On September 5, 2015 the Patriot Service Dogs graduation was at Cecil Field in Jacksonville, Florida. Jeanne Coyne attended the event and were able to meet and speak with each of the Vets that received one of the service dogs our company sponsored.

As part of the graduation, each Veteran stood up and spoke a few minutes about their particular situation and how they had been suffering in one way or another since returning home from combat overseas. They each have had their service dog since January and had an opportunity to see how their dog would impact their life. There wasn’t a dry eye in the room. Jeanne said it was very touching to hear how well each Veteran was now doing since receiving their service dog and how their dog has totally impacted their life in a positive way. The dogs wake them when they see they are having a nightmare; they can sense when they are having a panic attack and quickly respond to calm them; they help turn on lights; retrieve items; etc.

After the Veterans spoke, Susan (one of the owners of Patriot Service Dogs) called up two women to the podium who had previously been inmates and participated in the WOOF (Women Offering Obedience and Friendship) program. The Patriot Service Dogs program uses women who are serving time at the Lowell Correctional Facility to help raise and train the dogs from the time they are puppies until they are teamed up with a Veteran. The women spoke about how being selected for the program had changed their lives. One woman had spent four years in the facility and during that time not one person visited her, no one wrote to her, she had absolutely no outside contact from anyone. She was selected for the WOOF program and given a puppy to raise and train. She told the audience how that experience totally changed who she was as a person and how it forever changed her life. To finally have something that loved her back, unconditionally. She said had it not been for this program, she would have left prison a hardened person. Instead, she left as a person that cares about something, that will forever want to have animals in her life, and will now be a contributor to society. Again, there was not a dry eye in the room.

Susan thanked their sponsors, including Old Town Trolley, for their invaluable contribution. Afterwards, Jeanne met with the three Veterans that received the dogs sponsored by OTT, Brett

---

**In this Issue...**

- 2 - From the Chief Conductor
- 3 - National Call Center
- 4 - San Diego
- 9 - Washington, DC
- 12 - Savannah
- 16-17 - Centerfold
- 18 - St. Augustine
- 21 - Boston
- 24 - Boston Tea Party Ships and Museum
- 25 - Key West
- 27 - Conch Tour Train
- 28 - Tropical Shell and Gift

...Continued on Page 19
When an entrepreneur starts a business, he or she usually couches the organization in terms of "I", "Me" and "Mine". That is only right. A single person starting a business, making all the decisions, doing most of the work and risking the most should certainly have that honor. Something happened this morning that made me think about how Historic Tours of America has evolved.

As I have travelled throughout various cities, I have noted with great pride that the advertising and marketing folks here have made available to each city the framed canvas pieces of photography of our various operations. It is one thing to see the operations in a list, which is pretty impressive, but a whole lot more compelling when you see it in the rich color photography that we have recently engaged our advertising firm, Blackdog Advertising, to get from the field. These photographic missions are a lot more than you would think. They are grueling, full days of working with models, traffic and the taskmaster to get it all done, John Penney. It's worth every penny and minute. Today, we have an extraordinary collection of current photographs of all of our cities and all our operations. It is something that makes me very proud to be able to share with all of our cities.

In any event, there was one place we were not exhibiting these photographs and that was, ironically, in the Headquarters here in Building 21 in Key West, Florida. I guess it comes under the topic of, "Sometimes you don't see the forest for the trees". Anyway, Piper Smith saw it and Advertising and Marketing ordered the large format framed pieces for our Headquarters office and they were being put up this morning.

As I was walking down the hall looking at the pictures, I exclaimed to no one in particular, "What a great company!" A voice came out of the copy room, "Yes, we are a very special company". It was Kevin Beede from Trusted Tours & Attractions, making copies. As I went from there into my office, I mentioned to Nancy Aspinwall how attractive the pictures were and how nice they look at our various cities. She responded, "Yes, our company is, indeed, very special. It's one thing to see a list of the names of the various companies but an entirely different matter to see all the things that we do".

The point was, both Kevin and Nancy have taken on the ownership that Ed and I have worked very hard to imbue into the culture of HTA. A long time ago, Ed and I may have made all the decisions, done most of the work and taken all of the risks, but today we are a company of some 1,200 CASTmembers and we would not be doing the wonderful things we are doing without each and every one of you. I never like it when someone says they work for me. I see it as we work together. For sure, Ed and I are still on the hook for the risks, but I have always felt our CASTmembers also make an equal investment in Historic Tours of America with their dedication and, in that sense, share a different type of risk with that most important part of life … their time. Historic Tours of America really is "ours".

I hope you will all take an opportunity to read the cover story of this issue of the Nation's Storyteller, to read the extraordinary piece about John Welby and his popsicles in Boston (on the Comments Count page) and the Patriot Service Dog story. Both of these are true definitions of what Historic Tours of America stands for and why we are, indeed, a very special company.
CASTMEMBER SPOTLIGHT
Nikki Weekly

National Call Center; Senior Lead Contact Center Representative

BACKGROUND
Yes! It’s finally time for me to be the CASTmember Spotlight!! I’m so excited. Yet, how do I sum up my life within 2-3 paragraphs? I guess I’ll start with, on June 20th, bleep bleep years ago a beautiful baby girl was born in San Diego, California. The youngest of 5 siblings, daughter of an RN and a Gunnery Sergeant in the USMC… O.K. I know I don’t need to go that far back. However, I am from beautiful San Diego. Graduated from SDSU with a Bachelors in Criminal Justice, with Honors of course. I’m the proud mother of two awesome children who really make it easy to be a parent, one of whom is an amazing football player at Bartram Trails High School. He patiently and repeatedly instructs his football challenged mother on the duties of a running back and realizes that by the time he’s playing for the NFL, I’ll finally get it.

We (my children and I) migrated to St. Augustine, Florida in 2010 looking for a climate that was similar to California’s weather. I thought I had found a match until the summer’s heat and humidity hit me like a ton of bricks. However, the warm ocean, competitive school district, beautiful scenery combined with a hope and prayer, convinced me to stay and I now consider myself to be a true Floridian. One of the best outcomes of moving to Florida was finding Old Town Trolley, a company that truly cares about their employees as much as their customers. After running my own business for over three years I began to yearn for something more. So, I submitted my resume for an open position in the National Call Center and 9 months later, I’m writing my bio for The Nation’s Storyteller. Pretty impressive, right?

There are a few things about me that are worthy of mentioning. First, I’m a free spirit who loves to travel. I’ve pretty much been all over the country but haven’t quite made it outside of the US. Unless we count Mexico, which literally sits in San Diego’s backyard. There’s something about touring a new city, with nothing but a map to guide me through the streets, that gives me a feeling of peace and freedom. Secondly, I find laughter to be one of the most important events of my day. “With all the fearful strain that is on me night and day, if I did not laugh I should die.” (Copied this from Abraham Lincoln but still so true.) Lastly, shopping is one of my favorite pastimes. Give me a credit card, a bottled water, some comfortable shoes and I’ll be ready for the greatest sport ever invented.

Which talent would you most like to have?
Dancing. The two step just doesn’t cut it anymore.

What three things will you always find in my refrigerator?
Almond Milk, Cottage Cheese and Yogurt. If only I can find someone to do my grocery shopping, I’d be a happy woman.

What is your favorite occupation?
CEO of Old Town Trolley. A girl can dream, can’t she?

The Life of a Sales Agent Writer
by James DeSantis, Contact Center Representative

On May 21st I published my first book. After years of planning I decided to finally release my first novel into the world. The environment focused on the city life for these characters. I grew up in Brooklyn, New York and so my work reflected that. When I moved to Florida, my writing all changed to mirror that. My short stories such as “My Little Rabbit” and “Sons” had a rural ambiance for where I now lived. How does this all relate to Old Town Trolley? Easy; it changed how I perceive territories completely.

In the call center our first objective is to obtain as much information about the six cities as possible. This means studying and learning how each place is, what’s around, and how it is viewed by the eyes of tourists and locals. Besides, just learning street names and monuments, I researched how these locations actually looked. Savannah’s landscape is the perfect setting for a horror movie, where the Boston location is spot on for an urban fantasy, and even San Diego being a humongous city with heat that could knock someone out cold. Learning about all this really contributed to my current work that I’m writing.

A perfect example would be San Diego and my current comic, “SPARKS”, which has a character living in this area. Knowing street names, buildings, and even the daily weather really helps create an atmosphere for each and every page. I even use local attractions such as the Trolley or the Zoo for landmarks in the story. This makes for readers to really relate to the story I am currently writing, and that’s important for an author.

I’ve never been to San Diego or Savannah, or even Key West. Yet, I feel like I could write about each area with confidence now just because of the vast knowledge I’ve obtained working here. It’s true, you could never really know how a place is until you visit or live there. This might be, but you could have people go “Oh, I know that place!” or “I’ve been there” and that’s important in the story. If the reader can visualize an instance where they were there in person, this could be a key feature to enhance your story for many.

This job has contributed to expanding my views on the world. I love hearing people react to different places that I write about. Getting to learn these cities to sell and help customers was part of my job, but I also benefited from it in my own special way. So with this, I can safely say this job has helped strengthen my writing and also given me a wonderful job to help me make a living.

If you could choose one reality TV show to be on, what would it be?
Survivor. It would be a great way to lose a quick 30 pounds.

What is your idea of perfect happiness?
SAN DIEGO

After-Season
CAST & Friends BBQ
by David Thornton, General Manager

120 CAST and friends enjoyed a relaxing evening at the Old Town Market celebrating a great summer season. Popular Phil’s BBQ catered the event with chicken, ribs, beans, coleslaw and dessert with live entertainment on stage. Our good friends from Cold Stone donated ice-cream. Thanks Jeannie! Our Old Town Market tenant and employee friends joined us as well.

Nancy Nuhaily managed the raffle tickets and prizes earning over $360 toward our October breast cancer awareness efforts.

Re-Constructed San Salvador
Ship Returns to San Diego Bay
by Mark Keeler, Head SEAL Manager

For the last couple of years the Maritime Museum has been constructing a replica of the first ship to sail into San Diego Bay, the San Salvador. The reconstruction project work took place at Spanish Landing Park near our SEAL tour route. The construction consists of a historically accurate working replica of the Juan Rodriguez Cabrillo’s Flagship, The San Salvador. She entered present-day San Diego Bay in 1542, marking the first European contact with local Native Americans in the territory of what would become the West Coast of the United States and the birthplace of California. The Museum stated that this has been the most challenging and inspiring project in its history. The construction project has been a prominent fixture of our SEAL Tour until recently when her work was completed and she was loaded onto a barge and taken to the South Bay to prepare her for a life long exhibit with the Maritime Museum.

At the same time, HMS Surprise, another Tall Ship of the Maritime Museum, underwent a refitting in the South Bay and was recently reintroduced to the Museum docks again too. The HMS Surprise is best known from the movies *Pirates of the Caribbean*.

We wish them both fair winds and God’s speed and look forward to telling their story as the SEAL and Trolley Tours pass by the Maritime Museum each day.

