Historic Tours of America

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Complete Story Inside on Page 31

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FROM THE DESK OF THE CHIEF CONDUCTOR

NUMBER ONE MOST PATRIOTIC ATTRACTION
BOSTON TEA PARTY SHIPS & MUSEUM WINS USA TODAY’S READERS’ CHOICE AWARD
by Chris Belland, CEO

It boggles my mind that we were selected by the USA Today panel of experts to even participate in this year’s Readers’ Choice Award but we were. The other entries were: Pikes Peak, 9/11 Memorial and Museum, Plimoth Plantation, Colonial Williamsburg, Mount Rushmore National Memorial, Freedom Trail, Arlington National Cemetery, Gettysburg National Military Park, Statue of Liberty, The Alamo, Ellis Island, Fort McHenry National Monument, Fort Sumter National Monument, Independence Hall, Liberty Bell Center, National Archives Museum, National Mall and Memorial Parks, USS Arizona Memorial and Yellowstone National Park. As you can see, just being part of this group is an extraordinary honor, of which I am sure you are as proud as I.

The entire CAST of Historic Tours of America is to be complimented for supporting their fellow CASTmembers at the Boston Tea Party Ships & Museum. It was a national contest, but I am pretty sure that many of the HTA CASTmembers submitted their votes and, in addition to a very loyal group of previous guests, we came out on top. The final Top Ten Winners were: Boston Tea Party Ships & Museum, Pikes Peak, 9/11 Memorial and Museum, Plimoth Plantation, Colonial Williamsburg, Mount Rushmore National Memorial, Freedom Trail, Arlington National Cemetery, Gettysburg National Military Park, Statue of Liberty.

The results were announced in the July 8th USA Today weekend edition with an estimated readership of approximately 9 million! Furthermore, the announcement was made to several thousand media outlets and our public relations representative, Stephanie Loeb, received estimates of potential readership in excess of 90 million!!!

Obviously, this was an extraordinary opportunity for us to tell the world about what your company, Historic Tours of America, has achieved. It is also a testament to the extraordinary efforts of the creative team at the Boston Tea Party Ships & Museum whose actors tell the story of the “single most important event leading up to the American Revolution” again and again with a never-wavering passion and dedication to making sure the visiting public understands the extraordinary importance of the Boston Tea Party. It could have happened anywhere, such as Charleston or New York, but it didn’t. It happened in Boston and it was the spark that set off the American Revolution just sixteen short months later.

The importance of the Boston Tea Party as a symbol of a nation’s struggle to be free and self-determining resonates today all around the world. It is an honor that our company has become the steward of this iconic event and an even greater honor that our efforts have been recognized in the USA Today Readers’ Choice Award. Huzzah!

Christopher Belland
Chief Executive Officer

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Thought an update on the American Prohibition Museum in Savannah, Georgia, might be in order.

First of all, the opening date of late August or early September is a distant memory. Now our opening date is looking like December 1st (maybe). But, wait a minute, we have an excuse. We have now added a Speakeasy and expanded the museum floor space by 20%. The Speakeasy, of course, requires plumbing, coolers, sinks, liquor secure storage, etc. and is located about two-thirds of the way into the museum. It also requires licenses, etc. Oh, did I mention the new restrooms (handicap accessible) in the museum? We also added a 1935 Flathead Ford Coupe (one of the first “Thunder Road” moonshining cars, NASCAR racing machine) and a 1926 Peerless (a very cool gangster car) as well as a submarine still (400 gallons) donated by someone we cannot mention that is on T.V. And that’s (a very cool gangster car) as well as a submarine still (400 gallons) donated by someone we cannot mention that is on T.V. And that’s not all! Dana Ste. Claire, our museum development honcho, is continuing to collect Prohibition artifacts and most recently we obtained a "$1,000-dollar bill" which the U.S. government had to go into extended overtime to print $1,000, $5,000 and $10,000 bills to supply the banks, who supplied the gangsters. We also procured a rumrunner’s skiff with a 1925 outboard used to transport liquor on supply the banks, (who supplied the gangsters). We also procured a submersible (400 gallons) donated by someone we cannot mention that is on T.V.

The entrance to the museum is through a soaring lobby that has been stage set by Monte and his art crew as a city street (anywhere in the U.S.) in 1913 or so. The authentic 1918 Ford beer truck, fully loaded with beer kegs, is blocked in the street by three, sign toting ladies, created by our art department, from the “Women’s Christian Temperance Union”. The beer truck driver is laying on the horn and shaking his fist, while a woman, with a child clinging to her skirts, peers into McCurdy’s Saloon looking plaintively for her husband, and the street noise and dogs barking, horns honking, and a bum in the gutter all blend into exciting glimpses back to another era. The street is overlooked, from a balcony above, by two fellows sharing a bottle and a lady on another balcony pinning laundry to a clothes line strung between the buildings. Above this pandemonium is a silent 8’ x 10’ foot screen on which a silent black and white movie of historic scenes (moving and stills), from the era, are projected and drifting in from the next room is the faint sound of preaching, which slowly grows louder, as you approach, where the actual black and white movie, of the famous Prohibition preacher “Billy Sunday” is rallying the congregation against the use of alcohol, is in progress— but that’s another tale as is the “rest of the story” of The American Prohibition Museum.

The truth is that all I ever really knew about Prohibition was that you were not allowed to lawfully have a drink of alcohol and also what I gleaned from “The Untouchables” on T.V. when I was a young man. However, the complete story of the unintended consequences of Prohibition, that continue to affect our lives, is a story that needs to be explored and relived today and I think Historic Tours of America* is up to that challenge. I can’t wait!
IT WAS A DARK AND STORMY NIGHT...
by Steven Burress; General Manager

...Well, the day turned into that. Our first tour headed out on May 2 and we were off and rolling, then the rain set in. It wasn't the perfect day from a weather perspective, but it sure was an exciting day for all of us in the Nashville Operation. Since that day we have carried a good number of guests and shown them Nashville. We are getting into the groove, and our conductors are starting to get the feel for just what we do and how important guest satisfaction is. Are there still things to work on and tweak? Of course, but we are working on those things and making a difference in the lives of those who come to visit Music City. We have started kicking off our marketing to groups about our Charter opportunities. Vendors are signing up to sell our tickets. Nashville is rolling along at a good clip and we are picking up momentum. We hope you will come and visit us, give us some feedback, some ideas of how we can continue to grow and improve. Who knows, maybe you will take some of our ideas back and put a little bit of southern in your world!

Y'ALL COME VISIT US, YA HEAR?
by Leslie Allen; Head Conductor

At this writing Old Town Trolley Nashville has been in full operation just over two months - and what a ride it’s been! Nashville looooves to party. When it does, the city does not hesitate to shut down major arteries and intersections to ensure revelers get the full benefit of each celebration. Consequently, we’ve already adjusted our route myriad times to accommodate CMA Fanfair, the 4th of July and any number of pop-up concerts by likes of such stars as Keith Urban and Jimmy Buffet.

S’aiiight! We’re professionals, and our CASTmembers have handled the changes like the Bosses they are. Even when it means navigating down busy streets where the distance between our trolleys and other vehicles is finer than a frog hair split four ways (thanks for the colloquialism, Roy)!

Through all of the challenges our burgeoning city casts before us, our CASTmembers continue to hone their crafts while providing exemplary service to our guests - and lots of jokes and laughter to each other.

It’s truly been a pleasure to share the ride with the fine individuals we work with at Old Town Trolley Nashville, and I personally look forward to many more great trips ahead!

IT’S ALL ABOUT SAFETY
by Ally Marshall; Safety Officer

Since my job is Safety Officer, the title of this article seems like a given. However, since December 7th of last year, I have learned there are far more safety concerns about more things than I could ever have fathomed! My fellow leadagers and I started here in Nashville from scratch. We walked into offices with no furniture, no computers, no phones, no CASTmembers, only leadagers. Oh, did I mention we had no trolleys? For the first week or two, my office was our conference room with my cell phone and a lot of HTA manuals.

We've progressed since December. We are now in our second building. We have computers, desks, Wi-Fi, ten trolleys, two shuttle busses, and 40 CASTmembers. By the way, of those 40, 20 are conductors and 12 had never driven a commercial motor vehicle before joining our ranks! We've had a couple of CASTmember injuries and a few bumps and bruises to the trolleys, but we are all learning.

As Safety Officer and Trainer, I couldn’t be more proud of our CAST. Thus far, we’ve made it through an opening day of torrential rains and many additional days with a heat index as high as 103 degrees. As a native of Nashville, Old Town Trolley’s presence in my hometown is exciting. It provides me with something new to learn every day. I anxiously await the next Storyteller so I can share with you what we have accomplished in the meantime.
Looking around the room at our recent monthly CASTmember Meeting I was overwhelmed with pride. Old Town Trolley Tours of Nashville has arrived! Fully staffed for our Downtown Nashville Tour our number has grown to over 50 CASTmember’s. During our recent move to a much larger facility everyone stepped up to make this transition happen remarkably smooth. The team work and encouragement that I witness every day is heartwarming. Last night, at the end of a long day one of our trolley drivers said the following: “This is the last job I ever want. I leave at the end of my shift feeling happy. I made guests laugh and they really enjoyed the ride”. This CASTmember, like so many others, gets it. They enjoy the ride as much as our guest.

