On April 19, 1775 was “the shot heard around the world” and the start of the American Revolution. This is now known as Patriots Day in New England, which is a day dedicated to the lives taken during the start of the American Revolution. This brings us 236 years later to April 19, 2011: the perfect date for our water breaking and ground breaking ceremony. Also, the perfect date for our Press Conference to announce the construction for the new Boston Tea Party Ships and Museum opening in June 2012. The day started out with our boisterous Fife & Drum group and Colonists greeting the elite of the travel industry and press from surrounding areas and from lands far away like Great Britain. All are eager to be the first seated at this event held at the Intercontinental Hotel overlooking Atlantic Wharf and neighboring Griffins Wharf. The exact location the BTPSM will be staged. Welcoming remarks from Shawn P. Ford engaged the event, who introduced the Honorable Thomas M. Menino, Mayor of the City of Boston. The enthusiastic event speakers included James Rooney, Executive Director of the MCCA, John Palmieri, Director of the BRA, Vivien Li, Executive Director of The Boston Harbor Association, Patrick Moscaritolo, President of the GBCVB, Patricia Foley, President of the Save the Harbor/Save the Bay, Bryan Koop, Sr VP Boston Properties, Ed Swift III, President HTA and Chris Belland, CEO HTA. Each added their own tale and spin on how they are proud to be involved in such a historic announcement. The press event concluded with the Colonists, along with Shawn P. Ford, Ed Swift III, Chris Belland and Jim Rooney, tossing (environmentally safe) mock tea crates into the Harbor and a reception followed. Once the news leaked into the papers the next day regarding this event the buzz around the city was almost as loud as the gun shots heard on April 19, 1775. We are proud of such a feat and look forward to the grand opening in June 2012. Please check out our website at www.bostonteapartyships.com where you can also learn about the ships being built via our webisodes presented by our Master Shipwright, Leon Poindexter. You can also view the speeches given during the press event....
Congratulations Graduates!
Now Stay Out of the Shoulda, Coulda, Woulda Club!

The hat trick in life is to die without regret or remorse. It has a lot to do with what my wife calls the “shoulda, woulda, coulda club”.

You may find out very shortly that graduation is less the blissful milestone you currently think it was. It was probably one of those moments in life that has now passed you by (as it did me once) that was, at the time, not recognized for the glorious moment it was. Up until now, no one has asked you to stand up and make your own mark.

They will follow their bliss and accomplish great things, bring joy to those who get it, will go forth and truly make their lives extraordinary. Others, the shoulda, coulda, woulda club, will go forth and essentially do what is expected of you essentially and others didn’t, but that’s life isn’t it? Some of you will go forth in school, perhaps the greatest lesson of all is the realization of things you missed out on. Perhaps you already have joined the shoulda, coulda, woulda club without knowing it which is the point of what I am telling you now.

Was there something you didn’t do but now think you really should have done because now you regret missing the opportunity? “I should have worked harder;” or, “I should have asked so and so to the prom”. Was there something you look back on, having seen somebody else do it successfully, and you are saying to yourself, “I would have done that except I was doing this” or is there something you didn’t do because you did something else (or did nothing) and say to yourself, “Well, I could have done that??” That, my friends, is the shoulda, coulda, woulda club. Admission to the not-so-exclusive shoulda, coulda, woulda club means and how they intend to enjoy it. Looking back on your time in school, perhaps the greatest lesson of all is the realization of things you missed out on. Perhaps you already have joined the shoulda, coulda, woulda club without knowing it which is the point of what I am telling you now.

Was there something you didn’t do but now think you really should have done because now you regret missing the opportunity? “I should have worked harder;” or, “I should have asked so and so to the prom”. Was there something you look back on, having seen somebody else do it successfully, and you are saying to yourself, “I would have done that except I was doing this” or is there something you didn’t do because you did something else (or did nothing) and say to yourself, “Well, I could have done that??” That, my friends, is the shoulda, coulda, woulda club. Admission to the not-so-exclusive club is fear, procrastination and, ultimately, the failure to recognize how wonderful and unique each of you is.

Did you see the movie, Dead Poet’s Society? If you didn’t do, or if you did, then maybe you remember the scene where the title character, Mr. Keating, brings his class into the school lobby to look at old photographs of former students from many years before. He gathers them close and whispers eerily, “Get closer, listen, can you hear them? Then he hisses, “Carpe diem! Seize the day. Make your lives extraordinary!” Finally, he reveals, much to the boys’ astonishment, that all the boys they are looking at in the pictures are dead and “food for worms”. Of course, some of the boys got it and others didn’t, but that’s life isn’t it? Some of you will go forth from where you are today, do what is expected of you essentially living your lives the way someone else expects you to. Others, the ones who get it, will go forth and truly make their lives extraordinary.

They will follow their bliss and accomplish great things, bring joy to themselves and others and then pass on from this life with a happy and full heart free from regret and remorse. That is living. That is success.

Are you wondering about the future? Don’t! To be sure, the future will come fast enough. This day, which you may have anticipated for a long time, was once the future and it came and went. Did it turn out like you thought? Did you achieve all you hoped to? Did it prepare you for the next step in your life in a career, a relationship or further education? If not, you were in the shoulda, coulda, woulda club and let it pass by. Luckily for us all, it is never too late.

Advice is a strange part of the relationships between humans. Sometimes advice is given to make the giver feel important. Sometimes it is given ill-advisedly. Sometimes it is given from hard-won experience and with sincerity. In this vein, I share this advice which I give to my own son who is a graduate himself this year. If you would succeed in life, always do more than is asked of you. If you would have more, remember the secret of the universe is the more you help other people get what they want, the more they will help you get what you want.

In the extraordinarily simple words of Hillel who lived two thousand years ago, “If I am not for myself who will be? If I am only for myself, what am I? If not now, when?” It is not wrong to be selfish about what you want out of life, just remember to do it for the right reasons. If your only pursuit is wealth, then what you get will be as empty as the touch of King Midas. If you pursue that about which you are passionate, everything else will come with success, including a shot at happiness and fulfillment. Make no mistake, no matter what you do, it will involve and require assistance from other people. And finally, every day is a new opportunity to remember that today is not a rehearsal.

Carpe diem! Make your lives extraordinary! Don’t wait for luck, make your own.


HAPPY ANNIVERSARY

DECEMBER
Marion Casas, 22 Years

JANUARY
Ben McPherson, 31 Years
Frank Herrada, 13 Years
James Sewell, 13 Years

FEBRUARY
Gerald Moisher, 47 Years
Piper Smith, 24 Years
Jose Casas, 8 Years
Natalie Machado, 7 Years
Terry Strickland, 2 Years
Sharron Graykowski, 1 Year


Chris Belland, Leon Poindexter and Ed Swift III

Shawn P. Ford, Patrick Mascara (Pres. of the Greater Boston Convention & Visitors Bureau - GBCVB), Bryan Koop (Sr VP Boston Properties)
Meeting were: Michelle "Gypsy" Barrett, Jesse "Jesse James" Bradley, Deirdre "Dunkin' Dee" Dostou, Brooke "River" Johansen.

Among the recently certified conductors attending our April CAST training. Anticipating a very busy season again this year, we’re way toward certification: Dan "Van" Burbridge, Shannon "Smiddy" Dwyer, Gordon "Jordie" Fitz, Tim "Baron" Franc, and Justin "J.D.

New CASTmembers

We were fortunate to get a head start this year on hiring and training. Anticipating a very busy season again this year, we’re boosting our roster of both new tour conductors and sales reps. Among the recently certified conductors attending our April CAST meeting were: Michelle "Gypsy" Barrett, Jesse "Jesse James" Bradley, Deirdre "Dunkin’ Dee" Dostou, Brooke "River" Johansen, and Philip "Sgt. Friday" Merrill. Congratulations to all of you on becoming certified, professional tour conductors with Old Town Trolley!

"Have you ever seen such concentration as appears on the faces of these hard-working trainees as they take the latest quiz on the tour script?"

Moss. We have the latest class that just kicked off with orientation elements, defensive driving training, and are just about ready for their first day at the range. Welcome aboard to Peter Brennan, Rob Taub, Travis Joyce, Bob Findlein, Rob Mendelson, and Michael Long! Training Officer Sue Pye and Safety Officer Donnie Kraby have been doing a terrific job of training all these new folks in "the HTA way" of doing things, always with safety first and courtesy a close second. A big thanks goes out from these pages to Sue and Donnie.

New sales reps have just started joining the ranks as well thanks to Ed Doerr’s auditioning efforts, with many more to come. Off to a great start are Patrick Dunn and Chris Murphy, and they’re eager to get out there selling tour packages on their own. With new depots opening up in the next couple of months the next Nation’s Storyteller will no doubt have a long list of new sales reps in that issue!

Will all these new CASTmembers joining our company, I certainly want to acknowledge all the work that admin staff has done behind the scenes to get all the new folks on board. Office Manager Cheryl Dellomme and her key admin assistants Jean Gordon and Raye Choi have been instrumental in handling the mountain of paperwork that is necessary to hire new CASTmembers. Thanks so much for your attention to detail and for the warm welcome that you convey to the very important people we have that entering the world of Old Town Trolley for the first time. I’m also very pleased that we have a brand new admin assistant named Tracy Porch who recently joined us, and will provide expert guest service along with Jean and Raye. Tracy spent several years at the Marriott Courtyard Hotel right south in Boston, and even then she was an enthusiastic booster for Old Town Trolley. Tracy, we’re glad to have you with us!

In addition to these new locations, we’re also making some improvements to our existing sales depots. We are adding a second laptop POS system at the Trolley Stop Store, which will be especially useful on weekends when guests are lined up nearly out the door to buy tickets. We will also be introducing new mobile scanners at our Long Wharf location. On-board scanning should help to streamline our processing of Etickets and free up our sales reps to really focus on engaging our guests about all the great tour packages that we offer.

Operations Manager John Welby and Depot Sales Manager Ed Doerr have been working very hard behind the scenes to get all our depots ready for season. Thank you both for taking care of all the minute details that go into opening a new location (or re-opening a returning one)!

New Expanded Partnership with the Boston Red Sox

Summer of 2011 will mark the fourth year in a row of our dynamic promotional partnership with the Red Sox, but this year’s arrangement has some new facets. As usual, Old Town Trolley’s status as "Official Trolley Tour of the Boston Red Sox" will be prominently featured on all our signage and promotional materials (and on the trolleys themselves). However, we are very excited to have the opportunity this year to sell Fenway Park Guided Tours as part of our attraction and package sales program. We will still be selling the Fenway Twilight Tour as we have the last couple years, but we will also sell the daytime ballpark tours that depart every hour on the hour throughout the day, and at a special discount price that is exclusive to our company. Our sales reps are practically chomping at the bit to start selling these new package tickets in conjunction with the trolley. It’s sure to be a home run!