Special Olympics
by Erica Frost; Group Sales Manager

Through a special invitation from the City of Coronado Police Chief Froomin and Todd Little, from the Coronado Tourism Improvement District, Old Town Trolley Tours of San Diego was asked to sponsor a tour and transportation for a group of athletes here in California for the Special Olympics World Games 2015, being held in Los Angeles. This particular group of athletes was from Puerto Rico. Although these World Games in July were held in Los Angeles, San Diego was selected as a host city so we had the honor of showing them our city via a Trolley! The fun-filled day topped off with a Beach Party and BBQ at the Hotel Del Coronado complete with a beach bonfire and smores!
Taste of Old Town
by Sebastian Biagioni, Old Town Market Leasing Operations

On September 10th, for one night only, food and spirit lovers had a chance to blaze through the streets of Old Town, San Diego, sampling selections of spirits and wines paired with culinary specialties from various participating restaurants at the 2015 taste of Old Town.

Old Town’s top chefs rolled out tastes of their signature dishes for the event, each carefully paired with a tequila brand or wine label. Everyone had a great time going to each location with lively music and entertainment greeting them.

This year the Taste of Old Town was proud to support Meals-on-Wheels. A portion of proceeds were donated to Meals-on-Wheels in support of its vital mission to bring nutritious food and human connection to seniors and people with disabilities.

San Diego Operation Clean Sweep
by Carmen Thulin; AP/AR Manager

This year our participation for the San Diego Operation Clean Sweep was a SUCCESS. I preregistered 14 at the San Diego Port Tenant’s Association. We received bags, gloves and a case of water. Those who attended were David Thornton General Manager; John Savage Operations Manager; Jeanette Perez VIC Manager; Nikki Meo-Cook Advertising and Sales Rep; Carrie Nunez Sales Admin. Asst.; My grandson Tyler Nunez and his friend Colin Leaf; My granddaughter Jena Nunez; Bob Hatcher and his friend Sue Daughters; Our Winzer rep Jason DeGroot and his wife Debbie DeGroot and myself Carmen Thulin. All groups met at a meeting area and were given instructions. This year we cleaned the rocks on the bay on the Anchorage Rip Rap area. Lots of plastic, cigarette butts and clothes were picked up. We stayed in a group and helped each other. Those more agile went down on the rocks while others cleaned the sidewalk and emptied the cans into the garbage bags.

At 10:15 we arrived back to our meeting place to take a group photo and see the collection of junk that was retrieved by the divers. A plastic can with holes that lobster fisherman used 20 years ago and a parking meter to name a few. All in all we had a good time helping our community and many people thanked us as well.

CAST Celebrate at Wellness Event
by Erin Smith, Office Manager

September 10th marked an exciting time for Wellness here in San Diego. We had representatives visiting from Ralph’s (for flu shots), Haggin Supermarket (with organic produce), Jamba Juice (with delicious smoothies), Rite Aid (with various health-related samples), TeamBeachBody (to promote a fitness program), Zee Medical (for safety-related samples), and Cigna (to promote the Biometric screening in October). We also had materials from VPI Pet Insurance, and GoRaw. Everyone was eager to visit each table not only to see what they had to offer, but to also get their “passport” stamped and enter it into our raffle! Prizes included a $25 gift card to Sprouts, $50 and $25 VISA gift cards, a large Wellness Basket made by Nancy Nuhaily, a gift certificate for a Thai Massage, and a 3-month gym membership to Chuze Fitness. We also were fortunate to receive a new inversion table from David Thornton, it is worth an estimated $200! We designated that equipment as our “grand prize” in our separate $3.00 raffle with all proceeds being donated to Breast Cancer Awareness for October. Everyone was excited and hopefully walked away from this event with an inspiration to embrace Wellness in a new way!

Visitor INFO Center “Educational” FAMs
by Jeanette Perez, Visitor Information Center Manager

Striving to always give exceptional customer service, CASTmembers attend OTTSD partner familiarization tours or “FAMs” to gain firsthand knowledge and share the experiences with our visitors. What can we say, it’s a tough job but somebody has to do it!
The Nation's Storyteller

16 CASTmembers attended the first familiarization tour on July 21st hosted by Bazaar del Mundo Shops and Casa Guadalajara Mexican Restaurant in Old Town, California’s birthplace! A fun time was had by all learning about the unique shops, delicious food and live entertainment that visitors can experience there.

National Safety Month
by Bob Ross, Safety Officer


Beaches Tour Undergoing Changes
by John Barton, Lead Conductor

The La Jolla/Mission Beach tour is going through changes! After completing its first year, the Beach team looked at the tour from the ground up for ways to improve. From careful analysis it became apparent that the big draw of the tour was the chance for people to spend time in La Jolla visiting natural attractions like the Cove, the Children’s Pool, and the caves, as well as the many shops and restaurants to be found in this upscale coastal community. So, going forward, the emphasis of the tour will be on having enough time to adequately explore all that La Jolla has to offer, while still experiencing the flavor of our stunning Southern California beach views. The tour will start in Old Town, as before. Then, it will continue to Mt. Soledad, taking a 15 minute photo break at the highest point in the city of San Diego. After the photo opportunity, it is off to La Jolla, where the guests will disembark for a 2.5 hour “on their own” adventure. They will be greeted at the end of their time in La Jolla by the same guide they started with and will tour back to Old Town along the water and through the communities of Pacific Beach and Mission Beach, all the while being entertained with stories, history, and lots of fun music. The new name will be the La Jolla and San Diego Beaches tour.

September Sees Return of Cruise Ships

The Port of San Diego will kick off the 2015-2016 cruise season with the arrival of the year’s first ship, the Celebrity Infinity. The 2,170-passenger vessel will be making a port call during its 9-day Pacific Coastal cruise.

Old Town Trolley sees a nice bump in business just as our summer season slows down. Our day’s ridership will go up 30-50%, so we are excited to have the ships back to San Diego.

The Port of San Diego’s cruise season runs from September through May. Currently 50 vessels are scheduled to arrive, but that number may change as the season progresses. Cruise lines scheduled to visit San Diego in the 2015-2016 season include Disney, Princess Cruises, Celebrity Cruises, Royal Caribbean, Regent Seven Seas, Oceania, Crystal Cruises and Norwegian.

San Diego is Seeing Pink

CASTmembers left to right: John Savage, Barbie Harrell, Jessica Savage, Savanna Allen, Ricky Gomez, Dani Lindsey, Lauren Judol, Nuala Kelly, David Mahl, Robin Russell, “The Chef” David Aptaker and his wife Mimi, Katherine Brecha, Victor Santana, Nancy Nuhairy, Gina Urbina and Jeanette Perez

CASTmembers took control of their own speedboat and experienced the San Diego Bay in a completely new way! Speedboat Adventure Tours is a thrill ride for aquatic adventurers. CASTmembers front to back: Jeanette Perez, John Savage, Jon Laws and Ricky Gomez.

Check out our new ride! We’re touring San Diego pretty in pink to support Breast Cancer Awareness Month. Hop aboard!
I’ve been with OTT/San Diego for two and a half years. I first discovered OTT when my wife and I visited California to see family in Orange County. We would often drive to San Diego since we were planning to move here after I retired. We took the Old Town Trolley tour on a couple of occasions, and we both thought it would be a perfect “retirement job” for me. However, retirement, and the coast-to-coast move, was not going to happen just yet. I had a job to finish.

I was born in Buffalo, NY and spent most of my childhood there. As a teenager, my family moved 60 miles to the east, to Rochester. After many attempts to join the Olympic underwater sandwich-making team, and having endured an epic “fail” at my Chippendale’s audition, I decided to become one of “Rochester’s Finest” at the tender age of twenty-one. During the next 20 years I got to play cops and robbers, chasing the bad guys, shooting lots of guns, and driving really, really fast. With a red light and siren!

I worked in the vice-squad as an undercover narcotics officer, kicked in drug house doors during raids, and instructed for ten years in firearms, self-defense, pursuit driving, and domestic violence. As a hostage negotiator, I talked people from plunging to their deaths, coaxed armed gunmen out of hiding, and smoked cigarettes with people on the wrong side of the railing. During my last two years, I was honored to serve as the Department Spokesperson before retiring from service in 2012.

Now, while at the perfect “retirement job,” I am also working to carve out a career in the larger entertainment field including plays, musicals, film, and voice-over work.

Who are your favorite writers?
As a youth, I loved the science fiction and fantasy genre. I enjoyed C.S. Lewis, Edgar Rice Burroughs, Ray Bradbury, and of course, J.R.R. Tolkien’s Lord of the Rings, which I have read several times over. I have to admit the first three movie versions of the LOTR series are far more visually stunning than anything I ever imagined while reading them. I’ve read a lot of Joseph Wambaugh and Stephen King as well.

What three things you will always find in my refrigerator?
Cleaned and stemmed radishes ready to eat, soy milk, and Frank’s Red Hot Sauce. Oh, and while we’re on the subject, Frank’s is the ONLY acceptable sauce for chicken wings. And wings are to be served with Blue Cheese and celery, NOT with carrots and Ranch. Period.

What or who is the greatest love of your life?
My travel buddy, wife, and best friend, Adele. My admiration and gratitude for her is simply immeasurable. She is a psychologist and the most brutally honest person that I know, even when the truth might sting. She is incredibly supportive of all my endeavors and she keeps me grounded. She calms me in traffic and tempers my impulsive urges to choke the life out of idiot drivers! She is, in fact, the Bomb.

What is your greatest fear?
Being buried alive and suffocating. ‘Nuff said.

Where is your favorite vacation spot:
Anyplace that’s on the beach, at an ocean. And I mean on the beach. I don’t want to stay at a place across the street from the place that’s on the beach. I will always get the place that’s on the beach. That’s just the way it is…
This month I am happy to spotlight the trendy Hard Rock Hotel San Diego and their amazing Chief Concierge Mia Rose DiStefano. Mia Rose has been with the Hard Rock for six years. She started as a hotel operator for two years and has been at the Concierge Desk now for four years. She takes after her Aunt, Cathy Gomez, who has been a Concierge for over 20 years and is currently at the Grand Hyatt. Mia is also a member of the San Diego Concierge Association and hopes to be on the Board someday. The Hard Rock Hotel sits at the entrance of the Gaslamp Quarter so it is a prime location for dining and nightlife. It’s a block from Petco Park and across the street from the San Diego Convention Center where the very popular Comic-Con International Conference is held every year. The Hard Rock becomes the A-List celebrity hangout during Comic-Con. The hotel has 420 rooms and 17 unique Rock Star Suites. The famous Nobu restaurant is located at the Hard Rock Hotel as well as the Rock Spa. Thank you Mia Rose and the entire team at the Hard Rock Hotel for all your tremendous support! Rock On!

The Sales Team at the “San Diego All Industry Annual Cruise”
Nikki Meo-Cook, Advertising Sales, Carrie Nunez, Erica Frost, Group Sales Manager, Rod LaBranche, Director of Sales and Jeanette Perez, Visitor INFO Center Manager

Lunch Out!

San Diego maintenance and mechanic team enjoy a well-deserved break at two of their favorite locations; Phil’s BBQ and Old Town Cold Stone Ice-Cream.

