



## Memorandum

To: Vail Town Council  
From: Department of Public Works  
Date: January 16, 2018  
Subject: Discussion on EPAMD use

### I. INTRODUCTION

The Vail Town Council has raised concerns regarding the use of Electronic Personal Assistive Mobility Devices (EPAMDs) in certain areas of the Town of Vail. EPAMDs are more commonly known by the trade name, Segway. The purpose of this agenda item is to continue discussion about where EPAMDs should be allowed in Vail. This item also provides an opportunity for Vail Segway, a local business and Segway tour operator, to participate in the discussion. An ordinance that prohibits the use of EPAMDs in additional areas of town is included at the Council's request (Attachment A).

### II. BACKGROUND

Town of Vail Ordinance 13, Series 2011 (Attachment B) addresses the use of EPAMDs within Vail town limits. The ordinance was passed in response to a local business that requested the opportunity to rent EPAMDs for use on town-owned paved recreation trails. At the time, the trails prohibited the use of all motorized vehicles. The company rented EPAMDs for perhaps a year or two and then ceased at some point thereafter. In the past year or so, a different company, Vail Segway, has been operating out of Vail Village. They are strictly a tour provider and do not rent EPAMDs for individual use.

### III. THE CURRENT TOWN ORDINANCE

The ordinance essentially classifies EPAMDs as bicycles and thus exempts their classification as motorized vehicles, allowing their use wherever bicycles are used. The ordinance specifically prohibits their use in some areas of town.

The Town Code defines an EPAMD as:

*ELECTRONIC PERSONAL ASSISTIVE MOBILITY DEVICE (EPAMD): A self-balancing, nontandem two (2) wheeled device, designed to transport only one person, which is powered solely by an electronic propulsion system producing an average power output of no more than seven hundred fifty (750) watts.*

The current ordinance prohibits their use at the Vail Nature Center, the Betty Ford Alpine Garden, on the village streamwalk, in children's playgrounds, turf areas, natural/unimproved areas and on streets and highways that are part of the state highway system.

#### **IV. VAIL SEGWAY**

Vail Segway began operations in Vail during 2017. The company offers guided tours through Vail. Group size is limited to 6 or less. As previously noted, they do not rent their EPAMDs for private use, therefore all EPAMD tours are supervised by one or two guides. Prior to beginning operations, the owners reached out to the Town of Vail Police Department to determine Vail's regulations in regards to EPAMD use and have organized the business around those existing regulations. Vail Segway has provided additional information, which is included in Attachment B.

#### **V. SAFETY CONCERNS**

One concern raised by Council is the potential for conflict between pedestrians and EPAMD users and the idea that most EPAMD users in Vail are likely to be novices and therefore may not be in full control of their EPAMD.

A records search by the Vail Police Department found four (4) EPAMD-related "events" in the past 5 years. However, all were related to questions about EPAMDs and not to incidents involving injury or illegal use. One of the events was actually from the operators of Vail Segway requesting information on regulations prior to starting the business and two events were prior to Vail Segway starting operations. Town staff is not aware of any other incidents or injuries related to EPAMD use in Vail.

The Town Council requested that staff provide injury statistics, however there is very little information available. The Consumer Product Safety Commission records injury data under the National Electronic Injury Surveillance System, which monitors injuries on everything from playground to trampolines to hand gardening tools. Under this system, EPAMD injuries are grouped with ATV's, mopeds and mini-bikes and therefore not useful for this discussion.

Some online articles reference a study from 2010 that evaluated 41 EPAMD injuries at a Washington, D.C. hospital over a four-year period. Of those 41 injuries, one quarter required admission to the hospital with head or leg injuries. Of those with head injuries, only 17% were wearing helmets. There is no information that discusses how those 41 injuries relate to overall EPAMD use. Staff was not able to find more up-to-date injury information or studies.

#### **VI. USE ON PAVED RECREATION TRAILS**

Another concern of the Town Council is the use of EPAMDs on Vail's paved recreation trails, which were originally intended for non-motorized vehicles. In recent years, the Town Council decided to allow EPAMDs (2011) and electric assisted bicycles (EABs) (2016). There are two main considerations in regards to Vail's recreation trails: 1) user conflict and 2) user experience.

Sharing multi-use trails with varying user-types can always increase potential conflict due to different speeds, variable actions and a general increase in use. Likewise, sharing non-motorized trails with motorized vehicles can impact user experience for some users. Both concerns may warrant regulation, improved guidelines or an outright prohibition on some or all trail sections.

