So Who was Henry Flagler?

Chris Belland, Historic Tours of America CEO

If you live in Florida you might know. If you live in Ohio you might know. If you live in Palm Beach you would definitely know that Henry Morrison Flagler was a man who had more to do with changing this country and later the state of Florida than any other American who ever lived.

Henry Morrison Flagler was born in 1830 to an impoverished Presbyterian minister. He left school at 14 when he took a job paying him five dollars a month plus room and board learning the grocery store business. It is the stuff of American legend that such an inauspicious beginning would result in Flagler becoming the wealthiest man in the world.

He made his first fortune in the salt business in Michigan during the Civil War days when the product was used to preserve meat. However, at the end of the war he lost everything and was $50,000 in debt which was an enormous amount of money then. Not too shabby today either. He remembered a young man he had met earlier in his career in the grocery business whose name was John D. Rockefeller. He convinced Rockefeller they should go into business together which they did, eventually forming the Standard Oil Company.

Their plan was simple which was to basically bypass the exploration and drilling of oil and monopolize all transportation and refining capacity in the United States which at the time was the world's largest oil producer. They did so by one means or another. Some were straight up business genius which involved highly sophisticated legal structuring created by Flagler. Other means were pretty unscrupulous back room deals, not uncommon in the days of the robber barons. By the early 1890s, Standard Oil indeed had virtually monopolized the oil industry in the United States. A Standard Oil can was an internationally recognized brand of measurement and they were found, literally, all over the world. Rockefeller and Flagler were simply the two wealthiest men in the world, not unlike we would view a Bill Gates of our day.

With his first wife, Mary, who was quite sick, he went to Florida in 1878. Though Mary died just a few years later, Flagler was convinced that Florida was the last and final frontier of the United States and decided to develop it as America’s Riviera with luxury hotels down the east coast. To get there, he needed a railroad. He built his first hotel in St. Augustine and then built a railroad down to what he thought was his last hotel in Palm Beach. In 1885 a massive freeze hit the northern part of the state and Flagler was sent fresh orange blossoms by Julia Tuttle in Miami, which convinced him to take his railroad down to that tiny speck of a post office city on the east coast of Florida, where he arrived on April 15, 1896.

Flagler knew the Panama Canal was to be completed in 1913 and he figured that having a railhead at the closest deep-water port would be important for the taking of goods off the ships to northern markets in Baltimore, Philadelphia, New York and Boston by train. He also figured a deep-water port such as Key West could provide coal to the steam-powered ships of the day. With this plan in mind, he began what some would call “Flagler’s Folly” and others “The Eighth Wonder of the Modern World”.

It was not unlike one man funding the Alaska Pipeline “out of pocket”. Only late in the project did Henry Flagler himself have to borrow money to complete his railroad that, when asked why he did it, he always replied, If I don’t do it, no one will: “In any event, the railroad arrived in Key West, Florida, on January 22nd, 1912 at 10:43 in the morning and certainly the Florida Keys and Key West have never been the same since. It was a party such that the island had never seen before or probably will ever again. Dignitaries from around the state, Cuba and South America flooded into Key West to

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Resolution Revelations 
Every Day Can be January First!

OK, ‘tis up. How many of you lost the weight, quit smoking and are now reading one book each week? I know I’m not, but then I didn’t make any New Year’s resolutions. Here’s why.

Many years ago, I had the opportunity to come in contact with a motivational speaker whose company was called January First. His premise was that we should not wait for that one time of the year to make resolutions to change things we don’t like about ourselves. Let’s face it, January 1st is an artificial point in time that stems back to the cavern days when Maguff discovered he could figure out more or less what time it was by the shadow thrown by a nearby tree on the entrance of his cave. Not to be outdone, Fud, an eager competitor, started counting days by putting stones into a circle he had made in the sand. Thag, who lived with the clan three caves down saw a great opportunity in this, developed the Rolo watch and gained a certain amount of notoriety when he sponsored the first French Open. Seriously, it has become almost a cliché to make annual New Year’s resolutions. In truth, the moon has phases, the earth circles the sun and seasons come and go with an eternal regularity, but how we measure these things is an artifice of man using watches and calendars. Every day you wake up and don’t see your name in the obituaries is a wonderful opportunity to change what we do and in one sense, reinvent yourself. Of course, this still begs the ultimate question of discipline to get it done.

Back in 1998, I found myself facing the dilemma of what my resolutions would be and decided I wasn’t going to make them any more, probably because of the continual string of resolutions unfulfilled. Rather, I decided I was going to make what I called Life Resolutions and let the rest of my shortcomings take care of themselves. My life resolutions have to do basically with how I relate to my fellow man and what I feel are my responsibilities to myself. As you will see, they pretty much encompass all the other minuta that we tend to try and dictate to ourselves on New Year’s Eve.

So, for better or worse, here are my life resolutions:

1. Be ever thankful and appreciative (Translation: I, and we, have so much more than the vast majority of people on earth. The trick is to appreciate it).

2. Be interested in my world and involved (Translation: so many things happen and we are more connected to opportunities than ever before in history. There are contests, concerts, eclipses. There are discoveries, inventions and conflicts. To let them pass by without considering them and even more, getting involved where you can, seems to be to be living a little bit less).

3. Don’t settle for less because it’s easy (Translation: it’s always easy to take a shortcut or cut corners. It’s only when we stretch ourselves to do something extra that we have the opportunity to “suck the marrow from the bones of life”).

4. Guard my health (Translation: as far as I can tell, we only have one life and we have to live it inside one body. We have a choice every day whether to smoke, drink and lie around or eat good food and exercise. Like any machine, one way works better).

5. Seek wisdom first and then knowledge (Translation: anybody can get knowledge for all that is a set of facts. Wisdom is a much more difficult thing and seems to evoke what Mark Twain described as: “Good judgment comes from experience, most of which comes from bad judgment”).

6. Be a gentleman and tell the truth (Translation: this is what my mother taught me).

7. Pursue skills that give me pleasure (Translation: Don’t just work to live, live to work with joy. Have a hobby).

8. Continually strive for balance (Translation: All work and no play makes Jack a dull boy. In ancient Greece, athletes studied philosophy, mathematicians, and had vegetable gardens).

9. Don’t associate with people I don’t like or trust (Translation: life is too short).

10. Live within my means (Translation: As Mr. Macawber told young David Copperfield, “Annual income twenty pounds, annual expenditure nineteen pounds nineteen shillings and six pence, result happiness. Annual income twenty pounds, annual expenditure twenty pounds and six pence, result misery.”)

11. White I’m alive…live! (Translation: you only go around once.) By the way, I carry these Life Resolutions in my wallet on a continual translation: I, and we, Be ever thankful and appreciative. Dedications to life, and I believe that’s the reason I call them Life Resolutions. Or better, since I don’t believe there is an ultimate question of discipline to get it done, I’m sometimes called a Life Management Consultant.

HAPPY ANNIVERSARY

SEPTEMBER

Nancy Aspinwall, 9 Years
James Lamberson, 9 Years

OCTOBER

Antoinette McPherson, 28 Years
Stephanie Monsalvatge, 10 Years
Marcus Davila, 9 Years
Michael Anderson, 6 Years
Ryan Darrah, 4 Years

NOVEMBER

Joe Moyer, 31 Years
Debra Schepp, 21 Years
Magdalena Janicka, 7 Years
Jennifer Garcia Gregg, 3 Years
Jennifer Mohnacky, 2 Year

Cruising to Puerto Rico

by John Welby; Operations Manager

Boston was this cruise with cruise ships in the 28th of October. For the cruise port there were twenty four “port-of-call” visits of which OTT Boston had contracts with six of them. We carried over 3,300 guests on those six days, averaging over 500 guests per ship. On October 20th our last ship for the season came in, the Explorer of the Seas, and it helped us achieve a new record for sales on a single ship with staggering total of 643! What a great way to finish off another very successful cruise ship season here in Boston. To achieve those numbers, of course, takes a lot of support from numerous individuals. As much as we cannotforget the entire staff of Carnival Cruise Lines, and especially to Richie “Buzz” Sheridan (Lead Conductor). When the rest of us would eventually tire of the hoards of guests asking the same questions over and over again, Buzz would still be going strong telling to everyone who came his way and doing so as if each guest was the first one he saw that day.

October also marks the end of our cruise ship season here in Boston and 2011 proved to be very successful. We carried over 8,700 guests on 18 ships, averaging over 450 per ship! It was our seventh year of cruise ship business for OTT Boston. We had the pleasure of working with ships from Royal Caribbean, Celebrity and, for the second year, Carnival Cruise Lines. The cruise ship season for 2012 came with the addition of some new products for Carnival Cruise Lines. This year Carnival added the Ghosts & Gravestones Tour as well as two new tours created just for them; the Hop On/Hop Off Old Town Trolley Tour and the Ride & Roll by Bike & Trolley Tour. We received great feedback from guests on all of our cruise ship products.

The Florida-Caribbean Cruise Line Association’s annual trade show took place in San Juan, Puerto Rico in October as well. It was held at the beautiful San Juan Convention Center which has an incredible fountain outside reminiscent of the Bellagio in Las Vegas. I had the pleasure of attending this conference along with Linda Test and Piper Smith. For four days we went to seminars, networked, talk to cruise line executives and maybe had a little bit of fun here or there. Every cruise line currently working with OTT Boston was very pleased with our products and services and for those lines not currently working with us, it’s just a matter of time before they come around. It was great to hear so many people as passionate about cruising as I am. I hope I get the chance to attend next year’s show as well.

Thanks Vendors! by Cathy Hutchinson; Depot Sales Manager

As we are heading into the slow season in Boston the Vendor Representatives are still keeping busy and in contact with our vendors. One way we do this is by attending concierge events and events sponsored by the Greater Boston Convention and Visitors Bureau (the GBCVB). The last GBCVB event was at Howl at the Moon, a rock ‘n roll dueling piano bar, located in Boston’s Financial District. This is a fun piano bar with two musicians dueling at pianos, who play every kind of music from the ’70’s, ’80’s, ’90’s to today. It is a great way to meet and mingle with our vendors in an informal and relaxed setting.

Another way we stay in touch with our vendors is to provide them with little thank you gifts four times a year. In October we provided them with stainless steel water bottles filled with hard candy. Stainless steel water bottles are now the green way to go. For the holidays we
they collected penguins and loved the gift. Who knew she collected...
I was born and raised in Massachusetts, and other than 10 years living in New York City, have lived here my whole life. One particularly enjoyable experience while living in New York was strolling through my neighborhood in theBronx in the days just after the Red Sox improbable comeback in the 2004 ALCS and subsequent World Series victory.

