

DOUGLAS C. FRECHTLING, Ph.D.

RÉSUMÉ

SUMMARY

Dr. Frechtling is Professor of Tourism Studies and Chair of the Department of Tourism and Hospitality Management, School of Business of The George Washington University, Washington, D.C. He has regularly taught graduate courses on tourism marketing, tourism research, tourism development, and tourism/hospitality management since 1991.

Dr. Frechtling has extensive experience in economic modeling, survey design, tourism marketing research, forecasting, and economic policy development. He was founding director and chief executive officer of the U.S. Travel Data Center, the national non-profit center for travel and tourism research, and managed the Data Center for 14 years.

Dr. Frechtling was chief of the team that designed and implemented the first computerized national travel expenditure estimation model. In the mid-1970s, he developed the Travel Economic Impact Model, which still produces annual national, state and county estimates of travel spending, and the employment, payroll income, and tax revenue they generate. In 1989-90, he participated in a major revision of the model for the U.S. Department of Commerce. In 1995, he developed a model for projecting the economic contributions of highway investment projects for the Transportation Research Board of the National Science foundation.

Dr. Frechtling directed development of the Data Center's monthly National Travel Survey, which provided unique and detailed data on American travel behavior over 20 years. He also founded the Travel Outlook Forum in 1975, which, as presented by the Travel Industry Association of America, continues to be the industry's annual forecasting conference.

For 1989-2000, Dr. Frechtling served as a special consultant to the World Tourism Organization (WTO), the United Nations agency serving as the global forum for tourism policy and issues, on tourism data collection and forecasting. In 2001, he published his second book on alternative methods of forecasting tourism demand. In 2003, he was elected to represent George Washington University as Chairman of the WTO's Education Council.

August 14, 2006

EXPERIENCE

Travel and Tourism Surveys — He was responsible for the conceptual development of a number of national surveys on travel-related topics, and supervised their conduct. These include the 1974-76 and 1979-1987 National Travel Surveys, the Energy Shortage Travel Impact Survey (1974), the Bicentennial Travel Intentions Survey for the American Revolution Bicentennial Administration (1975-77), the annual Surveys of State Travel Offices (1973-87), and the Gasoline Shortage Travel Impact Survey (1979). In 1998, he headed the team that recommended an improved visitor survey system for the Florida Tourism Industry Marketing Corporation.

National Travel Expenditure Model — In 1973, he supervised initial development of the National Travel Expenditure Model, a computerized model producing annual estimates of travel expenditures by state, by type of expenditure and by trip and traveler characteristic, the only such national model currently operating.

Travel Economic Impact Model — He was officer-in-charge of development of the first detailed model to estimate travel-generated employment, payroll income, and tax revenue by state, county and industry, under contract to the Bureau of Land Management of the U.S. Department of the Interior in 1975. He also directed revisions of the model and production of annual estimates in subsequent years.

Economic Review of Travel in America — From 1980 through 1991, he was the principal author of this annual report on the economic significance of travel to, from, and within the United States, and the impact of economic developments on travel and the travel industry.

Travel Outlook Forum — In 1975, he established this annual conference on the outlook for travel and the travel industry as a major industry event, and moderated the Forum each year until leaving the Data Center in 1987.

Travel Industry Presentations — He has been a frequent speaker on travel and tourism research and marketing. His audiences have included the Travel and Tourism Research Association, the Travel Industry Association of America, the American Hotel and Motel Association, the International Association of Convention and Visitors Bureaus, the U.S. Tour Operators Association, the Association of Scientific Experts in Tourism (AIEST), and 25 state tourism offices' conferences. He addressed the World Tourism Organization Conference on Tourism Policy and Strategy, Seoul, Korea in September 2001, and served as Conference Rapporteur.

Marketing — President of GuestPlus, a hotel marketing company operating a frequent guest recognition program for independently-owned luxury hotels, 1987-89.

