Key West Hosts Manager Meeting

Welcome Auggie!
HTA sponsors another Patriot Service Dog. Pg 21.

Going Pink!
OTT San Diego participates in an annual campaign to help raise money for breast cancer awareness. Pg 54.

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It’s been one of those weeks. No, not ONE OF THOSE weeks, rather, it has been one of those weeks where you keep getting a similar message that makes you tend to believe that something is ratified and true.

Today, I was taking our dog, Hawkeye, for his morning constitutional when I had a feeling I was about to be hit by someone on a bicycle. I wasn’t. Rather, a gentleman pulled up to me very slowly, stopped, and said to me, "I’m (blank) the husband of (blank)". Well, I knew the second blank, but had never met the first blank. He said, “I just wanted to tell you that my wife and I have a cottage in St. Augustine (they also live here) and we had some out of town visitors so we took them on your tour. It was a great tour, but the thing that really stood out was all of your employees (he was referring to CASTmembers of course). They were all cheerful, helpful and clearly like what they do and where they work. You and Ed have done a great job of providing a place where people like to work and I just wanted to tell you.” Well, I have to tell you, that made my day.

This came on the heels of just a few days ago. Our CPA firm did an on-site, unannounced audit in one of our cities. Both Ed and I received phone calls from the head bean-counter and very dear friend, Stewart Appelrouth, who was compelled to tell us how amazing his tour conductor was. "He went on and on about what a great company HTA is and how fortunate he is to be working there". That, too, made my day.

It seems an almost weekly event for me when I "walk the park" and get out to meet our CASTmembers in the field that, inevitably, one or more will tell me how much they like working at Historic Tours of America. That ALWAYS makes my day. In fact, when we first started Old Town Trolley on December 20, 1980, I had a secret ambition to make Old Town Trolley Tours of Key West the preferred place to work on the entire island which, given the extraordinary hotels, attractions and restaurants, is no mean feat. However, after Irma when we made a corporate decision to show our CAST how valued they are by paying them when we were not giving tours, this act gave the feeling that HTA is, in fact, a family business with a family atmosphere and familial care. People still come up to me and thank me when, in fact, it was we who were thanking them.

Whenever I board Delta Airlines, they proudly display on their open doors that Delta is ranked by several organizations, including Forbes Magazine, as being one of the “Top companies to work for”. I always wondered to myself how an organization that big can maintain the effort it takes for a company to show just how valuable its employees are, but really the answer is quite simple. It is practicing what is in our philosophy each and every day and in every way we can, mainly to, "Treat others the way we would like to be treated".

I was signing letters today which is something I do every month for CASTmembers who have reached their 5, 10, 15, 20, 25, 30, 35, 40 and 45 year anniversaries with the company. I am always pleased to see how many there are and how 15 years and up is not so rare as it used to be.

If, in fact, most people who work at Historic Tours of America enjoy it and value it as much as the few who express this to me, then I am part of something bigger than myself and, for whatever part I have played in the establishment of this company, I am exceedingly proud.

By the way, I think almost every day to myself, this really is “a great place to work”.

FROM THE DESK OF THE CHIEF CONDUCTOR
CHRIS BELLAND, CHIEF EXECUTIVE OFFICER
I seem to be doing a lot of stuff right now but after thinking back over the years looking for a time I wasn’t really busy I have come to realize that I have always been busy. From my days “behind the counter” in my camera and stereo store up until yesterday I have pretty much awakened every morning with a mental list of all the things I “just” had to accomplish today, right now, immediately. Of course there were some bad times but the truth is most of my work life has been glorious. My partner Chris has been a blessing for over 40 years and Moe, now passed, was also a good friend and partner. My family somehow grew up while I was always working and planning and campaigning (for a bunch of stuff) and now our children are now working with us in the business.

Today we have a CAST of about 1,500 individuals who bring to the table their talents, skills, their past experiences and their enthusiasm for what the future can become.

Historic Tours of America is certainly an interesting company to be associated with and provides us opportunity and jobs we can be proud of.

Some of our folks have been with us for many years, 10, 20, 30 and even 40. We have watched each other’s families grow up and celebrated holidays and weddings and graduations and everything that makes up life.

In each city we try to operate with integrity and without prejudice or bias. In a modern world with a complicated structure we have the opportunity to retell the stories of our cities and our country. We should all be proud of “Making Vacations Better” for our guests and continue to endeavor to take special care of the millions and millions of guests we entertain each year.

I watch the seasons fly by and with them the year and now that Christmas and this New Year has closed another, I thank God and family and my wonderful assistant Hope (for over 31 years) for getting me raring to go for another great year.

I know we will have challenges and projects and new business endeavors and again a lot of stuff to get done but I really can’t think of anything else I’d rather do and I hope you can feel the same about your work as we stay busy living life.

Hope your holiday’s were wonderful.
Here we are, already a few months into 2020. Time seems to pass without us even realizing it. We are already planning for our operations for the Spring and Summer. While we can't slow down time, we spend this precious finite commodity wisely. We do that by embracing it, figuring out what we want and need in our professional and personal lives, and then taking small but steady steps towards those things.

In this new year, if you haven’t done it already, take some time to think about what you want for yourself – what will bring you more happiness at work and beyond? Try to set one or two specific goals. How much do you want to make in sales commission this year? How do you want to make people feel when they go on your tour? What do you want in your most important personal relationships? What are your health goals?

If you are thinking that goal setting never works, you are right, (but only partially). Most New Year’s resolutions fail within one week, but that’s not because the resolutions are unachievable. It’s because we don’t have a roadmap for getting there. Setting clear, measurable goals is essential, but we quickly lose focus and revert back to old habits. There are three essential skills that are easy to learn and practice, and they have a proven track record in achieving goals with some of the world’s most successful people.

1. **Visualization.** When you visualize yourself achieving your goal, you send a clear message to the unconscious mind – it then starts making decisions and promoting behaviors that lead to your goal. This process has more power than most of us realize. Some publications from the field of sports psychology suggest that elite athletes spend as much as 30% of their time on mental work and visualizations. The famous golfer, Jack Nicklaus attributed mental image to be 50% of his golf fame. Renowned motivational speaker and businessman, Anthony Robbins, believes that positive visualization is the tenet of personal and professional success. What are your sales goals this year? What do you want to achieve within HTA? What do you want in your personal life? Just pick a few specific things. Then practice for one minute daily by picturing the goal you want in great detail as if you have already achieved it and are enjoying the fruits of your success. Try to include color, faces, things you are saying, thinking and feeling. The more detail, the better. Do this consistently for 21 days at least.

2. **Focus on End Results.** Your visualization should focus on the results, not the goal. What’s the difference? A goal is what you are going to do; the end result is how you are going to use or enjoy that goal. For example, if your goal is to sell $1 million in 2020, the end result will not be reaching the number, but how you will spend the commission. If you’re not sure how to make this distinction, ask yourself this question: What will my life look like once I have achieved my goal?

3. **Work on Your Joy.** No matter what area of your life you have chosen for goal setting, the circumstances to support you must be present. If you are exhausted, depressed or anxious, no amount of visualization will help you stay on track. There are three things in your life that require your attention before you can achieve your goals – diet, exercise and attitude. Think of these three things as the fertilizer for the goals you are planting. That doesn’t mean they have to be perfect, but it is crucial to make sure you are getting exercise at least five times a week, and eating in a way that gives you energy and balance. Finally, and most importantly, decide to have a positive attitude every day is crucial. Remember our Toolkit Training: Choose it. Get Perspective. Be grateful. Put on your On Stage Face (OSF), and do one Random Act of Kindness (RAK) every day!

In the end all of our goals lead to the desire for happiness. To quote Andrew Carnegie, “If you want to be happy, set a goal that commands your thoughts, liberates your energy and inspires your hopes.” We may not have full control over our futures, but we can harness the control we have and use it to the best of our abilities - so that in our moments of retrospection, we will be able to look back and say with confidence that we would make the same choices all over again.
MECHANICS IN TRAINING

ED SWIFT IV, COO

In November, fleet managers and mechanics from Nashville, Washington and Boston, along with Assistant National Fleet Manager, Andy Laird converged at our Trolley Operation in Washington DC for a 3-day Freightliner training session. This training was led by Mike Cody, Sr. Service Trainer at the Freightliner Custom Chassis Training Center. This meeting was a great opportunity for some of our mechanics to exchange ideas, sharpen skills and spend time together. As a continuing education initiative, they completed 2 days of class room training and 1 day of hands-on practical experience focused on our Stadium Trolleys. The Freightliner Custom Chassis Corporation is a leading manufacturer of premium vehicle chassis and we were fortunate to have their Senior Service Trainer conduct a dedicated training session specifically for our CAST. A Special Thank you to Bob Gibson, HTA Commercial Freightliner Trainer and Boston Fleet Manager, for organizing and coordinating this training opportunity.

Attending the 3-day training session were: Nate Kingsbury, Logan Pyle, Andy Laird, Bob Gibson, Pat Grogan, Balthazar Francois, Anthony Graham, Elmostafa Guelfaa, Erick Martinez, James Waters, Kevin Martin, and Thierry Nappi.

A NEW CASTMEMBER

STACEY JACKSON, EXECUTIVE ASSISTANT TO COO

The National Call Center and HTA North welcomes its fifth Baby in five years! James and Kelly DeSantis gave birth to their first child, a beautiful baby girl on Sept 26, 2019. Her name is Sailor and she weighed 9lbs. We had a baby shower for James and Kelly days before the birth. It was planned earlier in the year but a hurricane pushed it to September. Heathyr Kaup, NCC Sales Rep made a gorgeous cake (and delicious too!), and Mary Millett, Sales Manager made some wonder woman cookies. James is one of our Lead Sales Reps in the National Call Center and a huge comic book fan!

We are so excited for James and Kelly – and now await the 6th – wonder who it will be...

Baby Shower cake and goodies for Sailor

Sailor DeSantis

Kelly and James DeSantis
Every year we gather the City Managers and Transportainment GM’s together for a national meeting where we share new ideas and review best practices. This year was particularly special as the host city was sunny Key West, FL where HTA was born and our first tour was launched. Highlights from this 3-day meeting included presentations on the Collective Fleet Data software program, marketing initiatives, CDL Training program, mobile ticketing strategies and an amazing array of ideas brought to the table by our General Managers.

I would like to thank our special guest speakers, Elisa Levy as well as John Penney with BlackDog Advertising, who put together both informative and inspiring presentations. A Special Thank you to Piper Smith and the marketing team for planning and organizing a great week especially the Sails to Rails Museum Tour, Mallory Square and Sunset Celebration, Ghost & Gravestones Tour, dinners and lots of Team bonding!

A highlight of the week was the sessions presented by the GM’s on fun or innovative ideas each city was trying to level up their respective cities. It was so impressive to see and hear all the GMs come together with such a collaboration of ideas. Sharing their personal experiences of what they find works best in areas such as CAST Recruitment, Retention and Morale, CASTmeetings and Training and Dealing with Busy Times and Crowds was phenomenal. I know all the GMs will be taking many of these ideas back home to the operations – As Chris says “We only steal from the best”.

Thank you to all the GMs for taking the time to gather together for a week filled with ideas, initiatives, and “Aha” moments.

ED SWIFT IV, COO

A SEASON FOR WISHES

CHRIS BELLAND, CEO

I believe in Santa Claus. There, I said it. Of course, believing in Santa Claus is more than a guy in a costume bellowing “Ho! Ho! Ho! What would you like for Christmas?” It’s an idea and I’m in.

Seeing that there were many opportunities to see Santa, I quickly came to the conclusion early in life that these were people playing the part in place of the big guy himself. I HAVE ALWAYS WANTED TO DO IT. So, if I was going to do it, I would obtain the most elaborate costume possible and practice my Ho! Ho! Hos! every night. Furthermore, I would recognize that these marvelous little beings we call children come with hearts, minds and eyes wide open and they need to be treated as fellow believers. Finally, I would wear a large iron key round my neck, the one from Mexico my mother gave me when I was a little boy, and ask the children if they had a chimney. If they said no, I would tell them they need to touch the magic key so I could get in and leave presents.

Yes, I would do all these things if I ever got the opportunity to play Santa Claus, and I would have one of the best times of my life doing so; granting wishes, some of which would be totally unexpected. Christmas IS the season for wishes coming true!
A Happy Halloween was had by all in Boston! Cathy Hutchinson and Beth Josephs spent an enjoyable day delivering pumpkin boxes filled with candy to our vendors. This year, Leo “Bernard Kingsley” Wylder and Jackie “Hazel Huntington” Divito from Ghosts & Gravestones came with them to deliver the goods. They covered a lot of ground, twenty one venues in all, from South Boston to Back Bay and home again. They visited old friends such as the Sheraton and the Westin, and a new friend, BosTix. The vendors always look forward to the Halloween Ghost visit and it is good for us to introduce them to Ghosts & Gravestones and to cross promote our brands. A spooktacular time was had by all!

Every year on Halloween, the Boston ghosts hosts like to dress up a little more than usual. Of course, we still have to go out as ghosts, so we end up essentially wearing two costumes. We always have fun with it, and a bunch of ghosts and drivers participated this year! We got a few pictures of the night so we could share them with the rest of you.
**TRAINING**

**SUE PYE, TRAINER**

We have been busy training with a capital T. Our goal this year is to have enough conductors that we will not have to worry about a code yellow this summer. Our winter conductors in training, Jarret “Batman” Farrar, Gabriel “Wiggles” Escoto, Shantane “Shenanigan” Rogers, Joe Rich, Matthew “Phoenix” Wheelen, Maureen “Lou Lou” Brynes, Kevin “Hercules”, and Charles “Corny” Glaser are all on the roads now or about to be certified to be on the roads.

