San Diego Making Strides Against Breast Cancer

Read more about Making Strides Against Breast Cancer on P.10
There is a lot more. I had been on an interesting tour recently at our annual meeting with the Superintendent of Arlington National Cemetery. It is a meeting where we discuss all the plans we make a year earlier and, essentially, what went right and what went wrong in the hope that our interpretive service for this most sacred space of remembrance is the best we can make it. Superintendent Keller had a very interesting insight to make: something along the lines of, “The tour content is good, but it is a lot of data and facts and figures and what makes the information compelling is when it is told in a story format.” Wow! Thunderbolts and cold water is usually the way we feel when the word “interpretive” is obviously pointed out to you. Especially when you think you already knew it.

Since we have been in the sightseeing business for real, beginning on December 20th, 1980, we have always talked about presenting our tour as the many stories a destination represents, hence our designation as the “Nation’s Storyteller.” So, essentially, if you are a tour conductor and you are nailing “golden threads” you are telling people a story that will be compelling and “good” at our jobs. What’s the other 85 percent? People smart – how well we relate to others and our ability to form positive and caring relationships, (even with people who drive us crazy).

Those of us who cringe at anything “touchy feely” may not believe that the money in our bank accounts and our upward mobility is less dependent on an IQ than an EQ (emotional quotient – a term widely publicized through the best selling book, Emotional Intelligence, published in 1995). Our EQ refers to an attitude for empathy, compassion and understanding perspectives that differ from our own. These two measures of intelligence are neither mutually exclusive nor symbiotic. At HTTA, we pride ourselves on being “Eagles” and giving more to each other and our guests than our competitors. We do this because we know that it gives us the cutting edge. More importantly, it allows us to make memories for the people who experience our tours and products. We know from the customer just how much that means. Our EQ is a big part of what distinguishes us from a run of the mill tour, and a life-long memory.

Christopher Belland
Chief Executive Officer

Eliza Levy
HTTA Consultant

When it comes to career success, recent studies show that only 15 percent of financial and sales people are successful because they are due to “golden thread”.

The good tours I have been on give me interesting information about the place I am visiting in a clear, well-paced voice. The great tours I have been on are where the conductor takes time to individually meet as many of the guests as possible to hopefully learn something about them, such as where they are from, and then relates back to them during the tour. It keeps them involved and makes them feel special. A great tour begins when the tour conductor takes the time at the beginning of the tour to explain the overwhelmingly basic core reason of why a particular place was important through history until the present day and then uses this “golden thread” to present the interesting facts about the place.

The great tours by great tour conductors give a great tour speak in their own “voice”. And, if they are funny, they are funny where appropriate. If they are serious, then they are calm and deliberate. A great tour conductor knows his information, presents it in a compelling story format, weaving facts and figures throughout with a “golden thread”. A great tour conductor enjoys doing this on every tour because he or she realizes there are no old stories, simply a lot of new people who want to hear them.

Unlike your IQ, which is pretty much unchanged throughout your life, what you can do a lot to raise your EQ. In the coming week make a commitment to raise your EQ by trying two skills with at least one person. Start with active listening, using both verbal and nonverbal cues. Set aside a five minute challenge, a family member or friend about something that you know is important to them. Inquire by saying something like “How are things going with it?" or “What are your thoughts about it?". Then, really listen.

While they are talking remember to lean in, make eye contact and nod to show that you understand. Use verbal cues like “uh-huh” or “I see” and most importantly – paraphrase what they tell you. The biggest mistake you can make while listening is to interrupt with your thoughts or opinions. Focus on them wholeheartedly and try to push other thoughts out of your mind. Real listening is actually similar to a good meditation.

The other great skill mastered by people with high Eqs is rapport-building. Studies show that when people feel liked and appreciated on a personal level they actually buy more. This doesn’t mean that you have to sign people in or offer them a drink, it is the level you relate on. It can be as simple as bringing a cup of coffee to someone who can’t drink coffee. We may not do this in our personal lives, but when we are doing business it is a great way to connect with people.

UPDATE ON GIGI - OUR PATRIOT SERVICE DOG

Gigi is 10½ months old and weighs 59.6 lbs. She is so sweet and super smart! Gigi is very zealous to learn. We are currently working on the beginning stage of the “fall alert” command. Also, “get it” – “bring it” and “hold” with random objects as well as “hold” at the water fountain. We’ve also been going over other commands she knows, it’s constant repetition. On November 16th, Gigi, along with some of the other service dogs attended a trip to Silver Springs for a day of training. This trip was intended to help inform raisers of the proper ways to give commands and the dogs and dogs of what a service dog can and cannot do. It was a huge success! Gigi then spent the weekend in the Villages getting further exposures and experiences with her weekend raisers. Her progress is astounding! This was her second trip out with raisers this month. The more exposure the better.
We have just ended another record-breaking season! October typically marks the end of our season which starts ramping up each March. The summer brings the heat to the south, but also tourists still come to see the beauty of Music City! We are so proud of the CASTmembers who have worked so incredibly hard this season. It isn't always easy. With growth comes the growing pains of very full vehicles, and some delays at stops, as we accommodate all of our guests. Every CASTmember did a wonderful job of working to ease tense moments and taking care of our guests first and foremost. I wanted to take this moment to thank each of them for the job they performed this year. Without them, none of the Nashville Old Town Trolley Success would be possible. We are looking forward to tweaking our operation over the next couple of months and getting ready for another successful season next year. We will be bringing in seven new vehicles to the operation starting in December and are setting ourselves for additional great success!

**COLD WEATHER HYDRATION**

David Galvan, Operations Manager

The colder temperatures are finally here except for maybe in Key West and San Diego. We need to be mindful of staying hydrated during colder times. We see not to drink as much and this could lead to problems. Our bodies don't get as hot and sweat evaporates more rapidly in cold air. This tricks us into believing we aren't losing fluids as rapidly. In cold weather the body's thirst response is diminished by up to 40% and our blood vessels constrict preventing normal blood flow (if you've ever had cold hands that just won't warm up, you know the feeling). Other things that add to this include:

- **Less outdoor activity**
- **Less sweat**
- **Less fluid intake**

This has been quite the summer. I'm glad the temps are cooling off but they didn't have to take a plunge, just a coolin' off would have been fine. The first half of October, we were hitting record high temps and the second half of October seemed to do just the opposite where everyone wanted cooler weather and that is what they got. It was great being able to show Joyce what we have been doing. She and her husband wanted cooler weather and that is precisely what they got. It was great being able to show Joyce what we have here in Nashville as she had never been here before. I think she'll be back again soon.

In early November, we had another special guest from Key West, Debbie Ratt along with her mom. The weather wasn't quite what Debbie was wanting as it was a cold rain for the better part of their trip. Maybe next time it will be better weather and I'm sure there will be a next time.

We are looking forward to what this Fall brings us as our window of OTF Season continues to get smaller and smaller but my team continues to make the most out of this time. Nashville continues to grow with new conventions and big-name artist coming to perform. I don't think you can name an artist on tour that doesn't have a show in Nashville. To name just a few artists that will be stopping in Nashville on their tour, Bob Seger, Fleetwood Mac, Cher, Ariana Grande and Metallica and that's only one venue.

To give you an idea how well sales are going, after six months into the year (FY), most of our full time Sales Reps are over the 50% mark at making the Half Million Dollar Club. I anticipate two to make it before this article is published.

**NASHVILLE’S 2018 WELLNESS FUN FAIR**

Beverly Flanders, HIF/Office Manager

This was the third Wellness Fair for OTT Nashville. We had a full selection of activities for all.

- **WELLNESS EXAMS:** Two wonderful representatives from Quest Diagnostics
- **FLU SHOTS:** Provided by Publix Pharmacy, participants received a $10 Gift Card
- **POLICE OFFICER MATT PYLAKS:** On site to discuss safety in Nashville
- **SKIN CANCER INFO & TRIBUTE BOARD:** Colored ribbons for cancer types
- **MATCH THE BABY PICTURE with the CASTMember CONTEST**
- **GIFT BAGS FOR CASTMembers with items geared toward this promotion**
- **Drawings for PRIZES once you completed your “PASSPORT TO HEALTH”**
- **PET INSURANCE:** promo waste. Complete with emergency decals in a dog bowl

OTT Nashville CAST has come to look forward to this event. This is a chance to spend time with other CASTmembers in a relaxed setting. Looking around the room during this event you saw CAST as they are a little and laughed a lot. Laughter is promoted greatly. Not only the best medicine but this is the kind of contagious that everyone wants to catch. The infectious sound of laughter along with smiles makes the countless hours putting this day together so rewarding. We had so many CASTmembers thank us and comment on how much they enjoyed it. That is priceless but no surprise, OTT Nashville has a caring (and hopefully a little healthier) heart.

This event would not have been a success if it was without the tireless contributions by Janet Reed. Janet started thinking about this CAST as they are a little and laughed a lot. Laughter is promoted greatly. Not only the best medicine but this is the kind of contagious that everyone wants to catch. The infectious sound of laughter along with smiles makes the countless hours putting this day together so rewarding. We had so many CASTmembers thank us and comment on how much they enjoyed it. That is priceless but no surprise, OTT Nashville has a caring (and hopefully a little healthier) heart.

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HELLO, FALL
Eliza Warren, Night Operations Manager

Hello, Fall! It may have taken a little longer than normal for the temperature to drop in Nashville, but the number of visitors in town still remains high! I am happy to report that ridership on the Soul of Music City night tour is exceeding all goals and expectations!

We have experienced several staff changes over the past few months, and I am very pleased to welcome back former CASTmember Sazja Lincoln. Sazja is now working as a Night Sales Representative. We are so happy to have you on our team!

Speaking of superstar CASTmembers, our CASTmembers of the Month for August were Tour Guide Sherri Mathis and Supporting CASTmember Josh Howell from our Fleet Maintenance Team. In September, Lindsey Sipe was our Tour Guide of the Month and Night Tour Conductor Dean Larson was our Supporting CASTmember. Woohoo!!! We have so many amazing CASTmembers. Every single one of you adds so much to our team and I appreciate all that you do!

October was a busy month company-wide, especially for private charters. Our night tour had the honor of hosting private tours for two wonderful groups. And looking ahead, we are preparing to welcome all the Historic Tours of America General Managers attending the conference in Nashville during November! We will be so proud to share our night tour with you.

It’s mind-blowing how quickly this year has flown by. I wish every one of you a very safe and happy holiday season… and remember that “Music is the food for the soul and can ease any pain.” We will keep on spreading the love and the music, because it’s the Nashville way!

NATIONAL TOUR ASSOCIATION TRAVEL EXCHANGE 2018
Melissa Elliott, Vendor Rep

In November I attended the National Tour Association’s annual Travel Exchange in Milwaukee, Wisconsin. This conference allows DMOs, Tour Operators, and Suppliers to come together to network, attend educational seminars, and learn about the host city. During my time in Milwaukee, I met with over 30 tour operators (all in one day) and pitched why Old Town Trolley was the company to use when bringing guests to Nashville.

I also attended an educational seminar on the 80/20 rule and this principle is one I learned during my training with Rod LaBranche. Rod told me that 80% of your sales come from 20% of your business and this could not be truer! What I took away from the seminar was how to grow the 80% of your business.