## **VII. MITIGATION SUGGESTIONS**

There may be ways to reduce potential conflicts by avoiding the use of EPAMDs in certain areas at certain times. Suggestions include:

1. No EPAMD tours in Ford Park within 2 or 3 hours of scheduled Ford Park or Ford Amphitheater events
2. No EPAMDs on certain sections of the Gore Valley Trail such as the area between Lionshead and Vail Health (behind the library)
3. No EPAMDs in Vail Village or Lionshead during Farmers Market, GoPro, Vail America Days and other significant special events

## **VIII. STAFF RECOMMENDATIONS**

Vail provides visitors and guests with a variety of recreational opportunities. It is important that those opportunities occur in an environment that is safe for all. Staff would suggest that there may be ways to address the Council's concerns in regards to the use of EPAMDs on Vail's recreation trails and in pedestrian areas without a complete ban.

The staff recommendation is to set guidelines for EPAMD use that aim to address Council concerns. Staff then recommends revisiting this issue in mid-summer to ensure those guidelines are successful and are being followed. Similar to the electric assisted bicycle discussion, this can be revisited annually if needed.

If, however, the Council determines that more restrictive regulations are in order at this time, staff has prepared an ordinance for approval or approval with modifications as directed. The draft is included as Attachment A.

## **IX. ACTION REQUESTED BY COUNCIL**

Continue the discussion on EPAMD use in Vail and provide direction to staff.

### **Attachments:**

Attachment A  
Attachment B  
Attachment C

Ordinance 1, Series 2018 prohibiting EPAMDs in additional areas  
Current EPAMD Ordinance 13, Series 2011 Additional information on Vail Segway

- Cover Letter
- Support Letter
- Trip Advisor Reviews
- Vail Daily Bizwatch: Vail Segway – December 21, 2017

**Attachment A**  
**Draft Ordinance**

**ORDINANCE NO. 1**  
**SERIES 2018**

**AN ORDINANCE AMENDING SECTION 7-4-4 OF THE VAIL TOWN CODE TO PROHIBIT THE OPERATION OF ELECTRONIC PERSONAL ASSISTIVE MOBILITY DEVICES ON BIKE AND PEDESTRIAN PATHS AND IN VAIL VILLAGE AND LIONSHEAD VILLAGE**

WHEREAS, by Ordinance No. 2011-13, the Town Council adopted regulations regarding the operation of Electronic Personal Assistive Mobility Devices ("EPAMDs") in the Town; and

WHEREAS, the Town Council desires to amend the Town Code to prohibit the use of EPAMDs on bike and pedestrian paths and in pedestrian areas of Vail Village and Lionshead Village.

**NOW, THEREFORE, BE IT ORDAINED BY THE TOWN COUNCIL OF THE TOWN OF VAIL, COLORADO, THAT:**

Section 1. Section 7-4-4.B. of the Vail Town Code is hereby amended as follows:

**Sec. 7-4-4. EPAMDS:**

\* \* \*

B. Prohibited Areas: It is unlawful for any person to operate an EPAMD in or on the following:

1. Vail Nature Center;
2. Betty Ford Alpine Garden;
3. Village Streamwalk (currently pedestrian only);
4. Children's playgrounds;
5. Turf areas;
6. Natural/unimproved areas;
7. Streets and highways that are parts of the state highway system;
8. *Bicycle and pedestrian paths, as defined in Section 7-4-1 of this Chapter; and*
9. *Pedestrian areas of Vail Village and Lionshead Village.*

Section 2. If any part, section, subsection, sentence, clause or phrase of this ordinance is for any reason held to be invalid, such decision shall not affect the validity of the remaining portions of this ordinance; and the Town Council hereby declares it would have passed this ordinance, and each part, section, subsection, sentence, clause or phrase thereof, regardless of the fact that any one or more parts, sections, subsections, sentences, clauses or phrases be declared invalid.

Section 3. The amendment of any provision of the Vail Town Code in this ordinance, shall not affect any right which has accrued, any duty imposed, any violation that occurred prior to the effective date hereof, any prosecution commenced, nor any other action or proceeding as commenced under or by virtue of the provision amended. The amendment of any provision hereby shall not revive any provision or ordinance previously repealed or superseded unless expressly stated herein.

Section 4. All bylaws, orders, resolutions and ordinances, or parts thereof, inconsistent herewith are repealed to the extent only of such inconsistency. This repealer shall not be construed to revise any bylaw, order, resolution or ordinance, or part thereof, theretofore repealed.