Life is short, remember to **ENJOY THE RIDE!**

**GROUPS AND CHARTERS ... AND SO IT BEGINS**

by Nikki Weekly; Group Charter Representative

Greetings from Nashville Tennessee! I know what you’re saying. But isn’t she…? Didn’t she used to…? Yes, it’s me. All the way from the National Call Center in St. Augustine to this wonderful city I now call my home. I’m now the Group Charter Representative for the newest member of the Historic Tours of America family, Nashville. To say that I’m excited about my position wouldn’t effectively describe my mixed feelings of enthusiasm and trepidation. I’ve been challenged with the responsibility of building a new department in a brand new city, which hasn’t been done in over 15 years!

I spent the past month searching for a home for my child and I, familiarizing myself with this beautiful city, attending meetings with various organizations, creating a list of potential clients to establish relationships, organizing and meeting groups, but most importantly, I’ve been learning the operations of this company. This, by far has been the most thought-provoking because until you actually spend a great deal of time within an organization, you never fully understand and appreciate the magnitude of work that it takes to run a successful operation as this.

Becoming the Group Charter Rep in Nashville is slowly but surely teaching me about patience. Because as much as I desire to fill up my daily calendar with groups, I must realize the work I’m performing now are the seeds which need to be planted and nourished so that one day soon Charter will be a force to reckon with. I wish in life I had a crystal ball. One that would show me what the Charter Department will become over time. But since I don’t, I rely on the reputation and success of this great company to guide me through. A friend asked me the other day if I saw the light at the end of the tunnel. My response, “I don’t see the light just yet, however, I do see a small flicker of promise that propels me toward that light” and I eagerly await the day when Old Town Trolley Tours of Nashville’s Group Charter Department joins the high rankings of its predecessors.

**VENDOR PROGRAM**

by Melissa Elliott; Vendor Sales Representative

The summer months bring lots of conventions, bachelorette parties, and concerts to Music City. As a result, we have Code Whites due to pop up concerts by famous artists or a Code Molasses due to the many Peddle Taverns that crowd our downtown streets. Yet, all of these wacky but wonderful attributes of Music City have helped with the expansion of our Vendor Program in Nashville. With over 65 months of continued growth and hotels operating at capacity, Old Town Trolley Tours is seeing so many guests, some of which are convention goers looking to utilize their 1 free day or visitors who came for a concert but have decided to spend an extra day in Music City. I am proud to say that many of these guests are coming through the Vendor Program.

Hoteliers and attractions see the added benefit of working with Old Town Trolley Tours and because of that, I am amazed at how fast the Vendor Program is growing. This week, we have reached our highest sales to date and many businesses are reaching out to myself and our General Manager, Stephen Burress to become involved with Old Town Trolley Tours through the Vendor Program. It seems like every day I am receiving a call from a concierge or business that wants to start selling tickets through Trusted Tours and Attractions.

This season also marked the first opportunity for Old Town Trolley Tours of Nashville to participate in giving the Vendor Appreciation Gifts. Our Vendor Appreciation Gift this summer involved everything you need for a great day at the pool or beach. We included a beach towel, a branded Barnes and Noble gift card, head phones, a tumbler, drawstring backpack, sunblock, and a lei! We received wonderful feedback and many of the Vendors plan on using the gifts during their summer trips.

As the Vendor Program continues to grow over the next few months, I am excited to see how it will impact the revenue and ridership of our operation, but more importantly, I am looking forward to seeing how it will help shape the reputation of Old Town Trolley Tours in Nashville.

**FOURTH OF JULY GIFTS**

For our 4th of July gift, we went with a summer theme instead of holiday specific. Melissa and I spent the last couple of days delivering the gifts to those vendors who are signed up and have started selling. We provided ear buds, a lei, a trolley cup, a trolley backpack, a $10 gift card to Barnes and Noble all wrapped in either an orange striped, or green striped towel. We were able to order the gift cards from B&N with our logo on the front. We were well under our budget due to some savvy shopping by Melissa. The vendors loved the gifts. Attached are a few pictures of the items, Melissa and one of our biggest selling vendors so far, Andrew from the Doubletree.
Andrew Thompson is a rare and endangered species in Nashville, he is native Nashvillian. With over 80 people a day moving to Nashville, it seems it is increasingly difficult to find someone who has truly experienced the growth of the city. Andrew attended high school at Hillwood High School and continued his education at Middle Tennessee State University in Murfreesboro, Tennessee. Andrew’s love for Music City truly shines through in his enthusiasm when discussing attractions in Nashville. As a previous tour guide and now a concierge, Andrew loves helping visitors create wonderful memories during their vacation in Nashville.

What is your idea of perfect happiness?
I would say hiking in the mountains with my hiking friends.

What is your greatest fear?
I developed a phobia of flying a few years ago, so I drive just about everywhere I go. I don’t know how I will get to hike Mount Kilimanjaro. I am still working on that one.

What is your favorite vacation spot?
The Rocky Mountains

Which talent would you most like to have?
I would say a photographic memory. That way I could remember all the things that I read about. That could be very useful.

If there was one place you could live besides your current city, where would it be?
I think Denver. It would make getting to the Rocky Mountains easier.
ROCK ‘N’ ROLL MARATHON
RETURNS TO SAN DIEGO
by John Savage, Operations Manager

More than 33,000 runners hit San Diego’s streets on Sunday for the 19th annual Rock ‘n’ Roll marathon and half marathon sponsored by Suja. “Runners come from all 50 states and 38 countries,” said Dan Cruz, a spokesman for the race.

Of the 19 years of the race, 2016 marked the 17th year Old Town Trolley provided Trolley shuttles for the VIP and professional Elite athlete runners.

This year the marathon will follow a new course through North Park, Kensington, Mission Hills, Mission Bay and Mission Valley. Both the marathon and half marathon start next to Balboa Park and end in Little Italy near Waterfront Park at the County Administration Center.

In previous years, out of town runners complained that the race didn’t give them the chance to run by the ocean, Cruz said.

“You think San Diego, you think beaches, you think sailboats,” he said. “So with this new finish line, we really wanted to showcase scenic San Diego, especially that new beautiful downtown waterfront park.”

The race will end with a concert at the park featuring singer-songwriter Gavin DeGraw.

In addition, hometown running hero Meb Keflezighi will lead the pace group for half marathoners hoping to finish in 90 minutes, as he’s done in past years. Keflezighi won the Boston Marathon in 2014 and is representing the U.S. in the Olympics.

The Rock ‘n’ Roll race started in San Diego and has since spread to more than 30 cities across the world, Cruz said.

“But San Diego does it the best,” he said.

SAN DIEGO HOSTS
MLB ALL STARS
The MLB All-Star FanFest attracted thousands of baseball fans to the San Diego Convention Center and Petco Park. More than 40 Major League Baseball legends and the San Diego Padres made appearances at what may have been the largest interactive baseball theme park in the world.

Fans participated in baseball training drills, tested out their batting skills in the All-Star batting cages and saw a collection of official awards and trophies of Major League Baseball including the World Series, Home Run Derby and All-Star Game MVP. Some fans got their photo taken with the World’s Largest Baseball signed by Ted Williams, Hank Aaron, Derek Jeter, Yogi Berra, Willie Mays and others.

PRIDE PARADE FESTIVITIES!
by Erica Frost, Group Sales Manager
On Saturday, July 16th, Old Town Trolley Tours of San Diego participated again in the annual San Diego LGBT Pride Parade, celebrating its 42nd anniversary! Several orange & green Trolleys, the SEAL and both Felicity and Bella Wedding Trolleys all participated in the parade. Our vehicles represented the following contingencies: First Unitarian Church, FOG (Fellowship of Older Gays), Felicity the wedding Trolley for the Uptown News publication, Bella the Wedding Trolley for St. Paul’s Cathedral, one orange and green San Diego Continued on the Next Page...
San Diego Continued...

Trolley for iHeart Media and once again the SEAL vehicle for the Human Dignity Foundation. (I’m sensing a pattern here.)

The annual San Diego Pride Parade is among the largest in the United States, attracting over 100,000 cheering spectators and significant media participation. This year’s theme is “Pride Unites the World”.

CORONADO 4TH OF JULY CELEBRATIONS!

Once again we were honored to host the Distinguished Flying Cross Society on board our Trolley for the Coronado 4th of July parade. This year’s Parade theme was “America’s Celebration”! It is always such an honor to have these real-life superheroes from the DFC and it just goes to show that not all superheroes wear capes.

WEDDING SEASON IN FULL BLOOM!

We’re finding ourselves in the midst of full-blown wedding season and business has been great! In fact, in terms of numbers, our wedding business is 46% above last year for the same time period of April-July. Since San Diego is such a year-round wedding destination we can really use this to our advantage and capitalize on it. We are scheduled to have some exciting new changes to our Wedding Trolley fleet so stay tuned as more details become available!
Happy Anniversary
OLD TOWN TROLLEY TOURS
John Savage, 18 years
Larry Usall, 16 years
Isaias Velazquez, 13 years
James Fraley Jr., 9 years
William Fox, 9 years
Reyes Avalos, 6 years
Martin Baez, 4 years
Ross Burns, 3 years

MEET WALLY!
Proud Owner; Sebastian Biagioni; Old Town Market Operations Manager

He is an 11 month old Goldendoodle and belongs to our Old Town Market Operations Manager Sebastian Biagioni. He is a fun loving pup who likes to be the center of attention wherever he goes. He wants to be a trouble maker every now and then but is a fluffball of love and goofiness. He is very excited to celebrate his 1st birthday!
You can follow his adventures on Instagram @wallydoodlesd

CHRISTINA VISITS SAN DIEGO

Visitors from all over the world are greeted and entertained by the SD Visitor Center’s weekend Ambassador, former Senior Chief Conductor Bill Fox. Bill answers questions, gives directions and brightens the day of all those who stop by!