Over the years, I have been a dishwasher, telemarketer, EMT, bicycle messenger, nanny (or "manny") salesmen, furniture mover, and paralegal. Like a lot of us here at Old Town Trolley, I wouldn't have guessed that I'd wind up giving trolley tours for a living, but, I am very glad that I did. Not once since arriving here have I had a day when I dreaded coming to work, and I consider myself very fortunate in that respect.

Which living person do you most admire? Muhammad Ali.

To stand up to the government under any circumstance takes courage. To do so as a twenty-five year old black man and recent convert to The Nation of Islam, during the height of the civil rights movement, would seem to require fortitude beyond that of a mere mortal, but that is precisely what Muhammad Ali did. Facing the potential of tens of thousands of dollars in fines, years in federal prison, and his justly earned Heavyweight Championship being taken from him despite not losing a professional fight, Ali nonetheless refused to back down to the U.S. government and be sworn in to the Armed Forces, citing his deeply-held religious beliefs. His case dragged on for more than three years, until it was heard by the U.S. Supreme Court, where Ali was finally vindicated. Additionally, the dignified, open, and honest way he has lived his life while confronting the challenges of his deteriorating physical condition, particularly as he is still very much a public figure, is a beautiful example for us all.

What is your greatest fear? President Palin.

What is your most treasured possession? Three-way tie: my logic, reason, and sense of humor.

What is your favorite occupation? Documentary filmmaker. Combining aspects of sociology, psychology, anthropology, journalism, and history, to name a few, (within the medium of film of course) all seems very interesting to me. Werner Herzog, Errol Morris, Ken Burns, Michael Apted, Steve James, Jeff Feuerzeig are among my favorite documentarians.

Who are your favorite writers? Philip Roth; Charles Bukowski; Malcolm Gladwell
Key West
Year Ending Events!
by Steve Burress; Operations Manager

The final quarter of 2011! Where has time gone? What a year it has been at Old Town Trolley in Key West. We have new headachers in several of our key positions and things are moving along very well! While, I try to thank each of them on a regular basis for making my job so much easier, I want to publically thank each of them for what they do for me every day. Mary, Candy, Andy and Claire. A BIG Thank you, for a wonderful year. Also, where would Key West be without our wonderful Director of Operations, Linda Test.

The Key West Holiday Parade happens on December 3. I have attached a picture of our decorated trolley that was in the parade and our very own Kris Kringle who has been a seasonal driver for us for several years. We have our own artist in house, Jack “Curry” Houston, who always jumps in to help us make sure the trolley looks superb in the parade.

We are excited to be adding to our maintenance staff. We are glad to welcome Dave Ford as a mechanics helper and Kenneth Franklin who is a mechanic. Richard Ware, our Maintenance Manager, is busy training these new additions to our team.

Seasonal drivers are back! This is always a fun time to welcome back returning conductors Uncle Dave and Chris, and even a new one this year, Gary! Gary and Uncle Dave Willingham are both from our Washington DC operation. Chris Holmes is back from his summer of adventure in the beautiful country of Canada. We also are proud to have Leslie Allen, a Florida Keys permanent resident with a passion for history, to our ranks.

I hope that 2012 continues to bring everyone as much joy as 2011 has brought to us in Key West!

‘Tis the Season
by Candy Lockyear; Head Conductor

It is that time of year when the people who live in the cold North love to visit the warm South, especially for the holidays. We wish that everyone could celebrate the Holidays on the beach, enjoying the sunshine, salt air & all of our beautiful sea birds flying along the horizon. Our average high temperature right now is a sunny 77 degrees.

Our busy season has begun. During the winter months the cruise ships change their ports of call which include Key West. This increases the amount of ships that visit Key West each week. To give you an example: In August we had a total of 20-25 cruise ships in our port. This month (December) we will have 37-40 cruise ships!!! Some of those days we will have 3 ships in on one day! This is a great boost to our economy due to an additional 5,000 – 10,000 passengers descending on our little island.

This season we have the newest and one of the largest of the Carnival cruise ships coming in to the Port of Key West. It is the Carnival Magic and it can hold 4,500 passengers along with 1,500 crew members.

Every year in the month of December we begin our Holiday Light Tours. Groups charter the trolleys to take them thru the beautiful historic district and over to what we call “New Town” and look at the amazing light decorations. There is nothing more beautiful than a beautifully restored home built in the 1800’s adorned with Holiday Lights. This is a sure way to get you in the mood for the Holiday Season! This year we also started our “Holly Jolly Light Tours” so that visitors & locals alike can get on a trolley and enjoy a tour of the island and the decorated homes.

Wishing you Happy Holidays and a wonderful 2012.

Giving Back!
by Tommy Oxtorhundt; Group Sales Charter Department

When anyone thinks of October in Key West, one thing comes to mind – the colorful, outrageous, anything goes Fantasy Fest. While it’s a big event on the island, one that draws lots of visitors, Old Town Trolley and Conch Tour Train tour operators do not have the Fantasy Fest crowd. They are not exactly here to learn about our history; some even make history!

But “normal” still goes on in Key West during October. Besides being a very busy month for wedding charters and numerous corporate charters, the Old Town Trolley and Conch Tour Train provided charters and tours for lots of fun, interesting, and special events. Many were charitable community events. It’s our way of giving back.

On October 1st, the commissioning ceremony for the USS Spruance was held on the Navy’s Outer Mole Pier. It created quite a buzz around town, and every business on the island got involved. The Old Town Trolley was honored to shuttle dignitaries to and from the commissioning site.

October 22nd was a very special day for Key West’s senior citizens. For 27 years, Historic Tours of America has held A Day to Remember, a festive luncheon – complete with entertainment and prizes – for the island’s elderly residents. It’s a chance for old friends to see each other once again and to be recognized for being such an important part of the community. On that day, the Old Town Trolley and Bone Island Shuttle circled the island, picking up clusters of excited seniors from various centers, to transport them to and from the event.

Halloween is a special time for kids, especially those who participate in the annual Cornish AME Church Trick or Treat ride. For years, the Conch Tour Train has taken children all dressed up in costume, to various locations around the island where members of the congregation come out to the train to hand out treats for all onboard. This spirit of giving continues into November and December. Following an ongoing tradition, November is the month when Key West’s Junior Football League players and cheerleaders hop aboard the Old Town Trolley and Conch Tour Train to participate in Key West High School’s Homecoming Parade.

On December 3rd, the annual Holiday Parade kicked off the season. Four trolleys and four trains participated in the event, either transporting groups to their floats or carrying groups in the actual parade.

One of the best things about December is the popular and highly anticipated Holiday Lights Tours. (see our winners on the Conch Tour Train page) These festive discounted tours have become a Key West holiday tradition for local groups – church congregations, schools, entire families, organizations, businesses. Although December proved to be quite balmy – mid to low 70s in the evening – people loved having the chance to be together to ride the decorated trains and trolleys all around town past the island’s most beautifully lighted homes and sing along to favorite holiday songs.
Weatherstation Inn
by Cheryl Actor, Director of Account Sales

Located at 57 Front Street, Key West, Florida, this lovely Inn sits within the Truman Annex gated community, just down the street from Truman’s Little White House. The property is surrounded by historical buildings and private homes. It has a restful ambience, so quiet one can hear the rustle of the breeze in the palm trees, even at night when nearby Duval Street hustles and bustles.

There is a private, white pebbled parking area for convenience, a rare find in Key West.

One won’t get frustrated by the constant hunt for a parking space since Duval Street and Mallory Square, with restaurants, shops, attractions and bars, are all within walking distance. Even Fort Zachary Taylor Beach is just a short hike down a quiet street.

This charming, eight room inn, is managed by Barbara Church, along with her assistant James Grattan. They are friendly, efficient, courteous and knowledgeable. They offer a full array of amenities including a not so ordinary, year-round salt water pool. They encourage each of their guests to take their time during their stay, enjoy the balcony or sitting by the pool. They manage their guests with an attention to detail that is often missing today.

Throughout my life I have had a variety of jobs ranging from Funeral Homes to Victoria’s Secret. While at college I spent a semester studying Art History at Cambridge University’s Trinity College, England. After I graduated from Rollins College with an Art History degree, I started a catering business. After many successful years in the business I wanted to slow down and start a family. At that time I sold interior design products for several international manufacturers. For the past four years I have been a stay-at-home mom.

I have always been involved with community service projects and fund raising for different charities. My interests are food, wine, cooking, art & antiques, reading, gardening, scuba diving, water & snow skiing, fishing, tennis, golf and camping. Most of all I love spending time with my boys.

What is your idea of perfect happiness?
Swinging in a hammock, listening to waves crashing on the beach, watching my boys laughing and playing, while the sun is setting.

What or who is the greatest love of your life?
My two boys, Finn & Wallace.

What do you consider your greatest achievement?
It’s a work in progress...I am in the process of raising two gentlemen ...Ask me again in 15 years.

What is your greatest fear?
Not living up to my expectations.

If there was one place you would like to live besides your current city, where would it be?
In the mountains of Cashiers, North Carolina or Aspen, Colorado.

ON THE SPOT...
P. Ramsey Sullivan
Sales Representative, Key West

I was born and raised in Coral Gables, Florida, 3rd generation! Prior to moving to Key West I lived in Coconut Grove, Florida with my significant other, Jonathan Blum and our two boys, Finn age 9 and Wallace age 4.

Our Key West story is similar to most...We came here for our boys Spring break in March 2011. Jonathan bought the book “How to Quit Your Job and Move to Key West”. As soon as I stopped laughing we made the decision to move and one month later we had a Key West address.

This is also the time of year that we get one to three cruise ships here daily to visit our beautiful island. Every ship has two or three thousand people on board and many of them can’t wait to ride the train tours. After they see our island and learn the history that goes with it, many of them come back to Key West to enjoy the weather and water sports or just relax. On an island and in the United States! What more could you ask for?

Barbara Church
Conch Tour Train

First place winners in our annual holiday light contest was Madeline Kerr and Ray Alverez with neighbors Adina and Aron. Photographed with KEYS Energy Director Lynn Tupillo (left) and Operations Manager Linda Vagg (right).

Holiday Light Tours
by Bill McIntyre; Head Engineer

The train just finished their Holiday Light Tours. We had five to eight trains going out just about every night showing off all of our beautiful homes that were decorated for the holidays. Every Train was full of happy people, local and our visitors, enjoying the 75 degree weather and holiday music.

Second place winners in our annual holiday light contest was Steven Hammond and Johnathan Beyers.

