Henry Flagler Statue Unveiling

Read More about Henry Flagler’s Statue Unveiling on P.24

www.HistoricTours.com
Today, Sears is on the verge of extinction. What happened? Sears was nothing less than the beginning of the remote shopping experience. The Sears Catalog was a legendary part of living in America and was an intimate part of rural life. It used to be that almost everything we bought or used was purchased from the catalog or at large Sears & Roebuck store in Coral Gables, Florida where I grew up.

What happened, indeed? It’s pretty easy to figure that one out. They used the same formulas over and over and over again and never recognized what was changing around them. Jeff Bezos said it all! By the way, Jeff Bezos actually went to my high school, or should I say I went to the high school where Jeff Bezos went and he probably shopped at the same Sears we did.

He and many other 21st century entrepreneurs have seen that things are changing. When I say “things”, I mean every … thing! I wonder how Bezos actually went to my high school, or should I say I went to the high school where Jeff Bezos went and he probably shopped at the same Sears we did.

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SUMMER IN NASHVILLE

Steve Burress, General Manager

The summer months bring a variety of events in Nashville as well as plenty of tourists to keep us busy. One of the biggest draws of the summer is the CMA fest, an event which brings together country music fans from all around the world. While we claim country music as a US thing, we find in June that people from all parts of the world also enjoy the variety of music that falls under the “country” umbrella. Old Town Trolley Tours of Nashville has been a partner with CMA fest for the past two years and plans to continue growing this partnership. This year, we had a great presence in the middle of the festival on Broadway rubbing shoulders with the artists performing right next door. Every visitor saw our logo on the CMA fest app, they saw Old Town Trolley in the middle of the street fair, and they saw our logo on all event signage. From a tour perspective, it created several challenges which our operations and safety team started planning for months in advance. All the extra work was worth it though when we saw the publicity from the event, increased ridership in the days leading to and following the festival, and overall comradery the CMA fest brings to Nashville. We love CMA fest and they love working with us.

We move from June into July with the largest fireworks show in the southeast. This has become such a large event that on the day of July 4th we cannot operate the tour, but we love the people coming to town days prior and staying around a few days afterwards. The Fourth of July has become another event full of music and festivities in Nashville.

We love our festivals in Nashville. Although it gives our operations team quite a challenge to figure out routes around these events, it goes to show that Nashville is continuing to be a destination for tourists. As we start to turn the page to fall, we will continue to see a large number of people coming into Nashville for a variety of reasons, including the slightly cooler weather.

NASHVILLE – THE VACATION DESTINATION

Leoni Wessat, Depot Sales Manager

The second half of summer hasn’t disappointed us. We have seen large ridership numbers even if Mother Nature didn’t provide us with another solar eclipse like she did in August of last year. Someone needs to have a chat with her about that.

So far this fiscal year, we have exceeded our Sales Goals every month even with a hefty increase in numbers over last year. It just goes to show that Nashville is continuing to be a destination for tourism. I’m sure it doesn’t hurt that what feels like EVERY band puts on a concert in any number of the music venues we have here. In one weekend in the month of August, we had concerts by a few names you might have heard of; Beyoncé and Jay-Z, Keith Urban, Taylor Swift, Def Leppard and Journey, 3 Doors Down and Collective Soul, and many others. The musicians are not the only thing we have here that draws people to Nashville. We have the Nashville Predators (NHL), Tennessee Titans (NFL), Nashville Sounds (minor league baseball), and coming in 2019, the Nashville Soccer Club will become an MLS team. That’s next, an NBA team! As you can see, there are many events that bring the tourists in and many reasons for them to come back.

As we start to turn the page to fall, we will continue to see a large number of people coming into Nashville for a variety of reasons, including the slightly cooler weather.

CHARTER’S UNSUNG HEROES

Nikki Weekly, Group Sales Manager

I often recite to potential clients that my one and only job is to make groups happy. In essence, that’s what a Charter Representative truly is. We’re here to increase revenue for our individual operations of course, but it’s the outcome of all the group planning that really matters. When we do our jobs well, we instill trust and loyalty which pays us many more times over than immediate dividends. We witness the client’s appreciation with repeat business, referrals, and internet reviews. This is one major way that we have been able to grow our charter business in Nashville. In this business of tours and transportation, you are only as good as the service you provide and we strive to be the best. Yet, I’m only one small component of this organization. There are people here who are much more important than myself. Those who study their craft and understand the importance of smiles, laughter and engagement. People who sometimes work into the wee hours of the morning transporting partygoers around Nashville safely. You see, when it’s all said and done, when the relationships are established, the contracts are signed and payments are made, the rest is left in the hands of our unsung heroes, the Conductors of Old Town Trolley Tours of Nashville.

No matter how big or small the charter, they strive to be at their best. I can see it on their faces as they clean the windows and dry off the seats on a rainy day. As they pull up and open the door to greet their guests with a warm smile. As they step off the trolley to offer a helping hand to those in need. As they harness a wheelchair into place, sweat dripping off their brow from the Nashville sun. As they encourage their guests to sing “Yee Haw” as they begin their journey together. To them I will forever be grateful for making my job a pleasurable one. Because when I step away from those doors and wave them goodbye, they each look at me and nod their heads, as if sending me a message, “Nikki, don’t worry. I got this.” I suppose the moral of this article is the importance of being surrounded with a team that is likeminded, to have equal work ethics and beliefs in what we all do for a living and last but certainly not least, who understands that their one and only job is to make groups happy.
Fall is approaching and with it, NFL Football returns to Nashville. Our stop #1 on 2nd Avenue and Broadway is practically in the shadows of the Nissan Stadium, home to our NFL team the Tennessee Titans. For eight weekends during the season our downtown blows up!! Our great fans show up in force as do the visiting team fans. Last year, thanks to the visiting fans from Green Bay, we had our biggest ridership day to that point. With high hopes for a great season, we again are looking forward to some exciting football and many happy trolley goers.

Because Nashville has proven itself a great entertainment and sports town, the NFL announced that next year’s NFL Draft 2019 will be held here in Music City! This is a big deal for Nashville. The NFL Draft is a multi-day event that showcases the league and its new incoming players. This global media event will consist of multiple attractions in the form of a three-day festival where football fans can gather and enjoy concerts, games, interactive exhibits, virtual reality experiences, free player autograph sessions, and of course the NFL attractions in the form of a three-day festival where football fans can.

Fall in Nashville means Rock ‘n’ Roll Marathon will take place the same weekend as the NFL Draft next April!! See Y’All there.

**UNIQUELY NASHVILLE RESTAURANTS**
Dinner is a perfect time to explore more of Nashville’s taste buds. Lockeland Table in East Nashville is located in a former beauty parlor turned-photo gallery and is a home for creative, chef-driven cuisine in a comfortable neighborhood vibe. Consistently named among the best restaurants in the nation, The Catbird Seat is a 32-seat restaurant that features an ever-changing, nine course menu of seasonally inspired dishes. Close by are several M Street Entertainment creations, that are some of the hottest restaurants in town including Kayne Prime, Virago, Whiskey Kitchen, Saint Anejo, Moto, and Tavern. All take an artful approach to their menus and offer an eclectic mix of atmospheres and cuisines that provide a diverse sampling of what Nashville has to offer.

The 8th Avenue neighborhood is home to a mix of restaurants perfect for lunch or dinner. Try the Sinema Restaurant & Bar that offers a dining experience that hinges on impeccable service. The eclectic American menu is unique to Nashville, with emphasis on classically inspired dishes with a modern spin. There is also M.L. Rose Craft Beer & Burgers. They have specialty made burgers with all-natural beef, a selection of over 80 beers, a large patio, great jukebox, and 10 HDTV’s. Silo, Roll & Daughters, City House, and Germantown Café are all located in historic Germantown and feature their own variation of farm to fork menus. Silo focuses on the bounty of regional farmers, ranchers, dairymen, and producers in a lively, welcoming setting. Roll & Daughters uses local ingredients to create “modern, peasant food” in an Old World setting with 18-foot ceilings, exposed brick and concrete, and beautiful iron windows. City House delivers a menu of house-cured meats, fresh pastas and other rustic Italian recipes within an architectural design that melds perfectly with Germantown’s brick sidewalks and historic homes. Germantown Café is known for their incredible food prepared from a menu of New American-style creations, splendiferous drinks and desserts, as well as one of the greatest views of the city.

If you’re catching a show downtown, check out these amazing members of the Nashville culinary scene: Etch, Husk, The Farm House, and Gray & Dudley. Etch is an upscale eatery that offers a menu containing a sprawling palette of global flavors in each dish. Husk is housed in a building that dates back to 1895 and overlooks downtown; their philosophy celebrates Southern cuisine, heirloom produce, and regional specialties where vegetables are raised in gardens and gathered from local farmers. Nashville’s newest farm-to-table restaurant, The Farm House, offers traditional Southern cuisine with a modern day twist with menu highlights including house-cured and smoked meats, homemade vinegars and house-preserved produce.

