BOSTON CELEBRATES 30 YEARS

by John Welby; Old Town Trolley Tours of Boston General Manager

Old Town Trolley Tours of Boston turned 30 years old on Monday, April 7, 2014! I guess the Trolley Gods were smiling on us because it was a beautiful spring day here in Boston. Chief Conductor, Chris Belland himself came to town to help us celebrate this very important milestone. The celebration began at the morning briefing when all of the CAST members were given special “30th Anniversary” sweatshirts and festive Mardi Gras beads with the OTT logo on them. The Briefing Room itself was decorated with colorful balloons which got everyone in the party mood. As he addressed the CAST, Chris reminisced about the early days of Old Town Trolley Tours of Boston and thanked everyone for making it the awesome place it is today.

The party atmosphere continued at stop #1 (Long Wharf), where we had a brief ceremony marking this very momentous day. We had a trolley covered in balloons, bearing a banner reading “Celebrating 30 years of delighting guests....1984 to 2014”, parked on the sidewalk (thank you Marriott Long Wharf for allowing it). We even had music from 1984 playing in the background. The ceremony kicked off with a few words by yours truly and followed by Chris Belland. From there it was on to a special guest from the Mayor’s office, Mr. Chris Moore who presented us with a proclamation declaring April 7, 2014 as “Old Town Trolley Day” in the City of Boston. The ceremony ended with our very own tour conductor Elaine “Mata Jones” Orsillo singing a rousing rendition of The Trolley Song live in front of the beautifully decorated trolley to the delight of the crowd that had gathered. Nothing says birthday better than cake, so everyone got orange and green cupcakes. This incredible event did not happen without a lot of work by many people, so I thank you all for your help. But, I would like to say a special thank you to the folks on the anniversary committee who did the lion’s share of the planning and execution; Cathy Hutchinson, Sue Pye and Charles Person......thank you, thank you, thank you!

We didn’t forget our guests on this very important day either. They were all happy to receive special “30th Anniversary” trolley tickets for just $30 (versus our regular rate of $39) for the day. All of our guests received Mardi Gras beads as well.

We then went off to thank some of our larger vendor accounts.

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This is probably a story I should offer up on the December 20th Anniversary of Old Town Trolley Key West’s first day, back in 1980, but I couldn’t resist.

Today, Andy Kirby, our Cruise Ship Liaison here in Key West, asked to see a scrapbook I have from when we first started this company. I had taken it out to show him what our first ticket looked like and he made an appointment the next day to see the whole book. Of course, I was more than happy to take an hour to go through how the trolley started and all the events we participated in and the sponsorships we started so many years ago. Then I came across the pieces of paper you see reprinted in this article. What you are looking at is the way things were done way before computers were even thought to be part of the office environment. I know, I know I’m dating myself but it is what it is.

Before computers, we had to manually write down the number of passengers we carried and graph them. From the very beginning I had my assistant display these on charts so I could see what the trend was in our business. The chart you are looking at starts with our very first day of December 20th, 1980 where we carried a whopping 34 people! I must tell you, both Ed and I were sweating bullets on the eve of this first day because we pretty much invested everything we owned into six brand new trolleys and our new car barn and 34 people was nowhere close to cutting it. We carried 33 the next day!

Further, the state of the art to determine how many tickets our hotel vendors sold for us was to take the total number of tickets collected for that day and subtract what we sold at our depots, giving the remainder as what was sold in the hotels. Pretty technically advanced, right? Well, at the time it kinda sorta was but, in any event, it gave us a picture of the progress we were making in building the brand of Old Town Trolley in this single market.

Notwithstanding a rather paltry first day’s efforts, it is well to know that, by the end of the year, we had carried 77,000 guests. We knew we were on to something. In fact, this past fiscal year ending in March, showed we hosted 2,206,863 guests in the six cities in which we operate!!! Now that is, indeed, fairly astounding. From 34 guests to 2,206,863.

I have to say, I can remember a great many of the details and changes of our first company, but a lot of the things we did became the culture, systems and names our company uses today. Although our first trolleys were all painted different color combinations and not the branded orange and green we use today, the names we use for radio communications such as code white, code blue, code yellow and so forth originated back in those early years. Employees became CASTmembers and so forth. I even picked my own title which is Chief Conductor and I’m very proud of it. Mind you, there was no handbook around on how to open a trolley and no real model after which to pattern ourselves. We just made it all up as we went along. Apparently, we did some things right because today, Historic Tours of America’s Old Town Trolley is the largest themed vehicle sightseeing company in the United States. Not bad for the little company that could!
I was joined by Chris Belland, Beth Cohen, Cathy Hutchinson and Kris Fabroski as Sue Pye drove us on a trolley from hotel to hotel delivering Mardi Gras beads and cupcakes and personally thanking our vendors for their loyalty and support. Nothing puts a smile on a concierge’s face like a handshake from the CEO and the gift of delicious cupcakes.

While visiting the grand dame of Boston’s hotels, the Fairmont Copley Plaza, Chris got to meet the legendary Catie Copley, the lovable black lab that lives at the hotel and he even tried to give her his business card!

...In Addition

In addition to our 30th anniversary taking place on the 7th, April is always a busy month for OTT Boston as we transition from the slower, shorter days of the off-season to the busier, longer days of our in-season. April is when the Chocolate Tours ends, the Ghosts & Gravestones Tours begins, seasonal sales depots re-open, hotel shuttles start up again and we’re hiring conductors, sales reps and actors. April is also the month when the Boston Marathon takes place.

This year was the one year anniversary of the horrific events that took place at the Marathon finish line in 2013. But, instead of focusing on the tragedy, the people of Boston showed the world what it means to be “Boston Strong”. In the days leading up to the race, many events were held across the city to remember and honor the victims and survivors (see Charles Person’s article). The interest in the Marathon this year was bigger than ever proving that good trumps evil. The race went off without a hitch and for the first time in thirty one years an American, Meb Keflezighi, won the Men’s Category.

April ended with as much transition as it began, when Operations Manager, Donnie Kraby officially resigned from his position. Donnie had been out on medical leave, receiving treatment and making great progress, but decided he would not be able to return as Operations Manager. Once he finishes his treatments, he is looking to return in the fall in a different capacity. Get well soon Donnie; we hope to see you in the fall.

Donnie’s decision to leave left us with an opening for an Operations Manager. Luckily for us, Brian “Buck” Buckley, who had been serving as the Interim Ops Mgr, accepted the position as the new Operations Manager for OTT Boston. Buck will do great things in his new position and I look forward to seeing him in his new role.

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The Nation’s Storyteller

CASTMEMBER SPOTLIGHT

Sam “Victor Oddwren” Joyall
Actor; Ghosts and Gravestones

BACKGROUND
I was born up in the lovely coastal town of Newburyport, MA and have lived in the nearby towns ever since. I attended high school in West Newbury at Pentucket; while there and for many years before, I had always had a love of the stage and for acting. I had started all the way back in 6th grade and performed in all the different shows and programs I could after that. I ended my high school career with a production of ‘Annie Get Your Gun’ for which I earned the Spotlight award for my work as both stage manager and playing the part of Buffalo Bill Cody.

Finding time to manage classes and work, after making it to college at Bunker Hill, I found more difficult than I thought. But my plan to come to Boston for school and to find work paid off. I quickly acclimated myself to many different theater groups in the city and more importantly, I found a very interesting listing. After my first semester at BHCC I saw a job listing for Ghosts & Gravestones and I jumped at the opportunity to have what I thought, and still do, to have the best job I didn’t know existed. Here I am still, three years later and enjoying every minute of it and all the friends that came with it.

Q | What is the trait you most deplore in yourself?
A | My innate ability to randomly recall past failures and brood over them for a long time.

Q | What or who is the greatest love of your life?
A | I have two things that bring me lots of happiness; they are also very different: I love making people smile and happy...and scaring them to the point of screams.

Q | Which talent would you most like to have?
A | Being able to remember multiple people’s names the first time I hear them; all too often I ask them the first time and it disappears within a few seconds.

Q | What do you consider your greatest achievement?
A | On a personal level it’s a tie between being given the Theater Spotlight award in High School and being Actor of the Year for G&G last year.

Q | What is your most treasured possession?
A | A 1972 Parker Brothers Ouija Board that I bought while it was still in its original plastic wrapping.

Sam "Victor Oddwren" Joyall
Actor; Ghosts and Gravestones

The last thing to report is that veteran Sales Rep, Fred Gefteas, has accepted the position of Interim Depot Sales Manager. Fred, who has been selected Sales Rep of the Year twice, also brings to his new role a lifetime of management experience, having run his family’s restaurant for many years.

Boston Strong
by Charles Person; Head Conductor

In my four years of working at Old Town Trolley I couldn’t have been any prouder to wear my OTT costume than I was on Sunday night, April 13th. I picked up almost forty survivors from last year’s marathon bombings at Stephanie’s on Newbury St. More than half of them lost a limb or were severely scared from the incident. We sat on Exeter Street for about ten minutes as I played songs on 2 CD’s that conductor Steve Kent made for me. Some of these songs were; “I Will Survive, Living on a Prayer, It’s My life, Sweet Caroline, Titanium, Firework, Happy, We are the Champions, Dirty Water and More than A Feeling”. As we began our journey and took a left onto Boylston Street, we were met by over 2000 plus runners from around the country called One Run for Boston. It was organized by a gentleman name John Odem a man who was severely injured while waiting at the finish line for his daughter who was running last year. This group began its journey in Santa Anna California, ran across the country (3000) miles with a baton, met up in Boston on Sunday and escorted the survivors over the finish line.

As the runners were crossing the line I played “Chariots of Fire”. In all my years of doing tours and charters, plus running events in my previous job, I have never seen anything so touching than this moment. Old Town Trolley delivered big time and it was an honor to then drive all these folks to the Charles Playhouse for a special event that evening. It was truly moving to hear so many people cheering for the survivors as the trolley passed by.