New Tour Packages

Every year our packages program has gotten stronger with a broader array of attraction offerings and with our sales reps becoming more and more invested in the program. This year we’re very excited to add several new attraction partners to our packages menu. These include the Schooner Liberty, a beautiful tall ship that does several daily sailings out in the Boston Harbor; Urban Adventours, a bicycle tour company whose storefront is just down the street from our stop number one; the Charles River Kayak and Canoe Company, which lets you tour Boston via kayak; and a special "Historic Homes" package that includes two beautiful and historic house museums (the Gibson House and the Harrison Gray Otis House). Along with our other popular packages such as New England Aquarium, Fenway Park, and Freedom Trail walking tours, we have a package for just about every interest that a tourist could have!

New Tour Stop in the Seaport District

We’re always looking for ways to improve our tour product, whether it’s revamping the tour content, or evaluating the tour route for efficiency and safety. This year we area adding a new stop in the fast-developing Seaport District, which features a new waterfront complex called Liberty Wharf. The Liberty Wharf is directly next door to the Boston Fish Pier, and will feature a fabulous view of the Boston Harbor. It will also contain three new major restaurants, which adds...
Back Bay Hotel
by Beth Cohen, Vendor Representative

The Back Bay Hotel is a luxury boutique hotel built in what used to be the headquarters for the Boston Police Department. Although extensive renovations were made to convert the building, some of the original components still remain in the lobby. As a reference to its history, the hotel bar is named Cuffs. On display in Cuffs are some artifacts and police memorabilia.

The concierge desk at The Back Bay Hotel is staffed by two wonderful Boston natives – Heather Coughlin and Darlene Grande. Heather was born and raised in South Boston. After working as a restaurant manager for many years, Heather took a job as a front desk agent at The Back Bay Hotel. Soon after, she applied for a concierge position and has been a concierge for 3 years now. Heather enjoys being a concierge and looks forward to going to work every day, while meeting people from all over the world, helping make their stay special. It means a lot to Heather that there are people who return to The Back Bay Hotel year after year. This includes a couple from Ireland who got engaged while vacationing in Boston (Heather advised them on where to go to buy the ring), came back for their honeymoon and have returned again with their baby. For Heather, the most important thing is making each and every guest happy. In order to do this, Heather is very adamant about recommending places and attractions that are the best and guests will like. So, of course, Heather is huge fan of Old Town Trolley Tours. She has been recommending and selling tickets for our tour since she started working as a concierge. Heather is such a big fan that she has a reminder of Old Town Trolley Tours in her bedroom. Hanging above her bed is a painting of Beacon Hill and the artist painted an orange and green trolley on the street!

Darlene is the other half of the concierge team at The Back Bay Hotel. Darlene was born and raised in East Boston and worked in the airlines for many years before becoming a concierge. While with the airlines, Darlene was transferred to Atlanta. She missed Boston very much during that time and is thrilled to be back. She has been back for about a year and a half now and also loves her job as a concierge. Darlene is fairly new to The Back Bay Hotel, having been there for a few months, and has a year of experience at another hotel. She loves helping guests and making recommendations to make their stay memorable and enjoyable. She has been recommending and selling Old Town Trolley Tour tickets since she began working as a concierge and especially loves when guests come back to her and tell her that the trolley tour was great and thank her for recommending it.

When talking about Old Town Trolley Tours of Boston, both Darlene and Heather say that they recommend it because it is the most dependable trolley company with the largest fleet of trolleys and that the conductors are well trained, knowledgeable, funny and entertaining. What a great recommendation! Thank you Heather and Darlene! We look forward to seeing your guests onboard a trolley soon.

To what has already evolved into a restaurant row, a destination in and of itself. The most exciting news of all, of course, is that the rebuilding of the Boston Tea Party Ships & Museum is finally underway, but you’ll read more about this in a separate article. The re-opening of this world-renowned museum is going to be an incredible boon to the trolley operation, as well as an important new draw for Boston visitors.

With so many exciting new things going on, all we need now is a whole lot of tourists to come to Boston and take advantage of all the great things that Old Town Trolley has to offer! Here’s hoping your spring is off to a great start, and that the summer is as busy as we all hope it will be.

ON THE SPOT...

Beth Cohen
Vendor Sales Representative,
Old Town Trolley Tours of Boston

When the vendor sales representative position opened, I thought it was a great opportunity and applied for the job. Years later I am still very much enjoying this job. As the vendor sales representative I work closely with concierges, front desk agents and sales managers at hotels throughout Boston and surrounding areas. Just like when I was driving, I get to meet people from all over the world. Now I am able to maintain long term, ongoing relationships with them. It feels like I have friends all over Boston. I look forward to the future and to many more years of promoting Old Town Trolley Tours of Boston with the help of my hotel staff friends.

What is your greatest fear?
Being attacked by a shark. What? Haven’t you ever seen the movie “Jaws”?
What is your favorite vacation spot?
The Laurentians (north of Montreal). It’s so peaceful up there.

Which talent would you most like to have?
Being able to play a musical instrument.

If there was one place you would like to live besides your current city, where would it be?
Brisbane, Australia. It’s similar to Boston – a small city feel, friendly people and it has koalas!

If you could choose one reality TV show to be on, what would it be?
The Apprentice. I like the challenges and the entrepreneurial spirit.

CAST members of the Month

JANUARY
Jennifer LaBarre, Conductor
Tom Pelletier, Sales Rep
Anesti Dalita, Supporting

FEBRUARY
Charles Cirrone, Conductor

MARCH
John Wylie, Conductor
Deb Kelley, Sales Rep
Jean Gordon, Supporting

HAPPY ANNIVERSARY

DECEMBER
Charles Cirrone, 2 years
Leisl Rodriguez, 2 years
Michael Schlueter, 2 years
Paul Cassettta, 1 year

JANUARY
Michael Buchanan, 1 year
Brian Buckley, 2 years
Edward Doerr, 3 years
Jean Gordon, 4 years
Maggie Mathews, 1 year
Dara Poulten, 1 year
Peter Prasinos, 1 year

FEBRUARY
John Feeley Jr., 5 years
Michael Giobbe, 5 years
James Mehigan, 1 year
C.D. Murphy, 18 years
Andrew Quinney, 10 years
Richard Sheridan, 7 years

WELCOME ABOARD

Michelle Barrett
Deirdra Dostou
Brooke Johansen
Stephen Kent
Philip Merrill
Jesse Bradley
Richard Cohane
Daniel Burbridge
Shannon Dwyer
Gordon Fitz
Timothy Franc
Justin Moss
Stephanie Vrattos
Key West

Closing Up Season by Steve Burress, Operations Manager

The winter season in Key West has been wonderful. Old Town Trolley Key West always enjoys the increase in cruise ship activity. It makes for busy, fun-filled days. We have been experiencing a lot of “firsts” this season. This is our first season with the Ghosts and Gravestones tours. This has been a fun experience for us as we try to determine what works best for tours here in Key West. We don’t want to interfere with our world famous old town trolley tours of Key West. We don’t want to impact our world famous Wazu handle a very stressful family situation with the utmost professionalism. He was asked to stop during the tour by a family member of a guest that seemed to have passed out. He near Casa Marina Hotel and called for EMS response. The guest was transported to ER by EM, and his three daughters were sent to the ER in a taxi. A few days later, we received an email from one of his daughters:

“I am sending this email to express my sincere gratitude to the tour guide we had on Saturday. Unfortunately, I can’t remember his name but I’m sure you will know who he was when I tell you our story. I am one of the daughters of the gentleman who passed out during our tour and had to be transported to the hospital by ambulance. My father is doing fine and it appears that his medical emergency was caused by dehydration and not having eaten that morning. On behalf of my entire family I just want to thank you so much for our tour guide for his quick and professional response to the situation. He took the steps necessary to get immediate medical assistance for my father, get the other passengers onto another trolley so they could complete their tour, and get myself and my sisters into a taxi so we could follow our parents to the hospital. Throughout our entire interaction with our tour guide he remained calm and professional which helped us to also remain calm during a frightening experience. Thank you to all of those in your company who assisted us on that day but most of all to our tour guide. He deserves recognition for the way he handled a difficult situation!”

Wazu’s professional approach to this situation is what we all should strive for. He faced a potentially tragic situation with the “Can Do” attitude of first taking care of the guest in need of medical assistance: notifying dispatch of the situation, obtaining witness forms, keeping the family calm with his calm demeanor, coordinating through dispatch the safe transfer of the other guests to another Trolley. It is very rewarding to see comments like this.

For Wazu’s professional manner in handling this situation, he has received letters of recognition from HTA CEO-Chris Belland and HTA President Ed Swift, III. I also want to thank Wazu on his professional performance. Thank you for living up to our motto of “Safety First...Courtey A Close Second.”

Vendor Department by Cheryl Acton, Vendor Representative

The Vendor Department is happy to report a busy season this year, especially in March. At the same time, we have been working on transitioning to our new Vendor e-Ticket store. Juggling the two has been quite a challenge, but it’s been worth it. The new store is great, making the old one look archaic! We are thrilled with it and our vendors are easily making the transition. It’s showing in our sales!

Along the way we have picked up a couple of new vendors, something which is always celebrated. Welcome to the staff at Silver Palms Inn and the Biscayne Bay Resort, both wonderful remakes of older properties. Thanks to the loyalty of our long-standing vendors, the new competition in town does not seem to be slowing us down.

Hotels and Inns on the south side of the island love our new Conch Tour Train stop at Truval Village at the strategic corner of Truman and Duval. For the first time it puts our train guests within walking distance of the Southernmost Point, the Hemingway House and the Key West Butterfly Conservatory, all popular destinations.

The two day pass aboard the Old Town Trolley is very popular with guests, especially those staying in hotels on the north side of the island which are more than an easy walk away from the hot spots of Duval Street and Old Town. We never realized we had so many seniors visiting Key West until we introduced the senior ticket. They do love a bargain!

At the Booth by Nancy Bartlett, Sales Dept Manager

We have had changes in some crucial ticket booths! We are privileged to be the first tour company the cruise ship guests see as they exit the ship and leave the security area. Our pier booth has been rocking and rolling! We have been proud of how our sales reps have stepped up to the plate and taken on this new challenge.

We were honored to have Terry join us from St. Augustine. She is the pro at selling packages and joined the sales staff in Key West to show us some tricks of the trade. We enjoyed having her with us and hope that she enjoyed her brief stay in Key West. A big thank you for all of your help, Terry. Now, to get our package sales as high as St. Augustine!

We look forward to new exciting adventures in the coming months.

Drowsy Driving a Risk to Everyone on the Road by Jim Lamberston, National Safety Director

Does this sound familiar? You’re driving on a quiet stretch of highway. Your eyelids start drooping. You blink your eyes focused. Your head begins to nod, and you snap it up into position. Yet you continue driving, thinking you can manage your obvious fatigue.

This is drowsy driving, and it is a danger to everyone on the road. According to data collected by the National Highway Traffic Safety Administration, in 2009, drowsy driving crashes injured more than 30,000 people. And, because police can’t always determine with certainty when driver fatigue causes a crash, the actual number may be higher.

At the Department of Transportation, safety is our number one priority. We have worked hard to reduce the risks of fatigue among airline pilots, commercial drivers, and rail and transit operators. But we also recognize that drowsy driving is a problem for the rest of us on America’s roads.

