HTA WINS BID AS OFFICIAL TOUR SERVICE OF ARLINGTON NATIONAL CEMETERY

by Jerry Miller,
General Manager

Beginning January 1, 2015, Arlington National Cemetery Tours, Inc., a wholly-owned subsidiary of Old Town Trolley Tours of Washington, Inc., will begin providing an interpretative tour service through Arlington National Cemetery with stops at the Marine Corps War Memorial, President John F. Kennedy gravesite, the US Coast Guard Memorial, the Memorial Amphitheater (the Tomb of the Unknown Soldier), and the Arlington House (The Robert E. Lee Memorial).

Arlington National Cemetery conducts between 27 and 30 funeral services each weekday and between six and eight services on Saturday. The grounds of Arlington National Cemetery honor those who have served our nation by providing a sense of beauty and peace for its guests. The rolling green hills are dotted with trees that are hundreds of years in age and complement the gardens found throughout the 624 acres of the cemetery. This impressive landscape serves as a tribute to the service and sacrifice of every individual laid to rest within the hallowed grounds of Arlington National Cemetery.

A sincere thank you goes out to everyone in the HTA family who made this happen. To say that we, the CAST of Old Town Trolley Tours of Washington DC, are both humbled and incredibly honored to provide this tour would be an extreme understatement.
from the desk of the chief conductor and corner office

HISTORIC TOURS OF AMERICA WINS ARLINGTON CONTRACT

by Chris Belland; CEO of Historic Tours of America

I am so pleased to tell you that our company, Historic Tours of America, and its subsidiary, Old Town Trolley Tours of Washington, was the successful proposal to take over the exclusive interpretive tours for Arlington National Cemetery. This is an extraordinary honor for our company and we look at it as a sacred trust.

Arlington National Cemetery sits on the former plantation of Mary Anna Randolph Custis who was the granddaughter of George Washington. She was married to Robert E. Lee and together they lived there until the outbreak of the Civil War. When President Lincoln called Lee to the Blair House and offered him the command of the Union forces, Lee’s response was, “I cannot raise my sword against my fellow Virginians”. He and Mary Anna abandoned the house and moved to Richmond.

During the Civil War their home, Arlington House, became a hospital under the former West Point colleague of Lee, Montgomery Meigs. Meigs was so incensed with Lee’s defection to the Confederates that in 1864, when patients in the hospital died, he buried them in the estate garden to insure that Lee could never return to his home. Today, there are over 400,000 men and women buried at Arlington National Cemetery. Three million people a year visit the cemetery and approximately 450,000 take the tours annually.

While the notable gravesites in Arlington National Cemetery include the Tomb Of The Unknown Soldier, President John F. Kennedy, Medger Evers, Thurgood Marshall, George C. Marshall, Gus Grissom and military heroes from Abner Doubleday to Admiral “Bull” Halsey, the main sense about Arlington National Cemetery is the 400,000 men and women and their families who gave “the last full measure” to this country so that we could enjoy the freedoms for which the United States of America has become known.

Our tour operation began on January 1st. It is being run under the umbrella of Old Town Trolley Tours of Washington and Jerry Miller but is directly managed by Loretta Pinkney. While this great honor was directly won by Old Town Trolley Tours of Washington, it belongs to all the CASTmembers of Historic Tours of America. We have become known as leaders in excellence for our industry. Congratulations to us all.

Full Speed Ahead!

by Edwin O. Swift III; President of Historic Tours of America

Couldn’t we just wait a few minutes, slow down, rest, stop, etc. Is it because I’m older or is it because Historic Tours of America is like a runaway locomotive barreling its way into 2015. In fact by the next Storyteller we will be in 2015 and my perspective, written two days before Thanksgiving, will be old news.

We have won the Arlington Cemetery bid, we are bidding on the National Mall tour, Charlie Brazil is exploring a new city, Ed IV is opening the new offices on Anastasia Island in St. Augustine, Christian and Lauren are opening the new National Call Center, we have over 25 new vehicles on order, a second floor is proposed for the Washington Welcome Center, the Savannah car barn will soon be ours, the new San Diego ticket kiosk will have been turned over to our contractor on December 1st, the San Diego Embarcadero Welcome Center soon after that, not to mention, the new San Diego operations offices. Some of Boston’s and Savannah’s new trolleys will be arriving before season. Key West’s renovations of Bahama Village Market will be underway and the End of the Road gift shop has just opened. In St. Augustine we have the “History Walk” and Jail Wagon photo op being completed and the US-1 Welcome Center being started and Gator Bob’s “Bare Bones” rib joint to be constructed and new and improved Potter’s Wax Museum has re-opened. Dave Chatterton has filled his plate to over flowing. The Nights of Lights on the Holly Jolly Trolley has been a huge success. The Key West Aquarium is working towards expanding that attraction with a new turtle habitat. All those projects and more completed during the year and contemplated in the year ahead!! Wow and double wow!! And, knowing this crew, I’m certain next year will be no less active.

Our CASTs around the country have joined hands and minds to promote and build better guest experiences. Our management is working overtime to make our properties the best they can be and providing innovation and excitement whenever we can.

Each year when we complete our lists of things we want to accomplish (which is always bigger than our budgets) I just shrug my shoulders and plow ahead for the next year in full faith our guests will continue to choose the best experience, tours, shops, attractions for their money. We plunge and plow forward in the faith that this CAST, these managers and our company. We will continue to be successful in serving our guests, making things better for our CAST, better tomorrow than it is today and better for our guests on whom we all depend.
Cruising Through the Fall

John Welby, General Manager

Continuing where we left off in the last issue of the Nation’s Storyteller, autumn is the time of year that is all about cruise ships for Old Town Trolley Tours of Boston. Since 2005 I have been personally involved with helping to grow this segment of our operation. Along with our Director of Group Sales, Leslie Nagy, we would travel to south Florida and meet with cruise line executives trying to convince them to use Old Town Trolley Tours of Boston. I then began to attend cruise ship conferences in hopes of accomplishing the same thing. This year I, once again, had the pleasure of representing OTT at the annual Florida Caribbean Cruise Association (FCCA) Trade Show and Conference from October 6 to 10th with my colleagues from Key West, Linda Test and Andy Kirby. This year’s show was held in St. Maarten. I know what you’re thinking, “must be nice”, right? Well, the reality is the conference could be held in Buffalo for all I care (no offense Buffalo), as we spend most of our days in a convention hall in meetings and our evenings at networking events, which leaves us with very little free time to enjoy the locale. This year’s conference was a big success for Boston and Key West as we received positive news from our cruise line partners for both cities.

This year was, by far, our best yet in regards to cruise ships as we broke all previous records by carrying a whopping 11,335 guests! This represents a 54% increase over last year’s total of 7331 cruise ship guests. We accomplished that with only 31 port calls; which means we averaged 366 guests per ship, not too shabby. This was also the first time ever that we carried over 10,000 cruise guests in one season. Contributing to this success was the addition of two new cruise lines, Norwegian and Aida. If you’ve never seen an Aida ship, they have the most unusual hull art sporting giant eyes and ruby-red lips (see pic). Our last ship was Royal Caribbean’s Legend of the Seas which came in on a blustery Sunday, November 9th. Because of a last-minute change in the ship’s arrival time, OTT had the very rare opportunity of parking ten trolleys side by side at the same time, a very impressive site considering we are usually allotted just three spots.

Our daytime loop did quite well in October also, beating out all other HTA cities with 27,680 riders (sorry Charlie). Carrying such large numbers of guests is no easy task in a season where we are fully staffed, but in a season like this when we experienced less than ideal staffing, it became quite challenging. We had quite a few days when conductors did back-to-back tours and even more when they received very short breaks. Sales Reps suffered as well dealing with upset guests waiting longer than expected to board trolleys and also losing out on commissions when we would “code purple” because we were at capacity. So, I would be remiss if I did not acknowledge and thank the incredibly dedicated and professional CAST we have here in Boston, THANK YOU ONE AND ALL!