I have a great team of conductors that help with training: Gordie Fitz, Taylor Herr, Michael “Bear” Giobbe, Justin “JD” Moss, Bill “Santa” Peary, Matthew “Quint” Medeiros, Julie “Jewels” Bowker, and David “Cubbie” Matayabas. This year we started a Buddy Program where the trainee gets paired with a conductor and can give the tour for guests with a safety net. Both are on headsets and the conductor/buddy is there to help if the trainee needs it. They worked together for a week or so and trainees get real experience in the very unique job of a trolley conductor. This program has been going great and the buddies have been awesome. I believe that this program will make even better conductors.

**FUN PHOTOS**

Robin Mackey, John Welby, Iryna Cordero and Brandon Parker

Buzz and John Welby

**SALES**

**JULIE CROWE, LEAD SALES REPRESENTATIVE**

There’s been a lot of excitement on the sales team as we launched our new three-tiered sales system. With the option of silver, gold and platinum passes, our reps can further help our guests customize their Boston experience as well as maximize their sales commissions. As a team, we’ve been holding monthly sales contests with competition really heating up between the reps! In December, we focused our efforts on our brand-new Holiday Lights & Sights tour and the team did a great job of pivoting towards that tour for guests looking for something fun to do at night during the holiday season.

We’ve been having the sales reps do a series of “ride-alongs” in which they play tourist for a day and refamiliarize themselves with the trolley tour and other attractions that we offer. They’ve proven to be very effective, as the reps are able to further explain all of the amazing attractions Boston has to offer, as well as work on their upselling skills. The new season will be here before we know it and the sales team is anticipating all the sales opportunities that the new tiered system will bring throughout our busier months.

24 DAYS OF GIVING

Bob Gibson helps load food for the Greater Boston Food Bank

Tony the Tiger and Jewels Bowker load Toys for Tots onto the trolley

Fall 2019 9
NEW OUTERWEAR FOR BOSTON!
DAVID MATAYBAS, HEAD CONDUCTOR

Just after Thanksgiving, Santa came early to the Boston Barn. New three-season coats were distributed among the staff. The new design features a prominent Old Town Trolley logo on the back, for additional visibility of all personnel while we are out and about. The new jackets also feature reflective accents, which will increase safety for all while working on Boston’s busy streets.

The jackets are a three-in-one design, with a removable heavyweight fleece lining. The outer shell features a stowable, lightly insulated hood, and can be worn alone as a windbreaker. Together, both pieces combine to provide warmth down to around twenty degrees Fahrenheit.

Sales Director, Bernie Casco, first tested the jacket in a rainstorm, and reports remaining dry throughout the day. Several conductors and sales reps have also given positive feedback. And for the first time in Boston, the jackets are in a shade of Old Town Trolley green, instead of our previous navy-blue winter wear.

We’re ready for any conditions that winter can throw at us!

SALES REP DINNER AT THE CHART HOUSE

RECRUITING
BERNIE CASCO, DEPOT SALES MANAGER

We are in a constant state of recruiting. Last year we established a specific recruiting group that meets weekly to update each other on the recruiting and hiring process and to share and brainstorm ideas of how to get the best candidates through the door. Countless hours are put into mining for resumes, conducting phone interviews, scheduling interviews, and onboarding new hires. The group consists of Erin Schlothauer, Robin Mackey, Iryna Cordero, Brandon Parker, Michael “Foxtrot” Long, Tim Carr, Chris Crompton, and myself. Various departments are represented in our group and we have the support of the whole operation behind us.

We have plans to reveal some recruiting specific contests at our CAST meeting to get our whole cast motivated and invigorated in our recruiting focus. After all, good people know good people!

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HOLIDAY LIGHTS
AND SIGHTS
KIM VILLANDRY, ASST TOUR & GHOST MANAGER

This year the Ghosts & Gravestones team has taken the ho...ho...ho.. out of horror and right into the Holiday Lights and Sights Tour! We've all transformed from demonic, dirty and undead to Santa's favorite wacky family member, ready to celebrate the holiday season with you! Over 90 minutes, we're guiding the jolliest bunch of guests this side of the Charles River around the city by trolley and foot. The tour covers the history of the Puritans, Christmas here in Boston, and how things all got started back in the 1600s. Not to mention, we touch on every fun fact in between; fruitcake, where "Merry Christmas" originated, why we leave cookies and milk for Santa, movie trivia and of course...Carolng, Caroling, Caroling! Over the course of our tour run we saw over 1,500 guests and brought smiles and memories to everyone that joined us. Awe can't wait to bring this back next year and continue the HLST tradition!
HAUNTING DELIVERIES

BERENICE BARBER, VENDOR REPRESENTATIVE

Berenice Barber, Vendor Sales Representative and Ted Shackle, Ghost & Gravestones General Manager visited Karen Goglucci, a vendor at Southwinds Motel in downtown Key West.

The Wicker House is known for their decorations throughout the year. Emma Barfield, vendor, shows off the Halloween decorations.

CAST AWARDS

Doug Bolan, Clinton Curry, JP Bacle, Jeanna Garrido, Veronica Crisci, and Justin Bahl

Kevin Smith and Justin Bahl

Andy Fortin decorates his train for halloween

Brent Lyons delivers Thanksgiving Dinner to Train Engineer Tim Sweeney

Of the Month’s were announced at the October CAST meeting, which were Engineer Doug Bolan, Little White House tour guide JP Bacle, and Sales Representative Veronica Crisci. The Golden Pickle was awarded to Conductor Kevin Smith.

WESLEY HOUSE TOY DRIVE

Donations were made between the Key West transportainment offices. Pictured is Cheryl Actor and Berenice Barber delivering toys
During the course of a year the island of Key West receives over 400 cruise ship port calls. Many of these calls are by ships coming to visit on a regular schedule, multiple times throughout the season, often once a week for several months straight. The crew members are often onboard for six to eight months at a time, so they are away from home for long periods of time. In an effort to make their ship-board lives a little nicer, we will, from time to time, give our Shore Excursion team partners a little swag bag with some decorations and other fun items. In December we gave out bags full of all sorts of candy and holiday decorations including a little desktop Christmas Tree. The Shore Ex teams were thrilled to get these bags. Some of the teams even sent us photos of the gift items in use. A big “Thank You” to Administrative Assistant, Melissa Litten for putting all of the bags together for us.

JOHN WELBY, NATIONAL CRUISE SHIP LIAISON

Mike Hudgins, a concierge from Double Tree, with his Holiday Cookies delivered by Berenice Barber

The Key West Lighted Bike Ride took place on December 4th. This is a fantastic event that has been continually growing, and now includes several hundred participants. The purpose of the ride is to benefit the Holiday Helpers Toy Drive, an initiative run by Wesley House Family Services, to provide toys to families that otherwise would likely go without. The fee to participate in the charity ride is the donation of one new, unwrapped toy. This event always brings out the creativity of the residents of Key West, with people dressing up in costumes and decorating their bicycles for the festivities. One of our Ghosts and Gravestones trolley drivers, Claire Hiller, is the Volunteer and Special Events Coordinator for Wesley House.

DEREK ECKLEY, TRAINING OFFICER

BAGPIPES AND TROLLEYS

MIKE HUDGINS, CONDUCTOR

Trolley driver, Mike Hudgins, has been playing the bagpipes for about 15 years. He plays for various events and parades, most recently the Key West Veterans Day parade, when he played with the Nassau County Police Band. He has also played for Fourth of July, St. Patricks Day, and others besides the occasional wedding and funeral.

He says pipe music is special. People either really like it or really don’t - no in between. Musically piping is not difficult, its all that blowing and squeezing, keeping the various reeds tuned and steady that’s tough. Then add in marching and oh yeah playing the tune. Still, its great fun, playing solo and especially with other pipers from around the world. Like other music, it is a universal language.
A NIGHT IN HAVANA

CLINTON CURRY, DIRECTOR OF KEY WEST OPERATIONS

Hot, Hot, Hot, Havana Nights in Key West! The Holiday Party is unlike any other. Huge shoutout to Piper Smith, Cayley Bernreuter, Tania Alzipar, Monica Munoz and Amore Horan for the theme and execution of the festivities! In Key West, our entire city celebrates as one; Retail, Transportainment, Attractions, Corporate Departments and Executives. This year, the party included a photo op with Santa Claus and his best Elf! It was a real joyful evening, celebrating with so many. I would like to take the moment and thank all of you for what you do for our company, the visitors to our city, each other and your families. You make all the difference.

For more photos visit: https://www.flickr.com/gp/nations-storyteller/j487g3
Every year we do an Ugly Sweater contest just before Christmas. This year we utilized our December Tool Kit of Having Fun at Work and got the laughing muscles going. Steve, our GM, would display each of his previous Ugly Sweaters leading up to the date of the contest. This year, on the contest date, Steve had both his 2018 and 2019 sweaters on at the same time. Before you start to ask yourself, how did he have two sweaters on, picture this, the sweater is a sweater for two people or one person and one Bob. As Steve went to unveil his 2019 Ugly Sweater by taking the 2018 one off of himself while still keeping Bob’s half on, he ended up knocking Bob over and his head popped off. Let’s just say by this point the laughing muscles were being used to the hilt.

Our Vendor Rep, Melissa Elliott and our Groups & Charters Rep, Shelby McCoy put their heads together and came up with a joint outfit. We can all fondly remember having a guest tell you how long they’ve been waiting even when we know it is not even possible. Well, Melissa and Shelby played on that topic by having one wear “We’ve been waiting for 16 hours” and the other responding to that by saying, “We are closed on Christmas.”
NOW HIRING!

STEPHEN BURRESS, GENERAL MANAGER

Nashville has had a tremendous summer. Trolleys were rolling and showing guests what a wonderful city we have. With increased ridership comes the need for more conductors to show off our city. While we always seem to have an ad up, we have kicked it up a notch the past few months to see where we can reach those who may not see the normal avenues of job postings. Beverly Flanders has returned to working the job fairs at the military base a few miles up the road. This is open to military personnel and family who may be looking down the road for a position after leaving their military career. We also took a big step and put up a billboard. It is a sight to behold as you are driving down interstate 65 into downtown. The amazing artwork that the marketing team and BlackDog put together is really appealing to the eye, and as you can see, stands out quite well. We keep thinking, running with ideas and are beginning to see the results of a lot of hard work by our HR and operations teams!

TAKING STOCK

LESLIE ALLEN, OPERATIONS MANAGER

We are growing in leaps and bounds here in Music City so plans are in the works to make our operation more efficient by tweaking the way we line up the day, dispatch, communicate with guests, and train our ever-expanding conductor and sales forces. We expect to serve our guests in the most fun and entertaining way while cutting back on lines and wait times.

Our Conductors and Sales Reps continue to show their commitment to providing the best customer service possible. They are also helping to reinforce positive work habits with those new to our ranks and, boy, do we have a lot of newbies!

It’s so great to see so many of our veteran CASTmembers stepping up to mentor fresh faces, all while learning some new ways of doing the same ‘ole thing themselves. Together we can bring Old Town Trolley, Nashville into what we hope will be, for us, and all of you, the Roaring 2020’s!

MELISSA ELLIOTT, VENDOR REPRESENTATIVE

With moving to Direct Deposit, I am no longer delivering Vendor Checks to a lot of my Vendors. Instead, I have decided to deliver small gifts at the beginning of each month to maintain that personal connection with them. I teamed up with Bang Candy Company to create a customized marshmallow box. The gifts were a hit with the Vendors and I loved the detail bang put into the design.
It was an honor and a privilege to participate in this year’s Veterans Day Parade with the Wounded Warrior Project!!

The Wounded Warrior project offers free programs and services to support those who have served and incurred a physical or mental injury, illness, or wound while serving on or after 9/11/01. The transition from service to civilian life is a journey that Wounded Warrior takes with them and hearing just a few of the stories were beyond humbling.

We have several veterans within our company, and I proudly have many within my own family, so this parade is something I’ve been very passionate about getting involved with.

We want to thank Bob Schultz of Wounded Warrior for allowing us to join them, Anthony Westbrooks for the assistance, and our own OTT conductor, Daniel Vaughn, an Army veteran himself.

Another successful parade here in Music City! Many thanks to those who have served or are currently serving our country!

Is it still summer? It sure feels like it in Nashville, and I am not talking about the weather. We have been blown away by the number of guests who have joined us on our Soul of Music City night tour over the past few months. I am proud to report that September now holds the record for the highest number of Night Tour riders to date! It knocked July out of the water. Woohoo! Thank you to everyone who has supported our team. We appreciate all that you do!

Please give a warm welcome to our newest tour guides, Monica Flynn and Sarah Jo Joal! These fantastic ladies joined our team back in September. Their creativity and grace have been a wonderful addition to our talented night tour family. We are extremely lucky to have them!

I came across a quote from Bright Vibes Media the other day that really struck a chord with me and with our night cast. I thought that you would enjoy it too, especially heading into the holiday season: “If you have a chance to make people happy, just do it. Sometimes people are struggling silently. Maybe your act of kindness can make their day.”

As a native of Nashville, I grew up learning Tennessee history and was taught that the state bird is the Mockingbird. These days the downtown Nashville area makes me think we’ve got a new state bird. It’s the crane!

Giant cranes dot the Nashville skyline so frequently that they are no longer the anomaly but the norm. In the last year, it is a completely normal radio call from a conductor to dispatch to say that there is a crane blocking the road on some portion of our tour route. We have code whites regularly that are to avoid, yep, a crane.

Nashville is growing by leaps and bounds and then some. It is not the same Nashville where I grew up. It’s bigger, shinier, louder, and a lot more fun! If you haven’t yet had a chance to, come visit us at OTT NASHVILLE. I’d love to have you see my hometown, and we’ll try to dodge the cranes for your tour!
The team of traveling Health Care professionals from Interactive Health arrived and set up to “Take your Blood”. One by one our CAST received their Health Assessment. Many followed it up with a “Flu Shot”. No, not a special shaken but not stirred cocktail but the real deal Flu Shot. Then the real fun began. OTT Nashville had a special game just like the previous years. We have played: Match the CASTMember with their Pet, Match the CASTMember with their Baby Picture and this year was: “Did You Know”? Match the CASTMember with a fact they shared.