Teaching/training — Professor of Tourism Studies in the Department of Tourism and Hospitality Management at The George Washington University, 1991-present. He has also participated in World Tourism Organization training seminars on tourism research, marketing and forecasting to tourism managers in Jamaica, Venezuela, the Czech Republic, Poland, Syria, China, Indonesia, and Russia.

Consulting (1989-06) — Clients have included Airline Economics, Inc., United Ski Industries Association, World Tourism Organization, American Resort & Residential Development Association, U. S. Travel Data Center, Maryland Tourism Council, Pan American Health Organization, Organization of American States, U.S. Department of Transportation, Tourism Canada, Torpedo Factory Artists Association, Travel Industry Association of America, U.S. Travel and Tourism Administration, U.S. National Park Service, the World Bank, the

Transportation Research Board of the National Science Foundation, the Florida Tourism Industry Marketing Corporation, and Ireland West Tourism.

EMPLOYMENT HISTORY

1965-68	Research Assistant, Minority Staff, Joint Economic Committee of the U.S. Congress
1968-70	Minority Economist, Joint Economic Committee of the U.S. Congress
1970-72	Deputy Assistant to the Secretary of the U.S. Treasury
1972-73	Vice President for Development and Economic Studies, Discover America Travel Organizations
1973-87	Director and Chief Executive Officer, U. S. Travel Data Center
1987-89	President, GuestPlus, Inc., a hotel marketing company operating a frequent guest recognition program for 60 independently-owned luxury hotels in the U.S., Canada and the Caribbean.
1989-91	Independent consultant working for the U.S. Travel Data Center, Airline Economics, Inc., Maryland Tourism Council, and the World Tourism Organization
1991-93	Visiting Associate Professor of Tourism Studies, George Washington University (GW)
1993-02	Associate Professor of Tourism Studies, George Washington University (tenured)
1998-04	Chair, GW Department of Tourism & Hospitality Management
2002-present	Professor of Tourism Studies, George Washington University

EDUCATION

Dr. Frechtling received his Doctor of Philosophy degree in economics from The George Washington University, Washington, D.C. (1973), Master of Philosophy from the same institution (1970), and Bachelor of Arts (economics) degree from Hamilton College, Clinton, New York (1965).

AFFILIATIONS AND AWARDS

J. William Fulbright Scholarship to the Dublin Institute of Technology, Faculty of Tourism and Food, Dublin, Ireland (August 2004 – January 2005)

Chairman of the Education Council of the World Tourism Organization (2003-2005)

A Vice Chairman of the Affiliates Council of the World Tourism Organization, Madrid, Spain (2001-05)

Elected to the International Academy for the Study of Tourism, Madrid, Spain (2000)

Lifetime Achievement Award from the Travel and Tourism Research Association (1997)

Fellow of The Tourism Society, the British association for professional development in tourism (1983-present).

Editorial Board of *Tourism Economics* (2002-present)

Member, Dean's Council, GW College of Professional Studies (2002 to 2004)

Member of the World Travel and Tourism Taxation Task Force (2001-present)

Member, GW University Round Table (2000-01)

Founding director and Treasurer of the Travel Marketing Executives of Greater Washington (1997-1998)

Founding Chairman of the Washington Metropolitan Area Chapter of the Travel and Tourism Research Association (1974-1976), a director (1976-1994), and Treasurer (1994-1998)

Associate Editor–North America for *Tourism Management* (1993-1998).

Editorial Board of the *Journal of Travel Research* (1987-present).

Member of the Research Agenda Committee of the Travel and Tourism Research Association (1992-94).

An editor of the *World Travel and Tourism Review*, published by C.A.B. International of Oxford, England, 1990-1993

Awarded the *Certified Travel Marketing Executive* designation by the Association of Travel Marketing Executives, 1992

Member, Technical Advisory Committee to the Office of Tourism, California Department of Commerce, 1992-1998.

Member of the Committee for the Study of Strategic Transportation Data Needs of National Academy of Science's Transportation Research Board, 1991-92.