As if we weren’t busy enough with our daytime loop and cruise ship business, our Ghosts & Gravestones Tour was running on all cylinders in October as well and the closer we got to Halloween, the busier they got. On the 25th of the month, Ghosts & Gravestones Boston set a new company-wide record for the most guests carried on a single night with 676! To do that, we had tours running every 30 minutes from 5:00 pm to 10:00 pm with two to three trolleys leaving at each departure! Congratulations to Steven Johnson (Tours & Entertainment Manager), the MOD’s: Meg “Fiona” Feczko, Kilian “Miss Agatha” Webster, Nicole “Scarlett Gray” Parrish and the entire G&G CAST for this amazing accomplishment.

For many years Old Town Trolley Tours of Boston has been a member of an organization known as A Better City (ABC), a non-profit entity dedicated to sustaining and improving Boston’s economy and quality of life. On October 24th we hosted the monthly gathering of the Emerging Leaders group from ABC onboard an Old Town Trolley for a tour of the city they call home. Conductor Giovanni Pantaleo did a great job bringing Boston’s history to life. Thank you Giovanni!

On October 30, 2014, former Mayor Tom Menino passed away after losing his battle with cancer. He was Boston’s longest serving mayor, having held the position for 20 years. He was a great friend of Old Town Trolley and used us every year to take him to the city neighborhoods to light the Christmas trees.

Without a doubt, 2014 is has been the year of change at OTT Boston. The latest change comes by way of our new Office Manager, Tracey Paturzo, who started on November 1st and has already hit the ground running learning all she can about Old Town Tours & Entertainment Manager), the MOD’s: Meg “Fiona” Feczko, Kilian “Miss Agatha” Webster, Nicole “Scarlett Gray” Parrish and the entire G&G CAST for this amazing accomplishment.
The Nation’s Storyteller

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Trolley and HTA. Welcome aboard Tracey! For those of you that don’t know, veteran Sales Rep, Fred Gefteas, has been serving as our Interim Depot Sales Manager since April. He has done a great job and there is no way we could have made it through season without him. But, it was his choice to only do the job as an interim position and is now a full time Sales Rep again. Thank you Fred for all your hard work and dedication to OTT! As one door closes another opens, so it is my pleasure to announce that we have a new Depot Sales Manager, Bernie Casco who has moved up from the ranks of Sales Rep. Welcome aboard Bernie!

The Big Night

by Steven Johnson; Tour and Entertainment Manager

In the ghost tour business, most people assume that Halloween is the busiest night of the year. Truth be told, it’s always the Saturday before. We call it the “The Big Saturday”. At Ghosts & Gravestones Boston, it’s a night like no other.

To kick off the night, we start with the annual G&G pot luck; a tradition that goes back as far as I know. Actors bring in gory cakes, tombstone cookies and all sorts of cool treats. After a quick meeting to celebrate and discuss the night, we change into our undead best and head out to haunt the streets of Boston. The Big Saturday is an all hands on deck night. Every single actor works. This year, the G&G crew had a surprise guest star. Emily Woods-Hogue, a past member of the G&G Boston crew, came in to help us send out tours, joke around with guests and keep everyone in line having an awesome time. It was great having her join us.

It was a record breaker for us. We did twenty-three tours that night with a total of 676 people. It was the biggest night in our G&G Boston history! The amazing crew here in Boston kept people safe, kept everything organized and showed the people of New England that Ghosts & Gravestones Boston is the place to spend an evening with the dead. It was a night like no other and we have the utmost gratitude for our fellow Old Town Trolley Boston CASTmembers for their help, support and encouragement. Thanks for an awesome evening!

Kings Chapel at Night

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Sarah Tourtellotte is a concierge at the Sheraton Boston Hotel. She grew up in Oxford, Massachusetts, a town about one hour west of Boston. Sarah attended Becker College in Worcester, MA where she majored in Business Administration and Hospitality and Tourism. During college, Sarah participated in the Disney College Program and worked at the front desk of a hotel in Florida for eight months. It was then that she realized she wanted her career to involve working in a hotel.

Sarah moved back to Florida after graduating college. She missed the year round warm weather and moreover, she wanted to continue her career in a resort/vacation setting. Sarah got a job at the Innisbrook Golf Resort near Tampa and worked there for 3 years. In 2011, Sarah moved back to Massachusetts to be closer to friends and family. She got hired for a concierge position at the Charles Hotel in Cambridge. The Charles is a small boutique hotel. After one and a half years, Sarah wanted to be at a bigger property in downtown Boston and ended up at the biggest one in the city – the Sheraton Boston. She’s been there for about one and half years. Sarah enjoys her job very much. She gets to meet people from all over the world and learn about their cultures and customs and to share the city she’s proud of with everyone who comes to her desk. She very much enjoys recommending local attractions, things to do, festivals, and sightseeing options. Sarah loves recommending Old Town Trolley Tours of Boston because it shows off so many of the fun things to do and the drivers have fun facts about the history of the city.

In her free time, Sarah enjoys going out to dinner and trying new restaurants with her boyfriend of one and half years, who works in the restaurant industry. She also enjoys scrapbooking and hanging out in the Boston Common area and especially likes being by the water and any activities involving being on the water. She likes ice skating at frog pond, riding the swan boats, taking the ferry to Provincetown, and going on harbor cruises. She also enjoys travelling out of state. Some of her favorite destinations are Vegas, Puerto Rico, and Tampa. Thank you Sarah, for all you do to promote Old Town Trolley Tours of Boston.
CASTMEMBER SPOTLIGHT

Tracey Paturzo
Office Manager; Old Town Trolley Tours

BACKGROUND
Well, even after 25+ years of executive administrative and office management experience, I didn't find it easy; so I thought I'd do it a bit differently (the story of my life). Below are 15 although random, key points I thought I’d note about me, along with my answers to five questions asked by Human Resources.

1. I’m an only child. My mother and father were (and will always be) the most important people in my life. I know how lucky I am to have had them.
2. I LOVE animals. I could never imagine myself not having a pet.
3. Sometimes I wish I had children... so I go visit friends and family WITH children... and at some point during the chaos of being AROUND children, I get over it.
4. I hate to fly, but I do it because I love going far away for vacations.
5. My favorite color is purple.
6. My favorite fast food is cheese pizza (is that fast food?).
7. I never miss an opportunity to take a nap. Especially on rainy weekends.
8. I truly believe that everything happens for a reason.
9. I miss my grandparents.
10. I can’t go to the movies without getting popcorn (without butter).
11. I’m not afraid to tell you what I really think - usually whether you ask or not. I’m not sure if that’s a good thing, but it’s true.
12. I always root for the underdog and will do anything I can to help him/her/them out.
13. I can still remember when the wicked witch in The Wizard of Oz really did scare me.
14. I think laughing every day is extremely important.
15. As far as things that I can control at this stage in my life - I have no regrets.

Q | Which talent would you most like to have?
A | I always wished I had learned to play piano.

Q | What do you consider your greatest achievement?
A | Being a 13-year Breast Cancer Survivor. That diagnosis and lengthy treatment regimen taught me more about myself and those around me than I ever imagined possible. As strange as it may sound, I feel like one of the lucky ones in life and I am proud of the person I have become because of the experience.

Q | What is your favorite occupation?
A | Talk show host... but the market is tough!

Q | What do you most value in your friends?
A | Honesty, integrity and loyalty. Sense of humor goes without saying.

Q | What three things will you always find in my refrigerator?
A | Bottled water, eggs and Half & Half.
Once Lost, Now Found
by Abe Burgos; Charter Representative & Group Sales Manager

I received an email at the beginning of September that a guest had left their glasses case on one of our trolleys. Her email was as follows:

Hello, I was on several of your trolleys on either Sunday or Monday and was wondering if I left my glasses on one of them? They were in black/navy case wrapped in a pink “Hello Kitty” cloth which belonged to my baby grandson who died last year. If I’m lucky enough to have done so, could you please email me, so we can work out the best way to get them as we return to Australia in two days.

Many thanks, June Quinn

I looked in our lost and found, not really expecting anything. But I found them. I emailed June back and told her I would drop them off to her. Of course, I had no idea where she was and I really wanted to drop them off to her. By the time she got back in touch with me, she was already home in Australia. I always wanted to go to Australia. If not for anything else, to visit P Sherman at 42 Wallaby Way. Finding Nemo reference. High five!