The trolley as it arrived with some of the bombing survivors

WELCOME ABOARD

TEA PARTY SHIP
Lauria Kincaid
Julia Scherer Hoock
Elyssa Bjorkman
Angelo Calderone
Christopher Davis
Gabriel Graetz
Jeffrey Mitchell
Emily Laase
Philip Robeiro
Nathaniel Gundy
Russell Kelley
Bernardo Casco
Amanda Greer
Sean Morris
Kyle Crawford
Eugene Dumas Jr.
John Griffen
Joseph Shay
Stephanie Romero
Laura Gaudet
One Run for Boston

Eight months after mental and physical exhaustion made them say they would never do it again, the organizers of the One Run for Boston are going back on their word.

The three United Kingdom natives who put together last year’s grassroots relay are gearing up for another 24/7 dash across the United States. Like last year, the relay will benefit the One Fund Boston set up to aid victims of the April 15, 2013, Boston Marathon bombing. But this year’s 3,000-mile, 3,000-runner event will be bigger, better-funded, will raise more and pass through more populated areas.

Runners taking on individual stages or legs averaging about 10 miles will cross the country in about a month, handing off a baton to one another.

This year’s version aims to be bigger in several ways. It starts Sunday in Santa Monica and the first person to carry the baton will be John Odom, who was injured in the bombings as he waited to watch his daughter cross the finish line.

Through months of medical care, Odom has relearned how to walk and will carry the baton to waiting runners. The relay ends in Boston’s Copley Place on April 13th, about a week before the Boston Marathon.

The One Run has taken on special symbolism for its organizers - and the nation. It didn’t start out that way.

“Last year, we knew exactly one person in the United States and they were in San Francisco,” said organizer Danny Bent of Devon County, England, who has emerged as a grassroots celebrity in the U.S. running community.

“This time we had this whole community straightaway and they’ve all reached out for us to their running clubs and posting things on Facebook to their running pages, and the community is just growing and growing and growing,” Bent said.

Bent and friends Kate Treleaven and James Hay came up with the idea of a relay and mapped out a route using an online mapping website, reaching out to U.S. running clubs on the web for help.

The relay last summer started like a hiccup in Venice Beach, with coverage from one or two news outlets, but gathered steam as it headed east and as runners passed through the desert, past the St. Louis Arch, over Ground Zero and ultimately to the Boston Marathon finish line. Bent and Treleaven followed in a donated rental car which often doubled as sleeping quarters.

Runners bonded, sharing personal stories as they ran together or engaged on the relay’s Facebook page. After last summer’s finale, the three organizers acknowledged to each other that they were drained. But many of the runners who now meet for races or beers, or even support each other through cancer diagnoses and other challenges, pressed the organizers to return, Treleaven said.

Almost every stage or leg can accommodate up to 25 runners, whereas last year, there were many stages that saw only solo runners. Major sponsors such as Toyota and Ragnar Relay have jumped in to help.

James Hay, the tech guru between the three organizers, says the baton this time will use a combination of GPS and satellite technology so it can be traced in remote areas. Last year’s baton sometimes vanished from tracking because it was based on satellite technology that relied on phone signals, Hay said.

Also different this year is that One Run is asking participants to raise money. Last year, entry fees were the only source of donations for the victims.

Organizers now have a target fundraising goal of $1 million – much higher than last year’s total collection of $91,000 – and they believe that because the One Run will finish in Boston, about a week before the first marathon following the blasts, that they have an opportunity to make an impact.

“If we are going to make a difference to support the survivors, this is the best moment to try and fund raise for them,” said Hay, 23, of Hereford, England. “That’s why we’re doing it now rather than after the marathon.”

HAPPY ANNIVERSARY

APRIL
Leslie Nagy, 24 years
John Welby, 17 years
Michael Chandler, 13 years
Steven Johnson, 11 years
Patricia Wicker, 8 years
Charlotte Dore, 8 years
John Egan, 6 years
Fred Geftes, 5 years
Stephen Soverino, 5 years
Sheila O’Loughlin, 4 years
Kevin Finneran, 4 years
Kris Fabroski II, 3 years
Kilian Webster, 3 years
Nicole Parrish, 3 years
William Munoz, 3 years
Samuel Joyall, 2 years
Michael Shine, 1 year
Michael Long, 1 year
Donlad Little, 1 year

BTPS
Theodore Galo, 13 years
Michael Hogan, 5 years
Raymond O’Hare, 5 years
Daniel O’Neill, 2 years
Conor Walsh, 2 years
Audrey Stuck-Girard, 2 years
David Stickney, 2 years
Holly Schaff, 2 years
Sean Lawler, 2 years

Carol Grossi Smolinsky, 2 years
Jillian Couillard, 2 years
Jacob Athyal, 2 years
Harold Aspilvan, 2 years
Johnbarry Green, 1 year
Moriah Giovannucci, 1 year
Meaghan Dutton-Blask 1 year
Nathanial Angstrom, 1 year
Robert Doyle, 1 year

MAY
Susan Pye, 19 years
Cheryl McDonald, 10 years
Cathy Hutchinson, 9 years
Robert Eaton, 5 years
Maureen Marotta, 4 years
Roger Dumont, 3 years
Marion Hunt, 3 years
Jonathan Norcross, 2 years
Robert Sinthara, 2 years
Geraldine Tappan, 2 years
Gregory Twombly, 2 years
Shannon Guillory, 1 year
Patricia Hoversten, 1 year

BTPS
Christian Masters, 2 years
Clifford Hilaire, 2 years
Kevin Welch, 1 year
Stephen Chueka, 1 year
Matthew Casey, 1 year
George Fonseca, 1 year
VENDOR SPOTLIGHT

Liberty Hotel

by Beth Joseph; Vendor Representative

The four star Liberty Hotel started out as the less than luxurious hotel that is now is, it was originally the infamous Charles Street Jail. The prison was designed by Gridley James Fox Bryant, considered to be Boston’s most accomplished architect, and was completed in 1851. The original jail was designed in the shape of a cross, with four wings extending from a central, 90-foot-tall octagonal atrium. This was done so that the prisoners could be segregated by sex and criminal offense. Originally it was designed with 200 prison cells.

Many famous people have graced the prison, including Malcolm X, Sacco and Vanzetti, and Mayor James Michael Curley. Today you will find the likes of Billy Joel, Paris Hilton, and Beyoncé, not to mention the wonderful concierge team consisting of Mirko Bissetta, Mary Anne Conville, Renee Norbury, and Yasmin McCarthy. Things have certainly changed since the 1851.

In 1973 the Charles Street Prison was declared unfit and in violation of the inmate’s constitutional rights. On Memorial Day in 1990 the last prisoner was moved to the new Suffolk County Jail. In 1991 Massachusetts General Hospital, which is next door, bought the property and sought proposals for its use.

The transformation of the jail into the Liberty Hotel was the work of designers and architects collaborating with historians and conservationists from the Massachusetts Historical Commission and the Boston Landmarks Commission. With the exception of a wing added to the property it remains largely unchanged from the original design. Step inside and you will see that the atrium has been preserved. The original catwalk still surrounds the atrium and even some of the original prison cells can be seen. The Liberty Hotel opened as a 300 room luxury hotel in 2007. Stop by for a drink at CLINK or dinner at Alibi, where you may dine in an actual prison cell, or the famed Scampo, which translates to escape in Italian. No matter where you at the Liberty, you will feel like a pampered guest; not like a prisoner of yesteryear.

BTPS
Retail Wizards

Lisa Hurd, Manager of BTPS and Cast Member Kevin Kordis each received a $50.00 Visa Gift Card for their great product concepts that have proven to be winners! They also each were given one of the items that they developed.

While on a trip to Boston Kevin told buyer Lisa Chubbuck he had an idea for a shot glass, so of course she had to know what it was, and he said, “how about a shot glass that says-the SHOT heard round the world!” I told him I thought it was fantastic! So I contacted one of our suppliers and we had a shot glass with a musket and tri-corner hat logo made with that saying put on it. And it arrived on 5/22/14 and within one week we had sold 25 pcs!

Lisa Hurd came up with the concept for a t-shirt that said, “Real Men Drink Tea” and it arrived on 5/2/14 and we sold out of most within one month!

facebook.com/bostontours

twitter.com/bostontours
Washington DC Job Fair

by Jerry Miller; General Manager

On Friday, February 21, 2014, Old Town Trolley Tours and DC Duck Tours of Washington DC held a job fair from 8am-5pm at the Isle of Patmos Baptist Church in Washington DC.

Outreach included ads in the Washington Post, Craigslist, Google, Facebook and a veteran’s website. We also mentioned it at our morning briefings, as well as printed banners and flyers. The pièce de résistance was parking a 42’ stadium trolley in front of the church to draw attention.

Our set-up included a sign in station, introduction section, audition stage, interview tables and a new hire paperwork area.

Even though it was overcast and very cool all day, and we had a two hour thunderstorm roll through the area around noon, we still had approximately 300 applicants and we hired 28 new CAST members!

All in all, the job fair was planned and executed to near-perfection and expenses came in at 87% of our budget.

GREAT JOB, TEAM!

What's Going On!

by Eric Holmes; Operations Manager

1. Alonzo Patterson is our new Night Operations Manager.
2. All ten stadium trolleys have been titled, registered and tagged.
3. All ten stadium trolleys have the most beautiful graphics you have ever seen.
4. It’s now May and we are still heavily involved in training. The remaining 22 conductor trainees are projected to be certified before Memorial Day.
5. Ridership and revenue are up and expenses are down.
6. We are currently using a new Global Positioning System to inform our guests when they can expect the next trolley to arrive at their stop.
7. Our new Call Center is producing some phenomenal numbers!
8. Our new Flower Carts at Union Station are currently exceeding our expectations. (see photo on page 9)
9. The Depot Sales Team started the new fiscal year with a BANG!
10. Our internet sales — Just WOW!
11. The Monuments by Moonlight Tour ridership numbers are SENSATIONAL.
12. Our business card program sales — UNBELIEVABLE!
13. Despite all the protests, marches, walks, runs, marathons, triathlons, and parades in April, we are doing ok.