The first evening event was held at the Harley Davidson Museum. Here, I saw a Harley that was swept out to sea in the 2011 Tōhoku tsunami and eventually washed ashore in Canada in 2013. Our second event was held at Discovery World which had amazing views of the Milwaukee skyline and we got to pet sting rays! The closing event was held at the Milwaukee Public Museum and guess what I found…. A trolley!

APARTMENT HOP
Nikki Weekly, Group Sales Manager

In the Nashville Charter department, we’ve experienced many firsts over the past couple of years. It’s been great to be a part of and to witness these experiences first hand. This September, we were contacted by Greystar Properties, who is the proud management company of many new apartment developments throughout Nashville. Their wish to provide an apartment hop for their current and prospective tenants and to utilize Old Town Trolley Tours of Nashville to provide the transportation for their coveted clientele was a very delightful first. Along with Conductor Joel Hunt, we teamed up to show Nashville residents some of the most amazing properties in the area. By the look of these photos, I think we made a perfect team.
OLD TOWN TROLLEY TOURS of NASHVILLE

CONDUCTOR APPRECIATION COOKOUT 2018
Bill McBryar, Head Conductor

This summer has been an extremely busy time here in Nashville with the warm weather and higher than expected ridership. We are very fortunate to have conductors that are willing to be adaptable to any unexpected changes from day to day and from tour to tour. Due to their hard work and always being ready for a load and go situation, we as a Leadage team, came together and decided to bring a grill down to our stop #1 and grill lunch for everyone. We set up a pop-up tent and seating and our Head Conductor Bill McBryar became the chef for the event. As the conductors, Sales Reps and CSR’s took their lunch break, they all came over and were able to enjoy a fresh-cooked meal. The menu consisted of hamburgers, hotdogs, chicken, potato salad, chips, baked beans and all the fixings to go with it. The cookout was a huge success! Many thanks go out to Ally Marshall (Safety Officer) for assisting with dispatching and helping out and to all that were involved in making this event so enjoyable.

NASHVILLE NORTH KOA
Vendor Representative

Nashville North KOA has been under new ownership since January 2018, with Sharon & Bob Miller being the new managers. With the hard work and support of the awesome team we have, we have been able to make some great improvements and we have other great upgrades and improvements in the works.

We are pleased to announce that Nashville North KOA is a proud recipient of the 2019 KOA President’s Award. This award is presented to KOA campgrounds that excel in providing great camping facilities and consistently high levels of guest service. Recipients of the award are chosen by KOA’s camping guests through satisfaction surveys and KOA’s own quality inspection. The entire Nashville North KOA Team is dedicated in providing world-class hospitality and making everyone’s stay an awesome experience.

Our park has 95 sites, 4 cabins, Kamp K9 (Pet walking trail as well), games, a pool (seasonally), and more! We also offer a general store on site where you can purchase needed items or souvenirs. We are less than 15 minutes from downtown Nashville and have partnered with Old Town Trolley on their referral program to offer our guests an easy way to purchase their tours and attractions at a discounted rate!

VENDOR SPOTLIGHT
NASHVILLE NORTH KOA

Writing about yourself can be tough so I enlisted some outside help in describing me.

"Hardworking, fun to work with, really loves pizza" – Kirk (Old Town Trolley driver, not paid for review)

"The coolest human I have ever met. She rocks!" - My Dog

"Very Helpful" – Random Night Tour Customer

Beyond these solid facts about myself I was born in Virginia Beach, Virginia and was raised primarily in Charlotte, North Carolina. I have two siblings, Peyton (17) and Rylan (9) that both still live in North Carolina with my parents. I attended college at Appalachian State University where I studied Business Psychology. After college, I moved back to Charlotte and began working in the banking industry for a few years, until I decided it was time for a change in my life. This change led me to Nashville and ultimately to working at Historic Tours of America.

I made the solo move to Nashville in January of 2017 to work at a local bank, and soon realized it wasn’t all that fun exploring a new place by yourself. I decided to look at part time jobs where I could meet new people and eventually came upon a listing for Historic Tours of America. I was hired as a sales agent in April of 2017 and have been with the company since. My life in Nashville has expanded to include my Pomeranian, Shine, that I often take hiking and on road trips when not at work. I enjoy traveling, writing to snail mail pen pals, watching the Pittsburgh Steelers, and trying out various bars and restaurants in Nashville.

The occasion that I lie is often to my siblings when I finish the last slice of pizza. I always blame it on Dad.

My most treasured possession is my dog and a platter that my great grandmother gave me from her wedding day.

If there was one place I would like to live besides my current city it would be Canterbury, England. Do we have an office there?

MORGAN'S FUN FACTS

My favorite song is Regulators by Warren G or just about any Arctic Monkeys’ song.

If I had to eat one thing for the rest of my life it would be pizza and more pizza.

MORGAN HARVEY
OTT Night Sales Agent

CELEBRATING BEVERLY’S BIRTHDAY!

Beverly Flanders

This is what happens when Beverly Flanders, HR, comes in on her birthday

FACEBOOK.COM/NASHVILLETROLLEY
TWITTER.COM/NASHTROLLEY
INSTAGRAM.COM/OLDTOWNTROLLEY

MOTIVATION FROM OUR WELLNESS FAIR

KEEP IN TOUCH
FACEBOOK.COM/NASHVILLETROLLEY
TWITTER.COM/NASHTROLLEY
INSTAGRAM.COM/OLDTOWNWALTROLLEY

COOKOUT 2018
Bill McBryar Cooking

Bill McBryar, Head Conductor

Relaxing Swing Front entrance

This is what happens when Beverly Flanders, HR, comes in on her birthday

CELEBRATING BEVERLY’S BIRTHDAY!
What a great night! Lots of smiles and fun along with a few margaritas and great food. Thank you to all for supporting our fundraising efforts for Making Strides Against Breast Cancer including donations for the bake sales, the 3K walk, the Big Pink Chair fundraising events, and the two silent auctions held within the office and at the Viva Las Tatas event. Giving back to our community by sponsoring and volunteering where we live, work, and play is important to me and I am so appreciative to see it is important to all of you and our CAST too.

I want to give a special thank you to Erica Dill for leading our efforts. We could not have done this without her. I also want to give a big thank you to Nancy Nuhaly, Cristina Valenzuela, and Carmen Thulin for helping organize the event, checking in guests, doing the raffle drawing and handing out the goodie bags. It takes a lot of volunteer time, support, and team effort to bring something of this magnitude together.

I cannot forget our wonderful partner Café Coyote and Emily Roberts. Café Coyote has been a wonderful business partner with us and we really appreciate all the support (and margaritas!) they have given us over the years. Next year, Café Coyote and OTTSD celebrate 30 years!

The turnout in Balboa Park was awesome!
continued support of OTT San Diego. Thank you to Bill, Jim and Andy, for visiting us and your accomplishments (and we all let out a collective sigh when the week all the I’s dotted, San Diego’s CAST stood proudly alongside their friends while being able to participate in one of Old Town’s grand traditions.

DIA DE LOS MUERTOS
Sebastian Magioni, Old Town Market Operations Leasing Manager

Old Town Dia de los Muertos, or Day of the Dead, was another great event this year with many activities and celebrations. Not to be confused with Halloween, Dia de los Muertos is a Mexican holiday celebrated throughout Mexico, in particular the Central and South regions, and by people of Mexican heritage elsewhere. The multi-day holiday focuses on gatherings of family and friends to pray for and remember friends and family members who have died, and help support their spiritual journey. This year’s festivities attracted over 10,000 visitors for the 2-day celebration. Over forty local businesses, museums, retail and restaurants created traditional Dia de los Muertos altars. Many of the altars honored the historic figures from Old Town’s past, and Old Town Market remembered our family and friends that have graced our lives with joy and fond memories. Some of the activities available at the Market were Sugar Skull face painting, Paper Flower crowns and various other family friendly activities. The evening Procession on November 2nd began in front of the Church and was led by Azteca Dancers to El Campo Santo Cemetery. Those who participated were glad to remember the lives of their family and friends while being able to participate in one of Old Town’s grand traditions.

SAFETY
San Diego had their annual safety audit with visitors from Key West and St. Augustine, along with guests from Liberty Mutual and Hub International. Trolleys were ridden, properties were walked, safety briefings were given and National Safety Vendors were visited. There was even a company fundraiser event where Bill Meagher tried to buy ALL of the auction items! Once all the T’s were crossed and all the I’s dotted, San Diego’s CAST stood proudly alongside their accomplishments (and we all let out a collective sigh when the week was over)! Thank you to Bill, Jim and Andy, for visiting us and your continued support of OTT San Diego.

The Old Town Market altar was a splendid site for the celebrations.

Hello, my name is Francisco Noguez. I was hired for Old Town Trolley in 2002, and now I work as a detailing lead in San Diego, California. I love working here because I have great coworkers and everyone treats you like family! I was born and raised in Mexico City, where I briefly studied Engineering in the University of Mexico (UNAM). I then came into the US when I was 18 years old, looking for a better opportunity. Once here, I met my wife, and we are currently married with three kids, two chickens, and one dog. I love animals!

In my free time, I like to go hiking on local trails with my kids, and listen to music. Lastly, I love meeting new people and making friends. I like the psychology behind it, and learning how to treat people differently based on what they’re like.

FRANCISCO NOGUEZ
Detailing Lead

As Old Town Trolley Tours of San Diego commemorates our 30th year in San Diego, I would like to spotlight Bell Captain Bill Trigueros from Humphreys Half Moon Inn. Bill has worked at Humphreys for 46 years and has been selling Old Town Trolley Tours for 29 years!!’ He’s definitely the longest supporter of Old Town Trolley Tours in San Diego. Bill oversees the Bell Staff and also does Concierge services at the hotel. He’s a San Diego native, has been married to his wife for 42 years, and has 3 children. On his time off, Bill enjoys going on walks and he prides himself on giving great customer service to his guests at Humphreys. He loves working at Humphreys Half Moon Inn and says he spends more time at the hotel than at home. Humphreys is situated on picturesque Shelter Island and has 182 rooms and suites. It feels like a tropical getaway at this Polynesian-inspired resort. The hotel is known for its Hawaiian-style entry with a striking wood sculptural element that soars up beyond the A-frame roof like a giant outrigger. The hotel also hosts many famous acts at Humphreys Concerts on the Bay each summer. Thank you, Bill, and to the entire team at Humphreys Half Moon Inn for all of your tremendous support over the decades!
OLD TOWN TROLLEY TOURS of SAN DIEGO

SAN DIEGO SEAL TOURS SAFETY STAND DOWN DAY
Jim Saffer, Head SEAL Captain

The San Diego SEAL Tours operation hosted our local United States Coast Guard Sector for a joint stand down safety presentation. The Coast Guard Captain of the Port for San Diego, Captain Joseph Buzzella gave a brief introduction for their attending officers and staff, followed by comprehensive SEAL safety policies and procedures review presentation given by Head Seal Captain James L. Saffer. Safety protocols and best practices were reviewed and given a big thumbs up of approval and support by the Coast Guard.

