You and Your Parachute

One of the wonderful things about the computer is that people send me, and probably you, lots of interesting things to read, including jokes, stories and statistics. Of course, one of the cruddy things about the computer is that people send you lots of stuff like bad jokes, uninteresting stories and irrelevant statistics.

That's another story.

Recently, my mother-in-law sent me a story of Charles Plumb and I was so impressed that I sent it to several friends and even responded with a big thank you. You may be my mother-in-law, but more on that later. Here it is, the story of Charles Plumb with a few edits by yours truly.

The Story Of Charles Plumb

Charles Plumb was a US Navy jet pilot in Vietnam. After 75 combat missions, his plane was destroyed by a surface-to-air missile. Plumb ejected and parachuted into enemy hands. He was captured and spent 6 years in a communist Vietnamese prison. He survived the ordeal and now lectures on lessons learned from that experience!

Plumb couldn't sleep that night, thinking about that man. Plumb also points out that he needed many kinds of parachutes when his plane was shot down over enemy territory. He needed his physical parachute, his mental parachute, his emotional parachute, and his spiritual parachute. He called on all these supports before reaching safety.

Sometimes in the daily challenges that life gives us, we miss what is really important. We may fail to say hello, please, or thank you, congratulate someone on something wonderful that has happened to them, give a compliment, or just do something nice for no reason. As you go through this week, this month, this year, this life, recognize people who pack your parachutes.

I am sending you this as my way of thanking you for your part in packing my parachute. And I hope you will send it on to those who have helped pack yours!

Sometimes, we wonder why friends keep forwarding jokes to us without writing a word. Maybe this could explain it? When you are very busy, but still want to keep in touch, guess what you do - you forward jokes. And I hope you will send it on to those who are still remembered, you are still loved, you are still cared for, guess what you get? A forwarded joke. So, my friends, next time when you get a joke, don't think that you've been sent just another forwarded joke, but that you've thought of today and your friend on the other end of your computer wanted to send you a smile, just helping you pack your parachute.

I hope I am not violating anyone's copyright laws because I came to find out later from somebody I sent this to that it is one of the "oldie goldies" that gets passed around from time to time. It just caught up to me recently, but I thought it important to send it to my friends and include it in the Nation's Storyteller, to thank all of those for their part in "packing my parachute". I hope you will send it to others who have helped you pack yours.

When I emailed back to my mother-in-law to thank her for the joke, I asked if she had a way to contact me. That's another story.

Lecturing on lessons learned from that experience!

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Lecturing on lessons learned from that experience!
In Nashville, you never know who you will run into. Over the past few months during our tour, we have seen Garth Brooks TWICE outside of his recording studio on Music Row! Our guests were ecstatic! We gave him a ring from our bell and he gave us a nice wave back! I am happy to announce that because of our strong leadership, we are aiming to add a second departure time for the Soul of Music City Tour later this summer on Friday and Saturday nights. WOOHOO!!! I hope you all have a very safe and fun 4th of July! We send our best wishes from Music City!

RING RING... THE TITANS ARE CALLING
Melissa Elliott, Group Sales Manager

As the Group Sales Manager for a new city, I began to develop a list in the back corners of my mind of organizations I’d love to work with. In Nashville, I have been many of these anticipated relationships come to fruition. Such as Dollar General, the Girls Scouts, American Girl, the Grand Ole Opry, Vanderbilt University, Lifeway Christian Resources, HCA Holdings Inc., Frist Art Museum and Bridgestone Americas Inc., just to name a few. Yet, there are some organizations where I’m finding a bit more difficult to infiltrate. Such as, the Predators, Fox University, Nissan North America, the Mayor’s office and the Nashville Sounds. There was one other organization on this list which I dreamt (in the literal sense) of embarking our trolleys. Whose home I drive by on a daily basis. Whose logo is plastered throughout the city. Who’s a member of the National Football League. America’s favorite pastime. Yes, I’m speaking of the Tennessee Titans. Well ladies and gentlemen, it finally happened. The phone call of all phone calls, Oh, to dream no longer, Titans, Titans Trolley Tour stops of Nashville, operating in this fine city for only two years, provided a tour to the Titans 2018 rookie class with stops at RCA Studio B, Third Man Records, Ryman Auditorium and of course hot chicken at Party Bowl. With Conductor Dathan O’Hara suited up in his trolley gear, we set off to show the newest Nashvillians, how amazing their new home truly is.

SUMMERTIME IN NASHVILLE!
Eliza Warren, Night Tour Operations Manager

Summer has come early to Nashville, and with it, so have the guests. We have been overflowed by the strong residency numbers on the Night Tour since our relaunch in April! Each month gets better and better, and our guests continue to be impressed by our Night Tour since our relaunch in April! Each month gets better and better, and our guests continue to be impressed by our

WELCOME ABOARD

Happy Anniversary!

OLD TOWN TROLLEY TOURS

MARK PATTISON
3 years

MAY
Mark Patterson
Linda Earhart

JUNE
Mark Patterson
Linda Earhart

VENUE SPOTLIGHT
Island Cowgirl
Melissa Elliott, Vendor Sales Manager

For this edition of The Nation's Storyteller, I chose to showcase one of my newest Vendors, Island Cowgirl. In 2014, Island Cowgirl moved its headquarters from Huntington Beach, CA to Nashville, TN and founded its flagship store on Music Row inside Marathon Motor Works. This popular retail shop boasts unique handcrafted jewelry and limited-edition artwork. The Old Town Trolley Tour stops right outside the doors of Island Cowgirl for our most popular stop, Marathon Motor Works. Our guests flock into Island Cowgirl to find unique items to take home with them. This is a wonderful partnership that I am so thankful to have found.

SOMETHING DIFFERENT
Ally Marshall, Safety Officer

This won’t be like my normal storyteller articles, it’s less safety related and more life related. We all have a lot of jobs, duties, and responsibilities in life. This past week at OTT Nashville, I was a safety officer, a dispatcher, a manager on duty, and a conductor. Each of these jobs fulfill a specific role each day, just like each of us. We all have assigned duties that fill our days, but shouldn’t we really be filling our days by positively impacting people?

We are a company that provides transportation, and that makes us special. We are there to make each guest’s day a little brighter. It’s easy to forget that sometimes. Each person you encounter each day, whether it’s a guest abroad a trolley or in a ticket booth, the bartista at your favorite coffee shop, other CASTmembers at OTT, the crossing guard at your local school, or whoever, give them the best version of you that you can. It will make a difference and you to them.
For Southern fare, take a trip downtown to Cummins Station to grab a bite at M. Restaurant and Bar, where you’ll have the choice between the Blue Plate special, a pork belly BFC, or the Jack Daniel’s Chocolate Pecan Pie. Head for the heart of the burgeoning SoBro district and try a favorite among locals and visitors alike, The Southern. The Southern burger, fresh oysters and mahi-mahi will have you planning your next trip back. For a treat make sure to stop by the Goo Goo Shop and try the world’s first combination candy bar founded right here in Nashville. Right down the road located on Lower Broadway is ACME Feed & Seed featuring a menu filled with southern classic cuisine. The restaurant creates a uniquely Nashville atmosphere that honors the unparalleled character of the city’s past present and future. Also, Yoga fans will love to join them during Rooftop Yoga happening Monday through Friday from 12-1pm. Then past that, on Nashville’s 2nd Avenue, is Leon’s Candy, a local shop that offers handcrafted pralines, turtles, caramels, and toffee daily.

Of course, Nashville hasn't forgotten its roots. Two popular traditions are still all the rage at Meat & Three restaurants and hot chicken "shacks." Meat & Three restaurants are a Southern staple in which you pick one meat and three vegetable side dishes. Some of our more famous meat & threes are Puckett’s, and Arnold’s. When speaking of Southern cuisine, one can’t forget to mention the Loveless Cafe. For over 40 years, they’ve been getting up at the crack of dawn to make classic Southern food entirely from scratch in Music City. Nashville’s most notable contribution to Southern culinary culture, hot chicken, can be found at places that let you choose the level of spiciness of your chicken. Make sure to check out Hattie B’s over in Midtown, offering some amazing “Nashville Style” hot chicken. Choose your heat level with their selection of southern, medium, hot, or shut the cluck up. Another hot chicken joint is Party Fowl over in the Gulch. They specialize in Nashville hot and Southern fried chicken but offer a much broader menu with local brew, craft cocktails, and a wine list. Some other well-known hot chicken shacks are Prince’s, Bolton’s, and 400º. Beware mild is plenty hot for most people!

To cool off from the hot chicken you may need a trip to one of Nashville’s sweet treat spots. Recently ranked No. 3 on Travel + Leisure’s “America’s Best Cities for Ice Cream,” Nashville has the famous Mike’s Ice Cream on 2nd Avenue. During the summer, lines are a familiar sight as visitors wait to get that perfect scoop of handmade ice cream. Nashville also boasts Paul Piper and Ten’s Ice Cream which has unique flavors like Seven-Layer Bar, Milkshakes, Milk Chocolate in the World, and Dark Milk Chocolate. Another must-visit is Luc Paletas, an authentic Mexican Popsicle shop that makes mouth-watering fruit and creamy Popsicles from old family recipes. Don’t be afraid to try unusual flavors like avocados, hot chocolate, or cantaloupe! Bang Candy Company in Marathon Village uses high-quality ingredients and imagination to create gourmet marshmallows half dipped in Belgian chocolate and rolled in your favorite topping, while The Cupcake Collection in Germantown will sprinkle your day with joy with their homemade cupcake creations.

As they say Nashville is a drinking town with a music problem, start your night off with an artisan cocktail or hand-crafted brew at several spots throughout the city. Try an artisan cocktail at Midtown's The Patterson House which offers a vibe and drink menu that suggests a throwback to the pre-Prohibition era. Carve out an evening for a trip to Kix Brooks’ Arrington Vineyards and sample award-winning wines, live to jazz music and take in the spectacular vineyard views.

If beer is more your flavor, discover your next favorite from the many fine breweries located in Music City! The Black Abbey Brewing Company strives to supply liquid refreshment that is greater than the sum of its fine parts. It’s created, not made, right here in Nashville. Also, located Downtown-SoBro is Tennessee Brew Works where you can find a production micro-brewery and tasting room dedicated to producing & enjoying high quality craft beer, while appreciating music and the many other fine traditions of Tennessee. The Corsair Artisan Brewery Taproom is a craft beer brewpub attached to Nashville’s first distillery since Prohibition.

