SAVANNAH CELEBRATES 25 YEARS

Read More about Savannah’s 25 Year Anniversary on p.20

www.HistoricTours.com
do come from all over the world with different expectations and different ideas and perceptions that we must deal with in our mission to be the Nation's Storyteller. To the extent that we do it well, it is our guests who become our best form of advertising and promotion. I like these guests.

Anyway, I immediately stole this great idea and determined I was going to put a big, red rubber stamp and stamp everybody’s paycheck with the message, “Remember, this money is from our guests.” I immediately called human resources to stupidly ask where our checks are printed and how are they distributed to the various cities. I was informed that, unfortunately, most of our CASTmembers have their checks deposited directly into their bank accounts. Pfft!!! That was the air coming out of my mouth. Another great idea no longer applicable in today’s world. However, it caused me to think, once again, about life and what I do and we do.

I began to think about the fact that no matter what changes in the world of technology or travel or any of the other fast-moving aspects of our lives and the way we do things, certain things must never change. At Historic Tours of America and, frankly, every other hospitality business, we should never forget the fact that vacation time is priceless. We are being trusted with the most precious time that families and visitors spend in our cities and no matter what we have given the tour a hundred or a thousand times before, or it that the eighth tour at the Aquarium or Tea Party American Providence Museum, these stories are seeing it for the first time. Paraphrasing the old Vaudevillian actors, “there are no old stories, just new audiences.” We owe them the courtesy of our best smile and a consistent “stolen” this great idea and along the way, our guests has the potential to bring us and others great joy.

At HTA, our goal is to give our CASTmembers the tools to do their jobs with passion and energy but also to feel good and be happy in their personal and professional lives. Here are three tools to put into practice in your life over the next several months. Studies show that to make a new behavior natural, we need to practice it approximately 21 times. Choose one of the three points below, and commit to trying it for the next 3 weeks. It will only take a minute and the payoff will be well worth your time.

1. Choose It: Every morning when you wake up, put your feet on the floor and ask yourself this question “How do I want to feel today?” Pick one word only and make sure it is specific. For example, instead of “good” you might choose “energetic” or “joyful.” The more specific you are, the more likely your brain is to tap into that feeling.

2. Gratitude: Studies show that even a quick mental inventory of what you are grateful for in your lives can have lasting effects for up to two weeks. A recent study from the University of Indiana shows that people who suffered from depression and wrote a simple letter of gratitude to someone in their lives reported feeling happier for several days afterwards. In fact, brain scans showed different patterns of brain activity as a control group of people who did not engage in the gratitude exercise.

3. Your “On Stage Face”: At HTA we are constantly reminded that we are on stage. That doesn’t mean that we should take it too seriously. No, you’ve already done your job and are ready to move on to the next. As the actor said, “When we feel good, we do good. When we feel good, we do good. When we feel good, we do good.” If you feel good, you will follow.
NASHVILLE

TWO YEARS IN NASHVEGAS!
David Galvan; Operations Manager

On May 2nd of this year, NTV Nashville celebrated its second year of
giving tours in Nashville. Here are some CAST accomplishments
during this time:
• Set up our original Barn and offices.
• Main Slum of over 40 CAST
• Started with 5 Stadium Trolleys and 5 Enterprise Trolleys
• Introduced the Trolley Bus technology to all tour vehicles
• One Day before “Go Live” (5/2/16) with tours, moved to a new and larger Barn and Office complex
• Added a fourth sales booth location (experienced with another as well)
• Created & Implemented the “Souls of Music City” night tour
• Over 72,000 Riders year one & over 137,000 riders in year two (a 90% increase!!!)
• Added 6 Stadium Trolleys to the fleet
• Huge growth in both charter & vendor sales!!!
• Continue to expand our CAST in all areas

We could not have made it to where we are today if it were not for the
amazing efforts of our CAST. Each day they deliver on a promise
to create awesome experiences and memories to our guests. I am
very proud of their efforts and say how much of an honor it is to be a part of this team. I also wanted to send my heartfelt appreciation to
all of HTA for supporting us over these two very adventurous years.
We look forward to many more great things here in Nashville in the
years to come.

BUSY NASHVILLE
Lewis Weaser; Depot Sales Manager

Where has the time gone? I know we get older we always
think that the days must be getting shorter as we reflect on what
felt like just yesterday but in fact it was a month or so ago.

Over the past couple of months, I have been keeping EXTREMELY busy.
We got the keys to a new Welcome Center on Sunday and it was to
rehabbing it and outfitting it to be a one stop shop if a road call
should come up.

SUMMER TIME
Nate Kingsbury; Commercial Fleet Manager

Summer time is upon us again (what is this our 3rd summer…... time flies). This summer it is going to be a scorcher, already in the
first 2 weeks of May we have seen temps up into the high 80s and
90s, needless to say the drivers are experiencing sauna like temps
while on the road. We are happy
with our guests at our Stop #6: The Musicians
Hall of Fame and Museum.

It displays over 500 artifacts and memorabilia
regardless of genre. Currently, the Musicians
Hall of Fame opened in 2006 and honors musicians
who carried us through the night with their amazing variety of music. I am scared that I will miss someone who contributed to making this night such a huge success, but I need to at least try! I believe the photos speak for themselves to show you what an incredible event was had. The first person who deserves an incredible round of applause, working tirelessly behind the scenes is Shelby McCoy, our Sales Coordinator here in Nashville. She put life on hold while making sure every detail of this event was the best it could possibly be. Thank you Shelby for everything you did!

THE ROLLING STONES EXHIBIT
Chris McDonald; Head Conductor

Our Stop #6 is the Musicians Hall of Fame and Museum. Housed inside the iconic
Municipal Auditorium, the Musicians Hall of Fame opened in 2006 and honors musicians
regardless of genre. Currently, the Musicians
Hall of Fame is hosting The Rolling Stones Exhibit. This exhibit has made an appearance
in London, New York, and many other cities. It displays over 500 artifacts and memorabilia
from the iconic rock group The Rolling Stones in an immersive experience.
The exhibit opened on March 29th and will be in Music City for several weeks. We are happy
to be able to share this unique experience with our guests at our Stop #6: The Musicians
Hall of Fame and Museum.

IN NASHVILLE WE KNOW HOW TO PARTY!

We had an amazing time in April celebrating our two years operating in Nashville as well as honoring all of those people who have helped us get to where we are!

This was an event to behold. You cannot have a party in Nashville without the main focus being music and BBQ. The stage was full of amazing musicians who carried us through the night with their amazing variety of music. I am scared that I will miss someone who contributed to making this night such a huge success, but I need to at least try! I believe the photos speak for themselves to show you what an incredible event was had.

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SPECIAL THANKS!

Deborah Allen photos: Cyndi Hornsby
David Kaffenberger photos: Albert August, C. A. Edwards, Mark Patterson, B. Barley, and Gaynell Thomas

AC Work
Service Truck
OLD TOWN TROLLEY TOURS of NASHVILLE

NASHVILLE CELEBRATES 2 YEARS!

Mathew Miller, Shannon Largent, Patrick Rollings and Laura Cunningham

The American Bombshells with Deborah Allen

Nikki Weekly and Melissa Elliott

The Nation's Storyteller

Late Spring 2018
SAFETY IS NO ACCIDENT
Ally Marshall; Safety Officer

As a Safety Officer for our company, yes, safety is having no accidents, no incidents, no slips, trips, or falls, nothing that causes blood pressure to rise and forms to be completed. But on a larger scale that safety of no accidents or incidents doesn’t just magically happen. The law of large numbers dictates that by sheer volume of tours we run daily/monthly/yearly there will be accidents and incidents. My job as Safety Officer is to educate and train all CASTmembers on the safest way to do their job and confirm that they have all of the proper equipment to do that job successfully. If we ask CASTmembers to do a job for which they are not properly equipped, then accidents/incidents are no accident, just as safety is no accident if CASTmembers are properly equipped.

HERE WE GO!
Eliza Warren; Night Tour Operations Manager

We’re back! Spread the news that the Soul of Music City Nashville Night Tour is officially running seven nights a week! After two months of revisions and hard work by every member of the night CAST, we launched the newly revised tour on April 11th. Our guests have been so excited and have expressed wonderful remarks when they speak about the tour with guests and the passion that the CASTmembers of the month for March were Night Tour Guide and Sales Rep Mark Rhodes, Tour Guide Sherri Mathis and Supporting CASTmember Christopher Bell. For April, Sherri Mathis was named Night Tour Guide and Sales Rep of the Month and Night Tour Driver Mike Gooch is our Supporting CASTmember of the month. Keep up the incredible work everyone!!!

TRAVEL SOUTH DOMESTIC SHOWCASE
Melissa Elliott, Vendor Sales Manager

In the month of March, myself and Laura Ross, Groups & Charters Outside Sales Manager from OTT Savannah participated in the Travel South Domestic Showcase in Biloxi, Mississippi. Travel South Domestic brings tour operators from all over the country to a rotating Southern city to learn about what new and exciting attractions are available for their tourists. At the showcase, Old Town Trolley was a silver sponsor and I think this really helped in getting our brand right into the hands of the tour operators. Our silver sponsorship included our logo being included on all marketing material for the showcase and we had one-sheet inside each attendee’s packet. I could tell that the marketing was working when every attendee I talked to said, “You guys are all over everything!”

After two days of non-stop appointments, I can confidently say that the showcase was a success! I walked out of the show with so many connections. So many of the tour operators already use our services in our other cities and those that do not are changing their minds.

WHEN THE PHONE RINGS
Nikki Weekly; Group Sales Manager

When a Group Sales Manager’s phone rings, you never know who will be on the other end. Will it be an event planner or bride? Perhaps a destination management company or a family reunion committee member? Maybe a university or a corporate planner? The possibilities are endless. However, when you receive a call from someone planning an end of year, four-day trip for their gifted and talented high school students, you immediately pull out your handy dandy paper and pencil, place the event planner cap upon your head, roll up your sleeves and get to planning!

As a GSM, it’s important to place yourself in the shoes of the person responsible for planning such an endeavor. It’s important to realize what this trip means to each traveler and to understand the expectations of the client. After the initial conversation, their perspective, wants and desires become yours. You begin planning with the understanding that you are responsible for a once in a lifetime trip for a group of students who work very hard to achieve excellence. They will never know the planning involved or the person working behind the scenes to ensure a fluid itinerary. They will only remember the laughter, the music, the sites, the storytelling and the experience as a whole. And that will always be enough for me.