Chef Cioccia also provides some fresh vegetables directly from his own Davidson County garden for a true “farm to fork” dining experience. Led by Executive Chef Levon Wallace, Gray & Dudley brings an eclectic menu to downtown Nashville, inspired by Wallace’s West Coast roots. Market driven dishes are fresh, bright, honest and playful, with some showcasing traditional hearth cooking methods. Paying homage to the building’s past life as the Gray & Dudley Hardware Company, the reimagined restaurant and lounge space embraces and celebrates high and low, new and old. Adjacent museum galleries exhibiting contemporary art foster exploration over cocktails or following a meal filled with heartfelt hospitality. If you’d like to catch a show and dinner, don’t miss Skull’s Rainbow Room. The acclaimed menu showcases a continental twist on American classics while premium cocktails and an eclectic beer and wine list complement the award-winning cuisine. Unique burlesque and live music plays nightly in this tribute to the entertainment of yesteryear.

While Nashville will always be Music City, it’s clear that the creative energy and talent in the city extends far beyond music and into a flourishing culinary scene that is worth a visit all on its own.

**INGREDIENTS**
- 1 large egg, lightly beaten
- ½ cup all-purpose flour
- ½ cup all-purpose flour, divided in half
- ½ cup cornmeal
- ½ cup cornmeal
- ½ cup buttermilk
- 1 large egg, lightly beaten
- 1 teaspoon salt
- 1 teaspoon salt

**DIRECTIONS**
1. Combine egg and buttermilk; set aside
2. Combine ½ cup all-purpose flour, cornmeal, 1 teaspoon salt, and pepper in a shallow bowl or pan.
3. Dip tomato slices in remaining ¼ cup flour; dip in egg mixture, then dip in cornmeal mixture.
4. Pour oil to a depth of 1/3 inch and heat to 375° in a large skillet. Place 3 to 5 slices in skillet and cook 2 minutes on each side or until golden. Drain on paper towels and sprinkle hot tomatoes with salt.
5. Eat with ketchup or preferred condiment. Personally, I top them with spicy chow chow relish and southern barbeque sauce.
WELCOME FALL  
Nate Kingsbury, Commercial Fleet Manager

Everyone here in Nashville is readily anticipating a cool fall season. Old Town Trolley Tours of Nashville’s maintenance team has been hard at work for the last few months. We have done everything from pulling batteries out of our booths to recharge them and get them ready to reinstall to continuing the trolley booth work to make it an easier and more reliable system to operate. Our team has even removed and replaced an aging motor from a ghost trolley with a story. We have worked tirelessly to complete all these projects and more while doing anything necessary to keep the operation running smoothly and safely. After all this I guess you could say we’re waitin on a slowdown.

ACCOMPLISHING GOALS  
Melissa Elliott, Vendor Rep

Do you ever feel like your goals are unattainable? At the beginning of the fiscal year, I wondered how I would be able to hit such an aggressive goal. I remember calling Rod LaBranche in a panic over my goal. He assured me that with a lot of hard work and persistence I could hit it.

Over the past couple of months, Nashville’s Vendor Department has seen tremendous growth over our previous year. Adding properties like the newly opened JW Marriott and the Wyndham Vacation Club has allowed us to far exceed our goals each month. Adding the cold cheese at the end will help to firm up the shredded cheese cold in the fridge until the end. Note: I have found it much easier to mix everything together in the fridge.

MY TWO CENTS ON NASHVILLE’S CHANGE  
Bill McBryde, Head Conductor

Here in Nashville the one constant you can always count on is change. With Nashville’s growth over the last several years, it is always a fun experience dealing with the day to day challenges of our city. Everywhere you look you see a new construction zone being roped off, a new road closure to detour around, or a new event causing increased foot traffic and congestion. Our Conductors do an outstanding job of adapting to the last-minute changes of road closures and code whites. Communication between our Vendor Sales Manager (Melissa), Charter Group Sales Manager (Nikki) and Operational team (David and myself) has been a key component for our success. With each passing day we are able to grow all aspects of our business and be successful in doing so. During this peak summer season, every time we looked around a new venue, hotel, restaurant, bar or Honky Tonk opened. This week Luke Bryan officially opened his new Honky Tonk (restaurant and bar) called Luke’s 32 Bridge. As part of the event, Lower Broadway between 2nd and 3rd avenues was closed down for the entire day so a stage could be built for a free concert Luke put on that evening. Next up to open will be a new venue for Kid Rock directly across the street from Luke’s place. What a happening city we live and work in. I must say it is a privilege to work with such great and flexible CASTmembers every day!

NEW VENDORS  
Melissa Elliott, Vendor Sales Manager

I want to thank all of the recently added businesses who have signed up to participate in our Vendor Program:

Nashville Short Term Rental Association
Belmont University Admissions Department
Belle Meade Plantation
Grande Ole RV Park
KOA Millersville
O’Gallery
Wyndham

OLD TOWN TROLLEY TOURS OF NASHVILLE

I was born in Jacksonville, NC into a military and Christian home. I was raised in Virginia Beach, VA where I lived on and off for 18 years. My father is a retired Recon Marine who, when I was 9, was transferred to Okinawa, Japan where we lived for 4 years. After my father retired from the military, we moved back to Virginia Beach once again. Even though I was raised in a Christian home and did everything a Christian “should do” I knew there was something missing. On July 26, 2006 I accepted Jesus Christ as my Lord and Savior and my life has never been the same since. After graduating high school, I enrolled in Bible college pursuing a Bachelor’s of Biblical Studies in Youth Ministries. Five years into my college education I met my Sarah Ann on eHarmony (says the guy who till that point hated dating websites). Little did I know what God has instore and the plans for me. Two weeks after I met my wife, who was born and raised in the Nashville area, she informed me that she was planning to move to Virginia Beach to enroll at my college. Fast forward one and a half years we moved back to the Nashville area and were married May 12, 2016. A month before we were married, I saw the trolleys driving around downtown and thought “I could do that!” Two weeks later I was hired by Old Town Trolley Tours of Nashville and am going on 2 and a half years here.

CHEESEBALLS

INGREDIENTS

- 2 lbs pick cream cheese (softened)
- 2 cups (8oz) shredded sharp cheddar cheese
- 2 Tbs chopped pimientos
- 2 Tbs finely chopped onions
- 2 Tbs Worcestershire sauce
- 1 Tbs lemon juice
- 1 small pack pecan chips
- 1/2 ts black pepper
- 1/2 ts red pepper
- 1/4 ts salt

DIRECTIONS

1. Combine softened cream cheese with all ingredients except for the pecan chips.
2. Form the cheese mixture into a ball shape (I line a medium size bowl with aluminum foil and pour the mixture in the bowl). I prefer either Chicken in Biscuit crackers or Wheat Thins. The ball will firm up in the fridge (This is one of those recipes you can do the night before and it is perfect the next day).
3. Just before serving cover the ball with the pecan chips. Serve with your favorite crackers. I prefer either Chicken in Biscuit crackers or Wheat Thins.
4. This cheeseball can be frozen and you can also make two medium sized or several mini’s for a personal TV snack.

Note: I have found it much easier to mix everything together in the fridge.

FACEBOOK.COM/NASHTROLLEY
TWITTER.COM/NASHTROLLEY
INSTAGRAM.COM/OLDTOWNTROLLEY

The Nation’s Storyteller

Late Summer/Early Fall 2018
VIDEO SHOOT
David Thornton, General Manager

HTA marketing dept’s Monica Munoz and Cayley Bernreuter coordinated efforts with Blackdog Advertising for a two-week video shoot of America’s finest city - San Diego. Through the magic of Disney-like expertise, all five tours; (America’s Finest City, La Jolla-Beach, City Lights Night, the Sea & Land SEAL and Ghosts & Gravestones) were filmed throughout San Diego, Coronado, La Jolla and San Diego bay. We are fortunate to have a quality team represent us and making us look fabulous on print and video. Thank you to all!

DEPOT SALES
Natasha Kader; Depot Ticket Sales

Alex, I’ll take $100 for category ‘BEST SAN DIEGO TOURS’. Answer: ‘This tour in America’s Finest City is 25 miles, hop-on and off with 10 fabulous stops’. Who’s ready for Jeopardy?

With the summer season in full swing the sales department held one of its quarterly meetings with a very special theme. Depot Sales Manager Natasha Kader created an Old Town Trolley themed Jeopardy game to go over important points CAST should remember when interacting with our guests.

The categories covered everything from discounts to customer service and was a perfect way to promote teamwork and review company policies and sales techniques. The game even included its very own Alex Trebek – Victor Santana!

The team. What a fantastic crew!

Caley Bernreuter helping direct aircraft on the Midway

Conductor James having fun on the beach tour during the video shoot

Location shoot in La Jolla

Video shoot on the SEAL

Monica Munoz participates in morning briefing with Sales Rep David Knowles

Monica Munoz and Caley Bernreuter are ready for their close-up

Monica Munoz and Caley Bernreuter at Petco Park...Go Padres!

Monica Munoz and Caley Bernreuter are ready for their close-up

Sales Rep’s JEOPARDY Team Challenge. L-R: Stacy Bridges, Maggie Hess, Katherine Brecka, Micaela Applebaum, Barbie Harrell & Sales Depot Manager Natasha Kader

Happy Anniversary!