2018 VETERAN’S DAY PARADE
Erica Frost and Jeanette Renning, Charters and Group Sales

Old Town Trolley and SEAL Tours donated five Trolleys and one SEAL to our local Veterans organizations that need transportation in the 32nd annual Veterans Day Parade on Saturday, November 10th. This year we have the honor of transporting on our Trolleys the local chapters of the following Veterans organizations: Distinguished Flying Cross Society, the American Ex-POWs, the Military Order of the Purple Heart, San Diego Honor Flight, the Mount Soledad Memorial Association and the SEAL will be carrying the Vietnam Unit Memorial Monument Fund. We are honored to be the preferred company that these amazing organizations select to transport these heroes. The theme for this year’s parade is “Lift Your Voice for Veterans” and OTT is proud to be a (small) part of this time-honored tradition.

SEAL Captains, First Mates, and Coast Guard staff review material together in the briefing area.

Coast guard officers and staff come face-to-face with our hydra-terras.

OLD TOWN MARKET – MIKE LEBOLD
Sebastian Baggioli, Old Town Market Operations Leasing Manager

Mike Lebold has been working with the Old Town Trolley and the Old Town Market for over 12 years. He has been active at the Old Town Market creating various murals and accents throughout the property. With the Trolleys, he painted and helped design the artwork for the original Beach Trolley and has been the man behind the playful and fun seals on the side of our SEAL Tour hydra-terras. We are fortunate to have Mike’s creative and artistic talents, but also his friendship and warm smile. He and his pup, Twinkle, are a welcome sight to us all. We appreciate and thank you Mike for all the time, effort and wonderful memories you have given us and our guests!

WWII Veterans enjoyed waving to the parade crowds from the comfort of a trolley.

Panda participants.remembered the waving of the flag on Iwo Jima from WWII.

Supporters of the ‘Keep the Spirit of 45 Alive’ movement honor the legacy of WWII veterans.

Mike Lebold in front of Ghost & Gravestones vehicle

The Vietnam Unit Memorial Monument Fund rode in style atop a SEAL hydra-terras.

DIESEL TANK PROJECT COMPLETION

Our long awaited SEAL diesel tank project finally comes to completion.

Old Town Trolley Tours of San Diego lost a great friend with the passing of Greg McPartlin in early November. Greg was a Vietnam-era Navy Corpsman on SEAL Team One, veteran with three tours of duty, successful Coronado businessman, former Coronado Chamber of Commerce President and a tremendous Old Town Trolley supporter. He was well known for his incredibly successful and locally popular restaurant, Mc P’s Irish Pub, where the motto was “Kids and dogs welcomed, Adults tolerated.”

“It was always my dream to create a restaurant where my SEAL Team friends could feel comfortable - someplace the community could also enjoy as their own,” said McPartlin. Greg was a huge advocate for Old Town Trolley Tours of San Diego, helping to establish our Coronado stop on Orange Avenue right in front of Mc P’s Irish Pub. In addition to his love for family and friends, he will be fondly remembered for his contributions to our nation, the city of Coronado, and our entire OTTSD community.

Rest easy, Greg.
OLD TOWN TROLLEY TOURS of SAN DIEGO

FAMILIES ENJOY “KIDS FREE OCTOBER”

David Thornton, General Manager

During the entire month of October, families with children enjoyed special deals at more than a hundred San Diego hotels, restaurants, attractions, museums and tour companies during “Kids Free San Diego” Month. Providing families an opportunity to save during budget-conscious times, “Kids Free San Diego” Month offers a variety of “kids free” incentives, ranging from complimentary meals, attraction admission, hotels and Amtrak rides and much more. Old Town Trolley and SEAL Tours also included kids ride free all during the month of October.

Consistently rated one of the top family destinations in North America, San Diego is home to world-class family attractions, abundant arts and culture, family fun eateries and hotels and popular activities like surfing, whale watching and golf. As the summer beach crowds diminish, visitors to San Diego in October can relish in the region’s sunny weather and warm temperatures and enjoy a number of fun-filled fall activities.

CAST TAKE ON THE MARINE CORPS RECRUIT BOOT CAMP CHALLENGE

David Thornton, General Manager

The three-mile run is part obstacle course, featuring the very same physical challenges that Marines Corps Recruits encounter during their training. Participants face more than 48 obstacles, including tunnel crawls, log hurdles, six-foot walls, trenches, cargo net walls and push up stations throughout the race. USMC Drill Instructors will be at each station to make sure you’ve completed your obstacles. Proceeds from the event will go to the Quality of Life Programs for Marines and sailors aboard MCRD San Diego.

GHOSTS & GRAVESTONES TOUR... A HIT IN OCTOBER

Harold Duster-Henson, Head Conductor

The month of October was an excellent time for the Ghosts & Gravestones Tours here in always sunny San Diego! We were consistently busy every night of the week and our Charter Department contributed to the ghostly fun with lots of private groups taking the Tour.

Our newest addition to the Ghost & Gravestones Tours are cruise ships! Yes, the Shore Excursion Managers have included our tours in their ships’ Shore Excursion itineraries! It’s a little difficult to imagine, but our visiting cruisers started signing up more and more for daytime ghost tours!

There were also the (un)usual paranormal experiences at night, such as the little girl who felt her sister poking her in the back (her sister was not there)! There was a senior group that chartered the Ghost Trolley for a fun filled night of ghoulish activity.

Onboard the Trolley, there were two service dogs in training; the problem was one of the service dogs kept walking in circles and would not get off the Trolley! Happy Haunting to all our HTA Family!

F AMILIES ENJOY “KIDS FREE OCTOBER”

David Thornton, General Manager

During the entire month of October, families with children enjoyed special deals at more than a hundred San Diego hotels, restaurants, attractions, museums and tour companies during “Kids Free San Diego” Month. Providing families an opportunity to save during budget-conscious times, “Kids Free San Diego” Month offers a variety of “kids free” incentives, ranging from complimentary meals, attraction admission, hotels and Amtrak rides and much more. Old Town Trolley and SEAL Tours also included kids ride free all during the month of October.

Consistently rated one of the top family destinations in North America, San Diego is home to world-class family attractions, abundant arts and culture, family fun eateries and hotels and popular activities like surfing, whale watching and golf. As the summer beach crowds diminish, visitors to San Diego in October can relish in the region’s sunny weather and warm temperatures and enjoy a number of fun-filled fall activities.

CAST TAKE ON THE MARINE CORPS RECRUIT BOOT CAMP CHALLENGE

David Thornton, General Manager

The three-mile run is part obstacle course, featuring the very same physical challenges that Marines Corps Recruits encounter during their training. Participants face more than 48 obstacles, including tunnel crawls, log hurdles, six-foot walls, trenches, cargo net walls and push up stations throughout the race. USMC Drill Instructors will be at each station to make sure you’ve completed your obstacles. Proceeds from the event will go to the Quality of Life Programs for Marines and sailors aboard MCRD San Diego.

GHOSTS & GRAVESTONES TOUR... A HIT IN OCTOBER

Harold Duster-Henson, Head Conductor

The month of October was an excellent time for the Ghosts & Gravestones Tours here in always sunny San Diego! We were consistently busy every night of the week and our Charter Department contributed to the ghostly fun with lots of private groups taking the Tour.

Our newest addition to the Ghost & Gravestones Tours are cruise ships! Yes, the Shore Excursion Managers have included our tours in their ships’ Shore Excursion itineraries! It’s a little difficult to imagine, but our visiting cruisers started signing up more and more for daytime ghost tours!

There were also the (un)usual paranormal experiences at night, such as the little girl who felt her sister poking her in the back (her sister was not there)! There was a senior group that chartered the Ghost Trolley for a fun filled night of ghoulish activity.

Onboard the Trolley, there were two service dogs in training; the problem was one of the service dogs kept walking in circles and would not get off the Trolley! Happy Haunting to all our HTA Family!
We all screamed out Happy Halloween at the start of October as we knew our friends in the Ghosts & Gravestones Department had spent much of the summer preparing for this special holiday season. Bruce Smith and the Maintenance Department are working really hard to convert some of San Diego’s Victorian Trolleys into more Ghosts & Gravestones vehicles. We know David Thornton is glad to ship his old trolleys east! We love them. Keep them coming. Our goal is to have a fleet of 9 Black Ghost Trolleys so we can run a combined 21 tours on busy nights between our Ghosts and Gravestones and Ghost Town Trolley Tours.

Our daytime conductors are enjoying the cooler weather that Fall brings. After an incredibly hot summer, the temperatures have dropped significantly. Mind you I still seem to be sweating when I am out and about so I guess the humidity is still there. You gotta love the South!

Rock and Roll Marathon was also back in town and we were able to work closely with Ironman Group to fulfill all their shuttle needs. Numbers were down on last year but I hear they are planning big things for Savannah in the future. Well done to all our conductors and support staff for their hard work.

We were also pleased to recruit Scott Lookley from the conductor ranks to the Vendor Department. Scott has a strong sales background and I am expecting big things from him once he settles in.

CITY SCOOP

GARRY PATRICK, General Manager

As we rolled into September, we were looking for a monster of a month. We started out with huge gains over September 2017. Then came Hurricane Florence. Although we were spared a direct impact, Savannah was in the cone long enough that guest stayed away. Not to mention the devastation to the north of us, some guests just plain could not get here. We finished ok, but not where we wanted. We went into October with high hopes, but Hurricane Michael came up from the Gulf. Luckily it continued to drift to the west, again we were spared. Michael also had some impact on our overall totals, but from both of these storms, things could have been much worse. We are certainly thankful for that.

Our CAST was beginning to believe summer would never end, we had over 90 consecutive days over 90 degrees. With the Savannah humidity, it was starting to wear on us. We finally saw some fall like weather as we came to the end of October, I know our CAST will be looking forward to some really nice days out there moving forward.

As always I would like to congratulate all our CAST for making it through another summer season in Savannah!

Our “not so busy season” begins in November as we prepare for the Rock & Roll Marathon. We will have some 10,000 to 15,000 runners in town. We are looking for many of them to take advantage of the “Show us your Bib” program, where a participant can take advantage of a buy one get one.

Congratulations to our August Sales Rep of the Month Morgan Brooks and our September Sales Rep of the Month T Floyd. Well done!!

What a great couple of months we have had! October, of course, is a banner month every year for Ghosts & Gravestones and this year was no different! We were consistently busy throughout the month, and broke some of our personal records in ridership! Halloween is such fun for all of us Ghosts, and our guides dress in their Halloween finest! We had pirates and ghouls and even Mae West giving tours that night! We also had a great time at the October CAST meeting showing off our costume skills!
Nothing but bubbles and toasts here at the APM. Into the time period. Gangster Fashion? How about a Brown Derby various spots around the museum that tie the tasty drinks directly Prohibition Era cocktails in the speakeasy by placing placards in gallery. We are also working on helping to promote our awesome Museum through the stations that will be installed, one in each guest will have the opportunity to fully experience the Prohibition We are hoping that German, French, Spanish, and Chinese speaking guests will have the opportunity to fully experience the Prohibition Museum through the stations that will be installed, one in each gallery. We are also working on helping to promote our awesome Prohibition Era cocktails in the speakeasy by placing placards in various spots around the museum that tie the tasty drinks directly into the time period. Gangster Fashion? How about a Brown Derby cocktails? A smashed-up bar by Carrie Nation? The Sazerac steps into Nothing but bubbles and toasts here at the APM.