We learned that some of our CAST has acheived the following things: attended clown school, skied the Austrian alps, volunteered at a light house, spent the winter sailing the western Caribbean, and is a violin player ……..to name a few.

Many of our gracious attractions and restaurants around town contributed amazing gifts for prizes:

- CABARAY -4 Dinner Show Tickets
- CHERWOOD- 119 Passes for CAST
- PUCKETT$- $50 Gift Card
- ISLAND COWGIRL- $50 Gift Card
- TOP GOLF- Numerous Goodies
- PREDITORS- Signed Puck
- BELMONT MANSION- $25 Gift Card
- TWO OLD HIPPE$- $50 Gift Card
- BATCH NASHVILLE- $50 Gift Card
- PARTY FOWL- 2/$25 Gift Card’s
- HATTIE B’s- $50 Gift Card
- DR. HALL -Toothbrushes & Dental Supplies
- PUCKETS- $50 Gift Card
- ISLAND COWGIRL- $50 Gift Card
- TROTTING HORSE- Numerous Goodies
- PREDITORS- Signed Puck
- PUCKETS- $50 Gift Card
- ISLAND COWGIRL- $50 Gift Card
- TROTTING HORSE- Numerous Goodies
- PREDITORS- Signed Puck
- PUCKETS- $50 Gift Card

All CASTmembers received their yearly Wellness Kit. Items included: Sunscreen, Antibacterial Wipes, Hand Sanitizer, Band-Aids, Flash Light, Cough Drops, Antibiotic Cream, New Toothbrush/Dental Supplies.

I grilled up marinated Turkey Sliders and Turkey Hot Dogs to raving reviews. FRITO-LAY (our neighbors) donated Personal Size Chip Bags for CAST. The thing I enjoy most about our Wellness Fun Fairs is it allows the CAST to visit without the morning rush. Special thanks to Janet Reed who works tirelessly to help me put this event together.

Keep Calm & Trolley On!

It seems we survived another busy season here at Old Town Trolley in Nashville. The 90+ degree days with heat indexes in the upper 90’s, lower 100’s has given way to freezing temps at night and much cooler daytime temps. For the better part of October, we were sure Mother Nature forgot to look at the calendar as we had mid-summer temps and in early November, I think she made up for it. It was a long and hard season this year but the Sales Reps and Customer Service Reps didn’t let the sweat pouring down their face stop them from keeping their OSF (On Stage Face, for those who forgot what was in their Tool Kits) on point. There were days when a Sales Rep would break a record for the highest dollar amount sold then turn around the next week and even break that record. Not one but two Sales Reps flew past the $500,000 Club threshold before the halfway point of the year. Congrats to Bradley Vize and Buffy Butler. Keep up the amazing work. I hope to be writing something VERY soon regarding how both of you hit the $1M Club. Just to give you a better idea of why I’m impressed with all my Sales Reps and Customer Service Reps, all of our sales take place in a total of four ticketing booths and a solo CSR dealing with over 1000 people standing on the sidewalk in full sun and they keep smiling and doing a great job.

Here in Nashville’s maintenance department we pride ourselves not only on the mechanical reliability we provide but also always trying to improve. With that, we have not only spearheaded the TrolleyBot craze but also on providing the best possible experience for our guests, so we have begun a process of finding the best performing audio system (PA & TrolleyBot) and are working towards mirroring this setup across our entire fleet. This will help in providing our guests and conductors the most uniform volume levels and broadest range of adjustments. During this we are also looking for ways to make the TrolleyBot volume adjustment knob more easily accessible. Constantly moving forward.

Keep Calm & Trolley On!
This time of year, always makes me think of family. I’m fortunate to have a lot of my family living within several hours of me now that I live in Nashville. For a long time, when I lived in the Florida Keys, holidays were not spent with blood relatives and I always missed them terribly during those special times of the year.

We have such an amazing opportunity with what we do every day, and sharing it with family is one of my favorite benefits to the job. I wanted to take this opportunity to thank my family who came to visit us here in Nashville, which, of course, means a trolley tour. No matter when they come to visit, that is on their list of things to do and ways to get around Nashville. Some have been here multiple times, while I also had some first timers come to visit me a few weeks ago. Enjoy the photos of my family, and don’t forget to share our wonderful world with yours.

FROM PEAK TO PEAK
MARK PATTERSON, HEAD CONDUCTOR

Once the dust settled from our “peak” season, I was finally able to adapt into my new position as Head Conductor. A role I had hoped for, for a long time. I had lots to learn and I’m still learning. My promotion wasn’t the only change that had happened so there’s that too. I’m pleased to be working alongside Leslie as our new Operations manager and with that said, things are falling into place, the place where they belong. Including but not limited to our new daily line ups. Before you know it, our “peak” season will be upon us so there’s no rest for the wicked here in the office, getting geared up and staffed up. We already have a few new drivers that were recently certified, are amazing and ready for the busy times ahead, but we look forward to more. I want to shout out a huge Thank you to ALL that have encouraged and supported me in this transition. I Sincerely appreciate it. I also look forward to making my position one of respect, fun, efficiency, and pride.

ENTHUSIASM
RANDAL SANDERSON, DEPOT SALES MANAGER

Back in November, I did something I’ve never done before. I went to a career fair based on a gut feeling I got the day before. At that career fair, one of the first faces I saw in the building was Mrs. Beverly Flanders. Not only did her face have the biggest smile, but after talking to her I could tell that she was genuinely enthusiastic about the company she was representing, Old Town Trolley Tours. That enthusiasm shined through in our conversations about the company and my experience. Before I left the event, I said, ”I like you the most Ms. Beverly”, and meant it. I was genuinely excited to hear back from someone.

A week or so later I received a call from Steve Burress, and we set an interview for later that month. The interview was thorough, from how I’ve managed people to how I’ve sold. I was even asked to sell him something. I was fortunate enough to be in possession of the only pink pen in the room when asked to sell him the pink pen he handed me. So, I had a pretty tight pitch when I asked him to write something in pink. What had me looking forward to the next interview was the way Steve talked about Old Town Trolley Tours. Steve had that same Ms. Beverly enthusiasm when I came in for that interview. I could tell that Steve was enthusiastic about the company and hungry for more growth.

That third interview came about a week later with Leslie Allen and Ryan Jennings. Ryan moved all the way down from Boston to advance in this company. Leslie moved all the way up from Florida and even bought the cowboy boots! Once again, I sat down with two people with enthusiasm! I could tell from the interview that they were working at a company they loved and would make the sacrifices to make sure they succeeded. I was 100% sold on OTT and hoped they were sold on me.

Enthusiasm is necessary for success. Thankfully, enthusiasm is contagious. I was born and raised in Nashville, TN and I’ve never been more enthusiastic to share this amazing city with everyone who visits it!
What a year it has been at Old Town Trolley Tours of Nashville. We had our Annual Post-Holiday Holiday Party at Party Fowl again this year due to popular demand after having it there the previous year. It was one of the largest crowds we had since we started operations in 2016.

As one would expect, the food at Party Fowl was amazing. A special Thank You goes out to Melanie Vaughn, Cowboy’s wife for making all the trolley cookies. Not only did they look great, they tasted just as good. Many of the vendors we work with donated tons of items for us to give out as door prizes.
WELCOME, AUGGIE!

Historic Tours of America has been supporter of Patriot Service Dogs (PSD) since 2010. What started as providing tickets for fundraisers morphed in our Veteran’s Day fundraiser, which allows us to sponsor a puppy every year. HTA currently has two puppies in training, Gigi (named for Ghosts & Gravestones, a black Labradoodle who is in her last year of training, and the newest recruit, Auggie (named after St. Augustine), a Golden Retriever puppy.

Patriot Service Dogs is a 100% volunteer 501(c)(3) organization dedicated to helping the disabled military community gain a sense of independence through a partnership with a well-trained service dog. PSD relies on volunteers to raise and train puppies for about two years before the dogs receive their specialized training. PSD initiated W.O.O.F. at Lowell Correctional Institution, a women’s prison in Ocala, FL, where a group of inmates are paired with the puppies and are responsible for their care and training. Weekend raisers provide the prison pups with real world experiences, including trips to Old Town Trolley Tours of St. Augustine to take tours, visit museum and meet guests.

Patriot Service Dogs are individually trained to perform tasks to assist disabled active military or honorably discharged veterans with PTSD, mobility disabilities, traumatic brain injuries or loss of a limb. After an extensive two years of training and exposures, the dogs’ abilities are matched with the applicants’ disabilities.
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

JAILBREAK 5K
DAVID CHATTERTON, GENERAL MANAGER

This year marked our 4th Annual Jailbreak 5k. We were proud to announce we have partnered with INK! (Investing in Kids) and have made them the beneficiary of the annual 5k race. INK! (Investing in Kids) will use the proceeds to help provide innovative programs and classroom resources to promote the academic success of St. Johns County public school students. With the help of Donna Lueders and Davey Hartzel and the INK! team, we were able to put on the best 5k in Old Town St Augustine yet! This year’s race featured dancers, stilt walkers, costumes, great food, music and MORE FUN! It was only our 4th year hosting the 5k and this year we had over 750 registrants. It’s quickly become the fastest growing 5k in Northeast Florida.

Dave Chatterton and son
Evan showing off thier medals

Runners are ready!

The Grinch and some Who’s

JBSK racers

JBSK prisoners

Day of Dead dancers

SONGWRITERS FESTIVAL

Old Town Trolley St. Augustine was proud to help sponsor the Songwriters Festival. The event was held at the San Sebastian Winery and included a long list of award-winning songwriters. It was a fun night with the leadagers listening to great music. I think this is one of everyone’s favorite events of the year.

Enjoying the songwriters festival

A group of jail birds

oldtowntrolley
staugustinetours
staugustinetours
We recently introduced Cromwell's Parlor of Paranormal Curiosities to our Ghosts & Gravestones tour. Our guests will now check in for their tour and will be guided into the Parlor to await their Trolley of the Doomed. While in the parlor, they will see the first Ouija board produced as a parlor game, an actual traveling embalming table, a Spirit Box where they can communicate with spirits, and so much more macabre collectibles. A hidden door magically opens when it's time to exit the room and board the Trolley. It is already getting a lot of attention. Recently, River City News (from Jacksonville) came to visit and did a piece on our Ghost Tour for their Halloween special. This new queuing room is a hit with our guests, too! Kudos to our Art Department for doing a phenomenal job on creating this new addition to our Ghosts & Gravestones tour.

**KINDRED SPIRITS BEHIND THE SCENES**

I'd like to congratulate Stephen and Emanuel and everyone that helped in the filming of the Travel Channel's Kindred Spirits episode “Dead Men Tell Tales.” Amy Bruni, co-host and executive producer, promises viewers tuning in that they will be surprised by the evidence found.

**TEACHER OF THE MONTH AWARD**

Old Town Trolley St. Augustine has partnered with INK! (Investing in Kids) on many opportunities. I was able to tag along with them as they presented the Teacher of the Month award. It was my pleasure to represent Historic Tours of America, along with (INK) Investing In Kids, in awarding Mrs. Courtney Johnson from Hartley Elementary with the Make a Mark Award! 'The Make a Mark Award is a special award honoring teachers in St. Johns County that encourage their students to make their mark on the world.'
AFTER THE HOLIDAYS PARTY

DAVID CHATTERTON, GENERAL MANAGER

I would like to thank Alex Harris for the great job he did with photographing the highlights of last night’s CAST party. I can tell by the pictures that everyone had fun, but by all accounts, everyone had a blast. We have a lot of parties and events through the year, but it’s important to me that our CAST party be the highlight of the year! I wanted it to be the best and I think we achieved that. Not only was the event wonderful but the Rivertown Band exceeded all expectations. I’d like to thank Kristi, Greg and Jeanne for all of the hard work they put into the planning and decorating to make sure the CAST party was perfect.

DAVID CHATTERTON

MARK & MICHELLE MCFARLANE AND ED SWIFT IV

ED SWIFT III, DAVE CHATTERTON AND ED SWIFT IV

NOBLE LESTER AND HIS LOVELY BRIDE

ART DEPT MASTERS BRIANNA, WAYNE, KRIS, KRISTI LABENNE, KELLY SOMMER, AND VINCE LEONE

JASON AND ISABELLE RENAUT WITH DAVE CHATTERTON AND NICK REED

SUZANNE REYNOLDS-BRADY AND FRIEND

ELISHA, JENNIFER JOHNSON, ALICIA, AND TAMMIE (JERSEY)

KYLE DUMPSON

Suzanne Reynolds-Brady and friend

For more photos visit: https://bit.ly/StAugustineParty

COOKIES PROGRAM

Vendor Rep Melissa Mezick and David Chatterton deliver goodies to the B&Bs and hotels who partner to sell our tickets throughout the year. We add a little extra magic this time of year by bringing along carolers who are dressed in Dickens style attire. The guests love it when we walk in with carolers while they are having breakfast and they are serenaded with Christmas carols. It’s our way to thank them for being wonderful partners and supporting us all through the year.

Melissa Mezick and our GM, Dave Chatterton, dress up in costume to deliver the cookie program goodies to our hotel vendors. This is a way to say thank you for supporting us through the year. This year the theme was Toy Story IV. Our team included Bo Peep, Woody, the Alien, and Forky! Kathy Carlson deserves an award for squeezing into the tight, hot costume of Forky. It wasn’t easy, but she made it happen. A great team effort by everyone participating.