Named *Travel Person of the Year* by the Travel Resources Institute of the Potomac, December, 1989

Recipient of the U.S. Department of Commerce's *Certificate of Achievement*, 1987

Chairman of the Transportation Research Board's Subcommittee on Information Resources for Passenger Travel and Tourism (1986-1987).

President of the Travel and Tourism Research Association (1979), and Executive Committee member (1974-1983); co-chairman of the 1995 Annual Conference.

Member of the Travel and Tourism Research Association, American Economic Association, National Association for Business Economics, International Institute of Forecasters, World Future Society, and Travel Industry Association of America.

Chairman of the Men's Ministry Committee, Fourth Presbyterian Church, Bethesda, MD (1988-03).

PUBLICATIONS

"A Model for Estimating Travel Expenditures," *Journal of Travel Research*, Vol. XII, No. 4, Spring, 1974.

"The United States Travel Data Center, *Research for Changing Travel Patterns: Interpretation and Utilization* (Fourth Annual Conference Proceedings) The Travel Research Association, Salt Lake City, Utah, 1973, pp. 159-163.

"The Energy Crisis and Travel: Past, Present and Future," *The Contributions of Travel Research in a Year of Crisis* (Fifth Annual Conference Proceedings), The Travel Research Association, Salt Lake City, Utah, 1974.

"The Changing Costs of Travel," (with Suzanne Cook), *Journal of Travel Research*, Vol. XIV, No. 3 (Winter, 1976), pp. 1-5.

"Definition and Measurement of Domestic Tourism," *Travel Research Journal*, 1975 edition, World Tourism Organization, pp. 21-28.

"The United States Travel Data Center," *Annals of Tourism Research*, Volume II, No. 3 (January/February, 1975).

Travel Economic Impact Model, Volume I: Final Economic Analysis Methodology (with Stephen Muha, et al.), U.S. Travel Data Center, Washington, D.C., 1975, 108 pp.

"Proposed Standard Definitions and Classifications for Travel Research," *Marketing Travel and Tourism*, (Seventh Annual Conference Proceedings), The Travel Research Association, Salt Lake City, Utah, 1975, pp. 43-47.

"Travel Trends in 1975," *1976 Travel Outlook Forum Proceedings*, U.S. Travel Data Center, Washington, D.C., 1975, pp. 23-40.

"When is a Little Not a Little?," *Journal of Travel Research*, Vol. XV, No. 2 (Fall, 1976), pp. 24-25.

"Travel as an Employer in the State Economy," *Journal of Travel Research*, Vol. XV, No. 4 (Spring, 1977), pp. 8-12.