HAPPY anniversary
AUGUST
Rhonda Hastings, 24 years
Stanley Henson III, 14 years
Sebastian Biagioni, 1 year

SEPTEMBER
David Mahl, 16 years
Fernando Avila Vazquez, 4 years
A New General Manager, but not a New CASTmember
by Eric Holmes, General Manager

Work isn’t the only thing that influences happiness, but it’s where you spend a big chunk of your waking life. My question is, can your work really make you happy? Many factors come into play – the role you are trusted to perform, the way you’re managed, the organizational culture, how much you like your fellow CASTmembers – but work that matches your personality, motivation and your interests is far more likely to keep you absorbed and reasonably content.

So again, I asked myself what job would make me happy? For a long time, I had a tremendous entrepreneurial spirit. I’d always planned to be my own boss, and build a large company for my children, and grand-children to inherit. Unfortunately, my plan was not His plan. I truly believe I started living my life’s purpose on February 12, 1996. That was the day I started work at Old Town Trolley Tours of Washington, DC. Funny name, because at the time we were located in Hyattsville, MD. Anyway, I thought this was a really odd choice of employment for me, because I had absolutely no interest in history. My intention was to save enough money, and start another business. I didn’t know what that business would be, I just know I had to be the owner.

Much to my surprise, a short time after being certified as a tour conductor, a light bulb was turned on. I realized I was doing a job, functioning in role that I really enjoyed. And because of that, at the time I was reasonably content. The interesting thing is, this was not an immediate joy. It took an encounter with a Leadager to really, jump start my career. On one of those early beautiful summer days, one of the Leadagers did a ride-along with me. His comments to me afterwards were all pretty good, until he mentioned the Georgetown portion of my tour. In his exact words, he told me “you lack passion for the oldest part of this city”. Considering this feedback came from someone who trained me, and someone I had come to respect very much, I knew I needed to do something. I began to independently research on the history of Georgetown. It was during all that researching, and studying, that I realized how much I really enjoyed sharing the history of the most beautiful city in the world. I recognized that a lot of the skills I possessed, the skills I believed would help me to be an entrepreneur, could also help me perform my job as a Tour Conductor. Once I stopped dreaming about doing something else, that immense passion to succeed began to shine through. Abe Burgos often wonders why I really enjoy presenting the enthusiasm portion of the HTA orientation. It’s because I really identify with Frank Becker, and all the other great examples that Ed III shares with all new CAST members. Sitting in that orientation class 19 years ago, I never would have imagined that educating, and entertaining thousands of guest from all over the world would bring me joy.

I said all that, to say this, the last 19 years of my life have been extremely rewarding. HTA has been an integral part of me becoming the person I am today. I can’t even begin to name all the people or all the roles that I’ve preformed, well let me try...

Tour Conductor, Ticket Representative, Head Conductor, Safety Officer, Operations Manager OTT/SAV, Head Sales Representative, Charter Representative, Vendor Representative, Office Manager, now back to DC, Safety and Training Officer, Operations Manager OTT/WDC, Assistant General Manager, and now General Manager for Old Town Trolley Tours of Washington, DC Ducks, and Arlington National Cemetery Tours. I have a tremendous amount of love and respect for HTA, Chris Belland, Ed Swift III, Moe Mosher, Ed Swift IV, all other Executives, General Managers, and all the CASTmembers that I’ve had the pleasure to work with, and learn from.

Our season is now coming to an end. We are preparing to send a few CASTmembers to Key West, and begin preparations for 2016. Next year will be OTT/WDC’s 30th year, my 20th year, and ANCT’s, one year anniversary. We are all looking forward to a Tourific year!

Thank you all again for this tremendous opportunity and support. In the words of Adam Johnson, “I love my job.”

Key West, Take Good Care of Mr. Miller
by Abe Burgos, Safety Officer

You did it again Key West. You not only take some of our conductors during the winter, but now you took our general manager, Jerry Miller?! We miss you Jerry. But more importantly, we miss your cupcakes! Yummy!

Honestly, I don’t have anything nice to say about Jerry. Not because there aren’t nice things to say about Jerry. He motivated us. He taught us. He kicked us in
The butt when we needed it, and patted us on the back when we deserved it. He would laugh with us, he would cry with us. He would cheer us up when we were down, and would knock us down when we got too big.

The reason I don’t have anything nice to say about Jerry is because no word encompasses the joy we had when we saw him. No word comes to mind when we think about the laughs he gave us. No word has ever been created to describe the happiness we felt every day he lead us to not only become a better company but better people.

Motivator. Cheerleader. Teacher. Friend. Yes, all these words are great. But they don’t do Mr Miller justice. How do you put into words the warmth of a hug? How can you describe the exuberance of a job well done? That, my friends, is Jerry Miller.

So Key West, enjoy Mr. Jerry Miller. Enjoy his bright smile. Enjoy his quick wit. And enjoy the way he bites his bottom lip when he does the old white man dance. But more importantly, enjoy them cupcakes!!

We had a great time while in Maine enjoying delicious lobster and checking out a very foggy but crowded beach scene. Early the next morning, we were informed to pick up the trolleys to head back to our Nation’s Capital. Now, here is where the story gets interesting. Somewhere in New Hampshire, both trolleys “check engine lights” came on and we were a very long ways from home. After a few calls, we were connected to Bob Gibson at OTT in Boston. Let me just say, he’s an amazing guy. I informed him of our issues and he said to come directly to him. When we arrived in Boston, he and his team stopped what they were doing and spent the next 2 1/2 hours repairing and making our trolleys road ready. We here at OTT DC want to send a special THANK YOU to Bob and all of our fellow CASTmembers at OTT Boston for lending us a helping hand when we certainly needed it. You guys were amazing.

Old Town Trolley Nationwide – One Team, One Mission, One Goal.

A Day in the Life of Arlington National Cemetery Tours
by Loretta Pinkney, Arlington National Cemetery Tours Operations Manager

Since I spend most of my life these days in apparel that says ANC Tours, I tend to get asked the question, “What would I see if I took a tour of a CEMETERY?” I get asked that a lot! And my answer is---A LOT!! Arlington National Cemetery is hands-down one of the most beautiful places to visit, with more history than most folks realize. Where else can you visit the gravesites of two presidents, numerous Supreme Court Justices, countless veterans who bravely defended our country, explorers, soldiers who went on to become movie stars, a boxer, and civil rights activists? Where can you witness the awe-inspiring Changing of the Guard at the Tomb of the Unknown Soldier? Or pay tribute to the battle of Iwo Jima?

Since we have been here at Arlington, the CAST has been privileged to meet WWII veterans and Medal of Honor recipients, to hear President Obama and Vice President Biden address thousands of guests, see the Ceremonial Guard place thousands of American flags during “Flags-In”, and to interact with the thousands of guests who visit on a daily basis to “Honor, Remember, Explore”.

Since Arlington is first and foremost a working cemetery, we
Post Trip Love
by Jake Hartman, Safety Officer

No, I am not talking about falling in love with the guest that has ridden your trolley for the past five days while leaving you tips with unfamiliar president on them. I am talking about the tender love we all need to give our vehicle after that long shift. We have all done it, walked away from a vehicle we have just spent 10 hours driving because we are tired, the vehicle drove ok and we just want to go home. We have pencil whipped the log book and headed home. Fast forward to the next morning. The next conductor or possibly even you have been assigned to that vehicle from yesterday. You start the pre-trip and low and behold, there are a few marker lights out and a tail light that isn’t working. Now maintenance needs to scramble to repair your vehicle or dispatch needs to find you another one. This could have all been prevented by simply taking the 10 minutes at the end of your shift to do a post trip and put the vehicle away in the same condition you would like to find it at the start of your shift. If we all work together, we can make a safer and better environment for every CASTmember.
August and September are our first moment to take a breath since our “season” began around Valentine’s Day. Though it is a welcome “pause” on the heels of a 5+ month hurricane that found us carrying more than 175,000 valued guests (through the end of August) and once again leading the HTA Nation in total ridership, we do not have the luxury of respite, oh no! Though the streets may be a bit less busy than a couple of weeks ago, we have many irons in the fire and our entire CAST is focused on continuing the success of 2015-2016. Maybe just enough time to stop and smell the roses, to say goodbye to some great partners (like Kevin Brockway, GM of the Hilton) or see you soon to others (like Anthony Trice of the former Inn at Ellis Square), finish some projects, like the carports and paving at our Louisville Road facility and welcome 500 of our dearest friends from throughout the state as Savannah hosted (for the first time) the Governor’s Conference on Tourism to much fanfare. Our Sales Team, with me in tow has been visiting many of our partner hotel Sales Teams to make sure they are fully informed of the many products and services Old Town Trolley Tours® of Savannah offers and to assure that we are collaborating with them at the highest level. We truly believe in mutually beneficial partnership in our company and the best way to assure that is to remain connected and conversing with our valued partners.

Finally, by the time this newsletter is released we will have said goodbye to one of my personal favorites in our little slice of the HTA Nation, our AP/AR Clerk, Joy Stuckey. If ever a person fit their name, Joy personifies her moniker. Always full of laughter, fun and friendliness, her absence in the office will be sorely felt. After all, what is an office without some Joy? We wish her well as she sets about making her dream of being a chef come true and hope that she remembers the little folks (preferably with a batch of brownies on a bi-weekly basis) and is not a stranger. I certainly mourn the loss of any of our CASTmembers, especially those like Joy who have been around for a while and really become part of the family, but this one for me, is gonna sting! Here’s hoping your summer has been blessed and that somewhere out there someone is cooking a batch of super delicious brownies with your name on them!
Gordon II during the Spanish American war. Mr. Gordon was the father of Girl Scouts founder Juliette Gordon Low. The GM at the Hampton Inn has commented what a great job everyone is doing for their guests and we hope it also helps the Concierge there sell additional trolley and attraction tickets.

**Safety**

_by Kenny Gresham; Safety and Training Officer_

One week to go and then I can say we had a successful safety summer. Had no overheating issues with our CAST members in Savannah. The cool pops saved the day!! Following right behind the pops were the bottles of Gatorade given to the conductors at Stop 16. Our Operations Manager, Jon Watkins, spear headed this endeavor. He made sure that bottles of water and Gatorade were transported to the stop every day and given to the conductors as they passed through at the end of the tour. Thank you Jon.

As we progress through the year, our at fault accident rate is slightly less than last year not much but a good chance to do better than 2014. I used various ploys this year to keep defensive driving foremost on everyone’s mind. A) We had a driver rodeo – learn by skills, B) signing an orange VW cutout – Intimidation, C) Dye the Safety Officer’s hair black if no accident – memory of idiot safety officer, and my favorite- sledge hammer, brute force. Everything seemed to work for a while, but one has to turn the page and come up with new ideas to keep the safety program fresh in everyone’s mind.

This go round the new idea came from our GM, Mr. Charlie Brazil. Make safety fun. What “Make safety fun?” Not possible. No one wants to watch videos and talk about cushions of safety, watch right rear, and safety spiels. Not fun. One can only watch the Blood Borne Pathogen video so many times until even it gets old. Nevertheless, I’m a dutiful CASTmember so I presented this idea to our Safety Committee. We assigned this incredible notion to a couple of members and this is what they came up with.

You will see a picture of Safety Sam. Each Monday morning a random person in briefing will draw from a hat the safety message that Sam is focusing on. It will be displayed on the Orange VW replica that was used for intimidation and now painted chalk board black to display the message. Excellent idea. The VW cutout is the last thing the driver sees as he leaves the carbarn.