Interesting in delicious fresh beer and tasty food all in one stop? Check out Lower Broadway’s only brewery, Rock Bottom Brewery, at the intersection of 2nd Avenue and Broadway. Prefer a growler to go? Fill up at a craft beer bar such as Hops & Crafts, which offers 36 crafts beers on tap on a rotating basis, and The Filling Station with 24 specialty beers on tap. East Nashville’s Fat Bottom Brewery, The Gulch’s Yarox Brewery, and Eighth Avenue’s Jackalope Brewing Co., are also some famous breweries located in Music City.
POKER RUN KICKS OFF MAKING STRIDES FOR BREAST CANCER AWARENESS FUNDRAISING EVENTS

In our continued efforts to raise awareness and raise money for the American Cancer Society, we help a Poker Run in Old Town. Walkers could walk to different stations in Old Town and bikers rode through Balboa Park and San Diego to collect playing cards. Bikers even brought their bikes out early for Father Mike to bless them and the riders. Prizes were given to the highest and lowest poker hand. Along with prizes for a drawing and 50/50 drawing. We have already started our 2018 fundraising season strong by raising almost $1,000! Clearly on our way to beat our last year’s total.

SAFETY BY JOHN “RED” LINDSEY

Sitting atop San Diego’s Briefing Desk is a deceptively heavy trophy. On it you will find a list of cities from around the country. San Diego will always be proud to have its name listed First, but prouder to be able to claim it Last. It might be the “No Rush, No Worries” attitude that San Diegans keep at heart that keeps us safe. Our drivers know that “Safety, Schedule, Script” is the order of operations. And our Sales Reps, Maintenance and support staff know that the only thing you hurry to is your next accident. As a reward for bringing the trophy home, our entire CAST was treated to a catered taco bar/buffet held here at the barn. (San Diegans are inherently motivated by tacos…..) CASTmembers shared their favorite stories of avoiding shenanigans out in the city. Our monthly training in June covered Propane and PPE which was demonstrated excellently by our own Bryan Virgil winning himself a preferred parking space. As the month came to a close, our celebrations were continued and rounded out with nearly 200 entries into the National Safety Month weekly contests. Special thanks go to our friendly CAST down in Key West. The trophy arrived with an escort of First Class swag all themed around the Florida Keys. A class act, and well played. Key West… Well played.

CHARTERS AND GROUP SALES

Erica Frost and Jeanette Runnion

In San Diego, we had three returning, longtime clients book Trolleys for Independence Day 2018 for three very different events! The University City Celebration Committee has been hosting their annual neighborhood festival on the holiday for over 20 years. Across the Bridge, this year marked the 70th Annual Coronado 4th of July Parade and this year’s theme is “America’s Heritage.” Once again, we provided a Trolley for members of the Distinguished Flying Cross Society to appear in this fun and festive family event on Coronado Island. And with us for the 16th year in a row, the Port of San Diego used our Trolleys to shuttle their guests to Shelter Island where they enjoyed front-row seats to the Big Bay Boom Fireworks show!
When disaster strikes, relief cannot wait. Families need shelter, food, water, first aid and emotional support. They need the American Red Cross.

On Tuesday, June 5, 2018 the American Red Cross of San Diego Imperial Counties brought their Shelter of Hope campaign to the Old Town Market, which brings awareness to the vital services the Red Cross provides in the community with the help of compassionate volunteers and generous supporters.

As part of the campaign, local Red Cross CEO will be joined in a simulated disaster shelter by community leaders and partners as they travel all over San Diego County to raise awareness and funds for the local Red Cross. He will remain in the simulated shelter until this year's fundraising goal is reached.

Last year’s Shelter of Hope campaign raised over $400,000 for local disaster relief. This year’s goal is $500,000 and we won’t quit until we reach it!

GHOSTS & GRAVESTONES

Faint sounds of the Funeral March can be heard in the distance. The Ghost team had send one of their dooms buggies to its grave (RIP Trolley 110). We did a séance with the trolley ancestors and were given a message of hope. “There’s a new buggy in your future.” Sure enough, the prediction came true! We stand here today to raise Trolley 87 from the depths of the abyss, and place upon it a curse to do tours!

JUNE IS COSTUME AWARENESS MONTH

OTT San Diego spent the month of June focusing on costume awareness. Leadagers were handing out raffle tickets to CAST members who were in perfect costume. Every Friday we would do costume inspections at morning briefing then three lucky names were drawn to win gift cards. At the end of the month all the tickets were put back together and a grand prize of a $50 Amazon gift card was given out. Congratulations Adriano Laughton!! And great job OTT SD CAST for looking sharp in your costumes! Keep up the good work.

ALBERT GUZMAN

OTT and Seals, Fleet Supervisor

Hello everyone my name is Albert Guzman I was born January 11, 1977 and raised just north of San Diego in the city of Los Angeles. In my early Twenties I decided to move to San Diego because I knew it would be a great place to raise a family. I now have three children starting with the oldest boys Kenny 22, Anthony 19 and my daughter Precilla 15 my process of course.

I began working for OLD TOWN TROLLEY as soon as I arrived in San Diego in November of 1998. I started as a mechanic and eventually moved up the ranks and twenty years later here I am as the FLEET SUPERVISOR for a great company, how time flies. I really enjoy my work and the challenges it brings on a daily basis. In the twenty years I’ve been employed with old town I have had the privilege of meeting and working with great people, experienced the ups and downs of business, seen our operation double in size which came with plenty of growing pains but now here we are, we now maintain neatly forty trolleys, eight hydra-terra amphibious (seals), two service trucks, our admin and vehicle storage facility and several depots around town and hopefully more as we grow.

ALBERT’S FUN FACTS

If I had to eat one thing for the rest of my life it would be EL POLLO LOCO, for those of you that aren’t familiar with the restaurant it’s seasoned grilled chicken.

My favorite vacation spot is Cabo San Lucas, Mexico.

The talent I would most like to have would be to learn how to wake board. I have the boat and the board but still haven’t been able to successfully do it.

If I could choose one reality TV show to be on, it would definitely be Gas Monkey Garage so I can drive classic muscle cars.

My greatest fear is God and being without my family.

JUNE

Alex Vargas
Conductor

Barbie Harrell
Sales Representative

Alejandro Valladolid
Supporting

Tom Ables
SEAL Tour

Don Crist
Specialty Tour

Milo Vaughs
Pickle Award

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2018 SEAL TRAINING COMPLETE
Jim Saffer, HEAD SEAL CAPTAIN

Our SEAL new crew training program is very extensive and takes about five weeks for the SEAL Captains and about three weeks for the SEAL 1st mate/guide training.

OLD TOWN TROLLEY TOURS of SAN DIEGO

SAN DIEGO SEAL TOURS
FAMILIARIZATION TOURS
Jim Saffer, HEAD SEAL CAPTAIN

On June 9th and 10th of this year, our San Diego SEAL hosted two familiarization tours at 4:15 p.m.

These complementary tours are offered to our valued business partners, CAST, friends and family so that they can experience firsthand our wonderful and unique amphibious tour. This is a thank you to them for being a large part of our company’s success. We hope that they enjoy themselves and pass the word of what a great time they experienced on our Sea and Land Adventure (SEAL) tour. Here are a few photos taken onboard the familiarization tours.

2018 SEAL TRAINING COMPLETE
Jim Saffer, HEAD SEAL CAPTAIN

Our SEAL new crew training program is very extensive and takes about five weeks for the SEAL Captains and about three weeks for the SEAL 1st mate/guide training.

On the water portion training all new Seal Crew

1st Mate Peter Zouvas and Captain Jim Parducci

James Portucci and Captain Jim Portucci

Guests enjoying SEAL Fun

Lead Sales Rep Victor Santana

Katherine and Karen Brecka

1st Mate Woody Barley and Captain David Talcott

San Diego Leadagers joining with America's finest for a photo-op at the Port Tenant's association annual dinner event

Wheelchair lift training at SEAL depot. All new SEAL crew

Wheelchair securement training All new SEAL crew

Erica Dill and Natasha Kader run in half Rock N Roll Marathon.

John Savage, Erica Dill, Leslie (Erica's Super Mom!), John "Red" Lindsey and Patrick Nettles

Franky Nogues and Reyes Garcia complete finishing decal touches on new trolleys

FUN PICS!

SAFE-boarding procedure practice New captain Jim Parducci

Heaving a docking line Cherri Abbott and Peter Zouvas

Script Practice

SEAL Script practice

New 1st mate’s first day of training. 1st Mate instructor Mark Keeler

1st Mate Peter Zouvas

1st Mate Trinity Hester, Captain Jim Parducci, Captain David Talcott, 1st Mate Franky Nogues, Captain Patrick Jernigan, 1st Mate Peter Zouvas, 1st Mate Cherri Abbott, 1st Mate Bret Daguio, 1st Mate Woody Barley.

Erica Dill and Natasha Kader

1st Mate Woody Barley

1st Mate Peter Zouvas

Captain Jim Portucci

1st Mate/Guide Tracy Barrella

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Franky Nogues and Reyes Garcia complete finishing decal touches on new trolleys

FUN PICS!
SAVANNAH

A NOTE FROM THE GM
Gerry Patrick, General Manager

June was incredibly busy for us thanks to so many Girl Scout, senior and educational groups. Savannah was the host city for the 2018 National BETA Convention which brought student groups from around the country to our city. In their downtime from the convention, we welcomed almost 800 students and their teachers from around the country to our city. In their downtime from the convention, we welcomed almost 800 students and their teachers from around the country to our city.

We appreciate all the hard work of all of our CASTmembers, for without their dedication and hard work we would not have such amazing products to sell!

July will be a slower month which is a nice change. This gives us time to catch up on the small duties that we always push to the side during the busy month. This month is starting out as a sad month, as I announce the departure of our amazing, wonderful and kind assistant, Bobbie Renee, who we shared with the Vendor Department. For over two years, Bobbie Renee has been a vital, treasured part of the Groups and Charters Department and will be sorely missed. Fortunately, OTT Savannah will continue to benefit from her many talents as she has accepted the position of Vendor Sales Rep. I know we’ll continue to see incredible results from Bobbie Renee in her new role, and glad she is staying in the OTT family. Now, to try and fill her vacant position.

SAFETY
Kenny Graham, Safety Officer

Safety Sam has returned to oversee Savannah’s safety program. After almost two years of scheduling a mountain of charters and never ending leave requests as Savannah’s Head Conductor, I aka Safety Sam, have returned to lead Savannah’s safety program for the third time. Believing the third time to be a charm, I’m anxiously waiting to get really started. Over the last couple of years, J. Bean Kelly has been leading Savannah’s charge and has done a magnificent job. Bean was needed to lead our dispatchers and help them develop the smooth, seamless dispatching performance that Bean is known for. I’ve been dispatching for over 20 years and Bean is the Best I’ve ever seen. Looking forward to getting back into the swing of things and working with Bill, Jim, and all the other Safety officers again.