Christina made herself at home. They have a desk and office waiting for her!
CASA DE AGUIRRE
by Sebastian Biagioni, Old Town Market Operations Leasing

In 1853, Don Jose Antonio Aguirre builds one of the first houses in Old Town San Diego, the Casa De Aguirre. Don Antonio was a wealthy merchant and a successful rancher. His ships traded mostly with Peru and China, exchanging San Diego cow hides and tallow for goods. While focusing his efforts in ranching, he became one of the largest land owners in California. Since he was born in Spain in 1799, he was both a Mexican citizen and American citizen during his lifetime. Don Antonio was known as a charitable man, and one of his original charitable works still stands in Old Town San Diego. The Old Adobe Church located on Conde Street is where Don Antonio was buried in 1860. After his death, the Aguirre family donated the home and land to the Catholic Church. Father Ubach used the home first as a rectory and then as Saint Anthony’s Industrial School for Indians. After years of disrepair, the original structure was torn down in 1914. In 2002, Historic Tours of America reconstructed the building as you see it today; it includes a free museum with artifacts from an on-site archeological dig.

OLD TOWN CONVENT BUILDING

Originally built as the Saint Joseph’s rectory at the corner of Fourth Avenue and Beech Street in downtown, the building was moved through the streets to Old Town San Diego in 1940. Once in Old Town San Diego, the building was a seminary, convent, community center, and, during World War II, it was a USO. The building was restored in 2003 by Historic Tours of America and is registered as San Diego Historical Site Number 323.

Today, both the Casa de Aguirre and the Convent are home to over 40 specialty gift shops, artisans, and crafts from Mexico and around the world.

BIG BAY BOOM FIREWORKS

The San Diego Big Bay Boom is the largest display of fireworks on the West Coast. Up to 500,000 spectators come to the San Diego Embarcadero to watch four different barges from the Big Bay launch fireworks into the night sky.
This month I would like to spotlight Robert Marks, Chief Concierge at the Omni San Diego Hotel. Robert recently became the National President of Les Clefs d’Or USA. The Les Clefs d’Or organization is the highest achievement a professional Concierge can obtain and Robert has been a member for 18 years. Concierges with this high distinction are recognized at top hotels and resorts by the crossed gold keys on their lapels. Robert is a native San Diegan and has been a Concierge in San Diego for 28 years. He started at the Omni Hotel Horton Plaza then worked at the Catamaran Resort Hotel and then landed at the Omni San Diego Hotel in downtown. At the Omni, Robert oversees the only concierge desk in all of San Diego County with all Les Clefs d’Or Concierge staff. Robert has also been a 27 year member of the San Diego Concierge Association including being a 2 term past President. He has also been awarded the prestigious Gold Key Award in Hospitality by the San Diego Hotel-Motel Association. Congratulations Robert in all that you have achieved and thank you for all the wonderful support you have given Old Town Trolley Tours over the years. We’re proud to have you in San Diego and I’m proud to call you my friend.

BACKGROUND

Hi! I was born and raised in Tijuana, Mexico until I was 14 years old. I moved to San Diego in 1978 with my father, my mother, and my brother Cesar. My passion in working on autos began when I was eight years old putting together and taking apart small model cars. From there, watching my father work and build his own VW Baja Bugs and his old model cars from the 1930’s to the 1960’s and on; to having a full collection of automobiles. I have over 30 years of experience working on autos and trucks where I learned in our family owned automotive repair shop and some in automotive trade school, but I’m always learning more.

I am happily married to my wife Mariza, who is a great person, and we have 4 dogs. I enjoy the outdoors like camping, desert motorcycle riding, and car off road racing in Baja and vacationing by the beach.

I have been working for Old Town Trolley Tours since 2008 and it is an honor to serve and work in the Maintenance Service Department and helping others.
MOBILE TICKETING HAS ARRIVED!

A few years ago while visiting Washington, DC, Christian Belland happened to notice a mobile information booth in the city of Alexandria. Of course his immediate thought was “I wonder if I can use one of these as a mobile depot in Washington?” The quick answer was we don’t know. After researching the possibility, we found out that it was in fact legal to sell Old Town Trolley tickets, DC Duck tickets, Monuments by Moonlight tickets, and Arlington National Cemetery tickets from a mobile ticketing vehicle in Washington, DC.

We then began the process of trying to find a mobile car to purchase. Initially we were going to purchase a new mobile vehicle with all the bells and whistles. The sticker price for that would have been between $45,000- $60,000. Unfortunately, other projects took over and we opted to put the mobile depot on hold.

In 2016 we decided to revisit the idea of mobile ticketing to increase our total number of depots from three to four, and help increase depot sales revenue. With Ed IV’s approval and help searching the internet, we were able to find a used electric mobile vehicle for 92% less than it would have cost us a year ago.

After the maintenance department ripped out all of the unwanted restaurant equipment, and completed the necessary mechanical work needed to ensure the vehicle was safe, we began the process of licensing and wrapping. Blackdog designed the interior and exterior, Eric Chapman spent many hours working with the Department of Regulatory Affairs, to get the vehicle and ticket reps licensed, the DMV, and the DC inspection. Now the fun begins. We are ready to sell tickets, and the best part is that we are mobile. If sales are slow at one location, we just close up shop and move to a new location. There are still a few minor additions we need to make, but for now it looks great. Stay tuned for updates as they happen.

CAREER DAY AT TULIP GROVE ELEMENTARY

Arlington National Cemetery Tours narrator Carl Elliott recently had the opportunity to share his love of history and Arlington National Cemetery during a career day hosted by Tulip Grove Elementary in Bowie, Maryland.

Carl’s daughter, Justine Elliott, is a counselor at the school, and she thought it would be beneficial to the students to not only hear some of the history of Arlington National Cemetery, but also to learn about tour guides as a career opportunity. Carl was able to share some poignant anecdotes about a day in the life of Arlington National Cemetery, and also to share what he loves about his job. Once again, we are living up to our history as the Nation’s Storyteller. Way to go, Carl!

FLAGS-IN!
A MEMORIAL DAY TRADITION

by Loretta Pinkney, Arlington National Cemetery Tour Operations Manager

Every year, Arlington National Cemetery and the 3rd U.S. Infantry Regiment—otherwise known as The Old Guard—jointly participate in a tradition known as “Flags-In.” On the Thursday prior to Memorial Day, which this year was May 26, members of the Old Guard arrive en masse to place flags on all graves, niches, memorial
stones, and the Tanner Amphitheater. They move as a precision unit, with one soldier placing flags down each row precisely one foot length from each headstone. Arlington has over 300,000 niches and headstones, and the Old Guard covers the entire cemetery with flags in about 3-4 hours. Tours continue during this process, and our guests were privileged to witness this historic tradition. The flags remain on the graves until the day after Memorial Day, when the Old Guard returns at 4 a.m. to remove them before the cemetery opens for the day. The sight of hundreds of thousands of flags giving honor to those who served and protected our country truly serves as a reminder that we are blessed to be able to come here every day and be part of the history of Arlington National Cemetery.

**WHAT HAPPENS TO THOSE ACCIDENT REPORTS?**
by Jake Hartman, Safety and Training Officer

Everyone knows about the dreaded HTAF-11, the accident and incident reporting form that we all learned about during new CAST orientation, but who knows what happens to it AFTER you turn it in to the Safety Officer in your city?

It’s like a magical document, you fill it out then turn it in and it goes to places and does things right? The real answer is that after you finish filling this form out a lot of time and effort goes into processing it. Your Safety Officer takes all the information off the form and begins the process of notifying the insurance company and the National Safety Director in Key West. We then complete the accident or incident investigation and provide all that information to the insurance company as well. When all this is completed we make digital copies to store on an off-site server and store the original forms in our offices.

We all appreciate every CASTmember’s commitment to developing and maintaining the safest work environment possible! Please remember that if a situation arises that requires you to complete an accident/incident form how important it is to make sure you do it accurately and completely in order to make it a smooth process.

Every CASTmember is an important part of the Safety Team here at HTA and the Safety Officers are always looking for ways to help provide a safer work environment for every one of our CASTmembers. Please let us know if you have any ideas or suggestions.