The fun part is that each month I pick a sales rep. and a conductor to be the Eyes of Safety Sam who will be anonymous. He will be looking for those individuals that exhibit high standard consistency in or in some cases “above and beyond” safe practices each month. At the monthly CAST meeting, this individual will be recognized and given a star to wear on their shirt. They will also receive a flag or sign for their depot or trolley that says, “Safety Sam saw me”. And if Charlie agrees, a fifty dollar gift card. We’re still ironing out the particulars.

If this concept proves successful, credit Larry Floyd, Tony Hall, and Jenny Shear. If not, blame the black haired safety officer.

**Greetings from the Grave**

_by Garry Patrick; Ghosts & Gravestones Manager_

It’s been a great season for us here in Savannah. We have such a great CAST and our emphasis on delivering a great product while enjoying what we do has been very noticeable in every aspect of our program.

One thing I’ve noticed is the dedication of the actors and their commitment to improving their tour. Many of them come in on their days off and take the tour with other Ghost hosts.

As a matter of fact, they sometimes like to dress up as tourists in bright color shirts and fedoras just to make it fun for all.

Check out Mark Spradley in the picture we submitted. It’s all about fun and having a good time. A great reason to get out of bed and come to work each day!

**Depot Sales**

_by Jim Rafferty; Depot Sales_

We have made it through another summer. Our summer extended hours period has ended and we have gone back to our normal operating hours. The heat has still been with us as well as rain. Seems like it rains every day. We are so looking forward to the fall weather.

June and July were very good to us. We had great ridership and revenue numbers. One of the best parts of my job is to watch the veterans do what they do best. They know it is going to be hot, but it does not matter, they are out there making it happen. Watching the growth of the rookies has been great as well. As evidenced by the last 2 sales reps of the months. Taking on more responsibility and achieving success. Congratulations to all for your
hard work and dedication. It is never too early to keep track of who is on pace for the Half Million Dollar Club. Again, we have several reps who will have this honor within their reach. I am pulling for all of them.

Our Sales Rep of the Month for June was Jenny Shear and July was Kaite Geertz. Both these reps are rookies and have been doing an outstanding job. Congratulations to both on a job well done.

Our Sales Rep of the Month for June was Jenny Shear and July was Kaite Geertz. Both these reps are rookies and have been doing an outstanding job. Congratulations to both on a job well done.

Groups and Charters
by Marcie Covington; Group Sales Manager

Eating with Paula Deen! Old Town Trolley Tours of Savannah is the exclusive tour and transportation provider for Paula Deen. We’ve done a large number of charity and filming transportsations for her over the years. She has always been very giving, and loves to invite people into her home, making them feel right at home.

Recently, she surprised 25 of her network members with dinner and cocktails at her house. Conductor, Larry Floyd and I had the privilege of attending. Not being my first time in her home, it was a joy seeing the looks on everyone’s faces when they walked in. Fun was had by all!

What an Honor! Governor’s Tourism Conference in Savannah, the first time the Hostess City has hosted the event. It brought together hundreds of tourism professionals from all over the state.

Georgia Governor Nathan Deal stopped by on that Wednesday and praised the state’s tourism industry in developing economic growth and emphasized that this past year was a record breaking year for Georgia’s tourism industry, raising billions of dollars. The Savannah Chamber of Commerce, the Savannah Economic Development Authority and other tourism leaders help determine where the tourism money goes locally. Visit Savannah received an award and was recognized for their efforts as part of the state’s tourism industry. Congratulations! They deserve it! The governor also spoke about tapping into the foreign tourist market, saying there needs to be an effort in getting visitors from China, who spent more than $100 billion abroad last year.

Showing our Pride! The 2015 Savannah Pride Festival was held in Forsyth Park on September 12. There was local entertainment and dozens of vendors. This is a family friendly event, with activities for all ages, including carnival games. I’m normally there celebrating this event at our booth, but this year I was at a family reunion. However, I can’t thank Stephen Plunk, Vendor Rep, and Yvette Perry, Groups Admin, for stepping in for me. You two did an amazing job! Thank you!

Welcome New Vendors
by “Colonel” Bob Hunter; Human Resources - Vendor Rep

It is so hard to believe that it is September at this point! This year seems to be disappearing rapidly. We continue to add more vendors to our program here in Savannah and are trying to optimize the amount of tickets or boarding passes that are sold here locally.

With the help of our GM we added a new vendor, Lucky Vacation Rentals. We are excited about the opportunity be able to sell tickets directly through their website. Charlie Brazil is a master at finding new ways to sell tickets here in Savannah.

Stephen Plunk continues to do a good job as our new Vendor Representative, and as usual Craig Armstrong is absolutely phenomenal in keeping all of our procedures intact. Go team Savannah!!!

Training
by Kayla Black; Training Manager

Season is slowing for a little bit, so August is a great month to get some Haunted History training in. We ask all our drivers to be versed in the Daytime On/ Off tour as well as our Haunted History tour and it was time for our Rookies to learn the darker side of Savannah’s history. Congrats to all eleven of our Rookies on their HH certification. Another set of congrats goes to Vanessa Royal and Kim Dillard on their certification into the Ghost Program as conductors. Glad to have you! Finally, thank you to Emily Mason and Heidi Zoll for learning and mastering all THREE of our Girl Scout Tours.

Conductor Cindy Cantrell shuttling the Reeves/Willings wedding party to the Mansion on Forsyth Park for their reception. Heather Kune Photography

A quick glimpse of our bride and groom, Wesley and Madeline Reeves, taken in Forsyth Park

Recently, she surprised 25 of her network members with dinner and cocktails at her house. Conductor, Larry Floyd and I had the privilege of attending. Not being my first time in her home, it was a joy seeing the looks on everyone’s faces when they walked in. Fun was had by all!

What an Honor! Governor’s Tourism Conference in Savannah, the first time the Hostess City has hosted the event. It brought together hundreds of tourism professionals from all over the state.

Georgia Governor Nathan Deal stopped by on that Wednesday and praised the state’s tourism industry in developing economic growth and emphasized that this past year was a record breaking year for Georgia’s tourism industry, raising billions of dollars. The Savannah Chamber of Commerce, the Savannah Economic Development Authority and other tourism leaders help determine where the tourism money goes locally. Visit Savannah received an award and was recognized for their efforts as part of the state’s tourism industry. Congratulations! They deserve it! The governor also spoke about tapping into the foreign tourist market, saying there needs to be an effort in getting visitors from China, who spent more than $100 billion abroad last year.

Showing our Pride! The 2015 Savannah Pride Festival was held in Forsyth Park on September 12. There was local entertainment and dozens of vendors. This is a family friendly event, with activities for all ages, including carnival games. I’m normally there celebrating this event at our booth, but this year I was at a family reunion. However, I can’t thank Stephen Plunk, Vendor Rep, and Yvette Perry, Groups Admin, for stepping in for me. You two did an amazing job! Thank you!

Welcome New Vendors
by “Colonel” Bob Hunter; Human Resources - Vendor Rep

It is so hard to believe that it is September at this point! This year seems to be disappearing rapidly. We continue to add more vendors to our program here in Savannah and are trying to optimize the amount of tickets or boarding passes that are sold here locally.

With the help of our GM we added a new vendor, Lucky Vacation Rentals. We are excited about the opportunity be able to sell tickets directly through their website. Charlie Brazil is a master at finding new ways to sell tickets here in Savannah.

Stephen Plunk continues to do a good job as our new Vendor Representative, and as usual Craig Armstrong is absolutely phenomenal in keeping all of our procedures intact. Go team Savannah!!!

Training
by Kayla Black; Training Manager

Season is slowing for a little bit, so August is a great month to get some Haunted History training in. We ask all our drivers to be versed in the Daytime On/ Off tour as well as our Haunted History tour and it was time for our Rookies to learn the darker side of Savannah’s history. Congrats to all eleven of our Rookies on their HH certification. Another set of congrats goes to Vanessa Royal and Kim Dillard on their certification into the Ghost Program as conductors. Glad to have you! Finally, thank you to Emily Mason and Heidi Zoll for learning and mastering all THREE of our Girl Scout Tours.

Conductor Cindy Cantrell shuttling the Reeves/Willings wedding party to the Mansion on Forsyth Park for their reception. Heather Kune Photography

A quick glimpse of our bride and groom, Wesley and Madeline Reeves, taken in Forsyth Park

Recently, she surprised 25 of her network members with dinner and cocktails at her house. Conductor, Larry Floyd and I had the privilege of attending. Not being my first time in her home, it was a joy seeing the looks on everyone’s faces when they walked in. Fun was had by all!

What an Honor! Governor’s Tourism Conference in Savannah, the first time the Hostess City has hosted the event. It brought together hundreds of tourism professionals from all over the state.

Georgia Governor Nathan Deal stopped by on that Wednesday and praised the state’s tourism industry in developing economic growth and emphasized that this past year was a record breaking year for Georgia’s tourism industry, raising billions of dollars. The Savannah Chamber of Commerce, the Savannah Economic Development Authority and other tourism leaders help determine where the tourism money goes locally. Visit Savannah received an award and was recognized for their efforts as part of the state’s tourism industry. Congratulations! They deserve it! The governor also spoke about tapping into the foreign tourist market, saying there needs to be an effort in getting visitors from China, who spent more than $100 billion abroad last year.

Showing our Pride! The 2015 Savannah Pride Festival was held in Forsyth Park on September 12. There was local entertainment and dozens of vendors. This is a family friendly event, with activities for all ages, including carnival games. I’m normally there celebrating this event at our booth, but this year I was at a family reunion. However, I can’t thank Stephen Plunk, Vendor Rep, and Yvette Perry, Groups Admin, for stepping in for me. You two did an amazing job! Thank you!
I was born and have lived my whole life in Savannah! It is a great place to grow up. I have a 15 year old son, who is the light of my life.

I saw an ad online for a position with Old Town Trolley Tours about five years ago. I was hired as the Human Resources Admin Assistant and earlier this year I moved into the AP/AR Clerk position. This has been the most fun job I’ve ever had. I am in my final weeks here at Old Town Trolley Tours, as I am pursuing my dream of finishing school to become a chef. The friends I have met and the guests I have talked to are priceless memories.

Which talent would you most like to have?
The ability to sing well.

What is your most treasured possession?
My grandmother’s wedding band. I wear it every day.

If there was one place you would like to live besides your current city, where would it be?
Paris, France

What three things will you always find in my refrigerator?
Cheese, Coffee Creamer, Gatorade

Who are your favorite writers?
James Patterson, Pat Conroy, Dorothea Benton Frank
NG FORCE

DANIAL
GAIL
MICHAEL
GARY
JUSTIN
KURT
RICHARD G.
SAWAYA
CHRIS
KAREN
VEE
KEVIN

OF KEY WEST
**Farm to Family**

Farm to Family is a non-profit organization that purchases fresh produce directly from the farmers in St. John’s County, sells it on their mobile “farmer’s market” truck, and takes the money earned and puts it right back into the community, helping the seniors in the County. The money goes to projects such as building wheelchair ramps for the disabled seniors. We liked the idea of the farmer’s market truck and the good that they are doing in our local community so we partnered with them to bring their truck to our property once a month. HTA agreed to match $10.00 of the CASTmember’s money to help purchase fresh produce. What that means is if a CASTmember spends $10.00 on produce, HTA will in turn give them an additional $10.00 of produce for free. This helps give back to the community as well as encourages our CAST to eat healthy and buy local. Our first visit by the farmer’s market truck was August 11th and the CAST is already looking forward to the next visit.

