



"Insight"

GWRRA News & Information
from the International Team

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<u>Area</u>	<u>Page</u>
Director of GWRRA	2 - 3
Rider Education	4 - 5
Membership Enhancement	6 - 10
Leadership Training	11 - 13
Home Office	14
Region/District Events	15

Directors, the Representatives of GWRRA...

The Director's position at any level in GWRRA is both a challenging and rewarding experience. Having an attitude of service towards the Membership is the key to a Director's success. Chapters are the life blood of our Association and Chapter Directors are the designated GWRRA representatives of these Chapters. In this article I would like to share with you some thoughts that have helped me in working with volunteer leaders and the Membership.

In the oath of Office, which Officers pledge to uphold, they swear to **serve** the Members, for whom they are **responsible**, in a manner **befitting** the Office. So what defines the "manner befitting of the Office"? It is the successful implementation by the Officer of the following core values of the Association, which are found in the Officer Handbook.

- o **Excellence:** Our quest for excellence includes an abiding pride in our Association
- o **Character:** Honesty, integrity and commitment are the key character elements in developing trust and respect within our Association.
- o **Focus:** Our focus is to meet the needs of our Members and provide leadership through our Officers and staff.
- o **Attitude:** Our Officers and staff maintain a positive, enthusiastic and creative attitude in their approach of providing an atmosphere for fun, safety and knowledge.
- o **Fairness:** The resolution of any issue should stand the test of "is it fair?"
- o **Communications:** The more we share information and communicate about goals, values, measures and rewards, the more effective we can be as individuals and as Members of the Association.
- o **Teamwork:** Teamwork is the ability to work together toward our common vision. It is our ability to direct individual accomplishment toward Association objectives. It is the fuel that allows all of us to achieve exceptional results.
- o **Training:** Well-trained Officers and their staff will provide improved Member Services and create increased position satisfaction.
- o **Quality:** To be the best we can be and to hold the Members in highest esteem and respect will guarantee the quality of our Association.

Good objectivity is a very important trait a Director needs to have to successfully implement these core values. To understand this we need to first define what good objectivity is.

- o **"Objectivity, when defined in the sphere of management: an impartial, unbiased attitude, and avoidance of any conflict of interest."**

When we apply this to a Director this means that they should be:

- o Neutral in their opinion, being a true facilitator.
- o A clear thinker, in search of common ground when addressing differences of opinion.
- o Needs to be perceived by others that they are a good listener and fairly evaluates the views of others.
- o Walk the talk. Be a leader by example.

[Continued on next page](#)

Director of GWRRA

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This is not easy to do and only a few can be truly objective in all situations. We all have likes and dislikes that can prejudice our opinion. To safeguard against this, I surround myself with individuals that I can bounce ideas off of. It is surprising to me how these individuals will come back with different points of views that I never thought of. I listen to these contrary views and work the solution adjusting my position to accommodate them. If a Director is unwilling to listen and incorporate opposing ideas in their decisions, it will plant the seed of divisiveness in their Chapter.

Directors will need to make decisions that not everyone will agree with. It is said that it is “OK to agree to disagree”. However, this will not be acceptable to others if the Director is perceived not to be objective in their decision. To state that, “It’s my decision and I don’t care what others think of it”, or similar statements will only inflame the issue and typically result in a larger issue. Members deserve to have a reasonable explanation of why a decision is rendered contrary to their views. Only when this is done in a spirit of “service to the Members” can we successfully “agree to disagree”.

It is amazing how far a positive attitude, shared by the Director and their Team, will create a positive environment within a Chapter where success can flourish. Focusing on the idea that our only purpose is to serve the Membership, and we are appointed to provide fun opportunities for Members to enjoy, is a good criteria to use when considering an idea and/or rendering a decision. Negativity will breed divisiveness and only create an environment where effective leadership cannot exist. Leaving this unchecked will cause a Chapter/District/Region to implode.

Personally, I continuously apply the GWRRA core values in my service to the Membership. Work to always project a positive attitude, listen to my Team and keep my objectivity clear and on point. This has provided me success in my GWRRA experience and in my professional life. As an Officer, I hope you find my thoughts helpful in your quest of being a great representative of GWRRA.

Mike Stiger
Director of GWRRA



<http://www.gwrro.org/members/>



<http://www.facebook.com/GWRRA>



<http://www.gwrro.org/oconnect/>

Rider Education Program



Time to Say Thank You

I am directing this article at everyone who has provided instruction, guidance or encouragement to another Member this year when it comes to safe riding. While most of these guardians of our safety have the title of “Educator”, there are those who do so merely because they care.