I sent her a picture of the glasses, the case, and the burping cloth. Ladies and gentlemen, we had a match. The next morning I went to the post office and mailed them to her address down under. She got it a week later. She couldn’t have been happier, and I couldn’t have been happier... well, not until the company decides to send me to Australia. That would make me happier. I’m just saying.

Facebook.com/washingtontours Twitter.com/washingtontours

On October 12th, we did our third consecutive Army Ten Miler event. We moved over 18,000 people in a span of 6 hours. We were super proud to participate this year which, was the 30th anniversary. Here’s to another 30 years!

Newly named Operations Manager, Eric Chapman

On September 27th, OTT of Washington put together a team to ride 13 miles to help find a cure for Diabetes as part of Tour de Cure.
DO YOU KNOW YOUR VENDORS?

On Halloween, Terrie Thomas, Director of Sales and Marketing, went and took pictures with some of her favorite vendors. How many pictures can you match with the name?

**HAPPY ANNIVERSARY**

**OCTOBER**
- Mikel Godbolt, 3 years
- Kenneth Bertapelle, 2 years
- Jamie Hamilton, 2 years
- Keith Moore, 2 years
- Gregory Riley, 2 years

**NOVEMBER**
- Andrew Smith, 7 years
- Vincent White, 6 years
- Omar Rocha, 2 years
- Jerry Miller, 2 years
- Michael Moore, 2 years
- Juliet Tate, 1 year
- William Jackson, 1 year

**DC DUCKS**
- Wesley Thomas, 2 years

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**CASTMEMBERS OF THE MONTH**

**SEPTEMBER**
- Joe Patterson, Conductor
- Blanca Moseley, Sales Rep

**OCTOBER**
- Joe Patterson, Conductor

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A. Azi at the Mayflower
B. Al at the Mayflower
C. Leslie at the St. Regis
D. Rachel at the Mandarin
E. Chichi at the Ritz Carlton
F. The Embassy at the Embassy
G. Joe at the Mandarin
H. Boss boy at the Embassy
I. Eric at the Hay Adams
J. Tom at the Four Seasons
K. Jim at the Hay Adams
L. Boss lady at the Ritz Carlton
M. Leslie at the St. Regis
N. Azi at the Mayflower

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**On Halloween, Terrie Thomas, Director of Sales and Marketing, went and took pictures with some of her favorite vendors.** How many pictures can you match with the name?
We held our 13th Annual Anniversary party in November. This has become the party of the year in St. Augustine for the hospitality industry and includes city officials and local business leaders. This year we had live entertainment from the amazing Red River Band. Our outdoor barb-b-que fit well with our 1908 theme here in Old Town and it was made even better with delicious side dishes provided by A1A Ale Works. The Raintree Restaurant provided outstanding desserts, the San Sebastian Winery, the St. Augustine Distillery and the Spice & Tea Exchange all served wine and spirits to our guests. Coca Cola provided soft drinks. And a huge thank you to Mint Magazine for helping to sponsor the raffle where we raffled off lots of prizes to our guests.
October Cookie Program Gift - Super heros and scary Cakepops. Not to brag, but these are pretty cool (yummy too).

Ernie Poore at OTT St. Augustine installing the metal rooster on the roof at the Sign Shop.

Historic Tours of America is proud to have had the Patriot Service Dogs visit Old Town Trolley, St. Augustine. Patriot Service Dogs, Inc. (PSD) is a non-profit group based in north Florida whose goal is to provide trained Service Dogs to our wounded service men and women with PTSD, mobility disabilities or loss of a limb. This is a 100% volunteer organization.

On Nov 11th, Historic Tours of America donated $1.00 from every Trolley Tour ticket price from all six (6) cities to sponsor a puppy with Patriot Service Dogs. Patriot Service Dogs provides veterans with assistance dogs and we are proud to be partnering with them in sponsoring a dog.

The Patriot Service Dogs were at The Old Jail at 167 San Marco Avenue on November 11 to help bring awareness of their organization. They have brought with them a few of their service dogs who are currently in training.

Primping Up of Potters!

Potter’s Wax Museum recently underwent some wonderful renovations inside. The new and improved Potter’s now has a Chamber of Horrors, we’ve added a costume display, and a casting & molding display as well.

Not only did the museum undergo these amazing renovations, but the figures got a “facelift” as well. It was a huge task to bring the older figures back to life, but thanks to Monte, Lindsay and their team of helpers, the museum is now livelier than ever!!

We are looking forward to adding new wax figures to our collection in the future!
St. Augustine Gets Fresh New Photos!

In November, Historic Tours of America’s Marketing Department, Monica Munoz and Tania Alpizar joined forces with Aslyn Baringer and John Penney of Blackdog Advertising to reshoot new photographs of the St. Augustine operations. They spent three days (and two nights) capturing the beauty of America’s Oldest City. Be on the lookout for new pictures in upcoming advertising. Good Job Team!

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WELCOME ABOARD

Christine Valentine
Kevin Lynch
James Sikora
Sandra Chirhart
Louise Furman
Michael Newell
Vicente Moas
Diana Thackwell
David Brennan
Sierra Travis
William Russell
Richard Sowle

ATTRATIONS
Sheldon Oston

HAPPY ANNIVERSARY

OCTOBER
Andrew Laird, 19 years
Jennifer Weigle, 3 years
Brett Milhorn, 1 year

ATTRACTIONS
Gregory Coleman, 1 year

NOVEMBER
Rene Gutierrez, 20 years
Christopher Kiamil, 4 years
Justin Dinardo, 4 years
Lorelie Held, 2 years
John Rodgers, 1 year

ATTRACTIONS
Christopher Gregory, 2 years
Lindsay Gray, 1 year

OCTOBER
Wendy Messenger, Conductor
Karen Zedell, Supporting
Ulrich Horstmann, Historyteller
Louise Furman, Sales Rep
Dawn Quinlan, Ghost Host

NOVEMBER
Ted Sage, Conductor
Jennifer Johnson, Supporting
Christopher Gregory, Historyteller
Michael Brown, Sales Rep
Deanna Kulesz, Ghost Host
Bill Rash, Pickle Award

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Ahh...  
*by Charlie Brazil; General Manager*

Ahh, the lovely “fall” in the south! October is my favorite month of the year, the weather is beautiful, activities abound and usually it is a last bit of excitement prior to the start of our “off-season.” Normally, it is the last bit of excitement prior to the start of our off season and a little “bump” after our shoulder season, but instead this year it was yet another banner month in a series of banner months. Our August and September were spectacular this year, and our October certainly would not be outshone. We finished up the month up 6% overall in ridership and over 11% better than 2013 in revenue. We are approaching a quarter of a million riders and we are only half way through the year, WOW!!!

Halloween in “America’s Most Haunted City” is always eventful, but for us this year it took on a special connotation with the addition of the wonderful Juliette Gordon Low Birthplace as an exclusive stop on our Ghosts & Gravestones Tour. We began this new chapter in our long G&G story on 10/27/14, as a result of a herculean effort by our Ghosts & Gravestones Manager Garry Patrick, his CAST, especially Travis Spangenberg - Lead Actor and our Training Officer Kayla Black who pitched in to get a new script, route, training, etc. done in the span of less than 30 days. The result is an extraordinary addition to our great tour, bringing us in one of the most beautiful house museums in the historic district and one with a genuine paranormal pedigree that can be traced back all the way to the Gordons themselves. If you haven’t been on the premier haunted experience in Savannah, there couldn’t be any better time!

November signals the arrival of the Rock & Roll Marathon, always held on the first Saturday of the month. Tens of thousands of runners arrive in our fair burg and we are given the great privilege of being in charge of the transportation and logistics for the entire event. We have been doing this since year two, and we are getting better each year. Kudos to our entire operation for their hard work in making this massive movement of people over the course of four days (including the Expo, the race on Saturday and a new event (5k/1mi) on Sunday) look easy (which I know it is not). Special mention to Marcie Covington, Kayla Black, Jacqueline Kelly, Rich Montuado, Kenny Gresham, and our man in command central Jim Rafferty. A spectacular job done by everyone!