And we are working hard to make our roads safer. Innovations introduced by our Federal Highway Administration have already helped. Continuous shoulder rumble strips and raised lane dividers alert drivers when their vehicles drift. Cable barriers reduce the risk of collisions.

A new approach called Safety Edge will help even more. This approach paves the edge of a road at an angle of 30 degrees instead of 90 degrees. This more gradual separation allows a driver whose car has drifted to steer the vehicle back onto the roadway more safely.
Flan Cake
1 jar Smucker’s Caramel Ice Cream Topping
1 large can evaporated milk
1 can sweetened condensed milk
3 eggs
1 Tbsp vanilla
1 yellow cake mix

Preheat oven to 300 degrees. Spray a Bundt cake pan with Baker’s Joy (non-stick spray needed). Pour Caramel topping into the cake pan. In a bowl, mix the evaporated milk, sweetened condensed milk, eggs, and vanilla until well mixed. Pour over the caramel topping. Mix the cake mix according to the directions on the box. When well mixed, pour into the pan. Bake 90 minutes. Cool 30 minutes before inverting on a plate.

What or who is the greatest love of your life? My greatest love in life is community service. For the past 19 years I have been very active with the Jaycees.

Which living person do you most admire? William ‘Bill’ Robertson, founder of Camp Virginia Jaycee.

What do you consider your greatest achievement? My Jaycee chapter had all the materials (walls, props, special effects, costumes) for our Haunted House fundraiser stolen. The chapter was ready to give up on the project as we were only a month away for opening. As President of our chapter I worked to rally the members and we were able to get 80% of the materials needed to build and run the haunted house donated. Not only did we raise more money that year than any previous year, we also won “Best Haunted House” in the state of Virginia!

What is your favorite occupation? Ghost Host. I love to entertain people.

What three things will you always find in my refrigerator? Wine, Hydro-Flask of water, and Fritos.

If you were to die and come back as a person or thing, what do you think it would be? Darth Vader

What is your favorite vacation spot? San Diego

What is your favorite occupation? EMT

What things will you always find in my refrigerator? Milk, Root Beer, Bologna

Who is your favorite hero of fiction? Superman

CAST members of the Month

January
Louie Cabrera, Conductor
Alan Balkwill, Sales Rep.
Tom Rose, Supporting Staff

February
Louie Cabrera, Conductor
Davye Roland, Sales Rep.
Tom Rose, Supporting Staff

March
Louie Cabrera, Conductor
Alan Balkwill, Sales Rep.
Tom Rose, Supporting Staff

Best Western Hibiscus Hotel
by Cheryl Acton, Director of Account Sales
Located in Old Town on the south side of the island, just one block from the Atlantic Ocean, the Hibiscus is on the “quiet side” of the island, yet within easy walking distance of popular Duval Street, near all the Upper Duval galleries, shops and good restaurants. Lucky for us, and convenient for their guests, it’s just around the corner from Trolley Stop #10.

At the Hibiscus from front desk, the center of all the action at the tropically modern and welcoming 61 room property, Lein, Rita, Teri, and Jesely, with the support of GM Deborah Brantham and Assistant GM Jessica Ortueta, have been selling the Old Town Trolley since the “beginning of time!”

Assistant GM Jessica Ortueta, have been selling the Old Town Trolley since the “beginning of time!”

Their long-standing belief in the Old Town Trolley tour has made them one of our top vendors. We value our long-standing relationship with them, and appreciate the trust they have in us by recommending our tour to their guests.

ON THE SPOT...

Laurie Skinner
Ghosts Host, Ghosts and Gravestones of Key West

I grew up in Smithsonian Virginia - “Ham capital of the World” - and spent the last 18 years as a Technical Support Specialist for the local school district. I was also the manager of a comedy club during the evening. I love performing and have been involved with Community Theatre most of my life - playing roles in everything from “Annie” to the “Rocky Horror Picture Show”. I like to think that playing wicked witches in “Hansel and Gretel”, “Dark of the Moon”, and the “Wizard of Oz” helped groom me for the character of Raven that I play as a Ghost Host!

I am also an avid scuba diver, and after vacationing in the Florida Keys every year for the last 15 years, I finally decided to “quit my job and move to Key West”! I haven’t looked back since. The Key West Ghosts and Gravestones tour was just beginning when I got here and this position has been a perfect fit for me. I love working as a storyteller for Historic Tours of America, sharing the haunted history of Key West with our guests and visitors. Hopefully we are helping to make their nights as enjoyable and exciting as their days here on the island!

What is your favorite occupation? Ghost Host. I love to entertain people.

What is your favorite vacation spot? San Diego.

What is your favorite occupation? EMT

What things will you always find in my refrigerator? Milk, Root Beer, Bologna

Who is your favorite hero of fiction? Superman

Twitter.com/keywesttours
Facebook.com/keywesttours

HAPPY ANNIVERSARY

December
Rocky Daleo, 2 Years

January
Aaron Andres, 3 Years
Marvin Martinez, 2 Years
David Willingham, 1 Year

February
William Webster, 18 Years
Nancy Bartlett, 7 Years
Timothy Watson, 4 Years

Welcome Aboard

Pamela Lewis
Donnette Cervantes
Kyle Ayers
Benjamin Fox
Danial Jones
Candace Lockyear

The Nation’s Storyteller
Winter 2011

10

old town trolley tours of key west

11

old town trolley tours of key west
by Thomas Lockyear; Operations Manager for Ghosts and Gravestones

By the time this issue is published, Glenn will have completed another eight and a half years with Conch Tour Train, which will have brought our family’s association with the Conch Tour over the 20-year mark. It has been a successful two decades, marked by a series of milestones and accomplishments that have helped establish Glenn as one of the most respected drivers in the company’s history.

Glenn’s journey with Conch Tour Train began in 1994, when he was hired as a tour guide for the company’s original “Conch Tour” sightseeing service. From that time on, Glenn has consistently demonstrated a passion for his work and a commitment to providing exceptional service to our customers. His dedication to the company has been evident in the countless hours he has spent on the water, earning a reputation for his knowledge of Key West’s history and culture.

In addition to his role as a tour guide, Glenn has also served as a driver for the Company’s charter tours, which allow us to provide personalized service to groups of all sizes. Over the years, Glenn has become known for his ability to make our customers feel welcome, comfortable, and at ease while on board. His friendly demeanor and attention to detail have earned him a loyal following among our clientele.

One of the most impressive aspects of Glenn’s career has been his dedication to the Shipwreck Treasures Museum, which he serves as a volunteer guide. Glenn has been a valuable contributor to the museum’s efforts to preserve and showcase the rich history of the Keys, and his commitment to providing exceptional visitor experiences has been a key factor in the museum’s success.

Glenn’s success at Conch Tour Train is a testament to his hard work, commitment, and dedication to providing excellent service to our customers. We are proud to have Glenn as a part of our team, and we look forward to many more years of success together.

Cast Members of the Month

January

Tommy DeFrancesco, Engineer
Suzanne Eggle, Sales Representative
Joe Hilts, Supporting

February

Bob Lutz, Engineer
William Kelly, Supporting

March

B.J. Andrade, Engineer
Joyce Dahlgren, Sales Representative
Hank Amole, Supporting

Charter Department

by Tommy Osterhoudt; Group Sales Charter Department

January, February and March have been a busy time for the Conch Tour Train’s Charter Department! We are having a great season with sales, increased by approximately 26% and the number of charters up by approximately 35% over last year. In January the Conch Tour Train participated in the Old Island Restoration Foundation’s annual House & Gardens tours it was again a most enjoyable event. The houses are amazing and are the ones you always wanted to see! February and March were successful months and it was great to see our corporate groups return in addition to many wedding transports and group tours.

Welcome Aboard

Glenn Evans

January

Patrick Lee
Bayard Andrade-Ward
Kathleen Love
Matthew Puppich
David LeBoutillier Jr.

February

Warren Patrick, 11 Years
Roberto Alvarenga, 10 Years
Eric Dehn, 6 Years
Kevin Delahanty, 3 Years

March

Mary Martinez, 6 Years
Cheryl Actor, 14 Years
Sheila Cullen, 9 Years
Mary Martinez, 6 Years
Galyne Myakushak, 2 Years
Byran Lewis, 2 Years
Stephen Summers, 2 Years

April

Frank Glander, 24 Years
Oksana Semashko, 1 Year
Galyna Myakushak, 2 Years
Sheila Conroy, 1 Year

Happy Anniversary

Suzanne Egle, Engineer
Tommy DeFrancesco, Engineer
Hank Amole, Engineer

On the Spot...

Michael Jordan

Engineer, Conch Tour Train

No, not THAT Michael Jordan. This is the short, white version without the mega-millions. But imagine the fun of having such a famous name. Never wait for a table in a restaurant! Enjoy first class upgrades! Well, until they find out which Jordan they are dealing with. I was born and raised in the beautiful city of brotherly love, Philadelphia. (For those of you who must know, the best cheesesteak sandwiches are at Gino’s. Period.) Seeking adventure, I left Philly to attend Loyola College in Baltimore, where I majored in animal behavior, and received a degree in animal training. Over the next 12 years, I worked at Aquariums and zoos in Sacramento, San Francisco, Atlanta, and Orlando. I trained dolphins, tigers, orcas, walruses, lions, mountain lions, and cheetahs. My favorite animals were dolphins and tigers. This might sound like an odd fit, but tigers sleep 18 hours per day, and that left plenty of time to work with the dolphins. As glamorous as a career as an animal trainer can be, the economic conditions of the job are not quite as fulfilling. I quit my job and moved to Key West, seeking a new challenge. I wanted to be near the water, in order to SCUBA dive and have beautiful weather. I love working for the Conch Tour Train, entertaining visitors, and enjoying the weather all year long!

What is your greatest fear? Drowning. Odd since I love the water.

On what occasion do you lie? When planning a surprise party, I will lie to the person being honored. It is the only time I think lying is okay.

What is your greatest fear? Drowning. Odd since I love the water.

What is your favorite occupation? Animal trainer. Love the job, just not enough money.

What do you most value in your friends? Honesty.

Who is your favorite hero of fiction? Batman

Winter 2011
puzzles, games and trivia

TRIVIA TEASER
A PIRATE’S LIFE FOR ME

1. Who was Captain Hook’s bumbling assistant in Disney’s Peter Pan? a-Boom-Boom, b-Rock, c-Mack, d-Mr. Snee.

2. Who was the leader of the pirates aboard the Hispaniola in Treasure Island? a-Long John Silver, b-Captain Broadside, c-Captain Kidd, d-Redbeard.


6. The Dread Pirate Roberts, played by Cary Elwes, was a character in what fantasy film? a-Treasure Planet, b-The Princess Bride, c-The Master of Ballantrae, d-The Pirate Movie.


8. Edward Teach was the real name of which notorious pirate? a-Barbarossa, b-Blackbeard, c-Captain Kidd, d-Calico Jack.


10. The logo for which NFL team features a pirate with a dagger in his mouth? a-Miami Dolphins, b-Oakland Raiders, c-Tampa Bay Buccaneers, d-Seattle Seahawks.