- "Travel Trends in 1976," *1977 Travel Outlook Forum Proceedings*, U.S. Travel Data Center, Washington, D.C., 1976, pp. 15-55.
- "Travel in the 1980's: The Demographic and Economic Climate," *The '80's: Its Impact on Travel and Tourism Marketing* (Eighth Annual Conference Proceedings) The Travel Research Association, Salt Lake City, 1977, pp. 11-16.
- "States Play Major Role in Travel Development," *Discover America*, Vol. XCII, Section Two (February 21, 1977), pp. 24-25.
- "The Prospects for Travel Are Good in the 1980's," *Discover America*, Vol. XCIII, Section Two (August 22, 1977), pp. 18-19
- "Travel Trends in 1977," *1978 Travel Outlook Forum Proceedings*, U.S. Travel Data Center, Washington, D.C., 1978, pp. 17-47.
- "U.S. Business Travel -- An \$18.5 Billion Market," *Travel Trade Features*, Vol. XCIV, No. 23 (June 5, 1978), pp. 4, 6.
- "A Brief Treatise on Days and Nights," *Journal of Travel Research*, Vol. XVII, No. 2 (Fall, 1978), pp. 18-19.
- "The Cost of Travel and Tourism: An Introduction," *Using Travel Research for Planning and Profits* (Ninth Annual Conference Proceedings), The Travel Research Association, Salt Lake City, 1978, pp. 39-50.
- "Travel Trends in 1978," *1979 Travel Outlook Forum Proceedings*, U.S. Travel Data Center, Washington, D.C., pp. 15-41.
- "What's Wrong with Travel Research?" *A Decade of Achievement* (Tenth Annual Conference Proceedings), The Travel Research Association, Salt Lake City, 1979, pp. 1-3.
- "Tourism and the Business Cycle" (book review), *Annals of Tourism Research*, Vol. VII, No. 1 (1980), pp. 146-148.
- "Researching the Arts & Tourism Connection," *American Arts*, Vol. II, No. 3 (July, 1980), pp. 20-21.
- "Mining Gold from Travel Research," *Research and the Changing World of Travel in the 1980's*, (Eleventh Annual Conference Proceedings) The Travel Research Association, Salt Lake City, 1980, pp. 53-55.
- "Analyzing the Retailer's Share of Domestic Sales," *ASTA Travel News Sales Guide to America*, October 19, 1980, pp. 9-10.
- "Travel Trends in 1980," *1981 Travel Outlook Forum Proceedings*, U.S. Travel Data Center, Washington, D.C., 1981, pp. 21-38.
- "State Travel Development Spending Patterns Change," *Newsline*, Vol. 6, No. 3 (March, 1981), Travel Industry Association of America, p. 7.
- "Why Tourists Spend Money Where They Do," *Newsline*, Vol. 6, No. 4 (April, 1981), Travel Industry Association of America, p. 11.

- "Travel and Income: Biggest is Best," *Newsline*, Vol. 6, No. 5 (May, 1981), Travel Industry Association of America, p. 4.
- "Some Lessons Learned in Eight Years of Travel Research," *Innovation and Creativity in Travel Research and Marketing* (Twelfth Annual Conference Proceedings), Travel and Tourism Research Association, Salt Lake City, UT, 1981, pp. 101-107.
- "Leisure Trends and Tourism Management," *Leisure, Recreation Tourism, Main Papers Prepared for the 31st Annual Congress*, International Association of Scientific Experts in Tourism, Berne, Switzerland, 1981, pp. 107-116.
- "Transportation and Energy: An Introduction," *Travel and Tourism in the U.S.: Prospects and Problems*, Congressional Travel and Tourism Caucus, U.S. House of Representatives, Washington, D.C., 1980, pp. 25-27.
- "Travel Intentions and Travel Behavior," *Innovation and Creativity in Travel Research and Marketing* (Twelfth Annual Conference Proceedings), Travel and Tourism Research Association, Salt Lake City, UT, 1981, pp. 335-49 (co-authored with Suzanne D. Cook).
- "Travel Trends in 1981," *1982 Outlook for Travel and Tourism*, U.S. Travel Data Center, Washington, D.C., 1982, pp. 5-24.
- "Recommendations for the 1977 National Travel Survey," *National Tourism Policy Study*, hearing before the Subcommittee on Foreign Commerce and Tourism of the Committee on Commerce, U.S. Senate, on the 1977 National Travel Survey which will be conducted by the Bureau of the Census, April 2, 1976, pp. 104-124.
- "Research Objectives and Coordination for the National Tourism Policy Study," *National Tourism Policy Study*, Hearings before the Committee on Commerce, Science and Transportation, U.S. Senate, on a National Tourism Policy Study, September 20, 26, and 28, 1978, pp. 160-165.
- "Conference Overview," *A Reception Services System for International Visitors: Proceedings*, Virginia Commonwealth University, Richmond, 1982, pp. 8-10.
- "Tourism and the Growth of the American Economy," *Economic Impact of Tourism*, hearings before the Subcommittee on Business, Trade, and Tourism of the Committee on Commerce, Science and Transportation, U.S. Senate, February 24 and 25, 1982, pp. 53-69.
- "Tourism Trends and the Business Cycle: Tourism in Recession," *Tourism Management*, Vol. 3, No. 4 (December, 1982), pp. 285-290.
- "Travel Trends in 1982," *1983 Outlook for Travel and Tourism*, U.S. Travel Data Center, Washington, D.C., 1983, pp. 15-47.
- "Passages to the Future," *Advertising Age*, April 25, 1983, pages M-12 - M-14.
- "The National Travel Survey: Key to Understanding U.S. Travel Market Trends," *Travel Research: Its Impact on the Travel Marketing Process* (Fourteenth Annual Conference Proceedings), Travel and Tourism Research Association, Salt Lake City, UT, 1983, pp. 183-197.
- "Travel Trends in 1983," *1984 Outlook for Travel and Tourism*, U.S. Travel Data Center, Washington, D.C., 1984, pp. 12-44.

