Imagine what it is like being the Obama girls, Caroline Kennedy, Amy Carter or Elliott Roosevelt. Each has had the unique experience of growing up as a child of a United States President. As presidential children, their lives were and are affected by constant attention from the press and the watchful eyes of the Secret Service. Imagine how much fun it must have been for Julie Nixon or Lynda Johnson going on dates and the fairy tale White House weddings they experienced.

On February 19, guests at the Harry S. Truman Little White House fundraiser, Living in the Presidential Fishbowl – A Relative Look, enjoyed first hand accounts of life as a presidential relative. Luci Baines Johnson, daughter of President Lyndon Baines Johnson; Susan Ford, daughter of Gerald Ford; Clifton Truman Daniel, grandson of President Harry S. Truman; and Margaret Hoover, great granddaughter of President Herbert Hoover all shared personal experiences of growing up presidential.

John Avlon of CNN moderated the evening and disclosed during his opening remarks that he was married to Margaret Hoover, to which Margaret commented, “How do you think you got the gig?”

Luci Baines Johnson, in a beautiful coral dress that had belonged to her mother Lady Bird Johnson, reminisced that she, along with her mother and sister, took turns accompanying President Johnson to events or as they called it, Daddy Duty. She spoke about the Vietnam War, with the sounds of protesters, outside her window in the White House, often times being the last thing she heard before she went to bed and the first thing she heard in the morning. Everyone called it LBJ’s War. As Luci explained, “Nobody wanted that war less than Lyndon Johnson. It was an excruciating situation that he inherited. It was devastating his efforts to get all of his domestic agenda across. And On March 31 when my father announced he was not going to run, you saw my mother, my sister, myself and my husband standing behind my father. You did not see my brother in law, Chuck Robb because he was in an airplane on his way to Vietnam. Two weeks later you did not see my husband because he was on his way to Vietnam. And so we kind of gave all we had.”

Susan Ford Bales reflected on her father’s loss to Jimmy Carter in 1976 due to his pardon of Richard Nixon. “My father, like all of these here, was a true statesman. And they did what was best for the country, not what was the best for their personal agenda. What was best for the country and what was going to heal the country. That's the difference with statesman of today and the generations before. I think it has changed drastically.”

Luci Baines added, “But from the other side of the aisle, I believe in all of my heart, your father did what was best for the our country.

All four of these presidents served during challenging times in American History. Herbert Hoover was president during the great depression, at the time in the words of Margaret Hoover, “the largest economic calamity in America and, up to that point, the largest calamity since the Civil War.” Harry Truman assumed the presidency upon unexpected death of FDR and saw the United States through the end of World War II. Lyndon Johnson was sworn in on Air Force One after the assassination of John F. Kennedy with the country in the throws of an unpopular war in Vietnam. Gerald Ford, the only man never to have been elected president, assumed the presidency upon the unexpected death of Richard Nixon. Upon being sworn in as president, Ford said, “Our long national nightmare is over. Our Constitution works, our great Republic is a government of laws and not men.”

The event was televised live by CSPAN and it can still be seen on the web at cspan.org.
In Honor of a First CASTmember

In 1980 we decided to restart the Old Town Trolley as a serious competitor to the World Famous Conch Tour Train. The task fell to me to organize and lay out the business plan, including many of the operating procedures still used today. Of this I am very proud, however, it is the caliber of people we have been able to attract to our company and hold on to of which I am most proud. No one embodies this feeling of the importance that we put on great CASTmembers than one of the original thirteen CASTmembers hired. He is Joe Moyer.

It occurred to me early in the business planning that if we were going to be a transportation company, we were going to have to use vehicles and that meant having somebody who knew about vehicle maintenance because I sure didn’t. In casting about, it came to my attention that there was a young man working at what was then the Marriott Casa Marina. It was one of the luckiest days of my life and one of the most fortunate days for what would become Historic Tours of America, Inc. that I hired Joe.

Yes, Joe was a maintenance man for the Casa Marina Hotel but as I came to find out, he was much more. Joe hails from Pennsylvania and while his training was in industrial arts, his forte was paint and body. There is no one that I have ever met who knows more about paint and body than Joe Moyer. But, like the TV show that touts a product and tells you, “Wait, there’s more,” that’s true for Joe as well. It turned out that Joe knew about just about everything there was to know about diagnosing automotive problems. Yes, he was a paint and body guy but he was a whole lot more. Joe ran Old Town Trolley’s maintenance department for many years until we realized, “Wait, there’s more”.

After Joe had proven he could fix anything and restore any old vehicle, he came to us one day saying, “Why don’t we build something?” Joe had a vision. He was one of the most fortunate days for what would become Historic Tours of America, Inc. That I hired Joe.