David Mahl 19 years
Stanley Henson III 17 years
Fernando Vazquez Avila 7 years
Sebastian Biagioni 4 years
Teresa Morrison 1 year
PETCO PARK
Natalie Koster, Depot Ticket Sales
You haven’t seen Petco Park until you’ve gone behind the scenes on one of the guided tours. Discover "writer’s row" in the press box, learn about the historic Western Metal Supply Co. Building, explore the Padres dugout and stand on Home Plate! The crown jewel of downtown San Diego, Petco Park serves up baseball Southern California style, complete with swaying palm trees and a sandy beach beyond center field. Discounted tickets are now available at the Visitor INFO Center.

OLD TOWN TROLLEY TOURS OF SAN DIEGO

In July, San Diego welcomed the return of its most anticipated yearly convention: Comic-Con International! The convention celebrates multiple genres of movies, television, and comics while attracting over 150,000 enthusiastic and imaginative fans to downtown San Diego. Our Group Sales Department worked for the Syfy Channel through their branding agency, HudsonGray, to transform two specialty vehicles into mobile bingo trolleys. The trolleys, decked out with the Syfy Channel logo, promotional merchandise and on-board DJs, roamed the lively Gaslamp Quarter for three consecutive days while convention-goers hopped aboard to test their enthusiasm and imaginative while attracting over 150,000 visitors.

TOM ABLES
Seal First Mate
I am a second-generation native San Diegan and a graduate of San Diego State University with a BA in Spanish. Other than two semesters attending the University of Guadalajara in Mexico, I have always lived in San Diego. In fact, the SEAL Tour goes through my old neighborhood.

I retired after a 38-year career in insurance with the last 34 years in physician and hospital risk management and claims management with 2 different companies. I had clients in 15 states, Guam and Surinam. After retirement I was looking for something fun and started at HTA as a SEAL Guide. I enjoy sharing my beautiful city with the visitors.

I have been a sports official (baseball, basketball and football) for 34 years and now concentrate on football. In 2011 I was named Football Official of the Year by the National Football Foundation and later the same year I was inducted into the San Diego County Football Officials Hall of Fame. This is my 40th season of football. I worked College football for 16 years.

My wife, Debbie, and I have been married for 45 years and have 2 sons, Tom and Rick, and 2 of the best daughter-in-laws ever.

TOM’S FUN FACTS
What brought me to my city was that my father was born here.

I consider raising 2 wonderful, functioning kids and being inducted into the Hall of Fame my greatest achievements.

If I had to eat one thing for the rest of my life it would be Sausage and onion pizza from Filippi’s Pizza (a local restaurant).

My favorite vacation spot is the West coast of Costa Rica. I was fortunate to have attended a conference there and fell in love with it.

The talent I would most like to have is to play the violin because my father did.

AUGUST
Jeff (Slim) Archuleta
Consumer Support
David Mahl
Sales Representative
Anthony Guzman
Supporting
Tom Ables
SEAL Tour
Don Crist
Specialty Tour
Jon Laws
Pickle Award

VENDOR SPOTLIGHT
Balboa Park Visitor Center & Gift Shop
Rod LaBranche, Director of Travel Industry Sales

This month I would like to spotlight the team at the Balboa Park Visitor Center & Gift Shop, a program of the Balboa Park Conservancy. The Visitor Center is located in the center of San Diego’s beautiful gem – Balboa Park. The Balboa Park Visitor Center welcomes over half a million visitors a year. Located in the House of Hospitality, the Visitor Center is lead by Suzanne Tawil-Betlach, Director of the Balboa Park Visitors Center. Suzanne has worked at the Visitor Center for 12 years and in the hospitality and tourism industry for more than three decades. She began her career working for London-based hotels, Manchester International Airport, and American Airlines, before relocating to the US, where she worked for the San Diego Tourism Authority (SDTA) for 12 years. She has managed the International Visitors Information Center downtown and opened and managed the La Jolla Visitor Information Booth for the SDTA. Suzanne has a staff of ten including Suzy Creamer, the Information Desk Manager who has worked for the Visitor Center for 16 years and previously at the San Diego Air & Space Museum. The staff assists guests with questions about Balboa Park as well as San Diego in general. The Center also has a charming gift shop with a variety of gifts, handmade creations by Park artists, Balboa Park logo-ware, books, videos, CDs, and more. Everyone at the Balboa Park Visitor Center are all such great supporters of Old Town Trolley and we greatly appreciate their partnership and friendship!
THE USO STRENGTHENS AMERICA’S MILITARY SERVICE MEMBERS

President Franklin D. Roosevelt was concerned about the welfare and spirits of those headed for battle, and he appealed to the country to provide morale and recreational services to the troops. In response, six service agencies — YMCA, YWCA, Salvation Army, Jewish Welfare Board, Catholic Community Charities, and Travelers Aid Society — worked in partnership to create and support the launch of the United Service Organizations Inc. (USO).

This partnership, and the financial support from American citizens, was essential to the USO’s founding. For the first seven years of its existence, the USO opened 3,000 centers across the country, and became known as a home away from home. Hollywood was also enthusiastic to demonstrate their patriotism, and through the USO, they provided live entertainment to the troops called Camp Shows.

The USO is known for the volunteered entertainers that included Marilyn Monroe, Frank Sinatra, Humphrey Bogart, Fred Astaire, James Cagney, Jack Benny, and many more. The most notable celebrity to the troops called Camp Shows.

In 1941, the USO was the first to offer personnel mail to the troops, and the first to send recorded messages to the troops. The USO also provided movies, radios, records, concerts, and shows to the troops.

In 1943, the USO began to provide mail to the troops, and the first to send recorded messages to the troops. The USO also provided movies, radios, records, concerts, and shows to the troops.

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The USO was founded to provide morale and recreational services to the troops. It is the only U.S. Coast Guard approved “T” Vessel with revolutionary positive buoyancy filled compartments. The hull is constructed to American Bureau of Shipping (ABS) standards. The Hydra Terra is 39 feet in length and 8.5 feet in width. Our Hydra Terras carry up to 42 guests and 2 crew members. They are powered by a turbo charged caterpillar diesel engine and single marine outdrive. 2 life jackets are carried under each pair of seats along with other U.S. Coast Guard required onboard safety equipment. Hydra Terras can operate in partially protected waters and in sea state conditions up to 3 feet. They have the highest free board of any amphibious vessel on the market today. You can drill 100 holes in the hull of these boats and flood the engine compartment and the boat’s deck will still remain 6 inches above the water line. The control portion of the Hydra Terra is the cab section from a Ford F-Series truck. The truck’s chassis and wheels are also used along with other components.

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AFTER-SEASON CAST & FRIENDS BBQ

David Thornton, General Manager

136 CASTmembers and friends enjoyed a relaxing evening at the Old Town Market celebrating a great end to another summer season. Popular Phil’s BBQ catered the event with chicken, ribs, beans, potato salad and dessert. We all were entertained with live performances by Pablo playing Latin and Cuban inspired music and also by our very CASTmember Christian Perez. The Old Town Market tenants and employees joined us as well.

Tracy Ibarreta, Bret Daguio and Trinity Hester

Nikki Meo-Cook and Mocha

Curly Chiotras, Tim Wright and Carmen Thulin

Mark Buchner, Sam Conant and Wife

Erica Dil

Mark Miller and Doug Keeling

Deb Hildebrand and Friends

Latin & Cuban music at the Old Town Market

Deb Hildebrand and Friends

Mark Miller and Doug Keeling

Tracy Ibarreta, Bret Daguio and Trinity Hester

Milo/Max-Cook and Mocha

Milo Vaught, Jim Fraley and David Thornton

Bob Hatcher, Dee Kaye and JR Houchen

Late Summer/Early Fall 2018
**CITY SCOOP**

**Garry Patrick, General Manager**

The definition of the word comfort- A state of physical ease and freedom from pain or constraint. I also define comfort with two words: SEAT CUSHIONS! We were so fortunate to discuss the guests comfort and seat cushions at the 2017 GM Conference in Savannah and much to the delight of our CAST and guests, we now have seat cushions on all our trolleys. Thanks so much to Chris, Ed III and Ed IV for getting behind this terrific initiative. Our guests sure do appreciate the added level of comfort. I also know our Ghosts & Gravestones guests don’t mind the arduous journey over the cobblestones on River Street anymore!