So Eric, are we going to have a great year? The answer from the horse’s mouth, YES!
In May 2014 Blackdog Advertising was hired to do a photoshoot of Washington DC’s newest vehicles in our fleet, our stadium trolleys. Monica Muñoz, HTA Marketing Coordinator, went along as John Penney’s production assistant. Above are some of the photos that were captured during the five-day shoot. Big thanks to Operations Manager Loretta Pinkney for her coordination of the shoot. She did an amazing job and is a big asset to the DC Operations. We would also like to thank John Penney and Blackdog Advertising for their creative and photography skills! The pictures turned out amazing, as you can see!
New Flower Carts at Union Station

The new flower carts at Union Station. During our photoshoot, we ran into Danny Kinney who was extremely excited to get a picture in the Nation’s Storyteller.

CASTMEMBER SPOTLIGHT
Colin McLaren
Washington DC

BACKGROUND
What’s happening everybody? My name is Colin. Please allow me to introduce myself. This is my fourth season with OTT WDC as a conductor and dispatcher.

Before joining the HTA family, I completed two AmeriCorps stints. As a member of the AmeriCorps NCCC program, I traveled the lower Midwest and worked in Arkansas, Alabama, Texas, Louisiana, and Colorado with various non-profits. I lived in Brooklyn NY for a year as an AmeriCorps VISTA. The Big Apple isn’t so scary, so go visit.

My wife is the reason I wound up in DC. When not sweating on the trolley, I train for the Marine Corps Marathon and pursue a masters in Library Science at the Catholic University of America.

Q | Which living person do you most admire?
A | My mom.

Q | What is your favorite vacation spot?
A | The Outer Banks of North Carolina

Q | On what occasion do you lie?
A | When I’m sleeping

Q | If there is one place you would like to live besides your current city, where would it be?
A | London

Q | Who are your favorite writers?
A | JRR Tolkien and Roald Dahl

WELCOME ABOARD

TROLLEY
Latreece Upshaw
Jamila Stone
Dwayne Douglas Jr.
Danyell Kinney
Alonzo Patterson
Terry Bass
Donte Bean
Angelena Culmer
Warren Dym
Kari Fulton
Wali Hassan II
Richard Simon III
Torita Walls
Amy Alexander
Michael Allen
Lauren Bailey
Milfred Ellis II
Victoria Hogan
Joseph Johnson Jr.
Felisa Jones
Adam Richardson

DUCKS
Richard Rowe

RETAIL
Cynthia Smith
Cardina Ross

HAPPY ANNIVERSARY

APRIL
David Parker, 11 years
Suly Cruz, 7 years
Ermin Melgar Menjivar, 4 years
Andrew Peet, 4 years
Anthony Sadler, 4 years
Anthony Swann, 4 years
Anthony Jones, 2 years

RETAIL
Tina Owens, 2 years
Tiara Key, 1 year

MAY
Dwon Gillis, 19 years
Michael Goggin, 4 years
Earl Ricks, 4 years
Eboni Lynch, 2 years
Charles Smith, 1 year

RETAIL
Beatrice Moulton, 9 years
Dexter Morse, 9 years
Johanna Mendez, 9 years
Clarence Coley, 5 years

CASTMEMBERS OF THE MONTH

MARCH
Jamie Hamilton
Conductor
Patrick Burnett,
Sales Rep.
Capt. Bucky Hatch,
DC Ducks

APRIL
Eric “Mr. E” Whitehead,
Conductor
Vicky Hogan, Sales Rep.
Capt. Kent Thomas,
DC Ducks

MAY
“Paris” John Morrison,
Conductor
Monae Gudger,
Sales Rep.
Capt. Steve Heare,
DC Ducks

April - May 2014
We Welcome Potter’s Wax Museum to the HTA Family!

David Chatterton; General Manager

Old Town Trolley Tours of St. Augustine is proud to announce the acquisition on May 16th of a significant historic property and museum in St. Augustine – Potter’s Wax Museum.

As the nation’s oldest city, St. Augustine boasts many firsts, including this distinguished attraction, famous for being the very first wax museum in the United States. Founded in 1948 by St. Augustine resident George Potter, it was the second largest wax museum in the world when it opened, and its wide-ranging collection of wax figures has grown and evolved through the years. Now located at the historic Old Drugstore, Potter’s Wax Museum offers a one-of-a-kind blend of history, education, and entertainment.

The Potter’s collection includes the unique historically valuable wax figures from the original collection. The process of creating wax figures in the mid-20th century was a lengthy and painstaking one. The figures were imported directly from England, and were the result of thorough research done by George Potter at the British Museum. The statues were sculpted with meticulous detail, using human hair, custom-crafted features from all over Europe, and costumes that were designed by the famous Court of St. James.

Potter’s Wax Museum is currently located at the Authentic Old Drugstore at 31 Orange St. in the heart of St. Augustine’s historic district. Old Town Trolley’s future plans for the museum include many exciting improvements – opportunities for visitors to take their photos with celebrities, sports figures and historic characters, as well as hands-on educational exhibits and other interactive displays. Over the next few months, we’ll be announcing new wax figures based on current entertainment and sports icons and other new additions, such as a 3D Theatre and a revamped Chamber of Horrors.

We are very proud and excited to have the opportunity to keep Potter’s legacy alive for many years to come. As we add depth and diversity to the collection, we look forward to making Potter’s Wax Museum an even more popular stop for St. Augustine visitors.

Potters New Look

We are also proud to announce our new Museum Manager in charge of Potter’s Wax Museum – former lead history teller Lindsay Gray. It has been her task to oversee the smooth transfer of ownership to Old Town Trolley Tours, without any lost days of operation. We closed on the acquisition on May 16, and hit the ground running the next day.

Lindsay has also been assisting...
us in the rush to put together a new look for Potter's to mark the transition to becoming part of Historic Tours of America. We've all been working transfer hard to get costumes, new brochures and other collateral material together in time for the handover.

To that end, our own Marketing Department has been invaluable – producing all the elements quickly and with their usual creative flair. A new logo was designed, which we have used on the costumes our sales reps will be wearing when they work the point-of-sale at the Old Drugstore building where Potter’s is housed. The costume is an old-style pharmacy coat that can go right over a sales rep’s regular uniform, with the addition of a vintage string tie to complete the look.

We have already begun work on a souvenir guide book for Potter’s, which we hope will be ready within the next couple of months.

For the new Potter’s brochure, we scheduled photo shoots that would emphasize the new interactivity we’re bringing to the museum – people taking selfies with their favorite celebrity and families engaging with the historical figures on display. I think you’ll agree that the new brochure is a very persuasive piece, capturing that feeling of fun and participation.

**St. Augustine Honors its Heritage with the 56th Annual Easter Parade**

The 56th Annual St. Augustine Easter Parade stepped off from Old Town on Easter Sunday, April 20. As a member of the Easter Festival committee, Old Town Trolley contributes to producing the parade, sending out invitations to former participants, looking for new organizations interested in becoming involved, providing trolleys to many of the groups, and organizing and staging the parade at Old Town.

The Easter Parade reflects the quirky nature of St. Augustine – you’ll see a high school marching band followed by a pirate ship followed by Star Wars Storm Troopers (wearing bunny ears!) and then followed in turn by the Easterdillo (a hometown favorite). With spectators lined up all along San Marco Ave. and the Avenida Menendez, the event has all the charm of a true main-street parade, St. Augustine style.

This traditional St. Augustine event was originally called the “Parada de los Caballos y Coches” (Parade of Horses and Carriages). Local civic leaders in the 1950s decided to put Easter bonnets on horses and ask prominent women of the city, state and nation to donate their hats, which are modified to accommodate the requirements of their equine models.

The Parade starts with the horses and carriages carrying the “Royal Family,” who presides over each year’s festivities. The trio of royals – Queen Mariana, Princess Margarita Maria and young King Carlos, who made up the ruling family in Spain in 1672 – are portrayed by representatives selected from the city’s heritage natives. Since the festival was conceived, members of many of the city’s oldest families have participated.

The parade traditionally features highly-decorated floats representing all types of businesses and community organizations in St. Augustine – churches, schools, car enthusiast clubs, re-enactors, clowns, swashbucklers, and, of course, the Easter Bunny. ☠
The Cedar House Inn
by Melissa Mezick; Vendor Representative

Old Town Trolley loves Ms Cyndi, owner of the Cedar House Inn, a quaint bed and breakfast located in the heart of downtown St Augustine. Here are just a number of her prestigious awards:

- Travelers’ Choice Award from Trip Advisor Awarded April 2013
- Certificate of Excellence from Trip Advisor Awarded January 2013
- Best of St Augustine Awarded December 2012
- Superior Small Lodging White Glove Award Awarded April 2013
- Professional Association of Innkeepers International Awarded April 2013

And here’s the reason why the Cedar House Inn merits so many awards:

Native Floridian Cyndi has been a professional in the hospitality industry for over 25 years. As owner of the award-winning Cedar House Inn, she offers that wealth of experience to her guests and is delighted to welcome you to one of the most charming destinations in St. Augustine. Cyndi recognized early on that she had found the ideal career when given the opportunity to serve as Director of Catering for the Ritz-Carlton and Head Concierge for the Four Seasons – Ocean Grand, both 5-Star properties in Palm Beach, Florida. Cyndi followed those hotel experiences with a senior executive role for a successful entrepreneur and his family for the last ten years.

With her sons Taylor and Jarrod beginning their own lives, and a strong desire to return to the hospitality field, purchasing a beautiful bed and breakfast in one of the most historic cities in the country became the perfect next step.

During her career Cyndi has been called upon to host dinner for a United States President, engage entertainment icons, and produce perfect “once in a lifetime” events. Now she looks forward to inviting you to enjoy an ideal vacation, perfect wedding day, or romantic honeymoon at the extraordinary Cedar House Inn.

Guests can truly feel that they’ve stepped into another place and time when they relax in the elegant front parlor of the Cedar House Inn.