All of us have experienced the individual who seems to always be there when it matters most. Betty and I have known many of these fine people, who go above and beyond to help their fellow motorcyclist. Whether it is a jump start, crafty explanation of why something works or doesn’t, or simply sharing from their experience a tidbit of knowledge to make someone’s riding skills safer.

Not everyone can serve in the position of Educator, as family, work and life demands can be taxing at times. However, all of us can give a little to make someone else’s riding experience more safe and enjoyable.

How can we do that? The first thing you can do is be a good example. Do you T-Clock your ride? Do you hold/participate in Road Captain talks before every ride? Do you wear Proper Riding Gear? These are just some of the things that you can do to provide a “Peer Example” to others.

If you noticed someone’s tires are getting worn or low on air, would you just ignore it, or say something. How would you feel if that tire blew later causing an injury to your Chapter friend? The same could be asked when you see someone getting on a bike without a helmet. While it is their right to wear one or not, (if state law does not require it), I feel it is the right thing, to at least mention the dangers of riding without one.

Opportunities to be a positive influence are presented to us all of the time. It is up to us to make that difference as so many of our Members do. My hat is off to everyone that took the time to help, listen or be that “guardian angel”.

Remember, it is never too late to do the right thing!

Ride Safe, Ride Often

Gene Knutson

International Director, Rider Education Program

<http://www.gwrra.org/regional/ridered/index.html>

Rider Education Program

Dress for the “Slide” Not for the “Ride”

You see them a lot during these warmer months. They’re on cruisers, sports bikes and yes, even Gold Wings. You might even be one of them. Who am I talking about? I’m talking about all those riders out there in their short sleeved shirts (sometimes tank tops), and fingerless gloves (or no gloves at all). Sometimes they wear jeans, but I’ve seen them in shorts with sneakers on their feet (I’ve seen them in sandals too). Sometimes they wear helmets, sometimes not. Most of the Gold Wing riders do wear helmets; maybe because we can hear the radio and intercom better.

I’m sure you know the excuses too. There’s the ever popular, “It’s too hot to wear all that stuff.” I hear that one a lot. Then there’s, “All that stuff is too restrictive.” That one’s pretty common. I’ve even heard, “I’m a good rider, I’m not going to crash.” Say what?

I know that being an **All The Gear All The Time** (ATGATT) rider can be kind of a pain. Yes, riding jackets and pants can be pretty warm, particularly if you’re in a lot of traffic. However, the new mesh gear allows substantial air flows, and it provides more abrasion protection than jeans and WAY more than you get from a short sleeved shirt or tank top.

I know that full-fingered gloves can be restrictive but they aren’t as bad as having your hands wrapped in gauze. Try buttoning your shirt with your index and middle fingers wrapped in about 6 layers of gauze if you want to see what restrictive feels like.

Yeah, boots can be hot but a stone kicked up by the car in front of you can break your toe. Casts are really hot, itchy too.

Lastly, I seriously doubt that crashing their motorcycle is on anyone’s “Things To Do Today” list. Let’s see: “Go to the Post Office. Drop off the dry cleaning. Crash the bike.” Somehow I don’t think so. While you may not plan to crash, someone out there probably didn’t get that memo.

Now, don’t get me wrong, I still ride in my Tee shirts and shorts; of course they’re UNDER my riding suit. That gives me the benefit of sun/wind/abrasion protection and, when I get where I’m going, I can stroll about in my Tee shirt/shorts; swap my boots for a pair of sandals and I’m good to go. For what it’s worth, I’ve worn this kind of gear in temperatures into the upper-90’s for all day rides (coming across the Great Plains) and with the airflow through the suits that are available, I was (reasonably) comfortable except when stopped in traffic.

Remember, asphalt is unforgiving. It doesn’t care that the weather is hot, or how well you can ride. You should always Dress for the Slide, Not for the Ride.

This article is from “Give Me 5” on the Rider Education Website, courtesy of Jim Culp.

For additional articles, please visit our site at:

<http://www.gwrro.org/regional/ridered/ChapterTalks.html>

Gene Knutson

International Director, Rider Education Program

Membership Enhancement Program

Recruiting Booth

Here is some information that will help you in Recruiting a New GWRRA Member or setting up and working a Recruiting Booth. It is important to have a Recruiting Booth at all Region and District Conventions. Recruiting efforts will be more successful if they are worked in conjunction with Convention day pass sales.