GROUPS AND CHARTERS
Craig Newcomer, Groups & Charter Manager

Wow, where does the time go! It seems like only a few weeks ago we were seeing a rare snowfall here in Savannah, and now we are cranking up our AC on high to keep cool!

As the number of unemployed falls in our market (and most probably yours!) it becomes increasingly important to come up with innovative ways to seek out new CASTmembers. We have had great success with “good people know good people” in Savannah and I am thankful and proud that our CASTmembers see this company as reputable and worth recommending to their friends and family.

The heat and humidity beat upon our CAST and they persevered. All the PPE we could get really started. Over the last couple of years, J. Bean Kelly has been leading Savannah’s charge and has done a magnificent job. Bean was needed to lead our dispatchers and help them develop the smooth, seamless dispatching performance that Bean is known for. I’ve been dispatching for over 20 years and Bean is the Best I’ve ever seen. Looking forward to getting back into the swing of things and working with Bill, Jim, and all the other Safety officers again.

HUMAN RESOURCES
Renée Mercer, HR Manager

June and July: Summer. It was the best of times, it was the worst of times. The heat and humidity beat upon our CAST and they persevered. All the PPE we could muster (Gatorade, water, electrolyte pills, fans, cooling towels, and prayer) was thrown at the CAST to help them cope. We couldn’t be more proud of them and more in awe of the dedication they show each day/ evening. We are slowly adding to our team, as hiring continued throughout June and July. Maybe we’ll break a bit for a few in September and October, but we are always on the lookout for exceptional talent to help us remain the best OTT has to offer, so hire the hiatus may be a bit too long. We are also gearing up for our annual Scavenger Hunt, which unlike last year, will be held in late August of this year. We are trouncing the final details and cannot wait to see the fun this year has in store. It’s a great adventure and all in the name of getting out there and being active!

AMERICAN PROHIBITION MUSEUM
Kayla Black, Museum Manager

Things are going swimmingly well for the American Prohibition Museum and Congress Street Up. A great partnership between the Savannah College of Art and Design and has been formed thanks to Laura Ross in the Groups and Charters Department. Middle School to easy High School aged kids staying at SCAF for a few weeks in the summer time were able to ride the trolley AND come into the Prohibition Museum for a fun guided tour and a few mocktails to boot.

Some warm congratulations to not one but two of our Congress Street Up CASTmembers, Jason Graham took over the position as Bar Manager as Warren Coeley has left Congress Street Up to pursue other dreams. On Warren’s last evening with us, rather than a 21-gun salute, the bar CAST shook their hearts out and poured Ramos Gin Fizz after Ramos Gin Fizz to send him off. In other news, Amanda Thompson has accepted the role as Head Bartender and also won the Golden Pickle Award for going above and beyond the call of duty in guest service! Congrats all around.

OPERATIONS
Andrew Hill, Operations Manager

We have just selected a new Head Conductor. This is a critical position for our operation as that role takes on a large number of the tasks necessary to the day to day running of the operation while also being a candidate for future leadership positions. We have tapped one of our most capable conductors and dispatchers, Emily Ballargoon with the task. Emily has demonstrated great aptitude for everything she has been asked to do, and she will be excellent in the job. Welcome aboard Emily.

Summer has arrived! June saw us hit with temperatures into the mid and upper 90’s and we can’t expect much relief until September – maybe October. We all have to take it upon ourselves to make sure that the everyone in our CAST is taking steps necessary to be outside in the heat. Hydration is the name of the game! We also encourage everyone in our CAST to take breaks and to have something to drink.

June was one of our busiest ridership months of the year. It is an odd time to be the best of times, it was the worst of times. The heat and humidity beat upon our CAST and they persevered. All the PPE we could muster (Gatorade, water, electrolyte pills, fans, cooling towels, and prayer) was thrown at the CAST to help them cope. We couldn’t be more proud of them and more in awe of the dedication they show each day/ evening. We are slowly adding to our team, as hiring continued throughout June and July. Maybe we’ll break a bit for a few in September and October, but we are always on the lookout for exceptional talent to help us remain the best OTT has to offer, so hire the hiatus may be a bit too long. We are also gearing up for our annual Scavenger Hunt, which unlike last year, will be held in late August of this year. We are trouncing the final details and cannot wait to see the fun this year has in store. It’s a great adventure and all in the name of getting out there and being active!
As we get ready to start our last month of our extended hours period, it seems as though this year is flying by. May and June have been extremely hot and humid this year as we didn’t have much of a spring.

We remodeled a very outdated River Street Booth. We also moved the booth to what we believe will be a more advantageous area. With the new booth and new area we are looking to see a nice increase over previous years. We are also moving forward with plans to replace the Ellis Square Booth and move that booth to a better position in the square for better visibility.

As we now have two months in the books for the Chief Conductors Night Tour Challenge, I want to congratulate Sami McBreyer who has won the first 2 months. In May Lenora Woodley and Stuart Kushner finished 2nd & 3rd. In June, Michael Lenzer and Janin Irvy rounded out the top 3. Congratulations and keep presenting Ghost & Gravestones and Ghost Town Trolley.

I would like to welcome some new CASTmembers to the sales team. Rachelle Ruggiano, Gabrielle Heinztelman, Holly Sanders, and Wendy Reitz. Welcome aboard!!

GHOSTS & GRAVESTONES
Justin Kent, Program Manager

The dead are certainly not resting in peace in Savannah! Our Ghost Hoots have been very busy! We had a group of 27,000 people from the National Beta Club come through the city, and it seemed like they all wanted a Ghosts & Gravestones Tour! We’ve also had a great time with Savannah College of Art and Design (SCAD) Faculty, as well as students from SCAD’s “Rising Star” program, not to mention the top 3. Congratulations and keep presenting Ghost & Gravestones and Ghost Town Trolley.

Perhaps I am the only one, but it seems to me that this year is going faster and faster than ever before!

In our last report we said it looked like we would finish over budget. As we now have two months in the books for the Chief Conductors Night Tour Challenge, I want to congratulate Sami McBreyer who has won the first 2 months. In May Lenora Woodley and Stuart Kushner finished 2nd & 3rd. In June, Michael Lenzer and Janin Irvy rounded out the top 3. Congratulations and keep presenting Ghost & Gravestones and Ghost Town Trolley.

Hey everybody! My name is Bobbie Renee and I’ve been working for Old Town Trolley as the Group Sales and Vendor Department’s Coordinator for the past two years. I am excited to say that I have recently been promoted as a Vendor Sales Representative. I’m really looking forward to this new opportunity with our Company.

My husband Josh and I just moved into a little house close to Downtown Savannah with our dog and two cats. We both enjoy theatre, events, and great food so Savannah is definitely a good city for us. Whenever I get a chance I make sure to travel. So far I’ve had the blessing of visiting Germany, Luxembourg, France, Hawaii, Las Vegas, and Asheville (just to name a few). Vancouver, Sydney, and a couple of cruises are already on my calendar in the upcoming years.

BOBBIE’S FUN FACTS

I was brought to my city as I was shopping for colleges, my mother and I visited several universities around Georgia. And before I found that theatre department at Armstrong Atlantic State University, now Georgia Southern, and I fell in love. My grandmother has always lived a couple cities over from Savannah, but we would usually go to Jekyll Island on vacation. As I finished up college I really found my love for this city and haven’t quite decided it’s time to leave yet.

If I had to eat one thing for the rest of my life, it would be PIZZA! Cheese, veggie, buffalo, mac and cheese. Any kind. Give it to me all day every day!

The talent I would like to have is playing the piano. I wish that I had taken piano as a child and had that talent now. I do theatre in my spare time and wish that I was able to work with music on my own.

If there was one place you would like to live besides your current city, where would it be? I am hoping to live in Denver, Colorado one day. I think that area of the country is absolutely beautiful. The environment initiatives out there are very impressive and you’ve never seen such a dog friendly place! I’m also part of the anti-bugs and anti-humidity committees so it would be a nice change of pace from living below the gnat line.

The quality I most value in my friends is Loyalty and respect. They are two very important attributes in friendship. As long as we’re there for each other and we can handle each other’s differing opinions, I’m all in!

We are staying busy and enjoying all the customers that have been coming in to visit. Hopefully we can continue with our record numbers in sales.
BRIDGE OF LIONS 5K
Jeannie Coyne, Assistant to the General Manager
OTT St Augustine participated in the Bridge of Lions 5k on July 14th. Thanks to our Wellness dollars, we were able to sponsor eleven CAST members to run in the race. We had a great turnout representing Old Town Trolley. It was a beautiful run over the Bridge of Lions and through the historic neighborhood of Davis Shores on Anastasia Island.

OUR WELLNESS DOLLARS HELP
For our July CAST meeting, we welcomed Danielle with The Honey Truck. Danielle sources local honey and sells it out of her Honey Truck. We invited her to our CAST meeting to tell us more about her locally sourced honey, including her Datil Infused Honey (Honey with a little kick), the Lavender Honey and the Vanilla Honey. Eating local honey daily is said to help reduce some allergens. What can it hurt? It is sure a tasty remedy! 40 jars were given away using our Wellness Dollars.

ST GEORGE STREET WELCOME CENTER
Our St. George Street Welcome Center is now open for business. Our new Welcome Center has taken the place of a small kiosk the sales team used to work out of to sell trolley and attraction tickets. Now, with our new Welcome Center we are able to not only sell tickets, but also cold bottles of water and souvenir t-shirts. And for our tourists who have been on their feet too long, they can sit a spell in the rocking chairs.

FLAGLER’S MODEL RAILROAD
The most recent addition to the St. Augustine History Museum at the Old Jail is the Ponce de Leon Hotel Model Railroad Exhibit. The model depicts St. Augustine in the late 1800’s when the Ponce de Leon Hotel was under construction and the main form of transportation to St. Augustine was the Jacksonville, St. Augustine, and Halifax Railway. It depicts how Henry Flagler had temporary tracks laid to bring in building supplies to downtown St. Augustine. During construction, Flagler found it inconvenient to get construction materials so he purchased the Jacksonville, St. Augustine and Halifax Railway to make it easier to build. The hotel was the first major “poured in place” concrete building and was one of the first buildings in the country wired for electricity from the beginning. Electricity was supplied by the Edison Electric Company.