INTRODUCED, READ ON FIRST READING, APPROVED, AND ORDERED PUBLISHED ONCE IN FULL ON FIRST READING this 16<sup>th</sup> day of January, 2018 and a public hearing for second reading of this Ordinance is set for the 6<sup>th</sup> day of February, 2018, in the Council Chambers of the Vail Municipal Building, Vail, Colorado.

\_\_\_\_\_  
Dave Chapin, Mayor

ATTEST:

\_\_\_\_\_  
Patty McKenny, Town Clerk

READ AND APPROVED ON SECOND READING AND ORDERED PUBLISHED  
this \_\_\_\_ day of \_\_\_\_\_, 2018.

\_\_\_\_\_  
Dave Chapin, Mayor

ATTEST:

\_\_\_\_\_  
Patty McKenny, Town Clerk

**Attachment B**  
**Current EPAMD Ordinance**  
**Ordinance 13, Series 2011**

**7-4-4: EPAMDs:**

A. Model Traffic Code:

1. Except as provided by this section, the operation of EPAMDs in the town shall be exempt from the model traffic code adopted by the town as well as such other town ordinances that regulate motorized vehicles in the town.
2. For the purposes of operation, parking, and equipment and subject to the additional regulations set forth in this section, EPAMDs shall be considered bicycles and shall be subject to the provisions and regulations concerning bicycles contained in the model traffic code adopted by the town.

B. Prohibited Areas: It is unlawful for any person to operate an EPAMD in or on the following:

1. Vail Nature Center;
2. Betty Ford Alpine Garden;
3. Village Streamwalk (currently pedestrian only);
4. Children's playgrounds;
5. Turf areas;
6. Natural/unimproved areas; and
7. Streets and highways that are parts of the state highway system.

C. Minimum Age: An EPAMD shall only be operated in the town by persons sixteen (16) years of age or older.

D. Exception: The provisions of this section limiting the use of EPAMDs shall not apply to an EPAMD that is operated by a person with a mobility impairment caused by physical disability who uses the device to enhance that person's mobility.

E. Equipment: All EPAMDs operated within the town shall be equipped with an audible warning device. (Ord. 13(2011) § 3)

**Attachment C**  
**Information on Vail Segway**  
**provided by the company**

01/08/2018

To: Vail Town Council

From: Vail Segway Tours

For the Council's Consideration Before the Upcoming Council Meeting on 01/16/2018:

Dear Esteemed Council Members,

We look forward to meeting with each of you to discuss the Council's concerns regarding the use of Segways (and other EPAMDs) in the Vail town public spaces. We would like to take this opportunity to share with you some information we feel is not only relevant to the discussion, but important for understanding our business, who we are, and what we really do.

-First, it is important to note that Vail Segway Tours is the only manufacturer-authorized tour provider in the state of Colorado. There are several other Segway-related businesses in the state, but none have an official professional relationship with Segway, inc. other than us.

-An important part of having this designation of "Authorized Tour Provider" is we are bound by contract to conduct our operations to the safety standards set by the manufacturer. Thus, there is an element of accountability to our operation as we can lose our "Authorized" designation should we fail to adhere to their minimum guidelines.\*

\*It is important to note that we, as a matter of practice, go above and beyond what is required by the manufacturer in terms of safety and training (see TA reviews included in this packet as evidence of this).

-Our guides are Segway-certified trainers and guides, meaning they have completed the manufacturer's training program on how to properly teach guests how to safely operate the Segway Personal Transporters (PTs).

-We only offer a guided tour experience. Under our own volition we have chosen to never rent Segway PTs for individual use, a decision that has lead to considerable lost revenue but nevertheless is the responsible course of action.

-All tour groups are accompanied by at least one, but most often two guides, one at the front of the group leading and one at the back of the group following up.

-Each guest must complete a comprehensive training program (roughly 25-35 minutes) before being allowed to ride the machines on the tour.

-Our guides are also Level-2 certified Segway Technicians, meaning our machines are maintained properly to the standards of the manufacturer.

-Our Segway PTs are brand new 2017 model X2 SE, the top of the line.

-We complete regular monthly maintenance on the machines to ensure they are safe to operate (documentation available upon request).

-In advance of beginning our operations in June of 2017, we took special care to contact the Town of Vail, Vail Police, and Vail Code Enforcement so that we could clearly understand exactly what the town's code and ordinances were before starting the business. We designed our tour routes and practices based on the counseling and information provided by the Chief of Police, the Head of Code Enforcement, and a representative from the Town.