Joe and I went out to lunch a few weeks ago on the 30th Anniversary of starting up the Old Town Trolley which was December 20th. It was a poignant reminder of how long ago we got started and how much we have gone through to become the great company we are. But wait, there’s more! Thank you Joe for making these 30 years the learning experience it has been for me and the successful outcome it has been for the entire CAST and millions of people you have touched in some way throughout your career here at Historic Tours of America, Inc. and I sure hope there is more to come.

I would have to say that Joe is one of the best things I have ever done for Historic Tours of America, Inc. and I am proud to call him a friend. It has been a pleasure to watch him mature and grow inside the company and it has been our good fortune to have him for these past 30 years. I was equally happy that during all the things Joe was doing for the company, he was able to find, the first time out, the ultimate “Ms. Right” in his beautiful wife, Beth. Joe and I went out to lunch a few weeks ago on the 30th Anniversary of starting up the Old Town Trolley which was December 20th. It was a poignant reminder of how long ago we got started and how much we have gone through to become the great company we are. But wait, there’s more! Thank you Joe for making these 30 years the learning experience it has been for me and the successful outcome it has been for the entire CAST and millions of people you have touched in some way throughout your career here at Historic Tours of America, Inc. and I sure hope there is more to come.

Congratulations Rose for 25 Years!

I guess the real question isn’t how do you spend 25 years with a company, but how do you put up with me for 25 years? In a world where mobility between jobs is almost an imperative and most marriages don’t come close to the silver anniversary, how then does someone not only stay put but continue to grow and produce and thrive with multiple managers and colleagues? This article is about Rosemary Pumar, our senior buyer at Tropical Shells and Gifts and a valued 25-year veteran of Historic Tours of America, Inc.

When Rose started with us in 1985, the company was about 15 years old and had 13 CASTmembers. Rose was 22 years old and was hired as an assistant manager at Shells & Gifts on Duval Street. From there she graduated to opening Conch Republic General Store as manager. Rose then managed both our high end gift store, Bird in Hand and the Shell Warehouse. Before she knew it, Rose was managing overseeing five stores.

In 1993 we had two retail stores in Boston as well as a gift shop at the Boston Tea Party Ship, all of which Rose did the buying for in addition to her store management. It became a necessity to create a buying department within Tropical Shells and Gifts. This was a job that would entail a great deal of travel and Rose literally had wings on her heals. Beginning in the late 80’s and early 90’s our buying team headed to the Pacific Rim with Rose, Greg Curry, Lisa Mitchell and myself traveling to Taiwan, Korea, Thailand, Philippines Islands, China, and Hong Kong. At one point we went gone 32 days straight and arrived home the day before Thanksgiving. Whereupon I distinctly remember kissing the tamac at the Key West International Airport.

As we opened St. Augustine, Savannah, and San Diego travel included trips to Tijuana, Guadalajara in Mexico and Taos in New Mexico. On one trip to Tijuana, Rose and I had Herschel Hayo with us, where we almost lost him to the street vendors. Rose has logged thousands of miles with good humor and an adventurous spirit. She is always, even if initially skeptical, ready to hop off to some remote island or isolated village to find just the right gift source. These trips and these miles traveled are really nothing compared to the miles traveled within the United States to shows in Los Angeles, Miami, Atlanta, Orlando, New York, Dallas, Boston and Galtinburg. Her ever-growing knowledge of giftware and her insistence on the best price has played a large part of our retail success in an extremely competitive marketplace. I can also report that in the multiple cultures and environments across the globe that we traveled have produced for Rose many personal friends and acquaintances that continue to this day.

Many people in the retail business envy the role of “buyer” thinking of adventure travel to exotic places etc. I recall that in 2001 Herschel and Barbara Hayo, my wife Nancy, Rose and I spent three weeks in the Philippines, Taiwan, China, Singapore and Hong Kong. We visited factories and huts, and some very dirty, poor, smelly, toxic and often-scary places. Rose and I had been there before and knew what to expect. I assure you that the gloss and romance of the adventure of being a buyer soon wore off. The uninhibited to the world of searching out the best suppliers would be amazed at the places Rose has been to with the heat, flies, mosquitoes, language barriers, close quarters and strange food and customs. Rose has endured in some very primitive areas of the world. She may look sweet but deep down she has great strength and fortitude.

Through it all, all 25 of my association with Rosemary I salute her for bringing her good sense, good humor and ever-growing expertise to Historic Tours of America. Rose thank you for a wonderful though not without stress, 25 years.

