



Terry Sullivan  
President/CEO

## PROUDLY AND DEFIANTLY

Terry Sullivan

One voter, after casting his ballot on November 5, stated, "I vote 'no' on everything." Is he typical of the mindset of the majority? Does he see any connection with his lifestyle, a sustainable economy, jobs, good schools, and the investment of public dollars in worthwhile infrastructure projects? Is Colorado heading backwards? Proudly and defiantly?

Vote tallies are supposed to reflect the true feelings of the people. Finding clarity in the results of last fall's election is elusive. Remember the dismal turnouts, the relative quality of campaigns, who spent the most money, and who had the slick-est ads? When results were announced, voters said no new water, no new property tax, and no new gambling as a tourism funding mechanism. I am surprised that following the worst drought in our history, voters could not be persuaded to retain the water that we so freely allow to flow downstream to Arizona, Nevada, and California. I am not surprised that a gaming initiative to allow the five dog and horse tracks located along the Front Range to install video lottery terminals went down in defeat. I do oppose the association or insinuation that the public voted down a mechanism for funding statewide tourism. The association of tourism to the defeat of the gaming initiative may pose a challenge to the tourism industry as it seeks funding during fiscally challenging times.

When the state legislative body reconvenes in early January, you can expect to hear and read a great deal about alternate ways that tourism can be nourished through a permanent funding

mechanism. In just this past week I have heard of two ideas that are being discussed by some elected officials. One relates to amending the state constitution allowing for the removal of stake limits in gaming. An increase in gaming gross revenues would guarantee state tourism a specified amount of money annually. A second discussion pertains to possibly applying a statewide mandatory market authority. Market authorities are typically comprised of businesses with similar causes and interests who join together in a cooperative venture to promote their products or services. Traditionally a percentage of revenue is voluntarily marked for promotional purposes. A similar venture was initiated many years ago following the demise of a dedicated tourism tax.

The discussion considers the possibility of a mandatory tax contribution voted upon by the tourism industry. It is preliminary to form opinions this early, but I am seeking a mechanism that will keep our industry vibrant, healthy, and ahead of our competition. Tourism will be a topic debated frequently during this 2004 legislative session, and I encourage all to not remain silent or complain about the results. Please keep yourself actively involved with your associations (restaurant, lodging, and attractions). Speak out with ideas and suggestions. Let your voice be heard loud and clear.



# 2003 AWARDS PRESENTED AT COLORADO SPRINGS CONVENTION AND VISITOR BUREAU'S ANNUAL DINNER

The Cheyenne Mountain Resort was the venue this year for the Colorado Springs Convention and Visitors Bureau's Annual Dinner, held on December 3, 2003. Terry Sullivan, the bureau's President and C.E.O., and Dave Harris, President and General Manager of the Pikes Peak Ghost Town Museum and the bureau's Chairman of the Board, presented the eighth annual Tourism Industry Employee of the Year awards, as well as two new awards, before an audience of over 300. These awards are designed to recognize leadership and motivational skills resulting in an organization's delivery of outstanding customer service to visitors to the Pikes Peak region.

New this year to the awards categories were the Tourism Industry Achievement Award (recognition of exemplary dedication and influence of the local tourism industry) and the Mascot of the Year. There were 17 mascots nominated for the 2003 Mascot of the Year Award. In total, the bureau received 4,300 online votes.

The keynote speaker at the dinner was Jake Norton, mountain climber/guide and world mountain photographer, as well as a Colorado College Alumnus. Jake was introduced by Patti Barton, Community Relations Coordinator for Colorado College. Jake gave a dynamic and inspirational presentation entitled, "300 Days: Lessons From Four Expeditions to Everest," and further impressed guests with stunning photography from his Everest adventures.

Special thanks to the staff of the Cheyenne Mountain Resort with special recognition to Nancy Benzmilller, Conference Planning Manager. The bureau also wishes to thank Keith Baker with Grand West Outfitters for setting up a "base camp" at the dinner, as well as Skyway Floral, Colorado Springs Utilities, the Pikes Peak Lodging Association, and all the silent auction item donors.