Conch Tour Train Engineer Bill McIntyre celebrates Breast Cancer Awareness Month.

CASTmembers of the Month

OCTOBER
Bob Lutz, Engineer
Matt Puppich, Sales Rep.
Robert McCall, Supporting

NOVEMBER
Bayard Andrade-Ward, Engineer
Debbie Chapman, Sales Rep.
Andrew Gryzch, Supporting

DECEMBER
Bob Lutz, Engineer
Joyce Dahlberg, Sales Rep.
Frank Porter, Supporting

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HAPPY ANNIVERSARY

SEPTEMBER
Tammy Osterhoudt, 18 Years
William McIntyre, 9 Years
Deborah Chapman, 2 Years
Larry Clearman, 2 Years
Gerald Potter, 2 Years

OCTOBER
Bruce Dodge, 20 Years
Vicki Clark, 12 Years
Joyce Dahlberg, 9 Years
Gail Sibley, 9 Years
Burton Bender, 3 Years
Robert Lutz, 3 Years
Alona Hawlylets, 2 Years
Daniel Martin, 1 Year
Alissa Paul, 1 Year
Michael Jordan, 1 Year
Jeanie Neugebauer, 1 Year

NOVEMBER
Magdalena Witzczak, 16 Years
Cezary Latala, 15 Years
Alfred Hall, 14 Years
Eduardo Silva, 12 Years
Jean Rakoczy, 9 Years
Jon Emig, 6 Years
Peggy Newton, 4 Years
William Kelly, 1 Year

Jennifer Irby
John Blanton
Dominic Iannotti
Larry Clearman
Tommasine Hutton
William Kelly
Michael Lyons

Conch Tour Train
**Children’s Day 2012**

**Reaching out to the Local Community**

**Ghosts and Gravestones**

by David P. Carey, Operations Manager

Ghosts & Gravestones Key West participated in Key West’s annual Children’s Day celebrations in Bayview Park on Sunday, October 30th, 2011. This was our first major public outreach to the local community. One of our Trolley’s of the Doomed was stationed at the park along with two of our Ghost Hosts: Private Bartholomew Blackstone (aka Phillip Baucom), and Dr. Tiberius Blackthorne (aka Thomas Lockyear). Children sat on board the decorated trolley while Private Blackstone entertained them with a few short tales of the many haunted happenings that take place in Key West. The children were also treated to an introduction to the story of local legend Robert the Doll, the centerpiece of our tour. Robert is a 107 year-old life-sized doll which was made for a four-year-old boy by his nanny from the West Indies and, as many locals and tourists alike can attest, has a mysterious past. Robert now resides in the East Martello Tower, where guests on the Ghosts & Gravestones tour receive an audience with him at night. At the end of the storytime, each child received a “wish stone” imprinted with Robert’s image. With the stone, the children are able to enter the East Martello during the day to make a wish with Robert.

**Historic Tours helps ‘Z Club’ Gives Back**

The Z Club, a community service club at Key West High School, wants to thank Historic Tours of America for their annual Children’s Day celebration. With the proceeds earned from our ride, Thunderbolt, they were able to give a donations in the amount of $500.00 to both the MARC House and Kids Come First. They presented the two checks at their November 15th meeting. MARC House lost all local and federal funding for non residential support services. This means that none of the ReMARCable Citizens are funded for activities outside the work place or home. Activities such as visiting the petting zoo, going to church, swimming with the dolphins, going to the movies, joining in community activities, etc. are no longer funded. They feel very good about being able to donate to this organization.

Kids Come First "Be The Change" is a non-profit organization that fills the requests from our local schools to provide clothing, school supplies, and other needed items to children throughout the Florida Keys in a timely manner. At Christmas time, this organization solicits names of families in need from the area schools and delivers gifts of new toys and clothes to all the children. The Z Club also contributes new toys and clothes so they are very happy to be able to provide substantial monetary donations to help their neediest fellow students.

**Tropical Shell Update**

by Leah Benner; General Manager

Congratulations are in order for a number of Tropical Shell & Gift CASTmembers—first to Nelson Nodal, former manager of the Shell Warehouse. Nelson was recently promoted to Senior Retail Manager for Key West. Replacing him at the Shell Warehouse is Yoshi Cummings.

Lisa Chubbuck has returned to Tropical Shell after a seven-year hiatus. She is responsible for the buying for Gator Bob’s, Washington Welcome Center, Savannah Trolley Stop, Simply Savannah, and the soon-to-open Boston Tea Party Gift Shop. Lisa will be working from her home near Jacksonville.

The retail team has been working hard to prepare for the upcoming season. Besides sales growth, we are committed to building a stronger management team and strengthening bonds with all of Historic Tours of America.

**ON THE SPOT…**

**Yoshi Cummings**

Manager, Shell Warehouse

My name is Yoshi Cummings and I moved down to Key West five years ago after graduating from Northern Kentucky University. I was born in Minnesota and moved around with my family from New Hampshire, Virginia and finally settling in Cincinnati, Ohio. My mother and father still live in Cincinnati; my siblings are spread out throughout Ohio, Michigan and Kentucky. They visit us as often as possible but with husbands, children and school it is sometimes difficult to see them.

I attended Xavier University and Miami University, Oxford OH, and finally settled at NKU to get my degree in History and English. After working at AT&T and managing the Sunset Key gift shop I took a small break to enjoy Key West. When my 5 month vacation was over I was hired at Historic Tours of America. I have been working at the Shell Warehouse since November of 2008 and enjoy every minute of it. I have plans to get my masters via an online university as soon as I am settled here at the Shell Warehouse. My boyfriend, Allan, and I live on the island with my dog, Haze, and enjoy the close knit community and the friends that we have made here. If I had to move I would probably move back to be closer to our families; somewhere in Indiana perhaps. Not as warm or close to the ocean but somewhere I would love to be!!

What are your favorite authors? Clowns and Dying in a Firefly Rand, Isaac Asimov and Margaret Atwood

Fictional or not, what is the character you most admire? Dagny Taggart from Atlas Shrugged.

What is the one thing you most value in friends? Honesty and humor

What is your greatest fear? Failure

What three things will you always find in your refrigerator? Cheese, butter and eggs. The basics of most meals at my home!!

Left to right: Zig Club officers and guests, Miranda Acevedo, Priya Soni, Madison Dorman, Eileen Callins (MARC House), Morgan Nelson, Roxane Posada (Kids Come First), Bridget Behmke and Jessica Key.

Kristi Mills, Buyer and Wendi Gabriel, ICS dress up for Halloween.

**New Toys and Clothes**

Boys and girls in the Keys will receive new toys and clothes so they are very happy to be able to provide substantial monetary donations to help their neediest fellow students.
PETS OF THE MONTH

By: Proud Owner Sandra Campbell,

At the Big Pine household of Sandy Campbell there isn’t just one pet, there are many: two dogs (Cowboy the Jack Russell and Miloh the Beagle), an indoor cat named Fuji, and Fuji’s seven blood relatives who live outside. Don’t worry about those outdoor cats. They live in the lap of luxury—a large tree house in a 100 sf enclosure. Below is a picture of the cat house.

SEPTEMBER
Pam Guin, 16 Years
Hilda Perez, 12 Years
Thomas Marmion, 12 Years
John Kerr, 8 Years
Khushirda Gulyamova, 4 Years
Patrick Deja, 3 Years
Matthew Murphy, 2 Years
Annette Madden 1 Year
Jean Senat, 1 Year

OCTOBER
Curtis Craig, 15 Years
Nelson Nodal, 14 Years
Violeta Mihaylova, 8 Years
Valentina Vlas, 6 Years
Peter Dickson, 1 Year
George Lennox, 1 Year
Cheryl Lockwood, 1 Year
Harry Steele, 1 Year

NOVEMBER
Dalia Angelosanto, 17 Years
Paul Hillson, 7 Years
Robert Basista, 6 Years
Kathy Bobson, 5 Years
Kelly Summers, 5 Years
Denise Baker, 3 Years
Yoshi Cummings, 3 Years
Leslie Clark, 2 Years
Maggie Robbins, 2 Years
Robert Murphy, 2 Years
William Crowil, 1 Year
Barbara Rhoads, 1 Year

HAPPY ANNIVERSARY

By: Proud Owner Mary Martinez,

The Campbell Clan

At the Big Pine household of Sandy Campbell there isn’t just one pet, there are many: two dogs (Cowboy the Jack Russell and Miloh the Beagle), an indoor cat named Fuji, and Fuji’s seven blood relatives who live outside. Don’t worry about those outdoor cats. They live in the lap of luxury—a large tree house in a 100 sf enclosure. Below is a picture of the cat house.

Washington, DC

Same Guy, Different Position
by Abe Burgos, Charter Representative

Is it that time again? It’s the Nation’s Storyteller time. And we are hard at work here in the nation’s capital. If you are an avid reader of this publication, which I’m sure you are, you are familiar with me. My name is Abe Burgos and I use to be the head safety and training here in DC. I am now in a new realm of charter world. Over the past 12 years I have been here off and on (mostly on) I have held many jobs in this operation. And I have seen about 10 charter reps come and go. It’s like the Harry Potter Professor of Dark Arts. I am now one of the many who have held this position. I’ve eased in to my role nicely trying to book as many charters as Dave Cohen (General Manager) and Eric Holmes (Operations Manager) have allowed, including my very first White House charter.

We were honored to be included in driving the Kennedy Center Honors recipients. Meryl Streep and Yo Yo Ma were both on my trolley. Imagine my glee when Meryl said “thank you” to me and Yo Yo Ma shook my hand not once, not twice, but thrice! I was like a giddy school girl. Neil Diamond was also aboard my trolley which was truly a dream within a larger dream dreaming of a dream. If you followed that, you are my new best friend.

I’m still in charge of our Social Media. So for all those fans of our silly YouTube videos, I strongly urge you to watch our most fun and newest video on our DC Ducks YouTube channel. I personally think the Grammy’s snubbed us again, but I’ll let you be the judge of that.

Meet The New Safety Officer, Tom St. Clair!
by Tom St. Clair; Safety Officer

I was born in Baltimore, Maryland and then my family relocated to California. I have one brother who is 14 months younger than me. I lived there until I was 19 years old. I then moved to the Washington DC area. I did not reside there too long as I was drafted and served in the army in South East Asia for two years. Upon return I was employed at the House of Representatives, and began attending college. I spent 30 years on Capitol Hill in various positions. I retired in 2000. In 1986 I enlisted in the military but this time in the Air Force Reserves. I served 23 years serving my country. At age 58, I was activated and served on active duty for a year. I spent some of that year in Afghanistan and some time at Dover Air Force base in Delaware.