Bobby has sent me my budget package, so I know what is ahead at least with respect to that, but given the season we are having (including a November in which we are as of this writing up double digits) who knows when (and if) we are going to slow down. Not that I am in any rush...

Enjoy your winter, enjoy the rest of your year, and here’s hoping you have a blessed and prosperous 2015 (and that Santa has you on the “good” list).

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Our October CASTmeeting best costume winners!

OTT Savannah’s Trolley Man!!

Officer Jim and Lady Marcie visiting our hotel partners with Halloween treats

Zombie Colonel ready to spook our hotel partners!

Old Town Trolley and hired vehicles lined up on Whitaker Street by Forsyth Park picking up runners who have finished the marathon.

Kayla Black, Judy Hightower and Barri Marshall at the Daffin Park for Rock & Roll weekend 5k race.

Our ridership results for this fiscal year have resulted in double digit increases most months. These increases help to fund all of the great things we are doing here in Savannah...including receiving brand new trolleys. This year we have received eight new trolleys to go along with the five we received last year. It’s really great to have new vehicles in the fleet and the Conductors all love them. This morning we had a cold snap and everyone was commenting about how nice it was to have heaters on the trolleys. We will be able to retire some of the oldest and most costly trolleys from the fleet and we’re all looking forward to getting our first wedding trolley completed.

At our staging area for stop one at the Savannah Visitors Center we had a very challenging situation. The lane we have to get into requires a very sharp turn and there are plenty of times larger vehicles parked in the way resulting in curbed tires, etc. We met with the city and succeeded in having the parking spots that were causing the problems remarked for compact car parking only. This has resulted in less problems getting into the staging area and less
cost from damaged tires. It’s a win for everyone!

Our first job fair will take place early in December as we ramp up our hiring for the spring training class. We are anticipating a great year in 2015 and will need additional Conductors, Ghost Conductors and Shuttle Drivers to be able to handle the guests. Hopefully we have great results from the job fair and find some awesome new CASTmembers.

The Golden Pickle is back! After an absence of several years for this award we have brought it back in a big way. CASTmembers are nominating their fellow CASTmembers when they witness them going over and above in guest service interactions. Our first winner in October was Michael Lenze who is the Concierge at the Marriott hotel. Michael was nominated by our Director of First Impressions Jaimee Drayton for assisting several guests who had a misunderstanding about our tour product and turned the situation around for the guests so that they told Jaimee that Michael “made their day”. Congratulations Michael and wear your Golden Pickle pin proudly.

Safety
by Kenny Gresham; Safety and Training Officer

At last writing, I declared that September was “No accident month” in Savannah because I was going on vacation, and there would be no one here to do the paperwork. They just waited till I got back and then had them; one on September 20 and one again on October 25, both right rear accidents hitting parked cars. Our company’s number one accident. When I became a safety officer for the first time and had been on the job for a few months, I marveled that our drivers were hitting something behind them while not backing the vehicle. I thought to myself that it was quite odd hitting something that you have already passed. Many years and many reports later, I can solemnly swear that this is definitely the case and happens more often than it should.

Pictured are key elements that we instruct our drivers to utilize to prevent this type of accident. The HTA Savannah Safety Slogan is on the sign on the left as one leaves the barn. “Too close is too close”. These two right rear accidents that recently happened were due to our vehicles being too close to a parked vehicle and our driver pulling away and misjudging clearance. In both cases, an unauthorized vehicle was parked in or near the stop causing our driver to pull into an unfamiliar position being like a “fish out of water” floundering into the parked auto. If you’re not close, you can’t hit anything no matter what.

The other picture has yellow lines that lead to our safety commitment, “Safety Begins with Teamwork”. The yellow lines are our mirror check station, and setting one’s mirrors before leaving the barn is mandatory. Every trolley has to have its mirrors checked every day no matter what. The mirrors are the conductor’s best friend. I preach, “Take one last look” in these mirrors before pulling out of a stop. Both aforementioned accidents were avoidable and preventable with one last look.

Also pictured is a large oval mirror. This was suggested during our safety committee. It is a big favorite with our conductors. It makes checking the rear lights possible without leaving the seat or needing assistance. This makes the post trip easier. The yellow banner is what I’m hoping will put an end to all our one hit wonders. “Safety begins with Teamwork” I talk to you about safety. You talk to Jack about safety. Jack talks to Mark and Mark talks to Jim and Jim talks to Kenny. We’re now all talking about safety and safety awareness becomes contagious and spreads and everyone has caught it. Finally, if one thinks safe, one is safe. It’s all in the mind! We have no other choice but to think about being safe. It’s in our mind and we can’t escape it.

Greetings from the Grave
by Gary Patrick; Ghosts & Gravestones Manager

We have had a very exciting time in Savannah redeveloping Ghosts & Gravestones to incorporate a new stop on the tour. Commencing on the 27th October 2014 we have added to the tour exclusive access to the Juliette Gordon Low Birthplace, one of Savannah’s most historic landmarks and museums. Our guests are entertained in the house with stories of the paranormal, poltergeist activity and romantic tales of some of the spirits that still linger within.

Working closely with the Girl Scouts of America our Training Officer, Kayla Black, crafted a new script to support the eyewitness and management accounts of the spectral activity within the house. Lead Actor, Travis Spangenburg worked tirelessly over a four week period to implement the new script changes and the introduction of the “JGL” to our tour. I am sure all the CAST would agree, his efforts and talent have made this a smooth transition. Thank you to Kayla and Travis for all your hard work getting this off the ground in record time.

So far, we have had great feedback from guests and our CAST alike. Make sure you check out the new tour if you’re visiting Savannah in the near future! ...’til next time.
Depot Sales
by Jim Rafferty; Depot Sales

The weather could not be more perfect and it has shown with how busy we have been. We have carried the momentum from the summer and have not looked back.

September and October both started out a bit slow but we rallied to finish very strong. Our October CASTmeeting was a big hit with some great costumes. I look forward to this CASTmeeting each year and am always amazed at the creativity of our staff.

Congratulations to our August Sales Rep of the Month Tramaine McCombs and our September Sales Rep of the Month rookie Jennipher Laraway.

The sales team has been performing very well and it has showed in our numbers. I am so proud of the job they have been performing and would like to thank each and every one of them for their hard work and dedication.

Human Resources
by Rene Mercer; Human Resources Manager

With the bustle of the busy season winding down, we’ve planned a job fair for December to recruit a few more amazing people for Maintenance and as Conductors. These individuals will join the ranks of exceptional CASTmembers like our September “of the Months”, Paul “Captain” Chauvin (Conductor), Jennipher “PH” Laraway (Sales Rep), Claude Fleeman (Supporting), and Dennis Lopez (G&G).

We had a fa“boo”lous time at our October CASTmeeting, as it was time for the ever popular costume contest! Folks really got creative and were pretty impressive. Among our attendees were a carwash, rock star/guitarist, Gumby, a couple of Zombies, Trolley Man, and our winners, a Vampiress (Jane Erskine) and the Oldest OTT Employee (Carole Kennedy). November’s CASTmeeting took us to the historic Pirate’s House, which is also a CAST favorite.

Maintenance
by Bruce Smith Maintenance Manager

As we come to the end of our busy season, it is time to start putting some of the trolleys through the paint shop. We have already started to replace the rotted wood from previous roof leaks in the enterprise trolleys and we are rebuilding the dashboards in the specialty trolleys that are getting a little warn out. We are also working to reduce the size of the dash by relocating the defrost blower motor and rebuilding the instrument panel to install all the switches into the dash instead of being located under the window where they can get wet and short out.

We are very happy to have 13 new trolleys to kick off the season. This will give us more time to work on the older ones getting them ready for another run.

We also added the sixth trolley # 173 to the ghost fleet. Parking is getting a little tight at the barn, but we are happy to have them all, so keep them coming. Be safe out there.

Training
by Kayla Black; Training

It’s Holly Jolly Holiday Trolley training time in Savannah… that means talking about egg nog, gingerbread and Santa Claus when it’s still 70 degrees outside! But that’s alright. Nothing gets us into the Holiday spirit like singing carols on the orange and green.