Of course, a very sincere thank you also goes out to the dinner sponsors:

*Colorado College, Meredith Family Travel, Allegra Print and Imaging and PRACO.*

## AWARD WINNERS:

### Tourism Industry Achievement Award

**Winner: Mary Lou Murphy**

Owner of Garden of the Gods Campground. Mary Lou and her husband, Chuck, have owned the Garden of the Gods Campground for 35 years. According to Mary Lou's award nominator, Doug Corrion, her business has thrived throughout the years because of Mary Lou's ability to adapt to the numerous changes in the hospitality industry. She is a leader by example, and her energy and devotion to this industry is evident in every aspect of her life, even though she does not seek to put herself in the spotlight.



Left to Right: Terry Sullivan, bureau President and C.E.O, presents first ever Tourism Industry Achievement Award to Mary Lou Murphy, Owner of Garden of the Gods Campground.

### Tourism Employee of the Year (Management Category)

**Winner: Bonnie Frum**

Operations Manager, Garden of the Gods Visitor and Nature Center. Bonnie was described by Nancy E. Lewis, President of Garden of the Gods Visitor Center and Foundation, as being someone who exudes warmth and enthusiasm. Visitors from all over the world are captivated by her welcoming smile and sincere interest in sharing all that she knows of the Pikes Peak region. Bonnie is a role model in all she does.



Left to Right: Elizabeth Youngquist, bureau Director of Marketing and Public Relations; Nancy Lewis, bureau 2004 Chairperson of the Board and President of Garden of the Gods Visitor Center and Foundation; Bonnie Frum (award recipient), Operations Manager of the Garden of the Gods Visitor and Nature Center; and Terry Sullivan, bureau president and C.E.O

### Tourism Employee of the Year (Management Category)

**Runner-up: Jim Roberson**

Chief Engineer, Cheyenne Mountain Resort. Jim is described by Rikki Bopapai as someone whose hard work you can see everywhere on the property. Jim is said to have one of the most positive attitudes in the business, and he possesses excellent management skills. One of Jim's favorite expressions when at work is "what's your pleasure?" This earns Jim frequent accolades for excellent customer service.

**AWARD WINNERS:**

*Continued from page 2*

**Tourism Employee of the Year (Non-Management Category)  
Winner: Paul Brizal**

Bartender-lobby bar, Antler's Adams Mark Hotel. Paul is described by Robin Tyler-Burnley (his nominator) as someone who creates a strong base of repeat customers. He is known as the ambassador of the hotel because of his excellent customer service and communication skills. He possesses extensive knowledge of the greater Colorado Springs area and is a wonderful asset to the tourism industry for this reason. Paul has worked for the Antlers Hotel for over 35 years (a feat in and of itself) and an indicator of his loyalty and commitment to the property and industry as a whole.

**Tourism Employee of the Year  
(Non-Management Category)  
Runner-up: Vercy "Mac" McKinley**

Bellman, Cheyenne Mountain Resort. Mac is said to be able to make a lasting positive impression on someone in moments and has thus earned the title at Cheyenne Mountain Resort as "the master of first impressions." He has an uncanny way of making people feel welcome and at ease according to his nominator, Scott Marble. No task is too small for Mac, and he gives everyone a warm smile and sincere greeting. Marble described Mac as being someone who has hospitality as a part of his very being. Mac epitomizes how genuine sincerity on the job can make as much of an impact on a company's bottom line as all of the latest technology.

**2003 Mascot of the Year  
Winner: Chinook**

Colorado Wolf and Wildlife Center. Chinook was introduced to the audience by Darlene Kobobel, Founder of the Colorado Wolf and Wildlife Center.

**2003 Mascot of the Year – Runner-up: Prowler,  
Colorado College Tiger**



Left to Right: Marissa Serrano, General Manager of the Antlers Adam's Mark Hotel; Paul Brizal (award recipient) from the Antlers Adam's Mark Hotel; and Terry Sullivan, bureau President and C.E.O.



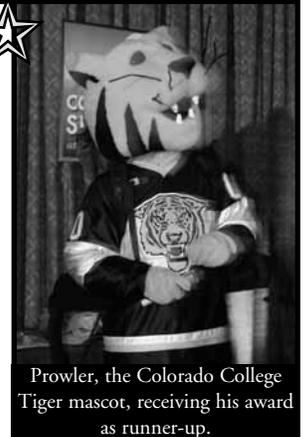
Left to Right: Elizabeth Youngquist, bureau Director of Marketing and Public Relations; Vercy "Mac" McKinley (award recipient) from the Cheyenne Mountain Resort; and Terry Sullivan, bureau President and C.F.O.