The beautiful façade of the Cedar House Inn welcomes its guests in superior style.

The Cedar House Inn is known for one of the best lighting displays in St. Augustine during Nights of Lights.

Potter’s Wax Museum Photo Shoot

In April 2014 Aslyn Baringer joined our Marketing Coordinator, Monica Munoz on a special project... Photographing our newest museum, Potter’s Wax Museum. They spent a full day inside capturing the historic museum’s famous wax statues. Thanks Aslyn for your work on the project! We are very pleased with the great photos that you provided us!

Above: Lindsay Gray is the new General Manager of Potter’s Wax Museum (and also our model)
WELCOME BACK, DEPUTY JIM!

Suzann Maass; Museums Manager

Life changed at the Old Jail and for History Teller John Hunter on January 23, 2014. John had a stroke that left him with slurred speech and an impaired right side. With the passion he has for portraying Deputy Jim at the Old Jail, John wondered if he’d be able to speak clearly again or even climb the steps in the 1891 prison. Over the next three months, John endured a rigorous outpatient therapy treatment plan and worked hard at home exercises to regain his speech and mobility.

John’s friends at Old Town Trolley St Augustine rallied around him with support and love. CAST members Bonnie Nicol and Meghan Crawford headed up a fundraising effort for John that netted more than $2,000. I stayed in touch with John regularly throughout those weeks, always reminding him that his job was waiting for him whenever he was able to come back.

Deputy Jim returned to work in early May to the delight of his friends and our guests. John is known for his one-liners and the break room just hadn’t been the same without him. He is a favorite among our guests, as indicated by the many great comment cards he continuously receives. As recently as May 13, here is what one guest had to say on TripAdvisor:

“Upon arrival we were greeted by Deputy Jim. His 1908 appearance was spot on and my students loved his quick wit and sarcastic sense of humor. I originally thought that this tour was more of a tourist trap, but it was very informative and evoked a lot of positive reactions from my students. Jim made the whole thing worthwhile.”

John Hunter

Historyteller, St. Augustine Old Jail

Q | What is your favorite occupation?
A | Being a paramedic, but my second favorite is being a history teller.

Q | What do you consider your greatest achievement?
A | My kids. They are all so different, from comedians and chefs to engineers and businessmen, and I am extremely proud of them all.

Q | Who are your favorite writers?
A | Tom Clancy, Arthur Conan Doyle, H.P. Lovecraft

Q | What do you most value in your friends?
A | Honesty and loyalty

Q | What is your greatest fear?
A | I’ll never tell.

CASTMEMBER SPOTLIGHT

MARCH
Robert Makin “Friar Bob”, Conductor
Greg Coleman, Supporting
Jack Tolzmann, Historyteller
Kevin Baetz, Ghosts and Gravestones
Bill Rash, Sales
Ryan McPeters, Pickle

APRIL
Sean Burton, Conductor
Tyna Conkey, Supporting
Michelle Fredette, Historyteller
Chris Kiamil, Ghosts and Gravestones
Ryan Souder, Sales
Bill Chambers, Pickle

Happy Anniversary

APRIL
Elizabeth Nordan, 5 years
Karen Bradwell, 4 years
Debra Bennett, 3 years
Sean Burton, 1 year
Joseph Sinawa, 1 year
Margarita Vargas, 1 year
Stephanie McBride, 1 year

MAY
Mark MacFarlane, 4 years
William Swicegood, 3 years
Katherine Hensler, 3 years
Marlena Batalla, 2 years
Michael Parkerson, 2 years
Lisa Bird, 1 year
David Wright, 1 year

Attractions
George Sommerer
Anita Shepherd

Leah Weaver
Francis Ciels
Stephen Frigerio
Derrick Moore Jr.
Robert Faubion
Jesse Lowe
Gabrielle Madridejos
Justin Massey
Dawn Quinlin
Robert Hoffman
David Evelyn
William Jones
James Ziegler

 twitter.com/staugustinetour
 facebook.com/staugustinetours
Happy New Year!

by Charlie Brazil; General Manager

We are excited to start a new fiscal year here at OTT-SAV, and are always thrilled to see the return of April and beautiful springtime in Savannah. Azaleas in bloom, returns to the beaches and pools, wonderful weather and (in Savannah) a rash of weddings and parties. A good example would be the regular theme of the “Derby Party” celebrating the long standing race in Kentucky. Here in Savannah we like to dress up as if we were going and do a little betting on some simulated races. Yours truly and my beautiful wife enjoyed one such shindig recently and had a great time (see picture above). Things are moving and shaking at the Savannah operation as well, we are making changes in the Leadagement ranks, continuing to make good use of our Gateway system through the inclusion of Order Entry and Reservation Only modules, welcoming new partners to our family like the Comfort Suites on Bay and the Dresser Palmer House. I am so excited to see what Marcie Larkin does with our Groups and Charter Department, how Jon Watkins does as our new Operations Manager, and what our operation does to keep down the upstart sister companies that are attempting to unseat us from our rightful place at the top of the HTA Nation. Bring it!

I also want to make special mention of two terrific successes achieved by our Sales Department. Our Depot Sales CAST are the lifeblood of our organization, more than 80% of our total revenue comes from these fine folks, and MAN can they sell! We had three of our CASTmembers recognized for the highest level of sales achievement in the HTA Nation as they became members of the $500,000 club. Way to go Tim Conway, Wanda Raimo and Rance Shell! Through your exemplary achievement you joined the auspicious ranks of the best of the best and I couldn’t be prouder of you. Secondly, I wanted to congratulate our entire sales CAST related our spectacular performance in March and April (and looks like May too) related to sales of our “Essential Guidebook” - we have averaged nearly 100 books sold per day over the last two and a half months and it appears we’ve yet to hit the ceiling related to this performance. In as much as I do think this guidebook is a terrific augmentation to our guest experience I appreciate you “giving them the pickle” as well and as much as the incremental additional revenue you are providing as a result. Kudos and keep up the great work!

Operations and Group Charters

by Marcie Larkin; Operations Manager

We are all enjoying the warmer weather here in our beautiful city! When the flowers start blooming, the squares continue to be filled with weddings. Recently, we had the privilege of participating in the 1st Savannah “Not Wedding”. It was amazing! It’s a BIG faux wedding that brings together vendors to show potential brides what they have to offer. We showed them how wedding transportation should be done! This was all held at the Mackey House here in Savannah and it is so gorgeous. Now I can’t believe I have to wait another year till the next one.

I began my career at Old Town Trolley of Savannah as a Conductor, and then was promoted to Head Conductor and now I have been the Operations Manager for five WONDERFUL years. At the beginning of my journey, I set goals and with the help of our entire CAST, we have accomplished all of them. After many nights and days of thinking about this, I have decided to move on to something new. It has been my pleasure working with all of you and cannot say enough about how I couldn’t have done this without each and every one of you! I will continue to see everyone’s smiling faces, just from the Groups and Charters office. I have decided to accept the Groups and Charter Manager position! I can’t thank you all enough for your support as I transition into my new position and now we will make OTT Savannah’s Groups and Charter Department #1.

Safety

by Kenny Gresham; Safety and Training Officer

April is the most beautiful month of the year in Georgia. It is also the busiest of our year. The quiet of the “off season” is lost in a blur of the arrival of our valued guests to enjoy the perfect weather, beautiful blooms and aesthetic beauty of lovely Savannah.

During the blur, our operation carried 36,000 guests which equates to 1,200 a day. We drove 31,000 miles in April which is
Go Team.

questionable, it sure beats the hell out of the four we had last year!!

in Savannah, but this year with us having one at fault and one

cost is the safety officer’s job and that of all our HTA CAST members.

Accidents are bound to happen, but containing them and their high

I could go on about this accident investigation but enough said.

other vehicle that was squeezing around the back of our vehicle.

exonerating our driver and putting the blame on the driver of the

cited, but the claim was denied because of the witness statements

of the utmost importance that we take as many pics as possible from

really thought much of the investigative process. I see now why it’s

we didn’t have to pay for anything other than we caused. Never

of the damage primarily. I always figured this was important so that

important. I had always thought that the pictures were to be taken

time of the incident will prove this out.

Our esteemed colleague, Safety Jim, is always harping about
taking pictures from all angles at accidents. Now I see why it’s so

important. I had always thought that the pictures were to be taken

of the damage primarily. I always figured this was important so that

we didn’t have to pay for anything other than we caused. Never

really thought much of the investigative process. I see now why it’s

of the utmost importance that we take as many pics as possible from

all angles. The always harped on witness cards can also help turn

the tide. We had another mirror encounter where our driver was

cited, but the claim was denied because of the witness statements

exonerating our driver and putting the blame on the driver of the

other vehicle that was squeezing around the back of our vehicle.

I could go on about this accident investigation but enough said.

Accidents are bound to happen, but containing them and their high

cost is the safety officer’s job and that of all our HTA CAST members.

April has always been the toughest month for the safety officer

in Savannah, but this year with us having one at fault and one

questionable, it sure beats the hell out of the four we had last year!!

Go Team.

Ghosts and Gravestones

by Gary Patrick; Ghosts and Gravestones Manager

The Savannah G&G program has started off the season with a bang. We have an excellent staff of 16 actors who are all doing a fine job on the tour.

Training and retraining is an important part of what we do and we have recently added Travis Spangenberg as our new Lead Actor. He replaces Kristina Prince, who is moving more into the MOD ranks for the season. We are all looking forward to seeing Travis implement new training initiatives over the summer months to keep our cast at the top of their game.

We recently took some measures to darken the first stop on our tour. Larry Strong and Bruce Smith have been painting the old skylights in the Gribble House black, which hopefully should help enhance the creepiness of the old building during the early tours. Thanks guys!

Training

by Kayla Black; Training Officer

Training season never ends! There’s always something new at OTT.

April saw the end of our New Conductor training class. Congratulations to all 11 rookies for certifying! Here’s to a successful and safe first year.