**Happy Anniversary**

**OLD TOWN TROLLEY**

- David Priester, 20 years
- Douglas Dorsey, 19 years
- Michael Overly Jr., 13 years
- Charles Diedrich, 7 years
- Brentford Davis, 4 years

**ARLINGTON NATIONAL CEMETARY**

- Oscar Overton, 12 years
- Randolph John-Baptiste, 4 years
- Calvin Watson, 3 years
- Albert Burns, 3 years
- Terry Beatty, 3 years
- Julie Thomas, 1 year
- Tiffany Godbolt, 2 years
- Michelle Washington, 1 year

**KIM JOHNSON**
Concierge, Old Town Trolley Tours

BACKGROUND
I was born on December 1st in Washington DC General Hospital. I've attended Alice Deal Jr. High, I transferred to Woodrow Wilson Sr. High and later I transferred my senior year to Oxon Hill, MD. For most of my life, I've lived in District of Columbia, for one year I had the pleasure to move to Biloxi Mississippi to my dad being in the Military. I applied for concierge with OTT on indeed.com and a week after my interview I was hired. I must say I wouldn't trade working for another company. I feel at home the with OTT CAST.
What do you value most in your friends?
Loyalty.
If I could choose to be on one reality show, what would it be?
Hell's Kitchen
What are the three things you will find in my refrigerator?
Juice, cold cuts and fruit.
What is your favorite occupation?
Concierge
What is your favorite place to vacation?
The beach!
Welcome to summer in Savannah y'all. The heat and humidity have kicked in but this isn’t our first rodeo, so we are geared up with plenty of hydration, a bit of shade and a huge dollop of sunny disposition with which to greet our valued guests and we’ve had the great good fortune of delivering heaps of southern hospitality to a lot of folks indeed. On the heels of our best year ever, we’ve exceeded our numbers every month since the beginning of the new fiscal year in April, carrying nearly 40k riders every month and July looks like it will be no different. While our focus is always on our guest, we also live true to our company mantra – “Safety First” as evidenced in a big way by our Chief Conductor, Chris Belland as well as our National Safety CAST when they presented our operation with the Chief Conductors Cup- recognition for being the safest motorized tour operation in the HTA Nation. It is an honor we greatly appreciate, even covet, but one we’ve certainly earned as well (pardon our pride). Kudos to each and every CASTmember, with special note to our Training CAST (Kayla Black, Dennis Pellegrino, and our countless Lead Conductors who assist in getting our folks heads on straight related to safety and tour quality right out of the gate and a huge “Hell Yeah” to our one and only Safety Superman- Kenny Gresham. These folks have helped us instill a culture of safety in Savannah that has consistently received high marks and most importantly to keep our guests and CASTmembers safe, day in and day out. I can’t stress enough how proud I am of this accomplishment and how grateful I am to each CASTmember for making it happen.

We all strive in this operation to achieve great things and this award, on the heels of our great performance in sales (Goalie of the Year, $1/2 Million Club inductees, etc.) along with our continued ridership success are great measures of the dedication of each and every one of our CAST to that goal. From the man at the bottom of the organizational pyramid, I am proud to serve you all and hopefully facilitate our continued success. Thank you!

We are in the midst of many great new initiatives (most of which will be discussed below) but I wanted to take a moment to note several things I am personally excited about. First, our Ghosts & Gravestones Program, which not only added a completely new (and very exciting) secondary program, but has achieved great progress and has firmly established itself as the “Premier Frightseeing Experience” in our city. We have seen double digit growth in ridership, huge strides in Trip Advisor status and incredible unity and enthusiasm in our front line CAST. There are so many who can be named as contributive to this success, but I wanted to be sure to express my appreciation and admiration for the guy who has run the program for the last several years - Garry Patrick. He has handed over the program to some great folks (Kristina Prince and Travis Spangenberg) who are most capable of carrying the torch onward to even greater success, but he certainly was the torch bearer in the most enthusiastic of manners for the last several years. Garry has moved into the Groups Department and with the help of Craig Armstrong and Bobbie Renee Stringer, great things are already happening. I’ve never been more enthusiastic about the future of that department. Finally, as I am nearing my length restriction, I am getting more and more excited about the newest member of our family - the American Prohibition Museum Experience. This is going to be a unique, dynamic and evocative product that is going to tell a story that has really been ignored in a manner that will truly WOW our guests. Kayla Black, who is set to run the museum and is actively contributing with Monte Triz, Dana St.Claire, and Ed Swift III on its creation will be a terrific leader and is the perfect person to deliver a product of the highest quality and integrity on a daily basis. We are extremely blessed for all we have here at OTT-Savannah- and that fact is not lost on me. So much more to tell, but best saved for future editions.

We had great ridership this spring and some nice temperate weather. As I write this on July 13 it has definitely heated up weather wise with the ambient temperature at 100 degrees and the heat index at 115 degrees with high humidity. Our daytime ridership today stands at 6.8% over budget and we plan to increase it even more as the month progresses. In May daytime ridership was up 6.9% over budget and June was 7.8%. The last few months our ridership has started out down for couple a weeks and then the team comes roaring back to get us the great gains we have seen.

Speaking of the hot summer weather our mantra now is hydrate, hydrate, hydrate. We talk about it endlessly every day but it’s a very serious issue in the heat and humidity we have here in Savannah.
We want to thank Willie, the ticket check crew and everyone else working at the Welcome Center for handing our cold water and fluid replacement drinks to the Conductors every time they drive through the Welcome Center for a ticket check.

We had our annual safety audit in late May and it turned out really well. It’s always good to have Jim Lamberson, Bill Meagher and Derrick from Liberty Mutual onsite to help us improve what we are doing. Our Safety Manager, Kenny Gresham, looks forward to this every year. As the winners of the Chief Conductor’s trophy this year we are looking forward to holding onto it for another year and continuing our efforts to be the safest operation in the HTA nation.

Congratulations to our Conductor Todd Barker who was the winner in the fourth week of the annual safety contest.

We are currently recruiting a fall Conductor training class and that is chugging along. This is the first time in about six years that we have had to do this. It was tough recruiting the numbers of Conductors we needed this winter and everyone has been working really hard to pick up all of the loops and charters. A huge thanks to everyone for their extra effort contributing to the fantastic success we have had so far this year. We hired our first new Conductor yesterday and have more in the talent pipeline.

SAFETY
by Kenny Gresham; Training Officer

On June 1, 2016 Old Town Trolley Tours of Savannah received the Chief Conductor’s Cup for being the safest HTA operation in 2015. As Mr. Belland was presenting us with the cup, I felt both appreciation and gratitude. Appreciation for our company leaders who offer much guidance and support throughout the year. We had our very first safety officer conference last year in St. Augustine where we were updated in all phases of our job and taught a new way for reporting and managing claims. This new process has made my job much easier and more rounded in knowing how Savannah’s claims are being handled. Working the claim through makes me better able educate our drivers in the safety process. It seems to help close out each accident or injury and hopefully with added knowledge move on.

Moreover, while in St. Augustine, the safety officers were treated like outright kings; great food, tours, and lodging. This was the case when I had dinner with Jim and Bill celebrating Savannah’s safety achievement last year. A dinner to remember.

The gratitude I feel for our Savannah CAST members is enormous. To safely drive the streets of Savannah under all types of adverse conditions is outstanding for our historic district is not only a tourism mecca, but it is also a bustling business district and college campus for thousands of college students who walk the streets while texting. Gratitude for our maintenance and sales staff who work in very old buildings like our MLK Carbarn that still has Edison light bulbs hanging from the ceiling and the old parking lot that was last paved when all Fords were black.

Bill is always talking about safety culture. The gratitude really flows for all the Leadagers from Chris down through Bill and Jim to Charlie Brazil, our GM, and Jon Watkins, our OM, who afford me the time to have days at work devoted to nothing other than safety and helping us set up safety committees and ad hoc committees devoted to safety while scheduling time for CASTmembers to attend these functions. Without this structure no safety culture would have a beginning much less be the proactive arm of our safety program.

GREETINGS FROM THE GRAVE
by Travis Spangenberg; Program Co-Manager

Hello all! It’s been a whirlwind couple of months for Kristina Prince and myself, Travis Spangenberg. We’ve been the Program Managers for Ghosts & Gravestones for a little over two months and are having a blast doing so.

Right off the bat, we kicked off a brand new secondary tour product called Ghost Town Trolley. We’ve had the fortunate problem of not having enough tours to sell during the most popular times of the year. A dinner to remember.

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Savannah Continued on the Next Page...
the night. This new tour gives us a possible four extra tours on our busiest nights. The tour is comprised of a completely different route, points of interest, and stops. First, we disembark at Savannah’s oldest existing cemetery, Colonial Park Cemetery. Next is a visit to the symbol of our preservation movement and haunted masterpiece: the Davenport House.

The new tour has been quite the success so far with us having broken our ridership record the very first weekend of implementation. We carried an astounding 517 guests on 17 tours. Look out, Labor Day! Here we come! We couldn’t have done it without our entire CAST of tireless actors and drivers, all of whom have helped to make this transition into our new roles such an enjoyable one.

HUMAN RESOURCES
by Renee Mercer; HR Manager

After determining that we wanted to start the Conductor training class earlier this year, we’ve been working feverishly trying to recruit. Over the summer we were able to bring some really great personalities on board and hope to continue the trend. New efforts by HTA with the introduction of Teladoc are just what the doctor ordered for our already healthy benefits package, and are sure to make a difference in our recruiting.

On a sad, but congratulatory, note: In July, we had to say good-bye to Ghost Host/HR Admin/Savannah Comedienne, Stacey Silverman. Stacey will be moving back home to Atlanta to attend Graduate School at Georgia State. Her liveliness, smile, dedication, and humor will be missed by all tremendously, but we wish her the best of luck in her future!

GROUPS AND CHARTERS
by Craig Armstrong, Groups & Charters Representative

It’s a great time of year for us to take a breather! The phones take a little break from ringing which gives us a chance to do some training, cleaning and catching our breath.