Left to Right: David Harris, bureau Chairman of the Board; Jake Norton, keynote speaker; and Terry Sullivan, bureau President and C.E.O.



Left to Right: Crystal Chamberlain, Colorado Wolf and Wildlife Center; Darlene Kobobel, Founder of the Colorado Wolf and Wildlife Center; and David Harris, bureau Chairman of the Board.



Prowler, the Colorado College Tiger mascot, receiving his award as runner-up.



Donna Vessey of Donna Vessy Entertainment with Will Robinson (left) and Keith Baker (right) of Grand West Outfitters.



Erica Hutchinson, USOC, with Chinook

## NTA: Access for All, All the Time

The annual National Tour Association (NTA) convention was held in Charlotte, NC, November 14<sup>th</sup> -18<sup>th</sup>, 2003. Betty Jo Cardona of the Group Tourism Department attended.

This event is recognized as one of the premier travel events held in North America and attracted more than 2,700 NTA travel professionals, including tour companies, tour suppliers (such as hotels, restaurants, and attractions), and destination marketing organizations. The new format, "access for all, all the time," was a huge success and allowed attendees to experience an open "tour and travel exchange floor" and more networking opportunities than ever before. More than 60,000 face-to-face business meetings took place, and more than 525 tour operators participated in the convention. Betty Jo met with over 41 tour operators. Operators reported that the "partnering sessions" were the most productive of any previous conventions. Individual states had workstations. Two days of educational seminars were scheduled with no conflicts to the exchange floor appointments.

Trends indicate that tours featuring trains continue to be very popular, as well as seniors traveling with grandkids seeking unique experiences, and student travel with an emphasis on hands-on activities and performance/educational tours. There continues to be high interest from international operators. Consumers are definitely "buying the experience."



## 🍷 Bed and Breakfast Innkeepers of Colorado Presents Arrington's Awards

Arrington's Inn Traveler magazine announced awards recently presented to bed and breakfast innkeepers in Colorado. Every year for the past three years Arrington Publishing has been holding a contest where inn guests vote for their favorite B&B/Country Inn in various categories. Sharon Rowe, President of the Bed & Breakfast Innkeepers of Colorado, said: "We are thrilled to see so many of our inspected and approved member inns being recognized for the fine ambiance and service they provide to their guests on a regular basis."



### *Best for Honeymoon/Anniversary:*

- Spring Cottage, Manitou Springs  
([www.springcottage.com](http://www.springcottage.com) / 719-685-9395)
- Victoria's Keep B&B, Manitou Springs  
([www.victoriaskeep.com](http://www.victoriaskeep.com) / 800-905-5337)
- Black Forest B&B, Colorado Springs  
([www.blackforestbb.com](http://www.blackforestbb.com) / 800-809-9901)



### *Best for Business Travelers:*

Old Town GuestHouse, Colorado Springs  
([www.oldtown-guesthouse.com](http://www.oldtown-guesthouse.com) 888-375-4210)



### *Most Scenic View:*

Hughes Hacienda B&B, Colorado Springs  
([www.hugheshacienda.com](http://www.hugheshacienda.com) / 800-576-2060)



### *Best in the West:*

Lennox House B&B, Colorado Springs  
([www.lennoxhouse.com](http://www.lennoxhouse.com) / 800-471-9282)



### *To Visit Again & Again:*

Rocky Mountain Lodge & Cabins, Cascade  
([www.rockymountainlodge.com](http://www.rockymountainlodge.com)  
888-298-0348)



### *The Most Perfect Stay:*

The Husted House, Colorado Springs  
([www.avenetmkt.com/husted](http://www.avenetmkt.com/husted) / 719-632-7569)

## Holden House 1902 Bed and Breakfast Inn Receives Historic Preservation Accolades

The Holden House 1902 Bed & Breakfast Inn, owned by Sallie and Welling Clark, was presented with an Award of Excellence from the Historic Preservation Alliance (HPA) of Colorado Springs. HPA President Joyce Stivers stated, "While the restoration of a single structure is difficult enough, this couple chose to restore three neighboring properties for use as a bed and breakfast inn and a family residence. This was a labor of love. Both the interior and exterior restoration was lovingly and sensitively completed."