I dedicate this article to the students of Highland HGATE from Highland, Arkansas and their fearless chaperones led by one of my favorite clients, Teresa Flynn. I hope to see you again... Next Year!

The title of my article is one of many safety mottos that pop up online when searching for safety slogans or mottos. To me this one is the best! SAFETY IS NO ACCIDENT...
Hello! My name is Caroline and I am an administrative assistant at the Nashville location. I’m 24 and grew up not too far away from Nashville in a town called Mount Juliet. I spent a lot of my time there playing games and solving puzzles, taking horseback riding lessons, and reading The Boxcar Children series. While in middle and high school I became interested in all forms of art, JROTC, and learning Spanish and German. I have been to the very same art museum and theater that we stop at on our tours countless times while growing up! After high school I decided to go straight to college Middle Tennessee State University and quickly realized after a year that it was not the right time for me. I spent the next few years exploring different parts of Tennessee and checking out the huge variety of events that come to Nashville. I could spend all day in our gorgeous parks and lakes and easily find an upcoming concert or show if I ever wanted to spend the night downtown. After a while I decided to return back to school and earned my Associate’s degree in accounting at Volunteer State Community College. I am so happy I did since that is part of what allowed me the opportunity of working with Old Town Trolley! I love that I get to tell guests all about my favorite spots that I have visited since before I could walk, and I am blessed to have such genuine and hardworking individuals as coworkers.

CAROLYN’S FUN FACTS

- My favorite author is J.K. Rowling. I could read her books over and over and find something new to appreciate every time.
- My favorite vacation spot is Disney World will always be my absolute favorite (and most expensive) place to vacation.
- My favorite hero of fiction is The Doctor from Doctor Who. Who doesn’t love a witty time travelling alien?
- My favorite song is When It Rains It Pours by Twiddle will put a smile on my face no matter what.
- What I value most in my friends is Empathy.

My name is Brody. I was born in December 2015 in the Greater Nashville area. My exact location of birth was not on my birth certificate. My Papa (Lewis Weaser) and Daddy (Josh Compton) found me online at a local rescue shelter and came to visit me when I was on display at a local big box pet store that allowed the rescue shelter to set up out front. I was a sad puppy as I was separated from my brother and sister which were adopted that same day. I went home with my new Papa and Daddy that day. I had a lot of room to run around in the apartment but I really had issues with being left alone. People said that they knew some of what breed I was by the way I was calling for my Papa and Daddy. After a few months of living there, my Papa and Daddy knew for something called work, they leave a special door open which leads to a staircase and a huge room for me to play in with a window that overlooks the driveway so I can see when they return. It also allows me to watch all the neighbors and their humans walk by. I also see Roger, a bunny that likes to stay under a bush next to the driveway. It also allows me to play in with a window that overlooks the driveway so I can see when they return. It also allows me to watch all the neighbors and their humans walk by. I also see Roger, a bunny that likes to stay under a bush next to the driveway. I do what I can to try and catch him as I know how fun it is to play with him but he is just a little faster than me but I’m gaining on him. Every morning when Papa gets up, I get up with him and he lets me run around in my backyard then I come back in and go back to bed where Daddy and I curl up in Papa’s spot as I already miss him and he hasn’t left yet. In the evenings, I get lots of belly rubs as I lay next to Papa when he gets home. He’s the best at belly rubs. At night, I tuck Papa in bed then hang out with my Daddy until it is his time for bed. I love the best parents a dog could ask for!
Old Town Really Knows A Fiesta! On the weekend of May 4th, 5th, and 6th, the Old Town State Historic Park, Old Town Chamber of Commerce, and Old Town Trolley Tours of San Diego (housed in our very own Old Town Market) hosted a fiesta to almost 50,000 visitors!

Contrary to popular belief, Cinco de Mayo is not Mexico’s Independence Day. Mexican independence is celebrated September 16th. Cinco de Mayo commemorates the Mexican Army’s unlikely victory over the French forces of Napoleon III on May 5, 1862, at the Battle of Puebla. How did we celebrate this Fiesta commemorating the Battle of Puebla?

We told the story in our Courtyard to our many visitors, and we ended each story with the Viva Mexico Grito! Thanks to Christian Perez, Martin Baez and Raul Olavarria of our Maintenance staff for keeping everything running smoothly.

CRUISE SHIP SEASON

John Savage, Operations Manager

For the 2018-2019 season, the Port of San Diego had scheduled a total of 96 ship calls (83 calls in the previous season), and handled around 242,000 passengers (or 8% increase over 2017). The projected growth in cruise passenger numbers is 5-8% a year - to 280,000 by 2020. The largest growth came from cruises originating from San Diego, with Disney and Holland America offering the most cruises. Princess ships visit San Diego with their itineraries leaving the Los Angeles area and roundtripping the Mexican Riviera.
Late Spring 2018

OLD TOWN TROLLEY TOURS of SAN DIEGO

CHARTER HAPPENINGS
ERICA FROST AND JEANETTE PEREZ, CHARTERS AND GROUP SALES
SAN DIEGO HONORS THOSE WHO SERVED - MEMORIAL WEEKEND
The rich military history of San Diego and the many armed forces that call it home make our city a special place to commemorate the holiday. This year, a couple of returning groups used our trolleys to visit two of the city’s most iconic monuments dedicated to those who served. We provided shuttle service for the San Diego Veteran’s Memorial Day Ceremony at Fort Rosecrans National Cemetery, as well as transportation to the Memorial Day Ceremony put on by the Mt. Soledad Memorial Association. That day, attendees remembered and honored the men and women who bravely gave their lives for freedom and peace.

FELICITY
 Newly engaged couples and bridal parties having fun taking pictures aboard “Felicity”, our beautiful white wedding trolley at the Spring Bridal Bazaar in Del Mar.

VI SITOR INFORMATION CENTER TURNS 3
Natasha Kader, Depot Sales Manager
The San Diego Visitor Information Center turned the big three this year! It seems like yesterday we were all here for the grand opening ribbon cutting. This year, we celebrated with a Business Mixer birthday party. Fellow tourism and port authority companies joined us for wine tasting, a themed photo booth, prize wheel, and of course, birthday cupcakes!

SUSIE VETTER
CONDUCTOR
Born and raised right here in San Diego, Coronado specifically. My dad was in the Navy during World War II. When he got stationed in Coronado he decided this would be where his family would live. And the rest is history.

ERICA FROST AND JEANETTE PEREZ, CHARTERS AND GROUP SALES
OLD TOWN TROLLEY TOURS

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SUSIE’S FUN FACTS
I have a few favorite authors. John Grisham, James Patterson, Ken Follett, Dan Brown. Each one brings mystery and intrigue to spark the imagination. When it gets too heavy I switch to Nora Roberts for the family sagas.

As far as talent! I wish I could sing. I admire anyone who can sing in tune and entertain.

What do I value in my friends? Honesty, loyalty, understanding and a willing ear when necessary. I expect the same of myself.

If I were to participate in a reality show it would probably be the Amazing Race. I love problem solving and challenges. I also love to travel.

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Mark (Mako) Miller
Conductor
Orlando Montano
Sales Representative
Franky Noguez
Supporting
Frank Cleaver
SEAL Tour
Susie Vetter
Supporting Tour
Larry Usall and Mike Watson
Pickle Award

This month I would like to spotlight my dear friend and past colleague, Julianne Pion who is celebrating 30 years with Starwood Hotels this year (Starwood Hotels is now Marriott). Congratulations Julianne on quite a full career as a Concierge! Julianne started at the Sheraton San Diego Hotel & Marina in 1987 where we worked together for 9 years. In addition to working for Starwood (now Marriott) for 30 years, Julianne has been selling Old Town Trolley tickets for 28 years which is as long as Old Town Trolley Tours has been in San Diego! She currently works at the Westin San Diego Gaslamp Quarter with Catherine Bouvier, Sergio Pietrangeli and Tom Turman at the Concierge Desk. Julianne enjoys making lasting memories for her guests and creating carefully considered adventures for them. In her off time, she enjoys walking & hiking and is a huge sports fan. She misses the Chargers dearly. She loves working at the Westin San Diego Gaslamp Quarter which is located in downtown San Diego. It is a 450-room hotel which became a Westin in 1996 and is walking distance to restaurants, nightlife, Petco Park and the beautiful San Diego waterfront. Thank you, Julianne, for all your support and friendship over these three decades. We at Old Town Trolley Tours appreciate all you have done for us over the years and congratulate you on all your accomplishments in the San Diego hospitality industry.

VENDOR SPOTLIGHT
Julianne Pion
Rod LaBranche, Director of Travel Industry Sales

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SAFETY FIRST!

Local artist and friend, Michael Le Bold detailing ghost tour artwork

Mechanics and details, Frankie Noguex, Fernando De Los Cabos, Ryes Aviles and Seal Albis

Ghost CAST: Rodney Foster, Adriano Laughlin, Robin Weaver

Providing great accessible guest service requires annual training.

Dale O’Brien sporting his safety vest

Inno Briones sporting his safety vest

Conductor Deb Hildebrand greeting guests and she prepares for her ‘La Jolla Beach Day-Tripper tour’.

First mate Johnny De Vino

SEAL Captain Steve Blackman

Nothing like a pickle to start your day! Congratulations to Larry Usall and Mike Watson for outstanding guest service.

FUNCTIONAL PICS!

Erika Jacoby and Luis Bazquiel, our friends from Blackdog Advertising, took time out from their busy marketing schedule to visit us in San Diego, a visit to a local favorite, “In-N-Out” was not to be missed!

Moore’s special day with the Trolley and Cold Stone Ice cream.

Mom’s special day with the Trolley and Cold Stone Ice cream.

Finish Line! Navy Bridge run and walk. John Savage, Erica Dill, Leslie, John “Red” Lindsey, Patrick Nettles

Tattered but good spirited Lead conductor Chris Chiorbas, surviving another dispatching cruise ship day.

Patrick Nettles explaining the history of Armed Forces and Memorial Days

At San Diego airport, Conductor Jon Laos and his wife took up a conversation with IT techs from Stockholms.