-The TOV sanctioned our intended business practices (i.e. tour routes, areas we proposed to ride with our guests) when it issued us a business license for this express purpose.

-We are not just a random group of people who popped up overnight in Vail with a fleet of Segways. Rather, we are industry professionals with years of experience.

Jim Callan, the owner of Vail Segway Tours, fell in love with Vail and the Colorado Rockies when he visited the town for his nephew's wedding (he married a girl from Vail!). Jim wanted to find a way to spend part of the year in this amazing place and thought it would be the perfect location for a Segway tour. Much like Pete Seibert 6 decades ago, when Jim saw Vail he said "This is the Place!" One of the features that made Jim think Vail would be the perfect place is the wonderful network of paths, which are safer than roadways as there are no cars to interact with. An entrepreneur by nature, Jim has endeavored to create a successful business, and so far 2 jobs (hopefully more soon!), here in Vail Village. As per Jim's wishes and deep commitment, Vail Segway has, from the very beginning, pledged 10% of all profits to rare cancer research.

Seth Valentine, manager of Vail Segway, has 4 years experience working for one of the largest tour providers in Europe and the United States. He has led thousands of people on Segway, walking, bicycle, sea kayaking, hiking and adventure tours in major European capital cities (Paris, London, Barcelona, Berlin, Prague, Rome), the Caribbean (St. John & St. Thomas, U.S. Virgin Islands), and now he brings his extensive tour industry knowledge and experience to Vail.

Spencer Valentine spent 4 years as an EMT both on ambulances and in ERs in some of the busiest hospitals in Denver.

Prior to moving to Vail, both Seth and Spencer spent the last 5 years living in Dubai, U.A.E., where they were hired by, and worked for, the Crown Prince of Dubai at Skydive Dubai, one of the worlds premier sport parachuting facilities. At Skydive Dubai the brothers worked as FAA certified Senior Parachute Technicians responsible for the lives and safety of thousands of people, professionally managing risk through adherence to industry best practices and regulations. They helped build and maintain the largest parachute equipment service center in the Middle East/North Africa (MENA) region and to date have recorded a combined 70+ lives saved from their work.

-We view our role in the town as much more than just a tour business. We are ambassadors for Vail, and Colorado. When not out on tour we can often be seen in Solaris Plaza, or on Bridge Street, or in Seibert Square giving directions or recommendations, answering questions, taking photos for guests, and generally trying to be helpful and friendly, contributing to the overall welcoming vibe that Vail is so well known for.



When out on tour with a group, we of course provide funny and entertaining stories about local history and geography, but we also try to provide useful information about the town and its exceptional local businesses. Our guests regularly ask us where to go and what to do while they are here, and we have the wonderful opportunity to help other local businesses by recommending them to our guests.

All we are trying to do is build a small business that provides a fun, safe and memorable experience for our guests, and we believe that we offer a unique activity that fits in nicely with the overall theme of adventurous, outdoorsy, fun, exciting, family-oriented activities that Vail has become known for.

In other words, we believe it “fits” nicely and we strongly urge you to allow us to continue our tour operations.

# Vail Daily Bizwatch: Vail Segway provides unique mountain-town adventures

Daily staff reportnewsroom@vaildaily.com

December 21, 2017

Business name: Vail Segway.

Location: Bridge Street Ski Haus, 254 Bridge St., Vail.

Date opened: June 12, 2017.

Owner: Jim Callan.

Contact info: Email [vailreservations@prosegway.com](mailto:vailreservations@prosegway.com) (mailto:vailreservations@prosegway.com), call 970-306-2050 or 800-800-0424.

What goods or services do you provide? Vail Segway Provides a unique, unforgettable adventure. Our certified guides train each guest in the proper handling of the X2 Segway Personal Transporter with a heavy emphasis on safety. Upon completion of training, our guests are ready to roll into an awesome day of exploration. The Grand Tour of Vail provides each guest an intimate and thorough introduction to our beautiful valley. Limited group size, unparalleled knowledge and outstanding reputation all combine to ensure that each and every person that takes our tour leaves ready to make the most of their time in Vail.

What's new or exciting at your place? We have recently moved into the Bridge Street Ski Haus, right next to Gondola One. As winter settles over the valley, our tours will continue to explore the area around us. From Ford Park to Cascade Village, each stop of our tour is designed to not only entertain but to also educate. Our guides share all the best information on night life, local restaurants, and information on fun things to do when not on the slopes.