Garry has been busy getting ready for upcoming sales missions, including implementing a photo shoot of our vehicles and those of our partner, above and beyond transportation. Two full, busy, HOT but very successful days! We are excited to have worked with Aslyn Baringer who created some amazing shots, and look forward to working with Piper Smith on our new marketing materials. A special Thank You to Bobbie Renee for stepping up at the last minute to arrange models and clothing options!

Bobbie Renee and I have been busy with her continued training in taking over the Vendor Department responsibilities from me. The Colonel is chomping at the bit to have her in place ASAP! I guess he’s grown tired of me…Hahaha

The summer heat has been a bear, but with good shoes, a hat, and plenty of water, our guests continue to enjoy Savannah! We look forward to seeing y’all real soon!

VENDOR LIFE
by Stephen Plunk; Vendor Representative

Things are looking good for the Savannah Vendor Department with several new additions to our team and even more on the horizon. We have added Point South KOA as one of our latest vendors and they will be selling our tickets through their website as well as on location. We have also added the sister store to one of our favorite vendors, Christmas on the River; Christmas on the Market is already off to a hot start selling tickets by our City Market stop. We bid farewell to the Westin Resort, which is leaving the Vendor Department after more than 10 years as one of our top producers and will have an OTT concierge going forward. We are also sad to say farewell to Cathy Vaccari who is leaving the department, but happy that she will be remaining with the company as a concierge. We wish her the best of luck!

DEPOT SALES
by Jim Rafferty; Depot Sales Manager

We are now halfway through our extended hours period and in the middle of season. So far we have been looking strong. The heat and humidity have been high, but the sales staff powers right through it. They have done an outstanding job handling both.

We received and installed our new equipment at The Savannah Visitor’s Center in early June, the new Panasonic Toughbook is a great improvement over the previous Toughbook, and we now have the ability to sell our entire menu of attractions.

Our “Walk the Park” program continues to be a major focus.
Once a month, a group of Leadagers checks on three depots and concierge desks, to make sure any necessary repairs and upgrades are documented and acted upon.

All of our depots and concierge desks received new Depot Books. I would like to thank Stacey Silverman from the admin department for putting all those together. It was a large task and she did an outstanding job!

Our Sales Rep of the Month for April was Tramaine McCombs and May was the concierge from The Andaz, Judi Trahan. Congratulations to both on a job well done. We are looking forward to finishing out the summer strong and keeping the momentum going.

THE AMERICAN PROHIBITION MUSEUM
by Kayla Black; Museum Manager

The process of developing a museum is a daunting task- OTT Savannah is quite lucky to have such an amazing team working together to bring the history of Prohibition to life. Bruce Smith, Fleet Manager of OTT Savannah is diligently restoring not one, not two, not three, but four vehicles from 1918-1936 to be placed in the museum. The amazing Art Crew with Monte Triz is busy recreating scenes, wax figures, restoring brick, and generally making everything awesome. Ryan McCurdy is providing technology by proxy, setting up anything and everything wired in the space. And, Dana St. Claire, Ed Swift III, and I are digging into the books, researching our hearts out! This is a momentous undertaking, but it will be well worth it.

THE COLOR RUN

Happy Anniversary
OLD TOWN TROLLEY

Charles Brazil, 19 years
Frank Barevich, 13 years
Wanda Raimo, 7 years
Jaimee Drayton, 7 years
Claude Fleeman Jr., 7 years
Bruce Smith, 6 years
James Rafferty, 5 years
Megan Jerome, 5 years
Anthony Hall, 5 years
Chandra Mercer, 2 years
Vanessa Royal-Edwards, 1 year
Wesley Brown, 1 year
Kimberly Green-Dillard, 1 year
Kristy Hastings-Jones, 1 year
Michael Tessanne, 1 year

RETAIL
Tana Walker, 7 years
We rolled out the Red Carpet on our New Ghosts & Gravestones tour. “Back by popular demand we are returning to the Old Drugstore featuring Potter’s Wax Museum’s Chamber of Horrors. Then ENTER the town’s most haunted building, the Old Jail! This is a ghost tour you will not want to miss.”

We were so proud to share this tour with our local vendors at a special event held at our Welcome Center West. Amazing food was provided by the Raintree Restaurant and was placed on the “Zombie tables” as seen in the photos attached. Guests were enjoying the challenge of approaching a zombie for hors d’oeuvres while the zombie made eerie biting noises and tried to bite at the guests. We had a full house and were able to fill four Trolleys of the Doomed. The reviews started coming in immediately after the first tour returned. Everyone had a fun evening and loved the food and the new Ghosts & Gravestones tour.
BACKGROUND

Well hello there! I’m pretty new here to OTT. I joined the team May 2nd and am already feeling like part of the crew. Craig Armstrong and Garry Patrick have been helping me feel right at home in the Group Sales and Charter department. Old Town Trolley is definitely a big name here in Savannah, you cannot really turn any corner in Savannah without seeing an orange and green trolley, so I’ve known about the company for a while. But, Travis Spangenburg and I majored in Theatre at Armstrong Atlantic State University together and when he heard there was an opening in the Group Sales Department he reached out to me knowing that this career path was something I would be interested in.

I’m a planner by day and a performer by night. Singing, acting, dancing, and all things theatrical are my passions. Theatre is also where I met my wonderful fiancé, Josh. So when we’re not working on a show or going to see one, we’re playing Euro games and spending time with my adorable dog, Lily and my crazy cat, Tonks.

What is your favorite vacation spot?

Jacksonville, I love Jacksonville. At least while living here in Savannah. It is close enough but also far enough away from my normal day to day. The beach is really nice and there is plenty to eat and do!

What is your favorite occupation?

Event planning and performing are my strong suits. I’m incredibly blessed to have a job that lets me do one of the things that I’m best at, planning. I get to plan and coordinate all day and am still lucky enough to live in a city that has so many theatrical opportunities for me to explore at night.

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

I definitely want to live in Colorado at some point because the weather is incredible, everyone recycles, there’s a yoga studio on every corner, Theatre is everywhere, not to mention all of the outdoor activities.

What do you most value in your friends?

Loyalty and compassion are probably the most important things to me when it comes to friendships. As long as we can relate, be there for each other, and eat good food together I’m happy!

Who are your favorite writers?

I’m actually not much of a reader but I can’t ever get enough Harry Potter in my life, so I’d have to say J.K. Rowling. Hufflepuffs unite!

Christmas on the River has been one of our favorite vendors for many years and recently their sister store, Christmas on the Market, joined us as well. Owner Carl (pictured) has been in business for 35 years. We’re very grateful to Carl, who has long been a friend of the company and always has a smile on his face and a warm greeting when we come knocking. We’re looking forward to continuing doing business with him and with the new store.

I was blessed to inherit this spastic bundle of joy from my Gabi (Grandmother). Her name is Lily Fawn because when she was a wee pup she was much thinner and resembled a baby deer. Let’s just say that didn’t last long because my Gabi fed Lily Fawn more than she fed herself. Being the first dog I’ve ever personally owned, she has not been a disappointment one bit. Lily has more personality than any dog I’ve ever had the pleasure to know. Somehow she is able to clearly communicate to you exactly what she wants. She even bickers and complains if she doesn’t like what you are doing, not to mention her yodeling when she wants to sing along with you. There’s never a dull moment with my Lily around.

facebook.com/savannahtours
twitter.com/savannahtours
JUNE 2016 NATIONAL SAFETY MONTH

June was National Safety Month! We kicked off our 6th annual campaign to promote “Safety First”, focus on safety awareness and create a safe accident free environment for our CAST members, our Guests and our property. We encouraged all our CAST members to actively participate. Safety is everyone's job!

The past five years we have concentrated on Safety Awareness, Observing Safe Practices, Recognizing Potential Hazards and Highlighting the Importance of “Safety First” in everything we do! This year, we wanted to take it a step further.... We wanted to identify Risk; anything in and around our work environment that may be, lead to, or create an Unsafe Condition. This can involve a physical hazard or a procedure or process we do every day. When we identify the Risk around us, we can either accept it, eliminate it or modify it thereby proactively avoiding future incidents and injuries. Let’s fix the problem before the accident happens!

The theme of this campaign was “Safety – Proactive NOT Reactive!” Each week during the month of June, we asked all our CAST members to be hyper-observant throughout their working hours and identify Risk and as many Safety “opportunities” as they can. Again, these opportunities can relate to what we do, the way we do them, things that may create an injury or damage and any other observations that if addressed, may help to prevent or avoid future accidents or incidents.

Our Week 1 Winner was Elise Kubisch from TS&G’s Conch Store. Elise had observed her fellow CAST member Jean having to sweep up a glass broken by a customer. This was a great example of the difference between “Proactive” and “Reactive”. The broken glass is a safety hazard for Jean, a safety hazard for our customers and a lost sale. How many of these occur in a day, week, year? Can we identify some way that can eliminate this sort of thing happening completely? How about, just reducing the number of times it happens? If we can, we have taken “Proactive” measures to prevent the glass from breaking resulting in reducing the Risk of injury to CAST members and Customers and increasing Profits!