**Obelisk Art 450**

St. Augustine recently joined as a Compassionate City, the first in Florida, and one of 20 in the world. The mission of Compassionate is to influence, inspire and grow a culture of compassion locally and worldwide through advocacy, awareness & action.

The Obelisk Art 450 project was created to be a symbol of Compassionate St. Augustine. Twenty-five Obelisks were created and sponsored by various individuals and corporations here in St. Augustine. The Obelisks and their markers will create a Tour of Compassion from millions of viewers while they are on exhibit throughout St. Augustine until Jan. 31, 2016. Afterward, they will each be auctioned off to raise money for local organizations that cater to underserved populations in the community.

Historic Tours of America is proud to be a sponsor of one of the Obelisks that will be placed at the Visitor’s Information Center. This is considered a prime location and will be viewed by many of our guests to St. Augustine. The obelisk will be on display in the museum through September. From there it will be installed at its location at the Visitor’s Information Center through January.

**OTT is Best of Winners (again)**

Great news! We WON the Best Ghost Tour and the Best Guided Tour of St. Augustine 2015. Of course Ghosts & Gravestones is no stranger to winning Best Ghost Tour. But this is the first year that the Trolley won Best Guided Tour of St. Augustine. You may remember, last year we were Second place as a write-in vote. This was a new category last year and we were unaware of it. With a win in both categories, this will look great for our marketing and billboards.

In other exciting news, Potter’s was named runner up for Best Local Attraction.
and Freedom, Don and Diego, and Joey and Valor. They were eternally grateful for the opportunity to be given a service dog and for the help the dogs have provided them. Jeanne said Brett put it best when he said “Freedom gave me my life back.”

Susan indicated to Jeanne that OTT provided enough money that there are actually two more dogs going through training now that we sponsored. And she hoped that the partnership could continue. They have a long list of Veterans waiting and are continuing to look for people that can dedicate the time and resources to training more dogs. They hope to eventually raise enough money to purchase a training facility and expand their services.

Susan said she looked forward to coming back to Old Town St. Augustine on Veterans Day with new dogs that are going through training.

Castmember Spotlight

Lindsay Gray
Potter’s Wax Museum Manager, St. Augustine

Background
I was born in New Jersey but lived in Louisiana for most of my life. I attended Northwestern State University, where I was known around the theater department as the metal mistress for my welding skills. While in college, I played Scout in the production, “To Kill a Mockingbird” and was also Miss Congeniality 2005. Acting is my passion and I also love singing in my church’s band. I also had parts in Denzel Washington’s “Great Debater” as well as a lifetime original movie, “Queen Sized.”

Now I live in my favorite town with my seven year old daughter. We paint, sing, cook and dance together. I also refurbish furniture in my past time. I am the manager of Potter’s Wax Museum and I get to wake up every morning to a job I love and a staff I’ve been blessed with.

What is the trait you most deplore in others?
Stupidity.

What is your favorite place to vacation?
Key West.

What is your greatest fear?
Raising my daughter wrong.

Which talent would you most like to have?
Able to play a musical instrument, which would make it easier to teach students to sing.

If you were to die and come back as a person or a thing, what do you think it would be?
A giraffe because they are awesome! They are tall and I am not and they have a unique fighting style.

What do you most value in friends?
Honesty and loyalty.

What three things will you always find in my refrigerator?
Cheese, juice and some sort of fruit.

Who is your favorite hero of fiction?
Spiderman.

If you could choose one reality TV show to be on, what would it be?
Amazing Race even though I did audition for Survivor but unfortunately I didn’t get picked.

Boy and his Pig statue that is in the Old Town Complex.
Say Hi to Ellen, the Office Manager and to Suzanne, the Ghostly Experience Manager of Tour St. Augustine. Old Town Trolley is so pleased to be a partner with Tour St. Augustine, which owns the original City Walks Food & Wine Tours. In addition to that, they offer a wonderful Ghost Walking Tour. Old Town Trolley sells the following tours for them and Tour St. Augustine sells our Trolley Tickets and our Ghosts & Gravestones tickets. It’s just a GREAT win-win for everyone!

Eat, Drink & TASTE your way through history!

The ORIGINAL Savory Faire Food Tour
- 3 Hour Award-winning VIP Tasting extravaganza, as featured frequently in the press!
- Explore at least 5 - 6 unique culinary venues while tasting the delicious foods & fresh flavors of local restaurants, gourmet shops, and ‘off the beaten path’ foodie hot spots.
- Learn how culinary heritage from around the world actually influenced St. Augustine’s history over the centuries, as you tour the vibrant downtown historic district.
- Each venue we visit is unique with custom menus and tastings prepared daily by top chefs using only the freshest local ingredients. Many of the savory servings are created specifically & exclusively for our tour groups. Come hungry, this tour definitely replaces a meal!
- A Wine-Pairing option is available for those who wish to indulge, and includes 4 glasses of specially paired boutique wines during the tour.
- All guests receive welcome refreshments in our downtown lobby, a special Culinary Heritage Recipe Card Gift Set, a gift bag full of perks for your visit, and special offers & discounts for our guests only from select venues you’ll visit during your tour.
- $59 per person all-inclusive food tour. $19 per person wine-pairing upgrade

Historic Pub Crawl & Beer Experience (ages 21+ only)
- St. Augustine’s very first, WORLD-FAMOUS Pub Crawl tour!
- 2.5 hours of history, fun and beer with your tour guide and new friends.
- Visit at least 4 different taverns as well as other historic landmarks.
- All-inclusive tour which includes premium beer, ale, or wine at each tavern we visit.
- $39 per person all-inclusive

Pub Crawl & Beer Experience (ages 21+ only)
- Prefer ‘Spirits with your Spirits’© during a Pub Crawl? Then this is your tour!
- The ONLY haunted pub tour that is officially endorsed by the acclaimed Ghost Tours of St. Augustine Inc, the original paranormal tour organization in St. Augustine.
- Visit actual haunted taverns with a licensed tour guide and paranormal professional.
- Learn to use real EMF meters and other equipment, which is provided and included on tour as you explore historic downtown sites including at least 3 - 4 haunted pubs.
- Your first drink of the night is FREE and included with your tour ticket. Special discounts are available exclusively to our guests at each tavern we visit during tour.
- 2.5 hours of history, ghost-hunting, drinks and fun!
- $19 per person including your first beer of the night and use of EMF meters.

The ORIGINAL ‘Ghostly Experience’ Haunted Tour
- Proudly offered through our exclusive partnership with the original Ghost Tours of St. Augustine Inc., which was the very first organization to begin researching and cataloging St. Augustine’s haunted history, over 20 years ago!
- St. Augustine’s award-winning 1.25 hr walking tour exploring the city’s true haunted past, as seen on Travel Channel and Discovery Channel.
- No theatrics or make-believe scare tactics! Learn the actual history behind Saint Augustine’s ghosts & legends, and many sightings over the years.
- $15 per person, departs nightly.
Time Flies

John Welby; General Manager

What a beautiful summer here in Beantown. We have had sunny skies, warm temperatures and very little rain, which is just perfect for our busy season. This year is all about the new “stadium” trolleys. These ten gorgeous vehicles have been a big hit with our guests and conductors alike. We often have guests step out of line to wait for the next stadium versus getting on one of our traditional-style trolleys. The extra height is certainly worth the wait as the view is spectacular from way up there and if that wasn’t enough the seats are so much more comfortable than the old-fashioned wooden ones. The conductors love them as well, but not just because they’re new and fun to drive, but mostly because they have air-conditioning in the driver’s area. The graphics on these vehicles look incredible as well. Each one has a beautiful blow-up of an iconic Boston image. They make such an impact that I actually received a call from a driver who works for Boston Duck Tours who said he loves pointing to our new trolleys when they drive by because they feature images of things he was just talking about. How’s that for an endorsement? I would be remiss if I did not recognize the folks that made those images possible, so a big thank you to Erika Jacoby of Black Dog Advertising, Piper Smith Vice President of Marketing and Michael Chandler, Director of Sales for OTT Boston, all of your hard work has certainly paid off!

In August we ran a promotion for our sales reps to sell Ghosts & Gravestones tickets. We called it “Twenty for twenty”. For every sales rep that sold twenty G&G tickets in the month, he/she would receive a $20 Amazon gift card. Part way into the promotion we expanded by saying for every 20 G&G tickets a rep sold, he/she would receive a gift. Congratulations to Greg Twombly and Roger Dumont each of whom walked away with a $20 gift card.

During a recent sold out concert Jimmy Buffet sang in Gillette Stadium for five shows. He sang “Son of a Sailor” with the Boston Tea Party Ships and Museum picture as his backdrop!
BACKGROUN

Born on the gorgeous island of Jamaica, I came to reside in Boston when I was five years old, moved back when I was 12 and lived in Rhode Island in my teens. And of course moving back to the city that truly stole my heart, for undergrad, not forgetting Boston has some of the best schools in the country. I love my city from the small streets in Beacon Hill to the small hidden away restaurants in Dorchester.

Being a Bostonian we love our high end coffee and even in the dead of winter will walk that couple of blocks to our favorite local café and stand in line for our favorite barista made goodness; I am definitely guilty of this. I am a big advocate for eating locally and supporting local business, Boston is a city but has a small home town feel. It’s the best of both worlds. The different countries represented in our big/little city are so amazing to me, I love the diversity. When I am not assisting guests at one of our hotels as their concierge and running night audit, I am working at Old Town Trolley as an admin and of course it only makes sense, visitors come to our city and we take them all around and show them all our lovely city has to offer, and just how rich in history we are, it’s a great feeling to be part of that.

When I am not assisting visitors in our lovely city, you will most likely catch me walking around the south end with my mini shar pei Charlie, sipping on a smoothie from the Whole Foods and carrying a book to our local park, trying to finish The Fountainhead by Ayn Rand. I love exploring the city with all the new construction going on I can’t wait to see how much Boston will change in the next ten years or so. Being a vegetarian for the last 10 years I find myself reading a lot about nutrition on my down time, trying out different bites at the new vegan spots downtown or over the bridge in Cambridge, wondering why I didn’t become a nutritionist. Self improvement is a must.

What do you most value in your friends?
I value complete honesty, don’t hold back.

What three things will you always find in your refrigerator?
Almond Milk, I buy at least ten boxes at a time. Avocados, natures butter. Mangoes, all time favorite fruit

If there was one place you would like to live besides your current city, where would it be?
San Diego; the weather is just as amazing as the people.

What is your favorite vacation spot?
Going back home to Jamaica

What is your greatest fear?
Looking back and noticing I have not grown mentally or spiritually.

CASTMEMBER SPOTLIGHT

Serena Delevante
Administrative Assistant; Old Town Trolley Tours

BACKGROUND

The Chief Conductors Trophy is a concept recognized by the Risk Management department to award our cities for great safety results. Please refer to Chris Belland’s article “Safety is First and So is Boston” article in the Vol. 19-No.144 April-May edition of the Nation’s Storyteller for the complete story.