- Greet everyone with a smile and a friendly greeting!
- Introduce yourself
- Ask if they own a Gold Wing; if yes, what year, model, etc.; if not, ask what type of motorcycle.
- Find out if they are a Member
- If the person is not a Member, explain the appropriate type of Membership. Explain what they receive when joining GWRRA. For example:
 - 4" GWRRA Patch (one time)
 - Membership Pin (Member Since pin)
 - Membership Card (new card each time you renew)
 - Gold Book (once a year)
 - *Wing World* Magazine (monthly)
 - A Gold Wing Family (everywhere)
 - Much, much more
- Explain the Gold Book and different types of information contained in the book.
- Explain the *Wing World* Magazine - give them a free sample copy if available. Show them the Table of Contents, page through the magazine:
 - Work Bench
 - What's New (new products being offered?)
 - Rally Information
 - Contact information for Chapter(s) in their area, etc. – Tell them how to find a Chapter in their area
- Explain that they are Members of the Association, not of an individual Chapter. They do not need to join a Chapter or pay any additional "dues".
- Explain that GWRRA is a non-political, non-religious organization. DO NOT engage in any confrontations regarding what is perceived to be "bad" about the organization. DO NOT engage in any "negative" discussions about other Gold Wing organizations that may be in competition with GWRRA.
- Once they've decided to join, help them fill out the application - check to be sure they've completed all appropriate blocks. Do not forget to include your name and membership number to receive credit for "Finding a Friend".

Continued on next page

Membership Enhancement Program

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- If paying with a credit card, check the card for expiration date and write the credit card number and expiration date on the application. Check to be sure the applicant has signed their name. If paying with a check, be sure the check is made out to "GWRRA" and is signed.
- If you are mailing the application in for the New Members, staple check or cash to the application form and mail them together in one envelope to:
GWRRA
P.O. Box 42450
Phoenix, AZ 85080-2450
- Welcome the New Member to the organization and tell them to enjoy GWRRA, the Convention, or the event they are attending.

GWRRA Membership Explanation

Individual Membership: The Individual Membership applies to any individual who owns a Gold Wing or Valkyrie motorcycle and pays the annual membership fee.

Family Membership: The Family Membership applies to all family members living in the same household and desires a membership with the Association.

Individual Associate Membership: The Individual Associate Membership applies to any individual who does not own a Gold Wing or Valkyrie but is interested in GWRRA membership and pays the appropriate membership fees.

Family Associate Membership: The Family Associate Membership applies to all persons living within the same household who do not own a Gold Wing or Valkyrie who desire membership within the Association.

Note: Associate Members are welcome and encouraged to hold staff positions, but are not eligible to hold a line Officer position. An Associate Member may serve as Rider Educator if properly qualified and with the approval of the appropriate Leaders.

Ed & Linda Johnson
International Director, Membership Enhancement Program



Membership Enhancement Program

Is Your Spouse a Member?

Taken in part from an article published by June Agee, former Director of Membership Enhancement.

In explaining the different types of Membership, I think it is best to offer a true personal experience. When my husband joined GWRRA, he applied for an Individual Membership. I accompanied him to Chapter activities and Gatherings and was welcomed with open arms. I even accepted a staff position as Chapter Membership Enhancement Coordinator. Boy!! I was having fun and enjoying everything the Chapter had to offer. As time went on and I learned more about GWRRA and the different Memberships that were offered, I soon came to realize that in essence I was what might be referred to as a free loader. I had not realized just because my husband was a GWRRA Member did not automatically make me one. The Chapter Participants may not have realized I was not a Member or they were being too nice to say anything. Regardless of the reason, as my knowledge of GWRRA grew and I learned of the different types of Memberships I called the Home Office to find out how to upgrade to the Family Membership. I wanted a Membership card with my name in print. Selfish, maybe, but it sure would make me feel better. At that time I found for a minimal cost of \$10.00 we could have a Family Membership. To make a long story short, we have had a Family Membership since that day.

You may say that \$10.00 is a lot of money to spend when adding yourself to the Membership, but think of the savings you are going to obtain by upgrading to a Family Membership. When you go to Rallies/Conventions, the Member can get in at one price and the non-member must pay more. We all enjoy Wing Ding and this is a prime example of cost difference when thinking Individual verses Family Membership. A GWRRA Member pays \$40.00 to pre-register, a Non-Member pays \$50.00. Our District Rallies/Conventions have different cost for Members and Non-Members ranging from \$5.00 to \$10.00. When attending a Region Rally/Convention, District Rally/Convention or Wing Ding the cost savings have made up for the \$10.00 difference in the Membership cost.