- "The U.S.A. and the U.K. on Holiday" (book review), *Journal of Travel Research*, Vol. XXII, No. 3 (Winter, 1984), p. 48.
- "Travel Services," *1984 U.S. Industrial Outlook*, U.S. Department of Commerce, Washington, D.C., 1984, pp. 52-18 to 52-22.
- "Travel Trends in 1984," *1985 Outlook for Travel and Tourism*, U.S. Travel Data Center, Washington, D.C., 1985, pp. 3-20.
- "Travel Services," *1985 U.S. Industrial Outlook*, U.S. Department of Commerce, Washington, D.C., 1985, pp. 57-1 to 57-4.
- "Travel Services," *1986 U.S. Industrial Outlook*, U.S. Department of Commerce, Washington, D.C., 1986, pp. 61-1 to 61-3.
- "International Tourism Forecasts to 1995," (book review), *Annals of Tourism Research*, Vol. 13, 1986, pp. 497-512.
- "Travel Trends in 1985," *1985-86 Outlook for Travel & Tourism*, U.S. Travel Data Center, Washington, D.C., 1986, pp. 5-26.
- "Travel and Tourism Statistics," hearing before the Subcommittee on Business, Trade, and Tourism, Committee on Commerce, Science, and Transportation, U.S. Senate, October 1, 1986, pp. 33-41.
- "U.S. Domestic Holiday Travel," *Travel & Tourism Analyst*, November, 1986, pp. 3-17.
- "Making Sense Out of Research for Tourism Dollars," *Tourism Research Forum Proceedings, July 1-3, 1986, Wairakei New Zealand*, New Zealand Tourist and Publicity Department, Wellington, N.Z., December 1986, 18 pp.
- "Key Issues in Tourism Futures, The U.S. Travel Industry," *Tourism Management*, Vol. 8, No. 2 (June, 1987), Guildford, United Kingdom, pp. 106-111.
- "Five Issues in Tourism Marketing in the 1990's," *Tourism Management*, Vol. 8, No. 2 (June, 1987), Guildford, United Kingdom, pp. 177-178.
- "Assessing the Impacts of Travel and Tourism -- Introduction to Travel Impact Estimation," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, John Wiley & Sons, New York, 1987, pp. 325-331.
- "Assessing the Impacts of Travel and Tourism -- Measuring Economic Benefits," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, John Wiley & Sons, New York, 1987, pp. 333-351.
- "Assessing the Impacts of Travel and Tourism -- Measuring Economic Costs," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, John Wiley & Sons, New York, 1987, pp. 353-361.
- "Travel Trends in 1986," *1987 Outlook for Travel & Tourism*, U.S. Travel Data Center, Washington, D.C., 1987, pp. 5-21.
- "Key Issues in U.S. Tourism Futures," *The Airline Quarterly*, Airline Economics Incorporated, Washington, DC, Spring, 1987, 5 pp.