After the completion of the hotel in 1888, Flagler continued to buy and revitalize railways to make travel more comfortable and convenient for travelers. These combined railways were renamed the Florida East Coast Railroad. The expansion of the railways eventually went all the way down to Key West, with it igniting the tourism industry and bringing new money and growth to communities. Henry Flagler’s innovative hotels and railways all along the east coast and down to the Keys shaped the Florida we know today.
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

VENDOR SPOTLIGHT
COLLECTOR LUXURY INN & GARDENS

The wonderful concierge staff at the Collector Luxury Inn & Gardens are selling Old Town Trolley tickets nonstop to their guests who have a taste for a spectacular narrated tour of St Augustine.

The only AAA 4-Diamond property in St. Augustine! Nestled on an acre of land at the site of the former Dow Museum of Historic Houses in historic downtown St. Augustine, the luxury inn will encompass much of the historic property’s original foundation and structure, occupying nine buildings with a total of 36 guest rooms. Each individually appointed guestroom will have a unique historic feature such as coquina walls and refurbished hardwood floors from the property’s 18th century construction.

Select suites will offer separate living rooms and verandas as well as fireplaces that have been restored from the original building. The Collector Luxury Inn & Gardens is located in a one-acre garden oasis comprising nine historic homes dating from 1790 to 1910. Spanning a city block in downtown St. Augustine, this storied site has been an integral part of the city’s history, serving as a 16th century hospital and cemetery, an 18th century Spanish defense line and setting for the 1863 Emancipation Proclamation reading that freed Florida’s slave population.

The Collector Luxury Inn & Gardens opened in 2000, showcasing his extensive collection.

It’s hard to imagine a hotel with a richer, more historically relevant setting than The Collector Luxury Inn & Gardens in St. Augustine. Once the home of the Dow Museum of Historic Houses, this one-acre oasis in the heart of America’s oldest city is quite possibly the world’s most thoughtfully curated hotel. This is a place that tells its centuries-old story through art and architecture, weaving it into a modern, sensory immersion that captivates and enthralls.

Kenneth Worcester Dow purchased the oldest house on the block, the 1790 Prince Murat House, in the 1930s and, by the early 1950s, had acquired all nine homes on the site. Dow, a passionate collector of artwork, furniture and other antiques, donated his entire collection to the Museum of Arts and Sciences in 1989. Following an 11-year restoration, the Dow Museum of Historic Houses opened in 2000, showcasing his extensive collection.

Last year my family and I decided to come to St. Augustine for vacation and fell in love with the city, the culture and the people! A few months later in a family discussion, my wife Desi, daughter Giovana and two sons Kostadino and Alexandro, decided that the time to make the family move from Key West to St Augustine, would be the summer of 2018.

I have always had a great respect and admiration for HTA and the company was a part of our family, experiencing the tours and attractions throughout the years. I had the deep desire that one day I could be a part of the team. I met with Mr. Nelson Nodal in Key West and with Mr. Dave Chatterton in St. Augustine, and discussed a possible future with the company. My dream became reality when one day Mr. Nodal called me to offer me the Retail Store Manager position in St. Augustine.

My name is Taki Andrioti and I recently moved to St. Augustine Fl. I was born in Athens Greece. My parents were entertainers and I traveled with them all over the world with their Greek review show. I came to the USA, finished Junior High in Minneapolis MN, graduated High School in Chicago Il and attended the University of Minnesota and earned degrees in Economics and International Relations. I started my management career right after graduation. I have been active in the fields of Restaurant/Retail Management & as a Financial Controller since. I travelled in many places around the world working in various cities in the USA, Europe and Middle East with companies like Hard Rock Cafe, Planet Hollywood, Olive Garden and other companies.

My greatest love of my life is my wife Desi, daughter Giovana and two sons Kostadino and Alexandro, decided that the time to make the family move from Key West to St Augustine, would be the summer of 2018.

I have always had a great respect and admiration for HTA and the company was a part of our family, experiencing the tours and attractions throughout the years. I had the deep desire that one day I could be a part of the team. I met with Mr. Nelson Nodal in Key West and with Mr. Dave Chatterton in St. Augustine, and discussed a possible future with the company. My dream became reality when one day Mr. Nodal called me to offer me the Retail Store Manager position in St. Augustine.

My favorite vacation spot is Crete, Greece. My favorite song is Frank Sinatra’s ‘My Way’. If I had to eat one thing for the rest of my life it would be Gourmet Pizza.

WELCOME TAKI ANDRIOTI
Retail Manager of Gator Bob’s and Old Town Gifts St Augustine

Gigi is getting tall, she now weighs 41.8 pounds. She is a sweetheart and fun to work with! Here are a few of the commands she knows: sit, down, roll, shake, kiss, stay, kennel, out, wait, up, off, heel, front, side, go through, go in, stand, my lap, snuggle, get it, leave it, bring it, give, that’s it and yes. We are currently working on the light command, which she is doing really well with. Since she’s gotten taller, she now goes up on the wall and turns on the light by the actual wall switch. It’s amazing watching her!

JUNE
James O’steen
Conductor
Lolita Riley
Supporting
Elisha Santiago
Supporting
Alexis Boucugnani
Supporting

JULY
Daniel Ferre
Conductor
Doris Lagasse
Supporting
Sander Kovacs
Retail
Alexis Boucugnani
Supporting
WASHINGTON, DC

THE VETERANS JOB FAIR
Eric Whitehead, Operations Manager

On June 21, 2018, we had the amazing opportunity to attend the Washington DC area Veterans Job Fair. Being a veteran myself, I believe that this would be an amazing opportunity to meet some likeminded individuals and to inform them that they should give Old Town Trolley DC an opportunity to be their new home. I mean, why not? Is this not the most fun job that you have ever had? Most of the Veterans that we met that day were looking for IT Positions, we also met a few Attorneys, a few retired Law Enforcement Officers and lots of other different candidates with various backgrounds. Although there were many other employers there, our booth was the most fun and interactive. Yvonne, Office Manager, Dexter, Retail Manager and I sent out a lot of positive energy in that room and it showed. We actually attracted people that initially had no interest in what we do but they seemed to be drawn to our little corner of the Job Fair, however and through it all, we did find some candidates that realized that Old Town Trolley DC an opportunity to be their new home. I believe that this would be an amazing opportunity to meet some likeminded individuals and to inform them that they should give Old Town Trolley DC an opportunity to be their new home.

On June 5th, I had the opportunity to undergo “Hotel Shuttle Training” to familiarize myself with the routes for the complimentary hotel shuttle service that we provide to our guest. Besides the picture perfect weather, my experience from start to finish was absolutely amazing. I started off my day with Sunny the Conductor.

Sunny directed me through the Crystal City Virginia Day Route. Although I am familiar with the area, it was great to get reacquainted with Crystal City. After completing the route, I was finally able to meet Dexter, Debra and Damita, the CASTmembers that run the Washington D.C. Welcome Center.

My next stop was over to M.Dot who contacted the next trolley I would be boarding.

On this trolley, Jewel the Conductor guided me through the Green Run. Although we do not pick up from the Omni Shoreham Hotel, located one block from Eddies Cafe and two blocks from the Marriott Wardman, it is on our Green Run. This Iconic hotel is known for many events, including: holding the first inaugural ball of President Franklin D. Roosevelt in 1933, its feature in the 1987 film ‘No Way Out’ , and The Beatles 7th floor evening booking during their first American Tour in 1964. Although all of these events were undeniably significant in the hotels history, the event that I am most familiar with is the 44th Annual Whitney M. Young, Jr. Memorial Gala, which occurred in 2016. This event featured big names such as, Jon Voight, Patti LaBelle, and Guy Lambert. I’m proud to say that my daughter attended this event to receive a scholarship that was sponsored by Giant Food from the Marriott Wardman.

The first stop on this Loop is the Hay-Adams Hotel, located on H Street. As I passed the Hay-Adams I could see hundreds of people attending the Celebration of America, the event that was formerly planned to commemorate the Eagles’ Super Bowl win.

Upon finishing this tour and returning to the welcome center again, I boarded the last trolley for the Brown Run with my conductor Trench. Although this run only had four hotels the InterContinental is only minutes away from The Wharf D.C., which is famous for containing one of the few open-air seafood markets on the East Coast.

As I returned to the office, I reflected on all of the amazing sites I saw, the unique stories told by each conductor, and the extensive history of our nation’s capital and some of our closest neighbors.
On June 6, Arlington National Cemetery Tours had the honor of providing transportation for the invited guests of the Kennedy Family. The occasion was the 50th Anniversary of the day of his assassination. About 90 members of the Kennedy family and about 3200 invited guests gathered to reminisce, sing, hear his most famous quotes, and listen to musical selections from the Eastern High School Choir, the American University Gospel Choir, the Choral Arts Society of Washington, Tenor Mark Forrest, and a special selection by country music artist Kenny Chesney. RFK quotes were read by line, a daughter Kathleen Kennedy Townsend, and nephew Congressman Joe Kennedy III. We are always honored to be a part of such a special occasion.

OLD TOWN TROLLEY TOURS of WASHINGTON, DC

A CELEBRATION OF THE LIFE OF ROBERT FRANCIS KENNEDY

Loretta Pinto, Operations Manager, AMI Tours

We are proud to have the St. Regis Hotel in Washington, DC as one of our vendors. The St. Regis has been part of the city since 1926 when it was built as The Carlton Hotel. It was sold in 1930 during the Great Depression and then again in 1953 to the Shorraron Hotels and renamed the Shorraron- Carlton. After an extensive renovation in 1997-98 it reverted back to The Carlton and remained under that name until 1999 when it became the St. Regis that we know today. From the moment that you walk in the door you know that you are in the lap of luxury. The lobby is draped in red and exudes a feeling of warmth. Guests are always welcomed with a beautiful floral display, right as they step through the doors. This vendor representative was lucky enough to win a 2-night stay in the decadent Caroline Astor Suite two years ago. It was nothing but 5-Star service from the moment we walked in the door until we left. Two things not to miss is if you ever have a chance to visit: the champagne sabre ritual and high tea in the lobby!

I am also proud to work with their excellent concierge staff, Jean-Francois, Leslie, Lida, Brian and a former concierge that has moved to San Diego and works with Rod, my friend Michelle. Leslie and I have had the pleasure of working together on the WACA Board for the last two years. Jean-Francois, will be greatly missed as he moves on to bigger and better opportunities. Old Town Trolley thanks you for all the support you have given us over the years and we look forward to our continued friendship.

VENDOR SPOTLIGHT

St. Regis Hotel

Sean Wallace, Director of Sales

ALEXANDER Houck

Safety Officer

My time with Old Town Trolley has been a bit of a whirlwind. I joined the CAST on December 27, 2017 as a Conductor for what I thought was a part-time job because I was already working as the Safety and Policy specialist at a nearby university. Fast forward six months, and I was taking over the reins of the Safety Officer position. My full first name is Alexander but I use Xander for short, not Alex.