One final story. On the 2001 trip to China we landed in Taiwan and in our agents home he had two Buddha’s and Rose asked why. He and said, “One was the Buddha for fertility and one prosperity.” Rose rubbed the belly of the fertility Buddha for good luck and that November she was pregnant with Jillian, a long awaited event. Now Rose, being a proud and sincere Catholic, would never think that the Buddha of fertility did the trick but me, I am not so sure.
Breathing Between Seasons

by Ted Gols; Head Conductor

November and December are transition months for Conductors here at Old Town Trolley in Boston. The conductors finally go a much-needed breather from a long season and a crazy October. If you believe that 13,000 tours left our Stop #1 between January 1st and November 31st...WOW!

Unfortunately we get too much of a breather, as business, especially during the weekdays, slows to a snail’s pace this time of year. So over the last few weeks this is where annually a contingent of conductors voluntarily take some of the winter months off to recharge their batteries.

However, as we “ram down” our daily staffing we continue to look ahead to 2011 to “ram right back up”. We started our first 2011 new conductor training class on December 14th. Four brave, willing souls have joined the ranks of the “fun-employed” and will forge through the harsh elements of Boston’s December and January to learn how to drive, narrate and become a member of our fine conductor family here at O.T.T. Please join me in welcoming aboard Philip Merrill, Deirdra Dostou, Brooke Johansen, and Michelle Barrett!

Specialty Tours

by Andrew Rhodes, Theatrical & Entertainment Manager

We finished up the Ghosts & Gravestones season here in Boston with a record number of tours and people in one night. The Saturday before Halloween we ran 17 tours and carried a little over 416 guests, and all of them came back alive. SUCCESS! As we settle in for our winter break here in cold snowy New England we are doing some house cleaning and prepping for the next season. We will be back giving Boston the creeps in April!

Over the winter we will be doing a few Sons and Daughters of Liberty educational tours. We will also be doing our favorite winter appearance as the crazy French chef for the Boston Chocolate Tour!!

We are also in the early stages of planning a new tour offering here in Boston... more news on that as we go forward.

Tom Pelletier was Sales Rep of the Month for October. Tom was the second highest producer against goal and received two glowing comment letters from guests via the HTA website.

Tom Pelletier

Specialty Tours

by Andrew Rhodes, Theatrical & Entertainment Manager

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CAST members of the Month

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ON THE SPOT

Don Kraby

Safety Officer
Old Town Trolley Tours of Boston

Born Somerville Massachusetts on August 8th, 1947, I’ve been married for 40 years, have three children and four grandchildren. Graduated 1970 from Northeastern University with a B.S in Business Administration. After graduation I worked for Ford Motor Company in Detroit in production management and safety. I returned to the Boston area and started working for Old Town Trolley in 2001.

In 2005 I was promoted to Assistant Manager. In 2007 I was promoted to Manager and in 2009 to Safety Officer.

Which historical figure do you most identify with?
George Patton—he had the courage of his convictions.

What is your greatest fear?
Fear of heights—keep me away from those bridges.

What is your favorite vacation spot?
Any beach—anywhere.

What or who is the greatest love of your life?
That’s easy—my wife who is also my best friend.

If there was one place you would like to live besides your current city, where would it be?
Italy—great climate and friendly people—preferably Naples.

In November we held a vendor appreciation event at Post390 Restaurant, to thank all the concierges in the community and all our vendors for such a fantastic season. Special gift bags were provided and guests enjoyed delicious samplings of Post390 appetizers. We also served specialty concocted “trolley-tinis” that were a big hit!

Our Sam Adams/Freedom Trail booth, decorated with lights and holiday decorations.
Boston’s Holiday Poem

The time has come, my trolley friends
For another holiday ditty;
My tribute to the entire CAST
That works in this fair city.
And what a year we celebrate,
A season most successful,
In which our CAST triumphed every day
In conditions often stressful.
This year we offered a second day,
Which our guests found most compelling.
And we added an extra tour
In our repertoire, to the delight of all.
In our reps found they were selling
A ton of tickets every day
And smashing goals like crazy,
It made the doldrums of 2009
Seem long ago and hazy.
We couldn’t have had the year we did
Without our tour conductors,
The ones who drive all day
More safely than any truckers.
And all the while they give a tour
That’s memorably fantastic.
And deal with guests of every type,
From the east coast to the west.
And speaking of service, please do
And make sure they’re lubricated.
Without our tour conductors,
Is success beyond our present time,
Beyond a sincere “thank-you”
To make this operation thrive
And entertain the guests with service.
Of course, the trolleys would not run,
To make those trolleys run like tops,
Please applaud without resistance!
For all they do behind the scenes…
And speaking of service, please do
And deal with guests of every type,
From the graceful to the spastic.
They do PMs and change the tires,
And deal with guests behind the scenes.
And finally, our management team,
Should get a shout-out proper.
They take a group effort all the way.
As well as lots of prayer.
My hat is off to our leaderhead
A success in their own right,
I hold each one in high esteem.
Without them I’d be a fright.
And so my friends, let’s lift a glass
To season of 2010,
A year that made the record books,
Like we will not see again.
In fact, what I see in the year ahead
For season of two thousand eleven
Is success beyond our present time,
A kind of trolley heaven.
With trolleys rolling round and round,
Chock full of guests that are mellow,
And yet with seats enough for all,
So that we never have a code yellow.
So what can I say to you, dear CAST,
For all your dedication
Beyond a sincere “thank-you”
At this holiday celebration?
I wish you all a year in which
You’re healthy as well as happy
And that all our trolleys look nice and full
While the competition still looks crummy.
Hip hip hooray and bally hoo,
For all you did this year,
Happy Holidays to each of you
And thank you, most sincerely.