SEAL CAPT CPR annual training - SAFETY FIRST

The Nation’s Storyteller

Late Spring 2018
AND THE SEASON IS UPON US

Garry Patrick, General Manager

Though our March and April did not truly live up to the usual wonderful weather we so typically enjoy, the cooler weather still brought many travelers to Savannah and we saw our ridership numbers swell as we commenced our high season. We were fortunate to have an early Easter at the end of March followed directly by Spring Break. Would you believe the busiest day we have ever experienced in Savannah was NOT on a Holiday Weekend or significant day? Just a plain old Thursday in early April saw us carry 2177 folks on the day tour and a further 449 on the Ghost & Gravestones tour.

I have to congratulate all our CAST for weathering the storm that hit us hard in early April. I think that was the busiest week in our history as we sat at 50% above our expectations based on previous years!

May has continued to be lovely and we are seeing a steady stream of guests to the trolley. Well done to all our departments on their continued successes.

We have a wonderful CAST and I am so fortunate to lead them each day.

WHAT’S AN ANNIVERSARY

Garry Patrick, General Manager

This edition of the Nation’s Storyteller is very special to me because I am able to report on a very special event we had for our CAST. When I attended the National GM Conference late last year, Chris Rolland talked about resurrecting the years of service pins we had been without the pins for quite a few years and we were very excited for this program to be reimplemented.

When I received the box of commemorative service pins from Miss Nancy Aspinwall in mid-April I realized we really needed to turn this into a special event to honor our CAST. The Leadagement Team all agreed on an Anniversary Party and we went to work to plan an event that would pay respect to everyone involved.

As you can see by the pictures from the night, it was an incredible evening where many folks got a little teary eyed. We celebrated HTA, OTT, each other and our FAMILY. Kenny Gresham took home the highest honor with 22 years. Closely followed by Charlie Brazil. In total, we had over 30 CAST members with better than 5 years of service.

All agreed, it was a wonderful event and many of the rookies were so excited to be a new member of this family.

We look forward to many more years of service pins as the CAST will mark years that our new cast members will be able to retire with.

TROLLEY STOP GIFTS

Tara Walker, Manager

In the months of April and May business has been great, with the school year ending tourism season is here! Thanks to the summertime shine and the rising temperatures the demand for tee shirts and dresses are up and we are fully stocked and ready.

We also received a new product by Illume that is flying off the shelves. It comes in three scents, Sunwashed Cotton (My favorite), Peach and Magnolia. It comes in lotion, soaps and candles. We have already had to get another order filled.

The customers are loving it.

The weather has been beautiful lately and that is bringing in a lot of business. We are looking forward to the summer and bringing in high numbers.

VENDOR DEPARTMENT

Robert Hunter, Vendor Manager

The vendor department continues to grow here in Savannah. April was the largest producing month since the beginning of Old Town Trolley Savannah. We finish the month with roughly $95,000 of business. We also finished the fiscal year with a record of approx. $770,000 of business, approx. $180,000 over budget. This was the result of efforts by our team here in Savannah; Stephen Plunk, Caitlin Walls, myself and Bobbi Renée Lewis.

SAFETY

Sean Kelly, Safety Officer

April has been a very busy time here in Savannah. We have a huge new conductor class starting to give tours, which meant plenty of Safety Training Sundays for me. Now we are guiding our new cast members in day to day activity in the Loop.

MARCH

Colin Saxon

Toni Kroll

George Hickman

Melody South

Christine Ledet-Hill

VENDOR   DEPARTMENT

Robert Hunter, Vendor Manager

This edition of the Nation’s Storyteller is very special to me because I am able to report on a very special event we had for our CAST. When I attended the National GM Conference late last year, Chris Rolland talked about resurrecting the years of service pins we had been without the pins for quite a few years and we were very excited for this program to be reimplemented.

When I received the box of commemorative service pins from Miss Nancy Aspinwall in mid-April I realized we really needed to turn this into a special event to honor our CAST. The Leadagement Team all agreed on an Anniversary Party and we went to work to plan an event that would pay respect to everyone involved.

As you can see by the pictures from the night, it was an incredible evening where many folks got a little teary eyed. We celebrated HTA, OTT, each other and our FAMILY. Kenny Gresham took home the highest honor with 22 years. Closely followed by Charlie Brazil. In total, we had over 30 CAST members with better than 5 years of service.

All agreed, it was a wonderful event and many of the rookies were so excited to be a new member of this family.

We look forward to many more years of service pins as the CAST will mark years that our new cast members will be able to retire with.

TROLLEY STOP GIFTS

Tara Walker, Manager

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WELCOME ABOARD

OLD TOWN TROLLEY TOURS

March

William Rose

Larry Smith

Darren Yedwab

Roy Pabon

GHOST & GRAVESTONES

Rachele Ruggiano

Celia Phelan

Kaylin Bosh

Happy Anniversary!
No one throws a party like the largest tour company in town. Trust me — you know exactly who I am talking about because you have been behind one of the 60 orange and green trolley tours downtown — and of course, they blow the roof off for a fundraiser!

Arriving to a red carpet, Leopold’s Ice Cream and The Fundamentals serenading the crowd of over 200 supporters and community partners, I move over to greet OTT General Manager Garry Patrick. The curly-haired Aussie is genuinely stunned at the line of guests that include Visit Savannah’s Joe Marinelli, Allstate’s David Pence and the sweetest dude around, Stratton Leopold.

By now everyone from SMN photographer Shelly Mobley to Savannah Riverboat’s Lisa Shea to “destroyer of all bugs” Mike Warren are partaking of snacks from Savannah Event Catering while long-last-seen Dr. Kwanza Gardner is introduced to vivacious Georgia Walters and her guest Rick Garman. Sporting a fierce turquoise mohawk, Georgia is steadily inviting everyone to Cool Savannah’s grand re-opening fundraiser for the Historic Savannah Foundation on June 12, which just happened to coincide with her birthday.

Next, the Davenport House Museum’s Jan Vach meets Skeeter’s Southern BBQ’s Jonathan and Jessie Brinsfield, and one of Savannah’s ultra fashionistas Barbara Ruddy is chatting up equally dapper David Minkovitz. Meanwhile Chris Sweat makes a lap by me with his longtime friend Jennifer Giddens and her niece Marah Giddens.

It’s sweet tea time! I grab a glass, taste-test some shrimp and grits, yell at Jeremy Black to get over here for a hug and meet and greet with two dudes who may be just as nice as he is. Chris Shomo and his partner James Plumlee have been waiting to meet Jeremy, the Cucina Italiana general manager, and it does my heart good to see three of the most genuine guys I know laughing it up.

Because Savannah is notorious for supporting nonprofits, social issues and even their competition, it makes total sense to see Mr. Nice Guy, aka Mickey Minick, make an appearance. The Old Savannah Tours general manager shakes hands with Garry and waves his protégé Courtayrd Raslsins over for a pic while Alderman Van Johnson gets sandwiched in a photo with media queen Mia Mance and Savannah Master Calendar’s Kenda DeMouza.

There literally is no time to talk because photo requests come in from “my sister from another mother” Kai Williams, military museum genius Gary Webb and the entire Red Gate Farms tribe.

With more people congregating near the Congress Street Up bar and the TapSnap 1135 photo booth, I head over and realize there has been a 5-foot tall air conditioner blowing out gale force winds while I have been melting on the other side the room! Also chilling are City Market icons Kimberly Fields and Marcie Hill, Roswell’s Garden & B&B’s Bryan and Janet Roswell and “where have you been?” Lisa Pitch Robinson.

I give up! There are so many familiar faces that I put down my notebook and catch up with the Ciel Scouts’ Ian Else about when and where I need to be for QuestFest in July: I adore Jessica Muller’s lustrous red hair and then somehow convince OTT’s Stephen Plank that a running leap in the air would look great on camera, and it does!

It’s short and after Garry welcomes the crowd and thanks everyone, Museum Heritage Specialist Rachel Bradshaw takes the mic and explains how this historic East Gordon Street school is more than an interactive exhibit space and educational center — it’s also a part of the rich cultural heritage of Savannah.

As Georgia’s oldest school in continual operation, built by John S. Norris in 1856, the “only remaining building of Georgia’s original chartered school system” is a resource center for living history complete with collections of period costumes, Savannah’s architecture history and a 19th-century school day educational program.

And what a perfect match for a trolley company to pair up with such a distinguished cultural center to raise money while sipping spirits, snacking on ice cream sweets and scrumptious southern food, all while listening to some seriously good music and celebrating 25 years. That’s how we roll in the greatest city in the South!
Start of a new fiscal year, start of our first full year of operation with HTA! May 29th will mark our one-year anniversary, and we are proud to say that we came just shy of 70,000 guests through our doors by the end of March-69,426 to be exact! How could we be prouder of that?! In April we also welcomed aboard our house musician, Valerie Lavelle, who will be performing in our beautiful speakeasy every 1st and 3rd Thursdays of the month crooning the music of the 1920s and 1930s. Prohibition Museum SWAT continues to be all the rage in the Gift Shop downstairs and have started to see folks around town repping the best museum in the South: GO APM!

My birthplace is Lexington, KY known for its beautiful horses, horse farms and college basketball. Other than KY and now Savannah, I lived in Cincinnati, Ohio for 10 years. I have 2 beautiful daughters, Ashley 33, Chelsey 25 and 2 wonderful grandkids, Kenzi and Jaxx.

My fiancé, Richard and I fell in love with the beauty, history and southern hospitality in Savannah after first vacationing here several years ago. We vacationed in Savannah at least 3 times a year for the last 5 years. We decided to move here last August and we live in the Historic District which we love.

While vacationing in Savannah previously we had taken several trolley tours and Old Town Trolleys was our favorite. When I recently saw on an employment site a posting for a position at Old Town Trolleys, I decided to apply because we had such a great experience with the trolley tours, I thought this would be a great company to work for.

My favorite vacation spot is anywhere with a beach. Miami is one of my favorites.

The traits I value most in my friends are loyalty and honesty.

If you could choose one reality tv show to be on, what would it be? Hell’s Kitchen with Gordon Ramsey.

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Who doesn’t want to wear a Prohibition Museum hat?