My career then took a different direction and I was a paraeducator working with high school age autistic children. This was extremely difficult and I decided leave that position after a year and a half. I was looking for employment that I could enjoy and saw the ad for Old Town Trolley. I interviewed and began working in 2007.

In January I will have been employed with Old Town Trolley for 5 years and it is fun and rewarding telling tourists about our wonderful city.

Little Cost Saving Idea
by Bob Norris

In Washington, D.C., we are required by local law to provide water to our CASMembers during hot weather periods. For us, this usually runs from about May thru September or five months and sometimes longer.

To make the bottled water drinkable, we had been icing it in coolers at a cost of about six to twelve dollars per day, (about one thousand dollars per season) to get around this cost, we purchased a freezer for about $400 and about $100 of blue ice.

After some experimenting, we found that we could cool six cases of water and blue ice overnight. Occasionally, if the temperatures got into the 90s and stayed there we had to buy some ice, but probably limited to about one hundred dollars worth for the year.

We figure our annual savings from this effort is about one thousand or so dollars per year which does not sound like a lot, but remember that is every year. If anybody else has found a way like this to save a little money please pass it on to us.

Duck Season or Wabbit Season?
by Capt. Jim Nichols; DC Ducks

It’s wintertime, and most ducks have flown south to get away from the cold winds and snow. But not the DC Ducks! They’re staying in their barn in northeast Washington, undergoing the sort of spa treatments that only a dedicated staff of captains and mechanics can render.

All six Ducks will get major refurbishments this year to prepare them for service in March. Bearings will be changed and lubricated with gallons of sticky blue grease, decks and seats will be sanded and painted, hulls will be cleaned and painted where necessary, and those big black tires will be rotated. The slate even calls for new yellow vinyl tops, sure to match the daffodils that will be blooming and those big black tires will be rotated. The slate even calls for new yellow vinyl tops, sure to match the daffodils that will be blooming.

We have two mechanics and two captains working on the Ducks this year,” explained Capt. Larry Warren, operations manager of the Ducks. “We go through this annually. There is an amazing amount of work to get the Ducks prepped for the season, and it’s a labor of love for everyone involved.”
of maintenance and repair to be completed in three or four months, and this year we have to prepare for a special Coast Guard inspection, too.”

After seats and decks are removed, each Duck must be pressure steam cleaned inside and out to remove the grime and dirt (HOW MANY pounds of hair? HOW MANY quacker wrappers? HOW MANY wads of hardened chewing gum?) left from the spring, summer and fall. Then each will be gone over with the proverbial fine-tooth comb to determine just what work needs to be done, in addition to the annual overhaul.

“We keep very detailed logs throughout our season,” Warren said. “Our captains jot down everything they find that could be fixed during the winter. And as soon as we shout down in November, the people working through the cold months get right on the problems. At the rate we’re going, we may finish a little ahead of schedule. But we need to have Ducks on the street by March 24, when the Cherry Blossom Festival begins...and we will, by golly!”

**Depot Sales**

**By Teresa Butts, Depot Sales Manager**

The off season here in DC has been pretty quiet. By now, we all miss the hustle and bustle of the summer, and begin gearing up for the Cherry Blossom Festival. The sales team is working on tweaking their skills to maximize sales in the upcoming season.

While business has been slow, the implementation of the second day tour ride is running smoothly. We have our number one mechanic Doug Disney back from a leave of absence. Right now we are busy with our off season campaign of PMs and QCs to get ready for the upcoming season. During the past few months we were and still currently looking towards winterizing our fleet.

Our night staff is also very busy and Michael Alston has taken the responsibility of being our night shop foreman. Although it’s not an official title, he has worked steadily to ensure our night maintenance team stays on track. We are looking forward to providing working vehicles this upcoming season. If everything goes right we should have a good 20 trolleys on the street. Hot Dog!

**Maintenance Steady at Work**

If there is one department here in DC that does not have a slow season, it’s the Maintenance Department. We’ve hired a permanent body man, Mykal Godbolt, and we have our number one mechanic Doug Disney back from a leave of absence. Right now we are busy with our off season campaign of PMs and QCs to get ready for the upcoming season. During the past few months we were and still currently looking towards winterizing our fleet.

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**Just Doing What they Pay me to Do!**

*Gilda, Director of Mouse Catching*

Mouse catching has been pretty busy now that the holidays are upon us. The other day I almost caught a mouse but I was busy taking a nap. But after my bath almost got another mouse. But instead a red light took my concentration away. I’m still right on budget though. Compared to last year’s numbers, I’m up 15% in mouse catching.

**Doing the Holiday Jig**

*Terri Thomas, Director of Sales and Marketing*

This time of year for us is slow down and clean up. We pack 2011 files and open 2012. We wipe off our desks, throw away everything in our box that’s been sitting for 3 months. Send out our Christmas cards, hope you got ours. Update our hotel vendor list. Balance accounts. Focus on advertising - legs, bow, cry. Revise map, beg for artwork, cry, beg for signed contracts, cry, beg for artwork again. This year seems to be harder than the last. Budgets being cut even further but with our newest advertising venue, trolley back wraps, we have been able to convert some of our advertisers to the larger, more dynamic visibility. We will be the first in this area to do what Boston has been doing for a while. We anticipate this to be a new trend.

We work hard with our hard work and our sweat has paid off. We seem to be still over goal for the year with a few bumps in the road the last 1/3 of the year. Offering our day tour for three days has certainly made our winter warmer.

*Terri Thomas, Director of Sales and Marketing*

The CAST has worked very hard to not only to increase the ridership but to also improve the quality of the Old Town Trolley touring experience. Speaking of our CAST, we made a few changes to our leadagment team. Abe Burgos, new Charter Rep formerly known as Safety Manager is turning into a seasoned sales pro. He has picked up where the others never picked up. He secured another White House gig. It’s important that the chartrep be present. He went so far as to drive the trolley making sure everyone was completely satisfied including Meryl Streep, Neil Diamond, and YoYo Ma.

**Castmembers of the Month**

**SEPTEMBER**

Rob Gibson, Conductor
Arthur Chu, Sales Rep.

**OCTOBER**

Stephen O’Brien, Conductor
William Whiteside, Sales Rep.

**NOVEMBER**

Rob Gibson, Conductor
Anthony Sadler, Sales Rep.

**HAPPY ANNIVERSARY**

**SEPTEMBER**

Margo Johnson, 13 Years
Mamerto Juanitez, 13 Years
Heidi Stewart, 10 Years
Steven Varsa, 7 Years
William Whiteside, 3 Years
Bruce Green, 2 Years
Troy Davis, 1 Year
Delontae Glenn, 1 Year

**OCTOBER**

Alice Loroux, 24 Years

**NOVEMBER**

David Cohen, 13 Years
Dana Galloway, 9 Years
Michael Alston, 5 Years
Andrew Smith, 4 Years
Michael Smith, 3 Years
Anton Galeano, 3 Years
Mark Macksay, 3 Years
Vincent White, 3 Years
Frances Molesky, 3 Years

**Welcome Aboard**

*Mikel Godbolt*

**Baba**

This is my friend Baba. He was born in India. He was a very successful business man with his own grocery store in India. Over the years, Baba missed his family dearly whom had all moved to the USA. Baba decided that family was the most important thing in his life so he too came to the USA in 1983. With his vast knowledge of business, he and his family grew a small business of gift shops throughout the DC and Virginia area, one selling Old Town Trolley Tour tickets. I know what it's like to love your family like Baba's did his. He is like my family. We have pet names for each other. I call him "Precious" and he calls me "Scary".

**Warady-Keene**

Conductor, Washington DC

I was born in Chicago and lived there for 36 years. We moved to Maryland after my husband lost his job. I have a daughter, Alexandra, who is the light of my life.

Some jobs I have held were mostly sales based. I’ve been a sales manager, retail sales, and a realtor. I am now a tour guide at OTT-WDC which is by far my favorite job. I get to drive around and see the most interesting museums and memorials of our Nation’s Capital. If you are ever in town, look me up. I love food and you can buy me a meal. I won’t complain.

What is your greatest fear? Heights.

What is the trait you most deplore in others? People who lie.

What is your favorite vacation spot? Maui

What do you most value in your friends? No drama.

What three things will you always find in your refrigerator? Orange juice, fruit, and lunch meat.

twitter.com/washingtontours
facebook.com/washingtontours
St. Augustine Celebrates 10 Years!
by David Chatterton; General Manager

On November 9th, over 500 CASTmembers, City representatives and members of St. Augustine’s Hospitality Elite turned out to celebrate the success of Historic Tours of America, Old Town Trolley Tours, Ghosts & Gravestones, the Authentic Old Jail and the Oldest Store Museum. Guests were treated to a good old fashioned barbecue with some pretty fancy side dishes and desserts proudly served by the A1A Ale Works, the Raintree Restaurant and O.C. White’s. What barbecue is complete without libations? Certainly not ours!!! A special thanks once again to the A1A Ale Works and to the San Sebastian Winery for providing the beer and wine tents which were...surprisingly popular.

And much to the amazement of his fellow CASTmembers, Bill Chambers and his band Night Wing rocked as this year’s featured entertainment. As if all of this weren’t enough, CDOQ “One of Florida’s Top Barbershop Quartets” and Mark Alan “Comedy Magician” stopped by to further thrill our guests with their unforgettable performances.

The evening could not have been any more perfect. The theme of the evening was “10 Years of Fun.” Our new equipment (bus, Extended Cab, and emergency vehicles) were featured, and the Cast members were shown off in all their finery. The buses were decorated with flags, streamers and balloons. The cast members were all decked out in their most patriotic finery – red, white and blue and ready to roll! The event was kicked off with a special presentation of the Cast members who were being honored for their 10 years of service. Each honoree was presented with a plaque and then given the opportunity to say a few words. Our keynote speakers were Cathy O’Connor, President of Old Town Trolley Tours, and Martha White, Chief Executive Officer of the Visitors Bureau. The Lord Mayor and Governor of the United States were also honored with a thank you for their support of our events.

The evening was a huge success and the Cast members were very proud to have been a part of it. The event was capped off with a fireworks display, which was a huge hit with the crowd. The event was a great way to celebrate the success of Old Town Trolley Tours and to thank all of our partners and guests for their support.