- "The Travel Industry Today," *The Complete Travel Marketing Handbook*, Andrew Vladimir, editor, NTC Business Books, Lincolnwood, IL, 1988, pp. 4-11.
- "Overview of U.S. Domestic Travel," *Travel & Leisure's World Travel Overview*, American Express Publishing Company, New York, 1988, pp. 60-85.
- "1989: A Reflection of the Past, an Image of the Future," (with C. R. Goeldner), *Journal of Travel Research*, Vol. XXVIII, No. 4 (Spring 1990), pp. 37-39.
- "Hospitality and Travel Marketing, Marketing in Travel and Tourism, Marketing Leadership in Hospitality," (book reviews), *Journal of Travel Research*, Vol. XXVII, No. 4 (Spring 1990), pp. 60-61.
- "Travel Review Conference," *Annals of Tourism Research*, Vol. 17, No. 3 (1990), pp. 477-479.
- "Travel Markets and Marketing in Recession," *Travel & Tourism Executive Report*, Vol. XII (January 1991), pp. 1-3.
- "Travel Markets in Recession," *1990: A Year of Transition, Fifth Annual Travel Review Conference Proceedings*, Travel and Tourism Research Association, Salt Lake City, 1991, pp. 69-74.
- World Travel and Tourism Review, Indicators, Trends and Issues, Volume 1 1991*, (co-editor), C.A.B. International, Oxford, UK, 1991, 243 pp.
- "World Tourism Model Simulations for West Germany, 1990-93," (with Darryl Jenkins), *World Travel and Tourism Review, Volume 1, 1991*, Donald E. Hawkins, et al., eds., C.A.B. International, Wallingford, United Kingdom, 1991, pp. 83-90.
- "A Proposed Work Program for Tourism Marketing and Economic Statistics," presented to the World Tourism International Conference on Travel and Tourism Statistics, Ottawa, Canada, June, 1991.
- Maryland Tourism Promotion and Impact Study*, Maryland Tourism Council, Severna Park, MD, 1991, 30 pp.
- "Improving the World's Tourism Statistics: Recommendations of an International Conference," *Journal of Travel Research*, Vol. XXX, No. 2 (Fall 1991), pp. 59-61.
- The 1990-91 Economic Review of Travel in America*, U.S. Travel Data Center, Washington, D.C., 1991, 104 pp.
- "An Analysis of the Impact of Tourism in Maryland," *A White Paper on the Impact of Tourism in the State of Maryland*, Maryland Tourism Coalition, Severna Park, MD, 1992, pp. 1-19.
- "The U.S. Tourism Industry's View of EC '92," *Tourism Management*, Vol. 13, No. 1 (March 1992), pp. 37-40.
- World Travel and Tourism Review, Indicators, Trends and Issues, Volume 2 1992* (co-editor), C.A.B. International, Oxford, UK, 1992, 310 pp.
- "Modeling and Forecasting Demand in Tourism" (book review), *Journal of Travel Research*, Vol. XXXI, No. 1 (Summer 1992), p. 82.