For more photos visit: https://bit.ly/StAugustineParty
The aquarium CAST wore animal-themed costumes on Halloween and had a blast interacting with the guests. It’s not all play, though, as the aquarists have been working hard to work with several animal ambassadors on behavioral training and conditioning. Some of the behaviors we are working on with the sea turtles are voluntary stretcher training, voluntary blood draws, stationing for timed periods (sitting still), and much more! All of the behaviors are carefully “rehearsed” or approximated by our talented team and reinforced with the animal’s favorite treats. Even our sharks are getting in on the fun and learning to station and voluntarily enter a stretcher. All of these are “husbandry behaviors”, each meant to lessen stress during necessary and possibly vital, veterinary procedures and transports. The aquarium educators are doing a fantastic job of using these training sessions as teaching tools for our guests; every session is conducted in full guest view and it is a wonderful way for our aquarium guests to further connect with nature and deepen their understanding through interaction with the CAST. We are very proud of our Aquarium team and all of their hard work and dedication!

KRISTINA PENDLETON, EDUCATION SUPERVISOR

HOLIDAY HAPPENINGS
GENYA YERKES, CURATOR/OPERATIONS MANAGER

From hanging decorations to planning special events, the holiday season kept us all hopping from beginning to end. On the first Saturday of December, Key West hosts its annual “Holiday Parade” and it is easily the most popular parade of the year with over 80 entries. For the second year in a row, the Key West Aquarium built a themed float for the parade and this year the team chose a Harry Potter theme. We named it “Fantastic Beasts of the Key West Aquarium” and dressed up as some of your favorite Harry Potter characters including Hagrid and Newt Scamander! We had all kinds of sea critters join our parade walk as well, including a stingray, crab, shark, seahorse, and jellyfish. Many thanks to the Aquarium crew and the wonderful Facilities Maintenance crew for all their hard work that made this fun for the entire community. It was truly a hit and, as always, we had a conservation message by only providing candy that was “palm oil free”.

Once the parade was completed, we then shifted focus to host our 8th annual Christmas party for the children and families of the Florida Keys Outreach Coalition and Samuel’s House. Every year our team provides a private party at the aquarium for our families in need, complete with a full sit-down dinner, aquarium fun and activities, a hot chocolate stand with peppermint spoons (always a favorite), snow machines, and finally… personalized presents with Santa Claus himself! Each child gives us their Christmas toy wish and we accept donations to fulfill them. It is truly a volunteer effort as we all come together to serve food, play games and do crafts with the kids, and make sure each family has a photo with Santa. A lot of work goes into making Christmas special for our families and this year the Aquarium team knocked it out of the park! Many, many “thank you’s” to the Casa Marina Resort for donating our delicious dinner menu, all the HTA CAST who volunteered and donated, and for everyone’s help and support to provide such a wonderful memory for our families.
OF THE MONTHS

BOSTON
CONDUCTOR
Taylor Herr
Sean Morris

SALES REP
Kristen Cassidy
Andrew Quinney

SUPPORTING
Brandon Parker
Solene Jean

GHOST
Scott “Leo” Wilson
Will Munoz

PIZZA
Robert Regan

ST. AUGUSTINE
CONDUCTOR
Oliver Hourihan
Lisa Glover

SALES REP
Ken Certozke
Catherine Neilson

SUPPORTING
Lolita Riley
Tiffanie Mees

RETAIL
Camille Brown
Nancy Labossiere

GHOST HOST
William McComb
Richard Whelan

HISTORYTELLER
Richard Mendelson
Gail Pearce

NASHVILLE
CONDUCTOR
Marc Sullivan
Jamie Hilen

SALES REP
Morgan Brooks
Cassandra Kemp

SUPPORTING
Irnette Clark
Eric Conley

GHOST HOST
Steve Curler
Marc Edscorn

APM
Katie Fenno
Zack Schulz

PIZZA
Carol Nichols
Ralph Cowart

WASHINGTON, DC
CONDUCTOR
Mike Goggin
Mark "MJ" Jackson

SALES REP
Brendon Dion Davis

SUPPORTING
James Walters
Suly Cruz

PIZZA
Michael "MDot" Arthurs
Keith Freeman

ANC DRIVER
Eric Davis
Evan Leland

ANC SALES REP
Cathy Young

ANC NARRATOR
Beverly Lancaster
James Garrett

ANC PICKLE
Leroy Panting
Erin Mellott

SAN DIEGO
CONDUCTOR
Philip Fondaw
Steve Brooks

SALES REP
Barbie Harrell

SUPPORTING
Reyes Avalos
Cristina Valenzuela

SPECIALTY
Jon Laws
Don Kaye

SEAL
George Adams
Edwood Barley

PIZZA
Martin Baez

SAVANNAH
CONDUCTOR
Marc Sullivan
Jamie Hilen

SALES REP
Morgan Brooks
Cassandra Kemp

SUPPORTING
Irnette Clark
Eric Conley

GHOST HOST
Steve Curler
Marc Edscorn

APM
Katie Fenno
Zack Schulz

PIZZA
Carol Nichols
Ralph Cowart

KEY WEST
CONDUCTOR
Joe Lucchese

SALES REP
Shelly Sottile

SUPPORTING
Joyannae Carey

NASHVILLE
CONDUCTOR
Tony Piontek

SALES REP
Victor McNeese
James Elmerick “Jimbo”

SUPPORTING
Patty Campbell
Kyle West

SUPPORTING NIGHT TOUR
Kirk Galbreath
Adrian Lavender

NIGHT GUIDE
Bert Stratton
welcome aboard

SAVANNAH
OLD TOWN TROLLEY TOURS
Chandler Snell
Keonna Heard
Conrad Gonzalez
Jesus Rivera Ortega
Edward Jordan
Liam Holden
Michael Reynolds
Ray Carswell
Christopher Hodges
Lavedia Varner
Khadijah Flannings
Randel Blickenstaff

ST. AUGUSTINE
OLD TOWN TROLLEY TOURS
Sword Krefting
Jacob Byrd
Sean Terwilliger
Cole Christie
Caren Fine
Kimberly McClure
Bronwyn Bryant
Ashlei Crew-Ventura
Alison Croneberger
Alfredo Graham
Chloe Baker
Eugene Martinez
Mitchell Aloia
Wendy Bradley-Terwilliger
Shedrick Smith
Thomas O'Boyle
Amanda Coble
Sharon Herb
Shaunda Boucugnani
Gail Irvine
Alletta Blount
Rachel Sommerer
Melissa McRoberts
Charles Williams
Laura Day
Blakelynn Johnson
Kristin Cabbage
Kolby Carter
Wordie Merritt III
Nicholas Reed
Shelby Groves
Christina Biscoglio
Amelia Beckerleg
James Gordy

SAVANNAH
OLD TOWN TROLLEY TOURS
Chandler Snell
Keonna Heard
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Edward Jordan
Liam Holden
Michael Reynolds
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OLD TOWN TROLLEY TOURS
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Alison Croneberger
Alfredo Graham
Chloe Baker
Eugene Martinez
Mitchell Aloia
Wendy Bradley-Terwilliger
Shedrick Smith
Thomas O'Boyle
Amanda Coble
Sharon Herb
Shaunda Boucugnani
Gail Irvine
Alletta Blount
Rachel Sommerer
Melissa McRoberts
Charles Williams
Laura Day
Blakelynn Johnson
Kristin Cabbage
Kolby Carter
Wordie Merritt III
Nicholas Reed
Shelby Groves
Christina Biscoglio
Amelia Beckerleg
James Gordy

WASHINGTON, DC
OLD TOWN TROLLEY TOURS
David Shaw
Yohannes Gebrey
Dana Garrett
Monae Young
Brandon Adams
Thomas Gifford
Maurice Lowe
Andre Varner
Kirk Kramer
Stephanie Taylor
Veronica Moody
Robert Massey
Destine Freeman

ARLINGTON NATIONAL CEMETARY TOURS
Gary Williams
Mohamadreza Nassehi
Gregory Longus Jr
Kawena Baxter

NASHVILLE
OLD TOWN TROLLEY TOURS
Kristi Fuseek
Larry Lee
Bradley Moyer
Jennifer Cripps
Michelle Riggs
Dustin Parson
Logan Fuseek
Ryan Vowell
David Whittemore
Amy Parker
Deborah Devoe
Randal Sanderson
Samantha Brinkley

WASHINGTON, DC
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Dana Garrett
Monae Young
Brandon Adams
Thomas Gifford
Maurice Lowe
Andre Varner
Kirk Kramer
Stephanie Taylor
Veronica Moody
Robert Massey
Destine Freeman

ARLINGTON NATIONAL CEMETARY TOURS
Gary Williams
Mohamadreza Nassehi
Gregory Longus Jr
Kawena Baxter

OCTOBER - DECEMBER

Fall 2019 27
# Key West

**Old Town Trolley Tours**
- James Dye, 3 years
- Norman Bruein, 5 years
- Thomas Ashley, 1 year
- James Glavine, 2 years
- Pamela Lewis, 9 years
- Frederick Lewis III, 1 year
- Richard Fox, 6 years

**Ghosts & Gravestones**
- Kimberly Adams, 2 years
- Nicole Hoey, 2 years

**Walking Tour**
- William Hancock, 2 years

**Conch Tour Train**
- Alyssa Audette, 2 years
- Vicki Clark, 20 years
- Joyce Dahlberg, 17 years
- Bruce Dodge, 28 years
- Taylore Gutierrez, 2 years
- George Litten, 3 years
- Melissa Litten, 2 years
- Robert Lutz Jr., 11 years
- Joe McGuire, 2 years
- Todd Picanso, 2 years
- Gregory Blom, 4 years
- Andre Fortin, 1 year
- Dominic Iannotti, 5 years
- Thomas Leroy, 4 years
- Eduardo Silva, 20 years
- John Turchan, 1 year
- Ross Downes, 2 years
- Ashley Dixon, 6 years
- Sheila Glavine, 2 years
- Abigail Mujica, 2 years
- Shelly Sottile, 1 year
- Jamie Stafford, 1 year
- Shawn Dehart, 1 year
- Gary Zimmerman, 5 years
- Jeffrey Wickizer, 2 years
- Carlos Valdivieso, 3 years
- Maureen Einstein, 4 years
- Tricia Richmond, 6 years

# Boston

**Old Town Trolley Tours**
- Thomas Grogan, Jr, 1 year
- Peter Jardin, 1 year
- Iryna Cordero, 1 year
- Robert Gibson, 14 years
- Tracey Paturzo, 5 years
- Matthew Cronan, 1 year
- Lisa Young, 3 years
- Brandon Parker, 3 years
- Anthony Labelle, 1 year
- Kevin Mickiewicz, 1 year
- William Chappell, 5 years
- Karolyn Jones, 8 years

**Boston Tea Party Ships & Museum**
- Amber Robitaille, 6 years

# Savannah

**Old Town Trolley Tours**
- Michael Lenze, 7 years
- Christopher Maudlin, 4 years
- Jacqueline Kelly, 14 years
- Michael Smith, 14 years
- Juanita Erksine, 9 years
- Ashley Gnann, 4 years
- Tommisine Hutton, 8 years
- Cassandra Kemp, 1 year
- Rance Shell, 9 years
- Bradley James, 1 year
- Paul Peters, 4 years
- Ryan Bolgan, 2 years
- George Hickman, 5 years
- Scott Leekley, 5 years
- Garry Patrick, 9 years
- Douglas Irvine, 3 years
- Jenny Shear, 5 years
- Julia Scott, 1 year

**Retail**
- Kelly Catlett, 2 years
- Steve Harmon, 2 years

**Ghosts & Gravestones**
- Hannah Eyre, 1 year
- William Wright, 1 year
- Oscar Floyd IV, 6 years

**American Prohibition Museum**
- Sean Ferrer, 2 years
- Michael Moore, 1 year
- Tiffani Williams, 1 year
- Travis Spangenberg, 6 years
- Lucy Hewitt, 1 year

# Nashville

**Old Town Trolley Tours**
- Kellie Douglass, 1 year
- Joel Hunt, 2 years
- Jeffrey Hutchison, 3 years
- Morton Wood II, 2 years
- Melissa Elliott, 5 years
- Beverly Flanders, 4 years
- Nathaniel Kingsbury, 4 years
- Mary Marshall, 4 years
- Shelby McCoy, 2 years

# San Diego

**Old Town Trolley Tours**
- Dale O’Brien, 12 years
- Alberto Guzman, 21 years
- Rodney Labranche, 21 years
- Barbara Harrell, 13 years
- Enrique Gutierrez, 2 years

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*The Nation’s Storyteller*
ST. AUGUSTINE
OLD TOWN TROLLEY TOURS
Elliott Alex, 4 years
Daniel Ferre, 2 years
Gregory Coleman, 6 years
Laurie Kovacs, 3 years
Tia Loftin, 3 years
Brett Milhorn, 6 years
Cheryl Scovel, 4 years
Joseph Skelly, 1 year
Richard Sowle, 5 years
Dianna Thackwell, 5 years
Kerry Wall, 3 years
Mark Lohnes, 8 years
Kelly Kratzer, 2 years
Yvonne Griffin, 4 years
Kathy Carlson, 9 years
Jennifer Johnson, 6 years

GHOSTS & GRAVESTONES
Christopher Kiamil, 9 years

ATTRACTIONS
Lindsay Gray, 6 years
Emanuel Shockley, 2 years
Stephen Slaughter, 3 years
Terry Herbert, 8 years
Gail Pearce, 1 year

RETAIL
Nancy Labossiere, 1 year
Jonaton Perez, 1 year

WASHINGTON, DC
OLD TOWN TROLLEY TOURS
Candice Brockett, 2 years
Hugh McAlloon, 1 year
William McBryar, 3 years
Andrew Smith, 12 years
John Snyder, 7 years
Juliet Tate, 6 years
Vincent White, 11 years
Wesley Thomas, 7 years
Natasha Moore, 4 years
Richard Stevens Jr., 1 year
Tanya Byers, 9 years
Ryan Arnold, 7 years
Stephanie Gray, 3 years
William Ruddick, 10 years
Howard Winfield, 15 years
Alexander Houck, 2 years
Yvonne Thower, 2 years