Lorna McDonald, Owner Raintree Restaurant

Trolley World
by Savannah Brewer; Operations Manager

Saint Augustine is seeing Pink. Literally. To mark Breast Cancer Awareness Month, all of the St. Augustine Sales Reps and Conductors are wearing pink ballcaps with the OTT logo. All the depots, as well as the Dispatch area have collection boxes. St. Augustine’s chosen recipient of the donation is the local Donna Foundation. The Donna Foundation was founded local resident Donna Oregan, following her fight against breast cancer in 1999. The foundation provides financial assistance to women struggling with this terrible disease and OTT St Augusta is proud to lend a hand.

The Donna Foundation won’t be our only recipient of OTT’s generosity this fall. Starting in November, we will be collecting donations for Patriot Service Dogs, to commemorate Veteran’s Day. Patriot Service Dog’s is a Jacksonville organization that provides service dogs to injured veterans. A properly trained service dog can cost as much as $5,000 and this amazing organization is working to offset those costs for our wounded warriors.

In September OTT St Augustine welcomed our new Safety Officer, Steve Everett. Steve has been a conductor with us for nearly four years and has an extensive background in Safety. We’re very glad to have him. His first training session for our CAST was a big hit. With October being the month for Fire Extinguisher training, Steve arranged for the St Augustine Fire Department to bring out their burn barrel and do a practical training session. We had a blast and learned or brushed up on some important skills. Thanks Steve!

Our last conductor classes have added nine new conductors to the roster in the last three months. We need all the hands we can get since our busiest, most festive time of year is quickly approaching. That’s right folks, Nights of Lights is on the way and the Holly Jolly Holiday Trolley will be hitting the streets in just a few short weeks! The City of St. Augustine will string over two million lights through the historic district downtown and OTT will be there to steer our decorated trolley through the glow as Christmas songs encourage our guests to get into the festive mood. No trip is complete without the decorations. The Hampton Inn, St. Augustine Beach delivers the utmost in comfortable accommodations, friendly and efficient service, and clean, comfortable surroundings. If you are planning a meeting or a conference, the Hampton Inn is the perfect location. The Hampton Inn and Suites are housed in the historic district. All rooms have either a balcony or patio. The hotel is a member of Choice Hotels International, and is located right on the water. The hotel has a pool, whirlpool, and fitness center. The hotel also has a restaurant and a bar. The hotel is a popular choice for business travelers and leisure guests.

The Hampton Inn, St. Augustine Beach
by Melissa Melzak; Vendor Department

It is my pleasure to introduce one of our finest vendors, The Hampton Inn, St. Augustine Beach as Vendor of the Year. With Trish Wilde, Ashley, Christin, and the rest of the gang at the helm, each and every guest is 100% satisfied. The Hampton Staff understands the 100% satisfaction, just like Old Town Trolley. With our awesome Beach Bus that picks up the guests right at the door and takes them to St Augustine’s Historic Downtown, we work as a team to ensure that 100% satisfaction guarantee. A huge round of applause to the Hampton Inn, St. Augustine Beach delivers the utmost in satisfaction. The rooms are a must first survive the Battlefield, a proper training session. We had a blast and learned or brushed up on some important skills. Thanks Steve!

We are excited about this new tour and can’t wait to see the scenes (and smiles) of our guests. In addition to the new Hampton Inn Express, we are of course expecting sell-out crowds on Ghosts and Gravestones. We were just recently voted Best Ghost Tour in St Augustine [for the second year in a row] as well as being named one of the top 5 Ghost Tours in the South by Southern Living magazine. Congratulations of our Ghost and Gravestones CAST!

Museums
by Amanda Pinkerton; Lead Historyteller

Things are boppin’ with the approach of the Rockin’ New Year’s Trolley. Our Pink Ladies are practicing their dance steps while the T-Birds are shining their trolley rims. We have made a few adjustments to our music list this year for the tour that will begin in January. We are also suiting up for the Chocolate tour as well. We are already sold out for the weekend before Valentine’s Day on this decadently popular tour. Our partners are bound to have new rich treats for our guests and we can’t wait to see what they are. The Oldest Store is selling more and more tickets daily as each word of mouth spreads how wonderful this tour is. Even though December is our slow month, our guides are happily taking through many people and opening their eyes to daily life in St Augustine in 1918.

Sheriff Joe Perry is keeping busy bringing more prisoners and deputies on board. Our new CASTmembers are learning the ropes and preparing to process the crowds of “crooked tourists” that we get each day.

The Hampton Inn is located on the waterfront, offering guests a view of the ocean from their rooms. The hotel has a swimming pool, fitness center, and restaurants. The Hampton Inn is a member of Choice Hotels International, and is located right on the water. The hotel has a pool, whirlpool, and fitness center. The hotel also has a restaurant and a bar. The hotel is a popular choice for business travelers and leisure guests.

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ON THE SPOT...
Jessie Bailey
Sales Representative, Old Town Trolley Tours of St. Augustine

I’m from a small town in Pennsylvania, called Mountain Top, named that because it is a community actually located on top of a mountain just outside the Pocono region. I studied at the University of Central Florida in Orlando, where I obtained a degree in Hospitality Management and another degree in French. I also met my husband, Beau, in college, whose family has lived in St. Augustine for many generations. After a short stint working in the luxury hotel business and the wine industry in the Acadia region of Maine, Beau and I moved to St. Augustine.

I decided to join the Old Town Trolley team as a Sales Representative because of both my concierge and sales experience. When I’m not working, I practice a lot of Yoga – lots! I also like riding my bicycle and painting. I don’t have television, so I find pretty much anything to entertain myself.

Which talent would you most like to have?
If I could have one talent, it would be to be fluent in every known language.

What do you consider your greatest achievement?
I would consider my greatest achievement to be that I have studied French for over ten years, and have become fluent; however, I would like to learn many more languages!

Who are your favorite writers?
My favorite writers are Noam Chomsky and Jim Morrison.

Who or what is the greatest love in your life?
The greatest love of my life would have to be a tie between Beau, my husband and best friend, and my family, who are all very supportive.

What three things will you always find in your refrigerator?
If you were to look in my refrigerator, you would be sure to find yogurt, hummus, and miniature cans of Coca-Cola!

FROM LEFT TO RIGHT: Ed Swift IV, Juan Sanchez, Savannah Brewer, Steve Everett, Jennifer Weigle, and Dave Chatterton.

FROM LEFT TO RIGHT: Tyna Coffman, Amanda Pinkerton, Jordan Dennis-McCloskey, Dave Chatterton, and Noble Lester.

FROM LEFT TO RIGHT: Matt Pinkerton, Juan Sanchez, Tom O’Brien, Brandy Kloppe, Bradley Marble, Nick Williams, Bob Malloy, Genny O’Donnell, Sherry Freed, John Anderson, Bill Norris, Nancy Shellenberger, Steve Everett.
Savannah

Off Season
by Charlie Brazi, General Manager

October through December represents the beginning of our "off season", usually with a last gasp as we have a bit of business in October, the week of Thanksgiving and the week of Christmas before we head into the deserted wasteland that is January. As expected, our October was strong, though off pace of last year, bringing in over 28,000 riders. November was surprisingly strong, perhaps fueled by excitement over the inaugural "Rock & Roll Marathon" which took place during the first week of the month, reportedly bringing in as many as 80,000 people to run or watch their loved ones run in either the half or full marathon throughout our beautiful city. We were responsible for providing a great deal of logistical and transportation support for the Competitor Group (which is the organization that puts on "Rock & Roll Marathon") and we also managed to carry over 18,000 people for the month. December looks promising as well, highlighted by a more than 40% increase in attendance on our 14th annual Holly Jolly Holiday Trolley Tour and strong performances in our other tour products.

As is the case during this time of year, we are working overtime to engage our long standing friends at Astro (with the help of a strong execution at the beginning of season 2012-2013. Preparations for our next training class of six-eight tour conductors and two-three Sales Representatives are being made, and a class will begin in the last week of January. For the first time in years, we did not have to do a fall training class, which was a welcome respite to Kenny Gresham and his staff. Since we didn’t have enough to occupy ourselves during the off season ("NOT")- we decided we throw on the relocation of our entire operation from our long standing "Carbarn" located on Martin Luther King Jr. Blvd, to a new facility on Louisville Road, which would permit substantially more office space, updated maintenance facilities, a wash bay and more than generous parking for our CASTmembers.

This move was predominantly accomplished over the course of two days, and I must say our leadagist staff and CAST shined as they all pitched in to execute splendidly. Even the hard to please Rob Gregg (who was a huge contributor to our successful transition) was pressed into commenting how well the Savannah operation executed operation "MOVE IT" in record time with minimal hiccups. Without a helpful "assist" from ASTB (with the help of a regular "expedited ticket") the move would have gone off with nary a hitch. Regardless of their assistance, it cannot be said enough how much we appreciate the company making the investment.

As to the community, we welcomed aboard a new mayor in the person of the month awards for this period.

We've Moved!
by Jon Watkins, Human Resources

The move was relatively cool and not the hot, humid weather we sometime experience here in Savannah in the fall. Some of us, myself included, are still unpacking and getting organized as this is written. Our new offices are a considerable improvement over the old carbarn and we really appreciate that the company making the investment.

On December 3rd GM Charlie Brazi, Groups/Charters Manager Joyce Ellis, Trolley Stop retail salesperson Carl Purcell participated in the annual Savannah River bridge run. For those of you that have been to Savannah you know how long and steep the Talmadge bridge is so this is quite an accomplishment. The weather was beautiful and they had a great time. Over 6,250 people participated in what is known as the toughest bridge run in the south.

Depot Sales
by Garry Patrick, Depot Sales Manager

With summer behind us all looked forward to our Fall season with strong sales and cooler weather. Mid October we released our new Savannah Guide Book to compliment our Trolley Tour. (see pic on opposite page) The book details things to do and see at each of our stops around the Historic District. It also has a detailed map of the city and highlights all the attractions we offered discounted tickets to. At $5.50 the book is a great deal and as result sales for the book have been phenomenal with well over 3,000 sold to date! We had a major boost in moral with the relocation to our new premises. Bigger and better is the order of the day. Our recar room is infinitely better and our sales structure and organization should improve immensely. A special mention goes out to Rob Gregg and Richard Ellis for getting our network up and running overnight. An incredible effort considering the amount of computers and if equipment they had to deal with. Thank you! Sally Kruger, Jane Erslink and Doug Good all received sales person of the month awards for this period.