2nd Place: San Diego • 3rd Place: Savannah

Molly

Proud Owner Bill Pentleton, Facilities and Maintenance, BTPSM

Molly is a terrier mix and lives just south of Boston, where she shares a home with me and my wife Jennifer. She is a rescue so we’re not sure of her age but think she might be around 2. Molly likes to ride in her cart behind my bicycle, sit in the back seat of the car while we drive around looking for squirrels, and having her teeth brushed. She has a way of making people smile.

Molly Proud Owner Bill Pentleton, Facilities and Maintenance, BTPSM

The Nation’s Storyteller

Twitter: twitter.com/bostontours
Facebook: facebook.com/bostontours
**Vendor Spotlight**

**Paul Phillips**  
Greater Boston Convention and Visitors Bureau  
by Cathy Hutchinson; Vendor Representative

Every Thursday Paul’s Picks appears in email boxes all over Boston and the surrounding area. What is Paul’s Picks you ask? It is a several page long list of everything you could possibly do and see in Boston for the coming week, be it theater, concerts, art shows, if it is happening in Boston it is in Paul’s Picks.

There is an actual person behind Paul’s Picks, Paul Phillips, the Visitors Service Coordinator for the Greater Boston Convention and Visitors Bureau (GBCVB). Paul was walking down Tremont Street one day looking for a job and went into the Visitor Center in the Boston Common and never left. That was on September 17, 1992. He noticed that there was a need for something that highlights the activities in and around Boston, thus Paul’s Picks was born. It started out with museums, theater, and music listings and recently foodie news has been added. Paul has a huge binder filled with everything that is going on in Boston for the next nine months. He gets his information from magazines, newspapers, even the subway signs. For all of Paul’s hard work over many years he was recently given the Exceptional Service Award by the Greater Boston Concierge Association. His newsletter is invaluable to them.

Paul loves his job at with the GBCVB and can’t imagine being elsewhere. In his spare time he loves to do research for his newsletter and explore Boston. He also likes to help the tourists in Boston and give them the true “Boston experience’. For that he advises them to walk the Freedom Trail, go see Lexington and Concord, and of course, experience the Boston Tea Party Ships & Museum and take an Old Town Trolley Tour to get the best overview of Boston. We at Old Town Trolley Tours want to thank Paul Phillips for everything he does for the people of Boston and for supporting Old Town Trolley Tours.

---

**Vendormembers of the Month**

**July**  
Joey Kantor, Conductor  
Zach Desanty, Sales Rep.  
Erin DiFranco, Supporting  
Ryan ‘Ashton’ Jennings, Actor  

**August**  
David “Little Dave” Ryan, Conductor  
Julie Crowe, Sales Rep.  
Jim Mehigan, Supporting  
Meg “Fiona” Feczko, Actor

**Welcome Aboard**

**August**  
Namik Zeqolli, 12 years  
Edgard Pluviose, 10 years  
John Wylie, 10 years  
Solene Jean, 2 years  
James Seaton, 2 years

**September**  
Jeffrey Semeraro, 28 years  
Forest Mason, 7 years  
Larry Clearman, 6 years

---

**Welcome Aboard**

**August**  
Felica Tavares  
Erica Jungdahl  
James Bennett  
Matthew Fear  
Shara Concepcion  
Keisha Warriner  
Daniel Foust  
Rebecca Todaro  
Charlotte Noyen

**September**  
Manuel Feliciano, 3 years  
David Reker, 2 years

---

The famous swan boats in the Boston Public Garden

---

Every Thursday Paul’s Picks appears in email boxes all over Boston and the surrounding area. What is Paul’s Picks you ask? It is a several page long list of everything you could possibly do and see in Boston for the coming week, be it theater, concerts, art shows, if it is happening in Boston it is in Paul’s Picks.

There is an actual person behind Paul’s Picks, Paul Phillips, the Visitors Service Coordinator for the Greater Boston Convention and Visitors Bureau (GBCVB). Paul was walking down Tremont Street one day looking for a job and went into the Visitor Center in the Boston Common and never left. That was on September 17, 1992. He noticed that there was a need for something that highlights the activities in and around Boston, thus Paul’s Picks was born. It started out with museums, theater, and music listings and recently foodie news has been added. Paul has a huge binder filled with everything that is going on in Boston for the next nine months. He gets his information from magazines, newspapers, even the subway signs. For all of Paul’s hard work over many years he was recently given the Exceptional Service Award by the Greater Boston Concierge Association. His newsletter is invaluable to them.

Paul loves his job at with the GBCVB and can’t imagine being elsewhere. In his spare time he loves to do research for his newsletter and explore Boston. He also likes to help the tourists in Boston and give them the true “Boston experience’. For that he advises them to walk the Freedom Trail, go see Lexington and Concord, and of course, experience the Boston Tea Party Ships & Museum and take an Old Town Trolley Tour to get the best overview of Boston. We at Old Town Trolley Tours want to thank Paul Phillips for everything he does for the people of Boston and for supporting Old Town Trolley Tours.
As the Summer of 2015 winds down, our most successful “season” also begins to wind down. Since May we have averaged over 1000 guests per day! (For a bit of context, our maximum capacity during the busy season is 1595 guests per day.) We are astounded that we’ve seen such growth in three short years. Our front line of Customer Service representatives, led by Supervisor Michael Hogan, saw each and every one of our guests and welcomed them to our unique museum experience. In fact, we welcomed our 500,000th guest on July 30th! The unsuspecting Rabberman Family was traveling to Boston from the Philadelphia area. Not only was the mother a Social Studies teacher in the suburbs of Philly, but her parents were celebrating their 50th Wedding Anniversary. We treated them to a proclamation read from the front balcony complete with confetti cannons, tea and baked goods after their tour, a quick song by the Creative Department, and a gift certificate to the Retail Shop. It was a very special day, indeed!

The growth that we saw this season was not only limited to our ticket booths. The staff of Abigail’s Tea Room, led by Manager Michelle Barrett, has seen thousands of guests coming and going over the last few months, all eager to enjoy our tea tasting or to try a bowl of famous New England clam chowder. Once the guests have had their fill in the Tea Room, they head back across the gangway to our beautiful Retail shop. Our Retail Staff, led by Manager Lisa Hurd and Assistant Manager Manny Feliciano, has shattered their own record books and recently passed the $1 Million dollar mark for this fiscal year in just five short months. Lisa (along with the help of Lisa and Nelson from Tropical Shell and Gift) has continued to bring new and exciting products into our store making it, truly, one of the best in Boston!

New England is a beautiful place to live, experiencing the best (and worst) of the seasons. This seasonal beauty comes with extreme challenges for our Maintenance team! As many of you are aware, we had a record-breaking winter in 2015. The 110+ inches of snow, and the hours of shoveling needed to remove the snow, created some nicks and areas of wear and tear on our 18th century sailing ships. Throughout the Spring and Summer, we generally try to repaint the ships to allow for another layer of protection going into the harsh New England Winter. This year, our ship maintenance Lead, Bill Pendleton decided to completely strip away the paint and found that some of the wood underneath needed repairs. His years of nautical experience come in extremely handy for us! Along with the help of the entire Facilities and Maintenance Team (Kris McQuage-Loukas, and Cliff Hilaire), the necessary repairs are being made on a daily basis and the painting is coming right along. As our site operates throughout the year, there is never an opportunity to cease operations to allow for major repairs, BUT, we find it exciting that the guests are able to see this “behind the scenes” look at maintaining The Brig Beaver and The Eleanor. It is all part of the “living history” of The Boston Tea Party Ships & Museum!

(All Photos are by Kelly Horan Galante unless otherwise stated)
Out of the Darkness
by Linda Test, Key West General Manager

Old Town Trolley and the Conch Tour Train joined together to sponsor a team for the Out of the Darkness Walk held by the American Foundation for Suicide Prevention. The goal is to bring awareness to the problem of suicide and to raise funds for education and prevention. Our 19 team members sported t-shirts with a semi-colon, a suggestion from CTT Engineer Rich Fox. In writing, the semi-colon separates two major sentence elements. The sentence could have ended, but it didn’t. The semi-colon has become an international symbol of hope for those struggling with depression and suicide, reminding people that they are the author and the sentence is their life. Pause, don’t stop, and continue on.

We walked for our family and friends who have died by suicide, for those that have struggled with depression, for our military and first responders, and for moments in our own pasts when we could have ended the sentence with a period but chose the semicolon.

History is Beautiful
by Steve Burress, Key West Operations Manager

The beauty of our planet never ceases to amaze me. I recently returned to the Key West Operation as the Operations Manager after having been away from Key West for 15 months. While giving me the opportunity to experience new things in a different part of the country, it was with great pleasure that I came back home to HTA. Having been away for over a year, I recertified on a trolley. During the 15 hours of driving, I had an opportunity to drive over a few of the bridges which bring you down from Miami to Key West, on the old path of Flagler’s Florida East Coast Railroad. Driving over the bridges in a trolley gives you a whole new vision of the beauty of our waters, with the Gulf of Mexico on one side and the Straits of Florida on the other. As I looked out over the roadway and the waters on either side, it made me think about the areas where we are all privileged to work. The beauty in every city. The opportunities which vary based on our locations. The incredible opportunity to show our guests every day our homes, our beauty and our history. Don’t forget what we have been given the honor to do each day. Each day is filled with new opportunities and the chance to show someone new why we love what we do.

Key West Milestone
by Bob Bernreuter, National Sales Director

August 3rd was an auspicious day in Key West as it marked a new milestone in our company’s operation. For the first time in the thirty years as a combined operation, the Old Town Trolley and the World Famous Conch Tour Train met together for their HTA morning briefing.

Twenty-six CASTmembers were in attendance as David Galvan, the Ops Manager for the Conch Tour Train gave a stellar briefing at the Trolley Barn downtown Key West. A full house of leadagers from both operations attend each morning’s briefing along with the conductors, engineers, and combined sales team. There are also days when CAST from the attractions attend and in the future, visits are expected from Tropical Shell and Gifts CASTmembers as well.

Six weeks in the planning, it was a well thought out and implemented undertaking. The following leadagers played key roles in supporting this project: Linda Test, Eva Conway, David Galvan, Steve Burress, Leslie Allen, Marty Shoeneman, Phillip Lambert, Andy Kirby, Kevin Delahanty, Tommy Allen, Mary Martinez, Richard Ware, Jeff Graydon, Joe Moyer, Cheryl Actor, and Tammy Osterhoudt. Thank you all for successfully accomplishing such a long awaited event.

It’s All to do with the Training
by Leslie Allen, Head Conductor

To quote Queen Elizabeth II, “It’s all to do with the training; you can do a lot if you’re properly trained.” Here at Old Town Trolley Key West, we know this to be absolutely true and are working hard to ensure that our drivers, new and old alike, are trained properly on everything from how to pull in and out of stops safely to exactly what year Ernest and Pauline Hemingway moved into that beautiful 19th century limestone dwelling - originally built for Asa Tift.

As Head Driver, I feel the most important part of my job...
is supplying our drivers with the training, tools and information required to do their jobs safely, correctly and with surety. Anything less and their shortcomings are my shortcomings. However, I can’t do it all on my own and am grateful to fellow Leadagers for their skill and support in crafting our fine group of Key West trolley drivers.