ARLINGTON NATIONAL CEMETARY TOURS
Keith Moore, 7 years
Eric Davis, 3 years
Solleen Stevenson, 3 years
Jacqueline Willett, 5 years
Omar Haimancharca, 5 years
Jacob Dievendorf, 1 year
John Morrison, 7 years
Paul Sullivan, 1 year
David Topp II, 3 years
Stephanie Graves, 5 years
Cathy Young, 5 years

HISTORIC TOURS OF AMERICA
Alexander Fernandez, 3 years
Andrew Laird, 24 years
Alexis Rodriguez, 2 years
Ronny Oakes, Jr., 4 years
Ryan Darrah, 12 years
Jerry Miller, 7 years
Joseph Moyer, 39 years
Jennifer Gregg, 11 years
Toni Walser, 4 years
Magdalena Janicka, 15 years
Debra Schepp, 29 years
Ivan Managan, 1 year
Angela Kaffenberger, 3 years
Stacey Jackson, 5 years
Mary Potter, 3 years
Lawrence Seymour, 1 year
Marion Casas, 31 years
Freddy Varela Jr., 8 years

TROPICAL SHELL & GIFT
Markhabo Alovatdinova, 3 years
Lisa Chubbuck, 8 years
Curtis Craig, 23 years
Svitlana Gladka, 8 years
Nelson Nodal, 22 years
Kristina Shephard, 4 years
Andrea Whyms, 1 year
Dalí Agelosanto, 25 years
Kelly Summers, 13 years
Stacy Gilbert, 1 year
George Lawrence III, 4 years
Lisa Quast, 7 years
Jean Louivil, 1 year
Magdalena Witzczak, 24 years
Robert Basista, 14 years
Thomas Jordan, 2 years
Iulia Cristea, 1 year
Johnny Cineus, 2 year
Patrick Lee, 9 years
Irina Bors, 1 year
Sharon Cross, 1 year
Kathleen Luck, 11 years
Oleksandr Fedoryshyn, 2 years

KEY WEST AQUARIUM
Genya Yerkes, 3 years

TRUMAN LITTLE WHITE HOUSE
George Lennox III, 9 years
Michael Vereen, 1 year
Robert Wolz, 34 years
STAYING POSITIVE

GARRY PATRICK, GENERAL MANAGER

Every day our company has the ability to make a guest’s vacation through going that extra mile. Whether we are giving guests the pickle or taking a little bit of time to ask them how their day is going, our reward each day should be putting a smile on our guest’s face.

Some of the best vacations I have ever had usually start with a good story related to the hotel I stayed at or a tour I went on or a place I visited and the people I met. Often it’s the little things we do that seem most memorable. We have the chance to be part of these stories with our guests and make memories. I see it every day in the depots or on the trolleys. I see our CAST genuinely having a good time and interacting with visitors to our city. I am thankful that our company philosophy allows us to empower our CAST to make things right when they see an opportunity to fix a problem. I recently witnessed three different sales representatives in the course of a day and I was so pleased to see how happy they were on a slow day. They could have been upset about the amount of business they weren’t doing or the weather, but they were happy in their jobs and putting on a happy face for all the world to see. When I look around the Savannah Operation, I see happy, positive people and I feel so lucky to be working alongside them. We have been so fortunate in Savannah with our weather and the number of guests visiting during our winter months. As travelers sail up and down I-95 each day, we have seen steady traffic and goal breaking days through our traditionally quieter months. I know the conductors and sales representatives have enjoyed this trend.

Our Holiday Party was a blast this year and I want to thank all the CAST who attended.

I would also like to thank Ed IV for getting us four new Molly Trolleys before the start of our season. We now have 32 of these wonderful vehicles to kick off our new fiscal year and I am really appreciative to everyone involved for updating our fleet over the last few years.

Keep up the great work Savannah! You make coming to work each day so enjoyable.

TOOL KIT REMINDERS CAN BE FOUND ALL AROUND OTT SAVANNAH

TOOL KIT EXERCISE

KAYLA BLACK, MUSEUM MANAGER

Here at the American Prohibition Museum and Congress Street Up, we have been really adhering to the HTA ToolKit that was rolled out for us just recently. One exceptionally fun exercise we did was for each CASTmember to draw names out of a hat and then to write something that they appreciated about their fellow CASTmember. We had a lot of really good and heartfelt notes written from one CASTmember to another. Lucy Hewitt is really taking the ToolKit to heart, keeping the note on her clipboard at night while welcoming guests to the speakeasy.

HALLOWEEN

JUSTIN KENT, GHOSTS & GRAVESTONES OPERATIONS MANAGER

As one would assume, October is Ghost & Gravestones favorite month. We had a very successful October, and enjoyed every minute of it! Our very own Steve Curler helped out with decorations for our October CAST meeting, and wowed everyone! And, of course, we love costumes!

Georgia’s first female execution recognized
Colonel Stiles haunts the Andrew Lowe house
HTA carved pumpkin

Hannah Eyre shows her undying respect for the best boss she’s ever had by dressing as Justin Kent
FALL OF FESTIVALS
LAURA ROSS, GROUPS AND CHARTERS

During the month of October our Groups and Charters department was busy out and about in the community. We attended the Georgia Southern Benefits Fair on the Statesboro Campus of Georgia Southern University. GSU in Savannah and Statesboro, has been a great charter customer and partner. We were excited to be a part of their benefits fair for their faculty and staff!

As part of our continued partnership with the Savannah Master Calendar and our other Master Calendar Partners, the Groups and Charters department attended a community event benefitting the fight against breast cancer and supporting the Susan G. Komen. All proceeds from this event stayed within the Savannah community.

We partnered up at the end of the month with our Vendor department for the Halloween Cookie Program! Both departments visited customers and vendors in Disney themed costumes to deliver sweet treats in appreciation for all they do for Old Town Trolley!

Heading into November, the Groups and Charters Department helped with set up for the Savannah Food & Wine Festival. This festival is the largest fundraiser of the year for our Tourism Leadership Council. We also sponsored the Savannah College of Art and Design Film Festival this year. Old Town Trolley had great exposure at all of the festivals and we enjoyed being able to attend them and take our customers to all of the special events.

CHEERS TO US
KAYLA BLACK, MUSEUM MANAGER

We had a really great fall here at the Prohibition Museum and Congress Street Up. Lots of events, lots of Cocktail Classes, lots of happy guests! New CASTmember Zach Schulz has become the newest member of the Safety Committee. Sean Whaley and Sean Ferrer both just passed their two-year anniversaries with the museum and Tiffani Williams and Mike Moore both celebrated one year. Also celebrating are Jason Graham and Paul Rabe (recently promoted to Head Bartender) who competed in the Savannah Food and Wine Bartender's competition. Although only one person could win, we were happy it was one of our own! Congrats to Jason on his big win with his Aperol cocktail.
In October we held our scaFUNger hunt, where CASTmembers scouted around town to take pictures with the answers to clues given for some fun rewards. Thanks to all those that participated! Enjoy the fun pictures! A few even found a grave belonging to a Jim Rafferty...our Depot Sales Manager is also Jim Rafferty...hmmmmm, is this a sign?

Filming Underground Railroad outside of our store front

UpdAtING TROLLEYS
JUSTIN KENT, GHOSTS & GRAVESTONES OPERATIONS MANAGER

We're in the cold months again, and we don't run quite as many tours a night. But, we keep busy! We do LOTS of training, and we take time to decorate our trolleys! We have a very talented artist on staff (Steve Curler) and he is hand painting ghostly figures on our ghost trolley, and they look fantastic! If you are ever up in the Savannah area, come check out this very unique trolley!
We welcomed back the Rock & Roll Marathon to Savannah in the fall for another year. Our annual “Show us Your Bib” program was a success as we had many of the participants take advantage of the promotion. Every year all runners check in at The International Trade and Convention Center. The race has us coming to work at 3am and shuttling runners until 3pm. It is a long, complicated day, but our cast always makes us look good. We staff a booth at the check in location and Tramaine McCombs did an outstanding job selling trolley, ghost, APM, and shuttle service. I would also like to thank Gabrielle Heintzelman from the APM, and Stephanie Courtney from Admin, on helping out with shuttle sales. Thank you ladies.

We had a great Thanksgiving weekend, with ridership in the 1,800’s. As this is one of our busier weekends of the year, we had all hands-on deck. Our annual Sights & Lights Tour allowed guests to experience the Isaiah Davenport House and The Massie Heritage Museum. This year our CAST participated by making gingerbread houses and were on full display for all our guests to enjoy. Many thanks to the staff of The Isaiah Davenport House and The Massie Heritage Museum for a great experience for our guests during the holiday season.
Nights of Lights Media Night Founding Partners Charles Cox (San Sebastian Winery), Cindy Stavely (Colonial Quarter and Pirate & Treasure Museum), Joni Barkley (Casa Monica Hotel), Dave Chatterton (Historic Tours of America), Kimberly Wilson (Casa Monica Hotel), Phil McDaniel (St. Augustine Distillery)

Nights of Lights of America once again was the Platinum Sponsor for the official Nights of Lights Kick Off event at St. Augustine’s Government House

Conductor Alison who had the honor of driving the first tour of the season

Warm cider and sugar cookies were enjoyed by all of our guests

Snickers (aka Stephen Mitchell), Shaunda and Sydney Boucugnani, Emmanuel Shockley, Melissa McRoberts (in front)

The SJCCA Chamber

Lindsay Gray and Dave Chatterton

Sydney and Shaunda Boucugnani with two guests
To all of our friends and industry partners, thank you for helping us celebrate Old Town Trolley St. Augustine’s 18th Anniversary Party! It meant so much to us to see so many familiar faces coming out to help us celebrate. We’re hearing from everyone that you all enjoyed the party! So did we! A special thank you to our sponsors: Mint Magazine, Ancient City Brewery, Raintree Restaurant, Colonial Quarter, Spice & Tea Exchange, City Gate Spirits, St Augustine Distillery, San Sebastian Winery, Pepsi and Hybrid Design.

For more photos visit: https://bit.ly/StAugustineAnniversary
OLD TOWN TROLLEY TOURS of WASHINGTON, DC

OUR NATION’S CAPITAL

ERIC WHITEHEAD, OPERATIONS MANAGER

As the leaves fall from the trees, the sky turns gray, the days get shorter and shorter and as you begin to realize that you leave home for work in the dark and return home from work in the dark, what can you do to stay happy and feel joyous? What can you do to make yourself feel good inside and out? What can you do to rid yourself of the Winter Blues? Well, you could call Elisa Levy or send her an email and she can certainly give you some ideas on how to lift yourself up. Or, you can put into place the tools that we have been talking about for the past year or so. Has it taken a hold of you yet? Are you embracing it? What am I talking about? Your Toolkit Training of course. Your Toolkit can get you through the winter with ease if you only believe. Think back…. If you remember back to some of our initial training, Elisa says that this definitely would work for us, not just on the job but in our personal lives as well. If you would just buy in and use it to your advantage you can rid yourself of the Winter Blues. Take for instance, in the very beginning Elisa talked to us about “Feeling good every day of your life”. She told us that every day may not be good but there’s something good in every day. That’s powerful if you will use it and make it a part of your daily thought process. Remember when she told us to “Have a great attitude every day”? Do you know how much your attitude can help you to alter the perception of your day and how good it could make you feel on the inside? If you will just keep in mind the five secrets to a great attitude, I promise these dark and dreary Washington, DC winter days will go by faster than you could ever expect them to if you would just: Choose it – Perspective – Gratitude – On stage face and Random acts of kindness.

LORETTA PINKNEY, OPERATIONS MANAGER

Every year, Arlington National Cemetery participates in the long-standing tradition of placing wreaths on every grave marker, memorial and niche column, called Wreaths Across America. Arlington Cemetery Tours assists in this effort by providing special transportation for the truck drivers who come from all over the United States to deliver over 300,000 wreaths for this awesome event. This year was no different, with over 39,000 volunteers converging on the cemetery, to make sure that all gravesites received the recognition that our military so greatly deserves. We have been honored to be a part of this for the last 5 years, and one of the reasons it means so much to me in particular is because of one extra special gravesite in Section 66 of the cemetery. My parents were both Air Force veterans, and my father and stepmother are interred here at Arlington. SSGT Frederick S. Reed served in both Korea and Vietnam. He also served during the funeral of President John F. Kennedy. After joining the military at the age of 16, he served over 20 years in the Air Force. He then went on to a successful career in the Federal government, working for the Civil Service Commission, the Office of Personnel Management, and the Merit Systems Protection Board. Being able to visit him on a daily basis is one of the perks of working at Arlington Cemetery.