American Prohibition Museum Marketing Campaign

An animated email marketing campaign developed for the American Prohibition Museum, located in Savannah, GA, was another recognized effort from Blackdog. Through clever copy and creative visual imagery that incorporated the singular flair of that era, the recipient was invited to visit the only Prohibition Era museum in the country to experience the Roaring 20’s through its “intoxicating” exhibits and authentic speakeasy.

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STEPHANIE’S FUN FACTS

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EXECUTIVE ASSISTANT, OLD TOWN TROLLEY TOURS

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NEW BREAK ROOM
Jeannie Coyne, Assistant to the General Manager

Our new breakroom is completed! It took many months, but the wait is finally over. We have expanded the size to almost twice what it originally was. We have added a dishwasher, a coffee service, an extra microwave and most importantly – ROOM. Room for more than three people to be taking a break, or just getting a bit of cool air on a hot day. We have to thank Kristi Burtch for the beautiful colors she picked out for the room. And thanks to Greg and his crew for doing the hard work in remodeling and to the Art Department for helping make it look as nice as it does. Most importantly, we want to thank Ed for approving the scope and budget of this project. The CAST love it!!!

EASTER PARADE
Easter Parade – The City of St. Augustine had their 59th annual Easter Parade. It was a beautiful day for the event. So many floats returned to continue the tradition as well as many new floats who participated for the first time. Historic Tours of America is a proud sponsor of the Easter Parade.

Our Parade Marshall this year was Miss Florida, Sara Zeng. Sara is a Palm Coast resident and represented Florida in the Miss America contest last September. We’d like to thank the Easter Festival Committee, the City of St. Augustine, and the St. Augustine Police Department for helping us put on another great parade!

MOTHER’S DAY
Old Town Trolley St. Augustine handed out carnations and thanked Mother’s for all they do. We know there are all types of Moms – Mothers, Step-Moms, fur baby Moms, Aunts, Dear Friends, etc. They all deserve our thanks for being there.

HALF MILLION DOLLAR
Half Million Dollar Inductees – We welcomed some new Half Million Dollar Inductees and welcomed back for another year several others.

CHARTERS
Charter/Groups Department welcomed Michael Bernreuter this school season to assist with the school children. It’s great having the children on property, they bring such energy and life to the property. Michael has been a great help to Kathy and Tyna. He fit right in with the kids.

ST. GEORGE STREET WELCOME CENTER
St George Street Welcome Center – Our Orange Street ticket booth has received quite the face lift. Before the sales rep would have worked out of a kiosk with just enough room for one person. Now, thanks to the Fraser Family, the depot received a face lift. The sales rep will have room for guests to step inside out of the weather, they can purchase a cold drink on hot days, and even a t-shirt or two, as well as purchasing their tour and attraction tickets. Soon to come will be a rocking chair or two. Come on over and say hi, sit a spell.

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5K RACE
5k Race to the Taste of St Augustine – OTT St Augustine sponsored several of our CASTmembers who wanted to participate in the annual 5k Race – Race to the Taste of St. Augustine. Michelle Fredette, led the pack and placed first in her age group. Michael Bernreuter wasn’t far behind and he, too, placed first in his age group. Also running were: Jennifer Johnson, Vicki Slaughter, Stephen Slaughter, Jason Renoills, Dave Chatterton and his son, Evan Chatterton (who placed 3rd in his age group). Congrats Evan Chatterton for medaling third!

Photo Credit James Kellog

Congrats Evan Chatterton for medaling third!

Great turnout for Sunday’s Race to the Taste by OTT STA CASTmembers. Also, congratulations to Michael Bernreuter and Michelle Forleto for winning 1st place in their age group.

CONGRATS
Michael Bernreuter

Congrats Evan Chatterton!
WELCOME TO THE CHAMBER OF HORRORS

Behold, Malevolent entities to Gruesome Nightly Executions!

Snuggled inside The Old Drug Store, Home to Potter’s Wax Museum and malicious spirits that seem to wander its premises is a sinister room called “The Chamber of Horrors.” During the day, it serves as part of the Potter’s Wax Museum’s exhibit. However, when darkness falls the wax figures inside this room have been known to come alive. Yes, ALIVE!! We have video footage to prove it! However, it just doesn’t stop there, as some of these entities boldly attempt to execute innocent Ghost and Gravestones audience volunteers out of mistaken identity. This happens to be a nightly issue.

Potter’s Wax Museum’s Chamber of Horrors has its name from a standalone room located inside Madame Tussaud’s 1802 wax museum gallery in London called “The Chamber of Horrors.” This popular Madame Tussaud’s room showcased historical personalities and artifacts that fit the mold to appear inside this dark and mysterious evil chamber. Madame Tussaud’s Chamber of Horrors was renovated in 1996 bringing to life the history of crime and punishment over the last 500 years. Then the Chamber ran into a bit of a problem, by ordinance it was closed on April 11, 2016, due to an alarming number of similar complaints from families with young children. The Chamber is still closed as of this day and will be closed until further notice or shall we say “upon further investigation”?

The Potter’s Wax Museum’s Chamber of Horrors has been up and running since October 2015 where you can find supernatural Horror Icons like Freddy Krueger, The Mummy, Frankenstein and The Creature from the Black Lagoon to name a few. But you see, these characters will be the least of your worries if you find yourself being dropped off at this location at night by the Trolley of the Doomed on one of our Award-Winning frightseeing tours.

Dave Just returned with another rare find for our Victorian Parlor, i.e., future WCSM Ghosts & Gravestones Queuing Area. I am holding a working Victorian Ghost Detector assembled with both modern and parts circa 1857. The device is devised to chime and move in the presence of ghosts, poltergeists and various other dead things. Can’t wait to see what happens when it is paired with the other haunted items we have acquired.

Photo below is a Geobox, a device used to communicate with spirits, that we have recently acquired. The Geobox has been featured most recently on the tv show "Paranormal Lockdown." This box will be added to the new Ghosts & Gravestones room at the Welcome Center San Marco along with the other haunted artifacts we have collected. Best of all, guests will be able to interact with it. I have also included a link to a website "Huff Paranormal" that discusses and demos the Geobox device. This guy has quite a following and I think it will be another great addition to our paranormal room we are creating for G&G.

Happy Anniversary!

OLD TOWN TROLLEY TOURS OF ST. AUGUSTINE

Debra Bennett 7 years
Margarita Vargas 5 years
Jesse Lowe 4 years
Robert Faubion 4 years
David Fisk 3 years
Lisa Glover 3 years
Albert McCormick 3 years
Gregory Abner 3 years
Mark Batoh 3 years
Kenneth Cerotzke 2 years
Elizabeth Daube 2 years
Savanna Dunn 1 year

GHOSTS & GRAVESTONES
Joseph Harris 3 years
John Street 2 years

FACEBOOK.COM/HAUNTEDTOURSST AUGUSTINE
TWITTER.COM/HAUNTEDTOUR
INSTAGRAM.COM/GHOSTSANDGRAVESTONES

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VENDOR SPOTLIGHT
TRYP BY WYNDHAM
SEBASTIN ST AUGUSTINE, IN THE NATION’S OLDEST CITY, ST AUGUSTINE.

TRYP by Wyndham was started in Spain with the first American hotel opening in New York City in 2013. Atlantic City was opened 2nd, St Augustine was 3rd, College Station was 4th, Miami was 5th and Fort Lauderdale is the 6th one opened so far. The hotel’s philosophy is to introduce and have their guests experience the culture of the city in which they are staying in. The hotels utilize as many local items as possible. So here in St. Augustine, Patti Mc Roberts, the General Manager and her staff use items such as soaps, wine, spirits, food and of course OLD TOWN TROLLEY!

Our hotel offers one lobby-level meeting room perfect for board meetings and small events. Featuring floor-to-ceiling windows and tons of natural light, the 450-square-foot space accommodates up to 32 theater-style guests. The room can also be arranged in a U-shape classroom for 16 guests or a boardroom for 8 guests. Our TRYP meeting package includes everything you need for a successful gathering—from use of a conference phone and refreshment options to our 65” smart TV with screen sharing, streaming apps, and more.

We can also transform our meeting room into “The Bridal Room” for your special day. Bring your bridal party and spend the day getting ready before your wedding ceremony or reception.

KRISti Burtch Labenne
ARTIST FOR OTT ST.AUGUSTINE

Kristi grew up at the base of the Rocky Mountains in Kalispell, Montana. She went to college at Pacific University in Portland, Oregon and attended Marylhurst University’s graduate school program, where she received her Master’s in Art Therapy. Kristi is a passionate individual and seeks out people, places and things that enhance her colorful way of living and zest for life. She is an animal lover and is the proud owner of two dogs, Jaeque-imo and Odie. She and her husband live by the ocean and crave outdoor adventures such as surfing, hiking and kayaking.

Kristi is an artist and loves her work. She values the relationships she has with family, friends and co-workers. Kristi recently married Ty, the love of her life, on March 24, 2018, in historic downtown St. Augustine. Kristi says “they met when the universe decided it was time that they could appreciate and value someone who fulfilled all the qualities and characteristics they longed for in a partner.” Kristi and Ty thrive by the beach and cherish the beautiful weather in the sunshine state. They are grateful to have found St. Augustine and each other.

Kristi has always had a strong desire to use her creative talents in her profession. She has managed art galleries, instructed and managed a paint party franchise, worked as an independent artist/muralist, and is currently working as an Art Therapist at a trauma/recovery center, on her days off. In addition to working in health care, Kristi has a desire to work in a creative environment that is professional, fun and supportive. This led her to join the team at Old Town Trolley of St. Augustine in 2017. Kristi believes in utilizing visual art, to create an experience that allows guests the opportunity to immerse themselves in the history of St. Augustine, preserved in the year 1908. She enjoys the variety of artistic challenges that the job requires.

Kristi can be found painting on property around the Trolley Depot, Old Jail, History Museum and Oldest Store, but don’t mistake her for a stoic figure on the historical landscape. She tends to surprise guests who don’t see her moving, due to her steady hand and quiet presence. Kristi looks forward to meeting you and hopes you enjoy the visual art and all the beauty that the City of St. Augustine has to offer.

KRISTI’S FUN FACTS

My husband and I moved to St. Augustine from Austin, Texas in 2015 to help open a drug/alcohol treatment center for men.