VENDOR SPOTLIGHT

Jennie Linares, Guest Service Manager, Fairfield Inn & Suites, Savannah South

My name is Jennie Linares Guest Service Manager, I have been employed with the Fairfield Inn & Suites Savannah I 95 South since 2005.

in the 11 years out of the thirteen that I have been working at the hotel I have had the pleasure to build a great working relationship with Old Town Trolley and with Robert Hunter (AKA) Colonel. It has truly been my pleasure to get to know him. He is a gentle soul and always has a smile on his face each time he visits the hotel. During the holidays he always spoils us with the delicious goodies and is always dressed to match what holiday it may be which brings us into the spirit even more. It has truly been a pleasure to have this relationship with Colonel and I am looking forward to many more years.

I have loved being a part of selling the tickets to our guests on behalf of Old Town Trolley because I truly believe they are a great company and having been on the tour myself I feel very confident in selling the tickets because I know the guests will be taken care of. I feel like I'm part of the Old Town Trolley family. I love hearing our guests rave about their experience when they return to the hotel from their tour. Some of the comments I receive are, we loved our tour guide they were so informative and I did not know Savannah had such a deep rich history. That's just a few things and others talk about how professional and friendly the staff from Old Town Trolley are this is why I highly recommend Old Town Trolley for all our guests' tour needs because I know they're going to take back with them the best Savannah History has to offer and Old Town Trolley is the best way to go.

GABRIELLE HEINTZELMAN
Assistant Museum Director, American Prohibition Museum

Hi everyone! My name is Gabrielle Heintzelman. I am the new Assistant Museum Director at the American Prohibition Museum. I moved to the Savannah area in April of this year with my husband, Blake, and our two cats, Nemo and Cleo. We are a military family, so we have moved around quite a bit, but, most recently, we were at Fort Sill in Oklahoma. Before that, we were in Nashville, Tennessee for about five years. Nashville has been our favorite so far, but Savannah is quickly becoming our number one choice. I am originally from Montreal, Quebec. As much as I like to claim that I am Canadian, I moved to Kingsport, Tennessee when I was about three years old, so it barely counts. I moved to Orlando, Florida when I was twenty to work for Walt Disney World. I was a participant in the Disney College Program, and I worked as a concierge for Disney's Art of Animation Resort. Disney is still one of my favorite places to visit when I have some time off! After my program, I moved back to Tennessee and graduated from Tennessee State University with a Bachelor's Degree in Political Science. In my free time, I love to explore the city, love walking around the beautiful squares and just taking everything in! I am also an avid hockey fan (GO PREDS!), and I try to keep up with it as closely as I can.

I am extremely grateful for this opportunity with Historic Tours of America at the American Prohibition Museum. It is truly an amazing place to work, and I am able to learn something new every single day. I cannot wait to see what the future has in store for the museum, and I am honored to be able to grow along with it!

GABRIELLE'S FUN FACTS

The historical figure I most identify with is Walt Disney. I love his sense of wonder and that he wanted everything to have a sense of show. He wanted people to get lost in his creations. I admire his want of always looking towards the future and how to continuously amaze people with new technologies and experiences.

I most value honesty and trustworthiness in my friends. Friends need to be able to discuss certain subjects openly and honestly with each other with the knowledge that the topic will not leave the space.

My greatest fear is the dark! I DO NOT like dark spaces and not knowing what is behind me!

The living person I most admire is my little brother Nico. Nico is autistic, but you would not have any idea unless you sat and spoke with him for a while. He lives on his own and has a full-time job. He reminds me every single day that it does not matter what obstacle lies ahead of you or within you, you can accomplish anything you set your mind to.

If I had to eat one thing for the rest of my life it would be tacos all the time if I could! It is a once per week dinner in my household.

GHOSTS & GRAVESTONES

Celebrating Charlie! The BIG 50

GHOSTS & GRAVESTONES interior

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HUMAN RESOURCES
Renee Mercer, HR Manager

Our 2nd Annual ScaFunGer Hunt has come to a close and, after utilizing some of the feedback from last year’s event, it was a success! Those who participated felt it was better than the previous year and I thank the 2017 suggestions of participating CASTmembers for that; so THANK YOU! CASTmembers found their way around our gorgeous and spacious Historic District as well as Bonaventure Cemetery (a little further out) to find small clues and take fun photos. This year our top 5 performers were Travis Spangenberg (Prohibition Museum Actor Supervisor), Jacqueline Kelly (Lead Conductor), Edie Chancey (Conductor), Shirley Robinson (Conductor), and Janin Marie Irby (Groups and Charters Coordinator). Take a moment to check out some of the fun photo submissions. In addition to those previously listed, making cameos are Phil Grainey (Conductor), Bobbie Renee Lewis (Vendor Rep), April Jackson (HR Admin), Vicky Dopson (AP/AR Clerk), Kelly Jones (Admin), Stephanie Courtney (Director of First Impressions), Peri Brown (Conductor), Ashlee Farris (Admin), Lee Warren (Concierge), Heather Owens (Ghost Host), and Justin Kent (G&G Program Manager) with his son, Logan and shiny new fiancé, Valerie! Take a moment to check out some of the fun photo submissions.

HALLOWEEN COOKIE PROGRAM
BY BOBBIE RENEE LEWIS,
VENDOR REPRESENTATIVE

INGREDIENTS
• 1 (8 pound) bone in ham, mesh removed, rinsed and pat dry
• 1/4 cup maple syrup
• 1/4 cup dijon mustard
• 1 cup brown sugar
• 2 tablespoons bourbon (or 2 teaspoons vanilla extract)
• 1 cup crushed gingersnap cookies

DIRECTIONS
1. Score the ham by spiraling around it with a knife from top to bottom rotating as you go and then repeat in the other direction forming diamonds with a crisscross pattern about 1 inch apart.
2. Place the ham in a baking dish, insert a meat thermometer, cover in foil and bake in a preheated 250F/130C oven until the temperature reaches 130F, about 2-4 hours depending on the size of the ham.
3. Remove the diamonds with tongs, dab dry with paper towels, brush on the maple syrup followed by the mustard, sprinkle on brown sugar, spritz on the bourbon and press on the gingersnap crumbs.
4. Insert the meat thermometer and bake in a preheated 350F/180C oven until the ham reaches 140F, about 30-60 minutes depending on the size, before letting it rest for 30 minutes and carving it.

BOURBON GINGERSNAP CRUSTED HAM

FACEBOOK.COM/SAVANNAHTROLLEY
TWITTER.COM/SAVANNAHTROLLEY
INSTAGRAM.COM/OLDTOWNTROLLEY
In September we held our Old Jail Rededication. The Old Jail dates back to 1891 when it operated as the St Johns County jail until 1953. At that time, it became a tourist attraction. The Old Jail held up to the weather over the years until Hurricanes Matthew and Irma came through in 2016 and 2017 respectively. The back to back hurricanes were too much for the aging jail and it sustained damage that had to immediately be addressed. Renovations were extensive! Over a million dollars and one year later, the Old Jail was back to original and better than ever. It was a major undertaking to insure the Old Jail was renovated to look just as it did when it was first built. To celebrate the Old Jail’s re-opening, we held a Rededication ceremony and invited many dignitaries from around St Johns County who have helped support us throughout the years.

We ended the rededication with a gluten free birthday cake for our President Ed Swift, III.
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

ANNIVERSARY PARTY
Jeanne Coyne, Assistant to the General Manager

Old Town celebrated its 17th Anniversary in November. The party was held in front of the Old Jail in a Block Party style event. We hired an incredible band, 5:00 O’clock Shadow. They were awesome and everyone loved them! The Vernardos Circus was also on hand to perform a few of their acts to give the city a taste of what they’ll be bringing when their show comes to town in December. New this year we hired casino tables – blackjack, craps, roulette and the money wheel. That was a huge hit as everyone was enjoying a little pretend gamble with fake money. It was a tremendous success and loads of fun! We want to personally thank our sponsors who helped make this event a success: San Sebastian Winery, St Augustine Distillery, Ancient City Brewery, Coca-Cola, Spice and Tea Exchange, Lurvin O-Van, Matt Magazine, Colonial Quarter, and Hybrid.

JAILBREAK 5K
Jeanne Coyne, Assistant to the General Manager

Our 3rd annual Jailbreak 5k was held on October 27th. Each year our attendance at our annual 5k grows! We have a cool new medal that was given to the runners who finished the race and it was designed by our own Kristi Labenne. We also had the BMX Trickstars on hand to entertain while we waited for the runners to return. Kids could trick-or-treat at the various stations around the Old Jail property. And of course, what is Halloween without a costume contest. Children and adults showed up in their best costumes. It was a great day and a successful 5k that benefits Velo Fest. Thanks to Heather Neville for all of her hard work putting on the 5k each year.

NOL FAST TRACK PASS
Jeanne Coyne, Assistant to the General Manager

This year will mark the 25th anniversary of the Nights of Lights in St Augustine. To mark this wonderful occasion, Old Town Trolley is now offering Fast Track Passes. It has been met with great success. The comments continue to come in by guests who love the Pass that is allowing them to get to the front of the line faster. This has been our smoothest running year and it’s mostly due to the Fast Track Passes.

SONGWRITERS FESTIVAL
Jeanne Coyne, Assistant to the General Manager

October was a busy month with many festivals and events. One of the festivals Historic Tours of America was a sponsor of was the Songwriters Festival. This was the second year for the festival and was kicked off with a spectacular VIP event held at the San Sebastian Winery. Guests were entertained by famous songwriters who also played a selection of their own songs. We are happy to see this new festival quickly becoming a favorite of many in town.

HALLOWEEN COOKIE PROGRAM

Vendor Representative Melissa Mezick and Dave Chatterton dressed for today’s Halloween “Cookie” Program. Some people said that they looked INCREDIBLE!

CELEBRATION OF LIGHTS FUNDRAISER
Jeanne Coyne, Assistant to the General Manager

Celebration of Lights Fundraiser for Home Again St. Johns. HTA was once again this year’s Title Sponsor. All proceeds go to support Home Again St. Johns - serving the needs of area homeless.

GATOR BOB’S GETS NEW OVERALLS

Conductor Kyle Dumpson
Supporting Vic Cafarelli
Historyteller Beverly Montgomery
Sales Pam Reed
Pickle Jaciel Doshier
Ghosts & Gravestones Marilyn McNair
Essential Guide book

OF THE MONTHS SEPTEMBER
Robert Mickey
Mark Little
Kristi Labenne
Amber Oakes
Suzanne Brady
Pam Reed
Mark Little
Suzanne Brady
Amber Oakes
Pam Reed
Marilyn McNair

OF THE MONTHS OCTOBER
Kyle Dumpson
Vic Cafarelli
Jeff King
Beverly Montgomery
Debbie Howard
Daniel Anderson
Jaciel Doshier
Doris Lagasse

26 The Nation’s Storyteller Fall 2018 27
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

DIANA DORETHY
OTT Manager in Training

I was born and raised in the cornfields of Central Illinois, graduated from the University of Illinois, Urbana-Champaign with a major in Japanese and started my adventure! Since then I have been traveling around the country and for a time, lived internationally in Japan. I have worked as a maid, waitress, and dinner theater performer, sometimes all within the same week! I have taught English and Japanese, proofread for a physics journal in Japan, performed in an Opera at NHK Hall as well as taught the Rockette Workshops at Radio City Music Hall in New York City.