From the Webster's Seventh New Collegiate Dictionary the definition of an individual is: "being an individual or existing as an indivisible whole, intended for one person, existing as a distinct entity". The definition of a family is: "household as well as kin of the householder, a group of individuals living under one roof and usually under one head of household".

GWRRA Members are part of a family of more than 78,000 Members. That is where we will start when explaining the difference in an Individual Membership and a Family Membership. We have different types of Membership to accommodate any person or persons who would like to join our GWRRA family. We offer these different types of Memberships to ensure we have a Membership to fit our entire existing and potential Members' needs, Individual or Family.

Any individual or family who owns a Gold Wing or Valkyrie motorcycle and pays the annual membership fee can be a Member. The Family Membership includes all persons living within the same household who desire Membership.

Any individual or family that does not own a Gold Wing or Valkyrie, (they do not need to own a motorcycle at all), but is interested in GWRRA Membership and pays the appropriate membership fees can join. The Family Associate Membership applies to all persons living within the same household who desire membership within the Association. Associate Members are welcomed and encouraged to hold staff positions but are not eligible to hold a line officer position. An Associate Member may serve as Rider Educator if properly qualified and with the approval of the appropriate Leaders. We welcome everyone and all makes and models of bikes into our GWRRA organization. We are Family.

Is your spouse a Member? If you have an Individual Membership and you have a spouse just call 1-800-843-9460 and acquire a Family Membership for only an additional \$10.00 fee. You won't be sorry.

<http://www.gwrra.org/members/>

Membership Enhancement Program

Information!

What forms of media do you choose when looking for that small bit of news or information you need to start your day? Are you technology savvy and turn to your computer and the internet to give you a daily dose of what happened in the world while you were sleeping or working? How about the nightly news on television? Do you still subscribe to the local newspaper and enjoy sitting down and reading it with your cup of coffee? In our house it's magazines. We eagerly look forward to our favorite magazines arriving each month, sharing with us the latest updates of our favorite sports and hobbies. We plow through it cover to cover reading each article, looking at each picture, all with the intent to update our brain with the latest developments and read the stories of interest.

It's this same eagerness we want our Chapter Members to feel each month while they wait for their monthly Chapter Newsletter to arrive. We want them to look forward to reading what the latest developments from International, Regions or Districts are, but we really want them to crave your Chapter news. This is where you can too shine. Tell the story of that ride last week that went so well. Share the photographs of everyone having FUN together. Who rode over 100,000 miles on their bike? Who just achieved a higher level in Rider Education? What's the latest chatter in your Chapter? What has your Chapter family been up to? Make your Newsletter so much FUN and full of information that they look forward to receiving it each month and reading it with their cup of coffee.

Keep those Newsletters coming for the International Contest! The competition is getting tough and all the newsletters are improving. Remember, if you have any questions or concerns, we are here for your assistance.

Kristen & Dennis Weston
International Newsletter Award Coordinators

Fun Activities Guide

The Membership Enhancement Program is in the process of making additions to the Fun Activities Guide. However, we know that there are fun activities that are happening within GWRRA on a regular basis that we do not know about.

This is where we need help from the GWRRA Members who are providing fun to other Members. We are asking that you take a few minutes and share your fun activities so in turn we can do the same with the rest of the association.

Submitting your idea is as easy as going to the Membership Enhancement Program website, downloading the submission form and sending it in for consideration as an addition to the Fun Activities Guide. The direct link to the submission form is:

<http://med.gwrro.org/guides/fun/FUNActivitiesGuideSubmissionForm.pdf>

Membership Enhancement Program

“Labor Day”

"Labor Day differs in every essential way from the other holidays of the year in any country. All other holidays are in a more or less degree connected with conflicts and battles of man's prowess over man, of strife and discord for greed and power, of glories achieved by one nation over another. Labor Day...is devoted to no man, living or dead, to no sect, race, or nation."

~ Samuel Gompers ~

Founder and longtime president of the American Federation of Labor

The form that the observance and celebration of Labor Day should take were outlined in the first proposal of the holiday - a street parade to exhibit to the public "the strength and esprit de corps of the trade and labor organizations" of the community, followed by a festival for the recreation and amusement of the workers and their families.