Vienna Chocolate Frosting

For as long as I can remember my mother has been making this recipe to frost my birthday cakes. My husband and daughter have become convert.

4 squares of unsweetened chocolate
1 cup confectioner sugar
2 T hot water - boiling
2 eggs
6 T butter at room temperature
1 dash salt
1/2 tsp vanilla

In The Kitchen With
Deb “Darlin” Kelley

Melt chocolate in top of a double boiler or melt carefully in a microwave.
Remove chocolate from heat source.
Stir in sugar and 2 tablespoons boiling water until blended.

Add unbeaten egg to chocolate mixture. Beat well by hand or with electric mixer. Beat in the second egg.
Add butter 2 tsp at a time. Beat after each addition.
Put in salt and vanilla. Stir until blended.
Frost cake of your choice.

In Boston’s Holiday Poem, the author reflects on the successful year at Old Town Trolley Tours of Boston, celebrating the efforts of tour conductors, management, and other staff. The poem highlights the challenges faced during the year and the successful achievement of goals, thanking the staff for their hard work. The old town trolley tours® of Boston also feature a Vienna Chocolate Frosting recipe by Deb “Darlin” Kelley, with ingredients like chocolate, sugar, eggs, and butter, and instructions for its preparation.
New Cruise Ship Depot

The new cruise ship depot booth located on Pier B at the Westin Resort.

by Nancy Bartlett; Head Sales Representative

The changes are exciting in Key West! We are excited to have a new sales booth at a prime cruise ship location. One of our busiest cruise ship docks on the island is Pier B located close to historic Mallory Square. We now have a mobile booth which is located at this pier every day that a cruise ship is in dock. Things are going very well for this new operation in Key West, which is known as the fourth most haunted city in America! We want to welcome our new drivers for the Ghost and Gravestones tour, Greg Wright and Donnette Cervantes. We expect to have two more drivers joining us in the coming weeks.

Charter Department

by Tammy Osterhoudt; Group Sales Charter Department

A warm hello from Old Town Trolley’s group sales charter department! We are off to a good start and anticipate a great season in 2011. The group sales department has been busy booking tours and very busy booking transportations for destination weddings. With our warm temperatures, tropical atmosphere and one-of-a-kind sunsets, Key West is one of the most popular places for the perfect destination wedding. So popular, that according to the marriage license department at our county courthouse, Key West is second to Las Vegas in issuing the most amount of marriage licenses in the United States. With this in mind, “I DO” believe it will be a great 2011 season for the Old Town Trolley!

Visitors pose in front of the Southernmost Point and Christmas tree during the holiday season.

Journey Into the Isle of Bones

by Thomas Lockyear; Ghosts & Gravestones Operations Manager

What’s scarier than a cemetery at night? Would you believe a former cemetery at night? The Key West Ghosts & Gravestones tour will take you past four of them so you will be able to speak from experience. Cemeteries are traditionally serene settings where the deceased rest peacefully, but Key West has a long history of digging up or otherwise disturbing the dead. The first Spanish explorers to set foot on Key West named it Cayo Heuso - which translates roughly as “Bone Island” or “Isle of Bones”. They called it this because that’s what they found here: BONES. Human remains. Some say they were left over from some great battle between warring Indian tribes or that the island was used as a ritual burial ground. Whatever the case, the name stuck, and a tradition began.

The first settler’s cemetery, established in the 1820’s, was located near the first Key West lighthouse. Both were destroyed by the great Havana hurricane of 1846, with bodies and bones scattered helter skelter across the area known as Whitehead Spit. A new cemetery was established at the highest point in town (a whole sixteen feet above sea level) and while the surviving locals went to great pains to collect and rebury the remains of those disinterred by the storm, many believe their spirits still haunt the ground from which they were so unceremoniously torn.