For the last 5 years I have been criss-crossing the country living my dreams by inspiring others and bringing families together with music and laughter through the magic of Circus. I have done a little bit of everything from creating and running the concessions and merchandise operations to choreographing and performing in the show, all the while ticketing, seating, and hauling everything from location to location. I have learned what grey water is and I now know the hot holding temperatures for hotdogs. I have also become intimately familiar with fishnets and false eyelashes as well as permits, DOT numbers and sleeping at rest stops in an RV that is your home.

I love staying active and always seek out adventure and the company of friends. I am excited to see where the next chapter takes me. Never stop dreaming!

OLD CITY SOUVENIRS
Melissa Mezick, Vendor Rep.

Jacob, the owner of OLD CITY SOUVENIRS, along with his manager, Amy and her staff have been selling Old Town Trolley tickets at this location and other locations for well over 14 years! When you are travelling to St Augustine, stop in to see the most unique souvenirs in clothing and knick-knacks, along with any sundry items you may have forgotten to pack. But the biggest item they sell is the T-Shirt Screen Printing; choose from hundreds of different patterns. They are located at 115 St. George Street.

Thank you OLD CITY SOUVENIRS, for your loyalty over the years. Our relationship just keeps on growing and is one that I am ever so grateful for.

HALLOWEEN FUN PHOTOS

CAPTURED AT JAIL BREAK 5K
Jail Break attempt to learn from St. Augustine's cherished as SE Knox.

DIRECTIONS
1. Soak ribs overnight in a cup of organic Apple Cider Vinegar in a sizable container so ribs can lay flat. Add water so that it covers ribs and place in fridge.
2. Rinse off and dab dry.
3. Mix dry ingredients to create a rub: paprika, onion & garlic powder, ground pepper and kosher salt and rub liberally all over ribs.
4. Preferably grill ribs without foil over a slow charcoal burn for an hour, flipping the ribs occasionally, or bake in oven at 350 degrees wrapped in heavy foil.
5. Once thoroughly cooked (40 minutes or so; or eyeball it until done) mix your favorite BBQ sauce with 2 to 3 tablespoons of Popz’ Sweet & Hot Datil Pepper Sauce or depending on desired “heat”; please taste as you add the “heat”.

Note: For chicken: butterfly a whole chicken by separating at the breasts. Eliminate the cider but add a 1/4 of a cup of kosher salt to water for an hour or two. Repeat the same above cooking instructions. Recipe by Lena Annette Lester & Noble Lee Lester, G&G Manager.

You can purchase Datil Sauce in Gator Bob’s store.

POZP’ SWEET & HOT DATIL PEPPER SAUCE RIB RECIPE

INGREDIENTS
• 4 to 6 lbs of ribs
• One tablespoon of paprika
• One tablespoon of onion powder
• One tablespoon of garlic powder
• ½ tablespoon of organic pepper
• Two teaspoons of kosher salt
• 1 cup of Organic Apple Cider Vinegar
• 16 oz of your FAVORITE BBQ sauce
• One 5oz bottle of Popz’ Sweet & Hot Datil Pepper Sauce

Jail Break 5K best costume takes the prize.
Jail Break 5K best costume contest.

Jail Incredible
Jail Break 5K
WASHINGTON, DC

5 REASONS WHY I LOVE MY JOB!
Eric Whitehead, Operations Manager

1. I love the people that I work with. Plain and simple. There are some really honest, good hearted, hardworking CASTmembers here at OTT DC.

2. Being a professional DJ for the past 30 plus years (shameless plug), I love to make people happy by making them dance and have fun but since there is no standing (or dancing) on the trolley, I love to make our guests happy. Whether it’s storytelling, sliding in a super funny line in my narration or solving an issue that they may have had during the course of their tour.

3. I love the fact that I have the opportunity to ensure that every guest, every day, every tour, has an exceptionally positive experience – so great they want to tell stories about it!

4. I love having the opportunity to LEAD. This gives me the unique opportunity to inspire, motivate, embrace and embark future LEADagers from being “Good to Great”.

5. I love my job because every day is different. All within the same day, my job can be fun challenging, rewarding, frustrating, amusing, entertaining and enjoyable. And that’s all before lunch. How about yours?

WASHINGTON, DC CAST

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The uniqueness of this particular Bible was in its use and its editing. It was used to teach enslaved Africans how to read while simultaneously introducing them to Christianity. The book is referenced to as the Slave Bible, and unlike other missionary Bibles, leaves out passages that the users felt may have led to revolts and uprisings. The typical King James has 66 books; the Slave Bible only has all or parts of about 14 books of the Old Testament. The Exodus story – omitted because it may have inspired hope for liberations. The New Testament is also heavily redacted and leaves out references to Revelation, the new Kingdom, and new world. The book highlights themes of being submissive and obeying one's masters.

History is constantly made in Washington D.C. as lawmakers, justices, and presidents change the course of history with the stroke of a pen. That history is a mixture of triumphs and failings, and this book is a glimpse into a past that our country has struggled with mightily to understand and overcome, but a story is there to be told if we are willing to tell it.

NOT YOUR AVERAGE TROLLEY STORY

Alexander Houck, Safety Officer

Safety, history, and trolleys don’t always come together in the most obvious ways, but ahead of the 2018 World Series between the Boston Red Sox and LA Dodgers, I did a little research on the teams, and, befitting the Fall Classic and time of year, it gets a little spooky. Congratulations to our HTA family in Boston celebrating the win!

The 1916 World Series wrapped up on October 12th with the Boston Red Sox defeating the Brooklyn Robins 4 games to 1. This was the penultimate title before the “Curse of the Bambino” struck following the win in 1918, just before the end of WWI. The “Robins” moniker for Brooklyn was one of several nicknames the city’s baseball team and media used interchangeably including: Atlantic, Grays, Bridegrooms, Superbas, and Trolley Dodgers. That’s right, the forerunner to the modern-day LA Dodgers were the Brooklyn Robins aka Trolley Dodgers. The team earned the nickname after the city of Brooklyn began replacing the slow-moving, horse-drawn trolley lines with faster, electric lines beginning in 1892. By the end of 1895, electric trolley accidents had resulted in more than 130 deaths and over 500 maimings of people who were struck while trying to play real-life “Frogger” cementing the association between Brooklyn and trolley dodging. The name Dodgers didn’t actually show up on a uniform until the 1932 season.

Less than a month after the Red Sox won the Series and only six days after the sale of the team to a pair of Broadway theatre owners, another big event happened on November 7th: Woodrow Wilson, who would lead the country through WWI, was re-elected as President of the United States. As the DC Safety Officer, I’d be remiss if I didn’t make this article entirely about Boston. Fun fact: President Wilson is the only POTUS buried within the city lines of Washington, D.C. He is interred at the National Cathedral. Had the tradition of sport-champion visiting the White House been as common back then, President Wilson would have shaken hands with The Babe all three times he won the Series with the Red Sox. That “tradition” dates back to August 30, 1865 when President Andrew Johnson welcomed the Brooklyn Atlantics and Washington Nationals amateur baseball clubs. So what does the President and World Series have to do with trolleys?

Amid the hustle and bustle of election night and people heading home from work in Boston, a tragedy was unfolding. At S:33 PM on November 7, 1916, trolley #393, packed with around 60 factory workers, began its run that would end with the vehicle failing to obey a small stop lamp at Melcher Street and plummeting into the Fort Point Channel. The lamp was meant to warn the trolley operator that the Summer Street Bridge was in the middle of opening to allow a ship to pass, and too late the conductor saw that the bridge was open. Forty-six souls were lost in what was the deadliest disaster in Boston for nearly 30 years. Many say the reason the conductor didn’t see the lamp was because it was hung after the accident and appeared unsighted in photos though it should have been destroyed based on its location. Two cities, playing against each other in 2018, connected by trolleys and tragedy.

Does Boston beating Brooklyn or Wilson winning re-election affect one another? Not really and it’s likely just coincidences, but all of the Safety Officers in all seven cities are tasked with preventing accidents. Continually remind people to avoid distractions and pay attention to their surroundings. We can’t go back and say if anything could have been done to avoid the bridge disaster. Was the lamp illuminated and hanging where it was supposed to be? Was the conductor distracted by a trolley full of people talking about Wilson and the Red Sox? We’ll never know the answers to those questions, but we can do our best to keep history from repeating itself. Even when good things happen in our cities – Boston World Series and DC Stanley Cup champions – we still have a job to do and only want our trolleys to make great memories for our guests.
Welcome Center have 3 yearly periods: High season – March to August, Slow season January and February. The Washington Welcome Center does not stand alone, we are outside vendors have created a formula for success.

The variety of merchandise sold at the Washington Welcome Center far exceeds that of any gift shop in DC. A combined mix of local and outside vendors have created a formula for success. Lisa Chubbuck, the store's buyer, has successfully brought products in from out of the DC area which gives the store uniqueness in comparison to other stores in the region. Lisa's insight of combining patriotic as well as political merchandise has given the store "fire" which brings about repeat business, especially with the international customer. Patriotic items such as the Red White and Blue football can not be found in any other gift shop. Political merchandise is always a hot seller, after all this is Washington DC.

The location of the Welcome Center sits between two historic land marks, the Ford's Theatre and the J. Edgar Hoover FBI building. These building help us sell both Lincoln and FBI merchandise. The hottest selling Lincoln souvenir is a gray tee shirt with a quote from Lincoln saying, "A house divided against itself cannot stand." In FBI merchandise we sell a host of shot glasses, mugs, caps, ties and sweatshirts. There has been an increase in FBI sales since the FBI building has started giving tours again.

Retail in DC is "cut throat" with vendors constantly stealing designs and undercutting each other in pricing. When the Welcome Center opened 14 years ago, the competition on the block used to have dump bins and undercutting each other in pricing. When the Welcome Center opened 14 years ago, the competition on the block used to have dump bins and undercutting each other in pricing. When the Welcome Center

The overhead and cost of running this store is high, especially with 17 employees, 10 of them being full-time, is extremely high. Sales are what keep this and any other store afloat. As stated in the book, "Over the Counter" written by Ed Swift, "Owners or managers would be fools not to reward sales, knowing this is the lifetime of the business." Sales at the Welcome Center have 3 yearly periods: High season - March to August, Good season - September to December, and Slow season January and February. The Washington Welcome Center does not stand alone, we are part of a team of stores in Historic Tours headed by Nelson Nodal and Tropical Shell and Gift.
Summer has ended and it has been another exciting season in Washington, DC. We have come on strong in 2018 and the results have paid off. Sales are up over 2017 and this year’s contest in August and September kept us in the game. Our competition has a contest every year and we wanted to make sure to give them a run for their money. We wanted to make it a well-rounded contest and have something for everyone. OTT challenged our vendors to compete for highest sales, most 2-Day tickets, most Night and Duck tours and even pushed them to increase their third-party sales. Our vendors really came to appreciate and understand what Trusted Tours has to offer.

Sean Wallace, Director of Sales

The Luis I knew for only a brief period was a warm and generous man. You could tell by the number of people who attended his memorial service that he was loved and appreciated by everyone in the community. He was working at the Rosewood in Georgetown at that time. He talked to me about the DC hospitality industry and the fact that he had worked with Old Town Trolley when he had been a concierge at other locations and even to a current extent the Rosewood. Luis gave me a tour of the hotel and we bonded over him having cancer and I relayed that my mother had as well.