This became the pattern for the celebrations of Labor Day. Speeches by prominent men and women were introduced later, as more emphasis was placed upon the economic and civic significance of the holiday.

True, things have changed these days with Labor Day being celebrated with the civic events usually associated with national holidays in America. But behind all the usual fun and fiesta of a national holiday, the Day has a unique significance.

The spirit is to pay a national tribute to the contributions workers have made to the power and prosperity of America.

Yes, that is what Labor Day stands for.



Leadership Training Program

Classes for the General Membership

As the name suggests, the Leadership Training Program (LTP) is the program tasked with training the Officers and Core Team Members of GWRRA. LTP also offers classes that are designed to give information to our Membership about GWRRA, plus many classes that are informative and helpful in our personal/work lives.

Our Trainers and Instructors offer seminars that include topics such as Chapter Life, Life Skills, and Member Orientation programs. The Horizon Program is a great class for those interested in finding out more about participation and FUN in GWRRA. The class is interactive, introspective, entertaining, informative and FUN! The Horizon Program has been described as the most FUN seminar offered by GWRRA.

Contact your District Leadership Trainer or District Director to inquire about the availability of these seminars in your area. You can also visit the Events calendar on the Leadership Training website at <http://www.gwrro.org/regional/Training/Training.htm>.

These valuable classes are a benefit available to our Membership at NO CHARGE. There are lots of District and Region events still on the calendar; so plan to partake of these seminars at your local or regional event. Remember, the more you know, the better you will understand what makes GWRRA the unique organization it is.

David & Kathy Orr
International Directors, Leadership Training Program

10 SECRETS TO SUCCESS

1. How you think is everything. Always be positive. Think success, not failure. Beware of a negative environment.
2. Decide upon your true dreams and goals. Write down your specific goals and develop a plan to reach them.
3. Take action. Goals are nothing without action. Don't be afraid to get started. Just do it.
4. Never stop learning. Go back to school or read books. Get training and acquire skills.
5. Be persistent and work hard. Success is a marathon, not a sprint. Never give up.
6. Learn to analyze details. Get all the facts, all the input. Learn from your mistakes.
7. Focus your time and money. Don't let other people or things distract you.
8. Don't be afraid to innovate; be different. Following the herd is the sure way to mediocrity.
9. Deal and communicate with people effectively. No person is an island. Learn to understand and motivate others.
10. Be honest and dependable. Take responsibility (...otherwise, #1-9 won't matter)

~ Investor's Business Daily ~

Leadership Training Program

Know the Way, Go the Way and Show the Way

Have you ever noticed that leadership skills are the difference between success and failure? The difference between creative vitality or just mediocre maintenance? Leadership just shows! You can't hide it. If you are a good leader you have success...success for yourself, for your organization and for the people who are following you.

As entrepreneur John C. Maxwell said: "An effective leader not only knows the way, goes the way and shows the way, but they also take other people with them." It isn't what they are able to do themselves, but it's what they are able to bring others along with them to do. It's not just "I can climb that mountain", but it's "I can climb that mountain and bring people with me." The better the leader, the more people they can bring along.

Every team, every company, every association, every organization, every military unit, every family, and every nation needs effective leadership. Without good leadership in GWRRA, things don't get done and people fail. Members need effective leaders in their Chapters, Districts, Regions and at the International level in order to enjoy success.

Good leaders have vision, and that vision is where they and their organization are going. The best predictor of where leaders and their organizations are going is the vision they possess, and the plans they have for achieving that vision.

Effective leaders must keep growing and keep changing. But, they don't keep growing and changing by chance---they need to have a plan. In order for our Association to grow we must also grow. We have to learn new skills and improve so that we are better than we were yesterday. Growing organizations always have growing leaders.

Our Association offers us some of the very best training tools around....tools which can help anyone to become a more effective leader. The Officer Certification Program series of seminars which has just wrapped up in North Carolina is just one tooth in the huge Leadership Training Program which is available to us. We have heard nothing but positive comments from the approximately 180 members who chose to participate in this training in our District, and we look forward to seeing the Chapters of North Carolina begin to enjoy the fruits of the labors of those participants. Thanks to each of those Members, Officers and Officers-to-be, who chose to take advantage of the OCP in order to make themselves better leaders, and to help their Chapters grow and thrive.