What strategy do you use to differentiate your business from your competition? We believe strongly in having all the fun. This means we don't see ourselves in competition with any other business in Vail. We view our real role in the village as more of ambassador. Since we opened this summer, we have been humbled and have benefited from the support of local businesses that have a long history in Vail. Venture Sports and the Bridge Street Ski Haus have both been instrumental in our success thus far, and we will always be grateful for the help we have received.

What philosophy do you follow in dealing with your customers? Every tour is an opportunity to bring a positive and useful experience into our guests' trips. We understand that vacation time is precious. When someone chooses to spend their time and money with us, we take that responsibility to heart. Our guides are enthusiastic and diligent in their task of delivering an unforgettable experience.

What can your customers expect from you? We become a resource for our guests. Going beyond the fun and adventure of our tours, we aim to help our guests maximize the amount of fun they have while in the valley. At the end of every tour we provide discounts to local restaurants and bars so our guests can put to good use the tips provided by their guide while saving some money.

# Trip Advisor Reviews on Vail Segway

## Reviews (33)

### Traveler rating

- Excellent  
33
  - Very good  
0
  - Average  
0
  - Poor  
0
  - Terrible  
0
- 

### Fun option when taking time off from skiing

We were very fortunate to come across Vail Segway on our day off from skiing. This proved to be a unique and fun option for the family at a time when snow conditions were less than ideal for skiing.

The owners of Vail Segway were appropriately focused on safety and took the time to introduce us novice riders to this fun activity. They were also very sensitive to how riding through the village could impact the Vail "experience". We spent very little time riding in the village and instead took to the open roads in the outskirts of Vail. This was perfect as it allowed us to have a narrated tour of Vail that we otherwise would not have seen. It also allowed us to put in practice our newly learned Segway riding skills.

Segway riding is a great year around activity that I hope remains an option for our future Vail visits. We will certainly recommend Vail Segway to our friends and family.

## Birthday celebration

Don't miss out on this exceptional way to tour Vail!! Great tour guides, beautiful scenery, and loads of fun!! 🍷🍷🍷🍷🍷

## Awesome day

We had a blast on our Segway tour of Vail. Spencer was a great guide and geared the tour to our level of ability. Looking forward to the next trip!

Thank Jahellmann

## HIGHLY RECOMMEND!

SO GLAD we did this!! Spencer and Seth make sure that you are comfortable on the Segway and then take you on an AMAZING tour of Vail. You will see stunning views while learning Vail history. They could not have been more kind and accommodating. It was a wonderful experience!!!!

## What a great afternoon!

Have some time between eating, drinking, skiing, shopping, and relaxing in Vail? We did - so my husband, our 19-year old daughter, and I booked a Segway tour with these great guys.

Seth, Spencer, and John were awesome guides and personalized our time together. We have been here dozens of times, so didn't need the basic info, but we could tell they know it should be a first visit for others. Instead, they thought about interesting stories to sprinkle in during our stops.

But the highlight was the cruise around town - to the east and then to the west, and back into the Village core. They got us totally comfortable on the latest edition Segway X2 with off-road tires, then we were off. I brought my camera to get some Christmas-Card-worthy photos, and Spencer will get photo credit.

Next summer we will be back to do some additional trails that aren't accessible in the winter. We encourage Vail visitors to give them a try - great value for a super fun experience with young entrepreneurs who are building a great business the right way: focusing on an awesome customer experience.

## Great Tour, good training before departing, saw parts of Vail I have never seen.

Review of: [Vail Segway Tour from Vail Village](#)

Brisk sunny late fall day, wonderful day for a tour on a Segway through parts of Vail that I have never seen. Outstanding instruction on how to use the Segway before departing so that first time riders felt confident on how to use the Segway. Guide provided very interesting information during

the tour and we had the appropriate number of rest stops.

Had a wonderful time.

## **SO MUCH FUN!! A Must While in Vail!**

I was a bit nervous at first. There were three couples on this outing, all in the 50 - 60 year old range. Not one of us ever rode a Segway before. Upon arrival at Base Camp, we were greeted by John and Seth. We proceeded to watch a 6 minute video on how to use the Segway. After watching the video, I got more nervous seeing what can happen if you don't follow directions.

We were fitted with helmets, then went outside to practice on the Segways. John took the 3 men and Seth took the 3 women. He taught each of us how to get on and off the Segway, how to steer, stop, move forward and backwards. We all then practiced on the streets of Vail Village. They even tested us going around cones and how to stop on a dime. We were then all ready to start our tour.