I’ve been in the greater DC area for nearly 4 years now, but my hometown is Columbus, South Carolina. I’ve lived in Texas, Las Vegas, and California as well, but at the end of her Army career, my mother was stationed at Fort Jackson when I was six and retired when I was ten, so I spent my childhood in SC. I attended college at the University of Virginia where I obtained my B.A. at 18 years old. I was a student bus driver during my undergrad at UVA which is why my Conductor stage name is “Wahoo”! If you ever catch me on tour, I have a TON of stories and facts about Thomas Jefferson.

I’ve been in transportation my entire adult life and plan to continue doing so. I am passionate about transportation and what it means to our guests as well as those who use it as a means to get to where they are going in their everyday lives. I love the energy of Washington, DC and plan on being here for a long time. When I’m not filing claims or giving tours, I like bowling, – my high game is a 236 – taking road trips, and hiking with my blue healer, Dixie. Also, if you ever need someone to make really good enchiladas, I’m your guy!

ALEXANDER’S FUN FACTS

My favorite author is John Grisham writes some of the best thrillers out there! Not only that, but he lives in Charlottesville, VA and helped to save UVa’s floundering baseball program by donating $1.2 million in 2002. The program won its first CWS thrillers out there! Not only that, but he lives in Charlottesville, VA and helped to save UVa’s floundering baseball program by donating $1.2 million in 2002. The program won its first CWS

STEVEN’S FUN FACTS

The trait I most deplore in myself is that I never back down from a challenge.

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

My favorite song is Anything that is by Tsunami Bomb

My most treasured possession is my skateboard

My greatest fear is to be stranded out in the water

The most interesting thing about me is that I love the energy of Washington, DC and plan on being here for a long time. When I’m not filing claims or giving tours, I like bowling, – my high game is a 236 – taking road trips, and hiking with my blue healer, Dixie. Also, if you ever need someone to make really good enchiladas, I’m your guy!

If there was one place I would like to live besides my current city, it would be, Old Town Trolley Las Vegas anyone?!
Service pins were awarded to CAST during the all CAST meeting on May 24th 2018. General Manager Eric Holmes announced the CAST member's name and years of service and Trainer Amanda Vasan presented the pin. Special thanks to Abe Burgos for taking the photos.

We thank all of our cast for the time they have dedicated to the DC operations. Keep up the phenomenal work!

The following CAST members received service pins for 5+ years of service.

- Eric Holmes- 22 years
- Doug Dorsey- 21 years
- Abe Burgos- 18 years
- Jose Melgar- 18 years
- Larry Warren- 17 years
- Jason Klein- 16 years
- Steve Martin- 15 years
- Dave Parker- 15 years
- Michale Overly- 15 years
- Howard Winfield- 14 years
- Elton Smith- 13 years
- Nazha Sallhi- 13 years
- Kent Thomas- 13 years
- Suly Cruz- 11 years
- Andrew Smith- 11 years
- Frank Santacroce- 10 years
- Vince White- 10 years
- Stephen Heare- 9 years
- Charles Diedrich- 9 years
- Duke Ruddick- 9 years
- Darin Delrosario- 8 years
- Anthony Sadler- 8 years
- Michael Goggin- 8 years
- Monique Byers- 8 years
- Adam Johnson- 7 years
- Brentford Davio- 6 years
- Linden John-Baptiste- 6 years
- Greg Riley- 6 years
- John Snyder- 6 years
- Wesley Thomas- 6 years
- Ryan Arnold- 6 years
- Lawrence Yontz- 6 years
- Benjamin Slicker- 5 years
- Eric Whitehead- 5 years
- Stacie Locke- 5 years
- Abe Burgos- 5 years
- Ted- 5 years
- Lawrence Yontz - 6 years
- Linden Randolph 5 years
- Greg Riley 6 years

COSTUME AWARENESS

In late May, we began our Costume Awareness Month Program so that we could get ahead of the curve. Our CAST is generally sharp but since announcing this program, they are super sharp. Each daily winner will receive a $10 gift card. Here are a few pictures to show you how good they look in their costume. Smile for the camera! Our mission is to keep the awareness and sharpness going throughout.
EVERYONE, MEET DAQUAN MCKINNEY!

He is one of our newest Customer Sales Representatives here at Old Town Trolley in Washington D.C! He has officially been a CASTmember with us for 90 days, and we are so thrilled to be giving him his Pineapple Pin!

What’s even more exciting, is that Daquan here, has earned himself a PICKLE PIN before even receiving his 90 day hospitality pin! He has shown amazing customer service here in our Nation’s Capital. So amazing that one of our conductors, Sooner Steve, has noticed and wanted to nominate him for really going out of his way and giving our guests the pickle.

In honor of Daquan earning both pins, and summer creeping up right around the corner, I will be sharing a Pickled Pineapple recipe that can be used for that added flavor in your sandwich, or as a salad topper!

INGREDIENTS

- 1/2 pineapple cut into half circles
- 1 1/2 cup Nakano citrus seasoned rice vinegar
- 1 tablespoon sugar
- 1 large jalapeno, sliced into circles
- 1/2 tablespoon kosher salt
- Juice of 2 limes
- 1/4 cup roughly chopped cilantro

DIRECTIONS

1. Place the vinegar, sugar, jalapeno, salt and lime juice in a small sauce pot. Bring to a simmer stir until sugar dissolves, remove from heat and let cool to room temperature.

2. Place the pineapple and cilantro into a large jar.

3. Pour the vinegar mixture over the pineapple, it should just cover the top slice.

4. Seal and refrigerate at least 1 day before eating.

5. Store in the refrigerator for up to 2 weeks. Pineapple will become more tangy with time.
CASTmembers of Tropical Shell and Gift, Key West
The June CAST Meeting
John Welby, General Manager

The June CAST Meeting was held at the Dreamland Wax Museum, Old Town Trolley Tours of Boston’s newest attraction partner. Admission to the museum in now a free inclusion with each trolley ticket until December 31st. We were honored to have our C.O.O., Ed Swift IV and our Regional Manager, Charlie Brazil in attendance for the meeting. Check out some of the great pics we got of our CAST members posing with some of the figures.

Costume Awareness
John Welby, General Manager

Costume Awareness Month was moved to June this year. Once a week for the month we chose a CAST member for the best costume of the day and he/she was presented with a $25 Dunkin Donuts gift card. Congratulations to our winners; Russ Kelley, Nick Rose, Julie Crowe and Bill “Chappy” Chappelle.

Happy Anniversary!

BOSTON TEA PARTY SHIPS & MUSEUM

June 2018
PRIDE BOSTON
John Welby; General Manager
The Boston Pride Parade took place on Saturday, June 9th. The weather could not have been more perfect with sunny skies and warm temps, which of course insured huge crowds with over one million spectators in attendance. OTT Boston was well represented at the event with a total of 10 vehicles in the parade, eight on charter and two for use by OTT and G&G. Thank you to Sue Pye for coming in on her day off to drive the OTT trolley. Royal Caribbean’s Grandeur of the Seas was in port on the same day, so we were thrilled when members of the Shore Excursions Team were able to join us for the parade.

“PARTNERS NIGHT”
John Welby; General Manager
On June 26th the New England Aquarium hosted a “Partners Night” inviting Old Town Trolley, Liberty Fleet and Boston Duck Tours staff members to an after-hours, private event at their incredible facility. Each CASTmember was allowed to bring three guests to check out the exhibits and enjoy some food and beverages without having to bump into the crowds one would encounter during regular business hours. Old Town Trolley was, without a doubt, the most well-represented partner at the event, as you can see from the great pictures we got. Thank you to conductor Lucia “Zelda” Vaughn for driving the trolley so her fellow CASTmembers wouldn’t have to worry about finding parking.
Boston had a heatwave the first week in July. Temperatures were in the mid-90's with very high humidity, but that didn’t stop the CAST of OTT Boston from having some fun showing off their Patriotic flair! CASTmembers were encouraged to show their love of the Red, White and Blue (see flyer) by wearing as much of it as they could (while keeping the OTT Costume shirt and nametag in place). As you can see from the pictures, the CAST of OTT Boston accepted the challenge.

The Ames Hotel
by Beth Josephs

The Ames Hotel is located downtown Boston near several historic sites. The 13 story building was built in 1889. At that time, it was the tallest masonry building in the US. It is still one of the tallest masonry buildings in the world. The intricate carved details on the façade of the building and the roofline overhang are other notable features of the Ames building. It was added to the National Register of Historic Places in 1974 and designated a Boston Landmark in 1993.

The building was commissioned by the Ames family to house their corporate headquarters. The Ames family owned the highly successful Ames Shovel Company – an agricultural tool company. They owned and occupied the building until the 1950s. The building changed hands several times over the next 55 years until it was purchased in 2007, renovated, and opened as the Ames Boston Hotel. The hotel is a 114 room luxury boutique hotel. The concierge at the Ames is David Archer and he is a loyal supporter of Old Town Trolley Tours. Look for more information on David in an upcoming issue of the Nation’s Storyteller.

I was born and raised in Palm Springs, CA and raised in Desert Hot Springs, CA. My hometown is pretty small and in the middle of the desert, so there wasn’t much to do growing up and I’d always wanted to move somewhere where there was more going on. About two years ago, an impulsive idea popped into my head and I booked a flight to Boston and now here I am. Boston has been incredible but I still like to go back to get away from its brutal winters.

I don’t remember applying to Old Town Trolley and I’d never pictured myself in tourism but I’m really enjoying my time here and all of the people I’ve met while working here.

My favorite song is Vienna by Billy Joel. Anything Billy Joel.

My most treasured possession is the Stranger by Billy Joel on Vinyl.

The living person that I most admire is my dad, he is the hardest working person I know.

My favorite vacation spot is Lake Helmet, CA. My family and I camp there every summer.

The greatest love of my life is my mother, the nicest person that has ever existed.

LESLIE’S FUN FACTS

Leslie Romero
Sales Representative

Leslie Romero
Sales Representative

LESLIE ROMERO
Sales Representative

OTT Bos Group shot of Patriotic flair
ALWAYS SOMETHING BREWING AT THE BOSTON TEA PARTY SHIPS & MUSEUM!