Ruben Alegria, Paul Chauvin, Don Hendrix, Danielle Legette, Ralph Cowart, and Tony Hall have all returned as our Elf Conductors, and we welcome Richard Anderson, Michele Price, Dennis Pellegrino, and Ben Lawson to those ranks. Congrats on certifying on an additional tour! Coming up next month we’ll begin training the 2015 Rookie Class! Exciting times to come...

Groups and Charters
by Marcie Covington; Group Sales Manager

Savannah is Rock’n’Rolling!

I cannot thank the CASTmembers enough for the awesome job transporting all the Rock’n’Roll Marathon Runners. I would especially give praise to Craig Armstrong, Sales Coordinator, Kayla Black, Training Officer, Jim Rafferty, Depot Sales Manager and Jaqueline “Bean” Kelly, Dispatcher. Without them it wouldn’t have been possible to pull it off. Craig held down the Groups Department while I was running to the meetings and gathering all the information needed. Kayla and Bean only had 45 minutes of sleep and took the blunt force of making sure our fleet of orange and greens made it to the beach and collected the hundreds of eager runners waiting. Poor Jim, he was sitting in the luxurious command center that was provided by our wonderful city, eating bon bon’s (just picking), while listening to me bark orders to open and close streets. However, our CASTmembers the all the work!!! This year was the smoothest year that I have ever been involved in. The lack of sleep and the months of planning couldn’t have taken place without each and every one of you! Can’t wait to Rock’n’Roll with all of you next year!

Vendor
by Bob “The Colonel” Hunter; Vendor Rep

Happy Holidays from me and Craig! We are enjoying the fall; cooler weather, Halloween, the smell of burning leaves in the air, and upcoming holiday gatherings.

We have stayed continuously busy in our “slow season” to the tune of $108k over budget through September, and expect to see high numbers for the rest of the year as well. Our many thanks to all our hotel and business partners for selling our tickets, boarding passes and talking up OTT Savannah!

Last month, Marcie Covington, Jim Rafferty, Travis Spangenburg
and I had great fun dressed in our Halloween best, stopping into our hotel and business partners around the city to spread holiday greetings and pass out yummy candy. They seemed to enjoy being visited by Lady Marcie, Captain Jim, Zombie Colonel and Ghost Host Travis!

This month I was “arrested” by one of Savannah’s finest and taken to jail as part of the MDA annual “Lockup” fundraiser. I was fortunate enough to raise close to $1,000.00 in less than three hours, including a donation from our own Charlie Brazil and OTT Savannah. It was great fun for a very worthy cause.

Best wishes to you all during this holiday season. We hope to see you all very soon!

Q | What is your idea of perfect happiness?
A | I’m happiest during my and my son’s weekly board game competitions.
Q | Which talent would you most like to have?
A | Ability to sing…well
Q | What is your most treasured possession?
A | My grandmother’s sewing machine.
Q | What three things will you always find in my refrigerator?
A | Tuna, spinach, and sweet potatoes
Q | Who is your favorite hero of fiction?
A | Capt. Jack Sparrow

Savannah Continued...

VENDOR SPOTLIGHT

The Best Western Gateway

by Robert “The Colonel” Hunter; Vendor Sales Manager

The Best Western Gateway has been one of our hotel partners for over ten years. This week I had a chance to visit with Rose Malyska, the Assistant GM, who has been with the hotel for over two years. She is excited about their recent renovation and as always looks forward to their continued partnership with OTT Savannah. She and their guests appreciate the complimentary shuttle service that we provide in the Gateway area, which is approximately 20 minutes outside of the Historic District. We look forward to many more years working together with the Best Western Gateway!

SEPTEMBER
Paul Chauvin, Conductor
Jennipher Laraway, Sales Rep
Claude Fleema, Supporting
Dennis Lopez, G&G

OCTOBER
Tony Hall, Conductor
Cathy Vaccari, Sales Rep
JJ Fields, Supporting
Travis Spangenburg, G&G

WELCOME ABOARD

Maron Ciccarelli
Giovanna Claxton
Stacey Silverman
Jean Jacques Bellemare
Teresa Williams
Warren Williams Jr.

RETAIL DIVISION
Moulton Bailey III
Kristin Giles

HAPPY ANNIVERSARY

OCTOBER
Richard Montaudo, 2 years
Michael Lenze, 2 years
Barbara Crane, 1 year

RETAIL
Vivian Colon, 6 years

NOVEMBER
Jacqueline Kelly, 9 years
Michael Smith, 9 years
Juanita Erskine, 4 years
Rance Shell, 4 years

The Colonel gets “arrested” for MDA

Though raised military, I call Pensacola and West Palm Beach, FL, “home.” I previously lived in Tennessee and Nebraska (Go Big Red!), and have been in Savannah since 2006. Working in Hospitality has been an exciting challenge after spending so many years in Healthcare. Prior to getting into the HR field in 2008, I was a preschool teacher, and before that a Legal Assistant. I am a single mother of an absolutely ridiculously fabulous boy who is a daily up-lifter. My perfect weekend would include him, 80s cartoons, Superhero anything, musical theater, museums, and laser tag.

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CASTMEMBER OF THE MONTH

Renee Mercer
Human Resource Manager

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San Diego Thinks Pink
by Carmen Thulin; AP/AR Manager

Nikisha Belt from the UCSD Moore’s Cancer Center and Stefanie Baldonado from the American Cancer Society were at our October monthly meeting to receive their checks from Old Town Trolley’s October Breast Cancer Awareness fundraising efforts. Both Nikisha and Stefanie were thrilled and very happy with our donations. CAST member Nancy Nuhaily received several donations from our supply vendors; from Winzer, a gift basket for the silent auction; Ferrellgas donated a two-burner camper stove, hoses and full propane tanks and from Unifirst, two Chargers game tickets for our ticket raffle. We had 15 Leadagers provide baskets for the silent auction and that endeavor brought in $1,272. Bottled water donations at Seaport Village, Harbor & Old Town ticket depots added over a resounding $2,267.70!

Other fundraising efforts were five weekly bake sales, three ticket Raffles, Trolley Pink Hat sales, donation boxes at ticket booths and individual contributions from conductor’s tip hats for $1,685.15! Wait there is more! We also had $235 from seven walkers from the “Making Strides Against Breast Cancer” walk in Balboa Park. That makes our Grand Total of $5,459.85!!!!

We were very happy that Chris Belland, HTA CEO and Piper Smith, VP of Marketing, were here in October and were able to see first-hand all the items we put together for the Breast Cancer Awareness Campaign. All in all, a great effort and a big thank-you to our entire CAST for their continued support and contributions to finding a cure.

YMCA’s Angels in October

YMCA Youth and Family Services (YFS) hosted their annual fundraising gala in October this year! The previously holiday themed event took place on Oktoberfest, celebrating everyday angels in a new season.

This year’s event was held at Stone Brewing World Bistro & Gardens - Liberty Station, where we celebrate the everyday angels who help change the lives of youth and families in our community.

The evening included gourmet hors d’oeuvres from Stone Brewing, Hosted bar including a dozen select craft beers on tap, an exclusive silent auction, recognition of 2014 Volunteer Angel, Norm Jerry Coulson, Jim Saffer and Stephen Scott walk away big winners from the silent auction

Conductor Jim Fraley donated over $1,685.15 of tips alone. THANK YOU JIM!

Mike LeBold, Twinkles, David Thornton, Linda Florentino, Charlie Griffin, Carmen Thulin, Carrie Nunez and Joie Griffin at the starting line getting ready for the Strides Against Breast Cancer walk

Leadagers and CAST donated baskets for silent auction raising over $1200

YMCA’s angels in October
Reynolds, emceed by Little Tommy Sablan from KyXy’s Jeff & Jer Showgram and lots of mingling, friends and fun!

Every dollar raised goes toward supporting the YMCA Community Center, housing vital services such as the Cyber Y Technology Center, Y Cook Community Kitchen, Kinship Support Groups and a variety of free community events.

Old Town Trolley Tours has been an annual supporter in the past and continued to support us again year. General Manager David Thornton and Carmen Thulin were in attendance. Carmen is now a YFS Board Member as well.