FOODIES SEARCH

<table>
<thead>
<tr>
<th>ANDOUILLE</th>
<th>BEIGNET</th>
<th>CAYENNE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREOLE</td>
<td>DRESSING</td>
<td>FILE</td>
</tr>
<tr>
<td>GRAYVY</td>
<td>GRILADES</td>
<td>GRITS</td>
</tr>
<tr>
<td>GUMBO</td>
<td>HUSHPUPPIES</td>
<td>JAMBALAYA</td>
</tr>
<tr>
<td>KING CAKE</td>
<td>MIRLITON</td>
<td>OKRA</td>
</tr>
<tr>
<td>OYSTERS</td>
<td>PECANS</td>
<td>PIGUANT</td>
</tr>
<tr>
<td>PORGY</td>
<td>RABBIT</td>
<td>RED BEANS</td>
</tr>
<tr>
<td>REMOULADE</td>
<td>ROUX</td>
<td>SAUSAGE</td>
</tr>
<tr>
<td>SHRIMP</td>
<td>TASSO</td>
<td></td>
</tr>
</tbody>
</table>

S A S E I P P U H S U H
O E Y N T P M G U M B O V
Y K Z A J I E I G M D F N
O E R K L D B C R U R E G
B D K A T A N B A H E N R
O A H R E D B E A N S N A
P L T F B N U M Q R S E V
E U G O R I P P A L I Y Y
T O Y S T E R S S J N A P
B M I R L I O T N L G C
Q E W G R I L L A D E S Q
F R I L R S A U G A S E U
K I N G C A K E E N R F A
G R L A N D O U I L L E N
V N Q E U E C R E O L E T
Z O X U O R T L T A S S O

ANSWERS TO PUZZLES, GAMES AND TRIVIA ON PAGE 36

To solve a sudoku, you only need logic and patience. No math is required. Simply make sure that each 3x3 square region has a number 1 through 9 with only one occurrence of each number. Each column and row of the large grid must have only one instance of the numbers 1 through 9. The difficulty rating on this puzzle is easy.

HAPPY ANNIVERSARY

DECEMBER
David Orr, 7 Years
Howard Winfield, 6 Years
Ronald Dickson, 3 Years
Walter King, 1 Year
William Ruddick, 1 Year
Tracy Sherman, 1 Year

JANUARY
Jose Melgar, 11 Years
Sarah Hayhurst, 8 Years
Stephen Martin, 8 Years
Nahza Salhi, 6 Years
Elton Smith, 6 Years
Mona Lisa Hooks, 5 Years
Thomas St. Clair, 4 Years
Carmen Mejia, 3 Years
Wallace Boyd, 1 Year
Robert Golson, 1 Year

FEBRUARY
Eric Holmes, 15 Years
Abraham Burgess, 11 Years
Laurence Warren, 10 Years
Stephen O’Brien, 6 Years
Kent Thomas, 6 Years
Edward Hatch, 5 Years
Royland Jones, 5 Years
Debra Budd, 4 Years
Michael Hart, 4 Years
Robert Ray Jr., 4 Years
Darwin Delrosario, 1 Year

In The Kitchen With
Chris Roberts

Cajun Jambalaya

There are countless variations on this dish. According to food historian and writer John Egerton, in Gonzales, Louisiana, the self-proclaimed Jambalaya Capital of the World, you can find about as many recipes for this dish as there are households. (Gonzales holds an annual Jambalaya cook-off contest.) Jambalaya may be made with beef, pork, chicken, duck, shrimp, oyster, crawfish, sausage, or any combination. Some of the morestandard additions are green pepper, cayenne pepper, tomatoes, celery, and onions. Generally, the vegetables are sautéed and meat(s) cooked, then broth or water, tomatoes, seasonings, and uncooked rice are added. The mixture is simmered until the rice is done, and shrimp (or any other foods which should not be overcooked) are added near the end of the cooking time.

8 Tbs Olive Oil
6 Cups Yellow Onion Chopped
3 Cups Green bell Pepper Chopped
2 tsp Old Bay Seasoning
3 Cups Red Bell Peppers Chopped
2 tsp Cayenne Pepper
1 1/2 Cups Celery Chopped
3 tbs salt
3 lbs Smoked Sausage (chopped)
6 Cups Tomato Sauce
6 Cups Long grain rice

Put large pot over medium heat and add olive oil. Sweat next 5 ingredients in the oil add sausage and cook for 5 minutes, add tomato sauce, bay leaves, cayenne pepper, Old Bay and garlic cook 10 minutes stirring constantly. Add rice and chicken broth. Bring to a boil. Reduce heat, cover, simmer until rice is tender stirring occasionally. Add Shrimp and green onions. Cook until shrimp is done (5-6 minutes) Serve to your closest friends. (Warning…they’ll want more) Mmmmmmm…Now that’s good y’all!

ANSWERS TO PUZZLES, GAMES AND TRIVIA ON PAGE 36

ANSWERS TO PUZZLES, GAMES AND TRIVIA ON PAGE 36

FOODIES SEARCH

<table>
<thead>
<tr>
<th>ANDOUILLE</th>
<th>BEIGNET</th>
<th>CAYENNE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CREOLE</td>
<td>DRESSING</td>
<td>FILE</td>
</tr>
<tr>
<td>GRAYVY</td>
<td>GRILADES</td>
<td>GRITS</td>
</tr>
<tr>
<td>GUMBO</td>
<td>HUSHPUPPIES</td>
<td>JAMBALAYA</td>
</tr>
<tr>
<td>KING CAKE</td>
<td>MIRLITON</td>
<td>OKRA</td>
</tr>
<tr>
<td>OYSTERS</td>
<td>PECANS</td>
<td>PIGUANT</td>
</tr>
<tr>
<td>PORGY</td>
<td>RABBIT</td>
<td>RED BEANS</td>
</tr>
<tr>
<td>REMOULADE</td>
<td>ROUX</td>
<td>SAUSAGE</td>
</tr>
<tr>
<td>SHRIMP</td>
<td>TASSO</td>
<td></td>
</tr>
</tbody>
</table>

S A S E I P P U H S U H
O E Y N T P M G U M B O V
Y K Z A J I E I G M D F N
O E R K L D B C R U R E G
B D K A T A N B A H E N R
O A H R E D B E A N S N A
P L T F B N U M Q R S E V
E U G O R I P P A L I Y Y
T O Y S T E R S S J N A P
B M I R L I O T N L G C
Q E W G R I L L A D E S Q
F R I L R S A U G A S E U
K I N G C A K E E N R F A
G R L A N D O U I L L E N
V N Q E U E C R E O L E T
Z O X U O R T L T A S S O

ANSWERS TO PUZZLES, GAMES AND TRIVIA ON PAGE 36

To solve a sudoku, you only need logic and patience. No math is required. Simply make sure that each 3x3 square region has a number 1 through 9 with only one occurrence of each number. Each column and row of the large grid must have only one instance of the numbers 1 through 9. The difficulty rating on this puzzle is easy.

HAPPY ANNIVERSARY

DECEMBER
David Orr, 7 Years
Howard Winfield, 6 Years
Ronald Dickson, 3 Years
Walter King, 1 Year
William Ruddick, 1 Year
Tracy Sherman, 1 Year

JANUARY
Jose Melgar, 11 Years
Sarah Hayhurst, 8 Years
Stephen Martin, 8 Years
Nahza Salhi, 6 Years
Elton Smith, 6 Years
Mona Lisa Hooks, 5 Years
Thomas St. Clair, 4 Years
Carmen Mejia, 3 Years
Wallace Boyd, 1 Year
Robert Golson, 1 Year

FEBRUARY
Eric Holmes, 15 Years
Abraham Burgess, 11 Years
Laurence Warren, 10 Years
Stephen O’Brien, 6 Years
Kent Thomas, 6 Years
Edward Hatch, 5 Years
Royland Jones, 5 Years
Debra Budd, 4 Years
Michael Hart, 4 Years
Robert Ray Jr., 4 Years
Darwin Delrosario, 1 Year

In The Kitchen With
Chris Roberts

Cajun Jambalaya

There are countless variations on this dish. According to food historian and writer John Egerton, in Gonzales, Louisiana, the self-proclaimed Jambalaya Capital of the World, you can find about as many recipes for this dish as there are households. (Gonzales holds an annual Jambalaya cook-off contest.) Jambalaya may be made with beef, pork, chicken, duck, shrimp, oyster, crawfish, sausage, or any combination. Some of the more standard additions are green pepper, cayenne pepper, tomatoes, celery, and onions. Generally, the vegetables are sautéed and meat(s) cooked, then broth or water, tomatoes, seasonings, and uncooked rice are added. The mixture is simmered until the rice is done, and shrimp (or any other foods which should not be overcooked) are added near the end of the cooking time.

8 Tbs Olive Oil
6 Cups Yellow Onion Chopped
3 Cups Green bell Pepper Chopped
2 tsp Old Bay Seasoning
3 Cups Red Bell Peppers Chopped
2 tsp Cayenne Pepper
1 1/2 Cups Celery Chopped
3 tbs salt
3 lbs Smoked Sausage (chopped)
6 Cups Tomato Sauce
6 Cups Long grain rice

Put large pot over medium heat and add olive oil. Sweat next 5 ingredients in the oil add sausage and cook for 5 minutes, add tomato sauce, bay leaves, cayenne pepper, Old Bay and garlic cook 10 minutes stirring constantly. Add rice and chicken broth. Bring to a boil. Reduce heat, cover, simmer until rice is tender stirring occasionally. Add Shrimp and green onions. Cook until shrimp is done (5-6 minutes) Serve to your closest friends. (Warning…they’ll want more) Mmmmmmm…Now that’s good y’all!
Paradise Store Relocates
by Leah Benner; Position Here

After more than a dozen years, the Sponge Market has undergone a major face lift! The store has historically been themed in a nautical fashion. The walls were fauexed with a driftwood color, and the merchandise carried out the theme. After much thought, the store was repainted and the slate wall replaced. The store is now fresh, bright, and looks amazing! We carry tees, bags, hats, souvenirs, gift, ornaments and more.

The Ladies Apparel Shop now features beautiful jewelry, scarves, cover ups and dresses.

The sponge department at the front of the store was scaled down. The assortment is more focused, but we still display all of the tools of the trade and photographs of days gone by. We purchased a new flat screen TV that tells the history of the Sponging Industry. We also repainted and the slat wall replaced. The store is now fresh, bright, and looks like new.

The sponge department at the front of the store was scaled down. The assortment is more focused, but we still display all of the tools of the trade and photographs of days gone by. We purchased a new flat screen TV that tells the history of the Sponging Industry. We also repainted and the slat wall replaced. The store is now fresh, bright, and looks like new.

A special thank you goes out to all those who helped with this project!

