and the Prince of Wales. She took the suggested itineraries to help develop the trip.	Jan Watkins



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## Contact

Company	Lancaster Trailways of the Carolinas	Address	2321 Airport Road
Contact	Sandra Haigler		
Title	Vice President		Lancaster, SC 29720
Phone	(803) 285-2027	Ext.	
Mobile Phone		Country	
Salutation	Sandra	E-mail	tourguide@lancaster-tours.com
		Web Site	www.landcaster-tours.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	1:53 PM	Met with Sandra Haigler and Robbie White at ABA 2012 in Grapevine (mutual) - Lancaster does most of their trips in the Carolinas and nearby states. They use receptive tour operators for western trips. I suggested Sports Leisure Vacations and Destination America, since both have 6 day Glacier Country itineraries. They love the idea of a July 2013 trip in Montana, where it's cool compared to South Carolina.	Jan Watkins



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## Contact

Company	Caren's Charters Inc.	Address	3540 W 194th Street
Contact	Caren Hall		
Title	Owner/Escort		Stilwell, KS 66085
Phone	(913) 897-2084	Ext.	
Mobile Phone		Country	
Salutation	Caren	E-mail	carenscharters@aol.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/23/2012	8:28 AM	Met with Caren Hall at ABA 2012 in Grapevine (mutual) - Caren did a Glacier NP trip in 2009 but haven't done another trip since. They continue to have a "bad taste" in their mouth because of a problem they had on the Many Glacier boat ride. They didn't know a short hike was involved between Swiftwater Lake and Lake Josephine, one of their clients got hurt on the hike, no medical help was readily available, etc. Further, they think the handicapped rooms in Many Glacier Lodge should be larger.	Jan Watkins





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## Contact

Company	FunME Events & Excursions	Address	P.O. Box 463
Contact	Connie Haywood		
Title			De Kalb, IL 60115-0463
Phone		Ext.	
Mobile Phone		Country	
Salutation	Connie	E-mail	funmeevents@aol.com
		Web Site	www.funmeevents.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	9:56 AM	Met with Connie Haywood at ABA 2012 in Grapevine (mutual) - this is an excursion and tour company for student groups, adult/family groups and the niche travel markets. They specialize in Broadway shows, festivals and parades throughout the country. They're looking for more soft adventure, student events (bands, choirs, orchestras) and activities for adults groups (40 years +). Connie said their clients are asking for national parks tours, so they've added NW and SW national park tours. She prefers to work with receptive wholesalers.	Jan Watkins



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## Contact

Company	Abbott Trailways	Address	1704 Granby Street
Contact	Briggs Hensley		
Title	Manager		Roanoke, VA 24012-5604
Phone	(540) 343-1133	Ext. 121	Country
Mobile Phone			E-mail
Salutation	Briggs		heather@abbottbus.com
			Web Site

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	1:01 PM	Met with Briggs Hensley at ABA 2012 in Grapeview (mutual request) - their "Golden West" tour, now 4 years old, is scheduled for August 4-19 It's a 15 day trip from Virginia that includes overnights in Glendive, Great Falls, and Kalispell -- and a Red Jammer tour of the Sun Road. They appreciate maps, lodging property comp policies, detailed info about attractions, activities, and new destinations.	Jan Watkins



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## Contact

Company	Hawkeye Stages/NorthLand Travel	Address	703 Dudley St.
Contact	Cathy Krupa		
Title			Decorah, IA 52101-2438
Phone		Ext.	
Mobile Phone		Country	
Salutation	Cathy	E-mail	ckrupa@legacytours.travel
		Web Site	www.legacytours.travel

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	8:51 AM	Met with Cathy Krupa at ABA 2012 in Grapevine (mutual) - Cathy works with group (Legacy Tour & Travel) and FITs (Northland Travel) from Iowa. She knows Whitefish Mountain Resort, because she's done a "few, first class corporate groups" to Whitefish for skiing, Since they use Minneapolis/St. Paul as a gateway, we discussed an Amtrak tour to our region. She's interested in working with a receptive tour operator. Her group tend to be 45 yr - 65 yr.	Jan Watkins



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## Contact

Company	Shebby Lee Tours, Inc.	Address	P.O. Box 1032
Contact	Shebby Lee		
Title			Rapid City, SD 57709
Phone	605.343.4852	Ext.	
Mobile Phone		Country	
Salutation	Shebby	E-mail	shebby@shebbyleetours.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/19/2012	4:07 PM	Met with Shebby Lee at ABA 2012 in Grapevine (mutual) - Shebby does a Lewis & Clark tour annually that she had to cancel in June because of the extensive North Dakota flooding that closed I-25. The tour doesn't include western Montana, but she was interested in a few ideas she could use on another custom tour, including: a custom tour of the Holt Museum and/or the Ninepipes Museum. Please send info. Shebby thinks ABA is a much more valuable show than NTA because tour operators get more appointments at ABA.	Jan Watkins