Home Sweet Home!
by Marcie Covington-Larkin, Operations Manager

We are all so happy to be in our new car barn facility. The move went off without any major problems, thanks to the months of planning. Layfield, Rob, Charlie and Richard put blood sweat and tears into the logistics of moving our computers and server. All leadagers worked night and day to make the move less stressful for the CASTmembers. It was a bit of a test to see if we were worth the effort and time put into it. Our new facility allows all leadagers to function in their own spaces, without being overwhelmed with the lack of storage and overflow into their offices. Being buried by reams of paperwork is never cheerful. However, due to the size and circular layout we have come up with the plan that calls your name, you both meet in the briefing room; otherwise you will never find each other in our building. These plans come into place after a couple of days of us running in circles after each other. Newel bees were used as homing beacons and each CASTmember are all armed with Holly Jolly Tours and are looking forward to the holidays with family and friends. With our new facility set and our Cast Members raring to go we are eager to start the New Year with a bang and keep Old Town Trolley Tours where it belongs, on top of the competition.
It’s been a busy three months in the Groups/Charters Dept. We completed a very successful Sales Mission to Ohio with Visit Savannah followed by the Rock-n-Roll Marathon, which took place in March. As we wrap up this busy season, we are well into our 14th Annual Holly Jolly Trolley Tours! We’ve completed over 70 trolley tours and have seen over 2,000 guests enjoy the tour. The tours feature stops at popular holiday destinations, such as the Telfair Museum and the Monterey Square. The tours are led by our friendly and knowledgeable guides, who provide insightful commentary on the history and culture of Savannah. We have also added a new tour, “The History of Savannah,” which takes guests on a journey through the city’s past, from its founding to the present day. This tour is led by historian and author, Dr. David Reynolds, and is a must-see for anyone interested in Savannah’s rich history.

Baymont Inn and Suites

We are thrilled with the relationship we have with the Baymont Inn and Suites. They are conveniently located only three miles from the historic downtown in Savannah GA. Baymont Hotel features 57 renovated rooms with 42 inch plasma TVs, a serene pool with the hot tub surrounded by the palm trees, the complimentary continental breakfast with hot waffles and the fresh baked cookies and our Cast Members are ready to go! Our Cast Members are always friendly and helpful, and they are dedicated to providing our guests with a comfortable and enjoyable stay. The hotel is located in a prime location, close to many of Savannah’s top attractions and activities, including the historic squares, art galleries, and restaurants. The Baymont Inn and Suites is the perfect choice for any traveler looking for a comfortable and affordable stay in Savannah. We are excited to continue working with Baymont Inn and Suites and look forward to celebrating our 14th year together.

CAST Members of the Month

September: Nate “Poolbear” Butler, Conductor
Jane Erskine, Sales Representative
Joy Stuckey, Supporting

October: Michael Smith, Conductor
Doug Good, Sales Representative
Jaimee Drayton, Supporting

November: Jody Christie, Conductor
Willie Dennard, Sales Rep.
Eric Coney, Supporting

December: Don Hendrix, Conductor
Andy Gray, Supporting

Of the Month

Mark “Big Daddy” Williams, Conductor
Wanda Raimo, Sales Rep.
Eric Coney, Supporting
Jody Christie, Rookie

ON THE SPOT...

Bob ‘the Colonel’ Hunter

I was born in Harlem Hospital in Manhattan, NY, and grew up in the Bronx, where I lived for 20+ years. I worked in a sporting goods store for 10 of those years.

What is your idea of perfect happiness?

Anywhere I’m with my wife and she has a hold of my arm.

What is your greatest fear?

My death prior to getting our granddaughter through college. I know she’ll go regardless, but I sure would like to be there when she does.

What do you consider your greatest achievement?

Marrying my wife.

What do you most value in your friends?

Integrity.

What three things will you always find in my refrigerator?

Butter, Jelly and Milk – those are givens.

What you will always find in my office:

A photo of my wife and granddaughter.

What is your idea of perfect happiness?

Sitting at home with my wife.

What is your greatest fear?

Marrying my wife.

What do you most value in your friends?

Integrity.

What three things will you always find in my refrigerator?

Butter, Jelly and Milk – those are givens.

What you will always find in my office:

A photo of my wife and granddaughter.

What is your idea of perfect happiness?

Sitting at home with my wife.

What is your greatest fear?

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Butter, Jelly and Milk – those are givens.
The San Diego SEAL during the annual Veteran’s Day Parade.

San Diego Veteran of the Year Recognition Luncheon

by David Thornton, General Manager

The San Diego Veteran of the Year Recognition Luncheon recognizes the contributions of Veterans to the San Diego community. Since 1989, the Veteran’s Community recognized and honored a "San Diego County Veteran of the Year". In 2001, the program expanded to encourage many civic, government, corporate and service organizations to honor their Veterans by selecting their respective Veteran of the Year. In 2008, Old Town Trolley was proudly selected "Corporation of the Year" award.

Those in attendance were David Thornton, John Savage, Terri Zom (Navy), Carmen Thulin, Bob Ross, Mark Keeler (Navy), and Stan Henson (Active Army).

Veteran’s Day Parade

On the 11th day of the 11th month, thousands of San Diegans gathered to see, honor and celebrate our active and retired military. Downtown San Diego hosted the 25th annual Veteran’s Day parade full of marching Marines, high school bands and those who fought in battles as far back as World War II. This year’s parade commemorated the 20th Anniversary of Desert Shield / Desert Storm soldiers.

The largest single group in the parade was from Veterans Village of San Diego, a drug and alcohol recovery program for former service members.

Old Town Trolley Tours and San Diego SEAL Tours were representing having donated three trollies and a SEAL to carry various veterans groups. The SEAL, as last year, represented the Vietnam Unit Memorial Monument Fund (an organization dedicated to the River Patrol Boat units in Vietnam) through our Captain Don Farrell. The trollies carried Eagle’s Wings; Eagle’s Wings offers Bereavement Support to Widowed Veterans and Spouses.

College Bowl Games

The San Diego Poinsettia Bowl game welcomes the TCU Hornfrogs and Louisiana Tech Bulldogs playing Wednesday, December 21st at Qualcomm Stadium.

The festivities for the 2011 San Diego County Credit Union Poinsettia Bowl kick off in downtown San Diego’s historic Gaslamp Quarter at the Poinsettia Bowl march through the Gaslamp - sponsored by Westfield Horton Plaza. Marching bands and spirit squads from the participating universities will parade from each end of 5th Avenue performing holiday classics, and meeting up at Market Street for a heart-pounding Battle of the Bands!

The following week, Wednesday Dec 28th, the 2011 Bridgepoint Education 34th annual Holiday Bowl College football game features the University of California Golden Bears vs. the University of Texas Longhorns at Qualcomm Stadium. The week-long event features team days at SeaWorld, San Diego Zoo, Navy and Marine Corps, USS Midway and the Port of San Diego Big Bay Balloon Parade.

Old Town Trolley’s participation includes trolley transportation for the famous “Balloon Platoon” for the 21st Annual Port of San Diego Big Bay Balloon Parade. Recognized as “America’s Largest Balloon Parade,” the event features more giant helium-filled character balloons than any parade in the country.

Famous Faces

Founders of the Historic Savannah Foundation

by Daniel Carey; Historic Savannah Foundation

Nola McEvoy Roos (1895-1980)

Nola McEvoy began her involvement in politics after her marriage to Louis J. Roos, a Savannah business and alderman. She was active until her retirement as public relations director of Civil Defense. She served as clerk of Savannah City Council, as a member and vice president of the Chatham-Savannah Board of Education, as vice chairman of the Chatham County Democratic Executive Committee. In her civic life her main interest was the Business and Professional Women’s Club. She served as local and state president. She also served as fund-raising chairperson for the American Red Cross, as a board member of the Girl Scout Council, and was the first president of the Women’s Council of the Savannah Chamber of Commerce.

Jane Adair Wright (1901-1991)

Born Hillsborough, Ohio, Jane Adair came to Savannah when her father, Rev. David Cady Wright, became rector of Christ Church. She was curator of the Owens-Thomas House from its opening as a museum in 1954 until 1963. She was founding member of the Junior League of Savannah, served as executive secretary of the Chatham Savannah Tuberculosis Association for several years, and was interim director of the Savannah Girl Scouts. Additionally, she belonged to the Georgia Historical Society and the Trustees Garden Club.

Katherine Judkins Clark (1893-1993)

Native Virginian from Ohio, Katharine Judkins Clark adopted Savannah as her home when she married Reuben Grove Clark in 1921. Long before there was an historic district, they made their home on Gaston Street; later they moved to the 1793 Ochlockeen House on East St. Julian Street.

Lucy Barrow McIntire (1898-1967)

A native of Athens, Georgia, Lucy Barrow McIntire spent most of her life in Savannah. She was the widow of Frank P. McIntire, a Savannah attorney. Known as “Miss Lucy,” she was the descendent of Georgia leaders including General Henry R. Jackson and the Davenport family of Savannah.

She was one of the community’s most active leaders in civic, cultural and charitable affairs. She was the first president of the Junior League of Savannah, served as home service director of the American Red Cross, and was on the board of the Crittenton Home. In 1958, she was named Savannah’s Citizen of the Year.

Elinor Adler Dillard (1903-1992)

Elinor Adler Dillard, widow of Sam G. Adler and William E. Dillard, was a native New Yorker. She moved to Savannah on her marriage to Adler in 1921.

Long active in community affairs, Mrs. Dillard was a member of the Woman’s Board of the Telfair Academy of Arts and Sciences, the Savannah Record Club, and the League of Women Voters.

Anna Colquitt Hunter (1893-1985)

Native Savannahian, Anna Colquitt Hunter was the first woman to win Savannah’s top civic award, the Ogletree Trophy for her contribution to community life. Besides her involvement in Savannah’s historic preservation movement, she was a career woman having spent 45 years as a newspaper reporter, retiring as an editor. She also had a creative life outside of her career. She began painting in 1946 and was featured in a show at the Telfair Academy of Arts and Sciences in 1973. Her husband was George L. C. Hunter.

Dorothy Ripley Roebing (1904-1977)

Dorothy Ripley Roebing survived by her husband Robert C. Roebing of Modena Plantation, Savannah. She left a legacy of community service including work with the Historic Savannah Foundation, serving on the boards of the Telfair Academy of Arts and Sciences and the Savannah Association of Retarded Children. She was a member of the First Church of Christ Scientist, the Mayflower Society, the Colonial Dames of America, the Georgia Conservancy, the Junior League, the Savannah Art Association, and the Trustee’s Garden Club.
San Diego Sales Reps Hit A High Note!  by Terri Zorn; Operations Manager

The San Diego Sales Team worked hard to make this year’s high season a great one for Old Town Trolley, consisting of breakthrough growth month after month with an annual average sales increase of 104% to goal. Nikki Meo-Cook, Jessica Roe and Yolanda Osana were new additions to the Sales Team in 2011. All three of these Sales Reps joined in with our entire sales team with great winning habits, including high energy, a positive attitude and a lively rapport with guests—a recipe for success in sales, and exemplary of the Old Town Trolley standard. It’s no surprise that, in her very first year with Old Town Trolley, Nikki Meo-Cook made Sales Rep of the Year! Great habits are what get us to a winning year.