Award recipients exemplified the spirit of historic preservation and restoration in Colorado Springs. Holden House includes a main house built in 1902, a carriage house converted to a residence in 1906, and an adjacent Victorian built in 1898.



## Bureau Hosts Dinosaur Welcome Center

Each year the bureau's Visitor Services Department hosts an education trip for volunteers of one of the eight Colorado Welcome Centers. The education trips are designed to inform these frontline ambassadors about the many attractions and opportunities available to visitors in the Pikes Peak region. Sixteen delegates from the Dinosaur Center recently spent an intensive four days in the area, absorbing as much information as they could to take back and share with the rest of the volunteers in their organization. The bureau gratefully recognizes the following members who generously hosted the group:

- Briarhurst Manor*
- Comfort Inn North*
- Castaways Dinner Theater*
- Garden of the Gods Trading Post*
- Garden of the Gods Visitor and Nature Center*
- Ghost Town Museum*
- Hungry Farmer Restaurant*
- Manitou Chamber of Commerce*
- Manitou Cliff Dwellings*
- North Pole/Santa's Workshop*
- Pikes Peak Cog Railway*
- ProRodeo Hall of Fame*
- Seven Falls*
- US Air Force Academy*
- US Olympic Complex*
- Wyndham Hotel*



## Lots and Lots of Hockey

Winter in Colorado Springs always means lots of ice hockey. The 2004 Colorado Cup Hockey Tournament in January and the February Presidents' Day Hockey Tournament will bring more hockey than we have ever hosted before. Over 100 teams will compete throughout our city on area ice for both of these tournaments. Also, for the first time, the Colorado High School Activities Association State Ice Hockey Championship will take place at the World Arena February 28, 2004.

In addition to the Colorado College hockey schedule that is well underway, hopefully, the Tigers will be competing in the NCAA West Regional Division I Ice Hockey Championship March 26 and 27, 2004, also at the World Arena.

For additional information on any of these events, check out [www.coloradospringssports.com](http://www.coloradospringssports.com) "Calendar of Sports Events" where they are all linked to their specific website.



## Volunteer Happenings

October 29, 2003

What an adventure! Eighteen bureau volunteers and staff toured the state-owned, 87,000 acre Chico Basin Ranch. Following an orientation at the main house, Michelle Moy Devilbiss led volunteers to various locations on the ranch where groups from 18 to 1,000 can experience all the aspects of a working cattle ranch, from calving to branding to herding. Chico Basin hosts many foreign and East Coast visitors; there is a certain serenity out on the plains that soothes visitors from the fast pace of city life. Thanks, Michelle, for an afternoon well spent.



December 17, 2003

The annual bureau volunteer holiday luncheon was held at The Cliff House, hosted by Paul York. The ambience, menu, and fellowship all contributed to a perfect celebration. Elaine Ross was given special recognition on her 20<sup>th</sup> year as a bureau volunteer; she received a 20-year service pin, twenty yellow roses, and a special letter of thanks from Terry Sullivan. Goldie Parker and Jerry Scheffler received ten-year service pins; Glen and Justine Dirreen, Cyndi Horton-Williams, and Colleen Johnson received five-year service pins. Thank you, Paul York, Kristin Sawaya, Chef Deneb Williams, and The Cliff House wait staff for making this a day to remember.



Bureau volunteers enjoy luncheon at The Cliff House.



## CONVENTION SALES 2004 TRADE SHOW SCHEDULE

January 18-20	MPI-PEC	San Antonio, TX
January 27-30	Religious Conference Management Assoc.	Pittsburgh, PA
February 26	IACVB Destinations Showcase	Washington, D.C.
March 17	All Industry Meetings Council	Denver, CO
March 20-23	Conference Direct	Toronto, Canada
April 26-29	Christian Management Association	Dallas, TX
May 13	GWSAE – Springtime	Washington, D.C.
July 25-27	MPI-WEC	Denver, CO
August 14-17	American Society of Assoc. Executives	Minneapolis, MN
August 26	IACVB Destinations Showcase	Chicago, IL
September 8-9	Affordable Meetings National	Washington, D.C.
September	HSMIAI Meetings Quest	St. Louis, MO
October	Colorado Marketplace	Colorado
October	Christian Meetings & Conventions Assoc.	TBD
October	HSMIAI Meetings Quest	Chicago, IL
November	HSMIAI Meetings Quest	Dallas, TX
December 14	CSAE Holiday Showcase	Chicago, IL