Larry “Dallas” Clearman was certified to do the Paula Deen tour in April and he has been rocking it ever since.

A new addition to our tours is the Colonial Park Cemetery Scavenger Hunt. Dallas, Molly Kennedy, Jack Barrett and Will Haeglin were all certified. Talk about trial by fire- their first go was with 200 middle school students!

The coming months will see changes to both the Paula Deen and Girl Scout tours, so stay tuned!

Human Resources

by Jon Watkins; Human Resources Manager

There are Leadager changes afoot in Savannah. HR/Payroll Manager Jon Watkins has accepted the Operations Manager position and has been actively recruiting his replacement. Once his replacement is onboard Jon can begin their training and start the transition into his new position. Operations Manager Marcie Larkin has accepted the Groups Manager position and has already begun her transition.

On May 10 Jon Watkins participated in the Ryan Williams sprint triathlon in Savannah and placed first in his age group. The triathlon was a 500 yard lake swim, 13 mile bike ride and 3.1 mile run. Jon’s time was 1:16.58 and he had the 15th fastest overall bike time. Not too bad for an “old guy”. Jon and GM Charlie Brazil will be competing as teammates in the upcoming JCB mud run on June 21st. Should be a lot of fun and they are looking for a team name if anyone has any suggestions.

All of our spring recruiting frenzy has been completed and we hired a bunch of great folks. Their training has been completed and they are out making their contributions to the orange and green team. Since then we have welcomed aboard Conductors Ben Lawson and Ed Bogan, Ghost Conductors Melody South, Jody Christie and Priscilla Mills, Ghost Hosts Mary Bright, Janin Irby and Dennis Lopez, Mechanics Fred Lora and Adam Blankenship, Mechanics Helper Bo Bartholf and Administrative Assistant Carole Kennedy. Carole rejoined the Company after a break of a couple

Savannah Story Continued on page 18...
of years and we are really glad to have her back with the orange and green. We have had great CASTmeetings the last few months. In February we were hosted by the Davenport House in the Kennedy pharmacy. In March we were hosted by the Temple Mickve Israel and in April we were hosted by the Juliette Gordon Low Birthplace. It’s always good to be hosted by our partners so that our CAST get a chance to experience them during “off hours”.

Vendor Happenings
by Robert “The Colonel” Hunter; Vendor Sales Manager

Well another year has come and gone, and we end up on top once again. What a great effort from all the CASTmembers here in Savannah. Leaders really stepped up this year and did a great job. The vendor department should get the final P&L and finish probably $115,000 over budget! Craig and I are very proud of that. We have added a few new vendors that were very proud of and turned two of our biggest producers in the hotels into concierges.

Here we are the middle of May and we’re off to a very good start. Looking for a bigger and better year!

Maintenance
by Bruce Smith; Maintenance Manager

We are now getting into the middle of our busy season. The trolleys on the list to be converted to propane have been converted and doing very well. The new mollys that have been converted are also doing well. We are looking forward to receiving more new mollys this season; at that time we will retire a couple of our 40 passenger Victorians to the Ghost fleet.

I would also like to welcome our new mechanics to the team, Victor Star, Adam Blankenship, Fred Lour and Bo Bartholf, were all looking forward to a safe and productive summer.

Depot Sales
by Jim Rafferty; Depot Sales Manager

Season is in full swing here in Savannah. We made it through another winter and we have been busy. The weather has been warm and the humidity is rising. That being, said this is where we shine. Our Sales Reps have been waiting all winter to get going.

Wanda Raimo broke two records in April. One at the Carbarn and one at The Welcome Center. Not only did Wanda break these records she shattered them. Well done! Our new hotels have been exceeding expectations and that is a tribute to the concierges that were assigned to these properties. A big “Thank You” goes to Petya Kostadinova, Maggie Benevides, Cathy Vaccari, and Carroll Inglis. Their work has been outstanding.

Congratulations go out to our Sales Representatives of the Month, Janice Emerson for January, Pam Hannel for February, and Willie Dennard for March. A big shout out goes to our Half Million Dollar Club winners, Tim Conway, Wanda Raimo, and Rance Shell. Thank you to all our sales representatives and concierges who work hard every day as we dive into season.

Savannah Visionaries

Assistant Manager, Vivian Colon stands in front of an original cotton elevator that is located in Trolley Stop Gifts. Monte Triz and the Art Team went to Savannah and did a beautiful job of adding some ambiance to the store by adding a faux brick trim along top of the walls and adding photos and information about the history of cotton. They also did a beautiful window to draw people inside to see one of these original cotton elevators! As always, anything this Team does looks fantastic!
CASTMEMBER OF THE YEAR!

Larry Strong
Sales Representative; Savannah

BACKGROUND
My name is Larry Strong and I was born in Vancouver, Washington. I grew up in Kenya where my parents were missionaries. I went to a boarding school in Kenya and graduated from there in 1972 and returned to the good old USA for college. After several years in college I found my niche in the US Army where I spent 20 years and 7 days. Most of that time was spent working in, and then managing, electronic maintenance shops in military intelligence units. During those years I spent a number of years on the west coast at Fort Lewis, Washington and Fort Huachuca, Arizona. There were a couple different years in Korea mixed in there. Then Uncle Sam sent me to Hunter Army Airfield in Savannah. I spent three years there and so began my attachment to Savannah. From Savannah I went to Germany and after several years there retired and returned to Savannah where one of my daughters lived.

After a lot of job hunting one day I found myself at Old Town Trolley interviewing for a job as a conductor. That was a bit out of my comfort zone, but once I got into it I really enjoyed it. A couple years later the opportunity to really work for a living came up and for the last two and a half years I have been taking care of Old Town Trolley’s building, grounds, booths, etc. I’ve always enjoyed fixing things, improving things, building things and making things look better.

So here I am in beautiful Savannah, living near the beach. My daughter Ashley lives here in the Savannah area and is an account manager for an insurance broker. Her sister Hayley is a lawyer in Atlanta so both of my kids are close by. I am married to a high school classmate who dropped back into my life a couple years ago. Yes, she was raised in Africa too and she is awesome! I am a sports nut, a huge Georgia Bulldog fan and love getting out on my Harley with my biker chic or sitting on our porch with her and some wine or spending time at Islands Christian Church. Life is good!

Q | What or who is the greatest love of your life?
A | My awesome wife Liz!
Q | What is your favorite vacation spot?
A | The beach!
Q | What three things will you always find in my refrigerator?
A | Cheese, wine and ice cream!
Q | What do you consider your greatest achievement?
A | My two awesome kids!
Q | What is your idea of perfect happiness?
A | See paragraph #3 above

VENDOR SPOTLIGHT

Red Gate Farms
by Robert “The Colonel” Hunter; Vendor Sales Manager

If the majestic 200 year old oak trees on Red Gate Farms could talk, perhaps they would tell us about the Indians and colonists who have walked with land or the wild animals who once roamed here. The trees cannot tell us their tales, but through research we know that the land was used as an encampment for Confederate soldiers, and later occupied by General Sherman after his march to the sea. In addition, many civil war artifacts have been found on this land.

Mr. Harry E. Martin, Jr. purchased the wooded 440 acres in 1931, which he and his wife named “Red Gate Farms”. Red Gate was named in memory of Mrs. Martin’s cousin, Cyrus Steadwell, who was killed in World War I. He had always said he wanted to own such a wonderful farm and call it Red Gate. Mr. Martin began his dairy farm here and cultivated 300 acres.

Although the land is no longer used for farming, it remains an oasis of gracious country living, located only eight minutes from historic downtown Savannah. Red Gate Farms is still owned by the family. Currently Mrs. Patricia Smith, one of Martin’s daughters and her children and grandchildren live at Red Gate Farms. The family continues this tradition of southern hospitality in the development of Savannah’s finest RV campground resort. With many possible services available on site, the layout of both open and screened-in pavilions, the Red Gate Farms Campground can serve many needs to make your visit to Savannah most enjoyable.
International Pow Wow 2014

Rod LaBranche, HTA Director of Travel Industry Sales, along with other San Diego Travel Industry Professionals, attended the International IPW 2014 in Chicago, formerly known as the International Pow Wow. U.S. Travel Association’s IPW is the travel industry’s premier international marketplace and the largest generator of travel to the U.S. In just three days of intensive pre-scheduled business appointments, more than 1,000 U.S. travel organizations from every region of the USA (representing all industry category components), and close to 1,200 international and domestic buyers from more than 70 countries, conduct business negotiations that result in the generation of more than $4.7 billion in future Visit USA travel. Representing Historic Tours of America were Rod LaBranche, Terrie Thomas - Director of Sales, Washington DC OTT, Shawn Ford - VP/Executive Director, Boston Tea Party Ships and Museum, Barbara Hayo - Sales and Marketing Manager, Boston Tea Party Ships and Museum, Robin Beede - Sales Manager, Trusted Tours and Attractions, and Ed Swift IV – HTA COO, all attended this year. It was a great show for all!

Great Weather

by Mark Keeler, Head SEAL

Southern California skipped winter this year. February had some of the most consistent high temperatures ever recorded and the drought carries on, which keeps the SEAL’s ridership numbers up. However, the hot Santa Ana winds, flying palm fronds and high winds caused rough bay waves, shutting down the operations in the bay for a day in April.

Free Hotel Shuttles Offered

by John Savage; Operations Manager

The La Jolla - Mission Beach tour is now providing a new free hotel shuttle service. This additional shuttle servicing the downtown area provides guests a convenient and easy way to visit La Jolla and Mission Beach, including Mt. Soledad and Old Town. The hotel shuttle service picks up once in the morning with stops at the Embarcadero, Seaport Village, the Marriott Marquis, Horton Plaza, lower Gaslamp and the Hilton Bayfront hotel. The response from guests and hotels has been very enthusiastic. The initial plan is to run it seven-days a week in season and hopefully year-round.