ON THE SPOT... Sandra Campbell
Tropical Shell and Gift

I was born in Detroit. While I was very young we moved to Miami where my father was a sailboat captain on a large schooner in the Miami area. We lived in a Cuban Apartment building where my mother learned some great Cuban recipes. We moved back to the Detroit area and my father resumed his normal career with General Motors as an Exhibit Designer.

I was educated in the metropolitan area of Detroit and began my career working at Young & Rubicam Advertising Agency as a receptionist. After MUCH hard work I was promoted to the Account Management Department as the first woman Account Executive on an automotive account at Y&R. I worked on the Lincoln – Mercury account and was assigned various carlines (Sable, Capri, and Grand Marquis).

My next "career" was a corporation I started along with my husband, Ken. It was Perennial Impressions and together we grew this landscape design, installation and horticultural services company to over a million dollars. It specialized in perennial gardens and landscapes that incorporated trees, shrubs, perennials and bulbs for a total show throughout the year.

Then we moved to our second house in Big Pine and I saw an ad in the paper for an HR Specialist! I researched HTA and discovered this was a large company with a great business model, many divisions, and a total show throughout the year. I answered an ad on Craigslist for an actor and now work at the Key West Shipwreck Treasures Museum.

In my spare time, I enjoy reading, working out, and spending time with my family. Recently, I have been spending a lot of time researching sailing and sailboats. I plan on buying a sailboat and sailing the Caribbean.

What is your idea of perfect happiness?
An open air small house directly on a beach, with all the doors open and the wind blowing gently. My hubby and all our animals are just hanging out together enjoying the sun.

What is your favorite vacation spot?
The Jamaican Inn in Ocho Rios or Little Palm Island. Now that we live in the beautiful Keys we don’t need to spend that kind of money to vacation, we live in Paradise.

What or who is the greatest love of your life?
My Husband Ken. He is handsome, extremely smart and a beautiful person inside.

Which talent would you most like to have?
I would love to learn to play the piano.

What do you most value in your friends?
Loyalty.

Which historical figure do you most identify with?
Alexander the Great

What is the trait you most deplore in yourself?
I sometimes procrastinate.

What is the trait you most deplore in others?
Dishonesty

What do you consider your greatest achievement?
I am originally from Michigan where I owned a small business and ran it for 20 years before selling it and moving to Key West. My kids will be attending FKCC in the fall. I answered an ad on Craigslist for an actor and now work at the Key West Shipwreck Treasures Museum.

In my spare time, I enjoy reading, working out, and spending time with my family. Recently, I have been spending a lot of time researching sailing and sailboats. I plan on buying a sailboat and sailing the Caribbean.

What or who is the greatest love of your life?
My two children, Alexander and Megan Bumstead

What do you most value in your friends?
Loyalty.

Which talent would you most like to have?
I would love to learn to play the piano.

What is your idea of perfect happiness?
An open air small house directly on a beach, with all the doors open and the wind blowing gently. My hubby and all our animals are just hanging out together enjoying the sun.

What is your favorite vacation spot?
The Jamaican Inn in Ocho Rios or Little Palm Island. Now that we live in the beautiful Keys we don’t need to spend that kind of money to vacation, we live in Paradise.

What or who is the greatest love of your life?
My Husband Ken. He is handsome, extremely smart and a beautiful person inside.

Which talent would you most like to have?
I would love to learn to play the piano.

What do you most value in your friends?
Loyalty.
Matthew Murphy, General Manager For the past 18 years, Matthew has served our company. He came from a music and theater background, having studied voice at the Juilliard School in New York City, and received music degrees from the New England Conservatory of Music in Boston. In fact, he started with the company in 1993 as a tour conductor, thinking it would be a fun “summer job” while working his way through music school. As GM, he is responsible for all aspects of our operation: enforcement of policies and procedures, budgeting and financial management, community relations, strategic partnerships, sales management, etc. He still believes passionately in our mission of being “The Nation’s Storyteller” and in the value of what we do in serving our guests. He believes that every day each one of us has the opportunity to inspire, educate, and entertain!

Leslie Nagy, Director of Group Sales She grew up in Wilmington MA and went to Stonehill College to study English Literature. Upon graduating in 1988, she needed a job and her college roommate convinced her to join the staff at Old Town Trolley as a “job for the summer” until she could look for her career job in the fall. So began her time at Old Town Trolley beginning with being a Sales Representative and selling trolley tickets on the streets of Boston and meeting so many wonderful guests to our city. She has also held the Vendor Representative position and was able to connect with the warm and eager to please people in the hotel and hospitality industry. She is now the Director of Group Sales for the company and helps make people event’s (weddings, family reunions, field trips, group tours, and transportation) more exciting and special. I did not have to look that far for a career after that first summer when I was welcomed into the family here at Old Town Trolley!

Robert Gibson, Maintenance Manager Robert’s main duties include being responsible for the outer appearance to the mechanical safety of our fleet of trolley vehicles, as well as the maintenance of our building and sales depot, deploying our seasonal booths and signs, any property issues, snow removal, etc. Whatever you can think of, we have encountered it once or twice. We keep Old Town Trolley running and try not to skip a beat. I am myself a Master technician (25 years) and lucky enough to be in charge of six highly skilled technicians and a cleaning crew that has no equal. We take great pride in having the best fleet of sightseeing vehicles anywhere, so whenever you come in Boston who are planning to take our tour. She wears many hats within our organization…leading the offi ce and the offi ce staff while being our General Manager’s right hand woman. She handles all of the HR and Finance roles within our Boston location and am always available to “lend a hand” to anyone within the company for support. Cheryl also assists in bringing to life and keeping fresh, not only the main historic tour, but also our supplemental tours including our Sons of Liberty, and Red and White Trolley Tours.

Cathy Hutchinson and Beth Cohen Joseph, Account Manager and Vendor Sales They serve as the liaisons between Old Town Trolley Tours and our many vendors (407 at last count), such as hotel concierges, store managers, campgrounds, the military, and bed & breakfasts. Their focus is to build and maintain relationships with our vendors. They do frequent, in person visits, quarterly gifts, and quickly respond to the vendors’ needs and concerns as they arise. This is accomplished by having two vendor representatives available at all times. One of them is always available to respond to any of our vendors needs. They both started their careers with Old Town Trolley as conductors and moved over to the sales side of the business. Beth has been a vendor representative for five years and Cathy for four. They both enjoy our current positions and look forward to many more successful years at Old Town Trolley Tours.

John Welby, Operations Manager, came to Old Town Trolley in 1997 after working in the limousine and bus industry for 12 years. Like many of our CAST, he was just looking for something fun to do. He always loved Boston, so he figured giving trolley tours would be the perfect fit! Over the years, he has had the pleasure of giving tours in Key West during the winter months. That was great while it lasted...but now that he’s in management. His focus is strictly on the Boston operation. Day in and day out he strives to make things better for our guests and CASTmembers alike. He try’s to live by the motto, “Treat others the way you want to be treated”. He enjoys working with the best and most diverse group of co-workers. He loves how everyone goes out of their way to make guests feel welcome and to insure that they have an awesome visit to Boston.

Ed Doerr, is the Depot Sales Manager here at Old Town Trolley Tours of Boston. His primary commitment is to hire, train and lead the customer service/sales professionals who represent Old Town Trolley and the City of Boston at our outside sales locations throughout the city. He is committed to having the highest level of sales representatives representing our company and City. He works with our people on an ongoing basis to assure the highest standards in enthusiasm, customer service and personal appearance. In addition to promoting our sightseeing tour, he also considers ourselves the “Concierge on the Street”, promoting all things Boston. A sales representative at Old Town Trolley Tours of Boston is naturally enthusiastic, hospitable and possesses a sincere love for the City of Boston and all of its rich history and attractions. He loves what he does, and takes great pride in building a sales team of true professionals.

Ted Galo, As Head Conductor he is committed to making sure the conductor team continues to provide the best tour experience to guests in terms of tour quality, education, entertainment, safety, and professionalism. He strives to continually bring in quality guides, assist in their training to meet our high standards and monitor the quality of the tour experience our current guides provide. He works with our conductors to provide them assistance and support so that they can remain fresh, productive and happy. An enthusiastic and committed tour guide helps translate into happy guests. He also assists in bringing to life and keeping fresh, not only the main historic tour, but also our supplemental tours including our Sons and Daughters’ of Liberty Tour and Chocolate Tour.

Cheryl DeSimone, As Office Manager, she oversees the office and the office staff while being our General Manager’s right hand woman. She handles all of the HR and Finance roles within our Boston location and am always available to “lend a hand” to anyone within the company for support. She has been working for Old town Trolley for three years. He is best known in the office as the owner of Cletus the Beagle. Andrew is originally from North West Arkansas. He has a degree in theatre from the University of the Ozarks in Clarksville, AR. He has traveled the country in a few touring shows, stunt shows, and children’s shows. He has been living in the New England area for the past 10 years producing, directing, teaching, and acting. In his spare time he is Owner and Executive Director of Makeshift Theatre Co. which was nominated for a Nickelodeon Parent’s Choice Award in 2009 for best children’s theater in Boston. He lives in Cambridge with the girl, the dog, and a couple of cats.

Andrew Rhodes, is the Tour Entertainment Manager for Ghosts and Gravestones and has been working for Old town Trolley for three years. He is best known in the office as the owner of Oetis the Beagle. Andrew is originally from North West Arkansas. He has a degree in theatre from the University of the Ozarks in Clarksville, AR. He has traveled the country in a few touring shows, stunt shows, and children’s shows. He has been living in the New England area for the past 10 years producing, directing, teaching, and acting. In his spare time he is Owner and Executive Director of Makeshift Theatre Co. which was nominated for a Nickelodeon Parent’s Choice Award in 2009 for best children’s theater in Boston. He lives in Cambridge with the girl, the dog, and a couple of cats.
St. Augustine

In the Trolley World

by Savannah Brewer, Operations Manager

Spring has sprung here in sunny St. Augustine. Temperatures are reaching into the high 70’s, even touching 80 most days. Rain hasn’t been seen in days and the hotels are busting at the seams. All this is conspiring to mean one of the busiest springs in the history of OTT St. Augustine. On top of all our city guests, the charter season is getting back into full swing. With fourth graders pouring into the city, some days more vehicles are running charters than the regular loop.

February saw the return and success of the Chocolate Tour. The second season of the Chocolate Tour saw Chef Bonbon (Historyteller William McComb) and Driver Cocoa Puff (Conductor Gail Price) at the helm, with sold out tours nearly every operating date. Stops at Claude’s Chocolates, the Raintree Restaurant and the Hilton Bayfront made for a perfect, chocolaty, entertaining tour. We are already looking forward to next season.

OTT St. Augustine takes pride in their involvement with the community and each year it grows even more. 2011 will see General Manager Dave Chatterton once again helming the city’s Easter Parade. Manager Dave Chatterton and Savannah Brewer who set the stage for rolling theatre troupes. Yes, Ghosts and Gravestones in city saluted by the indigenous. How do we know that by the “be doing” of local “walkerbys” of St Augustine nightly? As well, we’ve recently participated in their St Patrick Day parade and countless other business and municipal activities. We may not be the center of all things in ‘ol Old Saint Augustine, where the world pours into the oldest city in the U.S., but I like to think as MOD we are the hub of “whispering ghostdom.”

