

Mesa Prieta Petroglyph Project

WELLS PETROGLYPH PRESERVE TOURS PROTOCOL

Thank you for volunteering to be a Docent and Ambassador for the Mesa Prieta Petroglyph Project (MPPP). Our docents act as faces of the project as they are often the only personnel the general public interact with. There is no need to feel intimidated, however. Smiles and enthusiasm go a long way. Please be sure you have studied the information we give you about the different trails, Mesa Prieta, MPPP and resource materials. Remember your Petroglyph Tour Tools – Probable Age and Image Categorization. Carry along the trail guides while leading a tour and refer to them until you have mastered the material. Some docents also like to carry along supplementary information they have put together. You can sign up as a “tag-along” docent on as many tours as you’d like until you feel comfortable enough to be “official.” Encourage people to ask questions, but don’t be afraid to say, “I don’t know.” No one has all the answers.

1. Before leaving for the preserve, make sure that you have the contact information for your visitors. This will be sent to you via email by the Tour Coordinator the evening before. You’ll want to copy down the parties’ names and phone numbers along with the amount of people expected. Check for any extra correspondence from the Tour Coordinator, who may have important information for you, such as a cancellation. Email is the primary means of communication. If the Tour Coordinator is not able to contact you through email, they will call your provided cell. **Always confirm receipt of ALL messages from the Tour Coordinator.**
2. Arrive at least 15 minutes early and open the combination locks on the gate to Trail 1 and the Docent Box with the Code 7827. Sometimes combination locks may be very cold or stiff for another reason. If you’re having trouble, please follow the steps on the **Docent Resource - Combination Lock Troubleshooting Tips.**
3. Retrieve your tour materials from the Docent Box located at Trail 1. You’ll need brochures, Sign In Sheets, liability waivers, clip boards and pens. There are small first aid kits in the box as well as two loaner packs if needed.
4. On large tour days, we hope to recruit a designated Merchandise Attendant. This person will set up a table for merchandise. If this person is present at sign in, this table can serve as a paperwork and check-in table at that time. There are places on the Sign Up Genius to sign up to sell merchandise. On other tour dates, docents can sell limited merchandise directly from the docent box. See **“Sales Protocols”** for more information.
5. Greet people in the parking lot as they arrive. Have people sign in on a Tour Sign In Sheet, and give them each a liability waiver to sign. As you give a group the Sign In Sheets, tell them to check the box at the end of the line to receive our monthly newsletter. As you give them their liability waivers, ask them to print above and sign

below. Liability waivers are of no use if they do not have a printed name, and it is often overlooked.

6. **LEAD DOCENT** - Check off your reservation information as people sign in. Make sure that everyone is accounted for both on the Sign In Sheet as well as the liability waivers. Make a note on the Sign In sheet if the number of people in a party ends up being less than the reservation. This is so that the Tour Coordinator will know why someone is missing from the Sign In Sheet and can accurately double check the Trails Use section of the Sign In Sheet. (We do not offer refunds.) It is rare, but it does happen that someone who has not made a reservation shows up for a tour. If that happens, contact the Tour Coordinator.
7. Visitors are asked to arrive early, and they generally do. Sometimes they run late, and sometimes they don't show up at all. Five minutes before the tour start time, check the reservation information and call any parties that may be missing. When there is more than one docent on hand, have the Lead Docent continue to entertain the visitors while the other finds a quiet section of the parking lot to call. (The Tour Coordinator will handle late parties if present.) If you reach them, start your conversation with: "Hello, This is ----- from the Mesa Prieta Petroglyph Project. I'm calling to see if you need any assistance finding the preserve." If you're sent to voicemail, leave the same message. Then call the office to let the Tour Coordinator know of the late party. Make sure to leave a voicemail if the office does not pick up. Use your best judgement in navigating situations with late comers. Your guiding principal should be to provide a smooth and professional experience for the visitors who arrived on time. Visitors are informed at registration that their tour could be canceled if they arrive late. The Tour Coordinator will handle communications with these parties at the office.
8. Gather up the group for the introduction and welcome them to the Wells Petroglyph Preserve. After giving them the introduction including safety information (**See Docent Resource – Docent Introduction Script and Tour Talking Points**), check to see that everyone is wearing appropriate footwear. Anyone with open-toed sandals should be advised that there is cactus on the trails that may cause injury.
5. Hand out MPPP brochures that have donation envelopes in them. For couples, just give them one. The Project receives many follow-up donations using this method! Some docents choose to give out these brochures after the tour. Find a way that works the best for you. **See Docent Resource – Talking about the Donation.**
6. Have people divide into groups of 5-6 depending on group size and number of docents present. If you have a large number of people it's a good idea to have one group that will take a less strenuous tour. Tours 2, 4, 6 and along the road are suggested for that group. Talk to your guests to determine who will go on which tour. Please remember that you can tell people that one group or another is too large. It is important to preserve small group size.

7. At the end of the tour, fill in the number of adults and children on the Sign-In Sheet and collect information from the other docents for the Trails Use Section. Place all documents with any payment received into the clear envelope inside the storage box. Make sure the box is properly locked, along with the gate to Trail 1.
8. If there is an incident of any kind, notify the office immediately and fill out an Incident Report sheet from the Docent Box. In case of emergency or injury, follow the guidelines laid out in **Docent Resource – First Aid Procedures**.
9. Send a confirmation email to tours@mesaprietapetroglyphs.org . All information is appreciated but include things such as – did all attendees make it? Are there forms or payment to retrieve? It is important for the office to know that everything went OK, or to know if any sort of follow up is needed, including missing supplies from the storage box.
10. Dogs and children under ten are not allowed. This information is provided prior to tour dates and it is firm. Service dogs are allowed. On occasion we will make exceptions – such as to Pueblo members. You will be alerted of exceptions.

ALL DOCENTS:

1. Assist the lead docent in greeting people, getting them signed in, collecting waivers and passing out brochures. Confer with the lead docent and other docents about which trails each group will visit. Most groups will be able to see two or three trails. Encourage visitors to return on later tour dates or arrange for private tours to see other trails. If parties are missing 5 minutes before the tour start time, follow the protocol lined out in How are Tours Coordinated handout under 6. No Show's and Late Arrivals.
2. Once the guests are in small groups, it is helpful to ask peoples' names and where they are from to establish a little camaraderie.
3. Try to keep everyone on the trails. Going off trails can result in damage to our fragile areas and in injury to visitors. It's good to point out cactus close to the trails that someone could easily have an encounter with. Be aware of the people at the end of the line so they can hear you and don't lag behind.

Directions to the Wells Petroglyph Preserve from State Road 68 driving north: Watch for mile markers after Española. Shortly after the 11 mile marker turn LEFT onto County Road 57 toward LYDEN. Go 2.2 miles. Immediately after the green 7 mile marker turn RIGHT into the parking area. Your tour group will meet you there. Emergency number to call: 505-852-1351 (the office!).