We are very proud to have our newbies Nikki, Jessica and Yolanda, along with all our other great Sales Reps, out in the field representing OTT and doing the entire Sales Team proud. Here’s to their—and our—success this year and we have heard guests mention that it will become a holiday tradition for their family. Love the repeat business!

SEAL Tours

The SEAL has gone into its “off-season” scheduling which means much of our crew has taken off for the winter. In honor of a great summer, we had our end-of-season party arranged by our own Captain Darrell and hosted by the Coronado Cays Yacht Club (thank you to a former trolley conductor who is now the commodore of the yacht club). Each SEAL CAST member brought a guest and we partied for the last time of the year until all we meet back up for the summer in 2012. October is the last month that we offer SEAL tours 7 days per week and our season is looking great compared to 2010. Weather always plays a huge factor in determining how many people we carry on our SEAL tours. When that sun comes out, the people come out and enjoy the fun on San Diego bay. The SEAL was quite honored to participate and carry the Grand Marshall in the Mother Goose Parade, along with his family and friends. In this year, Frank Taylor of Taylor Made Guitars, served as the Grand Marshall of the Mother Goose Parade. The SEAL is becoming a regular in this one-of-a-kind San Diego parade. December we will run SEAL Tours 7 days per week during the Holiday Season to capture our holiday visitors as well as the folks here for the Paintsotta Bowl and Holiday Bowl. All will be quiet after the holidays until we start ramping up again for the Spring.

Trolley News

I cannot believe I am sitting at my computer typing this winter submission to our company newsletter when I could have sworn it was just August. So much has happened at the end of 2011. Probably the biggest excitement for us in San Diego is our highest ridership number in our 22 years of operating Old Town trolley tours. On September 29, we carried a record 1,043 people. This was helped greatly by the return of the cruise ships to our beautiful port. During the summer we have no cruise ship visits at all. But the happenings don’t stop there...we have the resumption of our Ghosts and Gravestones tour which we talked about in our last newsletter. Looking back at October, we can say it was a great success and will have a bright future as a specialty tour offered for the Halloween season. We operated Ghost Tour on the weekends starting mid-September through mid-October. Then we went nightly with 2 shows per night for Halloween weekend. All together we carried over 900 folks! Once we scrubbed off the Halloween paint, it was time to gear up for the second year of our Holly Jolly Holiday Trolley tour. We developed a new route with more lights, more songs and more participation. We had cameras, games, one hour massage gift certificate, two baskets of oodieys and a pink child’s bicycle for the silent auction bringing in over $900. CASTmembers donated $1 for each guest at the quantity in containers of jelly beans, chocolates or chocolate chips, this “guessing game” brought in $69. At our Seaport Village Trolley & SEAL booth, bottles of water were available for a $1.00 donation which was a big hit for a total of $466.26.

Our entire staff adorned themselves with ‘pink’ trolley caps to show support and awareness for our cancer fundraising efforts. 10 of our conductors turned in their daily tips for a single day that resulted in $550.72. Navy Nuhula, Office of 1st Impressions, made a large thermometer to chart our progress.

All total, we raised $2,236.53 from our efforts. We were tickled pink when we learned we won the extra $1,000.00 from our corporate office, Historic Tours of America, to make the grand total of $3,236.53. San Diego General Manager, David Thornton, presented a mock check to Comischell Rodriguez, from UCSD Moores Cancer Center, at our monthly meeting.

Old Town Art Festival

The Old Town San Diego Art Festival was held on Oct. 1st & 2nd and featured over 150 contemporary artists and well known national, international and some of southern California’s premier and emerging artists. All fine art paintings, high end jewelry, glass, sculpture and photography filed the streets of Old Town and the Historic State Park.

This event brought together the essence of Southern California; beautiful San Diego weather, the Flavors of Old Town’s international atmosphere, the presence of hundreds of artists and providing quality tours to all of our guests.

Raising Awareness

by Carmen Thulin; Office Manager

Old Town Trolley Tours of San Diego partnered with UCSD Moores Cancer Center to raise awareness and money in our efforts to fight breast cancer.

We started right away by having a bake sale and continued having them each week. Our office staff & a couple of Sales Reps brought a check for $3,263.53 to Comischell Rodriguez of UCSD Moores Cancer Center in the baked goods. The bake sale brought in $444.85.

Our wonderful business partners and CASTmembers donated gifts for our Silent Auction. We received a two burner camp stove, hoses and propane tank, 4000 spec sheets and is the largest parade in San Diego County and the largest of its type west of the Mississippi. Each year, the parade attracts thousands of spectators to the streets of El Cajon, California to view the parade for free on the “sunday before Thanksgiving”.

Overall, for the last three months of the year, our trolley ridership is up and doing better than the last three months of 2010. Given the general state of affairs in the world today, we are quite proud of our growth. Of course, much of that credit is due to our San Diego sunshine, positive vibe, great tour and wonderful CAST.

CASTmembers of the Month

OCTOBER

Philip Fondaw, Conductor
Nikki Meo-Cook, Sales Rep.
Elliott Gonzalez, Supporting

NOVEMBER

Tomi Niezgoda, Conductor
Nikki Meo-Cook, Sales Rep.

2011 “OF THE YEAR”

Don Kaye, Conductor
Nikki Meo-Cook, Sales Rep.
Carrie Nunez, Eleanor Mahl, & Elliott Gonzales, Supporting
Captain Jim Saffer
& 1st Mate Jerry Coulson, SEAL

New Amphibious Vessel Undergoes Refurbishing

by Norm Nies; Maintenance Manager

A used amphibious vessel, purchased from the Long Beach Super Duck tour company, arrived in San Diego in May of 2011. Our maintenance and mechanic team began refurbishing with the removal of all the old decals and paint. Then the real work began which was the removal of all running gear and frames being sandblasted and primed painted. All 44 axes and cabs were removed and some interior refurbishing was also completed. While all running gear was apart we identified worn parts and made repairs with new wheel bearings, brakes, brake lines, steering, driveline, driveline bearings and a running engine. The vessel is now awaiting final work for sandblasting and painting at a local paint shop. Once completed, the amphibious vessel will be shipped to Florida to join the Key west operation.

Safety First!

by Bob Ross; Safety Officer

November Old Town Trolley of San Diego was visited by our National Safety Manager, Jim Lamberston, and our loss control representative from Liberty Mutual Insurance. During the visit they inspected a number of vehicles, the Administrative Offices, Maintenance Area, and Old Town Market facility. They reviewed vehicle files, training files and safety / accident files. They also observed our morning briefing routine and rode on both the trolley and amphibious SEAL tour. I am pleased to say we received a satisfactory review with only a few minor recommendations which have already been addressed.

On a similar note the company 3rd quarter safety ratings have been announced and San Diego was been able to regain the top position against some very tough competition from our other sister cities. Congratulations to San Diego’s entire CAST for working SAFE and providing quality tours to all of our guests.
St. Vincent DePaul Village Children's Holiday Party
by John Savage; Old Town Market Leasing Manager

33 children, sheltered downtown, joined us at the Old Town Market for our 8th annual St. Vincent DePaul Holiday party. The children enjoyed pizza, sodas, piñatas and holiday fun. The highlight of the visit was a gift to each child by Santa & Mrs. Claus, by our very own Norm Niles and Carmen Thuilin. On the way home, the Trolley and its conductor Hatch took the children on an evening tour of holiday lights around the city.

For the younger children who can’t make the trip out of the shelter, Mr. and Mrs. Claus visited St. Vincent DePaul and personally delivered their gifts to them!

Over 150 children, with one or both parents, live at the downtown San Diego shelter. All 150 plus children at the shelter were given a gift. The children’s ages ranged from infants to 17 years of age at the oldest existing European cemetery). The turnout was fantastic! Over 10,000 people came out over the two nights.

The attention the older children get at the Old Town Market is beyond compare to anything else we experience. They truly feel special and important during this entire event. The fact that no one blinked an eye when two girls expressed their adamant refusal to even go close to Santa before he even made an entrance is astounding! Everyone made it work and not a single person tried to pressure them beyond their comfort zone; which I think is a testament in your success when, at the end, both girls eagerly waved to Santa and Mrs. Claus from their window seat even attempting to make eye contact (a HUGE step up from where they were just an hour earlier).

Again, I can’t thank you enough for what you do for our children every year; but even more I can’t thank your driver enough for having the patience and understanding with all of our children.

I would also like to add that, upon our return, nearly every older child in the Village came to pick up the gifts Santa had delivered earlier and the elated looks on their faces as they opened their gifts was a gift unto itself. Every parent and child simply showed so much joy and each gift was truly a perfect fit for each child. It’s amazing how just a simple word or two on a card from us, all of you were able to find the exact gift for each child to bring so much joy. Thank you.

Jennifer Ryan
Children’s Services Program Manager, St. Vincent DePaul San Diego

Group Charter Happenings
by Erica Frost, Group Charter Sales Manager

October was a whirlwind month for San Diego Group Sales and Charters. As a matter of fact, it was one of the busiest Octobers in recent years; which hopefully is a good sign of things to come. There were also weddings galore! It seems that we had six to seven weddings a weekend throughout the month. Many lovely San Diegan couples getting married!

Pumpkin Bread with Cranberries

In The Kitchen With
Linda Florentino

10,000 people came out over the two nights.

In addition, we also had a lot of group leisure business, Sensor Group Tours and rounding us out quite nicely with some fantastic Corporate/Convention Transportation business. No matter where you come from or who you’re representing, we love having you guys on board!

December also brought us a lot of opportunities to strut our stuff in numerous Holiday Parades. The Felicity Trolley had the honor of transporting San Diego City Council President Pro Tem Kevin Faulconer, from District 2 (our District!) in the annual Ocean Beach Holiday Parade.

In the Kitchen with Linda Florentino

Pumpkin Bread with Cranberries

Yields eight slices.

- Nonstick cooking spray
- ¾ cup all-purpose flour
- ⅔ cup whole-wheat pastry flour or whole-wheat flour
- 1 tsp baking soda
- ⅔ tsp baking powder
- ¾ ground nutmeg
- ⅛ tsp ground allspice
- ⅛ tsp salt
- ⅔ cup canned pumpkin puree
- 2/3 cup honey
- 1/3 cup canola oil
- 2 large eggs
- 1 large egg white
- 1 cup fresh whole cranberries

Preheat oven to 350 F. Spray a 9 X 5 inch loaf pan with cooking spray.