During the warmer months of our season we have seen quite a few people succumb to dehydration. The conditions in town here are no joke and we strive to let all our CASTmembers know the benefit and need of staying hydrated. One of the worse problems to occur from dehydration is kidney stones. This has been the first year I can recall where many individuals in Savannah both working for us and around town have had this problem. I seem to hear about someone every week that has been affected by this crippling ailment. With over 100 days this year over 90 degrees and more to come, you just can’t recall where many individuals in Savannah both working for us and around town have had this problem. I seem to hear about someone every week that has been affected by this crippling ailment. With over 100 days this year over 90 degrees and more to come, you just can’t need of staying hydrated. One of the worse problems to occur from dehydration is kidney stones. This has been the first year I can recall where many individuals in Savannah both working for us and around town have had this problem. I seem to hear about someone every week that has been affected by this crippling ailment. With over 100 days this year over 90 degrees and more to come, you just can’t

**SAFETY**

**Kenny Gresham, Safety Officer**

Attached are two safety messages on our Safety Sam’s safety message Volkswagen. This message board sits right in front of our mirror check station. It is mandatory when leaving the yard that drivers check their mirrors using this safety tool. It eliminates the "looks ok" as one glances from side to side in the general direction of the east and west coasts. It is believed that when a driver takes the additional energy to pull into the check station, that they will use the effort to actually take the 30 seconds it takes to adjust the mirrors as to not reflect neither Mars nor Saturn. In the time it took me to change the docket.

We've also had our first meetings with the folks from the Rock N’ Roll Marathon which is in November. Earlier I said it seemed like we are on a slow time and in three paragraphs, we have moved past the fall into the winter…Maybe it wasn’t so slow after all...

**OPERATIONS**

**Andrew Hill, Operations Manager**

Ops department is excited to welcome our new Head Conductor! Emily Bullarson has been a conductor with us for 3 years, dispatched for a year and has excelled at both those jobs. She was looking for additional challenges and the possibility of moving up, and we are thrilled to have her. She brings energy and a can-do attitude to her work that makes her a natural for leadership. Our operation is in good hands – welcome aboard!

As usual this time of year we have cooled off. Not in temperature, but in volume. Once schools start back up, we don’t see the family travelers and the folks who aren’t bound to take vacation when kids are out of school's don’t come back until October. We take advantage of our downtime to train our conductors!

We have our secondary tour training going on now – that’s Haunted History. Our Training Officer and Head Conductor have revamped our Holiday Sights tour to incorporate one of our best partners, the Massie School. That training will be next up on the docket.

We’ve also had our first meetings with the folks from the Rock N’ Roll Marathon which is in November. Earlier I said it seemed like we are on a slow time and in three paragraphs, we have moved past the fall into the winter…Maybe it wasn’t so slow after all...

**TROLLEY STOP GIFT**

Trolley Stop Gift has been very busy with sales for the months of August and September. We got a new section in our Prohibition area. We now have a Gangster Section, for which we are selling items like Boos, headpieces and hats the customers can try on. We have items like mugs and shot glasses with gangster mug shots like Al Capone as well as coasters and towels to name a few. We are selling cologne that is in the shape of a cigar (These smell fantastic).

**Our new booth on River Street**

**Our new line of gangster shot glasses and mugs!**

**One of the mounds of cologne that we are now camping in the Prohibition section.**

**Our new booth on Eler Street**

**Recently painted sidewalk compliments of the city at the Visitor Center due to Safety Officer request.**

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**Visit Savannah FAM Tour Arquel Daniels and Laura Ross**

**There are some of the Boos headpieces and hats that we are selling in the Prohibition section.**

**Happy Anniversary!**

**Tana Walker, Manager**

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**Our new booth on River Street near the Open-Air Market. This has been our first attempt at using a smaller take being hydrated lightly.**

**Thanks so much to Chris, Ed III and Ed IV for getting behind this terrific initiative. Our guests sure do appreciate the added level of comfort. I also know our Ghosts & Gravestones guests don’t mind the arduous journey over the cobblestones on River Street anymore!**

During the warmer months of our season we have seen quite a few people succumb to dehydration. The conditions in town here are no joke and we strive to let all our CASTmembers know the benefit and need of staying hydrated. One of the worse problems to occur from dehydration is kidney stones. This has been the first year I can recall where many individuals in Savannah both working for us and around town have had this problem. I seem to hear about someone every week that has been affected by this crippling ailment. With over 100 days this year over 90 degrees and more to come, you just can’t need of staying hydrated. One of the worse problems to occur from dehydration is kidney stones. This has been the first year I can recall where many individuals in Savannah both working for us and around town have had this problem. I seem to hear about someone every week that has been affected by this crippling ailment. With over 100 days this year over 90 degrees and more to come, you just can’t

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August and September are two slow months surrounded by two of the biggest months of the year. Savannah in August is almost unbearably hot, and September starts to hint at better weather to come. Either way, the American Prohibition Museum and Congress Street Up are nice and cool. Exciting news at the museum—we added ANOTHER vintage vehicle to our fleet of cars, another Model A. This time, a flashy four door in a great green color. She’ll be heading up to the carbarn to entice guests into the lot to purchase their trolley and museum tickets.

Last year, Hurricane Irma came knocking in the early parts of September and (knock on wood) so far clear skies are headed our way. We are looking forward to having a great fiscal month full of happy guests and tasty cocktails. ‘The slower time gives us the chance to catch up on some things we’d like to do more frequently—like deep carpet cleaning and oiling the speakeasy floor. Idle hands are the devil’s playground, so we just keep right on working here!

Cocktail Competitions are the name of the game right now for the CSU team. Bartender devil’s playground, so we just keep right on working here! The bartender crew competed in the Savannah Food and Wine Savannah with his yellow watermelon and mint cocktail. Finally, ALL ANOTHER vintage vehicle to our fleet of cars, another Model A. This is Round Three. Good luck up there!

As we go through August we begin to see the transition from summer to fall. We are seeing fewer guests in the store each day, and prepare for the upswing in September. The month of August recovered from that, and prepare for the upswing in September. The month of August was busy for Ghosts & Gravestones, but we love it! Our new revamped Ghost Town Trolley tour has been an absolute hit! Our Guest have been enjoying the more intense and gory stories, and the visit to the Escape Company, in a room based on a triple murder we talk about on the tour! All feedback has been positive, and we look forward to growing the tour even more!

September started off with a bang as we had one of our most successful days ever! We had over 1200 people ride with us over Labor Day weekend, and had our largest ridership yet on Sunday, when we had 656 guests take our tours! We’re going to spend the rest of the month recovering from that, and prepare for the upcoming in October!

As we look forward to fall, I want to thank all of our CAST on an outstanding job these folks do every day. Through the summer heat and humidity and extended hours, these guys never waiver. From Sales to Conductors to G&G CAST, they give their all each and every day.

When I get to the end of August, I always take stock of where all the reps are in the quest for the Half Million Dollar Club. We have 13 reps that have a great shot at reaching that milestone. We will have 1 sales rep, Janice Emerson, looking for her 5th consecutive year. Good luck to all.

Our Sales Rep of the Month for June was Tim Conway and July was Jana Erskine. Congratulations to both on a job well done.

GROUPS & CHARTERS
Laura Ross, Groups & Charters Representative

The month of August was busy for the Savannah Groups & Charters and Vendor Department! As usual, we were out and about at the Tourism Leadership monthly luncheon, the South of DeRenne Business Association Meeting, and the Downtown Business Association, just to name a few!

Our monthly community charity event with the Savannah Master Calendar benefitted the Savannah area Coastal Pet Rescue.

Groups & Charters attended an International Inbound Travel Association workshop held at the DeSoto Hotel, in preparation to host the 2019 Summit in Savannah, February 3rd-6th.

At the end of the month, Laura Ross from Groups & Charters attended the American Society of Travel Advisors conference and shared a trade show booth with our Nashville vendor rep, Melissa Elliott. Groups & Charters wrapped up the end of the month with the Visit Savannah, Chamber of Commerce, Summer Sales Mission! We focused on drive markets from Georgia, South Carolina, North Carolina, and Tennessee, meeting with bus companies, tour operators, travel agents, and state Girl Scout Councils in each region.

As we approach the off season, we begin to focus on Holiday Sights tours, Ghost Town Trolley tours with the Escape Company of Savannah, and American Prohibition Student tours!

GHOSTS & GRAVESTONES
Justin Kent, Program Manager

It’s been a busy summer for Ghosts & Gravestones, but we love it! Our new revamped Ghost Town Trolley tour has been an absolute hit! Our Guest have been enjoying the more intense and gory stories, and the visit to the Escape Company, in a room based on a triple murder we talk about on the tour! All feedback has been positive, and we look forward to growing the tour even more!

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A little rain didn’t stop the Biometrics event and Wellness week. This year’s Wellness Week focus was on that little thing we all do when we are bored, tired, excited, or maybe even anxious…snacking! “Snack on This, Not on That” aimed to offer alternatives to our favorite snacking options like chips, chocolate, ice cream, etc. Regarding the latter, sure you can always have some store bought sorbet, but I prefer a homemade Dairy-free Banana-Pear Nice Cream! Not only is it delicious, but ridiculously easy! Did you say you wanted to try it?

You’ll need: 4 ripe bananas, 1 bartlett pear (peel and core, of course), ½ tsp of fresh grated ginger, ½ tsp of cinnamon, seeds from a vanilla bean pod or ½ tsp pure vanilla extract. Blend it all together until smooth, then transfer to a container and store in freezer until ready to eat. It won’t disappoint!