- A Failed Partnership: Factors Contributing to Failures in the U.S. Airline Industry*, (co-authored with Darryl Jenkins), International Institute of Tourism Studies, The George Washington University, Washington, D.C., 1992, 300 pp.
- Annotated Bibliography on Health and Tourism Issues*, Pan American Health Organization, Washington, D.C., 1992, 57 pp.
- "World Marketing and Economic Research Priorities for Tourism," *Tourism Partnerships and Strategies: Merging Vision with New Realities, 23rd Annual Conference Proceedings*, Travel and Tourism Research Association, Wheat Ridge, CO, 1992, pp. 20-27.
- "The Tourism Industry" (book review), *Annals of Tourism Research*, Vol. 20, No. 2 (1993), pp. 391-393.
- World Travel and Tourism Review, Indicators, Trends and Issues, Volume 3 1993* (co-editor), C.A.B. International, Oxford, UK, 1993, 314 pp.
- "Outlook for Profitability in the Airline Industry," *Expanding Responsibilities: A Blueprint for the Travel Industry, Proceedings of the 24th Annual Conference of the Travel and Tourism Research Association*, Wheat Ridge, Colorado, 1993, pp. 113-116.
- "Health Issues and Tourism Marketing," *Expanding Responsibilities: A Blueprint for the Travel Industry, Proceedings of the 24th Annual Conference of the Travel and Tourism Research Association*, Wheat Ridge, Colorado, 1993, pp. 275-278.
- Descriptive Report on Cross-border Travel Activity Between the U.S., Canada & Mexico* (co-authored with John Hunt), Center for the New West, Albuquerque, New Mexico, September, 1993, 86 pp.
- "Key Methods of Forecasting Trade, Traffic & Visitor Patterns" (co-author), Center for the New West, Albuquerque, New Mexico, September, 1993, 14 pp.
- "Assessing the Impacts of Travel and Tourism -- Introduction to Travel Impact Estimation," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, revised edition, John Wiley & Sons, New York, 1994, pp. 359-365.
- "Assessing the Impacts of Travel and Tourism -- Measuring Economic Benefits," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, revised edition, John Wiley & Sons, New York, 1994, pp. 367-391. Reprinted in Clement A. Tinsdall, ed., *The Economics of Tourism*, Edward Elgar Publishing Ltd., Cheltenham, UK, 2000.
- "Assessing the Impacts of Travel and Tourism -- Measuring Economic Costs," in J. R. Brent Ritchie and Charles R. Goeldner, eds., *Travel, Tourism, and Hospitality Research*, revised edition, John Wiley & Sons, New York, 1994, pp. 393-402. Reprinted in Clement A. Tinsdall, ed., *The Economics of Tourism*, Edward Elgar Publishing Ltd., Cheltenham, UK, 2000.
- "Dictionary of Travel, Tourism and Hospitality," (book review), *Journal of Travel Research*, Vol. XXXII, No. 3 (Winter 1994), pp. 82-83.
- Torpedo Factory Art Center Visitor Impact Study*, Torpedo Factory Artists' Association, Alexandria, VA, 1994, 16 pp.
- "Tourism Economic Impact Models," in Stephen F. Witt and Luiz Moutinho, *Tourism Marketing And Management Handbook*, second edition, Prentice Hall, Englewood Cliffs, NJ, 1994, pp. 488-496.

- "Research Issues and Tourism Futures," *Tourism: The Economy's Silver Lining, Proceedings of the 25th Annual Conference of the Travel and Tourism Research Association*, Wheat Ridge, Colorado, 1994, pp. 231-242.
- "North American Tourism and the NAFTA" (editor), *Tourism Management*, Vol. 15, No. 5 (October, 1994), pp. 315-341.
- "Frontier Statistics," *Seminar on Tourism Statistics in Central and Eastern European Countries*, World Tourism Organization, Madrid, Spain, February, 1995, pp. 31-39.
- "Methods of Measurement of Domestic Tourist Traffic," *Seminar on Tourism Statistics in Central and Eastern European Countries*, World Tourism Organization, Madrid, Spain, February, 1995, pp. 81-86.
- Collection and Compilation of Tourism Statistics, Technical Manual No. 4*, World Tourism Organization, Madrid, Spain, 1995, v+147 pp.
- Conducting and Processing a Visitor Survey: Instructional Materials*, World Tourism Organization, Madrid, Spain, 1995, iii+90 pp.
- "The U.S. Tourism Statistical System: Successes and Failures." *Global Tourism: New Rules, New Strategies, 26th Annual Conference Proceedings*, Travel & Tourism Research Association, Wheat Ridge, Colorado, 1995, pp. 370-375
- "Common Definitions for a Common Goal, Implications of the UN/WTO Tourism Definitions for the U.S. Tourism Statistical System," U.S. Travel and Tourism Administration, Washington, D.C., 1995, 94 pp.
- "Marketing in Travel and Tourism" (book review), *Journal of Travel Research*, vol. XXIV, no. 1 (Summer 1995), pp. 89-90.
- Practical Techniques for Forecasting Visitor Demand: Instructional Materials*, World Tourism Organization, Madrid, Spain, 1995, ii+51 pp.
- "America's wake-up call," *Tourism Management*, vol. 17, no. 2 (March 1996), pp. 139-141.
- "Transport for Tourism" (book review), *Annals of Tourism Research*, vol. 23, no. 3, (July 1996), pp. 727-729.
- "Frontier Statistics," in *Seminar on Tourism Statistics in the countries of the Middle East (October 1-3, 1995)*, World Tourism Organization, Madrid Spain, 1996, pp. 39-48
- Practical Tourism Forecasting*, Butterworth-Heinemann, Oxford, UK, 1996, xix+245 pp.
- "Employing Monte Carlo Simulations to Forecast Inbound International Visitor Expenditures," *The Evolution of Tourism: Adapting to Change, 28th Annual Conference Proceedings*, Travel and Tourism Research Association, Lexington, KY, 1997, pp. 146-155.
- "Current Research on Health and Tourism Issues and Future Directions", in Stephen Clift and Peter Grabowski, eds., *Tourism and Health: Risks, Research and Responses*, Pinter, London, 1997, pp. 48-58.
- "Cost Benefit Analysis", in *Tourism Economic Report*, World Tourism Organization, Madrid, Spain, 1998, pp. 146-147.