That same storm destroyed St. Paul’s Episcopal Church and after subsequent reconstructions were burned by fire in 1886 and again demolished by hurricane in 1909, a larger, stronger edifice was constructed in their place. Unfortunately, this plan for a grander house of worship required the relocation of those buried in the parish burial ground behind the church. Spirits of those unhappy with the interruption of their eternal slumber (as well as a few left behind beneath the new church) are said to haunt the memorial garden behind St. Paul’s to this day.

In 1860, almost 300 refugees from the African slave trade died following their rescue from captured ships. Their shallow graves on a once remote southernmost beach were later covered during the building of a coastal defense fortress early in the Civil War. Despite the recent construction of a memorial in their honor at the site, their restless souls appear to linger on that lonely stretch of beach at night.

At another location, attempts to move those buried in an early military cemetery seem to have failed miserably as numbers of bodies disinterred failed to match those re-interred elsewhere. A single marker stands in an overgrown lot, a silent testament to those lost or left behind.

Guests on the Key West Ghosts & Gravestones tour consistently capture mysterious orbs at each of these locations on their digital cameras. Evidence of an afterlife? Manifestations of paranormal energy? Ghostly entities? Supernatural beings? Take the Ghosts & Gravestones Frightseeing Tour next time you’re in Key West and decide for yourself.

CASTmembers of the Month

SEPTEMBER Andrew Kirby, Conductor Rocky Daleo, Sales Representative Evan Whiteley, Supporting Staff

OCTOBER Andrew Kirby, Conductor Rocky Daleo, Sales Representative Jason Sisco, Supporting Staff

NOVEMBER Randy Allen, Conductor Jack Sibley, Sales Representative Jason Sisco, Supporting Staff

DECEMBER Randy Allen, Conductor Jack Sibley, Sales Representative Jason Sisco, Supporting Staff

CHRISTMAS CHARITABLE DONATIONS

Cruise Lines International Association (CLIA) has announced that members of the cruise industry raised more than $1.2 million for charity in 2009. The donations, which will be distributed to more than 350 charities worldwide, were raised by cruise lines and their partners through onboard auctions, shore excursions, and other charitable programs. The funds support a broad range of initiatives, including emergency relief efforts following natural disasters, education and training programs for children, and the protection and preservation of the environment.
ON THE SPOT...CHRIS HOLMES
Conductor, Old Town Trolley Tours® of Key West

I was a typical post war baby born in Ohio where I lived for 58 years. I spent most of my childhood with my 2 younger sisters being raised by a single Mom after my Father left us and moved to the Keys.

I started working construction when I could not find a decent paying job after graduation from electronic technical school. My hardheaded German stepfather ran a small concrete block basement building company and always needed help. He put me to work at the bottom of the ladder, mixing mortar in a tub with a hoe. From there I moved up to laying 8” block in a 16” ditch. Three years later I finally acquired enough skills to work in a hole in the ground building basements. When my stepfather decided to retire in 1987 I bought the company and went from working 40 hours per week to working 70. I spent 30 years being very content working and being involved in community affairs until I met a woman who was traveling in a camper fulltime. She convinced me to sell everything I owned except my clothes and my motorcycle and travel with her. It was the best decision I ever made. I had always liked to travel but never had done more than the average 2 week vacation. In one year we went from Ohio to the east coast, across to California, north to Alaska and back to Ohio where we parted ways.

Suddenly I found myself with some clothes, a motorcycle and no place to live. So I did what any lost soul would do and moved to Key West. I applied for a job selling tickets for Old Town Trolley but ended up as a conductor. This is a job I should have been doing all my life. It matches me with my ability to drive, my love of history, my wealth of trivia and my need to be outside in warm weather.

What is your greatest fear?
Being old, sick and a burden to someone else.

What is your favorite vacation spot?
Hawaii

What is one talent you wish you had?
The ability to sing.

What three things you will always find in my refrigerator?
Miracle Whip, hot peppers and salsa.

What is your idea of perfect happiness?
Living in a warm place, rich in history with someone I love.