"When the best leader's work is done, the people say, 'We did it ourselves.'" - Lao Tzu
"Not even a great leader can get very far without great people to lead." - Ashleigh Brilliant

Dennis & Kathy Hull
North Carolina District Directors

Training Opportunities

Oklahoma District Horizon Program
Nov 20-21, 2010
Holiday Inn Express - Guthrie, OK
For info and enrollment contact
Oklahoma District Trainer Jack Wagner
jwagner10@cox.net ~ 405-359-7892

Oklahoma District Officer Certification Program
Feb 26-27, 2011
Best Western Motel - Stroud, OK
For info and enrollment contact
Oklahoma District Trainer Jack Wagner
jwagner10@cox.net ~ 405-359-7892

Leadership Training Program

From the Directors

As the summer draws to a close and fall approaches, we know most of you will want to spend time on your motorcycles. We certainly will, and have plans to attend the Region A, North Carolina and Virginia District events. We hope to see many of you at them. We are a motorcycle organization and when we ride with our friends, we get back to the basics of why we joined GWRRA and having FUN!

We appreciate the efforts of all of the Instructors who donate their time and talents to our Membership, especially the Officer Trainers who have worked so tirelessly to execute the Officer Certification Program across North America. The OCP has been a tremendous undertaking and because of the efforts of about 100 Officer Trainers, it has been hugely successful. Tommy Lasorda said, "The difference between the impossible and the possible lies in an individual's determination." That can also be said for the roll out of the OCP. When we rolled it out, all of us were told that it would be an impossible undertaking. This special group of Officer Trainers persevered and because of their work and determination, the Officer Certification Program will be a permanent part of GWRRA going forward. Members interested in leadership positions in their Chapter/District now have a resource to find out about GWRRA and what is expected as a Volunteer Leader or Core Team Member and still have fun along the way.

Now that the OCP is winding down, it is time to consider training and information events for the fall and winter months. It's time to switch gears from the OCP and provide our Members other offerings available in the Leadership Training Program. Remember to send all scheduled training events to LTD4U@comporium.net so they can be posted on the website.

We have adjusted the schedule for OCP2. The Budget & Planning module will be available in time for Regional and District Operation Meetings. The OCP updates will also be ready for presentation.

In closing, we all know that GWRRA is a very unique organization based on a foundation of friendship. Cooler riding days will be here soon. We encourage each of our LTP Instructors to take time to enjoy your motorcycles and the fellowship of the friends and family that surround you. Thanks to each of you for all you do for the Membership.

David & Kathy Orr
International Directors, Leadership Training Program

OCP Statistics Trained as of August 20, 2010

Overall

1884 Officers and Spouses (includes Rider Ed)
489 Members
2373 TOTAL

Required Officer breakdown

1 Director of GWRRA
6 International Program Directors
11 Region Directors
7 Assistant Region Directors
15 Region Trainers/Spouse
33 District Directors
45 Assistant District Directors
54 District Trainers/Spouse
541 Chapter Directors
330 Assistant Chapter Directors

GWRRA Logos



Due to a recent infringement on the registered GWRRA logo, the GWRRA logos (the red/blue and black/gold logos) and all GWRRA materials that contain either logo must display the registration symbol ®. Please update your websites and all literature with the logo containing this symbol. The logos are available for download on the Home Page at <http://www.gwrra.org>. From the Home Page, click on “Quick Links” and then highlight “Downloads”. This will bring up the page with the downloadable logos. We appreciate your attention and assistance with this.

It's That Time Again.....

Time to update the Gold Book Service Directory. The following is a list of the codes with the services you may be willing to provide:

- A. Truck or trailer available to transport a disabled bike
- B. Will accept phone calls (No collect calls, please!)
- C. Tent space available
- D. Sheltered sleeping space or lodging available
- E. Tools available
- F. Tour guide (local area)

Please make sure you're not left out of the Gold Book by checking the codes you have listed in your membership record. You must have at least one code checked and the letter B, (Will accept phone calls), to be listed. You can check your membership record at www.gwrra.org, and then click on Manage Your Membership. Or if you prefer, you can contact Member Services at 800-843-9460, Mon. - Thurs., 6:30 a.m. - 5:00 p.m. MST, and they will be happy to assist you. The deadline to register or make changes to your selections for the Gold Book Service Directory is October 31, 2010.

The 2011 Gold Book will be delivered with the March 2011 issue of *Wing World* magazine.



<http://www.gwrra.org/oconnect/>