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## Contact

Company	Quest USA Tours & Charters LLC	Address	2500 Brammer Lane
Contact	Dee Dee Lucas		
Title	Tour Operator		Christiansburg, VA 24073
Phone	(540) 381-0325	Ext.	
Mobile Phone		Country	
Salutation	Dee	E-mail	questusatours@aol.com
		Web Site	www.questusatours.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/23/2012	8:52 AM	Met with Dee Dee Lucas at ABA 2012 in Grapevine (mutual) - this Virginia company owns three charter buses and are hoping to develop into 100% tour operators. Currently they are fact-finding by talking with DMO's and investigating receptive services. They are generally interested in itineraries -- to include dinner theatres, sightseeing, sports activities, museums, and historical areas,	Jan Watkins



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## Contact

Company	Heritage Tours	Address	P.O. Box 77
Contact	Tammy Mills		
Title			Yoder, KS 67585
Phone	(620) 465-2515	Ext.	
Mobile Phone		Country	
Salutation	Tammy	E-mail	heritage@ourtownusa.net
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	12:28 PM	Met with Tammy Mills at ABA 2012 in Grapevine (mutual) - they have a tour that passes through our region every other year (since 2009) that sells very well. The tour includes: an overnight at Lake McDonald Lodge, Whitefish Mtn Resort gondola ride, and St. Ignatius Mission. They also have a Canadian tour that drop down into Glacier National Park - but no website to learn more.	Jan Watkins



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## Contact

Company	Brightspark Travel	Address	9672 South 700 East
Contact	Jared Nelson		Suite 200
Title	Managing Director of Events		Sandy, UT 84070-3569
Phone	(801) 495-9118	Country	
Mobile Phone		E-mail	jnelson@brightsparktravel.com
Salutation	Jared	Web Site	www.brightsparktravel.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/23/2012	8:41 AM	Met with Alan Rosenfeld (Operations Manager) at ABA 2012 in Grapevine (supplier request) - since Brightspark specializes in student music festivals, I requested the appointment to remind them of Missoula's International Choral Festival in July 17-20, 2013. However, they never plan summer excursions because the kids are out of school. With cut back school budgets, regional trips are the norm. The trips that get approved are those that have strong cultural/educational tours in addition to the performance component.	Jan Watkins



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## Contact

Company	Medicine Lake Tours	Address	P.O. Box 44214
Contact	Alice Norman		
Title			Eden Prairie, MN 55344-1214
Phone	(952) 829-0644	Ext.	
Mobile Phone		Country	
Salutation	Alice	E-mail	anorman_mlt@msn.com
		Web Site	www.medicinelaketours.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/19/2012	2:35 PM	Met with Alice and Gary Norman at ABA 2012 in Grapevine (mutual) - they provide tour services for groups from the Twin Cities, usually doing mid-west excursions for pre-formed groups. They use receptive operators for trips out of their region, including Western Leisure. They like guaranteed departure trips that they can buy into for 15-20 customers. I also suggested Destination American and Sports Leisure Vacations, since both these operators sell 6 days trips in Glacier Country, flying in/out of Glacier Park Int'l airport.	Jan Watkins





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## Contact

Company	Mayflower Tours, Inc.	Address	1225 Warren Avenue
Contact	Tim Patrick		P.O. Box 490
Title	Director of Product Development		Downers Grove, IL 60515-3597
Phone	630-435-8268	Country	
Mobile Phone		E-mail	tpatrick@mayflowertours.com
Salutation	Tim	Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	3:47 PM	Met with Tim Patrick at ABA 2012 in Grapevine (mutual) - Mayflower now has three different series coming through our area, all are selling well: 1) The "Montana + Glacier NP" Tour - Sun Road, 2 nights at Glacier Park Lodge, Museum of the Plains Indians, 2 nights at Red Lion Kalispell, Conrad Mansion, Bigfork, St. Ignatius Mission (4 planned departures). 2) The "Canadian Rockies" Tour series, motorcoach coming from Chicago - Sun Road, Kalispell, Missoula (2 planned departures). 3) NEW Amtrak Tour, working with Vacations By Rail (Mayflower books all rooms for them), with 3 departures. They are planning to re-work the #1 trip in 2013 to stay longer in Montana. Send suggested itineraries for ideas.	Jan Watkins