VENDOR DEPARTMENT
Robert Hunter, Vendor Manager
It’s with the sadness in my heart I have to tell you that we no longer have Bobbie Renee Lewis as the Administrative Assistant in the vendor department. But I am extremely happy to tell you she is now a Vendor Rep! We are already seeing many good things out of this position transfer.
Janin Marie Irby is our new Administrative Assistant and we are excited to have her on-board; looking for many great things from her as well.
Our department continues to grow. Our online vendor is growing at a pace that we’re very excited in anticipation that in time Online Vendor sales will exceed both the hard ticket sales and the boarding pass sales.

AUGUST
Kameron Lineback Conductor
Morgan Brooks Sales Rep
Jonathan Humphrey Supporting CASTmember
Dec Rose III G&G
Holly Sanders APM

SEPTEMBER
Ryan Bolgan Conductor
Theresa Floyd Sales Rep
George Hickman Supporting CASTmember
Natalie McSwain G&G
Paul Rabe APM

This is my loving boy Thackery Binx, named for my favorite childhood Halloween movie Hocus Pocus. I wanted a black cat all my life, but wasn’t allowed due to my sister being extremely allergic. Once I lived on my own I began looking for the perfect all black, male kitten. I found Binx on the Humane Society for Greater Savannah’s website. The description stated that he was two months old, black, male and a domestic short hair, no picture was provided. I immediately went to put in an application. I was not allowed to meet Binx yet because he was in the kitty ICU with a respiratory infection. I went and filled out the paper work, paid the adoption fee and came back two weeks later to bring him home. Binx has been by my side for the last 5 years. Together we have moved quite a few times, met some awesome friends, and escaped two hurricanes. Binx loves to lay in the sunshine, play with his favorite mouse toy, Rupert, run through his tunnel maze, and attack unsuspecting ankles. Every day I come home he is sitting on the steps meowing, waiting for his pets and head bumps. He is adventurous, sweet, loving, and adores pets. He can have his typical aloof cat moments, but for the most part Binx wants to be in your lap getting all the cuddles.
HENRY FLAGLER UNVEILING

Historic Tours of America and Old Town Trolley Tours of St Augustine unveiled the Henry Flagler statue outside of Potter’s Wax Museum. It was a long-awaited event, but was worth every minute. We had distinguished guests such as Mayor Nancy Shaver, Isabelle Benuelle, President of the Chamber of Commerce, Richard Goldman, President of the Visitor’s and Convention Bureau and other members of the Chamber and VCB as well as city commissioners. We also had a special appearance by Henry Flagler (played by John Stavely). Ed Swift III and Ed Swift IV also provided remarks for the event. It was well attended and the statue, which sits upon a bench, has quickly become one of the most photographed spots in St Augustine. Cody Wicker was the artist who created the wax sculpture that was cast in bronze. We are fortunate to have such talented artists at Historic Tours of America. Food was provided by the Raintree Restaurant and music by Dennis Fermen, Spanish guitarist. The statue of Henry Flagler now permanently resides on a bench outside of Potter’s Wax Museum at 31 Orange Street.

BEST OF ST. AUGUSTINE

Old Town Trolleys hit a Grand Slam at the Best of St. Augustine Gala Dinner. This year the St. Augustine Record held a gala dinner to announce the winners of the Best of St Augustine contest. It was held at the River House and they even brought in Miss Florida, Sara Zeng, to present the awards.

Ghosts and Gravestones won Best Ghost Tour!  
Old Town Trolley Tours won Best Guided Tour!  
Potter’s Wax Museum won Best Local Attraction!

We swept every category we were listed in. This was a great testament to our CAST who work hard all year long to put on a great show!

WHERE DID OUR WELCOME CENTER GO?

We are getting lots of questions from people about our missing Welcome Center on San Marco Avenue. The construction has finally begun on the NEW Welcome Center. We couldn’t be more excited. The new Welcome Center will fit architecturally with St. Augustine. Not only will it be more appealing, but it will have state of the art features. It will also feature a brand new queuing area for our Ghosts and Gravestones tour. And we’ve heard that there may be some haunted surprises coming to the Welcome Center too. Stay tuned!!
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

VENDOR SPOTLIGHT

OLD CITY SOUVENIR
115 ST GEORGE STREET

Jacob has a number of Gift Shops in St Augustine, but the one I want to highlight is OLD CITY SOUVENIR, located right on St George Street. They have been selling Old Town Trolley tickets for over 10 years and with Amy at the helm and with her staff, they will continue to sell, sell, sell!

The gift shop sells t-shirts, souvenir mugs, shot glasses, children’s tees, sweatshirts, magnets, shirts, shorts, seasonal wear and much much more!

Old City Souvenirs is a one-stop shop for vacation memories, but it also carries some of the Florida essentials like sunglasses and sunscreen, hats and water bottles for those looking to get refreshed while exploring the Historic District.

TERRY AKRAS
OTT Depot Sales Manager

My trip to Old Town Trolley is one that started almost 18 years ago with Denny Axlen (our General Manager at that time). He discovered me while I was managing a sandwich shop called Cuzzin’s. He liked the way I took care of our customers and offered me a job selling tickets. I talked it over with my soon-to-be husband, who is very wise and gives some solid advice (which I take most of the time). One of the best choices I have made in my life was to take Denny up on his offer to come to work with OTT. Every day is amazing from the CASTmembers that I work with whom I consider family to the guests coming in town looking for advice on what to do and being able to assist them with their plans.

Yes, I do have things I like to do other than work. I love to go fishing with my husband. Whether we catch a lot or none, it is just nice to be out on the water. We enjoy going to the gym together even though he does his work out and I do mine, just knowing that we do it together! And of course, taking some lazy time with my two dogs being a couch potato and watching a movie. And I almost forgot – shopping! I love love to shop, whether it is at Walmart, Publix or car shopping! Life is unbelievable!

TERRY’S FUN FACTS

What brought me to my city is that I was born here.

My greatest achievement is my job and raising my son.

My favorite author is Stephen King.

The living person that I most admire is my husband, Freddy.

My favorite song is My Funny Valentine.

GHOSTS & GRAVESTONES GARNERS NATIONAL EXPOSURE

Todd Piro with Fox News came to town as part of his RV – Road Trip series. With over 1.7 million viewers, Fox News toured the Nation’s Oldest City and included the famous Ghosts and Gravestones Tour. We were so excited to welcome Todd and his crew from Fox News to our Ghost tour. It almost looked like Todd enjoyed being executed inside the Chamber of Horrors at Potter’s Wax Museum. But he wasn’t quite ready for what was waiting for him inside the Old Jail. Charlie Powell!!! We used CAST as extras for Fox. It was a fun night and we were very happy that Fox News chose our Ghost tour to highlight.

GHOSTS & GRAVESTONES FLASH BACK TO PHOTO SHOOT 2014.

Ghosts & Gravestones at the Old Jail

Ghosts & Gravestones going over Bridge of Lions

Ghosts & Gravestones at the Old Jail

AUGUST

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Conductor

Bruce Milliken
Supporting

Charles Whalen
Historian

Fran Rafferty
Sales

Breanna Serna, Lindsay Gray, Cheryl Scovell and Elisha Santiago

Ghosts & Gravestones Interior

Ghosts & Gravestones Going Over Bridge of Lions

Ghosts & Gravestones at the Old Jail

AUGUST

Tony Arango
Conductor

Bruce Milliken
Supporting

Charles Whalen
Historian

Hannah Epperson
Retail

Julie Perry
Ghosts & Gravestones

Ghosts & Gravestones Going Over Bridge of Lions
“Bringing history to life every single day at The Boston Tea Party Ships & Museum.”
WASHINGTON, DC

50 AND OVER JOB FAIR
Eric Whitehead, Operations Manager

In September, Ms. Loretta Pinkney, Operations Manager at Arlington NATIONAL Cemetery and I had the privilege of attending a 50 and over Job Fair in Prince Georges County, Md. It was sponsored by the Maryland Department of Labor and the PG County Department of Parks and Recreation. It was an amazing event with over 150 people in attendance. Our table had a very thriving population of visitors. They were quite interested in what we had to offer. Some were at the age of retirement and some were just looking for a change in careers. There were visitors at our table from the minute the door opened until the event was over. One of the event organizers actually came to our table to question us on why we believed so many people were coming to this particular table. My answer was simple, we have amazing opportunities, it’s a great place to work and it’s also a fun and rewarding opportunity. Good luck to all that have staffing needs.

OUR TABLE WAS PRETTY BUSY ALL DAY!

The 50 and over Job Fair was crowded. Lots of potential job seekers.

Our table was pretty busy all day!

THE CONGRESSWOMAN’S JOB FAIR
Eric Whitehead, Operations Manager

We attended another Job Fair at the Washington Convention Center. This was sponsored by Congresswoman Eleanor Holmes Norton. There were numerous people in attendance. We were able to pick a few Sales Reps. and one Conductor for pre-employment.