DDC MEMBERSHIP HOLIDAY PARTY

BOKAI ROBERTS, SALES COORDINATOR

This past holiday season Destination DC invited Old Town Trolley and Arlington National Cemetery to their Membership Holiday Breakfast. The party was hosted at the Hillwood Estate Museum and Garden, in Northwest DC. OTT provided transportation for all guests that requested it, from the nearest Metro station. As a form of gratitude, DDC provided what they called a Trolly Toddy to guests. I should add that they were quite delicious, as well. As the party went on, gifts were given, raffles were called, and companies in attendance were honored for their services to the community. Best believe that there was more to this outing than food, prizes, and drinks. Our hosts, Hillwood Estate, provided us with access to the grounds. Hillwood Estate was owned by Merriweather Post, of Post Cereal fame, who to came amass one of the largest private collections of Romanov Dynasty art, jewelry, and clothing. Aside from the art and Faberge eggs, her home is also a window into life of old American wealth. Beyond the museum, there is a photo gallery and botanical garden, free for anyone to explore. Given more time, I could see Hillwood Estate being quite an adventure in my free time. Overall, Sean, Stephanie, and I had a great time and Hillwood Estate, Museum & Garden is a place I’d recommend to anyone looking for some historical escapism.
We all get a little bored sometimes, even in this exciting and fast-paced business of hospitality. It can be easy to find yourself stuck in a rut, blurring out the same lines of the same stories for the thousandth or millionth time. Even your jokes can feel bland on your tongue as they elicit the few pity-chuckles from the crowd for the hundredth time. It’s easy to forget that these tours that we’ve crafted are our own and, while it’s our hundredth time pointing out the Bushes at the White House, for our guests it’s their first. It’s their first time hearing the detailed account of the Lincoln Assassination. It’s their first time learning these facts that we’ve spent our careers reciting. Recently, I found myself reigniting one of my other passions: Dungeons and Dragons. Those of you who know me, and those of you that have simply caught a cursory glance of me, can tell I’m a huge nerd. So, when the opportunity arose this summer for me to DM my own campaign, I leapt at the opportunity. And as I sat there, telling this half-orc, elf, and dwarf about the cavern of goblins they were going to be fighting, I watched my friend’s eyes light up, and instantly recognized that look. It was the same look I’ve seen countless times in my driver mirror as I’ve spun the golden thread of a story that is our city. The shooting of Andrew Garfield and his slow, gruesome death at the hands of his physicians, has the same oohs and “ahhs” as the brilliant views of the DC skyline as we approach the Iwo Jima memorial. It took my first time of being a Dungeon Master to rekindle the spark of storytelling in my driver mirror as I’ve spun the golden thread of a story that is our city. The shooting of Andrew Garfield and his slow, gruesome death at the hands of his physicians, has the same reaction as the Tavern Owner relating his tales of woe at the hands of the goblin hoard. The undead masses attacking the village in the middle of the night elicit the same oohs and “ahhs” as the brilliant views of the DC skyline as we approach the Iwo Jima memorial. It took my first time of being a Dungeon Master to rekindle the spark of storytelling in my trolley tours. We are the Nation’s Storytellers, and it’s important to not lose that spark. Every tour you give is a first for somebody.
The "Red Balloon" and the "5-5-5 Rule" were the parts of the Toolkit that I always had the most trouble with. I have always taken criticism personally. How can you not feel something when you have personally "ruined" a family's vacation, by being 5 minutes late? It's hard to not carry the baggage of that family who saved the Capitol tour for Sunday, only to find out from you that the Capitol is closed on Sundays. When the toolkit training came along, and Elisa got up there all peppy with her tips for dealing with irate guests, I was skeptical. I take our responsibility to our guests and care for their vacation very seriously. We have the power to make or break their visit to our cities, and you want me to let it go? It took a little time, but eventually I got it. We're not just letting it go, but allowing that balloon to deflate. Putting the issue into perspective with the 5-5-5 rule isn't about just letting it go. We can still take these criticisms and work with them. We can use them to improve and better ourselves and our operations. We just need to keep them from getting under our skin, poisoning our overall mood, and tarnishing our future interactions. So, I thought about the old saying "Like water off a duck's back". I think it works pretty well to describe what we're actually trying to do with the Red Balloon and 5-5-5. When a duck goes into and out of the water, it gets wet, there's water there, in droplets, on the duck's back. It doesn't just disappear, but it sits there on the surface of the feathers. The duck still has to preen, to clean the water off, but what doesn't happen is the water getting down to the skin and the down. It doesn't affect the duck's ability to fly. We are the duck, those upset guest comments are the water. Can preen, and clean the water off, making improvements to our operations, but we don't let that water down to our skin, and our down, so we can still fly. Let that Balloon deflate, and remember will it matter in five minutes, five days, or five months?

December is always such a great time in the city. The number of visitors, decorations, and the overall atmosphere that permeates the area makes the city just a wonderful place for our guests to experience. The highlight of this season was the Monuments by Moonlight tour during which our guests saw many different lightings around the area that they normally would not see – such as the wreaths at Union Station and the National Christmas Tree located on the Ellipse. So many of our guests commented on how beautiful all of the decorations were and how nice it was to see things they would not normally see at any other time during the year. All of our sales reps worked extremely hard promoting our tours. They did a great job of “prospecting” for potential customers and benefitted a great deal from the training provided by Elisa Levy. It was great to get some of her insight and to be able to utilize many of her sales techniques which she shared with our CASTmembers. The results were good and we had a very nice sales month. We are also having our breakout meetings in which we review our sales skills such as “Selling with Passion”, “Prospecting”, and “Upselling”. Two new CASTmembers joined our sales team, Destine Freeman and Robert Massey. Both having been doing very well and have done a great job out at the sales depots. This season proved to be an exciting and wonderful time of the year as we had an above average month and hopefully made it an enjoyable and memorable time for all of our customers.
Our CASTmember Appreciation Celebration was a success. We gathered at Ruth Chris steakhouse in downtown DC to celebrate our season and its success and those that contributed to that success. There were cast members from all of our Operations present, Old Town Trolley Tours, Arlington National Cemetery Tours, the DC Duck Tours, our Washington Welcome Center retail store along with lots of friends, family and invited guests. It was a grand celebration. We honored our CASTmembers with their 5, 10, 15, and 20 year service pins which is always exciting. There were also some great giveaways to include a 50 inch smart TV, an Apple Watch, a nice Bluetooth speaker and some other really nice gifts. There were also some gift cards given away valued at $100, $200 and $300. After all of the business was done, the music began and people danced the night away. Again, it was a grand time had by all.

ERIC WHITEHEAD, OPERATIONS MANAGER
VETERANS DAY PARADE

ERICRA FROST & JEANETTE RENNING, GROUP SALES

Old Town Trolley and SEAL Tours donated five Trolleys and one SEAL to our local Veteran’s organizations that need transportation in the 33rd annual Veterans Day Parade. This year we have the honor of transporting on our Trolleys the local chapters of the following Veterans organizations: Distinguished Flying Cross Society, the American Ex-POWs, the Military Order of the Purple Heart, San Diego Honor Flight, the Mount Soledad Memorial Association and the SEAL will be carrying the Vietnam Unit Memorial Monument Fund. We are honored to be the preferred company that these amazing organizations select to transport these heroes. The theme for this year’s parade is “Lift Your Voice for Veterans!” and OTT is proud to be a (small) part of this time-honored tradition.

OREON BEACH HOLIDAY PARADE CHARTER

ERICA FROST, GROUP SALES MANAGER

‘Tis the season to be jolly, why not ride on an Old Town Trolley? Our yearly holiday celebrations include participation in some of our local Holiday Parades. Kicking off the season there was the 44th annual Coronado Holiday parade and OTT was well-represented as our Trolley added to the already-festive atmosphere! For 40 years, our quaint little surfing village of Ocean Beach (affectionately referred to as “OB”) has hosted one of the best Holiday Parades in SoCal. On Saturday, December 7th, Newport Avenue is lined with colorful OBceans and visitors all eagerly awaiting the commencement of the 39th Annual Ocean Beach Holiday Parade; the theme this year is ’Miracle on Newport Ave’! Once again, we had the honor of hosting our Mayor, the Honorable Kevin Faulconer, on our white wedding Trolley “Bella”.

Trolley night out at the Padre’s game was enjoyed by all. Padres fell short to the LA Dodgers 6-4. What a great way to kick off the new year!

NIGHTS OF LIGHTS

David Thornton, Rik Ross, Rose Morgan, Keith Kelly, Charlie Hoggquist and Daniel Looney warm up for a fun night out on the Lights & Sights holiday tour.
Another successful “Día De los Muertos” or “Day of The Dead” celebration took place over the first weekend of November in Old Town San Diego, and the Old Town Market played a big part. The holiday is believed to be mostly celebrated in Mexico; however, it has been well documented that many other countries celebrate the holiday in their own way. The multi-day holiday takes place November 1st and 2nd and involves family and friends gathering to pray for and remember friends and family members who have died, which is believed to help support their spiritual journey. Death is viewed as a natural part of the human cycle, not as a day of sadness but as a day of celebration because their loved ones are awake and celebrate with them. It is common to set up an altar with the picture of the loved one and things they may have enjoyed, like their favorite, food, drink, and clothes. The Old Town Market staff mounted their own Altar which was enjoyed by all of our visitors and community members were invited to display photographs of their departed loved ones. The weekend proved to be a great cultural and entertaining experience for all whom attended full of music, food and plenty of face painting!

Here They Come, There They Go

Santa Claus is coming to town! I mean Risk Management... But they have a list and you better believe they are checking it twice! This October we will receive all kind of visitors but a few special guests came to town. Bill Meagher, Jim Lamberson, and Julie Leonard came from across the country for our annual safety audit. They were accompanied by representatives from Liberty Mutual who brought a lot of great insight to our operation and safety culture here in San Diego.

The visit was highly productive and brought new eyes and new ideas to take what we do here in San Diego and improve up on it! One of the big highlights for the visit included a workshop led by Derek Spain of Liberty Mutual for mirror checks. Because we are tight on space here in San Diego this was a huge help to gain the knowledge of how to make a mirror check station that can be set up in seconds in any location. We had conductors, mechanics, and SEAL captains participate and all took away a better understanding of mirror placement and why that placement is so important!

We take pride in our operation in San Diego, but do not want to rest on our laurels. A lot of the safety risks observed by Risk Management and Liberty Mutual are items we will look to improve upon in the future. Here, we know there will always be room to improve upon to keep our CAST, guests, vehicles and others safe. It appears that everyone will make the good list this year and won’t be getting any coal in their stockings, because we believe in, “Safety! Safety!! Safety!!!”

Father Joe’s Village to OTM

We welcomed the children of Father Joe’s Village to our Old Town Market for a special celebration with about 30 kids age 4-11. This yearly event is our way to give back to the community by donating toys to children during the holiday season. These toys are donated by our CAST and partners to ensure everyone has a gift to open. There was pizza, a piñata, and even Mr. and Mrs. Claus handing out gifts to every single child. At the end of the party, the children get to enjoy a private “Holiday Lights and Sights” tour with conductor Robert Hatcher before heading back to Father Joe’s Village.

This centuries-old tradition was celebrated in Old Town San Diego State Historic Park again in December 2019. The Park Merchants Association reenacted the biblical journey of Mary and Joseph through the town of Bethlehem. The event began in the afternoon with carolers and children’s choirs in the state park, with the live theatrical procession starting at Sundown. There was a piñata party for all the children in the park’s activity area. The Old Town Market was at the center of it all distributing and lighting candles throughout the night’s procession and showcasing Jorge Chinolla, an internationally known opera tenor from Tijuana, Mexico.
Santa, played by Christian Perez Navarro, takes a quick nap.

Fleet Manager Albert Guzman at the annual Wellness Fair.

CAST members got into the Halloween spirit!

Our SEAL crew with the Fraternal Order of the Real Bearded Santas.

Head SEAL Justine Davis looking snappy!

These buoys (Captain Fozzi Ozeta and Mate Bob Ross) are always onboard for having a good time!

Chris "Curly" Chiotras was given an appreciative send-off!

The Maintenance and Detailing crew enjoying lunch!
CASTmembers in San Diego attended the company’s annual party at the Bali Hai Restaurant, located on Shelter Island. This Luau-themed event included Polynesian dance entertainment, island-style music, and food, as well as spectacular and one-of-a-kind views of the San Diego skyline from across the bay! CAST members had the chance to win a variety of cool prizes, and outstanding achievement awards were presented. What a great way to kick off the near year!

ALOHA! SAN DIEGO CELEBRATES AT ANNUAL CAST PARTY

NICOLETTA MEO-COOK, ADVERTISING & MARKETING COORDINATOR

CASTmembers in San Diego attended the company’s annual party at the Bali Hai Restaurant, located on Shelter Island. This Luau-themed event included Polynesian dance entertainment, island-style music, and food, as well as spectacular and one-of-a-kind views of the San Diego skyline from across the bay! CAST members had the chance to win a variety of cool prizes, and outstanding achievement awards were presented. What a great way to kick off the near year!

OCEAN BEACH HOLIDAY PARADE CHARTER

DAVID THORNTON, OPERATIONS MANAGER

Old Town Trolley San Diego had the honor of having the San Diego State University Aztec Twirlers on board our Trolley for the Holiday Bowl Parade. The Aztec Twirlers are part of San Diego State University’s Marching Aztecs and are one of the premiere marching bands in the Nation and pride themselves on being ambassadors of SDSU’s “Standards of Excellence”. This highly respected campus organization represents over 30 academic majors that perform at home football games, school Bowl Game appearances, NFL games, and have been featured in television, film, and print media publications. Recognized as “America’s Largest Balloon Parade,” the Holiday Bowl Parade features more giant helium-filled character balloons than any other parade in the country. Over 100,000 spectators filled the streets along the Embarcadero on a picture-perfect sunny day.
The 246th Anniversary and Annual Reenactment of the Boston Tea Party was held on Monday, December 16, 2019. In 2018, we began a project to place commemorative markers at the gravesites of known Boston Tea Party participants. We focused on the 4 main burying grounds in Boston – Central, King’s Chapel, Granary, and Copp’s Hill. This year, we expanded our reach to communities outside of Boston including Cohasset, Worcester, Salem, Lynn, Medford, Cambridge, and Charlestown. Many of these communities have embraced this project and hosted us for small ceremonies throughout November and December. These markers will become permanent fixtures within many of these burying grounds as well. By the 250th Anniversary of the Boston Tea Party in 2023, our very ambitious goal is to place a commemorative marker at the gravesite of every known Boston Tea Party participant. We have the great opportunity to portray these mostly unknown individuals each and every day here at the BTPSM and are happy to honor them in this way.

Under the guidance of Lisa Hurd, our retail store became one of the best shops in the city! Lisa’s hard work and dedication has taken her onto a buyer role with Tropical Shell & Gift in Florida. We welcomed Jessica Marten into the role of Retail Manager and to our management team. Additionally, we welcomed Ash Wagner as our Wardrobe Manager in August and we are excited to see the beautiful clothing that she will continue to create for our historical interpreters!