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- “An Introduction to Travel and Tourism” (book review), *Journal of Travel Research*, vol. XXXVI, no. 4 (spring 1998).
- “Research 101: Basics for Nonresearchers,” *Travel Research Roundup: Branding the Travel Market, 29th Annual Conference Proceedings*, Travel and Tourism Research Association, 1998, pp. 36-42.
- “The World Tourism Organization Tourism Satellite Account: Plans and Progress,” *Travel Research Roundup: Branding the Travel Market, 29th Annual Conference Proceedings*, Travel and Tourism Research Association, 1998, pp. 150-158.
- “The tourism satellite account: foundations, progress and issues”, *Tourism Management*, vol. 20, no. 1 (February 1999), pp. 163-170. Reprinted as “Cuenta Satélite: Fundamentos, Avances y Otras Cuestiones” in *Estudios Turísticos*, no. 140, 1999, pp. 39-52.
- “Estimating the Multiplier Effects of Tourism Expenditures on a Local Economy through a Regional Input-Output Model” (with E. Horvath), *Journal of Travel Research*, vol. 37, no. 4 (May 1999), pp. 324-332.
- “Toward Consistent Measurement: World Tourism Organization Standards for Tourism Statistics, *Pacific Tourism Review*, Vol. 3, no. 1, 1999, pp. 87-94.
- “International Travel Generating Markets to 2010”, *Lights. Camera, Action: Spotlight on Tourism in the New Millennium, 31st Annual Conference Proceedings*, Travel and Tourism Research Association, 2000, pp. 322-331.
- “Statistics” and “Survey” entries in Jafar Jafari, chief editor, *Encyclopedia of Tourism*, Routledge, London, UK, 2000, pp. 556-7 and 565-6.
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- “World population and standards of living: implications for international tourism”, in A. Lockwood and S. Medlik, eds., *Tourism and Hospitality in the 21st Century*, Butterworth Heinemann, Oxford, UK, 2001, pp. 38-60.
- “Tourism Politics and Public Sector Management” (book review), *International Journal of Tourism Research*, Vol. 3, No. 2 (March-April), 2001, pp. 176-7.
- Forecasting Tourism Demand: Methods and Strategies*, Butterworth-Heinemann, Oxford, UK, 2001, xxi+279 pp.
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- “Tourism Demand Modelling and Forecasting: Modern Econometric Approaches” (book review) *Journal of Travel Research*, vol. 41, no. 3 (February 2003), pp. 332-334.
- “E-learning Cooperation Model for Tourism Education in Developing Countries”, *TedQual*, World Tourism Organization, No. 6, 2003, pp. 116-118.
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