Happy Anniversary

SEPTEMBER
Jason Sisco, 6 Years
Walter Hintz, 3 Years
Rande Allen, 1 Year
Steven Schlotzhauer, 1 Year

OCTOBER
Joseph Hinde, 4 Years
Cedric Humphrey, 4 Years
David Waz, 3 Years
Thomas Rose, 1 Year

NOVEMBER
Rodney Buster, 4 Years

Welcome Aboard
Juni Grimes
Johnna Harron
Thomas Rose
Lynn Balkwill
Christopher Holmes
April Roskovensky

Vendor Spotlight...Fairfield Inn & Suites
by Cheryl Actor, Director of Account Sales

This fine hotel is a member of the Florida Green Lodging Program. It is located just a short distance from the historic Old Town district. Since September 2007 they have been trolley Stop #6 (out of 12 stops). Trolley tickets are enthusiastically sold at the front desk. It’s a hotel preferred by seniors who enjoy the service of the cheerful and helpful front desk staff. They are so good at selling the Old Town Trolley Tour as the best way to see the island that their guests are often seen queued up eagerly awaiting the arrival of the trolley.

Welcome Aboard
Juni Grimes
Johnna Harron
Thomas Rose
Lynn Balkwill
Christopher Holmes
April Roskovensky

Holiday Fun on the Conch Tour Train

Shuttle driver Jack McKinzie and his wife Gloria Windrus were ready with Santa hats for the holiday light tour.

CTT Sales Rep Stephanie Montesino and her family at the CASTmembers holiday light tour.
An Eventful Few Months

By Sheila Cullen - Head Driver

At the Conch Tour Train we had a terrific summer blessed with extra cruise ships diverted to our sub-tropic island by storms that threatened the ships’ original destinations. We once again made it through the entire hurricane season without a single “Cone of Doom” forecast from the National Weather Service.

July brought the annual Hemingway Days, with dozens of bearded gentlemen competing for Ernest look-alike honors. We wrapped up the summer with Key West’s over-the-top Fantasy Fest celebration. The 10-day event began with Goombay, a Bahama Village celebration of all things Caribbean. Our dispatchers re-routed trains around street fairs, parades and streets packed with revelers, including many of our CAST family. On the last day of the event our main street was lined with thousands of visitors eager to watch the Fantasy Fest parade. We all enjoyed the many visitors who ventured south for Womenfest and Power Boat Races and for the many smaller events that attract tourists to our island.

We tend to be fairly wimpy regarding what we consider to be outrageous weather. When an unseasonable cold snap dropped the temperatures in December we went on Full-Whine mode. Long pants are not our favorites and they must be accessorized with black shoes and socks, all of which send the CAS1members digging into the back of the closets and storage areas. The weather moderated and we were back into our shorts in less than a week, knowing that we would have to keep those cold-weather garments at the ready for a few months.

Key West’s Holiday Parade feature many HTA vehicles and CAST1members. It is a popular tradition and reminded island residents and visitors to make reservations for our very popular Holiday Lights Tours. We look forward to a busy season with extra cruise ships and visitors to fill our World Famous Conch Tour Train.

Roundhouse Report

By Robert Alvarenga; CTT Head Mechanic

We have been busy with upgrading our Trains and our Sales Booths in preparation for the coming busy season.

Mark Firestone, our carpenter, has rebuilt the ticket booth at our Station on the corner of Front and Duval Streets. He has repaired and replaced the entire interior and repainted it in our new Station color, a bright and shiny Flagger yellow. The signs on our gift shop were also repainted in eye-catching Train yellow and clear-coated to add additional gloss.

We restrung nine of our Conch Tour Trains used for Holiday Light Tours with over 130’ of efficient LED lights.

Over the summer, Train 104 was completely rebuilt by our restoration team, including Kenny Dibell and Taj Adams. Captain Harry Fink now drives the newest-looking Train in our fleet.

When our first blast of cold weather arrived, Joe Meyer, HTA Fleet Maintenance Manager and Linda Test, our Director of Key West Operations, brewed up an enormous vat of Killer Chili for the chilled CTT and OTT drivers and sales reps.

Our details make certain that each Train leaves the Roundhouse in mint condition every morning. Moe Moor, Keith Valdez and Gregory Lopez come in after they finish their day jobs to sweep the debris from Train cars and sanitize each seat and handrail.

Betty Mayle, our Administrative Assistant, spends her days traipsing between the CTT offices and the Roundhouse, distributing information to the drivers, making up forms, ordering supplies and keeping track of a thousand details necessary to keep our Train operation running smoothly.

Our fleet of Trains, Jeeps and Bone Island Shuttles require constant maintenance and each vehicle receives a thorough check each evening in addition to the quarterly in-depth inspection that we provide year-round.

On the Streets

By Bill McIntyre - Head Engineer

We have recently certified new drivers Michael Jordan (M’), Dan Martin, and Jeanae Neugebauer, who are now proudly showing our visitors the sights around our historic island.

We enjoyed a great turn out for our Holiday Light Tours. Large crowds of visitors and locals enjoyed the beautiful lights while caroling the holiday songs.