Our Week 2 Winner was Richard Sowle from Old Town Trolley Tours of St. Augustine. Richard identified a Safety Opportunity that may have an impact on the Safety of our Guests, CAST members and our vehicle by pointing out a certain pothole at Stop 19 that seems to be getting bigger. This was another great example of the difference between “Proactive” and “Reactive Safety”. By recognizing this Safety Opportunity, and bringing it to our attention, we can do what we must to prevent or avoid any incidents before they happen!

Our Week 3 Winner was Jillian Couillard from Boston Tea Party Ships & Museum! Jillian presented a Proactive Safety Opportunity in Week 3 which focuses on CAST member Safety. Jillian, as a Lead Actor at the Tea Party Attraction encourages her staff to wear sunscreen when outside, especially when on the ships. Thanks Jillian. This is a good reminder to all of us that our personal Safety is important too and we should always look for opportunities to include that in all aspects of our lives. Congratulations Jillian!

Our Week 4 Winner was Todd Barker from Old Town Trolley Tours of Savannah. Todd presented a Safety Opportunity which impacts our Conductors, Engineers & Captains who are out dealing with the summer heat and their constant effort to stay hydrated. Todd points out that keeping water handy when driving is very important but very difficult in most of our vehicles.

The only places to keep a water bottle are on the floor, dashboard or engine compartment. Not only can they roll out of the reach of the driver making their water supply unavailable, they may roll elsewhere creating an “unsafe” condition. This is an excellent example of “Proactive Safety” with what seems to be an easy fix... cup holders! By recognizing this Safety Opportunity, and bringing it to our attention, we can be more aware and take the necessary steps to avoid any incidents before they happen!

This year, we “super-sized” the Grand Prize awarded for participation in our 6th Annual Safety Campaign giving evidence of the support that Chris, Ed III & Ed IV place on Safety and the value of this National HTA Safety Campaign (not to mention their awesome generosity!).

The Grand Prize this year was a weekend for two (Thursday – Sunday) to the Old Town Trolley Tour City of their choice and included airfare, hotel and a $300 American Express gift card for expenses! WOW!

We received a total of 329 entries for the four weeks of our annual Safety Campaign with our theme of “Proactive not Reactive Safety”. All entries were put back in the hopper and the Grand Prize Winner was drawn.

Our Grand Prize Winner was Jillian Couillard from Boston Tea Party Ships & Museum! Jillian presented a Proactive Safety Opportunity in Week 3 which focuses on CAST member Safety.

Our weekly winners received a $50 American Express Gift Card and some great Liberty Insurance merchandise.

Thanks to all who participated and although the annual Safety Campaign has ended, please continue to be Proactive and identify opportunities when you see them. Your local Safety Officer can assist you in getting your voice heard and our local Safety Committees are there to respond to opportunities and challenges.
CASTMEETINGS
Jeanne Coyne, Asst. to the General Manager

Our monthly CASTmeetings are held inside the Corazon Cinema and Café, an old fashioned cinema. It’s one of the few places we can fit our CAST of over 100. We try to make each month’s CASTmeeting fresh and different. In June, the theme was Summer Fun. George Sommerer, a history teller at the Oldest Store Museum, brought in his sound system. A few of our ghost hosts came up and did the YMCA dance as the audience danced in their seats. We blew up beach balls and bounced them around the room and passed out goodies for the CAST as they finished up dinner and waited for the meeting to begin.

In July, George again brought his sound system and this time we played trivia with the CAST and passed out gift cards to the winners. We tested our CAST on St. Augustine history for chances to win $10 gift cards from Publix. George emcees Trivia Night at the local Elks Lodge and brought his show to us. What a fun way to kick off July’s meeting.

In July, Jennifer Weigle won for selling the most Potter’s Wax Museum tickets. Terry also gave out an “Honorable Mention” in July to Mark Bateh. Doris won 1st place for selling the most Essential Guide Books and Mark came in 2nd for selling the most Essential Guide Books. Kevin Lynch won Conductor of the Month. And Della Weiner won Retail associate of the month. These were just some of our monthly winners!

GHOSTS & GRAVESTONES CONCIERGE EVENT

We recently rolled out our new Ghosts & Gravestones tour and to help promote the new tour, we invited our vendors from the local hotels and B&Bs to a special event. The event was held at our new Welcome Center as our guests were greeted by zombie waitresses with tables around them that held the hors d’oeuvres. What was that? Oh, yes we said zombies. You mean you’ve never heard of zombie waitresses tables? Neither had our art department, but they did a great job on creating the tables for us. The Raintree Restaurant did an amazing job with the food and wine. Our zombies tried biting our guests as they approached the tables. It brought new meaning to “have a bite.” After the cocktail hour, our guests were treated to a Ghosts and Gravestones tour. Speaking to many of the guests in attendance, most had never taken a G&G tour and were excited to be going on their first. We were proud to tell them they were taking the best ghost tour around and were confident they would enjoy every minute of it. The night was a complete success and everyone, including our zombies, had a great time!

INDEPENDENCE DAY
July 4th was a busy time in St. Augustine. Our General Manager, Dave Chatterton, always cooks out for the CAST on holidays like this and this year was no different. He cooked over 200 hot dogs with the help of Andy Laird, Fred Harris, and Greg Coleman. It was a big task taking orders from the entire CAST, cooking up the food, boxing up lunches and delivering them to everyone. But thanks to this team, it was all done before lunchtime! Over the weekend Dave and Kathy Burnett, our Charter Department manager, were interviewed by Jessica Clark of First Coast News about OTT donating shuttle service for the 4th of July festivities. To help ease congestion in the City, OTT St. Augustine donated their shuttle service to the City and shuttled guests from outlying parking locations to the Bridge of Lions to view the spectacular fireworks put on by the City of St. Augustine.
Happy Anniversary

OLD TOWN TROLLEY TOURS

Pamela Reed, 13 years
Melissa Mezick, 6 years
Kalmun Lee, 6 years
Randy Rose, 5 years
William Fish, 4 years
John Pritchard Jr., 3 years
Michael Branham, 3 years
John Horan, 3 years
Jeanne Coyne, 2 years
Matthew Sills, 1 year
John Drush, 1 year
Marshall McCullough, 1 year
George Sullivan Jr., 1 year
Kaitlin Landeros, 1 year

THE OLD JAIL

Eric Pickering, 2 years
Stephen Mitchell, 1 year

THE OLDEST STORE

Jack Tolzmann, 3 years

RETAIL

Tina Carver, 1 year
Lauren Beverly, 1 year

WELCOME CENTER WEST

Fun new Barrel Chair for new Welcome Center St. Augustine Historic Inns Kiosk

Welcome Center West has a fabulous binocular viewer that was installed on the porch. It is now available for the enjoyment of our guests.

The new Welcome Center West Shuttle is in the loop!
This rather unique vehicle is semi enclosed with skylight windows in the passenger area, an intercom system and air-conditioning for both compartments. OTT decals, “Follow Me to Old Town” back wrap and isinglass should be completed in the next week or two.
Another GREAT JOB from our Vehicle Maintenance/Restoration Team!!!

FIRST COAST NEWS DROPS BY

Our good friend Jessica Clark from First Coast News stopped by to discuss Old Town Trolley donating shuttle service for the July 4th Fireworks.

NEW DISPATCH DESK

the new Dispatcher Desk that will be delivered to the “Trolley Slot” today.
This was an unbelievable find and we are so lucky to have access to the HTA Art Department to add their creative detailing.

NOW APPEARING ONSTAGE

LA FLORIDA 2016 CONTEST

Congratulations to Potter’s Wax Museum for winning First Place “People’s Choice” award in the La Florida contest 2016. The winners were announced last week in the St. Augustine Record. La Florida is a beautification campaign that was formed to encourage local businesses to add container plants to their storefronts, windows and balconies.

We are thankful to Lindsay and the Potter’s staff for helping create and take care of the plants that were placed outside of Potter’s. It is is our second year in a row in which we have received this award.

A mirror is now in place at the top of the stairs as you enter the morning briefing area.

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It is my wonderful privilege to introduce Jes and Patricia, the new owners of Compass RV Park, formerly known as Indian Forest Campground. The name change is a reflection of our commitment and direction toward a wide range of new park improvements. Our goal is to wow you with new services and amenities that will consistently enhance the quality of your stay. Even the locals who live around the RV Park, had to come by for themselves to see what has transpired as a result of the new ownership, since it's been non-stop busy.

I believe Jes and Patricia see the true value in the partnership with Old Town Trolleys, as their guests get picked up complimentary by our shuttles, but also understand how everyone benefits by partnering together as we have done, since their first ticket order in December 2015.

Compass RV Park offers 105 sites and please ask us about the new vintage RV village that we are now creating. We currently have 4 vintage trailers on site, available to rent on either a nightly or weekly basis. So they have started to utilize our Hotel Availability Sheets and fax their availability to the Welcome Centers every day so our Ticket Sellers can recommend them. They are also the closest RV Park to the Historic Downtown area.