THE ARMY 10 MILER
Eric Whitehead, Operations Manager

Every year in October, we participate in the Army 10 Miler. It’s a huge deal. This race has over 30,000 runners and takes place at the Pentagon. We have the privilege of moving their friends, families and supporters between the starting line and the finish line. This year we moved 18,451 people between 6:00am and 1:00pm. It moved like clockwork. Charter Representative and 20 plus year OTT DC CASTmember Abe Burgos was on the South Lot and I was on the North Lot. We had 30 great Conductors and Shuttle drivers in a continuous loop around the Pentagon. Some of our first timers were a little nervous when they saw the amount of people that we had to move but they quickly got into the rhythm. Thank you to everyone who participated, Sales Reps working as Hosts and Ambassadors for OTT DC and to all of the Conductors and Shuttle Drivers who make the wheels on the trolley go around and around.

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THE ARMY 10 MILER
Eric Whitehead, Operations Manager

Every year in October, we participate in the Army 10 Miler. It’s a huge deal. This race has over 30,000 runners and takes place at the Pentagon. We have the privilege of moving their friends, families and supporters between the starting line and the finish line. This year we moved 18,451 people between 6:00am and 1:00pm. It moved like clockwork. Charter Representative and 20 plus year OTT DC CASTmember Abe Burgos was on the South Lot and I was on the North Lot. We had 30 great Conductors and Shuttle drivers in a continuous loop around the Pentagon. Some of our first timers were a little nervous when they saw the amount of people that we had to move but they quickly got into the rhythm. Thank you to everyone who participated, Sales Reps working as Hosts and Ambassadors for OTT DC and to all of the Conductors and Shuttle Drivers who make the wheels on the trolley go around and around.
A VISIT TO ARLINGTON

Members of the South Carolina State Alumni Association recently visited Arlington National Cemetery. In attendance were Brigadier General (Ret) George B. Price, S.C. State University Class of 1951, he was their first Army Officer to attain the rank of General in 1974 and LT Mark Dorsey, Class of 2016 is one of their youngest officers. Also in attendance were members of the alumni association.

Cooper, commonly called “Tooper” is a handsome 1 year-old Morkie (Maltese/Yorkie mix). He’s quite the lover boy, always giving kisses. I often tell approachers they have nothing to fear except being kissed to death. Full of energy, super-fast, and friendly. Cooper attends doggie day care twice a week. Recently he was named “Dog of the Week” and I hear he has a girlfriend at doggie care….I’m not surprised. But I was surprised by how easy and quickly he learns commands. As a first time dog owner, I was a bit nervous about my ability to train him. However, he had pity on me. In just one day I was able to train him to ring a “potty bell” to let me know when he has to go potty. And boy does he love the bell. He rings it all day long….potty or no potty. My Cooper is one of the best things to have ever happened to me. I just love him to pieces!
OLD TOWN TROLLEY TOURS // WASHINGTON, DC

FUNK PHOTOS

Smithsonian Flower CART looking beautiful in Union Station!

OLY looking beautiful in Union Station!

Concierge Maggie at our newest Hotel The Hyatt Regency Capitol Hill

Supporting CAST member of the Month for August – Jose Melgar

Golden Pickle Award Winner for the Month of July/Leroy Panting

Conductor Jewel putting in or taking out is the question

INSTANT NOODLE CUP

INGREDIENTS

- Ingredients per cup:
  - 2 teaspoons chicken flavor bouillon
  - 1 teaspoon soy sauce
  - 1 teaspoon sriracha sauce
  - ½ cup mixed vegetables (peas, corn, carrots)
  - 1 cup cooked egg noodles
  - ½ cup shredded chicken
  - ¼ cup minced cilantro
  - ¼ lime
  - 1 quart-sized mason jars

DIRECTIONS

1. Place flavor base and sauces in the bottom of the jar: Add 2 teaspoons of flavor base to each mason jar. If it’s a paste, like soup stock or miso paste, spread it around. Add 2 teaspoons of any sauces or flavoring extras, like soy sauce, sriracha sauce, or sesame oil.

2. Insert cooked vegetables: Add ½ cup of mixed vegetables to each mason jar.

3. Add the noodles: Cook your preferred noodles to al dente. Any noodle type works! Be sure to rinse the noodles in cold water and a bit of oil to stop them from cooking and prevent sticking. Add 1 cup of noodles to each jar.

4. Add cooked protein: Add 1 cup of cooked protein to the jar. Protein should be shredded or small for the best results. If you enjoy your ramen with boiled eggs, this is the step to add them!

5. Top the jar with fragrance ingredients: Add ¼ cup of fragrance ingredients, like cilantro, lime, or fried onions.

6. Seal and refrigerate

7. To serve: Defrost each jar for 15 minutes. Fill the jar to just above the ramen with boiling water. Seal jar and let sit for 3-5 minutes. Shake well and serve!

SALES-Representative of the month for July and August - Eddie Anaya

Sisley - Richard Simon - Conductor of the month for July

Duke is our August Pickle Winner

Smiley - Richard Simon - Conductor of the month for July

Golden Pickle Award Winner for the Month of July/Leroy Panting

Duke is our August Pickle Winner

Supporting CAST member of the Month for August – Jose Melgar

Maggie Monthly Night Tour Contest Winner - May 2018

Maggie Monthly Night Tour Contest Winner - May 2018

It may be fall, but in DC we roll up the windows

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OLD TOWN TROLLEY TOURS // WASHINGTON, DC

VENDOR SPOTLIGHT

THE NELSON MANOR AND STRIVE 2 TRI ORGANIZATION
Sean Wallace, Director of Sales

We are excited to announce the addition of our newest vendor, The Nelson Manor in the Old Town Trolley family. Owners Tarus and Yolanda Nelson have done a spectacular job of turning their home into a relaxing VIP getaway right down the road from Maryland’s National Harbor.

Tarus and I have been married since 1999. The Nelson Manor is special because it is still considered our beloved home, where we raised our two children Tarus, 22 and Asia, 19.

The original owner of the home was a Merchant Marine, who had this 3500 square foot home, built on the corner lot in this quiet cul-de-sac community in 1985. We learned that he would host BBQ block parties for the neighborhood.

When we purchased the home in 2001, it was a gathering place for our family and friends. As our children grew up and we became empty nesters, the opportunity to make additional income for our family and friends. As our children grew-up and we became empty nesters, the opportunity to make additional income. We are now on our own platform as short-term rental property.

We are a private, home residence that only sleeps 6 couples or 6 people at a time. If it’s a family reunion, we can host 20 max.

Our house is a top-notch unique experience: transportation, a personal chef, massages, spa services or anything our guests would like.

As budding entrepreneurs, Tarus and Yolanda also took their passion for fitness and turned it into a successful non-profit that initially encouraged youth fitness, but has come to represent much more to their community.

Strive 2 Tri was founded in 2011 as an effort to give back. Our family has participated in countless triathlons, relays, Ironman competitions and felt that these multidimensional sports could be brought to youth in the community as they encompass goals and help improve self-confidence. We created a yearly swim camp that allows kids to learn running and lifesaving swim skills.

Six of the youth in our program, became life guards, joined swim teams and are part of our certified staff that come back every year to teach our new athletes. Two have competed nationally in adult triathlons and placed.

The potential for the STRIVE program is a preventative strategy that can help support families and youth in the community.

Strive created Splash and Dash races which are based completely on participation and pressure free, with the mindset that all children are “winners”. This means that youth can showcase what they learn in camp. Strive is a model that is scalable and can be recreated with the more philanthropic and corporate partnerships. We are ready to press forward and make those connections.

Hi everyone, I’m Bokai and probably the only one you’ll meet. I started working for Old Town Trolley towards the beginning of June and it has been an all-around enjoyable experience ever since. Compared to many of the people I work with, I am relatively new and wanted to give everyone a chance to learn a bit more about myself.

The best place for me to start would probably be the beginning; I suppose. I was born in Providence, Rhode Island some years after my mom emigrated from Liberia. I spent the first 6 years of my childhood there until we moved to Maryland to be closer to family. Since then I’ve lived in Maryland until moving to New York, from 2014 to 2017. My primary goal in moving back to the DC area was to finish school, upon moving back however I realized how much I miss being closer in proximity to friends and family.

As far as my background goes that’s pretty much it, but there are some things I’ll like to share about myself. I’m a bit obsessed with music in general so it’s hard to decide on a favorite song but lately I’ve been listening to a marathon of the Gorillaz. On the other hand one of my guilty pleasures listening-wise would be Hall and Oates. Besides music, I spend a large amount of my free time reading or reading about books. Two of my favorite authors since I was 17 have been Kurt Vonnegut and Charles Bukowski. Both authors have a very raw and authentic style to their work.

Among those books I read many are in fact comics, and as basic as it may be one of my favorite heroes in all of fiction would be Superman. I’m not sure why but I grew up reading his books and watching his animated series as a kid. One more thing I’d like you all to know about me is that the biggest passion I probably have would be focused on writing. It’s something I’ve done since childhood and developed as a skill in high school and college.

That’s pretty much me in a nutshell but I hope we’ll all get to know each other better as time goes on.

BOKAI’S FUN FACTS
What brought me to this city was a new home and more job opportunities

The living person I most admire is Oprah

I have been many places, but I currently do not have a favorite. The places I most want to go are Dubai, Palm Island & Palm Jumeirah.