Our Maintenance team is working fast and furiously to complete work on the transom of the brig Beaver. Dan O’Neill, Site Manager, and Eric Abrew, Asst. Site Manager, have been working with Master Shipwright, Leon Poindexter, to replace planking on both of our vessels to mitigate any rotting that may be occurring. The transom, the flat surface forming the stern of a boat, on the brig Beaver has been the main focus for the last couple of months. Additional team members, Luis Cardona, Jake Jordan, and Drew Gratz, have been learning many new skills related to the ships and are continuing to do great work on the never-ending necessary site tasks.
The evening began at Old South Meeting House with the “Meeting of the Body of the People” inside of the building and the Town Crier brought news to the crowds amassed outside. The Ladies of Boston (both Patriots and Loyalists) took to the stage to debate these issues and the happenings of the meeting. Following these presentations, our crowd control volunteers helped to set up the parade formation and led by junior fife & drum corps, we marched through Boston’s Financial District down to the waterfront at the Boston Tea Party Ships & Museum. In the days prior, bleacher seating was erected along the Harborwalk at Atlantic Wharf for 900 individuals thanks to the great work of MARR Crane & Scaffolding of South Boston. Once our guests were seated, the lights went up on the “Destruction of the Tea” and tea chests (filled with actual tea!) were tossed into Boston Harbor! (Our tea chests are built with false bottoms filled with Styrofoam so that they’ll float and all detritus is retrieved by members of our Maintenance team aboard a Boston Harbor Cruises water taxi.) The Boston Tea Party Reenactment is an exciting night for our entire cast and we are so thrilled to continue to put on such a wonderful production year after year. Our partner, Old South Meeting House, recently merged with the Bostonian Society (Old State House) to form a new entity entitled “Revolutionary Spaces” and we look forward to growing this new relationship! A big thank you to all involved in this event – amazing performances by our Historical Interpreter/Actor cast members, safety and crowd control help by the cast members in Customer Service and Retail, tremendous logistical work by our Maintenance Team, delicious food and drink prepared by the Tea Room cast, and of course, we couldn’t do this without the support of Historic Tours of America!

All photos by John Collins Photography
DENISE BRYANT
SAVANNAH, GA
My name is Alexandria Denise Bryant. I was born in Savannah and lived here for all of my life except for a few years in Florida. When I left Savannah my mother told me I could always come back. My husband and I had three children while we lived in FL before moving back in 1988. I worked at the famous Mrs. Wilke’s boarding house for many years. In 2002, Mrs Wilkes decided to close. My daughter saw an ad for tour conductors. I told her I wasn’t planning on working right away, but she had submitted an application for me. A couple of days later I got a called from Kenny Gresham who convinced me to come in for an interview. He gave me a hard sale on the job being a perfect fit for me. After riding on the tour I decided it looked like something I wanted to do and I’m still here 17 years later! I enjoy coming in and showing our guests my hometown, engaging with them, and treating them the way I would like to be treated. We have a good ole time!

What or who is the greatest love of my life? Jesus Christy my Lord and Saviour is the greatest love of my life.

If I could choose one reality TV show to be on, what would it be? Swamp People.

What do I most value in my friends? Honesty and integrity.

Which talent would I like most to have? Not so much as a talent but I would like to make the world a better place. No hatred, no sickness, no crime or poverty.

If I were to die and come back as a person or thing, what do I think it would be? I would come back as myself in my “glorified body”.

CHARLES WHELAN
ST.AUGUSTINE, FL
I moved back down to Florida in early March, 2014, to help my sister in San Mateo, Florida. She had recently lost her husband at that time. I stayed until late January, 2018, and moved to Saint Augustine, Florida. I worked as a volunteer at a food ministry and done some handy man work around town. I looked for some steady part time work and ended up having the pleasure of starting at Old Town Trolley in June, 2018. At this time, my favorite vacation spot is Saint Augustine, and the hills of Alabama. Isn’t it good when you awake where you live and feel you’re on vacation?!

The greatest love of my life is God and family. If I was to ever leave Saint Augustine, I would move back to the hills of Alabama. I wrote a song some years ago, and I would have to say it’s my favorite one. The CAST here at OTT is my second family. The meaning of team player holds strong here. Oh, by the way, the name of my song is, “Can’t You Hear the Angels Singing”.

What brought you to your city? For years I’ve always wanted to come back to St. Augustine. Guess what… Bobalew is back! Ha!

What is your favorite vacation spot? I love St. Augustine. I really believe this would be my favorite vacation spot year round..

What do you consider your greatest achievement? My greatest achievement is God and Family. Had ups and downs (more ups, I might add).

If you could choose one reality TV show to be on, what would it be? If it still airs, it would have to be the dating game

If you had to eat one thing for the rest of your life, what would it be? If I had to eat one thing only for the rest of my life, it wouldn’t be hard-tack, but steak!

LAURA CANNELA
KEY WEST, FL
If you could meet anyone, living or dead, who would you meet? Sylvia Earle, she pioneered the women’s diving industry

If you won the lottery, what is the first thing you would do? I’d buy the Key West Aquarium!

If Hollywood made a movie about your life, who would you like to see cast as you? Anne Hathaway

If you had to eat one meal, every day for the rest of your life, what would it be? Tacos.

If you could learn to do anything, what would it be? I’m a 90’s kid so I would love to be proficient in extreme sports and be in the X Games

Top three life highlights? Moving to the Keys, graduating college and the first time I went scuba diving

What is the most important thing you have learned in the last five years? Always read the manual and the directions first!

What is the one place you would tell a visitor in your city that cannot be missed? Higgs Beach for snorkeling
Hello Nation’s Storyteller, I’m Bokai of Old Town Trolley DC. In June of 2018, I came to Trolley as a Depot Sales Representative but I’m proud to announce that I am the new Sales Coordinator for OTT DC. I’m originally from Providence, Rhode Island but Maryland has been my home for the last twenty years. After spending some years living in New York City, I relocated in 2017, back to the Washington D.C. area. It wouldn’t be until a year after moving back home that I would find Old Town Trolley. However, outside of work I’ve always thought of myself as an avid reader, especially of fiction. During my commutes and whenever I get some free time, I try to get as much reading in as I can. During our slower season, I try my best to make trips up to New York and Philly to visit friends. All in all, I’m glad to continue growing with Trolley and I’m looking forward to another year.

Who is your favorite author?
My favorite author would be Kurt Vonnegut. Not many writers can make you laugh like he can.

Which living person do you admire most?
I would say Malcolm Gladwell, one of the greatest modern writers of our time.

What is the greatest love of your life?
The greatest love of my life would have to be writer/storytelling.

Which talent would you most like to have?
I often wish I was really good at painting or illustration.

What is your favorite vacation spot?
My favorite spot is anywhere involving warm weather and a cabin of sorts.

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What brought you to your city?
My daughters

What is the greatest love of your life?
My husband – he keeps me smiling

What is your favorite song?
You're my Angel (Brooks and Dunn)
The Nation's Storyteller

CASTMEMBER SPOTLIGHT

T. FLOYD
SAVANNAH, GA

I was born in Macon, GA and have lived most of my life in Georgia. My family moved a lot in my early years due to my father being in the ministry and going to Medical School. In fact, I attended 17 different schools before graduating from high school. I think that's where I learned to communicate with people I don't know and it has helped me in all my careers. I graduated from Shorter College with BEd and received my MEd from West Georgia College.

Old Town Trolley is my 5th career and it is the most fun. I was a school teacher for 18 years. Those years helped me when training a new sales rep. My husband and I were self-employed for 18 years. I was the only Administrative Assistant for a Honda Transmission Plant for two years and then moved on to manage a boutique for seven years before coming to Savannah.

Our son graduated from SCAD twice, so we came to visit Savannah often. As most people, we fell in love with the city. About eight years ago all my family moved here except me. I stayed behind due to my father being in a nursing home. I came two years later. My husband became a conductor and then our son entered the ghost program and is now the face of Ghost & Gravestones in Savannah. When I was able to move, I became a sales rep. I just celebrated six years.

Who is your favorite author?
James Patterson

What is your favorite vacation spot?
St. Augustine

Who or what is the greatest love of your life?
My husband of 52 years

If there was one place you would like to live besides your current city, where would it be?
St. Augustine

What is your favorite song?
Time in a Bottle

RODNEY FOSTER
SAN DIEGO, CA

I was born in South Carolina, and moved to San Diego when I was two years old because my father, who was in the Navy, became stationed here. I grew up in North County San Diego, attended Mira Mesa High School, and lived across the street from Chef, one of Old Town Trolley Tours’ original CAST members, who we knew as Mr. Abtecker. All through school, I played sports. By middle school, many thought I was destined for the big leagues. Baseball was my passion and I had dreams of the Major Leagues, but that was not to be. After school, I began working in construction. Not long afterwards, my first child, Dominique, was born and I learned what true love was. Dominique had some medical issues, and although we were pulled apart for some time, we maintained a close relationship. During this time, my friend helped me get established in LA and I was able to work with Warner Brothers for several years in the production department. Meanwhile, I met Samantha, who also fell in love with Dominique. Sam also had a child: Isa was four years old and is one of the coolest people I have ever known. Over the next six years or so, Sam and I grew closer and our family grew too: we had Aazlyn, and 18 months later, our twins Aalysia and Jaasmine were born. We also moved to Riverside County, where Dominique was living with my mom. About a year later, tragedy struck our happy family unit when Dominique became ill and passed away. It took a little soul searching to decide where to go from there. While I retreated to LA and threw myself into TV and movies – often working more than 70 hours a week and rarely seeing my kids - Sam moved the rest of the kids back to San Diego. My priorities began to change, and I understood that the real success in life is the love we experience. It didn't take me long to see that my family is my priority. I took the steps needed to change industries. I went to truck driving school, got my Class A license, and found Old Town Trolley Tours. I moved to San Diego, and now get to see my family every day. I am an important part of my kids' lives and I would have it no other way.

Who is the living person you admire most in the world?
The living person I admire most in this world is my mom. She is amazing. Not only did she raise me and my three siblings by herself, she made it possible for me to spend some very good years with Dominique.

What is your most treasured possession?
My most treasured possession is a heart charm made of ivory. I had given it to Dom. When she passed, I put one side around her neck and keep the other in my wallet.

What do you most value in your friends?
Loyalty and honesty. They have had my back through the good times and the bad, but have never held back to let me know when what I was doing was not the best thing.

What is your favorite song?
My favorite song is "Man in the Mirror" by Micheal Jackson. It reminds me to keep looking at myself honestly and make changes when needed.

If you had to eat one thing for the rest of your life, what would it be?
If I could eat one thing forever, it would be lobster, but that won't happen, because I have four kids with me now and it's expensive! Also, Sam is allergic to shellfish so there is no way we can go eat that on special occasions.
Kyle West
Nashville, TN

My name is Kyle West. I grew up in the small farm town of Lynn, Indiana. I moved to TN my senior year of high school where I enlisted in the United States Marine Corps. I served from 2012 -2017 and have traveled the world and back.

After returning to the states I moved down to Arlington, Texas where I married my high school sweetheart and re-enlisted into the Army. I served as an infantryman with the 101st 2nd Brigade Combat team.

After getting injured last fall I was medically retired. I decided to enroll in school as a Heavy Equipment Mechanic and settle down here in Nashville, TN. I started working at Old Town Trolley at the end of August and this place has been nothing short of amazing. I look forward to continuing to grow here with this company.

What do you consider your greatest achievement? Having the opportunity to serve this great nation and having a family.

Which living person do you most admire? My father who served 23 years in the United States Army as an infantryman.

What or who is the greatest love of your life? My wife and our 2-year-old daughter.

If there was one place you would like to live besides your current city where would it be? Anywhere in Oklahoma

What is your favorite song? Two Dozen Roses by Shenandoah

Alicia Munro
St. Augustine, FL

What brought you to your city? Born and raised in Jacksonville, Fl. Lived in New York City for a while, came back to Jacksonville to be closer to my parents.

What do you consider your greatest achievement? Traveling the world! I worked on cruise ships for seven years and got to see some amazing countries!

Which living person do you admire? Carol Burnett…her comedic timing is just brilliant!

What is your greatest fear? Snakes, Spiders and Clowns

What is your favorite vacation spot? This is a tough one: New Zealand, Greece or Tahiti

What is your most treasured possession? My grandfather took up woodworking when I was a child and made my parents a gorgeous bar. I have this in my house now.

What do you value most in your friends? Loyalty

If you could choose one reality show to be on, which one would it be? Saturday Night Live
I am originally from Darien, Connecticut and grew up in between Connecticut and Santiago, Chile. I used to work on the mercantile exchange in New York City and then moved to Ireland to work in finance. After the market crashed in 2008 my sister Esme had been living in Key West for some time and decided to move here sight unseen from Dublin, Ireland. I came to Key West and stayed for a year and then moved to Buenos Aires Argentina. And like they say once you leave Key West you always come back, which I did after seven months and met my conch wife and have a beautiful seven year old second generation conch son.

What is your favorite vacation spot?
Coson, Dominican Republic

If you had to eat one thing for the rest of your life what would it be?
Tacos

What is your most treasured possession?
My two dachshunds Frida and Gunther

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

This month I would like to spotlight Joe Terzi, former CEO of the San Diego Tourism Authority who retired this past January. Joe started his career in the Tourism Industry with ITT Sheraton in 1972. He was the General Manager at many properties around the country until Starwood acquired ITT Sheraton in 1998, when Joe was promoted to Vice President of Operations with responsibility for all Starwood brands in California and Nevada. In 2002, he was promoted to Senior Vice President for Starwood Hotels & Resorts where he remained until his retirement in January 2009. I was lucky enough to have Joe as my General Manager when I worked at the Sheraton San Diego Hotel and Marina in the mid to late 90’s. After Starwood, Joe was then recruited to fill the role as President and CEO for the San Diego Tourism Authority in March 2009 and stayed in that position through this past December. During that time, I was also honored to serve on the Board of the SDTA and as Joe’s Chairman of the Board in 2014/2015.

Joe was a founding member of the San Diego Tourism Marketing District and served on the Board of Directors for the U.S. Travel Association, California Travel Association, Visit California and several other local organizations. He has received many awards and industry recognition over his decades of service in the Hospitality Industry. Joe will continue to provide support for the Convention Center expansion initiative and the Balboa Park Plan after his retirement.