SEAL Tour Route Altered

Prior to the beginning of re-construction on the Naval Refueling Pier, the Navy moved their Dolphin and Sea Lion operation to the North end of the bay to clear them away from the noise and vibration that will occur when construction begins at the same time the bait barge receivers where the wild Sea Lions hang out, were moved to the North end as well. From day to day we had to alter our tour to try and follow the sea lion action. Turns out the sea lions don’t care for the new position of the bait receivers and the channel buoys are the preferred lounge beds for now.

Return of the Osprey

Last year marked the first year that the Osprey, also known as the Sea Hawk or Sea Eagle, found the nest post that was erected on Shelter Island to attract a mating pair. That mating pair returned again this year, reclaimed the nest and started a new family. Each day we pass by on the SEAL to see the male standing guard while the female sits on the eggs in the nest.
30th Annual San Diego Mission Federal ArtWalk
by Erica Frost; Charters and Group Sales

For 30 years Mission Federal Art Walk has celebrated art in San Diego. From the belief that art has the power to connect communities, cultivate new artistic talent and create a better quality of life for all through cultural enrichment. ArtWalk San Diego this year proudly received a proclamation from San Diego's Interim Mayor Todd Gloria, recognizing the festival’s milestone 30th anniversary. ArtWalk filled 17 blocks in San Diego’s Little Italy and is our largest urban arts festival. This free event gives the public a rare opportunity to meet nationally known and emerging local artists and each year the event attracts more than 100,000 attendees.

Old Town Trolley Tours of San Diego participated with a booth promoting all of our Tours along with our Hometown Pass program. Trolleys got in on the action too as they were seen whisking folks from off-site parking lots over to the hub of ArtWalk.

Old Town Really Knows A Fiesta!

On the weekend of May 3, 4, and 5th, the Fiesta Old Town Cinco de Mayo 3-day event filled the streets and park with over 100,000 visitors! This annual May 5 event, organized by the Old Town Fiesta Cinco foundation since 1983, is the largest fiesta event of its kind in southern California. How did we celebrate this Fiesta commemorating the Battle of Puebla (May 5, 1862)? We told the story of the Battle with our eblast online. We told the story in our Courtyard to our many visitors, and we ended each story with the Viva Mexico Grito! Thanks to Marie Pedrin (Storyteller), Robin Kedward-paesano/Grito, Christian Perez, Martin Baez, and Evan Kohler our Maintenance staff for keeping everything running smoothly.

Sponsors included Dos Equis beer, Angel Soft Toilet Paper, and O’Reilly Auto Parts—Low Rider Car Shows, Cerveza Patio with family-friendly entertainment, Ballet Folklorico & Mariachi bands, four live music stages, a Petting Zoo—and our Old Town Market was front and center! Check out the photos on Facebook. Like us, and follow our webpage (www.oldtownmarketsandiego.com) for more fabulous information from our Old Town Trolley Tours of San Diego hub here at the Old Town Market!

The San Diego Tourism Authority’s (SDTA) annual meeting was a must-attend event for San Diego’s travel industry professionals. The event was an engaging and informative meeting, hearing about how the industry performed last year, as well as the latest trends and forecasts in the hospitality industry. The city of San Diego was chosen to be included in a National Geographic documentary called “Smart World Cities”, featuring 18 cities that have well positioned themselves in the 21st century. Tourism is the life blood of the San Diego economy. 1 in 8 jobs is generated by travelers to San Diego. San Diego Mayor Kevin Faulconer along with several city council members were in attendance. Joe Terzi – President and CEO, San Diego Tourism Authority, lead the meeting. Pictured: Erica Frost, Tyler Grubenhoff, Carmen Thulin, Brenda Martin and David Thornton. Not pictured but also attending, Rod Labranche. Rod is the current Chair of the SDTA board members.

Additional Vehicles Keep Maintenance Team Busy
by Albert Guzman, Maintenance Manager

The maintenance department has been very busy the last couple of months! For starters, DC transfers #85 and #122 are undergoing extensive mechanical and cosmetic restoration. They are about 80% complete and we expect to have them ready by the end of May. Our former Balboa Park trolley #109 is being converted to a second wedding trolley for our Charter department. It’s looking good so far and we expect to have it completed in early June. Last but definitely not least is our Duck vehicle sent from Key West. It is undergoing extensive modifications to the hull, propulsion drive, and stern steering. All this work should be completed by the end of May. Our team of mechanics have been sweating it out and the maintenance details are keeping our fleet and premises looking great. We are having a very productive season and we look forward to completing all of these projects before summer.
A-Mart is a convenience store which has been located inside the Old Town Transit Center for over nine years and has always been a great supporter of Old Town Trolley Tours. It is owned by Ramzi Murad and is usually staffed by Moied “Mike” who has been there for seven years, Khilood “K” and Amanoel. They recently just switched over to Trusted Tours and are now selling the SEAL Tour as well as our new La Jolla & Mission Beach Tour. Millions of people travel through this transit location located in Old Town via Amtrak, Coaster, MTS Bus or MTS light-rail Trolley every year. I would like to personally thank the entire team at A-Mart for all the business they have given to OTTSD over the years!

Tyler Grubenhoff  
Depot Sales Manager

BACKGROUND
I was born and raised in a town called Sunnyside, WA. After high school I went to Gonzaga University where I studied Political Science. Once my degree was finished my best friend and I decided to be adventurous and we moved to San Diego. I packed as much as I could into my little Jeep Wrangler (most of it was occupied by my TV and clothes) and on my way I went. For almost seven years I worked as a Senior Account Representative in the automotive and maritime industries. I came to Old Town Trolley/SEAL Tours of San Diego (or Trolleyland as some of us have dubbed it) June of 2013.

I enjoy traveling, reading, playing the piano, learning how to cook, going to theater, learning Spanish, and exploring Balboa Park.

Q | If there was one place you would like to live besides your current city, where would it be?  
A | New York City

Q | What do you most value in your friends?  
A | I value the fact that my friends can always make me bust up laughing and put a smile on my face.

Q | What three things will you always find in your refrigerator?  
A | Chocolate Almond Milk, Tofurri Cream Cheese, and Dill Pickles

Q | Who are your favorite writers?  
A | Khalil Gibran, David Sedaris, John Grisham, and Khaled Hosseini

Q | If you could choose one reality TV show to be on, what would it be?  
A | Big Brother! Maybe I’ll be on it Summer 2015?
Hi everyone, my name is Ami. I’m a French bulldog and enjoy long car rides so I can stare out the window and check out what’s going on around the city. I would tell you how old I am, but age is a number – and mine’s unlisted. I get really excited when I go for walks in Balboa Park because there are usually lots of squirrels hiding in the bushes as we walk by. It’s my dream that I’ll catch one someday! Most days I pass the time by sprawling out on the rug in my living room sunbathing. My hobbies include begging for food, chewing as many computer cords as I can find, and trying to bite dust particles I see floating in the air.

Just hired and first day of training class for new SEAL and Trolley CASTmembers. Welcome aboard!

Robert Miller
William Price
Katherine Brecka
Shaela Parrott
Anthony Sanfratello
Patricia Vanderwerff
John Lindsey IV
Patrick Nettles

SEALS
Charles Chittim
James Merten Jr.

Just hired and first day of training class for new SEAL and Trolley CASTmembers. Welcome aboard!

HAPPY ANNIVERSARY

APRIL
Carmen Thulin, 16 years
Mark Keeler, 10 years
Robin Kedward, 8 years
David Aptaker, 10 years
Richard Smith, 9 years
Oscar Alfaro, 6 years
Robert Murphy, 4 years
Tomi Niezgoda, 4 years
John Barton, 4 years
Arthur Burgess Jr., 4 years
Philip Fondaw, 4 years
Jon Laws, 4 years
Orlando Montano, 4 years
George Smith, 4 years
William Walker, 4 years
George Adams, 2 years
Simon Kedward, 2 years
Lynn Harris, 2 years
Susan Vetter, 2 years
Kenneth Hill, 2 years
Brenda Martin, 2 years
Rodney Foster, 1 year
Thomas Salter, 1 year
Matthew Lester, 1 year

MAY
Nancy Nuhairy, 25 years
Robert Ross, 15 years
Michael Devin, 13 years
Francisco Noguez-Ballesteros, 12 years
Heleodoro Gonzalez, 11 years
Chris Chiotras, 10 years
Inocente Briones, 8 years
Robert Hatcher, 7 years
Donald Kaye, 7 years
Darrell McNurlan, 6 years
George Elmies, 5 years
Linda Florentino, 5 years
Christian Perez Navarro, 5 years
David Lavigne, 4 years
Cristina Valenzuela, 4 years
Miguel Rosa, 3 years
Robert Russell, 1 year

Training is in full swing and thanks to Bob Ross, safety officer, San Diego is well positioned to begin a new year and new conductors. The conductors completed their six weeks of training and all certified to give the tour. Showing their big appreciation, they presented Bob Ross with a basket of well-earned goodies. (Pictured right to left): “Major Pat” Abney, Craig Johnson, Bob Ross – safety officer, Jack Vernon, Jerrale Morris, Scott “Sully” Baldwin)

David Thornton - General Manager, and Tyler Grubenhoff, ticket depot sales manager, reviewing the construction site for the new Port of San Diego International Visitor Center. Old Town Trolley was awarded the Port RFP to enter into negotiations to operate the visitor center. The exterior construction of the building is expected to be completed in September.

Frankie Noguez readies the Trolley beach cruiser for a new day of beach tours. The LaJolla – Mission Beach tour runs seven days a week to Mt. Soledad, La Jolla and Mission Beach and includes a stop at Old Town.