Abigail's Tea Room is a lovely respite after enjoying the tour experience at the BTPSM. The beautiful views of both of our 18th-century sailing vessels and the Fort Point Channel make this space a great place for lunch or a hot cup of tea. During the Boston Tea Party of 1773 there were 5 different types of tea amongst the chests that were destroyed and thrown overboard. We offer an unlimited “Tea Tasting” in Abigail's Tea Room that includes these 5 historic blends. 3 black teas – Bohea, Congou, and Souchong, and 2 green teas – Singlo and Hyson – make up our offerings. Bohea was the most common and least expensive black tea in the American colonies and in fact, most black tea was simply referred to as “Bohea”. Congou was regarded as the “superior form of Bohea”, picked with careful skill to prevent breaking the leaves. Souchong exhibited a smoky aroma and flavor that is very similar to today’s “lapsang souchong” tea that are intentionally smoked with smoldering pinewood. Singlo is picked later in the season thus it has larger leaves and it tended to spoil sooner and so was not widely known in the colonies. Hyson was the first tea plucked in the spring and was the most experienced variety of tea. We are thrilled to serve these 5 teas in Abigail's Tea Room so that we can continue the educational experience here at the BTPSM. The guests have learned about the tea on our tour and are able to actually taste it while here on site. Our Retail Store also sells various packages of these 5 teas including a replica of The Robinson Tea Chest (the only known surviving tea chest from the Boston Tea Party) with small loose leaf servings of the 5 teas inside. The addition of our online store also allows our guests to continue enjoying these teas once they’ve returned home!

We hope that our guests also return home with wonderful memories of our tour experience. Since opening in 2012, we’ve done our best to maintain and enhance the guest experience. Every year we continue to raise the bar of customer service, historical knowledge, and interactivity with in-depth training for our interpreters, additional text panels for greater guest education, and overhauling the multi-media offerings in the museum portion of the site. Several years ago we were approached by Steve Ayres, the Vicar of Old North Church, with a vial of tea believed to be from the Boston Tea Party of 1773. He generously loaned this vial to us for 10 years and hoped that we would put it on display to assist in telling our story. A reimagined exhibit for the Robinson Tea Chest had been in the works and this was the perfect place to integrate this new-to-us artifact. We had always wanted to show the journey of the tea and the tea chest and felt that we had come up with a rather compelling story and we tapped Jesse Stormer of Stormer Creative in Raleigh, NC, and sound designer Joe Basile, to help bring our vision to life, in addition to visits from Ken McKibbon and Tim Ogletree from Media Merge, and our favorite HTA artists, Monte Triz and Cody Wicker. The use of multi-media technology in the museum has always been a draw for our guests and a rather new way to tell history in the city of Boston. We feel that this addition creates a more cohesive story and keeps our audience members engaged throughout the second half of our tour experience. This exhibit would not have been possible without the support of Chris Relland (HTA CEO) and Shawn P. Ford (VP and Exec Director – BTPSM). We're always excited to be able to offer something new to our guests and to entice people to return to better understand the story of “the single most important event leading up to the American Revolution”!

Kelly Horan Galante, Asst. Creative Manager, BTPSM

BOSTON FAM WEEKEND

Boston Tea Party Ships & Museum was recently a part of the Boston Attractions Group FAM Tour Weekend. Tour operators from all over the United States and Canada descended on Beantown for a whirlwind itinerary that had them experience twenty different shows and attractions in four days. Boston Tea Party Ships & Museum welcomed all of the guests for our “Huzzah! Tavern Nights” experience on Friday, August 10th. Guests were wowed enough to rank it as their favorite experience of the entire weekend!
MAKING A NAME FOR OURSELVES SINCE 2012!

Kelly Horan Galante, Asst. Creative Manager, BTPSM

Since opening our doors on June 26, 2012 (Happy Anniversary to us!), we’ve had the arduous task of joining (and excelling in) the storied business of historical institutions in Boston. We believe that our commitment to the history and our attention to detail has helped us to create a great reputation that extends well beyond our fair city.

We were approached by “Discover Quincy,” a non-profit organization dedicated to destination marketing for the City of Quincy (just south of Boston), to participate in this year’s “50 Days of Freedom” program between June 16 and August 4. The Creative Department took “Huzzah! Tavern Nights” on the road and performed at the Adams Academy in Quincy Center for an invited crowd as a kick-off event for this city-wide program. A wonderful time was had by all and we’re looking forward to another performance on August 2nd.

In addition to Tavern, we were also invited to bring our “Unconditional Love: The Letters of John & Abigail Adams” to the United First Parish Church (The “Church of the Presidents”) on June 28. It was quite a humbling experience to perform in that space as John, Abigail, their son John Quincy, and his wife Louisa Catherine, are interred in the crypt beneath this church. Creative Manager Evan O’Brien (Narrator), Asst. Creative Mgr Josiah George (“John Adams”), and Asst. Creative Mgr Kelly Horan Galante (“Abigail Adams”) had the opportunity to meet various members of other historical sites in Quincy, including the Adams National Historic Park and the Abigail Adams Birthplace, and hope to bring this presentation (or others) to these other establishments in the near future. It is an excellent chance to bring the mission of Historic Tours of America as the “Nation’s Storyteller” to other locations and to continue to build our reputation.

In late May, the Creative Team of Evan, Josiah, and Kelly, along with Shawn P. Ford (Executive Director), had the great opportunity to present at the Partners Outdoors Conference for National Parks employees at the Department of the Interior in Washington, DC. Chris Belland (CEO) contacted Evan and Shawn about this invitation and encouraged a presentation involving the blending of high-tech elements and live interpretation and why that creates a successful experience at the BTPSM. Evan worked hard to create a 10 minute RecX talk (similar to a TedTalk) with visual aids and Josiah and Kelly joined into the presentation to interact with the audience members using our “Huzzahs & Fie!” as a platform to discuss the interactive nature of what we do. We were extremely proud to represent the BTPSM and HTA in Washington, DC, and hope that we were able to share our message in a fun and educational way!

Our interpreters and guests taking part in hands-on activities at “Revelry on Griffin’s Wharf”

Fireworks took place after the event, put on by Boston Harborfest
THE TORCH HAS BEEN PASSED
Clinton Curry, Director of Operations Key West
On Wednesday, March 28, 2018 the torch was passed in Key West, but not before Bobby Bernreuter received his 20 Year HTA Service Pin from our CEO, Chris Belland. Service, as we all know is our first priority in the philosophy of our company. Few have served our company as well as the man we all know as Bobby B. and while Bobby no longer serves as Director of Operations for Key West, his legacy does.

One of the proudest moments in my professional and personal life was to have Bobby Bernreuter, Chris Belland, Ed Swift III, my dad Greg Curry and many of the Key West Operations CASTmembers and Leadagers on hand Wednesday, March 28 to share in the moment as I was announced as the next Director of Operations for Key West.

In the months since, we have made great strides in all of our operations, and with the support of our Executive Team, LEADagers and CASTmembers we will continue the trend. As mentioned that morning, I am Committed, will bring my positive Attitude, Sincerity will guide me, to continue earning the Trust of the entire operation.

Thank you all for the opportunity!

Don’t forget to Ride for the Brand!

Laying Down New Tracks in Key West
Justin Buhl, Depot Sales Manager
While Henry Flagler may have laid the first railroad tracks to Key West in 1912, this summer there has been another team here in Key West working tirelessly to lay down some new “train tracks” of their own on the island. The CTT leadagers and conductors have been working tirelessly together to completely revolutionize the script and the route of the Conch Tour Train tour that has been entertaining guests here since 1958. At the same time, all of the OTT and CTT drivers were also undergoing cross training. Meaning not only were many of the CTT Engineers learning new routes for the tour, but were also learning to drive completely new vehicles (trolleys) at the same time, and vice versa for many of the OTT Conductors who stepped into Conch Tour Trains and learned to weave them down the narrow streets of Key West. Big kudos to all of the leadagers and CASTmembers who played a part in this massive, ongoing process.

While there is still much to be done, Key West Transportainment is certainly headed in the right direction thanks in large part to our incredible CAST.

CONGRATULATIONS TO RICH AND GRACE
Justin Buhl, Depot Sales Manager
This past summer two of our long time CASTmembers officially became US citizens! General Manager Rich Fox, originally of England, and OTT Conductor Grace Spencer, originally of Canada, put in the hours of preparation, passed all their tests and interviews, and took their oaths of loyalty to officially become citizens of the United States. Congratulations Rich and Grace!

New US citizen Rich Fox and Grace Spencer in front of one of our new trolley wagons!

OTT Conductor Grace Spencer after she officially became a US citizen!

GM Rich Fox modeling his new flag shortly after becoming a US citizen.

Bobby Bernreuter receives his pin for 20 years of service from CEO Chris Belland

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The Nation's Storyteller Summer 2018

Little White House Operations Manager Patrick Deja in front of the new Stop 1A on the trolley tour.

Head Conductor Dan Martin on the prowl in Mallory Square.

Sales Rep Denise Knoop training new Sales Rep Frank Bond at Station.

Shuttle driver Joe McGuire taking a break on a busy 2 ship day.

Training Officer Michael Bernreuter, Sales Rep Cynthia McCoy, and Ghost Ops Manager Ted Sharkey in our new G&G trolley!

OTT Head Conductor Dan Martin and Sales Rep Juanita Greenwalt with the new TVs at the Angela booth.

The Butcher, played by G&G Ops Manager Ted Sharkey, greets some of the Travel Channel crew before their special tour.

THE TRAVEL CHANNEL VISITS THE ISLE OF BONES
Justin Bahl, Depot Sales Manager

At the end of September, Key West was lucky enough to have the Travel Channel in town filming for a special on haunted bars, which the island certainly has many of. They wanted to get some shots of the nighttime atmosphere in Key West and thought what better way to do it than on our very own Ghost and Gravestones tour! Operations Manager Ted Sharkey stepped in to play “the Butcher,” to do the special tour and even had some time at the East Martello Fort to further display his acting skills by doing some special sound bites for the crew as well. Big thanks also to sales representative Ed Firuta who was the one who helped introduce the Travel Channel crew to the Ghost and Gravestones in the first place when he met them while trying to sell them ghost tickets!