John led us the whole way on our tour and Seth followed behind. We stopped at certain areas along our tour and John gave us some history at each stop. While John was sharing information about Vail, Seth was quietly taking photos of our group.

After stopping at the Betty Ford Botanical Garden, we proceeded toward Vail Golf Course. We rode on bike paths and an area of homes that were just beautiful. By now, we were all feeling very confident on our Segways, riding with ease. The tour was 90 minutes long. It was a perfect amount of time. Not too long, not too short. It was not necessary to whip out your phone/camera at every beautiful sight. Seth took so many photos and videos of our group. When our tour was over and we were back at Base Camp, Seth "Air-dropped" every photo and video to our phones.

This Segway tour was one of the highlights of our trip to Vail. Would highly recommend this if anyone wants to try a different venture in Vail!!

## **These guys are awesome....**

This was by far one of the highlights of our trip. These two brothers run a professional and safe day's trip out on the Segway's. They teach you how to ride, focus on safety and then when your ready it's off you go. I can't say enough about how awesome this activity was.....Just do it!

## **Great afternoon - and a fun way to see Vail!**

We found ourselves with a free afternoon and saw the segways out front at the Base Camp store (across from big bear bistro). Stopped in just in time for the 1:00 tour. We loved it!

We've done one other Segway tour back home. Quick to learn and easy to handle. The segways have a speed limiters so you can't get into much trouble on hills or flats. The guides also made sure

knew what we were doing before we headed out on the bike trail toward East Vail (past the Ford Gardens, the nature center and the golf course...)

The guides were super friendly and knowledgeable about the area. Eager to share cool info about the geology and the history of the area.

Highly recommend this for guests of all ages. Probably would be fun in winter too!

## **Best Day Ever!!**

Vail Segway was a great way to spend the day! The attentive staff gave clear instructions on how to operate the Segway and made sure we were all comfortable before setting out. Seth, our tour guide, had interesting and informative stories about the Vail area and ski resort. Very professional staff that you could tell loved their jobs! You absolutely MUST take a tour- it is soooooo fun!!!

## **Fun, relaxing, and safe!**

I've done Segway tours before in other places but I would rate this one as #1! The leaders were personable, well informed, friendly and very safety conscious. Even the first -timers learned quickly and everyone had fun. A don't-miss experience!

## **Was so amazing!!**

It was such a beautiful tour loved every minute of it the views were amazing and the tour guides were super nice and explained the whole background of vail which was interesting. Bestest Segway ride I've even been on!!:)

## **Best Segway Tour I've Ever Been On!!!**

Ok, ok, this was our first Segway tour, but hear me out...

Brothers Seth and Spencer are good people. Laid back, knowledgeable, experienced, and well traveled and it shows...

These guys do a great job of introducing people to the Segway. Seth and Spencer's experience as a tour guide and Segway rider is evident. They had us up and rolling with ease. If you're apprehensive about riding a Segway, this is the place to give it a try.

Together we explored the West side of Vail. The tour was scenic, informative, and FUN!

In my opinion, this is one of the coolest experiences you can have in Vail.

Give these guys and a Segway a try!

## Vail vacation

Absolutely amazing! Easy to learn, simple to master, great instructors. A truly unique way to see Vail. Spencer and Seth are extremely knowledgeable about the geological history of the area and provide a fun, exciting experience. A MUST do if you are in Vail!

## Great Fun

What a pleasant surprise. Found Segway tours while shopping at the Sunday market. Booked the early suggested 9:00am tour to miss afternoon chances of rain. Spencer and Seth our tour guides provided excellent instructions that were easy to follow. On the 90 minute plus tour you saw some beautiful scenery along Gore Creek, lovely homes and they shared interesting history facts about Vail. Have been on other Segway tours and this was the Best ... Highly recommended the trip for all ages even for those like us over 65. It is a great way to see and learn about Vail. Another bucket list must do!

## Awesome!

Spencer and Seth were wonderful guides, friendly, informative etc... You can tell that your safety is really important to them but at the same time it was really fun! The scenery is amazing as well. I would highly recommend it to everyone, even if you've gone segwaying before like I have.

## Great tour!

Great tour and fun way to enjoy the spectacular Vail scenery. John and Drew were great - kept it fun and learned some things about Vail's history. Highly recommended!

## Why Isn't Everyone Doing This?!

I was skeptical - Segways look sort of nerdy, and, especially in an active place like Colorado, sort of seem lazy. You're here to bike, and hike - not ride an upright scooter...! But, my husband was interested and we booked the tour.

I was so wrong - SEGWAYS ARE AMAZING.