Our cruise ship passengers are an essential part of our busy season, but weather in the winter months can quickly change a ship’s schedule, cancelling some and bringing other unexpected cruisers to Key West. We can plan for three large ships with the necessary drivers and Trains only to discover that they have all been called off because of high wind, resulting in a surplus of drivers. But bad weather in other ports can often blow those ships in our direction, sending us scrambling to roust additional drivers.

All of CTT friends and family look forward to the tour each year.

Conch Tour Train family members always enjoy looking at the Holiday Lights.
Happy Anniversary

SEPTMBER
Tammy Osterhoudt, 17 Years
Alan Church, 12 Years
William McIntyre II, 8 Years
Larry Clearman, 1 Year
Gerald Poitier III, 1 Year
Deborah Chapman, 1 Year

OCTOBER
Bruce Dodge, 19 Years
Vicki Clark, 11 Years
Joyce Dahlberg, 8 Years
Gail Sibley, 8 Years
Violeta Mihaylova, 7 Years
Robert Lutz Jr., 2 Years
Kenneth Dibell, 1 Year
E. Fink Jr., 1 Year
Alona Havrylets, 1 Year

NOVEMBER
Magdalena Witzczak, 15 Years
Cezary Latala, 14 Years
Alfred Hall, 13 Years
Eduardo Silva, 11 Years
Jean Rakocy, 8 Years
Jon Emig, 5 Years
Peggy Newton, 3 Years

PET OF THE MONTH

Counsel was born on Christmas Eve. He is a 13 year old Cocker Spaniel. He was named after Craig Counsell the baseball player by my daughter Allison. Whenever you give him a bone he holds it in his mouth until he is sure nothing better is coming his way. As you see in the picture. When you put Counsel's leash on him he takes the leash by the handle and waits by the gate ready to go for a walk.

CAST members of the Month

SEPTEMBER
Bob Lutz, Engineer
Joyce Dahlberg, Sales Representative
Robert McCall, Supporting Staff

October
Bob Lutz, Engineer
Kevin Delahanty, Sales Representative
Taj Adams, Supporting Staff

NOVEMBER
Bob Lutz, Engineer
Teresa Hanke, Sales Representative
John Yarborough, Supporting

DECEMBER
Tommy DeFrancesco-Driver
Joyce Dahlberg-Sales Rep
Robert McCall-Supporting

Yankee Freedom II Commended for Rescue

Yankee Freedom II Capt. Corey Gauron has lived his life around boats — from his native New Hampshire to the waters off Key West — but he never thought he would be honored for saving lives. The Yankee Freedom II was on its way back from Fort Jefferson on Nov. 18 when the crew saw the migrants — 19 were either clinging to water jugs or holding on to a small inflatable raft that was losing air. Another eight were rescued from a rustic rowboat. Of the 27 pulled from the water, 22 were men and five were women. Coast Guard Sector Key West Capt. Pat DeQuattro presented Gauron and his crew with a rare commendation on December 21, 2010 for saving the lives of 27 Cubans they found adrift and freezing near the Marquesas Keys. “It was the actions of Capt. Gauron and his crew that saved 27 lives that day,” DeQuattro said. “Those selfless acts are in keeping with the highest standards of the Coast Guard. Your efforts define what it means to be a good neighbor in a maritime community.” The Coast Guard commander added, “It’s great to see those skills and training and drills put to use to save lives.”

Gauron said he was humbled by the commendation. “It’s definitely something I’m going to show my son,” Gauron said. His 2-year-old son is named Emanuel Gauron. “And my grandkids,” he added.

Most of the Cubans were returned to the island nation in accordance with the U.S. “wet foot, dry foot,” policy.
Safety First!
by Abe Burgos, Safety Officer

Safety isn’t just my job. Safety is everyone’s job. Ever since I’ve taken over this position, I realize that more and more every day. If we aren’t safe with one another, we cannot be safe with our guests. And that’s keeping in mind safety in the home. On a personal note, my 18 month old son was born because I left a pan of frying food within his reach. He suffered 2nd degree burns on his shoulder, neck, and ear. It could have been worse, but I certainly wasn’t thinking about that at the time. We spent a week in the hospital and for the past month, I have been in and out of work. I have been in and out of doctor appointments. And I am going to have to deal with this for at least the next year. I am thankful it wasn’t worse. I am so thankful that I have friends at this company whose prayers and support were so instrumental to my wife and me. Use the rear burners people, for Pete’s sake!

Rebuilding & Replacing
by Malcolm Barton, Maintenance Manager

The Maintenance Department has started its off season campaign. This involves basically rebuilding carborators, replacing decals, and yearly preventative maintenance. We’ve added two mechanics to ensure the work on the vehicles is completed. We’ve replaced the vehicle log books to create a better paperwork procedure. We’ve started also detailing vehicles for large charters. It’s going that extra mile that makes a difference.