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Sean and Andy - Highest Week and Night Tour Sales

Sean and Yvette - Highest Group Sales

Cynthia and Elizabeth - Group Sales

Sean and Maddison - Overall Increased Sales

Sean and Ali - Highest Night Sales for 2 Months

Sean and Patrick - Most 3rd Party Items Sold

Sean and Lynn - Most 2 Day Tickets

My favorite vacation spot is the Caribbean! I love the Caribbean! I’ve spent weeks in Panama, Barbados, Jamaica, Mexico, Aruba and Bahamas.

On my Bucket-list are to Visit all 50 states, currently I’m at 35 states visited. Going to visit Europe in 2019, and want to go to top of Eiffel Tower (to conquer my fear of heights).

My greatest fear is a tie between a fear of heights and a fear of rodents.

My most treasured possession is my family. I am very close to my sister, son and his family.

I would like to take a moment to honor one of the many concierges who became my friend over the last 3 years. Luis Colmenares was one of the first people I came into contact with as I was making my rounds and introducing myself to the community. He was working at the Rosewood in Georgetown at that time. He talked to me about the DC hospitality industry and the fact that he had worked with Old Town Trolley when he had been a concierge at other locations and even to a current extent the Rosewood. Luis gave me a tour of the hotel and we bonded over him having cancer and I relayed that my mother had as well.

We would see each other at WACA events and chat, he was always outgoing and vivacious. It was shortly after we met that he moved to Baltimore to open the Sagamore Pendry. Time moves quickly and I only saw him once at the hotel after it opened, but every so often he was back in DC for WACA meetings. Luis moved back to DC shortly afterwards and worked at the Jefferson. It was then I learned that his cancer had returned.

The Luis I knew for only a brief period was a warm and generous man. You could tell by the number of people who attended his memorial service that he was loved and appreciated by everyone in the community. I wish there had been more of an opportunity to get to know him, but I appreciate the time we had.

Sean and Ash - Overall Highest Sales for 2 Months

Cynthia and Elizabeth - Group Sales

Sean and Maddison - Overall Increased Sales

Sean and Lynne - Most 2 Day Tickets

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The CAST of Washington, DC
Andrew Mirken brings a breath of fresh air to OTT Boston

ANDREW MIRKEN
Manager Trainer

Andrew was born in Durham, NC, then moved to Columbus, Ohio for 13 years and then moved to Newton, MA. He now lives in Millis, MA with his two sons, wife Kelly and a dog named Dunkin. His two sons, Spencer and Austin, who are 16 and 13 years old, love basketball as much as their father does and are actively involved in sports. Andrew’s wife Kelly was the Captain of the Women’s basketball Team at Northeastern.

Andrew is great at managing people and even better at coaching them. He has coached high school and college basketball for 30 years. He has placed over 100 kids in college and has achieved three League Championships. In 2011 he became CEO and a founder of a Boston Celts Shamrock Foundation non-profit organization, called thePointFoundation, dedicated to working with inner city boys ages 10-16. He helped these young men by using the power of sports to educate, motivate, and empower. ThePointFoundation started with 15 young men and when he left, they had over 2500 Boston Public School kids. Andrew made sure that they received support from 10-16. He helped these young men by using the power of sports to educate, motivate, and empower. ThePointFoundation started with 15 young men and when he left, they had over 2500 Boston Public School kids. Andrew made sure that they received support.

Before coming on board to the Old Town Trolley of Boston, Andrew was the Regional Director at TCC, Verizon Wireless Authorize retailer. He effectively managed a team of 60 sales people and 12 managers throughout MA. Andrew brought his coaching experience, fun personality and a great attitude to the region. It resulted in increasing YOY numbers, employee participation and creating a culture where people wanted to win and have fun doing it. He also continued to work with many local non-profit organizations, where he raised over $8,000 and gave more than 2000 backpacks to the community.

As a new General Manager at Old Town Trolley, Andrew is excited to help grow the business and create a family like culture, where people are eager to come to work and take pride in their astonishing results.

Welcome Andrew!

October and November

October and November have lots of special things going on. Cruise Ship Season was booming and is finally wrapping up now in November. I went to a special event at the Ancient and Honorable Artillery Co. They are the oldest military company in the US and third oldest in the world. They date back to 1638 and their members have fought in every war that the colonies and the United States have been in.

Zombies had invaded the office and they went out as part of the vendor cookie program but before they left they had fun tormenting Jerry Miller.

It is fall and of course we had some beautiful colors up here in Boston and a few rainbows thrown in as well. We had a movie filmed across from the office and around Boston.

October also celebrated the 258th anniversary of the British coming to Boston as an occupying army. A reenactment had them “Marching with Insolent Parade up King’s St.” That is a quote from Paul Revere.

We wrapped up the month with Halloween and celebrated with some of the CAST in costumes for the day. Julie Crowe was dethroned as the winner this year though her Rosie the Riveter outfit was great. Gene “Bunker” Dumas as Premiere Herman won this year. Also on October 31 we celebrated with the Boston Red Sox in Boston as they rode the Duck boats and showed off the World Series Trophy. Kristen Cassidy Sales Rep and I had a great view from the Trolley Stop Store.

Welcome Andrew!
Swampscott Turkeys!

Mrs. Professor, Vinnie (the Japanese Fighting Fish) and all 50 of the holidays as much as those 50 turkeys will…..From, The Professor, whatever and whenever it is. Stay safe and healthy and enjoy the up. Several of the turkeys were almost a dogs Thanksgiving dinner. Noisy, aggressive guys they are… and they like to roost on my neighbors’ roofs, my fence and others; basically anything that is off the ground so they can take a nap in safety. The other morning, just shortly after 5 (very shortly!) I was leaving the house to take the Mighty Finn and Simon the Wonder Mutt for their morning constitutional; opened the back door and was met by at least 50 turkeys, all over the yard, on fences, doghouses, bird feeders, on my roof….and all very quiet….until they saw Finn and he saw them. Finn weighs in at about 160# so speed off the line is not his thing. However once he gets that 160# rolling, Jessi Owens couldn’t keep up. Several of the turkeys were almost a dogs Thanksgiving dinner. However, it wasn’t Finn’s day. They made it to the fence, out of the yard, up to the little one. Stay safe and healthy and enjoy the holidays as much as those 50 turkeys will…From, The Professor, Mrs. Professor, Vinnie (the Japanese Fighting Fish) and all 50 of the Swampscott Turkeys!

Turkey Fin

Lonesome Bird

JAMIE LEE CURTIS VISITS THE BTPS!

Jamie Lee Curtis with Kristin Harris, Lead Actor

ERIN SCHLOTHAUER

HR Administrative Assistant

I was born and raised in Houston, Texas. I come from a very close-knit family and I left them all back home in the Lone Star State to try out a new adventure here for myself in Massachusetts! My older brother and his wife, my parents and their two happy, young children are the parents of my two favorite people in the world, my baby niece and nephew. After that I found myself sandwiched between my two sisters, and I quite exemplify a stereotypical middle child in a lot of ways, which comes in handy working as the human resources administrative assistant. I am patient, a self-starter, and an excellent mediator. I’m also well-suited for my role here at OTT Boston because I just love all people, from the angriest customer on the phone to my sweetest co-worker here in my office. After jumping around schools and majors for a few years I landed in a humanities program which allowed me to explore interdisciplinary liberal arts courses at my leisure, which is to say if I weren’t working here you might find me calling out coffee orders at a Starbucks! But by some stroke of luck I found myself here. As a tourist, my favorite activity to do here in Boston was to take the trolley tour, and now I work for the very company that helped me fall in love with this city in the first place!

ERIN’S FUN FACTS

What brought me to my city is that I grew up visiting cousins here and quickly realized this was the city I belonged in. Patiently, I waited until an opportunity presented itself and when it did I jumped. It has been the most wonderful adventure getting to explore my new city and home.

- My favorite author, of course, is JK Rowling! She created a completely immersive world within her novels which were instrumental in my development of humor, morality, and empathy.
- My favorite song is Walcott by Vampire Weekend is my absolute favorite. It’s a bop, it’s a banger, and it’s everything you want from an all-indie-pop-funk group.
- The living person I most admire is my younger sister. She is the most driven and passionate person, and her heart is so pure. I know you’re supposed to look up to your older siblings, but in my family we all look up to the little one.
- What I most value in my friends is someone who provides a safe space for sharing and can provide counsel, but also helps you grow when you reach moments of impasse or opportunity.
OLD TOWN TROLLEY TOURS of BOSTON

GHOSTS & GRAVESTONES
HALLOWEEN
Ryan T. Jennings, G&G Manager on Duty

With a chill in the air and energy in the streets, the Ghosts of Boston had quite an exciting Halloween night this year. Nearly every ghost on staff was involved in a busy celebration of all the work we’ve accomplished this year. Costumes were added to up the scares, and everyone brought their A+ game to sold out tours all through the night. We started running tours at 6:00 and ran 12 tours for fantastic groups of people. It was a true party that really brought fun, camaraderie and electricity for our CAST in one of our favorite Halloowens to date.

Steven Johnson, Tim Carr and Sue Pye

Steven Johnson, Tim Carr and Sue Pye

Josh Telepman, Sean Morris and Will Munoz

Steven Johnson, Emily Duggan and Amanda O’Donnell

Ghosts and Gravestones 2018 Halloween CAST Photo

Cara Clough and Leo Wylder at the Dreamland Wax Museum

Leo Wylder and Cara Clough

Leo Wylder and Cara Clough

Cara Clough and Leo Wylder

Old Town Trolley CAST Halloween Briefing

Cara and Leo

Leo Wylder and Cara Clough

Leo Wylder and Cara Clough

Cara Clough and Leo Wylder

Josh Telepman, Sean Morris and Will Munoz

Ly Melocaro and Amanda O’Donnell

Will Munoz and Ly Melocaro

Ryan T. Jennings, G&G Manager on Duty

FACEBOOK.COM/BOSTONTOURS
TWITTER.COM/BOSTONTOURS
INSTAGRAM.COM/OLDTOWNTROLLEY

Fall 2018
As the winter approaches our overall attendance begins to dip a bit but there is never any shortage of excitement happening here at the Boston Tea Party Ships & Museum. We are beginning to “winterize” the site, continuing the “Huzzah! Tavern Nights” program, ramping up for our Virtual Tour Experience season, and of course, preparing for the 245th Anniversary and Annual Reenactment of the Boston Tea Party on Sunday, December 16, 2018. The Maintenance Team, led by Dan O’Neill (Site Manager), and Eric Abrew (Asst. Site Manager), has been working as fast as they can to finish up several projects aboard the brig Beaver and ship Eleanor prior to any winter weather here in the Fort Point Channel. (At the writing of this article the forecasts are pointing to our first snowfall in a day or two!) We’re hoping that the winter weather isn’t too severe this year so that rather in-depth ship maintenance can be done during the slower months. Although, the best laid plans are sometimes thwarted by Mother Nature.