It’s been a pleasure working with Joe and we want to thank him for all his hard work and dedication to help make San Diego a world-class destination for tourists as well as locals and we wish him all the best in his future endeavors. Congratulations Joe and THANK YOU!!!

Please extend a Warm Welcome to the newest members of Trusted Tours, the HOLIDAY INN EXPRESS @ I-95 in St Augustine! With Angie Perry, as their General Manager, you can expect their guests to enjoy OLD TOWN TROLLEYS for years to come. With breathtaking beaches, thrilling attractions, historic sites, booming businesses and more, St. Augustine is an unforgettable place. You can easily experience all the "Ancient City" has to offer at the Hotel Inn Express® Hotel & Suites Saint Augustine North. Located off I-95, the hotel's guests in St. Augustine are close to St. Augustine Airport and downtown.

Whatever your definition of fun, you’re sure to find it here in the nation’s oldest city. The hotel’s address in St. Augustine, FL is just six miles from the charming historic district. Beach lovers can delight in Anastasia State Park with gorgeous beaches and fishing. The hotel’s location near Flagler College also gives guests the ability to tour this amazing hotel-turned-college. From Ripley’s Believe It or Not! To the Fountain of Youth, our patrons can enjoy it all.

Corporate guests appreciate our location off I-95 and six miles from St. Johns County Convention Center. The hotel’s location near Flagler College, the Florida National Guard and many major companies makes business travel simple, too. The free high-speed, wireless Internet access and spacious meeting rooms also help you work with ease. You’ll love unwinding in the heated, indoor pool, working out in the 24-hour Fitness Center and enjoying our shopping package with St. Augustine Premium Outlets. Book now for modern fun and comfort in the "Ancient City."
I would like to introduce our latest member to the Boston vendor network, ARTSBOSTON and their ticket venue, BosTix. Twenty-one million plus people attend arts and cultural events in the greater Boston area yearly and ARTSBOSTON is one of the reasons why. ARTSBOSTON is the leading force behind Boston's arts and culture sector. Founded in 1975 as a nonprofit arts organization, they have been providing and encouraging participation in arts and culture throughout the Boston area. One way that they do this is by providing tickets, daily deals, and also half price tickets, to various plays, musical production, and other cultural events in the area. With a booth on the Freedom Trail in Quincy Market and another in the Back Bay, they sell over two million dollars in tickets yearly. This now includes Old Town Trolley Tours, Ghosts & Gravestones, and any of the other Trusted Tours & Attractions products available online. We are happy to be part of the organization and look forward to working with BosTix and ARTSBOSTON in the coming years.

Graduate Nashville Hotel celebrates the female singer-songwriter journey to Nashville. The hotel pays homage to the heritage of Nashville through cultural nods to the local community and is slated to open in January 2020. The property is decorated with images of Dolly Parton and Minnie Pearl. Every room includes a vinyl record player and the property is set to include a rooftop pool and restaurant, karaoke bar, and lobby coffee shop. In addition to the amazing amenities, it is pet friendly! With 205 rooms and over 10,000 ft of meeting space, this property will be a fan favorite for both leisure and business travelers. This property is located in the heart of Midtown across from Vanderbilt University and Old Town Trolley Stop #10. I previously worked with Front Office Manager, Matthew Miller at the Loews Vanderbilt Hotel and was ecstatic to be able to continue working with him at the Graduate Nashville.

I'm happy to showcase the newly renovated Coronado Marriott Island Resort and Spa and Jennifer Hance, the Lead Concierge at the bayfront property. Jen has been a Concierge at the hotel for 7 years and she says she loves to advise her guests how to enjoy our city because it's so amazing. Her number one suggestion is to take the Old Town Trolley Tour! She adds, “They don’t have to drive and I suggest that guests get off in Old Town for an authentic Mexican lunch while on the tour!” Jen is assisted occasionally by Kim Thacker and Suzanne Ohlfest who have also been at the hotel for many years. The hotel just underwent a major renovation which included the lobby, restaurants, outdoor areas, rooms and meeting space. The property features 300 guest rooms, 28 cottages, and 7 executive suites, as well as three swimming pools, a variety of dining options, a two-story wellness center, and a full-service spa. A big thanks to Jen and her team at the Coronado Marriott Island Resort and Spa for all their wonderful support for Old Town Trolley Tours and SEAL Tours of San Diego!

On the Living History Tour, you can imagine life in St. Augustine for hundreds of years. See and Experience how our citizens lived, worked and played while defending against attack. Learn about blacksmithing and cover your ears for a live musket demonstration! Visit a home that’s over 270 years old. Climb the watchtower and look for ships on the horizon. The St. Augustine Colonial Experience allows you to understand the success of the oldest permanent European Settlement in North America. History awaits you.
VENDOR SPOTLIGHT

JOE FALLON
BOSTON, MA

Joe Fallon has been a concierge in Boston for over 20 years. He knows and loves the city of Boston and has ever since he was a young boy. Born and raised outside of Boston, his father was a news photographer for The Boston Globe and The Boston Herald. Joe would often accompany his father on assignment in Boston on the weekends and got to know the city very well.

Joe’s first job after college were at Faneuil Hall in downtown Boston. It was his job as a bartender that led to his career as a concierge. Many IT folks from the Sheraton Boston Hotel would lunch at the bar where Joe worked. When a new restaurant was opening at the Sheraton, the lunch regulars recommended him for a job there. Joe worked at the Sheraton’s restaurant for a while, but then it closed. The concierge manager, who had had her eye on Joe, convinced him to move over to the concierge desk to fill an empty position. She told him he was a concierge behind the bar, he just didn’t know it. One of the many things Joe credited this statement to, was the fact that he had handed out OTT maps and explained the tour to patrons of the restaurant. Joe figured he had nothing to lose and moved over to the concierge desk.

After many years as a concierge at the Sheraton, Joe went to the Fairmont Copley Plaza. While at the Fairmont, Joe earned his keys and was inducted into the prestigious Les Clefs d’Or association. Also, at the Fairmont, Joe became the caretaker of – or as he calls it – the personal assistant to the hotel’s canine ambassador.

At that time, Catie Copley was the Fairmont’s canine ambassador. Currently, it’s Cori Copley. Joe did all kinds of things with Catie, and will do the same with Cori once she’s fully trained. Joe and Catie attended birthday parties, visited schools, libraries and hospitals and did a lot of other community outreach. Both Catie and Cori came from the Guide Dog Foundation of Smithtown, NY which Joe describes as “an amazing organization.” Joe loves being a concierge at the Fairmont Copley. He really enjoys taking care of the canine ambassador, meeting and getting to know all sorts of people (including celebrities like Paul Newman, Bernie Mac, Meb Keflezighi and others) and he likes telling people about the wonderful city of Boston and all there is to do here. Of course, he explains that the best way to see the city is aboard an Old Town Trolley. He also regularly recommends the Boston Tea Party Ships & Museum to his guests. He hasn’t missed a re-enactment and always enjoys hanging out with Shawn Ford and Ted Galo during the event. He also looks forward to seeing Chris Belland every year. He missed him this year and hopes to see him at next year’s re-enactment. Lastly, Joe wants me to let everyone at HTA know that, although he is very loyal to the city of Boston, he is willing to work in Key West for the winter. I for one hope he stays here year round. Thanks Joe for everything you do to promote our great city, our great tour and our great Boston Tea Party Ships & Museum.

Feel transported in time when you step through the doors of our historic hotel in downtown Nashville. Today, Union Station Hotel offers guests a unique opportunity to be immersed in the grandeur of the past while still within the comfort of the new and cutting-edge. Discover the rich history behind the notable Nashville landmark.

Originally built in the year 1900, Union Station served the city of Nashville as a major local train station and epicenter for travel. The imposing Gothic design—complete with turrets and towers—made Union Station an architectural marvel in its day, delighting travelers with its beautiful detailing, including ornate wood carvings, sparkling stained glass, beautiful Italian marble, and soaring ceilings.

As the years passed and times changed, the once heavily trafficked station had begun to fall into obsolescence. After nearly 100 years, a National Historic Landmark designation, and a $15.5 million renovation, Union Station was breathing a new life as Nashville’s newest luxury hotel.

No longer just for passing through, Union Station had become a destination, finished with modern touches that invoke the spirit of a new and nostalgic Nashville. Today, our hotel in the heart of the city offers 125 uniquely decorated guest rooms and suites, an on-site bar and restaurant, beautifully appointed event spaces, and more.
KEY WEST HARRY S. TRUMAN FOUNDATION
MEMBER HOLIDAY PARTY

Key West High School choir sings Christmas carols

Kitty Clements and Elena Spottswood

Prudie Churchill, Mary Ellen Beattie, Celeste Schettig

Zina Soheney and Javier Garrido

Jeanna Garrido and Susan Server

Tom Vetter and Marianne Van Den Broek

George Fernandez, Ed and Nancy Swift

Piper Smith, Chris Belland, Carol Hill

For more photos visit: https://bit.ly/FoundationParty
October is Breast Cancer Awareness Month, an annual campaign to increase awareness and raise funds for research into its cause, prevention, treatment and cure. Old Town Trolley Tours of San Diego participates in this annual fundraising effort all month long. Our CAST did an amazing job selling water bottles with our pink logos, donating tips, supporting our bake sales, and bidding in the silent auction. We raised over $5,000 that goes directly to American Cancer Society Making Strides Against Breast Cancer. Thank you everyone for contributing to this wonderful and worthwhile cause!
KEY WEST

I wanted to personally thank you for the amazing time that my family had on our tour through Key West with your company. We have used Old Town Trolley in Nashville and St. Augustine. Both were enjoyable, but not nearly as much fun as our tour through Key West.

We arrived on the Sun and unloaded at the Naval Station. A plus for my husband and father in law as they had both been in the Navy and my husband was stationed in Key West in 1964. The line moved slowly off the boat but the efficiency of loading the trolleys to get us downtown was amazing. We road into town with Rocky and Bullwinkle. Rocky did not disappoint on the way downtown. History, tips and jokes the whole way. After getting to the drop off Rocky informed us he would be the next trolley heading out on tour and if we had pre purchased our tickets at the ship we could stay on board. For the guests exiting, he handed out water cards and then made sure everyone who stayed got one (very nice touch as it was an exceptionally hot day).

Rocky’s tour has to be one of the best we have been on. He brought the history of the island to life and gave a lot of military history about the island which the guys loved (they did give him a few corrections I think more as a Navy pride thing than truly “you got it wrong” thing). After a ride through all the stops we sadly exited the trolley with “baby giraffe legs” as he called them. We hop on another trolley to get around with Ross and to the rum distilleries. We very much liked his spin on the stories of Key West. We then hopped back on with James to stop five for the Hemingway House. We wish we had more time with James. It felt like being a little kid and listening to those fantastic stories from grandpa about the way things used to be.

With the rest of this, I am in the hopes of not getting anyone in trouble as we were asked not to say anything, but we are so grateful I feel it needed to be shared with you. After a great day, we were ready to head back to downtown to be picked up for the cruise ship shuttle. My father-in-law had unfortunately twisted his knee on the stairs in the Hemingway House and was having trouble walking down to the stop. Rocky was passing by and recognized us. Seeing we were having an issue he stopped and allowed us to board for a ride back downtown. He told us he had been given a “go home” but couldn’t let a fellow vet struggle back down to get a ride to the ship. He made a quick radio call and shuttled us out to the ship. Once at the ship, he helped lower my father-in-law with the lift and asked one of the cruise ship members to get a wheelchair to help him get back on board. We finished our cruise and the rest of our vacation. We are very thankful for the extra care we received from your drivers.

SAN DIEGO

I chose to write you because the card we received to tell you about our experiences with your company just doesn’t have enough space to convey our thoughts to you.

In April 2018, my wife and I visited St. Augustine. Your hop on, hop off trolley was our main transportation around the city. The beautiful architecture of St. Augustine was a pleasure to see. The many members of your staff we met were all warm and friendly. And most important, very informative. From their narrative of the history of St. Augustine to recommending the best spots to eat.

This spring, we visited San Diego. Again, you were there to get us around the city. The hotel we stayed at (Horton Grand), as well as almost all the hotels in San Diego, charge between $45-55 a night if you have a car. We opted not to get a car. So, Old Town Trolley and an occasional uber was our transportation. We used the trolley 3 days. We went on the City Lights tour, SEAL tour, and the La Jolla day tour.

We happened to be on the inaugural tour of your newest SEAL craft. I purposely haven’t named any of your staff because they were all so wonderful and it wouldn’t be fair to the others. We got to meet at least twelve of them. Some on multiple occasions. As we look for where to go next year, we will certainly look at some of the other cities you do business in. A strange thing. We live in Massachusetts. An hour from Boston and have never used your company here. We’ll have to put it on our list. Thank you and your staff for providing a great service for tourists visiting some wonderful cities.

WASHINGTON, DC

OMG... We had the best time sightseeing/visiting our Nation’s Capital with Old Town Trolley Tours of Washington DC. When planning our trip to DC a few months ago, my husband stumbled upon the Old Town Trolley website. After doing our research, we ended up purchasing tickets a few days before our trip. Good thing we did, because we had tons of fun both on and off the trolley. First of all, the team at the welcome center is courteous and will answer any question you have about the trolley prior to getting on. Then, when the trolley(s) roll up, you are greeted with enthusiasm and so much knowledge of the city. Seriously though, are there any facts that the trolley team doesn’t know? Not only did the drivers continuously entertain us while on board, they gave us useful knowledge about other hidden gems in the area as well. And with 17 stops, there are lots of things to learn about this great city. Jewel and Darin were standouts to us as they both were so much fun and kept us laughing as we jumped on and off the trolley. This tour is probably the best city tour I have ever participated in. On a side note, we did the platinum two-day pass, and at $60 per person it was well worth it. No need to think about purchasing this tour. Just do it!