Fleet Manager Richard Ware and Safety Officer Phil Lambert have been extremely helpful in the training process for all of our drivers. Richard has been heading up workshops for proper procedures in the trolley barn, as well as comprehensive instruction on the diverse wheelchair lift models a driver might encounter depending on his or her daily trolley assignment. Phil has not only been training new drivers but also has been getting some of us “rustier” leadagers up to speed on our newer Molly’s so we can hop in and go whenever needed.

I would be remiss not to mention drivers Grace Spencer, Pam Lewis, Veronica Brown, Kristy Zabosky and Tim Watson who have all either stepped up to the plate to help train our large number of rookies on all the nuances involved in being a “teacher on wheels”, or have taken over dispatching responsibilities to give leadagers more one-on-one time with the new hires. Their patience, kindness and professionalism will go a long way in helping our new folks succeed. I am very proud of them— and all of our drivers— for extending a helping hand to those just learning the ropes. Because of their commitment to training and team building, we will go into our 2016 high season fully-staffed with the best-trained, passionate about their work tour guides Key West has ever seen.

Training our drivers well in the fundamentals assures that when they are navigating the streets with a trolley full of guests they are better able to give tours that are safe, informative—and fun! It’s all to do with the training.

Cruise Ship World
by Kevin Delanty; Charter Representative

We are heading to slow season now. The cruise ships are fewer. Between August and September there are only 25 ships. With the hard work of our sales team we are increasing ridership time and time again. We are conducting sales seminars on the ships to help with promotions of all products. The Excursion team had the opportunity to go on board the RCCL Majesty of the Seas for training. We continue to improve our product. To achieve this, we encourage crew to sample our products. The best advertisement is that of word of mouth. The slow time of year also allows us to fine tune our skills. We are working with our partner attractions to create unique tours and experiences for our returning guests.

At the CAST BBQ, Ed III sat in the “reverse dunk tank”, where a bucket of water fell on his head when the lever was tripped. At $1 per throw, we raised $77 toward the Semi-Conductors Out of the Darkness fundraising goal. And Ed got wet!

Apparently, Leslie believes that driving a new trolley requires special safety equipment and hazard pay!

Semi Conductors!

Excursions team on the RCCL Majesty of the Seas

Jerry on his first tour!

John Bowen
Michael Bernreuter
David Hardy
Bryan Cioni

HAPPY anniversary

AUGUST
Richard Burton, 3 years
Grace Spencer, 3 years

SEPTEMBER
Jason Sisco, 11 years
John Sawaya, 3 years
Heather Clement, 2 years
Anthony Chamoun, 1 year
CONCH TOUR TRAIN

Welcome Jerry!
by David Galvan; Operations Manager

We had a great summer at the Conch Tour Train. Now we are in September, the slowest month of the year. During the slower times we take the opportunity to have our drivers take other drivers, tours as a refresher. They visit attractions on the tour as well. In September we hire our new drivers and train them for season.

I’d like to welcome Jeff Graydon our new Maintenance Manager at the Conch Tour Train.

I’d also like to welcome Jerry Miller from D.C. as our new Director of Operations. We have been telling him how cold it gets here in Key West. 72 degrees is cold here for us. He doesn’t see how that is possible. We’ll see in a few months what he thinks.

Ways to be Happier

We have all been exposed to Hospitality and Service industry personnel that really should not be in that role. No one likes a grumpy interaction. This could sour the whole experience.

We should all go in to each and every day with an upbeat, positive and happy outlook. Here are a few tips to help us get there:

• Smile - Smiling lowers the heart rate after a stressful situation and raises endorphin levels in your body. Smiling literally makes you feel better.
• Volunteer- Get out of your routine and help others. You will gradually see your own problems shrink. By seeing your efforts in helping others who really appreciate it, it will be a great boost to you.
• Re-Connect with an Old Friend – Pick up the phone and call an old friend or re-connect with a relative or loved one.
• Do something you’ve always wanted to do – Invest in yourself. Plan fun things and trips so you have awesome things to look forward to.

These are just a few things we can do to help us be at our best and the health benefits are pretty far reaching. Researchers say that happy people have fewer strokes, fewer heart attacks and even fewer colds. Being happy makes us healthier.

We all have the ability to be happy and upbeat, so let’s do ourselves, our fellow cast members and especially our guests a favor and deliver.

I leave you with some words from President Abraham Lincoln, “People are just as happy as they make up their minds to be.”

twitter.com/conchtourtrain
facebook.com/conchtrain

Eva Celebrates 35 Years with CTT

Eva Conaway started with the Conch Tour Train 35 years ago, and has worked her way from sales representative to General Manager. The Conch Train is proud to have her loyal guidance!

Presenting Eva with her 35 year pin from left to right are Jerry Miller, Bob Bernreuter, (Eva Conaway), Chris Belland and Ed Swift III

Eva Conaway, 35 years
Tommas DeFrancesco, 14 years
Christina Bellies, 3 years
Lorianne Lamirande, 3 years
Caileigh Lutz, 1 year
Debra St. Amand, 1 year

SEPTEMBER
Tammy Osterhoudt, 22 years
Tommy Allen, 2 years
Cynthia McCoy, 2 years
Edward Jones, 2 years
Brian Surpas, 1 year
Lloyd Van Norden, 1 year

CASTMEMBERS OF THE MONTH

JULY
Bayard Andrade-Ward, Engineer
Laurie Skinner, Sales Rep
Greg Lopez, Supporting

AUGUST
Tommy DeFrancesco, Engineer
Cynthia McCoy, Sales Rep
Joseph Petrick, Supporting

WELCOME ABOARD
Darnell Kelly
Bettina Marcelli
Troy Jordan

August - September 2015 27
Happy Anniversary Rosemary!

by Lynn Dalton, Buyer

Although Rosemary Pumar, HTA’s Senior Buyer, was hard at work at an Americans Mart Atlanta Show, she took a moment out of her busy day to celebrate 30 years with HTA in July. Along with her on this trip was Krissy Agent, Lynn Dalton and Lisa Chubbuck, which cleverly orchestrated a secret dinner and cake presentation to Rose.

Buyers Travels

Over the past few months, the buyers have been on the road attending some great shows. In July, they attended the Americans Mart Atlanta Show and in September they attended the SURF Expo in Orlando. Both shows have proven to be very successful with the finding of new and closeout merchandise for the upcoming season. The Washington and Boston locations will also benefit from some great new custom products that are already in the works. New plaques for the St. Augustine Gift Shop and the Savannah locations will see some exciting new lines for their giftware and apparel departments. But we’re not done yet for the year! The first week of November will find the buyers in the mountains of Gatlinburg, Tennessee for the Great Smokey Mountain Show. This shows focus will be on new souvenir product for all locations.

Summer Intern Leaves for College

Over this past summer, the buyers department had a wonderful intern named Ally Knowles. Ally was born and raised in Key West and has been attending Florida State University (FSU), Tallahassee over the past year. Ally is attending classes for Retail Management and wants to become a full time buyer for a large retail chain when she completes her degree. Ally was able to learn more about the details of a buyers’ position as well as some ideas and theories that they can’t teach in a classroom! The hands-on experience that Ally takes with her will hopefully help her be very successful in her career. We wish Ally all the best in her classes and hope she will consider an internship position with us again next year!

SCULPTURE GARDEN

Clinton Curry and Terry Flynn working hard installing bricks in the Key West Historic Memorial Sculpture Garden this past September. The sculpture garden opened in September 1997 and features magnificently cast bronze busts of the men and women who have had the greatest impact on Key West. The garden retells the story of the island to over 1,000,000 visitors a year.

The garden is almost entirely financed by the purchase of bricks in the Walkway of History. Each donated brick ($60.00) is engraved to carry a message to future generations and will have a special place in the memory of our island.

Benefits Call Center & Website

WHAT IS THE HTA BENEFITS CALL CENTER?
The Benefits Call Center can assist with inquiries about coverage levels, effective dates, and more. Additionally, we can help navigate through the enrollment process, as well as assist callers with interpretation of benefit comparisons, and other benefit issues. Active employees, dependents and HR representatives are all users of this valuable service.

Our Call Center Representatives are available to assist you with all of your benefit questions, and help you navigate through the confusing departments within the various insurance companies. They also can be reached via telephone to help with other inquiries, such as:

ENROLLMENT QUESTIONS
“How do I access the online enrollment system?”

BENEFIT QUESTIONS
“What is the difference between an traditional OAPIN and a HRA?”

ELIGIBILITY INQUIRIES
“My child is sick and the pediatrician’s office says the insurance carrier indicates my child is not eligible.”

LIFE EVENT MANAGEMENT
“I am getting married and want to know how to add my wife to my benefits.”

CLAIMS ISSUES
“My insurance carrier sent me an Explanation of Benefits. Am I supposed to pay it?”

ENROLLMENT AND OPEN ENROLLMENT SUPPORT
“I can’t understand my enrollment options online.”

Happy Anniversary Rosemary!

by Lynn Dalton, Buyer

Although Rosemary Pumar, HTA’s Senior Buyer, was hard at work at an Americans Mart Atlanta Show, she took a moment out of her busy day to celebrate 30 years with HTA in July. Along with her on this trip was Krissy Agent, Lynn Dalton and Lisa Chubbuck, which cleverly orchestrated a secret dinner and cake presentation to Rose.

Buyers Travels

Over the past few months, the buyers have been on the road attending some great shows. In July, they attended the Americans Mart Atlanta Show and in September they attended the SURF Expo in Orlando. Both shows have proven to be very successful with the finding of new and closeout merchandise for the upcoming season. The Washington and Boston locations will also benefit from some great new custom products that are already in the works. New plaques for the St. Augustine Gift Shop and the Savannah locations will see some exciting new lines for their giftware and apparel departments. But we’re not done yet for the year! The first week of November will find the buyers in the mountains of Gatlinburg, Tennessee for the Great Smokey Mountain Show. This shows focus will be on new souvenir product for all locations.

Summer Intern Leaves for College

Over this past summer, the buyers department had a wonderful intern named Ally Knowles. Ally was born and raised in Key West and has been attending Florida State University (FSU), Tallahassee over the past year. Ally is attending classes for Retail Management and wants to become a full time buyer for a large retail chain when she completes her degree. Ally was able to learn more about the details of a buyers’ position as well as some ideas and theories that they can’t teach in a classroom! The hands-on experience that Ally takes with her will hopefully help her be very successful in her career. We wish Ally all the best in her classes and hope she will consider an internship position with us again next year!

SCULPTURE GARDEN

Clinton Curry and Terry Flynn working hard installing bricks in the Key West Historic Memorial Sculpture Garden this past September. The sculpture garden opened in September 1997 and features magnificently cast bronze busts of the men and women who have had the greatest impact on Key West. The garden retells the story of the island to over 1,000,000 visitors a year.

The garden is almost entirely financed by the purchase of bricks in the Walkway of History. Each donated brick ($60.00) is engraved to carry a message to future generations and will have a special place in the memory of our island.

Benefits Call Center & Website

WHAT IS THE HTA BENEFITS CALL CENTER?
The Benefits Call Center can assist with inquiries about coverage levels, effective dates, and more. Additionally, we can help navigate through the enrollment process, as well as assist callers with interpretation of benefit comparisons, and other benefit issues. Active employees, dependents and HR representatives are all users of this valuable service.