Old Town Art Festival Changes it’s Name

by Sebastian Biagioni; Old Town Market Leasing & Operations Manager

The “new” Old Town San Diego Art and Craft Show brought together a wonderful mix of quality contemporary crafts as well as fine art. There was a children’s art display for the public to vote on their favorite entry. The first, second and third place winners received a beautiful homemade historic ribbon.

There were craft demonstrations from four 8th grade students from Grant K-8. CJ Garcia, the son of Elena Garcia with our maintenance team, did Origami demonstrations.

The Art and Craft Show runs along San Diego Avenue from Conde Street to Twiggs Street. Nestled in the center was a wonderful Cantina with continuous live entertainment sponsored by the Tequila Factory restaurant. You could enjoy a rest, yummy bites, sumptuous wines, tasty tequilas or craft spirits.

The event was a success with San Diego’s beautiful weather and Old Town atmosphere. The proceeds help to keep free parking in the area.

Kids Free October

During the entire month of October, families with children can enjoy special deals at more than 100 San Diego hotels, restaurants, attractions, museums and transportation 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 the region’s sunny weather and warm temperatures and enjoy a number of fun-filled fall activities.

Dia de Los Muertos

Dia de los Muertos fell upon us on Saturday and Sunday this year. It was a great event with many activities and celebrations. This year’s festivities attracted over 75,000 visitors for the two day celebration. Over forty local businesses, museums, and shops created traditional Dia de los Muertos altars that could be viewed and enjoyed by all. 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. Some of the activities that were made available at the Market were Sugar Skull face painting, Paper Flower making and various other family friendly activities. We had live music playing throughout the day with various performers coming through. Dance groups made their way towards Casa Aguirre entertaining our patrons and all who were enjoying Dia de los Muertos.

Wellness Program Benefits Us All

by Erin Smith; HR Manager

San Diego followed in Key West’s footsteps and offered a Flu Clinic to our CASTmembers. Thanks to Claire Hiller, we were able to bring in Ralph’s pharmacy to offer $19 flu shots to the uninsured, and free flu shots for our CASTmembers with health insurance. Though just a few of the CAST participated, we did manage to sign up 10% of our operation in the Flu Clinic, so we can still say it was successful in our first year! We are excited and looking forward to more wellness clinics in our attempts to keep our CASTmembers happy and healthy!
Safety First!
by Bob Ross, Safety Officer

Old Town Trolley and SEAL Tours of San Diego enjoyed a visit from our HTA National Safety Director Jim Lamberson and Liberty Mutual Loss Prevention Specialist Matt Glovinsky at the end of September and beginning of October. During the visit they inspected the Trolley/SEAL and Old Town Market facilities as well as riding our La Jolla/Mission Beach Tour and SEAL Tour. Jim also reviewed accident records, CASTmember training files, maintenance records and inspected vehicles while he was here. Everything went well with only a few minor procedural flaws that were easily immediately corrected.

Ghosts & Gravestones
Offer Year Round Tours!
by John Savage; Operations Manager

Ghosts & Gravestones in San Diego has been steadily growing. Three years ago our Ghost Hosts made an appearance only in October. Last October (2013) we decided to bring the tour back early and run from Spring Break in March through October (2014) with very good success. So we decided to keep it running year round! We just finished the month of October up 55% over last October! Grimsley (Chris Chiotras), The Professor (Larry Usali), Doctor Morbius (Chris Rosal), Wyatt Earp (Don Kaye) and Ace (Rodney Foster) have worked day and night putting together this successful product. Rumor has it that they are not done yet, they are looking to add attractions to keep the tour growing.

San Diego County
Veteran of the Year Program

The Veteran of the Year program recognizes the contributions of the Veterans to the San Diego community. Since 1989, the Veterans program honors and recognizes several individuals and selects one for its outstanding Veteran of the Year award. One non-profit organization and one for-profit corporation is also recognized that supports and serves active duty personnel and Veterans in San Diego County. Old Town Trolley proudly supports its Veterans and annually attends the luncheon to honor all of those that serve our country and support our Veterans.

OTT Donates Services

Each year, on the top of the highest peak along the coastline of San Diego County, the Mt. Soledad Veterans Memorial Association pays tribute and honor to our Veterans. This year’s ceremony paid special tribute with a plaque to Prisoners of War and Missing in Action (MIA) Veterans. Old Town Trolley was also recognized for its years of supporting and donating transportation services to local Veterans groups with a special plaque too. The Old Town Trolley plaque included current CASTmembers who are also Veterans.

Master of Ceremonies was Marc Bailey, Morning Anchor from CWTV 6. Keynote speakers were Capt. Ernest Moore, USN (Ret) – POW Commemoration and Barbara Brichim – MIA Commemoration. The ceremony ended with a special T-34 performance team flyover. The ceremony honors Veterans by preserving their legacy.
Veterans Day Parade
by Erica Frost; Group Sales and Charters

November 11th, thousands gathered to see, honor and celebrate our active and retired military along the Embarcadero on San Diego’s Big Bay waterfront where they hosted the 28th annual Veteran’s Day parade. The San Diego Veteran’s Day Parade is produced by Veterans Week San Diego and the Parade is open to all and free of charge to view or to participate. President Eisenhower dedicated November 11 as Veteran’s Day in 1954, and called upon all citizens to participate. As Veteran’s Day is observed nationwide, the San Diego Veteran’s Day Parade recognizes the contributions of all of our Vets from every branch of Armed Forces, in all eras of service. This year’s theme was “A Tribute To Veterans of Afghanistan & Iraq Wars.” A greatly deserved welcome was shown to all U.S. Veterans who served during the war years 2001 to 2014.

Old Town Trolley Tours and San Diego SEAL Tours were represented having donated four trolleys and a SEAL to carry various Veterans organizations. The SEAL, as in previous years’, represented the Vietnam Unit Memorial Monument Fund. The trolleys carried Eagle’s Wings, American Ex-POW’s, the Distinguished Flying Cross Society, Honor Flight San Diego and VIP’s to the viewing stands before the parade. It is both an honor and a privilege to have our vehicles in the Veteran’s Day Parade driven by some of our CASTmembers, who are all Vets themselves.

The CAST enjoy a night out at the Padres game. Padres went on to beat the Colorado Rockies.
This month I would like to showcase the Concierge staff at the magnificent Hotel Del Coronado. This majestic beauty is one of the most iconic hotels in the world. The hotel was built over 125 years ago and sits right on the Pacific Ocean. It has been home to many presidents, dignitaries and celebrities. There have been many movies filmed here as well including “Some Like it Hot” with Marilyn Monroe, Tony Curtis and Jack Lemmon. I was lucky enough to meet President Clinton during his term while he was jogging along the beach while staying at “The Del”. The Concierge Team is led by Chief Concierge Eddie Rose who is a past president of the San Diego Concierge Association. He has 10 Concierges at his desk as well at 6 additional concierges at the Beach Village which are upscale beach villas on the grounds of The Del. Eddie’s team have always been such great supporters of the Old Town Trolley as their guests can walk to one of our convenient stops in the town of Coronado. Thank you Eddie and your staff for all the guests you send our way every day!
Turner Classic Movies Showcases Key West

by Linda Test, Key West General Manager

We recently had the opportunity to showcase Key West with a unique tour product. Turner Classic Movies recently chartered out the Disney Magic cruise ship, making a call in Key West. A ship filled with TCM fans needs a classic movie tour! Our own Depot Sales Manager, Justin Bahl, stepped in to research and write a script about the movies that were filmed in Key West or had significant links to Key West. Classics like the John Wayne movie To Reap the Wild Wind, Key Largo, PT 109, and Operation Petticoat have all been filmed in Key West. Authors Ernest Hemingway and Tennessee Williams called the island home, and we have had numerous film stars who have had their own home here in paradise. Justin also delivered the tour, which ended at the Key West Business Guild office. There, guests were treated to an expansive collection of Tennessee Williams memorabilia, including personal photos and paintings he did while living on the island. There are many sides to history, and the opportunity to give guests exactly what they wanted to see, as well as showcase our beautiful island, was an amazing experience.