We’ve had the opportunity to be involved in various programs outside of the BTPSM due to the work of Evan O’Brien, Creative Manager, with “Revolution 250” here in Boston. Revolution 250 is a group of historic sites and organizations working to promote and commemorate the 250th anniversaries of various events in American history leading up to 2026 and the 250th Anniversary of the signing of the Declaration of Independence. Through his work there Evan has created relationships with many of the historical organizations in and around Boston and they have included us in many programs. In fact, the BTPSM is considered a partner in their events! During the large-scale “Boston Occupied” event, commemorating the landing of the British troops in early October 1768, Stephen Chueka (Creative Department Supervisor) stepped in at the last minute to portray “John Hancock” as he has done many times in the past. On October 25th, Kelly Horan Galante (Asst. Creative Mgr) and Josiah George (Asst. Creative Mgr) portrayed Abigail and John Adams at the kickoff event of the yearlong “Remember Abigail” celebration centered around the 200th anniversary of her death hosted by Massachusetts Historical Society. This event was held in the Great Hall of Flags at the Massachusetts State House. Kelly and Josiah read several letters from the end of John’s presidency and their return to civilian life between 1797 and 1801. With the help of Wardrobe Supervisor, Carrie Midura, John and Abigail were styled and dressed appropriately for a time that is 25 years later than our normal clothing of the early 1770s. We all know that fashion certainly changes in 25 years! It was certainly fun to portray John and Abigail at a later point in their lives as Kelly and Josiah have been involved in the creation in early 2013 and annual performances of “Unconditional Love: The Letters of John & Abigail Adams” that focus on their earlier lives.

Boston is an interesting city brimming with history and to take our place amongst these long-standing sites and organizations certainly makes us extremely proud. Since 2012, every single person that has ever worked at the BTPSM has contributed to the fantastic reputation that we have built for great customer service, top-notch historical information & clothing, and an unbelievable experience. Our collective work on a daily basis at the BTPSM through our tour experience and all of our additional programming continues to bring more unique visitors to Boston every year and the Annual Reenactment of the Boston Tea Party (co-produced with Old South Meeting House) continues to build the awareness of the events of December 16, 1773, while garnering attention for the BTPSM on a national and international scale! We, as individuals, may sometimes lose focus and think that our impact is small but when we pull ourselves back a bit, it’s amazing to think how many memories are created through HTA sites, attractions, and tours on a daily basis.

Stay tuned to the next Nation’s Storyteller to read about the 245th Anniversary and Annual Reenactment of the Boston Tea Party and the installation of Commemorative Markers at the graves of the known Boston Tea Party participants along Boston’s Freedom Trail!
The fall time in Key West is typically a crazy transitional period from when we leave our “slower” season and begin to move into our high season, both seeing and feeling the changes taking place on the island as more people begin to flock south to our little slice of paradise. Almost overnight we go from experiencing 2-4 cruise ships a week, up to 5-8 a week, with even more to come in the winter months. It’s also a time when the island is jammed packed full of events, Fantasy Fest, Stone Crab Season, World Championship Powerboat races, Veteran’s Day Parade, the Key West Film Festival, Thanksgiving, and not to mention the weekly barrage of 5ks due to many of the veteran CASTmembers who are hired during the summer get quick thinking, and preparation on levels. It’s also a time when many感恩节, and not to mention the weekly barrage of 5ks due to many of the veteran CASTmembers who are hired during the summer get quick thinking, and preparation on levels. It’s also a time when many

POUNDING THE PAVEMENT AT FRONT

For years, CTT Operations Manager Eva Conaway has said that the bread and butter of the Conch Tour Train is at the Front Street Booth. It is where every train tour begins and only 50 feet behind the booth is where all the tours come to an end in the heart of Mallory Square. It is also where most of the train’s guests come to exchange e-tickets, vouchers, ask questions, voice complaints, the whole nine yards. Inside the booth it takes a sales rep that has the ability to move, hustle, and keep their cool under pressure when that line inevitably begins to build inside the booth and overflow down the street. Outside the booth it requires a Customer Service Representative who must be equally level headed, but must also have the endurance and dexterity to deal with the hordes of guests who engulf the sidewalk and board tours one after another throughout the course of the day. For the last couple of years the main Customer Service Representative at Front Street has been John Clifford, or as we all know him, simply “Cliff.” Sometimes back I began to notice that Cliff almost never works alone. Cliff is the heart of Mallory Square. It is also where most of the train’s guests come to exchange e-tickets, vouchers, ask questions, voice complaints, the whole nine yards.

You know season is here when 4 trolleys in Mallory Square is a normal sight. Probably our most devoted Fantasy Fest participant, Conductor Jim Dye driving the big Fantasy Fest parade

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SPECIAL OLYMPICS PADDLEBOARD CLASSIC AND THE CONCH TOUR TRAIN

On October 12th the Conch Tour Train provided transportation for the Special Olympics Stand Up Paddleboard Classic. Special Olympics athletes from all over the state came down to Key West to compete. In years past it has been up to coaches and parents of the athletes to provide for on island transportation, but there has always been a concern over the participants safety crossing busy streets, let alone making sure everyone stayed together and got to where they needed to be in time. This year the Conch Tour Train stepped up to enhance an already spectacular event. The train picked up the athletes at the Key West High School, took them down for a photo op at the Southernmost Point, and then took everyone to the Salty Angler Restaurant for dinner and packet pick up. After dinner, Engineer Bruce took all the athletes down Duval Street with bells and whistles ringing where bystanders were able to cheer all the athletes on. At the end of the classic, many of the athletes commented that their favorite part of the classic wasn’t necessarily the paddle boarding, but it was having the opportunity to ride with Bruce down the main street on the island and feel like rockstars in Key West. Thank you Bruce, Charter Rep Vanessa Beerbower, and the Conch Tour Train for making this happen.

The Conch Tour Train and the Special Olympics athletes for the Paddleboard Classic:

KEY WEST HOMECOMING

Michael Bernreuter, Key West Training Officer

I first officially began working with Historic Tours of America as an Old Town Trolley driver/tour guide in Key West in the summer of 2015, yet have been around the company my whole life. I’ve always thought about joining the team professionally, but the final push came from my niece Cayley Bernreuter...thus began the journey. Important family matters pulled me away to Miami for a short spell, but the family of CAST-members in Key West never lost contact with me.

Fast-forward to Fall of 2017, I’m back on-board in Saint Augustine as a Manager-In-Training. Even though learning new things in a new place can be a little intimidating, these good hearted people with warm spirits welcomed me into their gathering. Under the guidance of their team leaders in every department, Admin Office, Sales, Operations, Safety, Training, Charter Group and Sales, Old Jail, Oldest Store Museum, Potter’s Wax Museum, Vendor Rep, and their General Manager. Numerous CAST members from each department contributed to my learning experience. Each person on the team brought me to a new understanding of family. In the same way that puzzle pieces differ, yet form a bigger picture, we all seemed to fit together in the same fashion. Participating in Saint Augustine’s 2017 Nights of Lights a very eye-opener, and their busy 2018 School Season that immediately followed brought waves of 6th Graders flooding into town, along with the countless tour buses. We squeezed them all into our guided tour attractions and on our charter tours. Bless you Sales Team, Drivers and Guides. You all helped create magic for the guests. Continual growth and adaptation seemed to be the lesson learned. The experience gained from it all has no dollar value. It was priceless. I felt ready for any challenge during preparations to depart Saint Augustine, back to Key West. Transitioning back into a Key West state-of-mind and life as a City-wide Trainer, to learn the guided tours again and more about our multiple attractions definitely felt like an over-due homecoming. I was re-certified within 1-week, as though the story of the little island never left my heart. The scripts of both the Old Town Trolley and Conch Tour Train received some redrafting, changes to Tour Routes were drawn, and a story flow to match it. Our Ghosts & Gravestone team saw Operational Management changes, which expedited my schedule to learning their operations. It was an honor to help support their team and to see it evolve further. I’ve been back in Key West only a few months now, and the fun has just begun.

I grew up in Ohio and have lived all over the country moving for a job as a chef and pastry chef. This time it was really not much different...after a few vacations to Key West my husband kept saying he wanted to move here and drive the Conch Tour Train. In 2016, George and I finally made the decision to move before one more brutal winter came our way. We sold everything and packed the few things we couldn’t part with into a moving truck and along with our cat, Ava, we were on our way to Key West. We got that dream that he came down here for and I started with HTA a year later as an admin. We enjoy living in the Keys where it feels like summer every day. A few of my favorite things are reading, cooking, Star Wars, hanging out with my cat Ava, and when we are lucky enough to get them down here, spending time with family and friends. We are enjoying the life we are making here and feel that this move was a great choice for us.

MELISSA’S FUN FACTS

What brought me to my city is beautiful weather!
If I had to eat one thing for the rest of my life it would be Chicken. There are just so many different ways to make it.
The greatest love of my life is my daughter Kalynda.
My favorite song is - “You Say,” by Lauren Daigle
I most value in my friends Trust, honesty, and loyalty.

OF THE MONTHS OCTOBER

Joe Luchesse OIT Coordinator
Sando Ferencz OIT Sales Representative
David Greenwall OIT (Reception)

OF THE MONTHS OCTOBER

Chris Wilson OIT Enegmo
Hunter Howard OIT Supporting

Welcome Aboard

October 2018

Michael Bernreuter
TROPICAL SHELL AND GIFT GUS

Tropical Shell and Gift Gus

Hi, I am Gus! I am a 2 year old Wirehaired Pointing Griffon, better known as a “Griff.” I am from Montana, where I spent the first four months of my life being trained to hunt with my father Rocco. Rocco is an accomplished hunter who can hunt all sorts of upland birds and accompanies his person on elk and deer hunts, he even wears a pack and can lead horses down a trail with a rope in his mouth. My new family got me when I was four months old and I have become more of a house/family dog. I recently moved with my family down to the Florida Keys. I am still adjusting to island life and enjoy playing with the 3 kids in our family who are 3, 5 and 9 years old.

My breed is still relatively rare in the United States, despite being recognized by the AKC for over a century. My coat is very coarse and sheds very little. I have a disposition similar to that of a Golden Retriever, but with a much more intense hunting instinct. I am intrigued by the many lizards, iguanas and geckos in my new location and enjoy being outside locked in my pointing pose whenever I come across one of them. I love going on boats to the sand bar, running free and meeting and playing with all of the other dogs. All in all, I am very well loved and have a good life!

Bernice Barber, our newest Vendor Rep, embarked on her first Cookie Program with the company! Since it was Halloween, she was accompanied by Ted Sharkey and Ashley Dixon from Ghosts & Gravestones, and they all delivered ghost shaped cookies to the vendors. It was a great opportunity for the vendors to learn more about the Ghosts & Gravestones tour while actually meeting some of the CASTmembers who entertain our guests each night. Our ghost tour has put up record numbers thru October and the team looks forward to seeing these trends continue as we get ready for the cooler, winter months when even more people are on the island. With more vendors selling the tour and our online ratings steadily rising, we look to send out more ghost tours this winter than ever before! Great job Bernice, all of Ghosts & Gravestones, and OTT Head Conductor Dan Martin for making the day and night time scheduling always work!
GM Rich Fox in the captain’s chair on the Empress of the Seas

Engineer TJ Steckley in an intense conversation with one of his guests.

Conductor Jim Glavine posing next to our new Molly Trolley.

Captain Glenn at the end of a Disney cruise ship day. Kids love that train!