The Hub of Ghostdom

by Noble Lee Lester, Ghosts and Gravestones Manager

The 90’s bought us genres of aliens, the 70’s presented the foot loose disco “cooleys” and the 70’s evolved the stealth romantic 80’s, but the millennium has revealed the paranormal and “apparition whisperers”—Ghost and Gravestones. Business is not only great but growing at the Ghost and Gravestones haunt haven as well as the Old Jail and its chock of bubbling activities. Nothing could be finer considering the aftermath our recent recession which appears to have doubled our last year’s projections. How do we do we keep our G&G trolleys bustling at the seams nightly you ask? Our day starts with up tempo fun briefings, sensitive safety conductors, who not only keeps us safe, but participates in making our guest feel welcome and right at home. Our enthusiastic and super talented ghost host is coupled by an amazing total team of HTA CASTmembers and the leaderage of Ed Swift IV, Dave Chatterton and Savannah Brewer who set the stage for rolling theatre troupes. Yes, Ghosts and Gravestones is city saluted by the indigenous. How do we know that by the “be doing” of local “walkerbys” of St Augustine nightly? As well, we’ve recently participated in their St Patrick Day parade and countless other business and municipal activities. We may not be the center of all things in ‘ol Old Saint Augustine, where the world pours into the oldest city in the U.S., but I like to think as MOD we are the hub of “whispering ghostdom.”

The Other Museums

by Amy Brackett, Museum Manager

There is never a dull moment here as St Augustine’s Museum Manager. We finished up January with our last Rockin’ New Years Trolley Ride and we were SMOKIN’! There was hips swinging, hair-brush singing, and music playing thru the ages. We still had people requesting the specialty tour after it was over because not only do we keep them warm but we added some fun and interesting trivia in between our groovin’ dance moves. In January we had a lot of repair and set up for the school season that would soon descend upon us. “Quick” I said “train everyone we’ve got! It’s all hands on deck!” (You guys in Boston know what we are taking about.)

Work has been done on the front porch to preserve the original medicines, and horse powered treadmills. Guests will have the opportunity to view fascinating items like big wheel bicycles, guns, butter churns, steam-driven tractor, patent medicines, and horse powered treadmills.

The Oldest Store Museum

by Ed Swift IV, Director of Operations Savannah and St Augustine

Historic Tours of America’s Art Department and the staff of Old Town Trolley Tours of St. Augustine are hard at work building our newest museum offering, The Oldest Store Museum located at our festival marketplace, Old Town St Augustine. The Oldest Store Museum has quite a history here in the city as it was originally opened in the 1960’s in a warehouse at 4 Artillery Lane in what was once a hardware and general store. Historic Tours of America purchased the collection of this museum as well as two historic homes which were moved to our property to house the collection. We are now in the process of renovating these two historic homes and adding the stage sets for our upcoming opening in late May/early June.

The Oldest Store Museum is a turn-of-the-century General Store Museum. The general store was the Hub of St. Augustine’s social, political and economic life during the late 1800’s and early 1900’s. Guests will have the opportunity to view fascinating items like big wheel bicycles, guns, butter churns, steam-driven tractor, patent medicines, and horse powered treadmills.

The Oldest Store Museum Experience in St. Augustine will open soon
ON THE SPOT…

Savannah Brewer

Safety Officer, Old Town Trolley Tours of St. Augustine

I’m a native Floridian, born and raised in Central Florida. I came to St. Augustine for college and never got around to leaving after graduation. I’m an alumni of Flagler College where I majored in History with minors in English and Theatre Arts. I came to Old Town Trolley in August of 2004, as a part-time Historiyyteller in the Old Jail. One thing led to another, I got a CDL and six-and-half years later here I am. It’s been a pretty wild ride so far and I’m really looking forward to seeing what comes next.

I love to read and if you look in my purse, there are always at least one or two books in there (it’s probably time to consider a Kindle), along with my iPod and cell phones. Yes, I carry two cell phones. My personal and my work number. I’m also a kitchen witch, constantly experimenting with new recipes and tweaking old favorites. I use my baklava and chocolate chip cookies to bribe the our CAST to maintain their safety records. Right now I’m enjoying my life here in St. Augustine. Once it gets a little warmer I’ll be spending a lot more time at the beach and I’ve recently signed up for adult ballet classes. I go to the gym at least twice a week. Sometime I even use the equipment. I’d love to get spending a lot more time at the beach and I’ve recently signed up for adult ballet classes.

What is your favorite vacation spot?

That’s a toss up between New York City and Walt Disney World.

Which talent would you most like to have?

I’d love to be able to sing without sounding like a dying cat.

What three things will you always find in your refrigerator?

Chocolate, Coca-Cola and good quality lunch meat.

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

Definitely New York City.

Who are your favorite writers?

Maeve Binchy, Jane Green, Lauren Weisberger and Jennifer Weiner.

CASTmembers of the Month

JANUARY

Sherry Freed, Conductor
Shalana Adcox, Sales Rep.
Kathy Burnett, Supporting
Kim Garcia, Historiyyteller
Larry Alameda, Maintenance

FEBRUARY

John Renninger, Conductor
Shalana Adcox, Sales Rep.
Kalmun Lee, Supporting

MARCH

Chris Kiaml, Historiyyteller
Humerto Cabanes, Maintenance
Justina Dinardo, Sales Rep.
Duc Duong, Supporting
Alicia Goodman, Historiyyteller
Scott Gastineau, Maintenance

KILLIAN

By: Proud Owner Vince Leona, Title

Killian is a 4 year old, red golden retriever. He was found in Battle Creek, Michigan by my wife Tracy. Killian’s brother, Oakley, stayed in the family and lives with Tracy’s brother in Michigan. His favorite activity is playing fetch in a swimming pool, lake, or the ocean. He also enjoys getting dried off, laying in the sun, and stealing ridiculously large amounts of socks from the hamper. His dislikes are kennels, smoke alarms, fireworks, and the dreaded vacuum cleaner. Killian has been an amazing dog, and we’re very lucky to have him.
January through March represents most of what might be considered our “off season”, but we don’t look at it as a time to take a breather and recuperate from the rigors of a season in which we carried over 300,000 people, after all, we’ll rest when we’re dead, right? So during this time of year when our world outside is a bit more sleepy and quiet, we are working hard to prepare the team to be ready for another 300,000 guests. We hire a new training class (this year 15 new conductors and we ended up certifying 14 of these folks), six new sales representatives and a host of others), and set our stallwart trainee Kenny Gresham on them in earnest. Now this year is our Depot Sales Manager Garry Patrick, who will be tasked with the training of our crack sales team. Looks as if Garry is going to be a great addition, as he increased our package percentage by 15% in his first two weeks and as of this writing has broken our all time record for package percentage by bringing us over 35%. We are also working on beautifying our fleet with a plan to paint the exteriors of all our trolleys by the end of the fiscal year, refurbishing the majority of the driver’s seats, painting wheels, and more. Not ignoring our facility as well, we are paving our lot at the Welcome Center on Boundary Street and giving a facelift to our most productive depot in the city. All the while our Leadagement team works hard finalizing our budget and forecasting for the year ahead. FY2010-2011 was a record for package percentage by bringing us over 35%. We are also excited about the addition of the Avia Hotel and the Westin Savannah Harbor Resort and Spa. We have been busy getting our properties acquainted with the new online vendor store. We are adding more venues to our Vendor site so we approach the peak of our busy season.

The Scoop

by Cherie Brizol, General Manager

The Sales Team in Savannah goes from strength to strength as we advance into our busy season. We have been able to bring on some talented new sales staff and train our existing team over the last few months. We welcome Steve Warren, Rance Shell, Jane Erskine, Willie Dennard, Earl De Shazer, Jana Lee, Doug Good and Cindy Barrais-Speake. Sales training has become an integral part of daily life for our sales team and we have honed their skills at selling packages and attractions. In fact, package sales and revenue are on the climb and we have been able to break some major records recently.

We have also started opening our City Market Depot in the evening in an attempt to sell Ghost Packages and next day trolley and attraction tickets. We have generated good sales so far and we are excited about the coming season.

With the influx of skilled sales staff we increased our presence around Savannah by opening all our seasonal depots on a regular basis. This has proved to be a winner both in achieving growth in ridership and revenue. Well done all!

We thank all the staff but in particular our senior sales team members for their continued support and hard work.

We look forward to another big year!

The newly paved Welcome Center lot

We have added a few more eager CASTmembers as we get ready for season and they include Willie Dennard, Jana Lee, Tamika Knight, Chris Allen and Sarah Olson - Sales Reps, Dwayne Petty and William Morrow - Ghost/Shuttle drivers. Our Spring Conductor class has completed their training and is now providing the awesome tours that we are known for here in Savannah.

Congratulations to Jon Watkins, SPHR, HR/Payroll Manager, who was appointed to the Board of Directors of the Savannah Area Chapter of the Society for Human Resource Management for 2011.

Vendor Department

by Robert "Colonel" Hunter, Vendor Department

As the flowers begin to bloom in Savannah so do our online vendors. We are excited about the addition of the Avia Hotel and the Westin Savannah Harbor Resort and Spa. We have been busy getting our properties acquainted with the new online vendor store. We are adding more venues to our Vendor site so we approach the peak of our busy season.

Mailing the Fleet

by Bruce Smith, Maintenance Manager

Our Maintenance team is still going strong on the painting and refurbishing of our fleet, which has been challenging do to the busy season being upon us.

#134, our ghost trolley, was damaged in the fire that recovered nicely and is back prowling the streets of Savannah in the search for more victims. #105 is headed for the paint shop to join the ghost fleet.

We just had the DOT inspection, with just a few minor discrepancies. We were very pleased with the outcome.

We are also installing a new roof on our Ellis square booth this week to help keep our beloved sales reps and the electronic equipment dry. We are also installing a new canopy over our Visitor Center booth to help keep it dry. We are beefing up our parts inventory, getting ready for the busy summer ahead. Ya’ll be safe out there this season.

Human Resources

by Jon Watkins, Human Resources

We have a few changes in the admin department as we get ready for our quickly approaching season. Quinn Martinez has moved into a position as a Concierge at the Hyatt hotel and Susan Olson has filled her position as Marketing Assistant. Susan moves into the position after working part time for a year as a Ghost admin at night. We wish Quinn much success in her new position! Dale Gaunt and Kim Evans have both joined us in Ghost admin and Shane Cross has moved into Ghost admin after working in Ghost sales for the last year. This completes our merry admin/guest service team for the season.

We thank all the staff but in particular our senior sales team members for their continued support and hard work.

We look forward to another big year!