Cruising

by Kevin Delahanty, Excursion Liaison

The season is looking good. November has 32 ships, December has 52 ships. We are trying to reinvent our products by coming up with new ideas to offer to the cruise ships. Each ship has different dynamics and different demographics, so creating new tours is a challenge. We believe repeat cruisers are looking for something different, having been on our tours already.

Royal Caribbean Cruise Line filmed a video with the Conch Tour Train and our attractions. The Majesty of Seas will use the video to help promote excursion sales. They have a goal of 1,000 tickets on a single port call. We are also helping to get the rest of the crew involved promoting our tours through FAM trips to our tours and attractions. This will give them information when guests ask, “What is there to do in Key West?” The season will bring some new ships to port, as well as some returning ships repositioning for the winter. We look forward to a busy and successful season.

Fair winds and following seas...

Human Resource Corner

by Mary Martinez, Office Manager

Fall in Key West means seasonal employees are returning. We welcome back Joyce Dahlberg, Jack Sibley, Gail Sibley and Karen Padgett to Sales. We also welcome back numerous drivers to the Conch Tour Train and the Old Town Trolley. The train has Willy Kelly coming back to do shuttles, Johnny Blanton and Dominic Iannotti coming back to do tours. And the Trolley has Carole White, Chris Holmes, Mike Dorenkamp and Richard Burton coming back to entertain the folks with tours. We can’t forget about Warren Patrick who returns to greet our guests as a host for the train. This year we had some folks join us for season from OTT-DC. We welcome Darin Delrosario, John Snyder and Gary Barr. It is always great to welcome back our seasonal CAST when they return. It’s like a family reunion.

Drivers Can be Pretty Scary

OTT CASTmembers got into the Halloween spirit by dressing up in costume at work. Lead Driver, Grace Spencer made her own Dorothy costume, even down to the ruby slippers just for the occasion. Next year, we plan on doing the Wizard of Oz theme for all the CASTmembers. Head Conductor Laurie Skinner has been type casted as the Wicked Witch.
**CASTMEMBER SPOTLIGHT**

**Phil Lambert**  
Safety Officer, Key West

**BACKGROUND**

I was born and raised in Miami, Florida, and spent many family vacations in Key West and often said I would love to live here. After raising five children and being in the restaurant business for 30 years, I was offered a position with Margaritaville in Key West. My wife and I sold everything, packed up the dog, and off to Key West we went. After two years in Key West, Margaritaville transferred me to Cincinnati to open a new location. We spent a year in Ohio, and we knew that our hearts were still in Key West. My wife asked me what I wanted to do, and I told her I wanted to go back to Key West and drive the Conch Tour Train. She thought I was crazy. Within a month, we sold everything again, packed up the dog, and came back to Key West. My wife got her old job back, we got our old apartment back, and I landed a job driving the Conch Tour Train!

Q: What three things will you always find in your refrigerator?
A: Land O Lakes real butter, Arizona Green Tea with Ginseng, Heinz Real Tomato Ketchup

Q: What is your favorite vacation spot?
A: Vegas

Q: What do you most value in your friends?
A: Loyalty and integrity

Q: If you could choose one reality TV show to be on, what would it be?
A: Amazing Race

Q: Which talent would you most like to have?
A: Scratch Golfer

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**Trolley Drivers Have Many Talents**

In attendance at the Art Showing was (R to L) Gail and Jack Sibley, Janie and Tim Watson, Jack “Curry” Houston, Grace Spencer, Geoff Hintz, Pam Lewis, and Carole White.

by Laurie Skinner; Head Conductor  
Jack “Curry” Houston, an Old Town Trolley driver, is also an accomplished artist. Curry had an Art showing at the Stone Soup Gallery on October 16th. Several CASTmembers came out to support Curry and browse his wonderful paintings.

Conductor Chris Cringle and an unticketed guest on his trolley tour

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**Sugar Muffin**  
Proud Owner David Galvin

Sugar Muffin is 11 years old. She is missed tremendously by our daughter Lexi who away at college.

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**WELCOME ABOARD**

Anthony Chamoun  
Rondald Dalton  
Mark Masca

---

**HAPPY ANNIVERSARY**

Rodney Buster, 8 years  
Christopher Holmes, 4 years  
John Snyder, 2 years  
Kurt Brandt, 1 year

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old town trolley tours of Key West
KEY WEST VENDOR SPOTLIGHT

Sister Properties: The Artist House and the Artist House on Fleming
by Cheryl Actor, Director of Account Sales

Owners, Jo and Ray Kearney and their three sons, hail from Mid Wales, UK where they owned the Dovey Inn. In 2008, they were bought out and the family started researching where to go next. Having vacationed in Key West for many years, they decided it had the perfect laid back feel where they would be comfortable. In November 2008, they arrived in Key West and have not looked back since.

The first property they purchased was the “Artist House” located at 534 Eaton Street. This was the original home of “Robert the Doll”. Having made a success of this property they decided to venture forward with another project, “The Artist House on Fleming”. Utilizing both properties, every afternoon a “Happy Hour” is offered to guests of both inns at the original Artist House.

The Artist House on Fleming was originally built as a private residence until being converted to a guest house in the early 2000’s. This lovely, CIRCA 1896, guesthouse is located at 1016 Fleming Street, in the heart of Old Town Key West. Fleming is a quiet, quaint residential street, close to many attractions. It is near the historic seaport with access to waterfront dining, famous bars and, of course, Duval Street. In 2011, Jo and Ray purchased it even though it needed a lot of work. It was closed for 6 months to be completely renovated and restored to its former glory. The house now has a very contemporary feel which is very different from the original. An enormous wraparound porch and a tropical garden with a dipping pool, complete with a relaxing waterfall, are the perfect locations to enjoy the lavish, complimentary breakfast served out of the spacious kitchen.

The wonderful staff at both inns, do all that they can to make each guest’s visit memorable as well as providing their gratis concierge services. The owners and staff do a great job of promoting our Old Town Trolley Tours! Thank you all!

THEY CARE! They reduce, reuse and recycle as much as they can!

Swivel Group Events is looking forward to another very busy wedding season in Key West. Kristin Artz with Swivel Group Events has worked with the HTA Team for over 10 years and plans on at least another 10.

“Our clients love the Conch Tour Train and Old Town Trolley experience from tours to transfers.”

“2015 will bring a few firsts for us: bringing half of a Conch Tour Train over to Sunset Key for a Wedding, and next with a Wine Crawl for another client group experience.”

Swivel Group Events specializes in luxury destination weddings.

twitter.com/keywesttours
facebook.com/keywesttours
Lessons in Leadership
by Justin Bahl; Depot Sales Manager

One of my favorite lessons about leadership comes from a story that is allegedly based on some historical truth. Just before a decisive battle in war, a man in civilian attire rode up on a horse to a group of soldiers who were struggling immensely trying to erect some beams into high positions. Beside the soldiers was a well-dressed corporal screaming and shouting at them to work harder, yet his comments only seemed to discourage the soldiers and their efforts. The man on the horse approached the corporal and asked him why he wasn’t helping the soldiers. The corporal proceeded to snap back without taking a breath; “Do you know who I am?!” The man on the horse apologized, dismounted, and helped the soldiers until their task was complete. Now there are several versions on what happened next, but my favorite ends with the man, now drenched in sweat, getting back on his horse and telling the corporal; “You should notify top command next time your rank prevents you from supporting your men – and I will provide a more permanent solution.” The man on the horse was George Washington, then commander-in-chief of the Continental Army. The story’s accuracy is certainly debatable, but its message is something that still hits home.

Anybody can sit behind the scenes or stand on the sidelines and bark orders, but a true leader is someone out there in the trenches having the courage to perform under fire and guide their people down the path to success. Strive to be a leader at whatever you do in this life. You like to knit? Great - teach others how to knit. You know someone who can knit better than you? Even better - learn from them and go out and share what you learned with the world. Whether it’s sales, giving tours, fixing trolleys, or even knitting – just remember that people will follow you and strive for success because of your passion, not your position.