I am a person in long-term recovery and I consider this to be my greatest achievement and gift. Although I do not believe recovery is a personal achievement in the traditional sense, it does require a willingness to change and a necessary commitment on a deep level. As a result, I am able to use my experience to be of service and help others.

Ty and I spent our honeymoon in Costa Rica, its magical and by far my new favorite vacation spot. Pure Vida!

Ty and I spent our honeymoon in Costa Rica, its magical and by far my new favorite vacation spot. Pure Vida!

The one thing I could eat for the rest of my life would be Mangoes!

I most value loyalty and authenticity in my friends. I think it’s important to be yourself and be accepted for who you truly are.

FACEBOOK.COM/STAUGUSTINETOURS
TWITTER.COM/STAUGUSTINETOUR
INSTAGRAM.COM/OLDTOWNTROLLEY

A NOTE FROM SANDY GIGI’S TRAINER

OUR PATRIOT SERVICE DOG

I would like to introduce myself and give you an update on Gigi. My name is Sandy and I’m Gigi’s new handler. I am so excited to work with such a smart and enthusiastic dog. Gigi knows sit, down, come, go in, go thru, speak, roll, stay, kennel, and out! I look forward to teaching her many skills and commands that will make her a successful Patriot Service Dog. Gigi is such a joy to work with. Thank you for this opportunity.
The Intricacies of Washington DC Operations

Eric “Mr. E” Whitehead, Operations Manager

Here in our Nation’s Capital the freedom of speech is heard loud and clear. Now sometimes how it is received is a different story for a different day. Today I will speak about what I believe makes us a little different than our other fabulous HTA cities. Starting around April of each year, people from around the world begin to come to our beautiful Nation’s Capital to let their voices be heard. They plan, organize, and build their followers in order to be out on the main streets of DC to have their voices heard. There are sometimes, protests, demonstrations, marches, rallies, walk-ins, runs, races, marathons, and festivals. Now these happen every single weekend throughout the entire summer, mostly on Saturdays and Sundays. Each time someone is permitted to have one of these events, it takes a lot of creativity to ensure that OTT DC is still able to provide our guests the very best tour that they could imagine. These are all wonderful causes and are much needed events. For example, “The Earth Day Celebration,” The MS Walk, The Race for Hope, The Walk to End Lupus, The Walk to Cure Arthritis and Rolling Thunder all occur on or around the National Mall, which is our tour route during the Month of May. But we will improve, adapt, and overcome just like the United States Marines. We are going to Be All That We Can Be just like the US Army, we are going to Aim High, Fly-Fight and Win just like the US Air Force and lastly, we are going to be a Global Force For Good just like the US Navy. So no matter how many events take place and how loud the voices will be heard, OTT DC will do our absolute best to be the BEST that we can be.

Concierge Turned Sales Rep

Coreen Hamilton, Depot Sales Manager

We have quite a few sales depots here in Washington D.C. Two at Union Station, our Welcome Center, out on the National Mall, and believe it, inside of the Gaylord Hotel at the National Harbor. The Sales Representatives stationed at the Gaylord not only sell our assets to the company when entertaining customers. We have quite a few sales depots here in Washington D.C. Two at Union Station, our Welcome Center, out on the National Mall, and believe it, inside of the Gaylord Hotel at the National Harbor. The Sales Representatives stationed at the Gaylord not only sell our assets to the company when entertaining customers. Morgan Hamilton has been a Concierge for our company for quite some time and has just recently finished her training on the DC side to be a Sales Representative at some of our top selling depots! Not only has Morgan let her knowledge and love of our Nation’s Capital shine, but she has brought her rather interesting and unique personality into the mix, making her an extremely important asset to the company when entertaining customers.

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Morgan has officially hung up her blazer and black slacks for navy shorts and an Old Town Trolley fisherman’s hat. Keep a look-out for this gal, Washington. She’s comin’ for ya.

Spring/Summer Concert Series at Joint Base Myer-Henderson Hall

Loretta Pinkney, Ops Manager, Arlington National Cemetery Tours

One of the highlights of the spring season here at Arlington Cemetery is the Twilight Tattoo and Pershing’s Own Concerts which started Wednesday, April 25. The U.S. Army Military District presents Twilight Tattoo with performances by the 3rd U.S. Infantry Regiment (The Old Guard) and the U.S. Army Band “Pershing’s Own” every Wednesday from April 25 to August 8 at 7 p.m. Cemetery guests can catch a shuttle provided by the Army from the cemetery over to the concert grounds on Pt. Meyers. Also, on Fridays from June 1 through August 31, “Pershing’s Own” presents a sunset concert on the West Steps of the U.S. Capitol. All concerts are free and open to the public.

Jacob is an Interesting Guy

Coreen Hamilton, Sales Depot Manager

Today I was able to sit down with one of my newest sales reps Jacob Sweeney. Coreen-“Jacob, tell me about yourself!”

Jacob-“I am a man of simple pleasures. I spend most of my time sitting under trees, reflecting on a life that could have been. And now, as my dreams and aspirations have been left behind in the dust of my past, I focus on my future. My future as a trolley man. I started as a conductor, entertaining the hoards of hungry tourists looking for a good time in Washington D.C. Unfortunately, the stress of city driving became too much to bear, so I hung up my hat for a funny pack filled with trolley tickets to sell.”

Coreen-“That was beautiful Jacob. Thank you for your time, and most importantly, thank you for your service!”

Mr. Sweeney stood up and I watched his silhouette stroll back to his depot at Union Station in the morning sun. As the new day dawns, a new trolley man is born. One with a song in his heart and kindness in his soul and he remembers his purpose. Truth.
SITESEEING IN WASHINGTON DC
Amanda Varnam-Training Officer

I’m always telling my guests that it is impossible to see everything in DC in just a few days. I tell them that I still haven’t seen everything and I’ve lived in the city for almost five years… or is it six? Anyways… to stay current on what’s happening in the city and to be able to give my guests the best information I try to spend one of my off days exploring. Recently I was able to visit Arlington National Cemetery, the International Spy Museum and the Renwick Gallery. I was also able to walk around the Tidal Basin to see the world famous Cherry Blossom Trees in peak bloom.

I went to Arlington to take in the beautiful landscape and to pay my respects to all those who have fought and fallen for our freedom. I went to the Renwick Gallery to see the new exhibit “No Spectators: Art of Burning Man” which was visually stunning. At the International Spy Museum I learned I’m not cut out for the job of spy. After learning I have no future in espionage I headed to the tidal basin to see the Cherry Blossoms in peak bloom. It absolutely cheered me up!

In the near future I hope to visit the National Postal Museum and the new Museum of the Bible.

CHERRY BLOSSOM FESTIVAL: LET THE SEASON COMMENCE!
Sean Wallace, Vendor Representative

Once again, it is that time of year in DC. The Cherry Blossom Festival denotes the beginning of the tourist season and this year’s topy-turvy weather has made it one for the records. We started off with extremely warm temperatures and thought the trees would bloom around March 17-20. All it took was a quick Arctic blast and some snow for peak blooms to be pushed back to early April. Our trees like our politics are very temperamental.

That didn’t stop us from being out and about celebrating the season with our partners. We attended the Cherry Blossom Festival kick-off event, the Pink Tie Party with our friends at Entertainment Cruises and ended the season with the Newseum Night: In Bloom, celebrating with Where DC magazine. The Newseum has some of the best views in the city!

In between, OTT was out giving a little thank you gift to all our concierge and vendors. Nothing says Spring like jelly beans and everyone loves a little treat.

THE DISTRICT WHARF: A PIER REVIEW
Sean Wallace, Vendor Representative

It’s been years in the planning, but the District Wharf has arrived and we couldn’t be more excited. DC since again has a waterfront location that matches the needs of our growing community. This much touted development brings new restaurants, hotels, music venues, theatre, businesses, and condominiums. All of it anchored by The Maine Avenue Fish Market, the country’s oldest continuously operating open-air fish market. Proudly serving this city since 1805.

Old Town Trolley quickly partnered with our concierge at the InterContinental Hotel, a sister property to the historic Willard. Mark and Michael, our concierges are delighted with OTT and elated when we put in a shuttle pick-up for their guests. We are continuing to build relationships with the Canopy hotel and the Hyatt House.

It is also a momentous time for our partners at Entertainment Cruises. They have built a brand-new office for their Spirit of Washington and Odyssey staff. Entertainment Cruises recently acquired Potomac Riverboat Company and we were on the pier for the christening of the new water taxi fleet. It was a cloudy day, but you could feel the energy in the air. The water taxi will connect DC to Georgetown, the National Harbor and Alexandria all within a 20-minute ferry ride. We are excited to have them as part of the Trusted Tours family and look forward to building on this relationship.

So, no matter what you are looking for, great food, entertainment, amazing waterfront views, a leisurely stroll on the Potomac, it’s all right there. The great news is, there’s still more to come. Stay tuned for more development through 2022!
It has been a busy month since coming back from IPW. As the Affiliate Liaison for the Washington Area Concierge Association, I have been working with the Executive Board to finalize the plans for the Annual General Managers Breakfast and the Affiliate Trade Show. Both of these events celebrate the support the relationships our concierges have with their leadership and their corporate partners.

WACA members work hard to provide the best services and opportunities to their guests. A strong working relationship with their GM makes this possible. Each year WACA brings this group together to say thanks for allowing them to succeed at their jobs. General Managers are presented with the YES Award as a way to recognize their support. In 2018 this event was held in the Presidential ballroom at the Trump Hotel. Politics aside it was one truly beautiful venue and a well-attended event.

A week later, WACA Board members were back at it again, hosting the annual Affiliate Trade show at the newly opened City Winery in Ivy City. Ivy City is one of the fastest growing areas in DC and City Winery will be an anchor in the northeast quadrant. Planning and execution of the event is done each year by the WACA affiliate liaisons. We were excited about the interest in hosting our event so soon after opening in April of this year.

Even though as vendors we are constantly in touch with our concierges, the affiliate tradeshow gives us a chance to showcase the many different products and services that we have available. It’s another wonderful opportunity for building relationships and in this industry, that’s what it’s all about.