However you camp, one thing remains the same, and that is our immediate proximity to historic St. Augustine, the beaches, and Interstate 95. Once you settle in at Compass RV Park, you can really relax. There is no need to even drive into town, since the Old Town Trolley provides a complimentary shuttle service to and from town and our park (with the purchase of a trolley ticket). Please check out their website, www.compassrvpark.com to see the other cool things Compass RV Park offers, like the new pet park, interior pictures of the vintage RV’s, the fishing pond and live music.
Mid Summer 2016

Wednesday, June 8th was Old Town Trolley night at Shear Madness, the longest-running, non-musical play in US theatre history. Shear Madness began here in Boston in January of 1980 at the Charles Playhouse, where it is still being performed today. Shear Madness developed into a show that changed every time it was performed. The actors followed a basic format and changed the specific lines along the way. Now, decades later, Shear Madness incorporates not only the contributions of the audience, but also frequent references to the latest media scandals and local news items. It can best be described as a murder-mystery-whodunit-comedy. On June 8th the CAST of Old Town Trolley Tours of Boston was treated to special night, including meeting the actors and getting a group photo with them on stage (see pic). A great night was had by all.

The Boston Pride Parade is the biggest parade in the city, attracting thousands of people from all over New England. The annual Pride Parade this year took place on Saturday, June 11th and Old Town Trolley Tours of Boston was well represented at the event. We had a total of nine trolleys in the parade, seven of which were chartered to carry other groups while the other two were used exclusively for promoting Old Town Trolley and Ghosts & Gravestones. The CAST of Ghosts & Gravestones is always a hit with the crowd as is their all-black “trolley of the doomed”. Attending the parade this year were Steven “Anthraxicon” Johnson, Meg “Fioana Belladonna” Fezzko, Tim “Devlin Cormac” Carr, Will “Jonathan Goodspeed” Munoz, Aspen “Betty” Mears, Ly “Chrysanthemum Bleakly” Melocarrro, Ryan “Ashton Whitlock Burns” Jennings, Leo “King Bernard” Wilson and

Kim “Lily Winter” Barrett all of whom did a great job promoting G&G by giving out candy and hundreds of G&G rack cards.

Representing OTT was one of our beautiful stadium trolleys as well as CASTmembers, friends, and business partners. Conductor, Stephen Kent, not only drove the trolley, but also supplied the DJ equipment to make sure everyone in the crowd could enjoy our great music along with us. Thank you Stephen for never letting us down.

One of the many duties I have as General Manager is attending industry events and joining groups such as SKAL, which is an international organization of travel, tourism and hospitality professionals. Every month the members of SKAL meet for a luncheon and networking opportunity. Each month the luncheon is held at a different venue, such as a member hotel or restaurant. I try to make it to as many luncheons as I can, but sometimes it’s just not possible to get away from the demands of the day to day business of operating a sightseeing company. However, I was not going to miss the June luncheon no matter what I had going on. You see the June luncheon this year was held at the one and only Fenway Park, the oldest major league ballpark in the country and home to the world famous Boston Red Sox! During the networking hour, the two Red Sox mascots, Wally the Green Monster and his sister Tessie were making the rounds taking photos with the crowd. When Tessie came my way, I made sure to get a photo with her and she was happy to oblige. Joining me in the photo was my guest, Eric Schultz of Destination North America and taking the photo for us was Shawn Ford of the Boston Tea Party Ships & Museum. When
Shawn handed my phone back to me he said, “You just got photo-bombed”. When I saw the picture, I couldn’t believe who jumped in….none other than Wally the Green Monster himself. It’s not every day you can say you got photo-bombed by Wally the Green Monster!

July is the month that OTT Boston receives its annual Safety/Risk Management audit performed by Jim Lamberson, Bill Meagher and folks from Liberty Mutual and HUB International. This year the audit was done the week of July 11th and was, once again, a big success. Thank you Jim, Bill and the entire safety team for keeping us safe and headed in the right direction.

When it comes to the tourism industry Boston is a city full of competition. There are four trolley companies, three duck tours, bicycle tours, Segway tours and walking tours just to name a few. For the first time that I can recall, all of the trolley and duck operators gathered together in one place on Tuesday, July 19th and lined up their vehicles side by side. This event was organized as a way to show state legislators the difference between all of the vehicles on the road, as they were considering new legislation on how the industry operates. Old Town Trolley Tours of Boston had the honor of driving the legislators from the State House to the staging location. Thank you to Sue Pye (Safety Officer/Trainer) for driving these very important guests and giving them a tour along the way.

**BOSTON PRIDE**

**GROUP SHOT OF OTT CASTMEMBERS, FAMILY, FRIENDS AND INDUSTRY PARTNERS**

**OTT CASTMEMBERS SUE PYE, MAUREEN MAROTTA, TRACEY PATURZO AND MEG “FIONA BELLADONNA” FEZCKO**

**INDUSTRY PARTNERS ERIC SCHULTZ OF DESTINATION NORTH AMERICA AND DONNA POWELL OF MASSPORT**

**It is a rarity that you ever see this kind of lineup in Boston.**
BACKGROUND

I was born in Everett, Massachusetts (just north of Boston) and I am the youngest of four children. Having been raised in the northern climate of New England I love the winter sport of snowmobiling, which brings me to my favorite vacation spot of Paris………Paris, Maine that is. I have three dogs, large huskies, which bring me joy as they are my best friends. My favorite food is a huge steak and cheese sandwich from Rondo’s in South Boston. You may be wondering why someone from the North Shore would be in South Boston in the first place.

While I was completing my senior year at Northeast Metro Technical High School, training to be a mechanic, an Old Town Trolley CASTmember by the name of Tim Carr dropped by our school looking for intern candidates to work in the maintenance department in the trolley barn in South Boston. I was lucky enough to be chosen and now I have a career path as a big rig mechanic at Old Town Trolley Tours of Boston.

Someday I would like to get into competitive drag racing. I have a passion for anything to do with mechanics, including rebuilding older vehicles.

Now that I am at Old Town Trolley Tours learning from a great maintenance team, I will be able to move forward into the life of a mechanical genius…….like Bob Gibson! (editor’s note: the phrase “like Bob Gibson” was added by Bob Gibson and Steve Everett)

What is your idea of perfect happiness? Not having to struggle in life.
What is your most treasured possession? My three huskies.
What do you most value in your friends? Honesty and laughter.
What is your greatest fear? Not living a long and fruitful life.
Which living person do you most admire? My mother, who gives me my inspiration.
In the few short years that we’ve been open for business, we’ve thrilled our guests, risen through the ranks of TripAdvisor, and recently won the Best Patriotic Attraction in USA Today’s 10Best Reader’s Choice Awards 2016. We are thrilled to constantly challenge our guests to expand their knowledge of “the single most important event leading up to the American Revolution” and to bring history to life. That being said, we are always thinking of new ways to improve our tour and site experience. Through the years, Chris Belland and the HTA team have collected many interesting and important artifacts that have been, up until now, hidden away in desk drawers, storage units, or unlabeled boxes. We want our guests to experience the colonial era not just through our live interpretation, but also through relics of the time. Led by Creative Manager, Evan O’Brien, we have purchased two beautiful curio cabinets to be placed in Abigail’s Tea Room. One of the curios contains a book signed by Boston Tea Party participant Thomas Melvill, an 18th century tea caddy, a 19th century Twinings tea caddy (sent to us by Bruce Richardson, our Tea Master), and the Niles’ Weekly Register from 1827 containing the recently published first person account of the night of December 16, 1773, by participant Joshua Wyeth. The other curio contains centennial and bicentennial commemorative items celebrating the Boston Tea Party.

As we continue to grow as an institution, we receive phone calls from folks who own items that may be of interest to us. Several months ago, a man named David Fox reached out to us regarding two artifacts that were in his possession. Due to a lucky find at an estate sale, Mr. Fox was now the owner of a Bill of Lading for John Hancock’s ship Hayley dated December 21, 1773. A bill of lading is a document that details a shipment of merchandise and gives title of that shipment to a specific party. The Hayley played an interesting role in the Boston Tea Party, as it arrived in Boston on November 17, 1773 carrying news that the East India Company Tea was en route to the colonies. She was also one of the first ships to leave Boston Harbor after the “destruction of the tea” in late December. Mr. Fox also owns a copy of Gentleman’s Magazine published in London in January 1774. This magazine has one of the first printed accounts detailing the happenings on December 16, 1773 in Boston. These items are currently on loan to the BTPSM for the next 10 years and are being housed in a beautiful exhibit case in the Portrait Gallery portion of our museum experience. As the Creative Team (Evan O’Brien, Josiah George, Kelly Horan Galante) was preparing this addition, we also decided to make some other changes to a small area in that same room. Upon entering the Portrait Gallery, we felt that we needed to continue the story that we’ve been telling – of the men returning from their night on Griffin’s Wharf, discarding their cloaks, finding tea in their boots, etc. We removed several portraits from the wall and replaced them with wooden coat hooks, on which we placed a cloak and a tricorn hat, complete with feathers. A pair of riding boots are leaning against the wall with some tea spilling out. We added quotes from first person accounts of Boston Tea Party participants George Roberts Twelves Hewes and Joshua Wyeth to the wall as well.

At the Boston Tea Party Ships & Museum, we continue to think of new ways to improve our experience for our CASTmembers and for our hundreds of thousands of guests each year – be it by adding more elements to our tour, creating a welcoming atmosphere in Abigail’s Tea Room, bringing unique items into our gift shop, being proactive in our approach to safety, and of course, by offering top-notch customer service at all times!
SAFETY MONTH PICNIC IN MALLORY SQUARE

The Safety Department along with Tropical Shell and Gift sponsored a cookout in Mallory Square to celebrate and put light on Safety Month. The 2016 theme was Proactive Not Reactive. They served up a nice helping of hot dogs, hamburgers, chicken sandwiches, beans, salad, and dessert.
**HAPPY FOURTH!**

by Eva Conaway, CTT General Manager

We’re excited that The Conch Tour Train is now operating the HighGate shuttle. This shuttle is for four new hotels here in Key West. They run from 8:00am until 10:30pm every day. At this time, we are using trolleys until the three new 32-passenger buses arrive hopefully in September.