Our Call Center Representatives are available to assist you with all of your benefit questions, and help you navigate through the confusing departments within the various insurance companies. They also can be reached via telephone to help with other inquiries, such as:

ENROLLMENT QUESTIONS
“How do I access the online enrollment system?”

BENEFIT QUESTIONS
“What is the difference between a traditional OAPIN and a HRA?”

ELIGIBILITY INQUIRIES
“My child is sick and the pediatrician’s office says the insurance carrier indicates my child is not eligible.”

LIFE EVENT MANAGEMENT
“I am getting married and want to know how to add my wife to my benefits.”

CLAIMS ISSUES
“My insurance carrier sent me an Explanation of Benefits. Am I supposed to pay it?”

ENROLLMENT AND OPEN ENROLLMENT SUPPORT
“I can’t understand my enrollment options online.”
MUSTARD MAGIC

The Island Juice Bar and the Key West Conch Fritter stand now each have their own ICON. The Juice Bar has “Carmen Moo-randa”. She’s a colorful Cow promoting our Fresh Fruit Milk Shakes.

The Key West Conch Fritter Stand also has a Conch Character promoting our famous fried goodies. We will be offering proprietary Key Lime Mustards and tee shirts with these images for sale.

Pictured Left to Right: Irina Bakala, Nelson Nodal, Rosemary Pumar, Nancy Aspinwall, Chris Belland, Lynn Dalton

Chris Belland samples our “secret recipe” for the new mustards.
Irina Bakala prepares the samples.

HAPPY 30 YEARS ROSE!

August - September 2015

CHOMPED!

During a Fantasy Fest “Cam for King” Children’s Day Celebration Parker Anne Curry (daughter of Clinton Curry) and aquarium guide Laycee Fidler were at the Key West Aquarium portable touch tank. Chomper, the aquarium mascot came out to visit all attendees.

CHOMPED!

During a Fantasy Fest “Cam for King” Children’s Day Celebration Parker Anne Curry (daughter of Clinton Curry) and aquarium guide Laycee Fidler were at the Key West Aquarium portable touch tank. Chomper, the aquarium mascot came out to visit all attendees.

CHOMPED!

During a Fantasy Fest “Cam for King” Children’s Day Celebration Parker Anne Curry (daughter of Clinton Curry) and aquarium guide Laycee Fidler were at the Key West Aquarium portable touch tank. Chomper, the aquarium mascot came out to visit all attendees.

WELCOME ABOARD

RETAIL DIVISION
Jean Louis
Julio Carreras
Jean Morin
Lenes Saint Pierre
Jacomo Versani
Yaileni Nieves
Amir Babi, Rosana Barnes
Larysa Yanovych
Damira Tahirova

ATTRACTIONS
Gloria McGee
Matthew Carson
Jazmin Santiago
Frances Dinwoodie

RETAIL DIVISION
Jean Louis
Julio Carreras
Jean Morin
Lenes Saint Pierre
Jacomo Versani
Yaileni Nieves
Amir Babi, Rosana Barnes
Larysa Yanovych
Damira Tahirova

ATTRACTIONS
Gloria McGee
Matthew Carson
Jazmin Santiago
Frances Dinwoodie

RETAIL DIVISION
Jean Louis
Julio Carreras
Jean Morin
Lenes Saint Pierre
Jacomo Versani
Yaileni Nieves
Amir Babi, Rosana Barnes
Larysa Yanovych
Damira Tahirova

ATTRACTIONS
Gloria McGee
Matthew Carson
Jazmin Santiago
Frances Dinwoodie

RETAIL DIVISION
Jean Louis
Julio Carreras
Jean Morin
Lenes Saint Pierre
Jacomo Versani
Yaileni Nieves
Amir Babi, Rosana Barnes
Larysa Yanovych
Damira Tahirova

ATTRACTIONS
Gloria McGee
Matthew Carson
Jazmin Santiago
Frances Dinwoodie

HAPPY 30 YEARS ROSE!

AUGUST
ATTRACTIONS
Kyle Knoblock, 2 years
John Lyons, 1 year

RETAIL DIVISION
Linda Cates, 31 years
Marie Jean, 9 years
Marina Timus, 3 years
Kendall Gross, 2 years
Debora Steele, 1 year
Alona Ivasiuk, 1 year

SEPTEMBER
ATTRACTIONS
Jillian Enloe-Hamill, 1 year
Janeen Gracer, 1 year

RETAIL DIVISION
Hilda Perez, 16 years
Guerdeline Metellus, 2 years
Alex Gourgue, 2 years
Jennifer Howard, 1 year
Marteka Young, 1 year
Dean Schmidt, 1 year
Iuliia Kotlinska, 1 year

Top: Nelson Nodal, (General Manager), Rose Pumar, (Senior Buyer), Ed Swift (CEO) and Lisa Chubbuck (Buyer)
Celebrating Rose’s 30th Anniversary with Tropical Shell.
Bottom: Rose Pumar celebrated 30 years with Tropical Shell & Gifts in July!
Pictured are the Buyers, Lisa Chubbuck, Rose Pumar, Krissy Agent and Lynn Dalton toasting the occasion.

August - September 2015
MOE’S WAY DEDICATED

The late Historic Tours of America’s Senior Vice President Moe Mosher had a street dedicated to him after his passing on August 19, 2015. The alley is located in between Southard and Angela Streets that leads to his former Barber Shop located in Key Lime Square. Pictured here is Ed Swift, Chris Belland, Pam Perez, Michael Mosher, and Key West Mayor Craig Cates.

MONROE COUNTY SCHOOL BOARD RECOGNIZES HTA

Marketing Coordinator Monica Munoz was presented the GEM award, given to an individual who has given Great Educational Moments for Student. Pictured here with Asst. Superintendent Theresa Axford, nephew Cruz Holmes, Superintendent Mark Porter and School Board Member John Dick.

KEY WEST AQUARIUM PHOTOSHOOT

The Key West Aquarium did a recent photoshoot to show some updated looks. Here are a few samples of the shots we got! Hope you enjoy!

CORPORATE OFFICE

Welcome Aboard

CORPORATE OFFICE

Jonathan Tavarez
Carrie Otto

HAPPY anniversary

AUGUST
Pamela Perez, 30 years
Cruz Rioseco, 18 years
Freddy Varela, 14 years
Richard Milelli, 11 years
Jennifer Belland, 4 years
Ryan Souder, 2 years

SEPTEMBER
James Lamberson, 13 years
Nancy Aspinwall, 13 years
Candice Atwell, 3 years
July 20, 2015

Dear Chris,

I am in receipt of your letter along with our VIP passes and cannot begin to express the appreciation my wife and I felt for your professionalism and generous gesture. It was not something we expected anymore when it comes to customer service. You made us feel special by not only booking tickets to the Stolichny but in helping with what we felt and then acting upon it immediately...Wow! Thank you for the quick response and for all your help. We are looking forward to our trip and will definitely recommend you to others. Please convey our appreciation to Mr. and Mrs. Robert Santini.

Sincerely,

Josh Dale

---

**Topic: Tour Guide**

**How did you find us?** Web Search

Hello, I wanted to send you guys a quick shout out to Nelvia (sp?) for being such a stand up guy. On 8/29, my family was standing in line to get back on board the Royal Caribbean (RC) ship around 4pm. It was really hot, no shade, and the line was not moving. People stood in line over an hour just waiting...no water available, nothing. Nelvia saw the people waiting (many elderly) and started handing out ice pops to everyone in line. Everyone was so thankful, and he didn’t have to do it. My kids were super appreciative, and I was, too. A kind gesture probably saved us from legal trouble, but he should totally be rewarded for his kindness! We didn’t use your services, but we will if we’re ever in Boston again! Thanks again Nelvia!

**Additional Contact Information:**

Josh Dale

---

Mr. Shawn Ford
Executive Director and Vice President
Boston Tea Party Ships and Museum
Congress Street Bridge
Boston, MA 02127

June 5, 2015

Michael J. Daly

Dear Mr. Ford,

I am writing to let you know that on May 23, 2015, my family and I visited your museum as part of a history-oriented trip to Boston. We were aiming to reinforce some of the lessons about the American Revolution that has been a key component of our home school curriculum for my 10-year-old daughter this school year. The experience was enjoyable and exceeded my best expectations and we could not have been more pleased. Your museum is interactive in the best possible way and the ships and exhibits were absolutely first-rate. I cannot praise your organization enough for its serious treatment of the subject matter while presenting it with such verve and panache. Simply put, it was educational and fun.

I would like to take a moment to praise the actors who participated in the program that we were on. Everyone we encountered from the meeting house to the ships was knowledgeable, convincing, and enthusiastic. As a former tour guide for the State Capitol in Albany, I know that it can be difficult at times to gear up mentally to treat each new tour group as if it were one’s first. Even professionals that can be tough on some days but the good ones always shine through. I must say that your actors showed a willing spirit and delight in the material that I found refreshing and infectious.

Above all, I must single out for special praise the female actor who won the lead on our tour at 1:30 pm that day. I do not know if her real name is Martha Curry or if that was the role she was playing but, whoever the young lady is, she deserves acclaim. My daughter, Zoe, can be rather shy and gets nervous in large and boisterous group settings. My wife and I were somewhat apprehensive about Zoe’s reaction to the tour, and especially the ship. She weathered the meeting house aspect fairly well but was anxious about going on board the vessel, despite her pent up desire to throw the tea overboard as a rebellion against King George. As we got closer to the gangplank, Zoe balked at going further and my wife stayed on the pier while I went ahead. The next thing I knew, Zoe was on the ship holding the hand of “Miss Martha.” My wife told me later that Martha had recognized Zoe’s anxiety and went to great lengths in getting on the ship. She set her mind at ease and gently coaxed her aboard. All of a sudden, Zoe was traversing the ship and fulfilled her goal of throwing over the tea. It is to Martha’s credit that she took her under her wing and made her comfortable with the setting. We cannot fully express our appreciation for her solicitude and interest in making Zoe’s experience as enjoyable. Indeed, later in the tour she anticipated that Zoe might be bothered by some of the loud fighting scenes in the film at Lexington and Concord. Martha quietly informed my wife about what we could expect and she was able to discreetly take Zoe to Abigail’s tea room while I watched the film. I thoroughly enjoyed it but also knew that Zoe would not have and recognized that Martha’s instinct was correct.

We expressed our appreciation and gratitude to Martha both during and after the tour. However, she truly did go way above and beyond her duty to do that day and finding herself a little later to let you know. She is a credit to your museum and we will not soon forget her for helping to make a child’s day so memorable.

Sincerely,

Michael J. Daly

---

June 5, 2015

Michael J. Daly

Dear Jennifer Gregg,

Subject: Thank you

Dear Jennifer,

I had to write to you. We were so touched by the kind letter of apology that we received from Mr. Chris Belland. The refund was very appreciated, the VIP tickets, even more so, but the letter was so personal and such wonderful customer service we just had to take a moment to recognize it. Today so many businesses put profits in front of customers to the point where no one cares. It is so wonderful when a company stands out from that mode of operation. We will happily continue to use Mystic River Tours of America and recommend it to others as well. You all are doing the right thing, please keep doing it.

Sincerely,

Rebecca Murphy