Seth and Spencer took their time teaching us how to be master Segway riders. By the end of the tour to East Vail, I had Segway confidence and could not believe how much fun we had. Once you get used to using the Segway, it becomes so easy - and FUN! We cruised along for almost 3 hours and loved every second. Seth and Spencer made us so comfortable, and shared great stories and tips along the way.



I can't recommend the Vail Segway tour highly enough. It was truly an incredible experience and we can't wait to do it again next year - maybe then we'll be ready to head up the mountain!

## **Great experience!**

We just finished our Vail tour on our first Segways--so much fun! Spencer and Drew gave us the perfect amount of training beforehand and then we were off! A balanced tour of village sights and surrounding countryside. Highly recommend this company!

## **Segway Tour**

Just great. That says everything Staff was wonderful and professional It was so much fun. They also included points of interest in tour If you have time it's a must

## **Great experience on with Segway Vail!**

Segway Vail took my wife and I under their wing on our first Segway experience. As great coaches, they taught us the Segway basics, helped us with some practice and, with confidence, we were off on our beautiful morning tour of Vail. Driving the Segway was very easy, almost intuitive (I think that it was the great coaching), allowing us the freedom to enjoy the sights in an easy and relaxed way. Would do it again, partly for the fun of driving the Segway.

## **Woot! Soooooo much fun!**

We were a group of 3 and Seth patiently taught each of us to operate the Segways and then off we went (following him and avoiding the "hot lava") to explore Vail and its many treasures. The entire tour was super fun and we each thoroughly enjoyed our Segway Tour, worth every cent. Thanks Seth, we will visit you next year.

## **Great way to see Vail!**

Spencer and Seth are the best! I would definitely love to come back again and recommend Vail Segway.

## **Segway Superstars!**

We met Seth at the Vail Farmer's Market and he sold our group on the Segway excursion! There were 4 of us plus another couple on our tour! Seth and Spencer spent a good 45 mins to an hour just going over basic Segway operation and teaching us proper use and safety techniques! Very



thorough and thoughtfully presented direction by both Seth and Spencer and we were on our way! What fun! We rode past Betty Ford Gardens, rode along the bike path and along the Gore River, as well as past some gorgeous homes in the area! Highly recommend!

## **Great Fun Morning touring around Vail**

This was absolutely the best tour I had for a long time. Tour guides were fun and entertaining and it was a great experience. I would highly recommend to do it while you are in the Valley. If you don't do it you will regret it :-).

## **Super fun, safe and easy...thanks ProSegway!**

Seth and Spencer exceeds expectations with my first segway experience AND through an amazingly fun tour of Vail this summer.

Their positive attitude with the nature packed tour had me safely coasting, cool wind in my hair, over Vail Village, along Gore Creek and up to the Alpine mountains.

Seth and Spencer were able to accommodate a tour with my hectic schedule over the holidays, I really appreciate their flexibility and professionalism.

## **Loved it!**

We just stumbled upon this Segway location. I sure am glad we did! Seth and Spencer gave us a fabulous Segway tour - one of the best I have had! This is an easy sport to try; the first 3-5 minutes may cause a little apprehension; after that you will be so glad you gave it a try in such a beautiful location like Vail. Your guides are definitely concerned with your safety and at the same time provide a great adventure. You will love it!

## **The most fun in years**

Wow what a great experience and the professional and accommodating guides made it all happen. The kids were too young to Segway but they took them along on tour and let them trail with us on mountain bikes. Do not miss this experience. I am 67 yrs old and felt like a kid again. Very safe

## **Best attraction in Vail - ProSegway**

What a fun way to tour the beautiful town! Our two tour guides, Seth and Spencer, were so fun and very knowledgeable about the area. We saw such beautiful scenery while learning about the town and it didn't take long to feel very comfortable riding the segways. This was the highlight of our trip and I highly recommend trying this fun adventure.

## **Sooooo much fun!!!**

We are a group of people in our 50s. One was nervous about Segways but Seth and Spencer put her at ease with solid education and training before we left the site. For me, I have a bad back and got to see parts of Vail I never would have been able to see without the segway. Touring by Segway has to be the best and most fun way to see a new area. It's exhilarating and so much fun.