We have also been busy hiring new CASTmembers for the Conch Tour Train. We have hired mechanics, mechanic helpers, sales reps, engineers and shuttle drivers. The train operation stays busy pretty much all year round.

**FAREWELL HOWIE**

The Conch Tour Train operation lost a beloved CASTmember, Howie Harris. Howie was a valet and would also assist with boarding guests for the trolley operation. Howie was diagnosed with a brain tumor in May 2016 and passed away on June 28, 2016. He is truly missed. All Aboard Howie!

**WE ARE ONE HUMAN FAMILY**

by Gary McDonnell, OTT Operations Manager

On June 12, 2016, Key West hosted the annual Pride Parade which capped off Pride week from June 8th-12th. Pride week gives Key West an opportunity to reflect and support the progress and improvements that have been made in the LGBT community. Old Town Trolley is always there to show support of Key West Pride and the LGBT. This year, we were happy to donate a trolley to the parade. The parade stretched from the Gulf of Mexico to the Atlantic Ocean along Duval St. One of our excellent Conductors, Judi Burton, drove the trolley. A handful of HTA Key West CAST and Leadagers showed their support and rode on the Trolley. The group was even graced with the presence of Aimee Daniel, the great-granddaughter of President Truman! 😊
BACKGROUND
I was born in Waterbury Connecticut and raised one town over in Naugatuck. I come from a family of four, I have one older sister. I went to High School at Emmett O’Brien Tech and studied electrical there for four years. I decided I did not want to be an electrician anymore, and joined the Army National Guard as Military Police. I spent some time in the Army, and spent 7 years as a Police Officer with the Milford Police Department, before moving to amazing Key West. My passion is SCUBA diving, running, and woodworking. I completed my first marathon last year. I don’t get to do much building anymore unfortunately.

Which living person do you most admire?
My sister, Lisa.

What is your greatest fear?
Scorpions.

What do you consider your greatest achievement?
Following a dream and packing up my belongings and moving to Key West.

What are three things you will always find in my refrigerator?
Cottage cheese, Gatorade, and chicken.

Which talent would you most like to have?
Singing.

COVER STORY
HTA PARTNERS WITH TELADOC, INC.

The Teladoc Service is a cutting edge health care option that Historic Tours of America, Inc. is now offering to all of our 1250 CASTmembers nationwide and their eligible dependents. Full time or part time, they will have access to board-certified, state licensed physicians any time of the day or night via telephone, computer or mobile device, including Skype and Facetime. Founded in 2002, Teladoc provides convenient medical consultations for a variety of medical concerns such as colds, flu, ear infections, allergies, rashes and more.

Consultations take place in the comfort of your own home, office or hotel room if you are traveling. The doctor can call in a prescription, order lab tests or refer you to a specialist. The best part is that the consultations are free to HTA CASTmembers! Historic Tours of America, Inc. is covering the cost of the consultation 100%. Your only expense will be for prescriptions, lab work, other tests or specialist visits that may be recommended by the doctor.

A few of our HTA CAST have tested the Teladoc Service and have been very pleased. After registering on the Teladoc site and requesting a consult, the doctor called within 15 minutes. After a conversation and review of the symptoms, a prescription was called in to the pharmacy selected by the patient and filled within the hour. It was so easy and convenient! No waiting for an appointment with a doctor’s office or spending hours in the emergency room or urgent care. These are the last things you want to do when you don’t feel well or have a sick child.

Historic Tours of America, Inc. is pleased to add the Teladoc service to our comprehensive health and wellness plan. It is our vision that each and every one of our CASTmembers will have access to a medical doctor when they need care for themselves, their spouse or their children.
BACKGROUND

I was born and raised in Sarasota, FL (right south of Tampa). I lived outside of town, in the country right on the edge of the Florida swamps, and yet the #1 beach in America was a 10-minute drive away. I’ve always had a passion for animals and a knack for science and knew I wanted to do something with the ocean. At Sarasota High School (go Sailors) I took part in the magnet program that culminated in a $1.3 million project to protect a local marine bird rookery.

I attended college at the University of West Florida in Pensacola, Florida. I received my Bachelors of Science in Marine Biology in 2012. In college, I was a resident assistant, volunteered at a local wildlife refuge, was a member of the honors program, and Gay-Straight Alliance, along with creating/ founding/ running the Harry Potter and the Muggle Outreach Student Organization. Being so involved led me to stray from research science and more towards science education. I applied to the Peace Corps, but unfortunately had to terminate the application shortly before the placement assignment.

I ended up in Key West thru a series of open and closed door, and ended up with HTA through a coffee delivery. Working for Cuban Coffee Queen as a driver, I happened to ask if there was a job opening at the aquarium, printed out my resume and dropped it off with a café con leche at building 21 an hour later. That was 2 years ago and the rest is history.

What is the trait you most deplore in yourself?
Anxiety, sometimes its debilitating. Which is terrible, because it’s not fear based.

What is the greatest love of your life?
Traveling as often as I can.

What do you consider your greatest achievement?
Figuring out how to ride my bike with no handle bars.

What three things will you always find in my refrigerator?
Milk, nana tea, and cheese

If you could choose one reality TV show to be on, what would it be?
I’ve always wanted to be famous enough to be in “Star in the Reasonably Priced Car” bit on Top Gear.
We at the Key West Shipwreck Treasures Museum never know who is going to stop by. In May we had the great pleasure of hosting two renowned treasure divers, Carl “Fizz” Fismer and Pat Clyne.

Captain Fizz was instrumental in the development of several treasure displays throughout the museum and a great teacher for all of us. Fizz, as he likes to be called, learned his skills from Art McKee, who is considered the “Father of modern day treasure hunting”. Fizz has gone on to discover many treasures himself and just released his latest book, Unchartered Water, The Life and Times of Captain Fizz.

Pat Clyne worked with Mel Fisher, the world’s most famous treasure diver, in finding the Spanish Galleon Atocha. Pat Clyne has a book titled The Atocha Odyssey, The Life and Legacy of a Treasure Hunting Family. So, you can only imagine the excitement for us all to meet these superstars in our field and hear several of their stories firsthand. Watching Captain Fizz and Pat Clyne look at the display case of treasures salvaged from the 1733 Plate Fleet brought a sense of pride to me, knowing that I get to share a part of their stories with our visitors.

For me and our other CASTmembers, these men are celebrities. Not many can say they get to meet the people that make the history that they share. Next time you are in Key West, I invite you to stop by the Key West Shipwreck Treasure Museum to learn the legacy of treasure divers and ship salvagers.

CONGRATS SANDY!

We are so proud of our Human Resource Recruiter, Sandy Campbell! Sandy just graduated (with a dual degree), Cum Laude with a Bachelor of Business Administration AND Human Resources Management. Please join us in congratulating her on this incredible accomplishment. Great Job Sandy!

TROPICAL SHELL MODELS

Lynn Dalton and Greg Curry model the latest fashions going into our Key West retail stores.
BACKGROUND

I was born and raised in Key West, and I’m proud to say I’m an 8th generation conch. I come from a small nuclear family of four: mom, sister, and brother. I love animals and am a cat-mom of two: Nala and Calico. Throughout my lifetime we’ve owned about 10 different types of animals. I lived in Edinboro, PA for 6 years and I spent my first two years of college at Edinboro University of Pennsylvania (go Scots!). This little island girl had finally had enough of the cold weather and harsh winters, so in the summer of 2015 I came back down to Key West to intern for HTA and in September of 2015 I moved back officially. I do miss bonfire season and my friends, but life’s better when you’re surrounded by the water! Having the opportunity to work for HTA has been a dream come true. Not only did it bring me back home, but it has also provided me with an amazing learning experience, and I get to come into work with my grandpa everyday. In my spare time, you can find me binge-watching Netflix, on a shopping or lunch outing with my grandma, or out fishing with my grandpa.

Which living person do you most admire?
The living person I most admire is my mom. She’s probably the strongest person I know. Between multiple health complications and being a single mom she’s always managed to provide my siblings and I with whatever we need.

Who are your favorite writers?
Rick Riordan, John Steinbeck, Robert Frost, Edgar Allen Poe, F. Scott Fitzgerald, J.D. Salinger.

Who is your favorite hero of fiction?
Batman for sure! Michael Keaton is my favorite Batman.

What are three things you will always find in my refrigerator?
Milk, BBQ sauce, and cheddar cheese.

If you were to die and come back as a person or thing, what do you think it would be?
I think I would come back as a cat. I’m a big fan of just sleeping and eating all day.
In honor of the late Gerald "Moe" Mosher, Historic Tours of America (Building 21 and its Key West Operations) started a new Fourth of July tradition. This year, we celebrated what will be our annual Moe’s Fourth of July Memorial Cookout. All of those who have had the opportunity to meet Mr. Moe knew his love for our company and his ability to always throw a great party. On July 1, we gathered on the lawn to have a great lunch (thank you HTA Finance Department) and remember his great spirit.