MARCH
Brian “O’Brian” Richard, Conductor
Karen DeHaan, Sales Rep.
Jerry Coulson, SEAL

APRIL
Bob Williams, Conductor
Nikki Meo-Cook, Sales Rep.
Jerry Coulson, SEAL

WELCOME ABOARD

Robert Miller
William Price
Katherine Brecka
Shaela Parrott
Anthony Sanfratello
Patricia Vanderwerff
John Lindsey IV
Patrick Nettles

SEALS
Charles Chittim
James Merten Jr.
Welcome Aboard!
by Linda Test; Key West General Manager

I have a fondness for Dilbert cartoons, and cut one out several years ago. Dilbert’s boss announced that from now on, he will be using the Chaos Theory of Management. And this will be different how? Now there’s a name for it! That is how the last couple of months have seemed, filled with all sorts of challenges. As we changed operations managers and welcomed David Galvan into our family, our head driver unexpectedly went on medical leave for a month. Trial by fire for David, who learned to dispatch in a matter of days, and definitely got fast-track training! And I have not graced the drivers in Key West with dispatching for a few years, but jumped back in to the ring. We are looking forward to the return of our head conductor, Laurie Skinner! Huge and very grateful kudos to the entire team at OTTKW, whose humor kept us all together. Without your support and patience, it would not have been as easy as it was.

Team Work
by Justin Bahl; Key West Depot Sales Manager

It doesn’t just take one person to make a sale...it takes a team. When a sale is made, that’s kudos to the sales rep for prospecting, planting the seed, and closing the deal on the sale, to the drivers for their ability to entertain and educate guest after guest, to the mechanics for giving us vehicles in which we have to use as our stages, or to IT who keeps us “in the light and out of the dark,” keeping our machines and networks operational, and so on and so on; it’s every single CASTmember at HTA, no matter what their title or role may be, working together to produce and operate a great product day in and day out. I’ve stole this little bit from the founders of our company, as it’s something I’ve heard them say over and over again. As important, and even obvious as it is, it’s still something that gets forgotten on a daily basis. So next time you tell someone “great job,” whether it be for closing a sale, giving an excellent tour, or just making a guest smile, I want you to bear in mind who else played a role in that process and remember to tell them “great job” too. We are a team, a big one at that, and the more we operate as such the more successful we all will be.

“I’ve never scored a goal in my life without getting a pass from someone else.” – Highest all time USA goal scorer and world record holder for international goals, soccer player Abby Wambach

Positively Safe
by April Roskovensky; Safety Officer

There are many ways to encourage safety in the workplace. One thing that is sometimes overlooked is positive reinforcement. When you see a CASTmember making sure guests are seated before proceeding, or saying their safety messages every time someone gets on or off their vehicle, or improving on a behavior they had previously had trouble with and you acknowledge and encourage these behaviors; you will see changes and improvements with these CASTMembers. The length of time between the behavior and the reinforcement correlates directly with the impact of the reinforcement itself—the sooner it is reinforced, the better. I have found that sometimes the easiest and best way to improve safety awareness and behaviors is by acknowledging the safe behaviors I already see while reminding CASTMembers in a positive way of things that can use improvement. We are all in this together and part of being a leader is serving. I strive to serve up a positive and safe work environment for us all to grow in. It is all part of being positively safe.

Kevin Delahanty with Mr. and Mrs. Potato Head off the Carnival Cruise Line.

Joshua played the bagpipes for the Disney Wonder

OTTKW was preparing for the silent auction for items left behind over the year, and Phillip tried on several of the items at once!
BACKGROUND
I was born outside of Washington DC into a large Cuban family that had immigrated to the US in 1959. Half of my family settled in the DC area and the other half in Key West. After a few years my immediate family preferring Havana weather, decided to move South and made it down to Orlando. Disney World had just opened and ended up staying there for about 20 years. After High School I attended Western Kentucky University where I met my bride (Susie) of 20 years now. After college I began working in the hospitality industry, where I spent over 20 years primarily with Marriott Hotels. One stop was the Historic Casa Marina here in Key West. I am proud to say that in the Hotel world I worked my way up from Valet Parker to GM.

Almost two years ago we decided to move back to Key West and were once again reunited with the family. My now 17 year old daughter(Lexi) will graduate this summer from Key West High and in the fall attend my alma matte Western Kentucky University.

Our return to Key West only got better when I joined the OTT cast as Operations Manager. I have been very warmly welcomed and made to feel like family by the entire organization.

HAPPY ANNIVERSARY
APRIL
Gregory Lopez, 10 years
Martin Shoeneman, 2 years
James Schooler, 2 years
John Knostman, 1 year

MAY
Vaughn Garner, 11 years
Taj Adams, 9 years
Ben Phillips, 7 years
Justin Bahl, 2 years
Robert Wright, 2 years
Virginia Block, 1 year
Henry Whitecotton, 1 year
Brandon Williams, 1 year

CONCH TOUR TRAIN
Season Ending
by Eva Conway; Operations Manager
Conch Tour Train had another great season in 2014. I would like to thank all of the CASTmembers for a job well done!

Every year at this time as it begins to slow down the maintenance manager decides which train needs to be restored. This year it is train 108. They take the engine out, driver seats, steering wheel, wiring etc. It takes about four months to complete. Gabe George and Taj Adams are then tasked to make it look brand new. It also gives us the opportunity to give the trains a good check up because they are not all on the road every day.

In April we had a farewell party for Steve Burress the Operations Manager for the Old Town Trolley and Michael Jordan(MJ) the Head Driver for the Conch Tour Train. They will be truly missed. Our shared Office Manager for train and trolley Mary Martinez and our Group Sales Manager Tammy Osterhoudt got them certified as “Honorary Conchs”. “Conch” is the nickname given to people that are born in Key West. A “Freshwater Conch” is someone that has lived here for more than seven years. The CASTmembers had a get together for MJ and had t-shirts made with a photo of him on it showing him how much he would be missed.

The Conch Tour Train has been adopted by a cat named Tiger. Tiger belongs to one of our sales reps and he started following her to work. Now he comes here even when she is not here. He assists our admin, Sabrina in the maintenance office. He also helps the drivers check their vehicles out in the morning.

We are looking forward to the summer business, families going on vacation, Lobster season reopening, 4th of July and Hemingway days.
Key West’s Hibiscus Motel has the best of both worlds – it’s accessible and quiet, two descriptions that don’t always go together in this small island community where there is always a lot going on, day and night. Guests can have a great time taking in all 14 blocks of Duval Street fun, just one block away, and step back into the cool calmness of the Hibiscus when they return.

Located on the southern (Atlantic), quieter, not-as-congested end of the island, it’s one block from the Gallery District of Upper Duval, a three block walk to the famous Southernmost Point in the US, a photo op must, down the street from the magical Butterfly and Nature Conservatory, and just a few blocks from the popular Hemingway House with its 6-toed cats. The Hibiscus is part of a neighborhood where just about everything lays claim to being the “Southernmost.” It’s a place of pleasant pastel beachfront hotels reflecting Key West’s signature architectural style, small, low-rise motels from the 1950s, small shops and restaurants, historic homes, including the picturesque Queen Anne style Southernmost Mansion, and a beachfront café which really is right on the beach.

The Hibiscus has a fresh, open feel. The pool sparkles, and the contemporary cool crispness of the spacious rooms offers a welcoming retreat. Each room has a seating area, particularly nice for relaxing after a day of sightseeing, and the small refrigerators and microwaves come in handy for midnight snacks. The ample complimentary breakfast is a low-key, pleasant way to get ready for a full day of Key West activities or for lounging by the pool. Guests arriving by car enjoy the convenient on-site free parking, a real plus on an island where parking is a premium. However, with so much to see and do within walking distance, the car may never have to be moved for the entire stay.

The staff is welcoming, and eager to make their guests feel comfortable. They know the island well, and are happy to help their guests settle in and make decisions about what to see and do. Their great attitude begins with the steady hand and high standards of long-time General Manager, Deborah Branham. At the front desk, Lien, Rita, Yvonne, and Beca are always there, ready to assist. With the Southernmost Trolley Stop (#10) just down the block and the convenience of our two-day hop off and on privileges, the front desk staff have been recommending the Old Town Trolley Tour for years. We are grateful to each of them for the confidence they have in us, and for selling our tickets for all these years – so well, so consistently, and with such enthusiasm.

VENDOR SHOUTOUT!
Alan Beaubien, Marriott Beachside Resort

The Key West Charter department would like to give a “Shout-out” to one of our stellar vendors, Alan Beaubien. Alan is the Director of Sales and Marketing at the Marriott Beachside and is one of my top vendors. This past April and May alone Alan has booked a total of 16 vehicles with the Key West Charter department for special events and weddings. Thank you Alan!
Does browsing your Facebook news feed make you mad sometimes? So mad that before you’ve even had your morning coffee, you’re arguing with your old gym coach about politics, un-tagging yourself from photos that don’t have you in them, or even worse, un-friending people? If so, you’re not alone. With such a wide-open platform, posting interesting content, and engaging with your friends without being invasive, can actually be a bit harder than you think.

Let’s face it; some people are just flat out annoying on social media. Luckily, you don’t have to be one of them. Here are some simple Do’s and Don’ts to keep you on the right track:

**Do:** Like/share good content from other people. Sharing is caring on Facebook, and acknowledging and crediting people when they post things you like is not only polite, but also expected. It shows them that you’re seeing their post, and interested in what they have to say. A simple share is often the biggest compliment you can give someone in social media. After all, that cat video’s not going to share itself.

**Don’t:** Like your own content. This should be a no-brainer, but sadly, is one of the biggest mistakes people make on Facebook. Just don’t do it. It’s like laughing at your own joke before anyone else does, or high fiving yourself in public. Worst of all, it’s redundant. If you didn’t like it, you wouldn’t be posting it.

**Do:** Speak your mind, and be honest. If you’ve got something burning on your mind that you need/want others to know, or give you their opinion on, there’s no better place to let it out than Facebook. Your friends are your friends for a reason. Post away! Be honest, ask for advice, and even vent a little. Just make sure you’re being constructive, and make your points clear and intelligent.

**Don’t:** Say things that will get you fired, get you on the news, or get you kicked out of the house. Some things are just better kept to yourself. Unlike a conversation in a bar with a few buddies, or some pillow talk with your significant other, Facebook posts are public content, even if you only have a few friends. Once it’s out there, it’s out there. So, unless you’d be willing to attach your name to it in a newspaper, or scream it from a podium, don’t say it.