Charter Department

by Joyce Ellis, Groups and Charters

Joyce Ellis, was selected by the Tourism Leadership Council of Savannah as the Service Leader for 2011 during the annual awards banquet, held Feb 3rd at the Westin Harbor Resort. Joyce Ellis and Michelle LaRocco attended Travel South in Atlanta, GA the week of Feb 21st - 27th. Attended by both national and international tour operators, Joyce & Michelle, had 2 full days of appts with meet & greets. They told everyone about Historic Tours of America and our operations in Savannah & St. Augustine while also mentioning our other operations as well. It’s a great feeling to have that name recognition and to have other tour operators and group leaders speak so highly of Old Town Trolley Tours in all of our cities.

Joyce traveled again two weeks later with Visit Savannah to Florida for one of their bi-annual sales missions. Usually traveling with Visit Savannah twice a year, one for a drive market, the other for a “fly market” or greater distance from Savannah. Once again, Joyce and her team traveled to 30+ appts in the Tampa - Ft. Myers area in three days. They booked business and spread the word about Old Town Trolley Tours and Savannah, Georgia.

Joyce and all the CASTmembers of OTT-SAV welcome Joyce and Col. Bob’s new sales coordinator, Susan Olson. Susan has been with OTT-SAV for about a year as a G&G receptionist and decided to come into the “daylight hours” as a sales coordinator. Susan brings with her many years for experience as a wedding and event planner. Joyce said 2011-2012 is the year she expects the charters/ depts to grow by leaps and bounds with Susan’s help.

March 25th - 27th, we shuttled 300+ guests to private homes/parks/gardens in the Historic District as well as homes Andley Park for the Annual Tour of Homes. The green/orange was shining through again, even on a rainy Sunday afternoon. One of the houses on the tour the guests were able to enjoy was the Simpson’s “Extreme Makeover: Home Edition” house in Andley Park!

The American Cruise Lines is coming into Savannah on a weekly basis, starting March 22nd through May 24th. Most weeks we are seeing 2 ships docked at the same time. Joyce & Susan wear their running shoes on Tuesdays when the ships are in town, because they dock at opposite ends of River Street! The smaller Cruise Ships hold an average of 100-125 guests each and travel intercostal waters with 3-4 ports of call in their 7 day cruises; this season traveling Charleston, SC to Amelia Island, FL. We are working with Visit Savannah, Chamber of Commerce, local politicians and anyone else that will listen to us about bringing the larger ships into Savannah, such as Celebrity, Carnival, Norwegian, etc...

Spring has sprung with Joyce and Susan running (and hopping) from one charter to the next....and you hear the whispering throughout the halls, “..........is it November yet?..........”

Operations

by Marcie Coulon-Larkin, Operations Manager

As everyone knows we are in our busy season and we are so grateful to our terrific CAST, front line and Leadagement staff. We are all excited about the arrival of our two new additions to our fleet! Afa Shuttle #259 arrived from St. Augustine earlier this month and

old town trolley tours of savannah

old town trolley tours of savannah

The Nation’s Storyteller

Winter 2011

24

25
The Nation's Storyteller

Cindy Cantrell, 2 years
William Korte, 4 years
Alex Alexander, 4 years
Calvin Thomas, 3 years
Tuvia Mittman, 1 year
Jose Natal, 2 years
Karen Jacobs, 5 years
Ariel Erickson, 1 year
Shanae Cross, 1 year
Jose Natal, 2 years
Sarah Haig, 1 year
Tuvia Mittman, 1 year
Susan Olson, 1 year
Marquese Ruth, 1 year
Jill Litten, 1 year
Ronald Elcock
Earl Deshazer
Jody Christie
Sharon Gary
Carl Williams
Sarah Haig, 1 year
Tuvia Mittman, 1 year
Susan Olson, 1 year
Marquese Ruth, 1 year

Which living person do you most admire? My father because he taught me how to be a good man not just in words but good deeds.

What is your favorite occupation? Bar Manager because there is never a dull night.

What do you value the most in your friends? Honesty and Integrity.

Who is your favorite hero of fiction? Batman because he uses his mind to solve problems.

What three things will you always find in your refrigerator? Cheese, O.J., and Salad Dressing (Don’t ask)

Kevin Ault
Cynthia Barris-Speke
Earl Deshazer
Timothy Drawdy
Douglas Good
Garry Patrick
Stephen Warren
James Beam
Nathaniel Butler
Jody Christie
Ronaldo Elock
Willbert Frazier

Famous Faces of Savannah

Ralph Mark Gilbert
1899-1956
by Quinn Martinez, Sales Coordinator

Dr. Ralph Mark Gilbert is known as the father of the modern civil rights movement in Savannah, Georgia and was known for his strong beliefs in non-violent protest. He was the Pastor for the First African Baptist Church and held the post until his death in 1956. He was a graduate of the University of Michigan and was an accomplished orator, tenor, and playwright. He spent his life organizing the African American community and uplifting its welfare. Dr. Gilbert was the president of Savannah’s chapter of the NAACP and helped start over 40 chapters of NAACP in the state of Georgia alone. He developed the West Broad Street YMCA with a united black and white community. During WWII, he helped with establishing a USO for black servicemen at the YMCA and at Fort Stewart. With the help of many local churches he was able to create The Greenbrier Children’s Center. Dr. Gilbert was a staunch advocate black voter registration and was able to help get the first black police officers in Savannah hired. He led a selfless life and even after his death in 1956, he left a legacy that still stands in Savannah today. Tourists in Savannah can visit the civil rights museum that bears his name and see the accounts of the successful non-violent protests and organizations that brought equal rights to Savannah’s African American Community in Savannah Georgia. The Museum is open to the public Tuesdays through Saturday and is something you do not want to miss!

CASTmembers of the Month

DECEMBER
Jonas Boyd, Conductor
Karen Jacobs, Sales Representative
Joyce Stuckey, Supporting

January
Mark “Big Daddy” Williams, Conductor
Petya Kostadinova, Sales Representative
Robyn Jones, Supporting

February
Carol Williams, Conductor
Pinal Patel, Sales Representative
Peter Judson, Supporting

February
Carol Williams, Conductor
Pinal Patel, Sales Representative
Peter Judson, Supporting

HAPPY ANNIVERSARY

December
Sharon Venice, 8 years
Linda Ferguson, 1 year
Jill Litten, 1 year

January
Shari Butler, 8 years
Karen Jacobs, 5 years
Alex Alexander, 4 years
Tommy Altizer, 4 years
William Haegelin, 4 years
Calvin Thomas, 3 years
Shanae Cross, 1 year
Ariel Erickson, 1 year
Wayne Johnson, 1 year
James Smith, 1 year
Larry Strong, 1 year
Jennifer White, 1 year

February
Terry Hayes, 10 years
Alexandria Coleman, 8 years
Cindy Cantrell, 7 years
William Korte, 4 years
Jon Watkins, 3 years
Priscilla Casanova, 2 years
Tracy Conradson, 2 years
Jose Natal, 2 years
Carl Williams, 2 years
Francis Gleason, 1 year
Sarah Haig, 1 year
Tuvia Mittman, 1 year
Susan Olson, 1 year
Marquese Ruth, 1 year

ON THE SPOT...

Mark Williams
Dispatcher and Conductor, Old Town Trolley Tours of Savannah

Hello there! My name is Mark Williams and I am a Dispatcher and Conductor at Old Town Trolley Tours in Savannah. I was born in Charleston, South Carolina and I have four great kids. I am a fun loving guy and have the sense of humor to prove it! I love learning about history and anything new. I started out as a manager in the Manufacturing Industry working for Robert Bosch, LLC and worked with them for eight years. I dabbled as an assistant manager in fast food and was also an operations manager for the O&B Corporation before making my way to Savannah. I thought it would be neat to work for a company that shares the thing I love a lot, history. So I filled out and application and low and behold became a conductor! I definitely love what I do and many will tell you it shows. In my spare time you will find me watching anything and everything on the History Channel, SyFy and PBS channels, listening to Classic Rock and R&B.
San Diego

Kicking the Year Off
by Terri Zorn; Operations Manager

This year San Diego Old Town Trolley resurrected the Holly Jolly Holiday Trolley Tour. Our drivers were ready to put on their jingle bells, holiday cheer, and lead sing-a-long songs as we drove through town talking about the traditions and fun facts of the holiday season and asking lots of trivia questions.

In December were our annual College Football Bowl games; the San Diego County Credit Union Poinsettia Bowl and Bridgepoint Education Holiday Bowl games. There was a sea of Nebraska red and Washington purple in town for the Holiday Bowl, enjoying the weather, San Diego attractions and tours. The Washington Huskies went on to upset the heavily favored #18 Nebraska Huskers, 19-7.

Kicking off a week of Holiday Bowl game events is the annual Port of San Diego Big Bay Balloon Parade billed as “America’s Largest Balloon Parade”. Over 100,000 people lined the streets of San Diego to view world-class marching bands, magnificent floats, entertaining school bands, drill teams, and a procession of enormous balloons more than any other parade!

January and February are normally quiet months on the trolley, but that was not the case this year. 100 years ago in January, a gentleman by the name of Glen Curtis brought his crazy flying machines to Coronado and put the Navy and Army in the air! Thus began Coronado’s North Island fame as the birthplace of naval aviation since 1911. This historic Centennial of Flight Celebration was a once-in-a-lifetime event and included the Parade of Flight with over 200 vintage and current military aircraft over San Diego Bay. This was the largest fly over since WWII attended by over 120,000 San Diegans and visitors.

March brought the RC-44 races to San Diego Bay and lots of boat race enthusiasts. The RC-44 is a high-performance, 44-foot sloop co-designed by 4-time America’s Cup winner Russell Coutard and Paul Cayard.

Old Town Trolley was represented in the Gaslamp Quarter Mardi Gras parade by our very own trolley “float” carrying City of San Diego’s largest one-day festival decorating the city’s historic district in vibrant purple, green and gold jewel tones featuring live entertainment, flamboyant floats, mouthwatering grub from food trucks, incandescent concoctions and beads of every color, shape and size. This decadent day of debauchery is San Diego’s most extravagant party with over 40,000 revelers partying through the night.

31st Annual San Diego St. Patrick’s Day Parade and Festival was held Saturday, March 12th. With over 150 entries, including marching bands, floats, police and fire department units, the emerald societies, clowns, equestrian entries, Border Patrol units, scout troops, bagpipe contingents, dancing groups, drill teams, roller skaters, antique cars, the Friendly Sons of St. Patrick, representatives from Ireland, and the reigning Miss Colleen and Smiling Irishman.

Over 30,000 people lined the streets making this parade one of the largest in San Diego. Old Town Trolley San Diego had two trolleys in the parade, sponsored by the Irish Congress of San Diego, shuttling guests from offsite parking to the parade and event gardens. Trolleys were FULL all day long with a lot of happy guests and Irish Smiles!

Overall, trolley-ridership was up December – March compared to last year which is a great way to end the Fiscal Year. We are looking forward to a great year in FY2011.

San Diego SEALS
by Terri Zorn; Operations Manager

Despite our mild weather in San Diego, the winters here can be a bit difficult for the SEAL. Somehow that moon gets really, really close and causes all the water to leave the bay! Maybe not ALL the water, but just enough to cause extreme low tide conditions leaving us stranded on land. And how can you have an amphibious tour on land only? So, it’s modified tour times on low tide days. Also, Mother Nature was a bit weepy this winter, dumping record rain falls throughout San Diego. Although the SEAL is in water – we prefer the water stay beneath us and not fall on us. The Bay can get pretty choppy and there were a few tours that could have had the “Victory at Sea” soundtrack playing. The guests loved it!