Smooth as Silk
by Andy Kirby; Liaison Sales Manager

When I first began my career as a broker I learned the hard way, that’s it is very important to listen. God gave you two ears and one mouth, listen twice as much as you speak. Learn to be smooth as silk, in everything you do. I only wear silk ties, and yes I like nice things in life. But I wear silk ties as a reminder to myself, smooth as silk baby, smooth as silk. I learned this trick about thirty years ago, I was taught that no matter what you are selling when you are selling it you may be in their stadium, in other words their house, their office, their space but sales is a game so no matter what stadium I am playing in if I get off track, I stroke my tie and just say to myself, smooth as silk, smooth as silk. Well nowadays I don’t always wear a tie but I will still do that same motion, and remind myself to stay on track. Smooth as silk. You see we are not required to know everything, but you are required to know that if you don’t know the answer try to get one and tuck that knowledge away ready to use the next time someone asks for that same request. Knowledge is power and the more you know the more you grow. You will be the same person today, a year from now, 5, 10 even 20 years from now. Except for the people you meet and the books that you read. The greatest lesson I have learned in life is that I still have a lot to learn. We can all learn from each other. They say that people have a hard time saying three things, I am sorry, I love you, and I need help. When you are rebuilding yourself, your team remember that statement. There are two types of people in the world, the driver and the passenger in the car of life. Don’t you want to drive your own life? Of course you do and in order to, every trip needs a map, some kind of direction to insure that you are going in the direction you need to be. Some call them goals, but whatever you call them, know that successful people have a plan. If you fail to plan, plan on failing. It wasn’t raining when Noah built his arc. You know that the journey of a thousand miles begins with a single step. So start today. Take your message out to the world.
Train 108 just got a complete overhaul.

Clinton Curry pictured with the African Queen, which was on display for a Disney Cruise Lines port call to Key West. The cruise was a charter for Turner Classic Movies. The African Queen was made famous in the 1951 movie of the same name starring Humphrey Bogart and Katherine Hepburn. The African Queen, which is registered as a National Historic site, has been located in Key Largo, Florida since 1982. Today, visitors to Key Largo can join the Captain and crew for sightseeing canal and dinner cruises.

Sales Reps Dave Roland, Cynthia McCoy, Tommy Allen, and Taylor Sanderson take a selfie atop the Key West Lighthouse.

The African Queen Visits Key West

HAPPY ANNIVERSARY

OCTOBER
Bruce Dodge, 23 years
Joyce Dahlberg, 12 years
Gail Sibley, 12 years
Robert Lutz, 6 years
Robert Derouse Jr., 1 year
Joshua Thurston 1 year

NOVEMBER
Cezary Latala, 18 years
Eduardo Silva, 15 years
Tommisine Hutton, 3 years
Leslie Allen, 3 years
Edward Guillard, 1 year
Charles Vinson, 1 year
Philip Lambert, 1 year

WELCOME ABOARD
CONCH TOUR TRAIN
Brian Surpas
Lloyd Van Norden
Tiffany Albury

twitter.com/conchtourtrain
facebook.com/conchttrain

CASTMEMBER SPOTLIGHT

Ed Guillard
Engineer, Conch Tour Train

BACKGROUND
I was born in Sault Ste. Marie, Michigan, and was raised on a dairy farm. Left Michigan after graduating from high school. Moved to Minneapolis, Mn., where I worked as a waiter in the Curtis hotel.


Raised my family in Alexandria, Louisiana, where I also went to LSU.

I Worked for Procter and Gamble for 12 years.

Started my construction business and operated it for 15 years.

Then I worked for Valero Refining Company, where I retired in 2004.

Then I bought a 42 foot Trawler boat and have lived on board since, and still do.

I sailed to the keys after doing the great loop. Made my way to Key West where I found HTA and CTT.

While doing the great loop, we visited Savannah Ga, St. Augustine, Fl. and Washington, DC, where we rode the HTA trolley in each city and loved the tours. I have been driving the Conch Tour Train for a year now and just love it, It’s the most fun job I’ve ever had.

Q | What is my favorite occupation?
A | Driving for the Conch Tour Train

Q | What is my favorite vacation spot?
A | Burning Man Black Rock Desert

Q | What is my most treasured possession?
A | My boat

Q | What three things will you always find in my refrigerator?
A | Beer, Fruits and Veggies

Q | Who or what is the greatest love of your life?
A | My wife, Lucy
Craig and Connie Martin took our tour in Savannah. They had a 10% off coupon for the tour, and were upset that they didn’t receive a discount for the tour even though they had a coupon card that said we were a participating company.
After submitting a comment card online at TrustedTours.com, Susan was refunded her money and offered 2 tickets to come back and try out our tours again.

A response letter from a guest who purchased a next day trolley ticket for Washington DC and couldn't use it.

One of the many appreciation letters we get
Mr. Belland

I received your letter late last month regarding our experience with your tour service while in Washington D.C. early in October. I was pleasantly surprised to receive an apology, a refund check and some free vouchers for a future trip. Thank you for your response.

I understand the problems with forecasting tourist traffic at a given time and applaud your efforts to make your service better. I received a credit on my credit card statement for the amount of seventy eight dollars. So consequently, I cannot, in good conscious cash your check. So I am returning it. However, I will keep the VIP vouchers and perhaps use them on a future trip. Thank you and Merry Christmas!

Sincerely yours,

Paul A. Schinkel

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Dear Mr. Belland,

First, thank you for taking the time to personally respond to the overcrowding/non-pick-up problem we encountered on our vacation trip to Washington D.C. (We had used the Old Time Trolley several times in Key West and never encountered that problem.)

Second, we appreciate your explaining what caused the overcrowding and were especially pleased to learn that you will be adding new trolleys and conductors. We will be returning to Washington D.C. next month with other family members and now feel very comfortable in purchasing tickets for all of us on your tour line.

Also, thank you for the two complementary passes. That was above and beyond and very appreciated.

Thanks for listening and responding so quickly. We remain loyal customers!

Sincerely,

Bobby & Cathie Gray
Boston took the program and embraced it. Not only did we give them cold turkey sandwiches, they were delivered by our very own OTT turkey (played by John Speck).

San Diego’s leadager team handed out turkey sandwiches to the CAST

KEY WEST HOLDS JOB FAIR

Shirley Porter and David Galvan at the OTT Key West table at the job fair

Thomas DeFrancesco and Tommy Allen at the CTT Key West table at the job fair

HAPPY ANNIVERSARY

OCTOBER
Curtis Craig, 18 years
Nelson Nodal, 17 years
Violeta Mihaylova, 11 years
George Lennox III, 4 years
Harry Steele, 4 years
Lisa Chubbuck, 3 years
Svitlana Gladka, 3 years
Kristina Agent, 2 years
Mindy Tucker, 2 years
Bruce Woodard, 2 years
Khulka Latipova, 2 years
Matthew Hudak, 1 year
Dahlia Johnson, 1 year
Kate Ferguson, 1 year
Gregory Carey, 1 year

NOVEMBER
Dalia Angelosanto, 20 years
Magdalena Witczak, 19 years
Jean Rakoczy, 12 years
Robert Basista, 9 years
Lisa Quast, 2 years
Paul Hilson 10 years
Kelly Summers, 8 years
Robert Murphy, 5 years
Julien Bruce, 2 years
Ashley Dixon, 1 year
Mary Dalton, 1 year
Karen Brandt, 1 year
Nataliya Mansukhani, 1 year

WELCOME ABOARD

SHIPWRECK TREASURES
Charles Mikich

ADMINISTRATION
Debra Coles

AQUARIUM
Brian Thorn
Jillian Enloe-Hamill
Aubry Tucker
Julie Roubik

GHOSTS AND GRAVESTONES
Janeen Gracer
Jennifer Sisley

RETAIL DIVISION
Trudi Supras
Jennifer Howard
Shazmn Gavin
Alecia Gordon
Shawn Elam
Bedjine Monclaire
Marteka Young
Iulia Kotlinksa
Shannon Enrights
Dean Schmidt
Karla Lopez Ondonez
Amos Louis
Daniel Daley-Dixon
David Gonzalez Jr.
Gabriela Velasco

October - November 2014