MARCH

CATHY YOUNG

Arlington Cemetery Tours, Sales Rep of the Year

I was born in Washington, D.C., and currently reside in Suitland, MD. Divorced, I am a mother of one Son and a grandmother of one grandson. In 1975 my family relocated to Ft. Washington, MD. I attended both public and parochial schools and upon high school graduation, I enrolled in Southern Illinois University in Edwardsville, Illinois.

The person who made a profound impact on my life was my only sibling, older by 5 years. She was diagnosed at age 16, with systemic lupus. Despite major health challenges, she graduated from college and went on to pursue a graduate degree. One day during my 3rd year at St. Louis U. I had a compelling urge to return home. Upon my arrival, my sister and I spent every waking moment together. She died suddenly one month later at age 26. I am eternally grateful for the final gift of time God gave us. My sister's acceptance of life without complaint, but with faith and expectancy did much to shape my own view of life.

Being a people person with the gift of gab, and having a gift of near photographic memory for numbers channeled my career into sales and bookkeeping. At the age of 49, I suddenly faced unemployment for the first time in 28 years. A true mid-life crisis! When Old Town Trolley showed on my caller ID in 2014, I knew this was the job ordained for me. I interviewed that Monday and here I am! ANC has been one of the best experiences in my life. Growing up in the D.C. area amid so much history that I never dwelled on, I am so thankful for the opportunity to be exposed to the wealth of knowledge here at Arlington. ANC is not just a cemetery, or a resting place for the deceased, but is alive with history. It has given me further opportunity to sharpen my people skills by sharing this knowledge with the many visitors I encounter each day.

CATHY FACT FUNS

I have yet to accomplish my greatest achievement. I have a strong desire to counsel young people.

The habit of procrastination is my worse fault. My degree is my goal.

Learning to play the piano is a life long desire. One day!

Loyalty is the key trait of friendship. My circle includes friends from elementary, Jr. High and Sr. High School.

If I had to eat one thing for the rest of my life it would be the word of God which sustains me.

Since you conductors get to hear the voice of Chris Belland on each and every tour, we thought you would like to see a picture of his latest recording. Here is Chris at a local video studio recording the onboard message for the new Washington, DC video monitors. It is a welcome message, introduction to the conductor and the safety rules. The new video monitors presently in use for Nashville are going into service in Washington, DC beginning in the summer season. They have proven to be an extraordinary addition to the tour content.
CITY SCOOP

In the blink of an eye you look at the calendar and it’s suddenly April and another season upon us. There is so much to do and not enough time to do it. Here are just some of the things we do in April, re-open seasonal sales depots, re-instate our hotel shuttles, work longer days with a last re-boarding time of 5:00 pm, deal with the Red Sox playing at Fenway and, believe it or not, work with our first cruise ship of the year. Did I mention recruiting, hiring and training? Of course, none of that would be possible without the amazing team of CASTmembers we have here in Boston, so to you I say thank you, thank you, thank you!

To make room for snowplowing our property in the winter months, we moved six of our vehicles up to Maine to our partners at the Molly Trolley Company, which is just over an hour away from us. So, in April Bob Gibson with the help of mechanics, Dave Gustafson, Kenny Hanson, and conductors Jewels Bowker and Keith O’Sullivan took a road trip up to Maine to pick up trolleys from their winter hibernation.

APRIL CAST MEETING

Our April CAST Meeting was held at the Boston Tea Party Ships & Museum so our CAST could check out some of the improvements recently done to the site to improve the experience. These improvements were well received by the CAST who thoroughly enjoyed the experience. Thank you to Shawn Ford and Ted Galo for hosting us once again. Also at the April CAST meeting I had the pleasure of issuing anniversary or “years of service” pins to CASTmembers who have been here 5, 10, 15, 20, 25 and even 30 years! After being without these pins for a number of years now, they were a welcome sight and well received by all who got them.

OLD TOWN TROLLEY

Happy Anniversary!

OLD TOWN TROLLEY

The Massachusetts Port Authority (aka: Massport) invited Old Town Trolley Tours of Boston to participate in their 2018 Cruise Season Kickoff Event at the cruise terminal on May 4th. This year’s event focused on the economic impact the cruise industry has on the various businesses here in Boston, like OTT. To help set the stage, we were asked if we would bring a trolley and park it INSIDE the building for all to see. Of course we were happy to oblige. Check out some of the cool pics of one of our gorgeous stadium trolleys front and center inside the terminal for the event. Thank you to Operations Manager, Brian Buckley for getting up at the crack of dawn to get the trolley to the cruise terminal by 6:00 am!
TRADE SHOW

The Greater Boston Concierge Association held their annual Trade Show at the Design Center in Boston on May 7th. The event showcases businesses in the hospitality and tourism industry for the hundreds of hotel concierges from all over the Boston area. In addition to providing a trolley for shuttle services for the event, Historic Tours of America was well represented at the event with tables for Boston Tea Party Ships & Museum, Old Town Trolley Tours and Ghosts & Gravestones.

A SCARY STORY FOR YOU:
H.P. LOVECRAFT/NORTH END TUNNELS

Steven Johnson; Tour Entertainment Manager

H.P. Lovecraft is the most influential horror writer you’ve probably never heard of. From 1917 to 1939, Lovecraft wrote 64 works of fiction, several hundred poems, and several works of scientific and philosophical non-fiction. Among his many tales of terror was a short story called “Pickman’s Model.” Written in September 1926, it was published in the October 1927 issue of Weird Tales Magazine.

The story follows Thurber, a patron of the arts, visiting the deranged painter Richard Upton Pickman in his Boston studio. Pickman’s studio was located in Boston’s North End. While Thurber had grown accustomed to the ghoulish imagery of Pickman’s paintings, even his sensibilities are strained by the what he sees. Twisted humanoid creatures, called “ghouls” by the artist, are seen slithering through tunnels underneath the homes of the North End. These ghouls are seen attacking a subway car, dancing in the moonlight in the Copp’s Hill Burying Ground and stealing children from the North End to raise as their own. The final painting, located in the basement, is a massive portrait of a red-eyed ghoul devouring a human victim. Pickman is distracted by a noise from a strange tunnel in the basement. He produces a pistol and descends into the darkness. Thurber notices a small, rolled piece of paper attached to the canvas. As he reaches to unroll it, several shots ring out from the tunnel. Pickman returns, pistol smoking, and makes an excuse about shooting some rats before ushering Thurber out of the building.

Once free of the North End, a shaken Thurber puts a hand in his pocket. He grasps the paper he accidentally took from Pickman’s basement, unrolls it, sees the ghoul’s image from the painting, but realizes it’s a photograph. Thurber leaves, refusing to return to the North End with predatory ghouls lurking in tunnels just below the surface. While this may be a fictional story, there’s a twist to the tale. Boston’s North End has a massive tunnel network just below the surface. They connect old buildings, homes and historic sites in the neighborhood, including the Old North Church. There’s no indication as to who built them but skeletons found within the tunnels were quite like the victims in Pickman’s Model. Today, the tunnels have been sealed up for decades, but the Old North Church has opened up their entrance recently. They plan to offer tours of the underground passages. Here’s hoping they never encounter Pickman’s ghouls.

MUDGE

Leo Wylder

My name is Leo Wylder. I work as a ghost for HTA. This is my cat Mudge. His full name is Herman Webster Mudget, which is a very fitting name when you get to know him. He’s a little bit crazy. When he plays he’s a little too rough and leaves battle scars, but when he wants love he’s the biggest marshmallow ever. He’s only 3 years old, lives with my two roommates and I. He’s a rescue cat as well, his last family didn’t want him for some reason. Lucky us! He’s also a polydactyl cat, which normally means he has extra toes, but Mudge is unique because he has an extra little paw on his paw. We’ve never seen anything like it, but it’s super adorable and just makes him more amazing.
Welcome Jerry Miller!

OTT Boston welcomed a new leader to the ranks in May, well new to us anyway. National Trainer and all around go-to guy, Jerry Miller joined the Boston team for a six month assignment to help us with a myriad of tasks. Welcome to the team Jerry!

Jobs May Fill Your Pockets, But Adventures Fill Your Soul!

Jerry Miller, National Trainer

When I came to Historic Tours of America almost six years ago, Ed Swift IV asked me if I was ‘mobile’. Little did I know why he was asking.

But since then, I have spent 3.5 months in St. Augustine, 2.5 years in Washington DC, 1.5 years in Key West, another 1.5 years in DC and as of this writing, one day of six months in Boston.

When first deciding to take the big leap to travel or pursue something different, the same types of questions and trepidation fill my mind. What if I fail? What if I get into an accident? What if I end up hating it?

I have learned that fear of the unknown is okay. It is perfectly normal to be scared, excited, and nervous all at the same time. As soon as I take the first big step, that is when I am reminded that adventure is out there. That there are a million and one new things to see and discover and I am just getting started.

It also doesn’t hurt to always have HTA standing behind me through these adventures. Any job can fill your pockets. Thank you, HTA and Ed Swift IV, for filling my soul.

Cara's Fun Facts

My favorite vacation spot is...Disney World!!! I grew up with Disney as my back yard and I still love going. I love the magic, the atmosphere and the feeling of joy you get whenever I’m on property!

If you were to die and come back as a person or a thing, I would want to come back in a different time period. That may be cheating the rules but I think it would be so cool to be a noble woman of some sort in the middle ages...preferably after the plague. I love the clothing and the general aesthetic of the time period and I can’t say I also wouldn’t love to be some kind of witch, how cool!!!

I value most in my friends their compassion and their readiness to help. My best friend Robin is there night or day! It is the greatest gift I could ever ask from someone.

My favorite song is Landslide, Fleetwood Mac.

If I had to eat one thing for the rest of my life, it would be CHIPOTLE.

Cara Clough

Ghost Tour Actor for Ghosts & Gravestones of Boston

My name is Cara Clough and I am Ghost Tour Actor for Ghost and Gravestones of Boston. I am originally from Waterville, Maine and have bounced around a bit from various places in New England to eventually Kissimmee, Florida. In Florida I attended Gateway High school where I was a very active member of our schools drama club. As soon as I was an upper classman I became an officer in the school organisation and eventually president my senior year. It was in high school I developed my love of theatre and performance and decided to pursue a higher education in Acting. I was lucky enough to be accepted into Florida State University’s School of Theatre Acting program and graduated with a BFA in April of 2016. During and after college I worked various jobs in tourism. Living so close to Orlando tourism was the major job market and I was fortunate enough to work with the Walt Disney Company, Universal Studios, and Central Florida Community Arts as a Box Office Manager with added responsibilities in guest relations. After living in Florida for 14 years I was ready to move up to my favorite city, Boston! Growing up with a family of Mainers, Boston was THE city to be and after visiting often throughout my childhood, I knew it was where I wanted to start my career.