Sheila Charles

## Bureau Welcomes Sheila Charles

Visitor Services is pleased to announce that Sheila Charles has joined the staff as a Visitor Information Specialist effective January 1st. Sheila came to the bureau in May as a part-time, summer employee. An avid traveler with a degree in Travel and Tourism Management, she is intensely excited about the City of Colorado Springs and about her new partnership with us here at the bureau. Sheila would like to thank all staff members and volunteers for their warm welcome, their encouragement, and for all the kind words spoken on her behalf. She looks forward to a long and happy tenure here at the bureau.



## New Members

### Buckskin Joe Frontier Town & Railway *Vicky Casey*

PO Box 8 Cañon City 81212  
719-275-5149 719-275-8035  
[info@buckskinjoe.com](mailto:info@buckskinjoe.com) [www.buckskinjoe.com](http://www.buckskinjoe.com)  
Attractions

### Cañon City Chamber of Commerce *George Turner*

403 Royal Gorge Blvd. Cañon City CO 81212  
719-275-2331 719-275-2332  
[chamber@canoncity.com](mailto:chamber@canoncity.com)  
[www.canoncity.com](http://www.canoncity.com) Chamber of Commerce

### Double Eagle Hotel & Casino *Debbie Reynolds*

PO Box 1588 442 E. Bennett Ave. Cripple Creek CO 80813  
719-689-5000 719-689-5096  
[info@doubleaglehotelandcasino.com](mailto:info@doubleaglehotelandcasino.com)  
[www.decasino.com](http://www.decasino.com) Casino

### Falcon Meadow RV Campground *Dee Ozburn*

11150 Hwy. 24 Falcon CO 80831

719-495-2694 719-495-7168  
[falconmeadowcg@aol.com](mailto:falconmeadowcg@aol.com)  
[www.falconmeadowrvcampground.com](http://www.falconmeadowrvcampground.com)  
Campgrounds

### Golden Bell Camp & Conference Center *Doug Pearson*

380 County Rd. 512 Divide CO 80814  
719-687-9561 719-687-5400  
[info@goldenbellccc.org](mailto:info@goldenbellccc.org)  
[www.goldenbellccc.org](http://www.goldenbellccc.org) Retreat Centers

### High Park Trails Ranch *Happy Broussard*

2204 High Park Road Florissant CO 80816  
719-641-7399  
[hapbrous@starband.net](mailto:hapbrous@starband.net)  
[www.highparktrailsranch.com](http://www.highparktrailsranch.com) Dude Ranch

### Housing & Building Association of Colorado Springs *Renee Zentz*

4585 Hilton Pkwy Suite 100 Colorado Springs CO 80919  
719-592-1800 719-260-8398 (fax)  
[renee@cshba.com](mailto:renee@cshba.com)  
[www.cshba.com](http://www.cshba.com) Associations

### Security Title Guaranty Company *Greg Wolff*

1277 Kelly Johnson Blvd. #100 Colorado Springs CO 80920  
719-590-1711 719-5864  
[grswolff@stgco.com](mailto:grswolff@stgco.com)  
[www.stgco.com](http://www.stgco.com) Title Company

### The Coffee Warehouse *Sue Leichssenring / Andy Anderson*

526 S. Tejon Colorado Springs CO 80903  
719-227-8639 719-227-8639  
[coffwarehouse@aol.com](mailto:coffwarehouse@aol.com) Restaurants- Coffee

### Vineyard Golf Club *Frank Lucy*

3819 Janitell Rd. Colorado Springs CO 80906  
719-226-2466 719-226-0639  
[vineyardgolfclub@citystar.com](mailto:vineyardgolfclub@citystar.com) Golf Courses

## CONVENTION SALES 2004 MEMBERSHIPS

**ASAE – American Society of Association Executives**  
 CSAE – Colorado Society of Association Executives  
 GWSAE – Greater Washington Society of Association Executives  
*Association Forum of Chicagoland*

**AMPS – Association of Meeting Professionals**  
**CMA – Christian Management Association**  
**CMCA – Christian Meetings & Conventions Association**

**Destination Colorado**  
**HSMAI - Hospitality Sales & Marketing Association International**  
 Colorado Springs Chapter  
**ICPA – Insurance Conference Planners Association**  
**MPACS – Meeting Planners & Conference Suppliers of Southern**