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## Contact

Company	Bollman Charter Service Inc.	Address	359 Upper Snake Spring Road
Contact	Marjorie Stultz		
Title	President		Everett, PA 15537-6359
Phone	(814) 623-2181	Ext.	
Mobile Phone		Country	
Salutation	Marjorie	E-mail	bollman.bollmancharter.com
		Web Site	www.bollmancharter.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	11:53 AM	Met with Marjorie's son at ABA 2012 in Grapevine (mutual) - they have a 32 day Alaska trip (June 25-July 26, 2012) that briefly travels through our region, including Red Jammer tour of the Sun Road, dinner at West Glacier, and an overnight at the Super 8 Kalispell, Bollman only does a couple western trips per year.	Jan Watkins



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## Contact

Company	Galaxy Tours & Travel	Address	P.O. Box 72785
Contact	Catherine Swan		
Title	President		Roselle, IL 60172
Phone	(630) 523-6600	Ext.	
Mobile Phone		Country	
Salutation	Catherine	E-mail	cswan@galaxytoursandtravel.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	12:14 PM	Met with Cartherine Swan at ABA 2012 at Grapevine (mutual) - Catherine is still investigating a motorcoach tour through our region. She's trying to figure out what the route should be: WY/MT or MT/ID. We discussed the MT/ID itinerary that the RMI Mega-Fam group did in September. She'd like a copy of the itinerary, although flying into Kalispell and out of Boise might not work well. She still likes the idea of coming in by Amtrak from Chicago also.	Jan Watkins



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## Contact

Company	Capitol Bus Lines Inc.	Address	2926 Leaphart Road
Contact	Glenda Tate		
Title	Tour Consultant		West Columbia, SC 29169-3647
Phone	(803) 794-9661	Ext.	
Mobile Phone		Country	
Salutation	Glenda	E-mail	theyoungs@capitol-tours.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/24/2012	8:28 AM	Met with Glenda Tate at ABA 2012 in Grapevine (mutual) - their 21 day, July 2011 trip was wonderful and Glacier NP was the absolute highlight of the tour. The group stayed at Grouse Mtn Lodge (2N) and estimated the economic impact of their motorcoach visit to Whitefish was about \$22,000 (based on a hand-out Glenda developed). They loved getting into cool weather, compared to South Carolina in July -- and will plan to do a similar trip for different groups in the future.	Jan Watkins



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## Contact

Company	Globus Family of Brands - Globus, Cosmos, Monograms,	Address	5301 South Federal Circle
Contact	Kim Vincent		
Title	Product Manager		Littleton, CO 80123-2390
Phone	(303) 703-7110	Ext.	
Mobile Phone		Country	
Salutation		E-mail	kvincent@globusfamily.com
		Web Site	

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	12:05 PM	Met with Angie Chamberlin at ABA 2012 in Grapevine (mutual) - Wendy Mainerich (wmainerich@globusfamily.com) is currently working on a new two-week trip into our region. The gateway is Seattle and it travels through WA, OR, ID and MT. The Seattle gateway trip is targeted especially to the Australian market (and others). Angie said the strong Aussie market has really helped offset the down UK market. Send suggested itineraries to Wendy. Existing Globus trips in our region are doing very well, with 12 departures in 2011 for the "Glacier NP & Canadian Rockies" tour (Calgary gateway). Update: Rhonda Dotts is not working on a new Cosmos trip into Montana, they've decided to concentrate on the Seattle gateway Globus trip instead.	Jan Watkins



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## Contact

Company	Mid-American Coaches Inc.	Address	4530 Highway 47
Contact	Louise Yoder		
Title	Tour Manager		Washington, MO 63090-5264
Phone	(636) 432-7880	Ext.	
Mobile Phone		Country	
Salutation	Louise	E-mail	mail@mid-americancoaches.com
		Web Site	www.mid-americancoaches.com

## Notes

Date Range: 1/1/2012 - 1/31/2012

<u>Date</u>	<u>Time</u>	<u>Regarding</u>	<u>Record Manager</u>
1/20/2012	3:30 PM	Met with Louise Yoder at ABA 2012 in Grapevine (mutual) - Louise is working in cooperation with Mayflower Tours on a July 21-28, 2012 "Montana & Glacier National Park" trip. The trip begins in Spokane, includes two night at the Red Lion Kalispell, two nights at Glacier Park Lodge, a tour of Conrad Mansion, Bigfork, Going-to-the-Sun Road via Red Jammer, and the Museum of the Plains Indians in Browning, then departs out of Billings. Their national parks trips have been very popular.	Jan Watkins