Kristy Pendleton, Education Supervisor, and Brianna Archibald, Educator, at Children’s Day. Programs include “Turtle vs Tortoise”, “Snack Level Jenga”, and other games centered around biology and conservation.

Steve Baareman, aquarist at the Key West Aquarium, carved pumpkins underwater for the guests inside our Atlantic Shores exhibit. Inside the pumpkins were gel and veggie treats for the animals!

Rich Fox hands out turkey dinners

Sean Hopa Afranze, Greemut and Abigail Mujica

OTT Conductors Grace Spencer, Joe Lucchese and Aaron Andes enjoying their Thanksgiving lunch.

Looking good, feeling good! Some of the Transportainment Leadagers showing off their new orange and yellow shirts.

Ghosts & Gravestones Ashley Dixon and Ted Sharkey

Some of the CASTmembers and leadagers at the morning briefing the day after Fantasy Fest.

Ghosts & Gravestones Crazy Deloris

Ghosts & Gravestones Lily James

Sales Reps Afranze Greemut and Abigail Mujica

OTT Conductors Grace Spencer, Joe Lucchese and Aaron Andes enjoying their Thanksgiving lunch.
CHILDREN’S DAY
Jill Herasme, Marketing Graphics Designer

Children’s Day is an event sponsored by the Conch Tour Train and Old Town Trolley Key West, starting back in 1981. The event was started to give the children of our community a safe and fun event post Fantasy Fest. All of the money raised goes to children’s groups in the community. Many schools and children’s organizations have booths with games, and or food, for a chance to raise funds for their organization. From the annual costume contest, to entertainment, it is the feel good event for children and families of the year. This year we had beautiful weather and it was bigger and better then ever. We look forward to continuing this tradition for the children of our community for years to come.

WELCOME ABOARD
HISTORIC TOURS OF AMERICA
Holly Poole
Lawrence Seymore
Carmen Rivas
Ivan Manangan

Happy Anniversary!
Joseph Moyer 38 years
Debra Schopp 28 years
Magdalena Janicka 14 years
Ryan Darrah 11 years
Jennifer Gregg-Garcia 10 years
Jerry Miller 6 years
Stacy Jackson 4 years
Christopher Tretter 4 years
Ronny Oakes 3 years
Alexander Fernandez 2 years
Mary Potter 2 years
Angela Kaffenberger 2 years
Alexis Rodriguez 1 year
Tania Mercurio 1 year

CHILDREN’S DAY

Our annual sponsor First State Bank.

The Key West High School Jazz Band playing some tunes.

Ed Swift, III presents costume contestants.

Debbie Swift Batty presents costume contestants.

Costume Contestants take the stage.

Cheerleaders entertaining.

Ed Swift, III presents costume contestants.

Clinton Curry and Debbie Swift Batty.

The event DJ Michael Anderson.

I appreciate your generosity with this year’s Smart Ride. I know you have many requests for donations. It was especially fun for me to wear HTA colors. We had a very successful ride.

Thank you, Scott Blom

SMART RIDE
THANKSGIVING DELIVERY

Chris Belland, Andy Kirby, Clinton Curry, Berenice Barber and Stacy Gibson.

Clinton Curry and Berenice Barber

Jill Herasme, Parker Curry, Clinton Curry and Hawkeye.

Chris Belland and Clinton Curry deliver Thanksgiving meals to Carlos Murray and Ivan Manangan in the IT department.

Delivery in the finance department.

ANNUAL MANAGERS MEETING

An amazing time was had by leaders at the annual managers meeting.

Elisa Levy’s presentation on toolkit training.

THE LITTLE WHITE HOUSE

RESTORATION AND HAPPENINGS

Truman Little White House bar restoration before photo.

Truman Little White House bar restoration after photo.

Jeanna Garrido working on Truman’s bar restoration project.

Ramona Taylor and Maxine McInerney punch bowl polished with Ketchup.

Bob Reber building a stand for Truman’s Poker Table cover.

Poker table

Poker Table stand

Truman uniforms

Ramona Taylor and Maxine McInerney

Jeanna Garrido working on Truman’s bar restoration project.

Truman Little White House bar restoration after photo.

Truman Little White House bar restoration before photo.

Robbie LeBlanc and Kargh Bradshaw at stop 1A.

Robbie LeBlanc and Louis Cabrera at the new stop 1A at the Presidential Gates.

Truman uniforms

Clinton Curry, KP and the LWH CAST at the Aquarium


Justin Baill for President, 2020.
The annual biometric screening event was sponsored by Cigna and administered by Quest labs at the Key West Trolley Barn on Friday, September 14th.

Quest nurses were onsite to administer basic testing such as blood pressure, glucose levels and BMI (body mass index) for our CASTmembers.

This event provides an opportunity for CASTmembers to participate in our Health Tips and Attitudes Wellness program and receive a discount on Cigna medical premium for next year.

Teladoc has been a great success since its implementation a few years ago. This program provides all HTA CASTmembers with a way to speak to a doctor at any time of the day or night from the comfort of their own home or office. Best of all, Historic Tours of America, Inc. covers the entire cost of the service as part of our Healthy Tips and Attitudes wellness campaign.

The chart below shows the top 10 reasons that CASTmembers have contacted Teladoc:

- Acute upper respiratory infection, unspecified
- Acute sinusitis, unspecified
- Acute pharyngitis, unspecified
- Acute maxillary sinusitis, unspecified
- Acute frontal sinusitis, unspecified
- Acute nasopharyngitis (common cold)
- Cough
- Acute cystitis without hematuria
- Rash and other non-specific skin eruption
- Essential (primary) hypertension

Teladoc is another way that HTA is encouraging a healthy lifestyle for all of our CASTmembers.

**TOP DIAGNOSES**

<table>
<thead>
<tr>
<th>Diagnosis</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Acute upper respiratory infection, unspecified</td>
<td>7%</td>
</tr>
<tr>
<td>Acute sinusitis, unspecified</td>
<td>7%</td>
</tr>
<tr>
<td>Acute pharyngitis, unspecified</td>
<td>4%</td>
</tr>
<tr>
<td>Acute maxillary sinusitis, unspecified</td>
<td>4%</td>
</tr>
<tr>
<td>Acute frontal sinusitis, unspecified</td>
<td>4%</td>
</tr>
<tr>
<td>Acute nasopharyngitis (common cold)</td>
<td>4%</td>
</tr>
<tr>
<td>Cough</td>
<td>3%</td>
</tr>
<tr>
<td>Acute cystitis without hematuria</td>
<td>2%</td>
</tr>
<tr>
<td>Rash and other non-specific skin eruption</td>
<td>2%</td>
</tr>
<tr>
<td>Essential (primary) hypertension</td>
<td>2%</td>
</tr>
</tbody>
</table>

**MEMBER SATISFACTION**

<table>
<thead>
<tr>
<th>Rating</th>
<th>Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Excellent</td>
<td>6</td>
</tr>
<tr>
<td>Good</td>
<td>9</td>
</tr>
<tr>
<td>Poor</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>6</td>
</tr>
</tbody>
</table>

**WHERE MEMBER WOULD HAVE GONE IF TELADOC WERE NOT AVAILABLE**

<table>
<thead>
<tr>
<th>Type</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>PCP</td>
<td>22%</td>
</tr>
<tr>
<td>Specialist</td>
<td>42%</td>
</tr>
<tr>
<td>Urgent Care</td>
<td>15%</td>
</tr>
<tr>
<td>Emergency Room</td>
<td>2%</td>
</tr>
<tr>
<td>No Treatment</td>
<td>18%</td>
</tr>
</tbody>
</table>

**NEW MAINTENANCE STAFF**

**HTA NORTH AND THE NATIONAL CONTACT CALL CENTER**

HTA North had a lot of visitors this past couple of months. In September, we hosted the Fleet Maintenance Teams from Nashville, and OTT St Augustine along with Jim Lamberson, National Safety Officer and Andy Laird, Assistant National Fleet Manager to discuss the new Fleet Maintenance Software. The new General Manager of OTT Boston, Andrew Mirken visited us in October and in November Bill Meagher hosted a meeting with our Insurance Broker, HUB.

Our Executive Team was equally as busy, Ed Swift IV, COO visited San Diego, Key West, and Boston and our entire Executive Team, Ed IV, Christian, Vince and Ryan were in Nashville for the National GM meeting for the Transportation Operations.

Our Building had 3 new Tenants join us on the first floor this year, and I am happy to report we are fully rented! We welcomed the First American Exchange Company, Brightway Insurance and Basic Vitality. They join Northwestern Mutual Financial, who has been a tenant of ours for the past several years.

**WELCOME NEW CASTMEMBERS**

Stacey Jackson, Office Manager

We have had 4 CASTmembers join the National Call Center this year. Heather Knap, Greg Seymour, Carmen Rivas, Caleb Stevenson. All are fully trained and handling Phone Calls and Chats from all 7 Cities and OTT and TTA Websites. We are so excited to have them on board!

We would also like to extend a Welcome to some CASTmembers who joined us from other HTA Operations/Locations: Debra Clarin joined us from HR Corp office in Key West. Jerry Miller joined us from the Northeast (Washington and Boston.) Ronny Oakes joined us full time after working at OTT St Augustine.

WELCOME!
"The comment card program is tough but it sets us apart from "other companies." Here are recently received responses from "doing the right thing" for our guests."

-CEO Chris Belland

I want to thank you for the refund for our San Diego Old Town Trolley Tour and 2 VIP passes for a future tour. Your customer service is top notch! I am very impressed with your 100% customer satisfaction guarantee. I have told my family and friends of your company to set aside and that we very happy. I have a son in San Diego and one in Boston, so I will use your tour service often.

Thank you again.
Libby Crawford

Thank you for the wonderful letter and VIP passes. Your generosity is greatly appreciated. We look forward to more experiences with your company in Boston and Key West.

Your company has consistently employed competent and educated staff. They maintain a clean environment and take pride in their work educating the guests while entertaining at the same time.

Sincerely
John W. Billings

I am a teacher. Over the years my family, friends, and I have enjoyed your wonderful entertaining and educational tours. We thank you for providing this great service. We will continue to highly recommend Historic Tours of America.

We appreciate the two free passes and look forward to using them.

With Gratitude
Ruth Workman

Due to some issues with our tours in Boston in Oct. 2017, you reimbursed us for a ticket and sent 2 free passes. We used those passes in February in San Diego. The tour was fabulous! Thank you so much for your positive response and VIP passes for our Boston experience.

We look forward to hop off buses all over the world and due to this great customer service we will continue to use them on our travels and recommend them to others.

May you be blessed with continued success.
Most Sincerely
Bruce and Beth McKenzie

I'm writing to let you know what a special person you have working for you.

My son was driving me from Atlanta to Vero Beach, with me over 13 hours, and we got busy. Pam was very friendly and gave us so much information. When we got to the first stop my son decided he didn't want to do the tour and wanted to go back to the hotel. Pam said she can't imagine my surprise and delight when I saw my son waiting at the stop. He joined me and we had a wonderful day together. I asked him why he changed his mind and he said that Pam persuaded him to take the tour with me. He wouldn't tell me how she did it, but I was elated. My son never changes his mind. We had one of the most enjoyable days we've shared in a long time. When an old woman can't change her son's mind, I will treasure the memory she made possible. Please thank her again.

Sincerely,
Cora Ragola