I knew when I graduated I wanted to utilize my degree and continue to find a career in performance and I was very excited to become an active member in the Boston Theatre scene. When I moved here last year I was eager to start auditioning and I saw an ad for Old Town Trolley’s Ghosts and Gravestones auditions and I was eager to see what the company was all about. After having auditioned and offered a position in the 2017 cast I quickly learned that the opportunity to work as a performer and in the tourism industry was something I very much enjoyed. I have a lot of job experience working in tourism and guest relations and to be able to combine a skill set with a passion has been a blessing for me. The staff and actors at Ghosts and Gravestones Boston has quickly become a home away from home and I am thrilled to be a returning cast member for the 2018! I have also been able to manage working with some other theatre companies in the greater Boston area and feel very fortunate to move to a city I adore and to have found work at a company I love.

Vendor Spotlight

David Haigh

David Haigh is a concierge at the Sheraton Boston Hotel. He’s been working there for over a year and is big supporter of Old Town Trolley Tours. David was born in West Yorkshire, England and moved with his mother and sister to Australia when he was 9 years old. They traveled from England to Australia by boat which took 1 month. David still has vivid memories of that trip. In particular, he remembers the 2 day stopover in Cape Town, South Africa. (It was 1974).

David and his family finally arrived and settled in Adelaide, South Australia. After finishing school, David worked in retail for several years. In the late 90’s, David used a computer chat site called Compuserve. In 1997, he started chatting with Emily, who lived in Boston. Three years later, David moved to Boston to be with Emily. The first job he took after he arrived was as a front desk agent at the Inn at Harvard. After working for several months, David became a concierge, and then moved up through the management positions until he was hotel manager. In 2016, David left the 73 room inn at Harvard and took a job as a front desk agent at the 1220 room Sheraton Boston. Six months later, David became a concierge at the hotel.

David loves working at the Sheraton and he loves being a concierge. He enjoys his coworkers and learns a lot from their extensive knowledge. He also likes giving information to and helping his guests. He is happy to recommend Old Town Trolley Tours to his guests because he knows that our tour is high quality and high value. When David isn’t at work, he enjoys spending time with his family – his wife Emily, his step-daughters Jessica and Christine, and Christine’s daughter Ariana (who turned 3 in July).

A huge thank you goes out to David for all he does to make guests feel welcomed in Boston and for recommending Old Town Trolley Tours.
As the weather finally begins to turn warmer, our efforts turn to the maintenance of our 18th century sailing vessels. The weather in the Fort Point Channel in Boston tends to wreak havoc on these hand-crafted wooden ships. With the guidance of our Master Shipwright, Leon Poindexter, our Maintenance team (led by Site Manager Dan O’Neill and Assistant Site Manager Eric Abrew) has taken on the physically-demanding task of repairing the mainmast on the Brig Beaver. It is normal for wooden ships to develop some points of rot and this work will remove that section and replace it with new wood. Though simple in concept, it is quite tricky to pull this off as the mast is upright and the ship is still in use for our daily experience. Basic steps include: building scaffolding, down-rigging of the aft boom, gaff, mast table, mast collar, mast cleats, and all lines fore and aft of the mainmast, removal of rot, creation of wood “plug”, installation of wood “plug”, fitting of fiberglass collar, final slushing and painting of the mast. The areas of rot had been identified several months ago and a plan was put into place to deal with this issue. One of the toughest things faced by our site as a whole is the harsh New England winter. It is next to impossible to accomplish any sort of outdoor project for 4-5 months out of the year and so our maintenance team must take advantage of occasional nice days in early spring and also attempting to accomplish major tasks while we use our site to the fullest extent during our “School Group Season” of April-June. They’ve done an exceptional job of creating a safe work environment for sawing, stabilizing, scarfing, securing, and sealing the mast all while allowing the tour experience to continue around them.

Our days are getting fuller with an abundance of school groups thanks to the continued efforts of Group Sales Manager Paul Lurie and Group Sales Coordinator Maryanne Truax. Several years ago, our “School Group Season” was contained to May and June, but as we continue to become a top destination for educational field trips, our season begins as early as mid-March. We are entering the peak group season coming off the largest numbers in museum history and looking at projections of a 16% increase in revenue and nearly 23,000 group visitors in May and June alone! We have such a great opportunity to educate and inspire thousands of students each and every year and we take that responsibility very seriously. Everyone wants to visit the BTPSM!

As the school groups begin to wane, we will begin to see an increase in families traveling to Boston for their summer vacations and as Chris Belland (CEO) always says, “we make people’s vacations!” Boston is always a popular destination for history buffs, sports fans, and anyone looking for a “City experience” in a slightly slower environment than NYC, perhaps. Boston has so many interesting and different things to do that it’s easy to be here for a few days and feel like you’ve hardly seen anything! The BTPSM is absolutely one of the “things to do” while here in Boston and we certainly spark their interest in American history! We are just thrilled that spring has finally sprung in Boston and we look forward to warmer and sunnier days and the throngs of guests coming across the bridge to see us and experience the “single most important event leading up to the American Revolution”!

**“SPRING HAS SPRUNG IN BOSTON!”**

Kelly Horan Galantis, Asst. Creative Manager, BTPSM

**SUNSET ON GRIFFIN’S WHARF**

This summer, the Boston Tea Party Ships & Museum will begin a new evening program entitled “Sunset on Griffin’s Wharf!” Beginning Friday, July 6, and continuing on Tues-Fri through early September, we are excited to open up the site after work to enjoy a drink and light fare. Relax after a long day on our picturesque back deck!
APRIL CAST MEETING

The April CAST meeting in Key West was held at the Conch Tour Train Round House on April 25, 2018. CAST members all received praise from Operations Manager Eva Conaway for a very successful 2018 season.

Award winners for the month of April included Ed Friuta as the Sales Representative with the highest monthly total. Ed is pictured enjoying dinner at the meeting and is seated next to Ileana Guzman. George Wilson won the monthly prize for “conductor of the Month.” George uses his last name “Wilson” on his name plate on the Conch Tour Train. He is pictured receiving his certificate from Head Conductor Marty Shoeneman.

Cynthia McCoy (also pictured) was the sales representative who sold the most Essential Guide Books. Cynthia sold 1,200 guide books in one year. She got a cash prize in addition to her commission for selling books each month.

The CAST meeting included a birthday cake for all of those members who were celebrating. Cake was served after the meeting and dinner. Part-time Sales Representative Freddie Guieb is pictured in the buffet line with Marty Shoeneman. Part time and full time staff all gather for the monthly meeting and hear about the accomplishments of the Key West CAST.

Sales Representative Denise Knoop who was happy for her fellow CAST members receiving certificates and kudos for the 2018 season. Monthly CAST meetings are also held at outside locations. They have been held at the Key West Aquarium, The Butterfly Conservatory, The Southernmost House and The Curry Mansion, in addition to the Round House location. CAST members who work in the Roundhouse set up chairs and tables as well as a sound system to host more than 100 people who attend these sessions.

One of the main topics of the April session was a reminder to all CAST members to wear their special pins including, “The Eagle,” “The Pineapple” and “The Golden Pickle.”

COMMUNITY FIRST

PRESCCHOOL COOP TRUCK DAY

Old Town Trolley Key West participated in The Preschool Coop Truck Day event. The children enjoyed checking out the trolley and all of the other vehicles.

ASHLEY DIXON

Thank you from the Great Beyond! We would like to thank CAST member, Ashley Dixon for 5 years of service. It is our employees who are our greatest asset, and we are delighted to honor your dedicated service and commitment to Ghosts & Gravestones, Key West. Over the years you’ve grown with our team as Ghost Host, Key Holder and Supervisor. To uphold our mission to be The Nation’s Storyteller, demonstrate our vision of Commitment, Attitude, Sincerity, and Trust, and help make us the passionate organization we are today. On behalf of Ghosts & Gravestones, Key West, congratulations Ashley on your anniversary milestones! Pamela Jester, GGKW Operations Manager.

TRAVELS

Susan Chiappone, administrative assistant at the Conch Tour Train in Key West, found her rain poncho handy while in Ireland, recently. She also found a similar train, but it was not World Famous.

Jocie Unke and crew sport their Conch Tour Train Ponchos in Peru.

Happy Anniversary!

OLD TOWN TROLLEY

Veronica Brown 17 years
Jose Santiago 5 years

CONCH TOUR TRAIN

Irina Bakala 17 years
Natalia Tsvinskaya 12 years
Debra Budd 11 years
Roy Stephens 4 years
Khryrynna Tomenchuk 4 years
Ivenson Gourgue 3 years
Diana Llagostera 3 years
Rebecca Porter 2 years

ASHLEY DIXON

GHOSTS & GRAVESTONES™

Thank you from the Great Beyond! We would like to thank CAST member, Ashley Dixon for 5 years of service. It is our employees who are our greatest asset, and we are delighted to honor your dedicated service and commitment to Ghosts & Gravestones, Key West. Over the years you’ve grown with our team as Ghost Host, Key Holder and Supervisor. To uphold our mission to be The Nation’s Storyteller, demonstrate our vision of Commitment, Attitude, Sincerity, and Trust, and help make us the passionate organization we are today. On behalf of Ghosts & Gravestones, Key West, congratulations Ashley on your anniversary milestones! Pamela Jester, GGKW Operations Manager.
I was born in Silver Creek, New York, a small village on the shores of Lake Erie, about 45 minutes West of Buffalo, New York. I continued to live there until I moved to Key West, three years ago. I worked as both a mental health counselor and newspaper reporter. I wrote for the Buffalo News and other major publications. I have one son, Samuel Chiappone and a beautiful granddaughter, Joy.

Historic Tours of America provided my first job in Key West. I truly enjoy all the duties that go along with helping our guests have a great time when they visit us. In addition to administrative tasks, I have helped out as a sales rep and even as a customer service representative. There is always something interesting to learn to do in the tourism industry.