**Do:** Post pictures of your kids, food, weekend at the beach, or whatever you’re doing that you want to share with the world.

**Don’t:** Post inappropriate, violent, or incriminating photos. If you wouldn’t otherwise have at your desk, or on your fridge, it’s probably not a good idea to have it on a public Internet site. All you need is one “friend” to screenshot something of yours that’s a bit risqué, and BOOM, it’s now public content.

The bottom line is, be careful about how you present yourself online. Use your best judgment, and try to think about what you post before doing it. Remember, what’s on your Facebook page is between you and your friends (and Facebook, the NSA, the TSA, local police, the US Government, Gawker...you get the point).
On Thursday May 15, 2014, Gerald Richard Mosher was presented a Crystal signifying him as a Major Donor of the Rotary International Foundation. Mr. Moe joined Rotary on March 1, 1973 and rose through the ranks of our club to become President in 1976-77. Throughout the years he has continued to participate and contribute to the ideals of Rotary and of those of the Paul Harris Fellowship. Photographed with Mr. Moe’s is our very own Frank Herrada of Historic Property Management, the current Rotary Club of Key West President and fellow Rotarian and OTT Operations Manager David Galvan.

Congratulations Illeana!

Illeana started with HTA in 2003 after she moved here from Havana, Cuba with her husband. On May 5th Illeana finally became a citizen of the United States. We congratulate Illeana on all her hard work! She is pictured above with her son Jonathon.

International PowWow Team

Barbara Hayo, Shawn Ford, Terrie Thomas, and Rod LaBranch attended the International PowWow Conference representing Historic Tours of America along with Ed Swift IV in Las Vegas.

CASTMEMBER SPOTLIGHT

Tammy Osterhoudt
Group Sales, Key West Operations

BACKGROUND
I was born and raised in Key West. I am a fourth generation Conch. After graduating from Key West High School in 1986 I attended school at Santa Fe College and the University of Florida in Gainesville. However, after changing majors I transferred to Florida State University and graduated with a Bachelors of Science degree in Clothing and Textiles/Fashion. Despite graduating from FSU, I am still a diehard Gator fan. Go GATORS!

After college, I returned home to save money and met my husband, Bubba. Bubba is also a fourth generation Conch and had returned home from Miami to run the family fish market and restaurant. After dating only one month we got engaged and married eight months after our first date. We just celebrated twenty-two years of marriage this past April 25th. We have one daughter, Devin who is attending the University of Florida to become a large animal vet.

My career with HTA began when I came to work at the Old Town Trolley as the Charter Representative on September 27, 1993. After holding the position of Charter Representative for a few years, I became the Office Manager for the Old Town Trolley and held that position for approximately six years before moving to the newly created Group Sales office as their Office Manager. In addition to holding the Office Manager position in Group Sales, I have also held the position of Vendor Coordinator and for the past eight years I have been back to booking Charters.

In addition to working with the most amazing people, I am blessed to have wonderful friends and an incredible family, who not coincidentally, all live on the same block.

Q | What is the trait you most deplore in yourself?  
A | That I have to research everything way too much and that I can’t so NO.

Q | What three things will you always find in my refrigerator?  
A | My Michelob Ultra, my French Vanilla Creamer and my husband’s instant ice tea (yuck).

Q | What do you consider your greatest achievement?  
A | Being Mom to an incredible daughter.

Q | What or who is the greatest love of your life?  
A | My daughter Devin & my husband Bubba.

Q | What is your most treasure possession?  
A | My family and friends.
Wreck Ashore!

by Jesse Panrock; Operations Manager

Shouted by our CAST and visitors alike, Wreck Ashore was a traditional call to action during the “Glory Days of Wrecking”. That call would send the wreckers, (salvagers) running to their ships and racing to the wreck. For the first to the wreck would get the right of salvage for saving those in peril. These races lead to the construction of lookout towers of all nature and form. Manning the top of lofty lookout towers were crew attempting to spot a shipwreck, 24 hours a day, especially in foul weather. The wooden towers reached ever upward, some over 90 feet in height.

Local’s Appreciation Sunday
Children’s Art Class in Mallory Square

Thank you to Key West Art Center Executive Director Martha Resk for teaming up for the first “Local’s Appreciation Sunday Children’s Art Class in Mallory Square”. Three more Children’s Art Classes are scheduled for the first Sunday of the month in June, July and August.

Art instructor Maggie Ruley, (MaggieRuley.com) “Living in the beautiful Florida Keys gives me endless inspiration for my work. Vibrant colors and tropical motifs are abundant. The shimmering sea and crystal sky change minute by minute to visually stimulate the imagination. I use all of these elements in creating my tropical pottery and painting.”

Clinton Curry’s daughter Parker Anne working on her Key West Chicken. The piece can now be seen hanging in Clinton’s office.

Art drying, while the parents and children are experiencing all Mallory Square has to offer during Local’s Appreciation Day, which is always the first Sunday of the month.
Goodbye Tom!

Thomas Marmion recently retired after 15 years as a tour docent at the Little White House. Tom had been a beloved history teacher at Key West High School being selected as Teacher of the Year numerous times. Tom brought all his teaching skills to his tours and NEVER received a negative card in all 15 years. He was a true team player and greatly missed by his co-workers. We wish him well in his retirement.

Scholarship Winner!

Historic Tours of America presented their first annual Hospitality Scholarship to Sydni Swanson of Key West High School. Sydni was rewarded a four year $4,000 check for continuing her education at the Florida Key Community College Hospitality Program.

TSG Quarterly Meeting

In April, Mr. Swift was invited to a Tropical Shell & Gift quarterly CAST meeting. These quarterly meetings focus on a multitude of topics within the many retail and attractions operations in Key West. This quarter we welcomed Mr. Swift. He provided a great history and several examples of how, over the decades, Mallory Square has developed into a must see destination for our visitors.

Above: Mr. I and Erma LaPierrie Below: David Chown and Miriam Pico entertained for the evening

HAPPY ANNIVERSARY

APRIL

Gregory Curry Sr., 39 years
Cecile Bateau, 13 years
Rachael Adame, 9 years
Djamol Karimov, 8 years
Julie Byrnes, 3 years
Pamela Seiber, 3 years
Alexandra Dorsena Jeune, 3 years
Howard Harris, 2 years
Chrislord Riche, 2 years
Alyssa Carpenter, 1 year
Kayla Nimmo, 1 year
Edward Goldstein, 1 year
Nagina Tohirova, 1 year
Savannah Fleck, 1 year
Mykhailo Fouryk, 1 year
Jean Valeus, 1 year

MAY

Maria Kuc, 12 years
Michele Ross, 9 years
Praskovia Fourik, 7 years
James Mira, 3 years
Robin Kilgo, 2 years
Chrisla Jean Pierre Germain, 2 years
Rick Kushman, 2 years
Laurie Yates, 1 year

WELCOME ABOARD

GHOSTS AND GRAVESTONES
Thomasa Hagney

AQUARIUM
Kirk Zimmerman
Brooke Underwood

RETAIL DIVISION
Brittany Campeau
Mark Faris
Kimberly Whipple
Melson Maxime
Nancy MacDonald
Mackendry Riche
Jimmy Delva
Levenson Desilme
Tomas Clark

Welcome Aboard

Carter Taylor

HAPPY ANNIVERSARY

APRIL

Joyce Unke, 20 years
Mercy Herrada, 18 years
Kevin Beede, 13 years
Michael Cates, 11 years
Timothy Atwell, 10 years
Sandra Campbell, 7 years
Christina Williams, 2 years
Michael Anderson, 1 year
David Kaffenberger, 1 year

MAY

Vincent Leone, 5 years
William Goins
Key West Shipwreck Treasure Museum,

I was born and raised in the Low Country of Georgetown, SC in 1976. I worked for Rover Tours aboard the original tall ship Jolly Rover for fifteen years. I then decided to go back to school at the local community college where I majored in Wildlife Management and worked on a private 6000 acre plantation. After, I left that job I went back to Rover Tours and worked as a marine biology tour guide for a few years and enjoyed it.

A friend of mine Judy Burton moved to Key West and fell in love with the island and talked me into moving down. I started thinking about it and decided that I was ready for a change. I applied with Historic Tours of America online before I left and the call back for an interview is what sealed the deal. I packed my car up and left South Carolina the day after Thanksgiving. The Low Country will always be home but coming to Key West has been the best decision I have made since going back to school and I love it here.

Q | Which historical figure do you most identify with?
A | Francis Marion-The Swamp Fox or Black Beard a rebellious bunch of folks

Q | What three things will you always find in my refrigerator?
A | You can always find Sweet Tea, Cheese and Lunch Meat in the fridge

Q | What is your favorite vacation spot?
A | The beach or mountains both places are fun.

Q | If there were one place you would like to live besides your current city, where would it be?
A | The French Quarter of New Orleans because I love the history of that area.

Q | Who are your favorite writers?
A | Pat Conroy or Anne Rice or any amount of Southern Writers.

Career Fair

The Human Resource Department, in conjunction with each HTA business unit in Key West, held a career fair on May 14th from 2pm – 7pm at one of our open offices by the Conch Train Depot. They had over 25 positions to fill with both full time and part time opportunites available. It was a great success!

Q | Which historical figure do you most identify with?
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A | Pat Conroy or Anne Rice or any amount of Southern Writers.

Web Comment for the Key West Shipwreck Treasure Museum

My family too your Ghosts and Gravestones Tour on 5/9/2014 at 7:30 and had the best tour guide we have ever had and her name was Lily Lynch, she made the tour informative, scary and a bit funny at the same time, we have taken the tour before and have always liked it but she went over the top with a great pirate costume and what I thought for sure was a real old English accent. My wife who really is not that much into history paid attention to her every word and had a blast. This young lady deserves a pat on the back for a job well done. If we had history teachers like her in schools, we would have all the kids learning about history. Aye Aye to Captain Lily Lynch, We will sure to ride again the next time in Key West! Thank You!