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

My greatest fear is not living my life to the fullest

My dream job as a child was to be a Famous Singer and Actress

My favorite pastimes are dancing, singing, practicing make-up, watching cartoons, exploring, spending time with good friends, and learning new things to name a few.

My favorite site in D.C. that people don’t know about would be the Albert Einstein statue.

The song that comes on the radio that I can’t help but sing to is anything Can’t B or Alina Baraz & Galimatias. But I don’t listen to the radio.

If I was given use of Air Force One, my first choice would be Phuket, Thailand.
I have been in Boston my whole life and as much as I love this city, there is one thing that I and my fellow Bostonians can live without; traffic! This town was established in 1630 long before there was such a thing as an automobile. As the city has become more and more popular, the streets unfortunately have become more and more crowded. Ten years ago, our tour route could be done somewhere in the one hour forty-five-minute range. For the last few months that same route was averaging closer to two hours and fifteen minutes (if you were lucky) and on Friday afternoons it could easily stretch to three hours! Acknowledging that the traffic would not be getting better anytime soon, Old Town Trolley Tours of Boston did the unthinkable and changed its tour route in the middle of season! It was a challenge to say the least, but the amazing CAST of OTT Boston stepped up (as always) and got it done; new route, new script, training, new maps, new brochures and new signage. It was a monumental undertaking to say the least and on August 1st we switched to the new route. The result was a more streamlined route that can be done in 105 minutes without major traffic delays. Needless to say, this new route has helped us provide better service to the guests and provide more opportunities for the much-needed breaks for our conductors. Thank you to everyone for making this happen.

September ushers in the beginning of our very busy cruise ship season here in Boston with every major cruise line paying a visit for the amazing Fall foliage season. We were stretched at the end of the month and extending into October with fifteen straight days of cruise ships and five of those days (in a row) were double-ship days. The business is great but is certainly puts a strain on our system. Once again, the amazing crew of OTT Boston stepped up and got the job done …thank you one and all!

VENDOR COOKIE PROGRAM
Cathy Hutchinson, Vendor Rep

On July 5th we had the privilege of handing out our vendor gifts with Jillian Couillard of the Boston Tea Party Ships & Museum. She accompanied us for a second year for our July Cookie Program. This was a fun way to introduce Jillian to our vendor community and the vendors to the Boston Tea Party Ships & Museum. We handed out stainless steel water bottles that had both the OTT and BTPSM logos on them as well as a card promoting Sunset on Griffin’s Wharf. We visited twenty nine vendors in one day! That has to be a new record for Boston. The vendors loved their bottles. FYI, I was told they keep sangria cold for hours and even floats in the ocean. Who knew that the bottles could do all that? Jillian, are you ready to join us for year number three?

WELCOME ABOARD
BOSTON TEA PARTY SHIPS & MUSEUM
Margaret Durand  Jonah Piscitelli  Samuel Zeiberg  Kristen Schuller

Happy Anniversary!

OLD TOWN TROLLEY
Jeffrey Semeraro  31 years
Namik Zeqolli  15 years
John Wylie  13 years
Edgard Pluviose  13 years
Forest Mason  10 years
Solen Jean  5 years
James Seaton  5 years
Emily Duggin  3 years

BOSTON TEA PARTY SHIPS & MUSEUM
David Reker  5 years
Michael Barry  3 years
Daniel Foust  3 years
Cody Jordan  3 years
Jennifer Perrault  2 years
Maxfield Sklar  2 years
Keith Trickett  2 years
Elizabeth Calnen  1 year
GHOSTS & GRAVESTONES
DEVILIN’S FINAL WEEK
Steven Johnson, Ghosts & Gravestones Manager

While Tim Carr has moved on to his new position as Assistant Operations Manager, we still wanted to give him a proper G&G send-off. For one week in June, he joined us for a few nights managing, giving tours and helping out at the G&G Booth. We had a blast and gave him a gift fitting of his narcissistic ghost character, a three foot cardboard cut out of himself! Included here are some pictures the CAST took with Mini-Devilin on his final nights.

OLD TOWN TROLLEY TOURS OF BOSTON

GHOSTS & GRAVESTONES IN ACTION

Ghosts & Gravestones at the Old State House

Ghosts & Gravestones at the Omni

The crew having some fun for a photo opp

JULY
Juliana “Jewels” Bowker
Conductor
Will Munoz
Actor
Keith “Bully” O’Sullivan
Pickle Award
Andrew Quinney
Sales Representative
Humberto Serena
Supporting

AUGUST
Laurent LaFontaine
Conductor
Emily Duggan
Actor
Ryan Caswell
Sales Representative
James Seaton
Supporting
Amy Driscoll
Pickle Award

My greatest fear is a tsunami.
What I most value in my friends is trust, care, kindness, understanding, and loyalty.
If I were able to die and come back as a person or thing I would come back as me for another shot at life.
My favorite hero of fiction is Batman.
My favorite author is Gary Sinise

FACEBOOK.COM/BOSTONTOURS
TWITTER.COM/BOSTONTOURS
INSTAGRAM.COM/OLDTOWNTROLLEY
**NEW BEGINNINGS**

Kelly Horan Galante, Asst. Creative Manager, BTPSM

As the summer begins to wind down in Boston, we’ve seen some long stretches of high temperatures and more humidity than normal. We’re all dreaming of crisp Fall days, the influx of Cruise Ships, overseas travelers, and the most beautiful season in New England!

Fall is generally a time of new beginnings for many people and here at the BTPSM, it’s no different. We are pleased to welcome Kirsten Schuller to our team as our new Group Sales Coordinator. She’ll be working alongside Paul Lurie (Group Sales Manager) to continue the great work of the Group Sales department to bring hundreds of group tours to our site every year, promote our Education (EDU) program (including Virtual Tours and Outreach experiences), and to support Paul as he represents us at various travel and tourism trade shows throughout the country. Paul attended the Student Youth Travel Association’s (SYTA) National Conference in Baltimore, MD, at the end of August. We are extremely lucky to receive a large amount of appointments at these shows and have many enthusiastic tour operators eager to book our tour experience. The site-wide effort to create an unforgettable experience continues to bring groups back year after year. (In fact, Paul and Kirsten have been dealing with a huge amount of bookings for May and June of 2019 already!) As we enter into the Fall we’ve seen a larger number of school groups booking at this time of year than ever before. Within the first week or two of school being in full swing we’ve already booked a good handful of Boston Tea Party Virtual Tour Experiences as well. Using Skype technology we are able to bring the important story of the Boston Tea Party to classrooms around the world. Our Creative Department Supervisors (CDS), Jillian Couillard and Stephen Chueka, oversee the script-writing, rehearsals, and various performances within the EDU program (in addition to many other responsibilities). Our historical interpreter/actors enjoy the various aspects of the Virtual Tour program as it allows them to “change it up” a bit and to explore learning new scripts and new ways of interacting with their audiences. This program continues to grow by leaps and bounds every year and many schools use us as major parts of their curriculum. We are always excited and humbled to share our story with the masses! As the Creative Department has experienced some shifting in personnel, including the departure of 2 of our 4 CDS in late summer, we “revived” the Lead Actor position in April and promoted Sierra Grabowska and Kristin Harris. Amber Robitaille was added to the Lead Actor level in mid-August. All three ladies are learning the intricacies of the “show controller” (the computer program that runs our museum) and all of the other duties encompassed in this role and doing an amazing job!

We are pleased to announce that our tour experience and a private “Huzzah! Tavern Night” performance will be part of the newest “Short Escapes” Boston weekend offered by Adventures by Disney in 2019! This partnership has been in the works for over a year at this point and we cannot be happier! On Friday, Sept 14, we hosted some of the Adventures by Disney team and about 20 radio media personalities from the West Coast during their FAM trip to Boston to experience this newest getaway option. Throughout their time in Boston they took a tour with the Freedom Trail Foundation, had a true New England Clambake on Thompson’s Island in the Boston Harbor Islands, and went rowing on the Charles River, in addition to visiting the BTPSM. It is quite an honor to be sought out by Disney to not only be included in their itinerary but to be the Farewell Dinner for the entire weekend! The HTA philosophy of great customer service and creative storytelling is obviously in line with Disney’s business model and we are proud to represent HTA in this way.

And at present, we are only a few short months from the 245th Anniversary and Annual Reenactment of the Boston Tea Party on Sunday, December 16, 2018! Be sure to join us in Boston to make “Boston Harbor a tea pot tonight”!

**“Christopher Davis in "Huzzah! Tavern Nights"!”**

**“Stacy Reid-Wilson and Conor Monroy in the Boston Tea Party Virtual Tour experience”**

**“Simsy Dunn as a British soldier at the EDU Outreach Program”**

**“Bronze plaque on Centre Street in New Bedford, MA commemorating the approximate location where the Dartmouth was built”**

**“Future Site of the Dartmouth”**

**“The Dartmouth Panel”**

**“The Dartmouth Panel”**

**“The Dartmouth Panel”**

**“The Dartmouth Panel”**

**“The Dartmouth Panel”**

**“The Dartmouth Panel”**
KEY WEST

CHANGE
Tim Watson, OTT Operations Manager

Change: It’s literally everywhere you look in Key West trolley operations these days. For example, over the last several years, we’ve added additional stops without adding additional time to the 90 minute tour. Eventually when we sold a 90 minute tour it was exactly that on a slow day without much traffic, and even longer during high season. Time to make some changes! We added yet another stop in front of the Truman Little White House Presidential Gates called 1A and then made a long needed change to the route. We now have 14 stops.