The end of December, we ran the SEALS seven days/week, but the weather really took a bite out of our ridership. January and February really help to make that up, though. In March, we had our second Tsunami Advisory in a year from NOAA and the US Coast Guard causing us to cancel our SEAL Tours. This was the largest quake experienced in Japan in over 300 years with a magnitude that was upgraded to 9.1. Its ensuing tsunami had repercussions in Alaska, Hawaii, and all of the West Coast. The most hard-hit in California was north of us in Santa Cruz and Crest City. Last year we had the tsunami warnings due to the earthquake in Chile. Our bay had a three-foot swell moving rather rapidly that caused boat and dock damage. Not knowing if, when, or how large a swell could appear in the bay this time, we cancelled our tours for the entire tour. Our guests’ safety is our first priority just like our motto states. Thankfully, San Diego Bay was spared any damaging influx of water. Mission Bay, where Sea World is located, did experience a three-foot swell that caused some bait dock damage.

By the end of March we will be running our SEAL Tours seven days/week and opening the Star of India location. We have some great new additions in the works for the SEAL Tour including a new value added, environmentally educational handout for the kids! Think Blue is the mantra for anyone who does business in or around the Bay. We want to be a team player in that effort.

See You in the Movies
by Rob Ross; Safety Officer

Disney Studios is filming a fourth “Pirates of the Caribbean” movie titled “On Stranger Tides”. This time around Captain Jack Sparrow (Johnny Depp) crosses paths with a woman from his past (Penelope Cruz), and he’s not sure if it’s love -- or if she’s a ruthless con artist who’s using him to find the fabled Fountain of Youth. When she forces him aboard the Queen Anne’s Revenge, the ship of the formidable pirate Blackbeard (Ian McShane), Jack finds himself on an unexpected adventure in which he doesn’t know who to fear more: Blackbeard or the woman from his past.

Our own Safety Officer of Old Town Trolley Tours, Rob Ross was lucky enough to participate in some of the filming. The studio rented the “HMS Surprise” that was used in the movie “Master and Commander” from the San Diego Maritime Museum to use in their new film. Disney studios also hired some of the volunteer sailing crew, including Bob Ross, who has been a member of the volunteer maintenance & sailing crew since 1985, to operate the ship with the possibility of appearing as a background extra in the scenes of the movie.

Will Bob Ross end up on the big screen or the cutting room floor? We’ll all have to wait until the movie premieres in May of 2011 to find out.

Remodeled Cosmopolitan Hotel
by David Thornton; General Manager

Old Town Trolley CAST enjoyed their monthly-meeting at the newly remodeled Cosmopolitan Hotel and Restaurant and treated to a wonderful breakfast. The Cosmopolitan Hotel on the main plaza in Old Town State Park is one of the most important buildings in all of California. With a
San Diego Whale Festival Is A Success

by Alex Rodriguez; Depot Sales Manager

The third annual San Diego ‘Whale Festival’ was held on the New Port Pavilion on the Broadway Pier on Saturday, January 22 and attended by over 5,000 locals and visitors. Festival organizers received proclamations from County of San Diego, City of San Diego and the Port of San Diego for the event! Old Town Trolley & SEAL Tours participated as a sponsor with both vehicles and an information booth.

The free Whale Festival community event offered a wide variety of interactive and hands on displays to spark the interest and imagination of any child. This included a walk-through whale, live sea creatures, face painting, art projects, and a bounce house.

Whale watching season has become one of San Diego’s favorite times of the year. The Big Bay Whale Days and Whale Festival provide the community with the best place to learn about California gray whale ecology and conservation and find information about opportunities to interact with the whales safely and affordably.

San Diego Earns Top Safety Award

by Bob Ross; Safety Officer

For the second year in a row the San Diego Old Town Trolley & SEAL tour operation earned the company’s top safety recognition award as the safest HTA operation in 2010. This year San Diego shares the top position with the Boston operation after narrowly edging them out the previous year. Can San Diego make it a three-peat this year? We are certainly going to try our best.

Old Town Las Posadas Holiday Event Celebrates its 60th Year

by John Savage; Old Town Market Leasing Manager

December 12th marked the 60th annual Las Posadas event in Old Town San Diego State Historic Park. Las Posadas is a long-standing tradition in Old Town. In the early days of the tradition everyone in town was given a part to play. Today the Las Posadas procession is a walking reenactment with professional players in period costumes. It is the biblical story of Mary and Joseph’s search for a birthplace for the Christ child. Everyone still participates by joining the candlelit procession and singing traditional holiday songs in both Spanish and English. The players go from inn to inn, asking for symbolic lodging. The procession ends with a live nativity scene in front of Casa de Estudillo. After the procession there was a piñata, arts & crafts, and a bonfire in the center of the town square.

Blessing of the Animals

by John Savage; Old Town Market Leasing Manager

The Blessing of the Animals dates back to the 1700s; it was an annual celebration honoring St. Anthony of the Desert, the Patron Saint of the Animals. The San Diego Benediction of the Beasts also honors Father Anthony Ubach whose work with Native Americans included the building of St. Anthony’s Industrial School for Indians back in 1886, located at the site of our very own Casa de Aguirre! This year’s blessing was attended by over 600 different animals including, native wildlife rescued by the Chula Vista nature center, three birds of prey from Sky Hunters rehabilitation center, and Chopper the famous Harley riding dog.
I am pleased to spotlight the Concierge staff at the Holiday Inn San Diego On the Bay. The Holiday Inn is located on beautiful San Diego Bay and has sweeping views of the bay and downtown from almost every room. The hotel has 600 rooms and suites and four restaurants. The Hotel is also pet friendly and is close to the airport, Little Italy, and the waterfront. The Concierge staff includes Mark Church who has been there for 13 years, Norma Molina and Reine Collanus. They are all very great supporters of the Old Town Trolley Tour and SEAL Tours. Mark has recently signed up for our online program and has become one of my top sellers. Norma sells our hard tickets and has always been a great seller as well. Mark says, “It’s one of the first things I recommend guests to do when they get to San Diego, especially since you have a convenient stop right across the street from the hotel”. I want to thank the entire staff at the Holiday Inn on the Bay for all their continued support for our tours. Keep up the great work!!!

Shirley Pandit; Sea World, Kate Utlich; USS Midway Museum, Rod LaBranche; Director of Sales Old Town Trolley, Ryan Michularch; Legoland attended the Expedia Conference in Las Vegas

Suzanne Tool-Tollach, Director of Balboa Park Visitor Center, Astronaut Buzz Aldrin and Rod LaBranche at the San Diego Air and Space Museum opening of the new exhibit “Space: A Journey To Our Future”

The International Visitor Information Center and Balboa Park Visitor Center Volunteer FAM on the SEAL Tour with Captain Jim and First Mate Mark

CAST members’ third anniversary recognition awards. From left to right, Terri Zorn, Operations Manager; Conductor Vidal Sisneros, Conductor Victor Leca, Conductor Jim Fraley, Park Tram driver Kathy Anderson and General Manager David Thornton of the Month

JANUARY
Bob ‘Hatch’ Hatcher, Conductor
David Mahl, Sales Representative
Jim Saffer, Supporting

FEBRUARY
Jim Fraley, Conductor
David Mahl, Sales Representative

MARCH
Jim Fraley, Conductor
Barbie Harrell, Sales Representative
Isaias Velazques and Ino Briones, Supporting

Holiday Inn San Diego on the Bay
I am pleased to spotlight the Concierge staff at the Holiday Inn San Diego On the Bay. The Holiday Inn is located on beautiful San Diego Bay and has sweeping views of the bay and downtown from almost every room. The hotel has 600 rooms and suites and four restaurants. The Hotel is also pet friendly and is close to the airport, Little Italy, and the waterfront. The Concierge staff includes Mark Church who has been there for 13 years, Norma Molina and Renee Collanus. They are all very great supporters of the Old Town Trolley Tour and SEAL Tours. Mark has recently signed up for our online program and has become one of my top sellers. Norma sells our hard tickets and has always been a great seller as well. Mark says, “It’s one of the first things I recommend guests to do when they get to San Diego, especially since you have a convenient stop right across the street from the hotel”. I want to thank the entire staff at the Holiday Inn on the Bay for all their continued support for our tours. Keep up the great work!!!

Concierge Desk at the Holiday Inn San Diego Bay
ON THE SPOT...
Saul Alba
Maintenance, Old Town Trolley Tours of San Diego

My name is Saul Alba. I was born in Zacatecas, Mexico. I have lived in San Diego since 1973. I’ve been married for 41 years and have three kids and four granddaughters. I am licensed as a private pilot and flying is my hobby. I have been an instructor for vocational training of auto body and paint for auto mechanics for 21 years at the Sweetwater School District. I started working for Old Town Trolley Tours in March of 2002. I am very happy to work for Old Town Trolley Tours and be able to share my expertise for the progress of the company.

What is your greatest fear?
To be without a job.

What or who is the greatest love of your life?
My wife, Modesta.

Which talent would you most like to have?
I would like to be able to play the guitar more than anything!

What do you consider your greatest achievement?
I consider my greatest achievement teaching vocational programs for more than 21 years in auto body and paint.

What three things will you always find in your refrigerator?
Flour tortillas, mozzarella cheese and diet sodas.

In The Kitchen With
Carmen Thulin

Chocolate Crackles

1 Cup of Semi-Sweet Chocolate Chips
1 Cup of Flour
1 Cup of Brown Sugar Packed
1 TSP of Baking Powder
1/3 Cup of Oil
1/4 TSP of Salt
2 Eggs
1/2 Cup of Walnuts (if desired)
1 TSP of Vanilla
1/2 Cup (Approximate) of Powdered Sugar

Melt chocolate chips, combine with brown sugar and oil. Add eggs, one at a time, beating well after each one. Add vanilla. Combine flour, baking powder and salt. Add to chocolate mixture. Stir in nuts (if desired). Chill dough at least for one hour, then drop by teaspoons full into powdered sugar, roll and coat. Place on greased cookie sheet, roll and coat. Place on greased cookie sheet and bake in pre-heated oven at 350 degrees for 10-12 minutes. Cool on rack. Makes about 4 dozen.

HAPPY ANNIVERSARY

DECEMBER
Carrie Nunez, 8 Years

JANUARY
Frank Charles Cleaver III, 10 Years
David Thornton, 8 Years
Erin Smith, 5 Years
Alex Rodriguez, 1 Year

FEBRUARY
Theresa Gaughan Zorn, 11 years
Robert Williams, 9 Years
James Saffer, 7 Years
Steven Brooks, 4 Years
Kathy Anderson, 3 Years
Vidal Sisneros, 3 Years

Welcome Aboard
David Hartin

twitter.com/historictours
facebook.com/historictours

http://www.oldtowntrolleytours.com/