THE SUMMER OF SALES
Justin Bahl, Depot Sales Manager

This past summer was one of the busiest the Key West operation has ever experienced. Fuller hotels, more day trippers coming down the keys, and an increase in cruise ship traffic heading to Cuba allowed our sales reps to experience days that rivaled those seen typically only during winter season months. Not only were several booth records broken this summer, but on July 3rd the booths put up nearly $50,000 on a single day. A week later on July 10th, the perfect storm aligned on the island with 3 large cruise ships coming into port roughly at the same time. From sun up until sun down, the Key West Transportainment team ended up transporting over 15,000 guests, with tours also exceeding normal operating hours to capture some of the extra business on the island. Another bonus luxury this summer was that we also had the opportunity to begin cross training several of our sales reps at our attraction booths, which not only has brought the entire Key West sales team closer together, but has increased many of our attraction and package sales as well!
The mechanics at the Conch Tour Train recently took on a massive project to renovate one of their jeeps used for transporting cruise ship guests. What made this such a big project was the limited amount of time the crew had to actually complete the project. Due to the heavy demand at the cruise ships, the jeep was not able to be pulled from the road for an extended time. In the span of 19 days the crew installed a new air ride assist suspension, simplified the brake lines, updated all of the wiring, added water tight storage and dashboards, and most impressively completely redid the entire body of the vehicle (a job that should have taken months – thank you David Ramirez). The vehicle has been described as the “Jeep of the future” for the Conch Tour Train, as it was a project that not only allowed each member of the crew to display their talents, but created a new process and platform for conducting future projects as well. Great job guys!

**NEW JEEP AT THE CONCH TOUR TRAIN**

Justin Bahl, Depot Sales Manager

The new jeep on Smathers Beach.

David Ramirez getting ready to take the new jeep out for a test ride.

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**THE PERRY HOTEL**

Andy Kirby, Relationship and Sales Manager

Historic Tours of America welcomes the newest hotel on the Stock Island chain, The Perry Hotel. The Perry Hotel pays tribute to Commodore Perry, who was instrumental in eradicating piracy and the slave trade in the Straits of Florida. The staff at the hotel proudly wears red pants in tribute to Commodore Perry’s bloody attire and personal choice of red pants. According to legend, he chose to purposely wear red pants as a warning to pirates to stay out of his way. The moment one steps into the Perry Hotel, they feel like they’ve arrived somewhere special. From the charming marina village that surrounds it, to its many handcrafted touches, the Perry isn’t just another boutique hotel – it’s a one-of-a-kind Key West experience. The hotel also provides shuttle service from Stock Island to Key West, dropping off at HTA’s retail store Mac’s Sea Garden, which also happens to conveniently be Stop #2 on the trolley tour and Stop D on the train tour. As the Perry begins to sell HTA tour tickets, our vendor department can’t wait to build better business together with the hotel.

**VENDOR SPOTLIGHT**

**DONNA BARNETT**

Cheryl Actor, Vendor Representative

Donna Barnett brings almost 40 years of business and sales experience with her at Key West Concierge. Barnett owned a gift business in the greater Detroit area, “Little Extras”, from 1971-2002. When she moved to Key West, In the 80’s, as a snowbird, she maintained the business, but closed it when she built her first house here and opened Designs by Donna, to become a full-time resident. Donna started showing her wearable art in a Key West Gallery and became a concierge, where she developed a long-standing relationship with HTA as a top producer.

Barnett became Terri's Entertainment Manager, dealing with booking concerts, musicians, contracts and such for the next seven years. The Barnett-Whites returned to Key West in 2016 where Donna began working for Key West Concierge and renewed her longtime friendship with HTA, again becoming a top producer.

**VENDOR SPOTLIGHT**

**JIM DYE**

OTT Conductor

I moved to Key West from southern California where I was VP and General Manager of a fortune 300 company. My passion in life has been motivational and public speaking, where I have had the honor of speaking at Mississippi State University, University of Tennessee, Georgetown University, and the National War College in Washington DC. When I left the manufacturing industry I traveled all over the western US before deciding to settle down in Key West. We have lived in the Florida Keys now for three years. It has been a rewarding experience to be a tour guide with HTA, where the CASTmembers here have become my family.

**JIM’S FUN FACTS**

- My wife and I chose Key West as a perfect place for her to pursue her photography career and for me to retire.
- I consider my greatest achievement starting a business from 0 and building it into a 30 million dollar company over 25 years.
- My favorite author is James Patterson
- The greatest love of my life is my wife, Melissa.
- My favorite song is “I Did It My Way”

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**OTT Supporting**

Melissa Litten

Jared Wigger

Cheryl Actor

Grace Spencer

Jasmine Santiago

Grace Spencer

Jared Wigger

Melissa Litten

**OTT Conductor**

Johnny Cotton

Howard Hayes

Jasmine Santiago

Grace Spencer

Jared Wigger

Melissa Litten

**OTT Supporting**

Jared Wigger
The Nation’s Storyteller

Summer 2018

WORLD FAMOUS CONCH TOUR TRAIN

After marking its 60th birthday in 2018, the World Famous Conch Tour Train is refreshing its look and preparing to chug into the future.

“We are improving all areas of the train, from seating to speakers,” said Eva Conaway, Operations Manager. Eva has been part of the growth of the train as part of the Historic Tours of America family in Key West for 37 years. She has been a train engineer and still maintains her commercial driver’s license and is a hands-on manager.

“Our trains are built on site,” she said. She said the custom look and adaptations of the train and passenger cars have allowed for some unique flexibility. Some of the improvements in 2018 have included new seating. The train benches have been re-fitted with thicker foam that is more comfortable for the ride. Increased leg room on the first seat and the rear-facing last seat in each car had also been added.

New speakers that focus on emitting the sound inwards towards the guests and not outside of the cars have also been added. The speakers try to reduce outside noise and allow guests to listen to the history and focal points of the Southernmost City.

There are two trains that are fitted with new wheelchair securement straps and new ramps.

“It’s all about making the ride more enjoyable for our guests,” said Conaway.

“I am very proud of our team and their innovation and creativity,” she added. The trains are polished and cleaned every evening. "Everyone from the sales team to the crew that works evening in the Round House, should be proud of their contribution.”

A NEW ROLE

Andy Kirby has been named to a new position in Key West. His new title is "Relationship Sales Manager.” He will have increased visibility to Key West CASTmembers and also in the community. "I want to extend our good will and promote Key West,” said Kirby. He said that in his new position he is encouraged to reach out to businesses, organizations, local residents and guests.

“We want to show how HTA can be an asset to the community and to visitors,” said Kirby.

COSTUME AWARENESS

Glenn and Skipper trying out the safety ramp

Manager Trainee Brent Lyne giving the all aboard to Engineer Tom Leroy at Flagler Station.

Andy Kirby

Costume awareness winners

RETAIL KICKS BRANDING UP A NOTCH

Leah Benner, Retail Resource Manager

Retail in our company is highly diverse due to our varied locations. As we plan our stores, we consider the city, its icons, history, and culture, who we are, who our customer is and what story we want to tell?

An important part of telling our story is branding. Branding is our promise to the customer that when they visit our store, they should expect great customer service and competitively priced souvenirs and gifts. Add attention to detail when merchandising and high standards in presentation and our customer will want to come back and send their friends to see us, too.

We start with a compelling name; then add a logo that is visually interesting and really showcases the identity of the store. We add the logo to our shopping bags and create colorful signage that tells the story.

Recently we took this one step further and upgraded our floor mats to show the store logo which draws people through our front doors into the world of the Nation’s Story Teller—just one more way to provide our customers with a great vacation experience.
HOTA HOLDS IT’S 8TH ANNUAL NATIONAL SAFETY CAMPAIGN

Bill Meagher, Director of Risk Management

HTA’s Risk Management and Safety Department held its 8th National Safety Campaign during the month of June. For the past eight years, we have promoted an entire month dedicated to “Safety First”, to focus on safety awareness and risk recognition, in order to create a safe accident free environment for our CAST members, our Guests and our properties. All our CAST members are invited to actively participate in activities throughout June centered on a Safety Theme.

RISK ASSESSMENT AND SAFETY ARE EVERYONE’S JOB!

Each year we introduce a different Safety Theme and engage the Leadagers to encourage involvement from all the CAST members. CAST members are asked to participate in campaign related exercises and are entered into weekly drawings. All weekly drawing participants are then eligible for a Grand Prize drawing held at the end of the Safety Month. In addition, we encourage each of our operations to host a “Safety Event” to promote and support the campaign.

In promoting our Company wide goal of “Safety First”, and focusing on safety awareness and risk recognition, we have concentrated on the areas of: Safety Awareness; Observing Safe Practices; Recognizing Potential Hazards; and Highlighting the Importance of “Safety First” in everything we do! Last year, we specifically stressed Risk Identification, Assessment and Management at work.

“SAFETY AROUND THE CLOCK... TOGETHER, LET’S KEEP IT SAFE”

The main theme of this year’s campaign was “Safety Around the Clock... Together, let’s keep it Safe” Our focus this year was on promoting the campaign with a Safety Theme and engaging the Leadagers to encourage involvement from all the CAST members. CAST members are asked to participate in campaign related exercises and are entered into weekly drawings. All weekly drawing participants are then eligible for a Grand Prize drawing held at the end of the Safety Month. In addition, we encourage each of our operations to host a “Safety Event” to promote and support the campaign.

We received a total of 1569 entries during the four weeks of our annual Safety Campaign. The Grand Prize Winner was picked from those entries and this year’s Grand Prize winner was Carol Ann Edscorn, a Ghost Host from Old Town Trolley Tours of Savannah. The Grand Prize this year was a two night trip for two to Nashville including transportation & lodging and a very generous American Express gift card to cover expenses, not to mention a free tour on our newest and hottest operation, Old Town Trolley Tours of Nashville.

I want to personally thank Everyone at HOTA/OTT for continuing to take Safety seriously, not just during Safety Month in June but all during the year and all “...Around the Clock...”

Remember our motto: “Safety First, Courtesy a Close Second.”

SAFETY FIRST!

SAFETY PICNIC FUN PHOTOS!

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SAFETY FIRST!

SAFETY PICNIC FUN PHOTOS!
Historic Tours of America has always been a place for growth and success. CASTmembers like Clinton Curry, newly appointed Director of Operations of Key West and Ben McPherson HTA’s CFO, grew up in the company thriving, learning and becoming integral parts of HTA.

HTA gave these lucky individuals the opportunity to intern with us this summer. From the marketing dept. to The Truman Little White House and The Key West Aquarium. These amazing young individuals chose to take a step up and work over the summer rather than participating in leisure activities. We all enjoyed having them and hope that they took something valuable away with them.

**SUMMER OF INTERNS**

**HOLDEN BRAZIL - KEY WEST AQUARIUM**

Holden Brazil is 10 years old and is from Savannah, Georgia. He is an intern at the Key West Aquarium. He is the son of Tommy Brazil and Charlie Brazil, Regional Manager. Holden is going into 5th grade.

Q: What is the weirdest question you have been asked by a tourist while working at the touch tank? A: “Why does it smell like saltwater here?”
Q: What is your favorite treat? A: Spiders
Q: Where do you want to travel? A: Costa Rica
Q: If you had to eat one thing for the rest of your life, what would it be? A: Ice Cream, Mocha Chip

**JACK PENNEY - KEY WEST AQUARIUM**

Jack Penney is 13 years old and is from Miami, Florida. He is an intern at the Key West Aquarium. He is the son of Kathy Penney and John Penney, Creative Director of Blackdog Advertising; Jack is going into 8th grade next year.