**Colorado**  
**MPI – Meetings Planners International**  
 Potomac Chapter  
 Rocky Mountain Chapter  
**NBTA – National Business Travel Association**  
 SCBTA – Southern Colorado Business Travel Association  
**PCMA – Professional Convention Management Association**  
 Capital Chapter  
 Rocky Mountain Chapter  
**RCMA – Religious Conference Management Association**  
**SGMP – Society of Government Meeting Professionals**  
 Colorado Chapter  
 National Capital Chapter

## HAPPY NEW YEAR!

The Convention Sales team will be attending a total of 17 trade shows in 2004. We cannot thank our hotel partners enough for their partnership and their enthusiasm in promoting our wonderful city and region.

Pam Sherfesee will be in San Antonio, Texas, January 17-20, to attend Meeting Professionals International (MPI) Professional Education Conference. This conference will provide meeting planners and suppliers with a wealth of education, networking, and business-to-business opportunities. Traveling with Pam will be Gary Farnon (Sheraton).

Kathy Reak will be in Pittsburgh, Pennsylvania, January 27-30, to attend the annual Religious Conference Management Association Conference and Exposition. This show is host to key meeting planners in the field of religious

conventions and meetings. Traveling with Kathy will be Lisa Scott (Antlers).

Then, in the latter part of February, Pam Sherfesee and Terry Sullivan will be representing Colorado Springs at the Destinations Showcase in Washington, D.C., on February 26. This annual show provides a forum for convention bureaus to sell their destinations to meeting planners from D.C., Virginia, and Maryland.



Stacy Peak (Wyndham) and Kathy Reak (bureau) at CMCA – Tulsa



Holly Robbins (Radisson North) and Kathy Reak (bureau) at Meetings Quest, Chicago. Holly and Kathy were also at Meetings Quest, Dallas.



Kathy Reak and Pam Sherfesee at Destination Colorado Front Range Trade Show, Denver, CO.



Meetings Quest, Washington, D.C., (left to right) Pam Sherfesee, Kim Sager (Paradigm Technologies), and Kevin Cronk (Radisson North)



Meetings Quest, Washington, D.C., Kevin Cronk (Radisson North) Barbara Cox-Dunn (President of Meetings Quest), and Pam Sherfesee.



*HAPPY NEW YEAR from the staff of the Convention and Visitors Bureau*

### Lodgers, Campgrounds, and Automobile Rental Tax Receipt Performance

Cumulative Totals (11 mo.)	Automobile Tax	Bed Tax	Total Tax
YTD 2003	\$370,772	\$2,579,193	\$2,949,965
YTD 2002	\$401,007	\$2,638,138	\$3,039,145,
% increase/decrease YTD '03/'02	-7.54%	-2.23%	-2.93%
\$ increase/decrease YTD '03/'02	-\$30,235	-\$58,945	-\$89,180

# CSCVB Staff Contact Information

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fax . . . . . (719) 635-4968	MESA, Jo-Ellen . . . . .135 Director of Tourism Sales	WARD, Charlene . . . . .133 Executive Secretary
VISITOR INFORMATION . . .0	NELSON, Cathy . . . . .121 Director of Membership	WYSOCKI, Julie . . . . .123 Director of Visitor Services
BEULKE, Helen . . . . .128 Executive Vice President	PEREA, Dianne . . . . .139 Communications Manager	YOUNGQUIST, Elizabeth . .130 Director of Public Relations / Marketing
BLANTON-CHISHOLM, Cheryl 138 Military Reunion Specialist	REAK, Kathy . . . . .132 National Sales Manager	
CARDONA, Betty Jo . . . . .129 Motorcoach & Group Tour Specialist	ROTHER, Kem . . . . .126 Conv Srve/Small Mtg. Mgr	
CHARLES, Sheila . . . . .140 VIC Information Specialist	SEALS, C.J. . . . .120 Calendar of Events Volunteer Coordinator	
COFFEY, Terry . . . . .137 Web Site Coordinator	SHERFESEE, Pam . . . . .134 Director of Convention Sales	
FOREMAN, Edwina . . . . .131 Film Commission Manager	SULLIVAN, Terry . . . . .133 President and CEO	

## Airport Visitors Center

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