In my spare time I enjoy community service activities, especially helping out with Special Olympics. I have hosted fund raising events and served as a cheerleader at sporting events. I love swimming and I am delighted to be able to swim year-round in Key West.

**SUSAN’S FUN FACTS**

I came to Key West after vacationing here at least one week every year for 10 years. I love that people here encourage others to find their best, whether it’s writing, singing, relaxing or helping others. There are many optimistic and encouraging people. I think it’s a combination of the beauty of the island and the history that’s rich in culture and diversity.

My most treasured possession is, Salvatore Chiappone’s US Army "dog tags." I loved my dad and I knew he was very proud of the time he spent in the army. He told me many stories about his adventures. After he died, I carried them with me for several weeks to help keep his memory close to me.

My favorite song is "You've Got a Friend" – the Carol King and James Taylor version. It was played at my son's wedding to his beautiful wife Kristin and it was our Mother and Son Dance.

I value most in my friends people who listen. My favorite hero of fiction is The character "Winnie the Pooh," because he tries to be a good friend to all his other companions and recognizes that everyone has faults and gets a honey jar stuck on their nose from time to time.
On Thursday, May 24th, the Harry S. Truman Little White House hosted 276 students from the Junior Class at Key West High School. Sponsored in part by the Harry S. Truman Foundation, we brought them to our historic state landmark onboard the Conch Tour Train. It is essential that our local youth learn the significance of this prestigious location serving as an official site for 7 United States Presidents and a pivotal part of American history.

The students were provided a brief history of Harry Truman and his presidency before being escorted into the house. While inside, they learned the importance of this treasure we have in our own backyard.

Hot dogs and hamburgers were provided by the “world famous” Finance Department. Our great staff from the Key West Shipwreck, Conch Tour Train, and Key West Aquarium helped with set up and break down. Thank you team!

**Truman Little White House Events**

**Key West High School Junior Class Visits the Little White House**

Executive Director Bob Wolz addresses the Junior Class.

Mr. Ed Smith addresses the students.

The entire Junior Class of Key West High.

Look out finance there’s a new chef in town, Monica Munoz on the grill.

Jeanna Garitto and Tania Alpizar.

Executive Director Bob Wolz addresses the Junior Class.

The Dream Team: Ramona, Bob, Justin, Michael, Karyn, Vee, Skipper, and Brian.

The Dream Team and friends.

TRUMAN HOUSE IN MISSOURI

Marketing Coordinator Monica Munoz and Harry S. Truman Deputy Executive Director Jeanna Garrido traveled to Kansas City, Missouri in late April to visit the Truman House as well as the Truman Library and Institute in Independence, Missouri.

The trip was an organized one to coincide with the annual (and largest) fundraiser for the Truman Library Institute. While there they ran into old friends including Clifton Truman Daniel and author Al Baine.

The quick trip also completed visits to America’s official WWI Museum and Memorial as well as the Steamship Arabia Museum.
We celebrated two special events at HTA North this past Winter. It was the 3rd anniversary of the Opening of the National Contact/Call Center. I cannot believe three years has gone by. We had a small gathering to celebrate this special occasion – the Call Center’s dedicated CAST answers calls from current and future guests from all over the world, 7am to 10pm, 7days a week! A new CASTmember joined our Team in December. Wendy Messinger came to us from Old Town Trolley Tours of St. Augustine. She brings a wealth of knowledge to our group and we are so happy to have her as part of the National Call Center Sales Team.

Also this past February we hosted the HTA Executive and Financial Team to meet with several of our present and perhaps future financial partners. It was a great opportunity to show off our beautiful building.

VINCENT "AUSTIN" LEONE!
Congratulations to Vince and Tracy Leone. The December 28th birth was a wonderful SURPRISE, as Austin arrived about 3 weeks earlier than expected and weighted 6.5 lbs. His older sister, Isabella was very excited to see him as well!

1/2 MILLION DOLLAR CLUB
We had four National Call Center Sales Reps receive the ½ Million Dollar Club Certificate and Award this past year. Three for the first time, James DeSantis, Elyse Anderson, and Dana Jaruk. Michael Brown is receiving this award for the third time! Amazing job!!

CHRIS TURNS 70!

ELYSE ANDERSON

I was born in Jacksonville, Florida and raised in the small town of Callahan, Florida. I have a pretty big family that I love being around as much as possible. Most of my days are spent with family, friends and my boyfriend, Robert. I attended college at Florida State College of Jacksonville where I received my Associates in Arts degree. I am currently pursuing my Bachelor’s degree in Business Administration. I have been working for Historic Tours of America for 2 years as of April 2018. I enjoy working in the National Call Center because of the versatility. Being able to learn about the different cities that we have our tours in has been super fun! I haven’t been able to experience all of the tour, but the ones I have I have enjoyed.

ELYSES’ FUN FACTS
My favorite hero of fiction is Wolverine
The living person I most admire is my mom (Cathy Anderson)
My favorite author is Tim Burton
The trait I value most in my friends are loyalty and honesty
My favorite song is Heaven by Kane Brown

AMORE’S KEY LIME COCONUT COOKIES

INGREDIENTS
• 2 3/4 cups all-purpose flour
• 1 cup butter, softened
• 1 1/2 cups white sugar
• 1 egg
• 1 teaspoon vanilla extract
• 3/4 cups all-purpose flour
• 1 teaspoon baking soda
• 1/2 teaspoon baking powder
• 3 tbs key lime juice
• 1/2 cup of coconut
• 3 tbs key lime zest

DIRECTIONS
1. Preheat oven to 375 degrees F (190 degrees C). In a small bowl, stir together flour, baking soda, and baking powder. Set aside.
2. In a large bowl, cream together the butter and sugar until smooth. Beat in egg, vanilla, Key lime, coconut and lime zest. Gradually blend in the dry ingredients. Roll rounded teaspoons of dough into balls, and place onto ungreased cookie sheets.
3. Bake 8 to 14 minutes in the preheated oven, or until golden. Let stand on cookie sheet two minutes before removing to cool on wire racks.
The Yankee Freedom III is a high-speed, state-of-the-art catamaran recognized worldwide for safety, performance, and passenger comfort. Let us take you from Key West 70 miles across the ocean to the spectacular Dry Tortugas National Park, known as Florida’s Galapagos. This 100 square mile underwater national park is the last region of healthy shallow and deep reef habitats in the Florida Keys and one of the most fertile marine nurseries in the hemisphere. It is also home to one of the largest masonry structures in the Western Hemisphere, the Civil War-era Fort Jefferson, built from more than 16 million bricks.

Discovered by Ponce de Leon in 1513, the Dry Tortugas were named after the large population of sea turtles living in the island’s surrounding waters. “Tortugas” means turtles in Spanish, and Ponce de Leon himself caught over 100 sea turtles during his time on the island. The name “Dry” Tortugas was later given to the island to indicate to other mariners that the land mass lacked fresh water, which was an extremely important detail for sea travelers to know. Dry Tortugas National Park is a nature lover’s paradise. Surrounded by sparkling blue and green waters, the Dry Tortugas boast a pristine subtropical marine ecosystem which includes an intact coral reef community. Populations of fish and wildlife, including loggerhead and green sea turtles make these islands an eco-tourism treasure. The park maintains one of the most isolated and least disturbed habitats for endangered and threatened sea turtles in the United States. Another world awaits those who wish to get wet! Within the waters of the Dry Tortugas National Park, visitors will find hundreds of different fish, coral, rays, and eels. These waters are considered to be some of the healthiest underwater preserves in the United States!”

Your adventure aboard the Yankee Freedom III includes breakfast and lunch buffets, guided tours of Fort Jefferson and use of snorkeling gear for the day. You can find tickets for this fabulous tour and many more on www.drytortugas.com.

**LETTERS TO THE EDITOR**

THANK YOU KEY WEST FOR THE HOSPITALITY

Key West Citizen Newspaper Article

My husband and I recently had a fabulous time in Key West. We visited all the tourist destinations and bought souvenirs and rode the informative trolley. We were having a blast. We got off the trolley at the Southernmost Trolley Stop Store, got some water in the store and then went to look at the Southernmost spot in the United States. We took a posed for picture just like all of the tourists do and we walked back to the trolley stop, admiring the conch shells on display outside of the store and waited for the next trolley. After a few minutes of waiting, the woman from inside the store informed us that we had gotten off the last trolley. We were in a bind as we had no clue how to get back to the parking structure. The woman, Kathy, the clerk at the store, asked us if we had time to stick around until she closed and she would gladly give us a ride to where we needed to go. We were shocked that someone would give total strangers a lift and, of course, we accepted. Before she took us to our vehicle she gave us a mini tour of Key West and some history. We couldn’t thank her enough.

Karen Driscoll
Morro Bay, California

FEELING STRANDED IS NO FUN WHEN YOU’RE CLUELESS AS TO WHERE YOU ARE. TO THIS DAY, WE CAN’T THANK KATHY CURRIE MRAVIC WHO WORKS AT THE SOUTHERNMOST TROLLEY STOP STORE FOR HER WARM, KEY WEST HOSPITALITY. WE’LL BE BACK.

Karen Driscoll
Morro Bay, California

Christian Belland, Robin Beede, Ed Swift IV, Paul Lura, Keith Beede, Piper Smith, Charlie Brazil, Chris Belland, Nikki Weekly, Rod Labranche, Vince Leone, Shawn Ford, Sean Wallace

**VENDOR SPOTLIGHT**

**YANKEE FREEDOM**

**DRY TORTUGAS NATIONAL PARK FERRY**

**HTA AT POW WOW**

Rod LaBranche, Director of Travel Industry Sales

Historic Tours of America had a great presence at the 50th Anniversary of the IPW Conference which was held in Denver, CO May 20-23rd. 13 of HTA’s team joined over 6000 international travel buyers, suppliers and media from over 70 countries. IPW showcases the world that America is open for business. More than 100,000 business appointments were held, which will drive more than $4.7 billion in future travel to the United States and $1.7 billion to Denver’s local economy over the next three years. At the HTA booth we had over 80 appointments. The Boston Tea Party Ships & Museum also had a booth as well as HTA having delegates in the Visit Georgia Booth, Destination DC booth and the Visit Nashville Booth. Overall it was a great show with lots of networking and many new business contacts met.