In a large bowl, whisk together the flours, baking soda, baking powder, nutmeg, allspice and salt. In another large bowl, whisk together the pumpkin, honey, oil, eggs and egg white until well combined. Stir the dry ingredients into the wet ingredients, mixing just enough to combine evenly. Gently stir in the cranberries.

Pour the batter into the prepared pan. Bake until the top is browned and a wooden skewer inserted into the center comes out clean, 50-60 minutes. Allow to cool in the pan for 15 minutes, and then transfer the bread to a wire rack to cool completely before slicing.

Yields eight slices.

Dia De los Muertos,
‘The Days of the Dead’

By Erica Frost; Group Charter Sales Manager

This year was the 2nd annual Old Town Dia de los Muertos, by our very own Norm Niles and Carmen Thuilin. On the way home, the Trolley and its conductor Hatch took the children on an evening tour of holiday lights around the city.

For the younger children who can’t make the trip out of the shelter, Mr. and Mrs. Claus visited St. Vincent DePaul and personally delivered their gifts to them!

Over 150 children, with one or both parents, live at the downtown San Diego shelter. All 150 plus children at the shelter were given a gift. The children’s ages ranged from infants to 17 years of age at the shelter.

Trolley CAST Members, Old Town Market merchants, and Koby’s Swap Meet staff all partnered together to make sure every child received a gift. See inset to see the gracious thank you letter that was written to us from Jennifer Ryan.


This month I would like to spotlight Cindy King who has been Chief Concierge at the Embassy Suites San Diego Bay – Downtown for fourteen years. Cindy grew up in Iowa City, Iowa and moved to San Diego in 1969 and never looked back. Cindy and her staff of 3 have always been great supporters of the Old Town Trolley and SEAL Tours. Cindy recently converted to our Trusted Tours online ticket system and is doing a great job with it! The Embassy Suites sits across from beautiful San Diego Bay and Seaport Village where both our Trolley Tour and SEAL Tour depart from. The hotel has 337 guest suites and offer complimentary breakfast and cocktails in the evening. The views of San Diego are spectacular from the hotel and is located conveniently near the bustling Gaslamp Quarter as well as the San Diego Convention Center. Thank you my good friend Cindy and your staff for all your great support all these years!

I was born and raised in Concord, New Hampshire with my twin brother Randall and two older sisters. I graduated from the University of New Hampshire and came to San Diego two weeks after graduating to find warmth and the sun and never looked back! I love San Diego and I think it’s the best place to live in the United States. I’ve been in the hospitality industry for over 20 years. I started at SeaWorld working as a lead in “Captain Kid’s World” and for those who know me, know that I’m not a big fan of kids so I didn’t last there very long. I then got a job as a Concierge at the Sheraton San Diego Hotel and Marina and was there for 9 years. I became the President of the San Diego Concierge Association for two years and really enjoyed being a concierge in San Diego. Lorin Stewart, the GM at the time at Old Town Trolley Tours stole me away from the Sheraton and I became the new hotel vendor rep. It was perfect because all of my friends were now my clients. Several years later, I was promoted to Director of Sales overseeing all aspects of the San Diego Old Town Trolley Tours and SEAL Tours sales department. Recently, I was promoted to Director of Travel Industry Sales overseeing the wholesale market for all of Historic Tours of America taking over for Shawn Ford who is now overseeing the Boston Tea Party Ships and Museum. I just celebrated my 13th year with HTA and am looking forward to my added responsibilities and duties of my new position. I’m also currently the Secretary of the San Diego Convention and Visitors Executive Board of Directors. I enjoy the beach, traveling, going to the gym, hanging with friends and I love to cook! I love my job and truly enjoy coming to work every day. I look forward to many more years with HTA and my family here at the Old Town Trolley Tours and SEAL Tours of San Diego!

What is your greatest fear? Clowns and Dying in a Fire
What is your favorite vacation spot? New York City
What or who is the greatest love of your life? My Mom.
What is your most treasured possession? My Family, Friends and Health.
What three things will you always find in my refrigerator? Chicken, Protein Shakes, Ketchup

Puzzles, Games and Trivia Answers from Page 37

TRIVIA TEASER
Answers to ‘In the Black’
1-a, Oprah Winfrey
2-d, Amy Winehouse
3-a, Betty Boop
4-a, Harry Potter
5-d, Friday
6-b, Abraham Lincoln
7-c, “2 Broke Girls”
8-d, Detroit
9-b, 36
10-c, Spencer Tracy

ARTISTIC WORD SEARCH

WORDOKU CHALLENGE

E O N K L W S A F
F A W E N S O L K
K L S F O A E N W
W F L A K E N O S
S N O W F L A K E
A E K O S N F W L
N K A L E F W S O
O S F N W K L E A
L W E S A O K F N

President Obama arriving on Air Force One to attend the first ever college basketball game on top of the Navy aircraft carrier, USS Vincent. Michigan St vs. North Carolina.

Preales Rep Linda Florentino haunts Old Town for Old Town Trolley’s Ghost and Gravestone Tour.

Maintenance guys Albert Guzman and David Harman gut the interior of a trolley for new repairs.

Leadagement team enjoy an afternoon outing of golf and R&R together;

San Diego mountains received a rare cold storm dumping snow in the local mountains, making for a beautiful back drop against the city skyline.

Maintenance guys enjoy an outing to the favorite place for lunch, Phil’s BBQ.

old town trolley tours of san diego
mark the arrival of Flagler’s Railroad.

This past January, I was honored to be the Chairman of the Flagler Centennial Celebration Committee which was made up of the heads of all the Chambers of Commerce from Key Largo to Key West. The plans for the celebration started almost a year ago and came together practically in the last week. Isn’t that always the way?

On Saturday night, we held a gala ball at the “Flagler Hotel”, the Waldorf Astoria Casa Marina (built by his company after his death) which featured all the guests coming in gilded age costumes. Everyone seemed to enjoy getting decked out in top hats and tails and elegant gowns. There was a five-course dinner with wine while a harpist played in the background … very gilded age. During the intermezzo, we had a private screening of a film that Ed Swift made several years ago for our Flagler Museum called, “The Day The Train Arrived”. After the film, a contingent from the Key West Pops came and played waltzes and ragtime tunes. I was amazed to see so many in the audience could actually waltz! Piper kept whispering in my ear, “One, two, three … one, two, three!” At a given signal, we all retired to the beach for cordials and desserts and had a stunning fireworks display in honor of Henry Flagler’s “Eighth Wonder Of The Modern World”. It was a glorious celebration.

The 100 anniversary gala. Our Chief Conductor visits the Coach Train office.

President Ed Swift and chief conductor and CEO Chris Belland with the Flagler’s.

The crowd gathered in front of the Custom House after the parade.

Long time enginneer Frank Glander (center) received his 25 year pin from Henry Flagler!

Henry Flagler visits the Key West Butterfly and Nature Conservatory owner Sam Trophia.

Thomas Lockyear and Chris Belland meet Henry Flagler at the train station.

The 100 anniversary gala.

Our Chief Conductor visits the Coach Train office.

**TRIVIA TEASER IN THE BLACK**

1. What TV personality was named Miss Black Tennessean in 1972?  
a- Oprah Winfrey, b-Pam Oliver, c-Tyra Banks, d-Robin Roberts

2. What singer won five Grammy Awards for her sophomore album “Back to Black” in 2007?  
a- Adele, b-Solange Knowles, c-Taylor Swift, d- Amy Winehouse

3. What black-and-white cartoon character appeared briefly in “Who Framed Roger Rabbit” claiming work has “gotten slow since cartoons went to color?”  
a- Betty Boop, b-Olive Oyl, c-Minnie Mouse, d-Snow White

4. What fictional character was the godson of Sirius Black?  
a-Harry Potter, b-Percy Jackson, c-Superman, d-Indiana Jones

5. What day of the week was in the title of a viral Rebecca Black song sensation?  
a- Sunday, b-Monday, c-Saturday, d-Friday

6. Which U.S. President enlisted as a volunteer but was voted the captain of his company during the Black Hawk War?  
a-Dwight Eisenhower, b-Abraham Lincoln, c-George Washington, d-James Polk

7. Max Black and Caroline Channing are the main characters on what sitcom?  
a-Harry Potter, b-Percy Jackson, c-Saturday Night Live, d-Happy Endings

8. Coleman Young was the first black mayor of which major U.S. city?  
a-Houston, b-San Francisco, c-Chicago, d-Detroit

9. How many black keys are on a standard piano keyboard?  
a-36, b-46, c-56

10. What actor played the one-armed stranger in the movie Bad Day at Black Rock?  
a-Ernest Borgnine, b-Alan Hale Jr., c- Spencer Tracy, d-Maximilian Schell

To solve a Wordoku puzzle, you only need logic and patience. No dictionary is required! Simply make sure that each 3x3 square region has just one of the nine letters used in the puzzle with only one occurrence of each letter in the square. Each column and row of the large grid must have only one instance of each letter. The difficulty rating for this puzzle is “easy.” Note: The title is a clue to the word in the shaded row of letters and spaces.
Jennifer Mohnacky, HR benefits administrator, participated in her first triathlon and finished 12th in her age group. She is pictured here with her friend and training partner Nicole. The race began with a 1/2 mile swim in rough conditions due to the brisk wind that day. Next was the 10 mile bike ride, followed by running 3.2 miles. Jennifer has inspired all of us to get out there and move!

CEO Chris Belland and Old Town Trolley’s Savannah Brewer present a check for $5,000 to Susan Bolton of the Patriot Service Dogs.

Last year I received a request for a donation of tickets via our website from an organization called Patriot Service Dogs. Patriot Service Dogs is a small organization based out of Jacksonville, Florida, that provides returning veterans with mobility issues service dogs. I sent them tickets for their fundraiser. Then I checked out their website where there poster dog is a golden retriever puppy. Now anyone who knows me, knows that I am very fond of dogs and crazy for golden retrievers, so I was really hooked. On their site it says it costs to raise, train and care for a dog for veterans is $5000 and thought to myself, we can do this. So during budget reviews, I asked each GM if they would contribute one dollar on every ticket sold on Veteran’s Day, November 11.

Fast forward to February 2012. CEO Chris Belland was in St. Augustine on business and met up with Susan Bolton and her marvelous service dogs at Old Town Trolley Tours of St. Augustine. He presented her a check for $5,000 that all of the operations through their ridership and collection boxes contributed to. We are hoping they name him Seemore!