Outrigger Heroes Overcome Denver Blizzards

Over the holidays, most of Colorado was paralyzed by two severe winter storms. Denver’s so-called “all-weather airport” was shut down for 45 hours during the first storm, which began on December 20 and played havoc with holiday travel, along with everything else. The second blizzard roared in on December 28. Each storm lasted two days. In spite of the almost unprecedented conditions, members of our ‘ohana kept the Outrigger Enterprises Contact Center in Denver functioning as though nothing out of the ordinary was happening, utilizing a skeleton crew at the center and many agents who worked from their own homes. Bill Peters describes the details in his story, found on Page 8.

The staff at the Hilton Garden Inn Denver Airport, operated by Outrigger Lodging Services, also did a magnificent job of providing shelter, food, and warmth to many, many stranded travelers.

I wish to extend my sincere thanks to every member of our Denver operations for all your hard work, dedication, and sheer endurance during these twin holiday storms.

And hold on to your snow shovels and long johns! At press time, a third severe storm with extremely cold air and still more of the white stuff is once again bearing down on Denver.