Q: What is your favorite fear? A: Heights
Q: Where is your favorite place to travel? A: California
Q: If you had to eat one thing for the rest of your life, what would it be? A: Mac & Cheese
Q: Who is your favorite author, and what is your favorite book they wrote? A: Harry Potter, J.K. Rowling, Harry Potter and the Sorcerer’s Stone

**PARKER CURRY - MARKETING**

Parker Curry is 12 years and is from Key West, Florida. She is an intern in the Marketing Dept. She is the daughter of Julie Curry and Clinton Curry, the Director of Operations for Key West.

Parker will be entering 7th grade.

Q: What is your favorite fear? A: Drowning
Q: What do you like to do in your free time? A: I like to read
Q: Where is your favorite place to travel? A: Boston
Q: If you had to eat one thing for the rest of your life, what would it be? A: Seafood
Q: Who is your favorite author, and what is your favorite book they wrote? A: James Dashner; The Maze Runner

**DAISY SCHULTZ - MARKETING**

Daisy Schultz is 16 years old and is from Cambridge Springs, PA. She is an intern in the Marketing Dept. She is the Daughter of Darren and Jessica Schultz. Daisy is entering her junior year of high school.

Q: What do you like to do in your free time? A: Read, paint, dance, listen to music, sing, babysit
Q: Where is your favorite place to travel? A: Key West
Q: If you had to eat one thing for the rest of your life, what would it be? A: Fried egg sandwiches
Q: What is your favorite book? A: The Unwanted series, by Lisa McMann

**PIPER PENNEY - MARKETING**

Piper Penney is 16 years and is from Miami, Florida. She is an intern in the Marketing Dept. She is the Daughter of Kathy Penney and John Penney, Creative Director of Blackdog Advertising. Piper is entering her junior year of high school.

Q: What is your greatest fear? A: Bugs
Q: What do you like to do in your free time? A: Read and play music on my guitar
Q: Where is your favorite place to travel? A: Key West
Q: If you had to eat one thing for the rest of your life, what would it be? A: Macaroni and Cheese
Q: Who is your favorite author, and what is your favorite book they wrote? A: Harry Potter, J.K. Rowling

**AMORE HORAN - MARKETING**

Amore Horan is 16 years old and is from Key West, Florida. She is an intern in the Marketing Dept. She is the Daughter of Darren and Jessica Horan. Amore attends Key West High School and is entering her junior year.

Q: What is your favorite thing about the Little White House? A: Not leaving Key West
Q: What do you like to do in your free time? A: Run
Q: Where is your favorite place to travel? A: New York City
Q: If you had to eat one thing for the rest of your life, what would it be? A: Sushi
Q: What is your favorite book? A: Catcher in the Rye

**BROOKE ATWELL - TRUMAN LITTLE WHITE HOUSE**

Brooke Atwell is 20 years old and is from Key West, Florida. Her parents are Tim and Candice Atwell. She is an intern at the Little White House, and works under Jeanna Garrido.

Q: What is your favorite thing about the Little White House? A: There is a plethora of history at the Little White House and we are devoted to preserving it the best we can.
Q: What have you learned about Harry Truman while working at the Little White House? A: He seemed like a people person that loved Key West, yet headstrong and capable of running the country well. I’d want to be friends with him.
Q: What university do you go to? A: University of Florida…Go Gators!
Q: What are you studying at university? A: Public Relations in the College of Journalism and Communications.

**Piper is entering her junior year of high school.**

Q: What is your greatest fear? A: Heights
Q: Where is your favorite place to travel? A: California
Q: If you had to eat one thing for the rest of your life, what would it be? A: Macaroni and Cheese
Q: Who is your favorite author, and what is your favorite book they wrote? A: Harry Potter, J.K. Rowling

**HISTORIC TOURS OF AMERICA**

**SUMMER 2018**

**5352**

The Nation’s Storyteller
HISTORIC TOURS OF AMERICA

SHUTTERS, FLUTTERS AND CASTING CALLS
Heather Clement, OTT Trolley Conductor

Historic Tours of America went Hollywood the last week of June with cameras, drones and direction from Blackdog Advertising and video from Digital Island Media in a campaign to update social media sites and make them sparkle.

Cayley Bernreuter, Marketing Asst., HTA Key West, said the shoot is one of many ongoing projects updating videos and still photography on Facebook, Instagram, YouTube and all of the HTA company webpages.

She said there had been a casting call sent out by “e-blast” to our local Home Town Pass members and more than 20 people attended the five day, two night, filming on trains, trolleys, and the Ghosts and Gravestones trolleys.

The latest project was a collaboration with Blackdog Advertising and Historic Tours. The project encompassed 5 full days of media production in and around the Key West area.

The Blackdog crew included some of the local faces around town Steve Panariello, Digital Island Media, with assistance from Nick Doll, Aramis Ikans, and Drone expert Eric Isaac. Director John Penney was equipped with the assistance of his wife Kathy Penney, Blackdog Advertising.

“The project had an ambitious schedule involving both day and night shooting with multiple cameras including some very challenging drone shots which we were able to secure special permission for from the FAA in the final hour before production began. The goal of the shoot was to yield enough footage to produce several new promo videos of the many attractions in HTA’s Key West market,” said Panariello, owner of Digital Island Media in charge of video production for the shoot.

“HTA has been a long-term client of Digital Island Media and we were very honored to be able to serve them recently in Key West. The whole HTA staff from the CEO on down always makes us feel like family which makes the whole experience the best it can be,” said Steve Panariello.

Panariello included that having access to the Bone Island Shuttle and a driver enabled the shoot to run more smoothly and that working with the staff gave their team a real appreciation of how professional the entire HTA team is.

“One of the things I really enjoy about working with the HTA / Blackdog team is that everyone works extremely hard to make everyone involved feel as comfortable as possible. The friendly HTA staff is always very accommodating and truly treats us as part of the team when we are working with them,” said Panariello.

Bernreuter gave a big shout out to Clinton Curry, Director of Key West Operations, Rich Fox, General Manager Operations K.W., Marty Shoemena, Head Conductor at the Train and Pamela Jester, Operations Ghosts and Gravestones, who made the shoot possible.

She said, “There is a lot of prep work on the coordinating side (with the help of Monica Munoz) and without the help of our CASTmembers and leaders it would not have happened. We are very thankful for all of their help in making this project a success.”

“I always enjoy these projects because I get to know the CASTmembers better because we spend so much time with them on the projects,” said Bernreuter. “The final product of these projects is used as a new tool for us to not only reach out to new customers but to show our past guests what we are up to, remind them what we will do for them, and say come on down and see us.”

Five years ago (at the tender age of 6 months) I was walking down the 18 Mile stretch (don’t ever do that, it’s very dangerous), between Key Largo and Florida City, FL when a Road Deputy rescued me. I am so grateful that I was saved by the Deputy and soon after, adopted by parents who adore me.

Dad aka Ed Jones has worked for The Conch Tour Train for over 4 years, in Building Maintenance. All his coworkers seem to like him, a lot. Mom aka Brenda Jones is a Detention Deputy and a very talented artist. We live on a boat. It’s so much fun! Never a dull moment.

Someday, we may move to the country. Then I’ll have lots of room to run and romp. But, for now, I’m happy all cramped up on our little boat, as long as mom and dad are with me.

Steve Panariello reviews the shot with Director John Penney and Kathy Penney. Photo courtesy of Digital Island Media.

Amore Honor and Cayley Bernreuter cost off in the shuttle while they wait for their close-up.

Piper Penney mans the light for close-ups.


Scary stories being shared in Ava’s office for the first night of Ghosts & Gravestones filming.

Losie Cabana and John Penney sharing stories.

Filming clips for Retail.

Photo from 2016 Key West photo shoot. Photo credit JWP.

The Nation's Storyteller Summer 2018
HISTORIC TOURS OF AMERICA

HABITAT FOR HUMANITY

Debbie Batty, Director of Property Development

HTA is very proud to be the sponsor for one of the new Habitat for Humanity homes in Big Coppitt, just outside of Key West. CAST members from building 21 visited the site, met the soon to be homeowners, and volunteered to help complete the home.

HTA RECEIVES 2018 BUBBA AWARD FOR BEST BUSINESS

Debbie Batty, Director of Property Development

HTA RECEIVES 2018 BUBBA AWARD FOR BEST BUSINESS

In 1999, Historic Tours of America in Key West opened a small museum in Old Town Key West called Flagler Station. Flagler Station was built from the ground up (and also included the original Paymaster car from the FEC Railway) for the purpose of telling the story of pioneer Henry Flagler, the man who essentially brought tourism to Florida. It was the brainchild of Ed Swift and designed and built by him. During the late 19th century, Mr. Flagler saw his opportunity along the east coast of Florida to build seven grand hotels connecting all of them with rail transportation, the Florida East Coast Railway. In 1905, Henry Flagler, one of the wealthiest men in the world, announced his plan to build a railway from Miami to Key West, calling it the Key West Extension. When Flagler announced his plan some laughed, some scoffed, and most agreed that it could not be done. Eight years, three hurricanes, thirty million dollars, and hundreds of lives lost, Flagler proved them wrong. A visit to the museum allowed guests to experience the thrill of riding down the Florida Keys in 1912, two theaters, a life size figure of Henry Flagler, a 17’ inlaid map of Florida with LED chase lights that stop at all of Flagler’s hotels along the coast, and updated artifacts, including an original stock certificate signed by Flagler for Standard Oil. The museum will also feature the importance of the Sailing industry to Key West. We have 9 ship models that include the boats and schooners that had the greatest impact on the Key West economy since the island chain was discovered back in 1513. A 36’ timeline will take you through the history of the Florida Keys, the United States and world up to the early 20th century.

As part of the concessioner agreement with the Yankee Freedom and Dry Tortugas we moved our HO Scale model of Fort Jefferson (that we had in the Key West Bight) to the main Flagler Station building. This free exhibit will also include the model, an interactive kids corner and many photo opportunities.

The museum is slated to have its grand opening on January 22, 2019, the 117-year anniversary the day the train arrived here in Key West.

Stay tuned...
The Nation’s Storyteller

TRUMAN LITTLE WHITE HOUSE EVENTS

TROPICAL FRUIT FIESTA

TRUMAN LITTLE WHITE HOUSE

AN EVENING WITH COFFEE BUTLER

AN EVENING WITH COFFEE BUTLER

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