We are in the final stages of bringing the Attractions and the Transportainment operations under a single, unified umbrella called Castle. This has taken a lot of work as we prepare for the mad rush of season that’s to come in the next six months. All the operations in Key West have been able to slow down, recuperate and prepare for the mad rush of season that’s to come in the next six months. Last year at this time, unfortunately the entire island was recuperating in a completely different way as we were still reeling from the destruction of Hurricane Irma. One year removed and it’s amazing how far both the island and this entire company have moved forward. There hasn’t been a chance to slow down or catch one’s breath, as we’ve all been busy nonstop throughout the entire summer, and ending it with sales reps putting up record numbers in August and September, when in the past many used to look to take the entire time off. There’s no such thing as a slow time in Key West anymore, with the whole idea of it being slow gradually becoming nothing more than a fabled myth often whispered about from the likes of our veteran CASTmembers. What’s amazed many of us here is the most is how quickly our entire team, from the top to the bottom, has been able to adapt to the multitude of changes that have come our way in just a short amount of time. Not only have we adjusted to the changes and new era here in Key West, but we have done so at such a high level of success that’ it’s hard to imagine it getting even better during our high season… which it inevitably will! My hat is off to all of the CASTmembers here in Key West who have helped make our operation what it is today, and who have showed that no amount of adversity, hardship, or change will slow us down. Thank you all again, and I can’t wait for the real busy season to begin!

WHAT SLOW SEASON?
Justin Bahl, Depot Sales Manager

Typically in the past August and September has been a time where all the operations in Key West have been able to slow down, recuperate a bit, and prepare for the mad rush of season that’s to come in the following six months. Last year at this time, unfortunately the entire island was recuperating in a completely different way as we were still recuperating in a completely different way as we were still recuperating in a completely different way as we were still recuperating in a completely different way as we were still...

AN OFFICE OF CHARACTERS
By Melissa Litten, Administrative Assistant

Key West is known to have many characters. As an admin many personalities come my way in person, on the phone or via email every day. Then there is the group of people that work in our office... we laugh a LOT together as a team on a daily basis. We even went on a diet together “as a team” from September 17th thru October 17th and collectively as a team lost over 150lbs, with us averaging about 17lbs lost for each person who competed. This proves that together we can do great things. Looking ahead, our team will also end up moving thousands of people during the month of December with 48 cruise ships coming in over 28 days and other tourists that will fly and drive down to our little spot of paradise to escape the cold temperatures. I really believe a big part of our success is that we are productive in this office, we feel respected and are treated with and treat each other with kindness that allows us to be more comfortable in our environment and as a result we tend to be more focused to get the job done. I like my job, but what I really enjoy the most are all of the characters that are around me right here in the office every day.

WELCOME ABOARD

OLD TOWN TROLLEY
Melvin Hernandez
Edward Baumgartner

CONCH TOUR TRAIN
Richard Libby
Reneeca Barber
Brandon Bahl
Kirk Hoyrstad

KEY WEST AQUARIUM
Brianna Archibald

HOSTS & GRAVESTONES
Melissa McGee
Madison Gould

Happy Anniversary!

OLD TOWN TROLLEY
Grace Spencer 6 years
John Sawaya 6 years
Heather Clement 5 years
James Sottile 3 years
John Brazau 2 years

CONCH TOUR TRAIN
Eva Conway 38 years
Thomas Defrancesco 17 years
Christina Bellies 6 years
Cynthia McCoy 5 years
Caleigh Lutz 4 years
Brian Surpas 3 years
Troy Jordan 3 years
Vanessa Linsley 2 years
Chris Wilson 1 year
Orville Garvey Jr 1 year
Michael Estevez 1 year
Veronica Crisci 1 year

AUGUST
Tim Stroud CITT Engineer
Cynthia McCoy CITT Sales Rep.
Rashad Parks CITT Supporting Engineer

Late Summer/Early Fall 2018 45
The aquarium was lucky enough to have a visit with Kevin Carroll MS, CP, FAAOP/D of the world renowned Hanger Clinic. Kevin is the inspiration for Morgan Freeman’s character in “A Dolphin Tale” and was an integral part of designing Winter the dolphin’s prosthetic flukes (tail). He found us through our research project we already had in motion with Worcester Polytechnic University; they 3-D printed a flipper for Lola, a critically endangered Kemp’s Ridley sea turtle in our care. They called him (a lot…lol) and he came down, took measurements of Lola and Rocky (a green sea turtle), and designed prosthetic flippers for both animals. He returned on Sept 22nd with the flippers and fit both turtles. We are VERY blessed to be working with someone of his caliber and we are beyond thrilled.
On Saturday, September 22nd the 34th "A Day to Remember" was held at the Doubletree Grand Key Resort and hosted by the Old Town Trolley Tours and Conch Tour Train. Over 100 senior citizens attended the annual event, which was started in 1984 by Old Town Trolley conductor the late Laura Butler, in whose honor the event is now dedicated.

Guests arrived on the Old Town Trolley to the Doubletree Grand Key Resort where they were greeted by the Key West High School Conchettes, who also provided entertainment. The seniors enjoyed a delicious lunch of Cuban pork, black beans, rice, plantains, rolls and cupcakes served by the Boy Scouts Troops 573 and 578 and Old Town Trolley Tours and Conch Tour Train CASTmembers. Joining the seniors were Mayor Craig Cates, City Commissioners Billy Wardlow, Gregory Davila, Mary Lou Hoover and Clayton Lopez. Fabulous entertainment was provided by Howard Livingston on the guitar, and Jubal MD on the steel drums. The Blessed Community Choir performed several songs that featured commissioner Clayton Lopez on guitar and Coffee Butler! Guests also enjoyed dances by the Dance Factory and Conchettes. Bingo was played with fabulous prizes donated by area businesses and attractions. Prizes were given to Flora Rueda as the oldest guest in attendance, age 98. Jerry Butler won for having the most grandchildren, 23! At the end of the event, each guest received a goodie bag to take home with them as they departed.

“A Day To Remember” has been a tradition for Historic Tours of America since 1984 when it was first suggested by the late HTA CASTmember, Laura Butler.

Since then, we have set aside this special day to honor those folks who contributed so much to the island we call home. It has become an institution supported by many facets of our community from the Blessed Community Choir to Coffee Butler, Howard Livingston, the Boy Scouts and the Conchettes. “It’s about Key Westers, for Key Westers, by Key Westers,” said Chris Belland, CEO of Historic Tours of America.
For many years, there has been widespread speculation that boxing caused or contributed to the late heavyweight champion Muhammad Ali’s long battle with Parkinson’s disease, a chronic and progressive movement disorder that, according to the Parkinson’s Disease Foundation, affects an estimated 7 to 10 million people around the world. So it may come as a surprise to discover that boxing training is being used as a therapy for people who already have Parkinson’s.

The trend started after former Indiana prosecutor Scott Newman, who was diagnosed with early-onset Parkinson’s at age 40, began training one-on-one with a boxing coach and noticed dramatic improvements in his physical health, agility, and daily functioning. In 2006, Newman founded Rock Steady Boxing, a program that uses modified boxing techniques to help people with Parkinson’s. Since then, the program has spread to more than 150 gyms around the world. (www.rocksteadyboxing.org/)

A full-body, non-combative, workout tests balance, agility, and hand-eye coordination, all of which can be affected by Parkinson’s. This unique program is offered in Key West at BODYZONE FITNESS CENTER. Recently, the program needed an upgrade in training aids, four XX large punching bags to be exact. All it took was a simple request for aid and help was forthcoming.

Ed Swift and Chris Bolland, the principal officers of Historic Tours of America, responded immediately with a sponsorship of one bag. Mary Martinez, our HR officer of the Conch Tour Train and Old Town Trolley, was emotionally moved by the request and sponsored a bag to memorialize her grandfather, Pedro Diaz, and step-father, Oscar Martinez, who both suffered from Parkinson’s. Bobby Bernreuter, HTA officer and newly diagnosed with Parkinson’s, also sponsored a bag.

Leslie Concepcion, branch manager of the First State Bank in Key West, took the request to the bank’s board of directors who quickly committed to sponsoring the fourth bag.

All the Parkinson’s boxers sincerely appreciate the sponsors support of this program, to keep us in the fight against the ravages of this disease. The presence of this new equipment, the use of the BODYZONE FITNESS center, and Boris Musil’s professional coaching, lets us know we are not alone, HTA does care.

The first weekend in September means one thing at HTA headquarters and that’s college football. It’s a contentious four months when friends become frenemies. Maybe next year Ben will remember to wear his t shirt!

Freddy Varella’s daughter, Kaitlyn Varella is currently a cheerleader at Florida State University!