## **Prosegway Rocks!**

We had a BLAST! It looks so easy, but don't be fooled. This tour was absolutely fantastic, made so by Seth and Spencer Valentine. Their safety briefings and demonstrations, patience and insistence on correct technique made our Segway adventure really safe and really fun. We started out slow, practicing all the steps that we had learned, and then took an amazing tour through Vail's most scenic neighborhoods and past the Betty Ford garden. As we learned and practiced more, our speed picked up and our confidence also picked up. My advice: TAKE THIS TOUR!!! It's worth every penny. My second piece of advice: listen to every word of Seth and Spencer's training spiel and follow it to the T, even if it seems really basic. You'll build on correct technique and get really good -- so even a klutz like me can sail!!! By the way, our group consisted of four nearly sixty-year-olds who are definitely not "extreme athletes." Where we were lacking in youth, maybe we made up for in life experience, having learned to listen to our instructors and follow directions :-).THIS WAS GREAT FUN!

## **Sooooo much FUN cruisin' around!**

I wanted to keep on riding! It was such a great way to explore the beautiful town of Vail and it's striking surrounding area! My favorite stop was at the Alpine Gardens. So pretty! My favorite part was cruising along side the meandering Gore Creek! Wahoo! Thank you Seth and Spencer for the superb Segway training. It helped me relax and have fun on the tour! Thanks guys!

## **WOW!! what an adventure**

Had a great adventure in Vail today with the family. Vail Segway knocked it out of the park with an amazing tour, learning the history of Vail and saw some great beauty. A really fun trip. My family and I were new to Segway, but Seth and Spencer had great training and by the end of the tour, we felt like pros. Thanks for a super time, we would come back and ride again on a future visit. thx!

Tell us a little about your background, education and experience: Jim Callan is the senior vice president of Source Media; managers Seth and Spencer Valentine are alumni of the University of Colorado at Boulder. Leading thousands of people on tours of all types, Seth has always had a passion and talent for sharing his love of exploration with anyone he meets. Spencer joined his brother, Seth, in Dubai, where they worked for the crown prince as certified parachute riggers at Skydive Dubai. They spent five years working all across the Middle East, all the while nurturing the idea of starting a tour company.

What is the most humorous thing that has happened at your business since you opened? Segways are overbuilt toys. Its almost impossible to ride one and not have a massive smile on your face, often to the great surprise of any skeptics in the group. It's always a good laugh and genuinely pleasing when even the most diehard anti-Segway member of the group caves and admits how fun these machines are once you ride them.

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## TELL YOUR STORY

Tell the story of your Vail Valley business with a Bizwatch feature in the Vail Daily. For more information, email Vail Daily Business Editor Scott Miller, (mailto:smiller@vaildaily.com)smiller@vaildaily.com (mailto:smiller@vaildaily.com).

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To whom it may concern,

It was brought to my attention that the Town of Vail was trying to limit the access of Segways in the Vail Village. I believe this to a mistake, and this limits the different activities our guests get ability to experience.

Seth and Spencer have brought to the village a great service to our many guests. With my knowledge of their business and of their customer satisfaction, they are running a very vital business here in the village. With the weather not producing snow this season, so far, the town needs to make sure we are offering alternative activities to skiing in order to insure that guests continue to come back to Vail for their personal vacations.

I manage a successful ski rental shop here in Vail Village. Our numbers are down due to the snow fall. Guests are here but they are not skiing as much as usual. They are also taking more days off in the middle of their stay. We are not getting a lot of cancellations but we are definitely not getting the typical day traffic and weekend warriors that we typically get. I am blaming the snow for this.

If Vail is offering a different product, then more people will come or at least stay longer. I think a Great example of this is summer activities. I have lived here 10 years and the summer has become more and more busy. I believe this is due to more activities during the summer. More activities to do, more guests more business more revenue. The Solaris building is a great example of adding to our village activities: ice rink, BOL, movie theater. Why take away a fun, successful and informative activity in the Village. If anything Vail should be looking at ways to add different activities for guests to experience while visiting our Amazing town.

Please do not get rid of alternative activities that our customers will be able to experience while in our wonderful town. If we can keep the guests in our Village they will be continuing to come year after year and keep the money in our town, thus not driving to other areas that have what they are looking for.

--

Jacob Bangtson  
Base Camp/ Venture Sports Manager  
[970-477-8095](tel:970-477-8095)

To whom it may concern,

I just wanted to let you know that Spencer and Seth who run the Segway tours are a nice addition to the town. They were working across the street from the Bistro all summer. I think they brought something fun to many of the tourists and locals alike. It was also something people could do in the off season and the early season while we had no snow. I believe safety to the riders and the pedestrians were always their first and foremost concern. Please consider allowing them to continue their Segway tours.

Thank you ,

Vidette Gehl

Big Bear Bistro