It’s All About Branding
by Terrie Thomas, Director of Sales

It’s all about branding! I am working towards getting all new ads in the trolley map and on and in the trolleys themselves. All new ads will make our maps and trolleys shiny and new. I’m out and about every day getting our brand out in the mass public. I have also joined the local chapter of the National Concierge Association as a member of the board. Getting our name out there to every single person in the city one person at a time.

In the Field
by Eric Holmes, Operations Manager

In DC, currently we do not have a Head Conductor or Head Sales Rep. Those jobs are done by our Operations Department which consists of Operations Manager Eric Holmes (me), Safety Officer, Abe Burgos and Night Operations Manager Tony Galeano. We have been training new dispatchers, cross training conductors to sales, and will soon vice versa with Arthur Chu moving over to give a shot at conducting. Good Luck My Man Chu! The We the People Constitutional Tour is up and rolling. And we have three new Cousin Sams - Wallace Boyd, Susan Warady-Keene, and Gil Swann. We have also added more night tour drivers. George Tackacs, Duke Ruddick, Andrew Peet, and Rob Gilson have all taken the plunge into the best tour in the city.

DC Ducks
by Captain Larry Warren

The DC Ducks have not flown south yet. They are still here. We have taken apart each DUKW as we do every year. We rebuild each and every duck to ensure the safety of each and every guest. Getting ready for the Coast Guard inspections in April is all of the Captain’s main focus. And if you have a Facebook account, make sure to “like” the DC Ducks as we have a brand new fan page.

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In the Office
by Bob Norris, Business Manager

In general with the office staff and Human Resources, Nazha Salhi and I are getting ready with a new conductor class. Speaking of new trainees, we have added a new Director of First Impressions. We welcome Monique Gujder who will be working mostly during the week. Monique has joined the CAST as co-Director of First Impressions. She will be at the helm as we battle through the cold winters and long summers of years to come. Tracy Howard still works on the weekends, but is bettering herself and is a full time college student. Go Tracy!! For those of you who frequently call us in DC, don’t worry. She’s taking a full course load at the University of DC and will still work here, just less hours.

Welcome You To Washington
by Dexter Maurice, Washington Welcome Center

The Washington Welcome Center greets new and old guests at our transfer location. The biggest boom they’ve gotten over the past few months is the selling of night tour tickets and a pick up spot right out front every night at 7 pm. Why it has taken so long to actually start doing this, I don’t know. But whoever came up with the idea is a genius. The CAST at the number one souvenir store in Washington also have gotten new costume apparel to keep warm for the harsh winter days upcoming.

Trolley World in the Nation’s Capital
by Abe Burgos, Safety Officer

I guess that it’s that time again for a Nation’s Storyteller City Scoop. It seems that 2010 has just flown by and quite frankly, I think it’s because I’m just old. After all, the older we get, the faster time goes by. So what has happened these past few months? We have a new Charter Representative, Chris Roberts. He and the talented Director of Sales Terrie Thomas have been busy with all things sales related. Vendors, Charters, and advertising continue to keep both busy and stressed. Luckily we have a cure for stress. Chocolate. Lots and lots of chocolate. Chris was so nice and gave the entire office staff homemade fudge. Santa came and gave out chocolate bars to the entire CAST. I think Terrie ate her weight in chocolate over the past month...which if you know how small Terrie is, you really wouldn’t be that impressed. Someone needs to buy that woman a sandwich. *Note* if a CASTmember did not receive a chocolate bar, that would mean they were erroneously on the naughty list. Try again next year. It is also the time of year when hiring is on my mind. We are recruiting new drivers to get ready for the upcoming busy Cherry Blossom season. We have gotten great response to our employment ads and by the time this newsletter is distributed, we will have new trainees. I always try to remember how welcome I felt coming into this company. I was recruited 11 years ago by Matthew Murphy who is now the General Manager in Boston. He made me feel welcome here, and I try to do the same with the newhires. “Middle of the paddles.” The We the People Constitutional experience is doing quite nicely. We are at our halfway point with the DC School system tour and still rockin’ it out. With our three new Cousin Sams and our experienced drivers, this is turning out to be our best season of We the People until next season.

I hope everyone out there in trolley world has a safe and happy 2011. And remember this year is only as good as you make it. We in DC are going to make It the best year ever!
Bean soup is on the menu in the Senate's restaurant every day. There are several stories about the origin of that mandate, but none have been corroborated. According to one story, the Senate Bean Soup was a 5-gallon batch. The recipe served in the Senate today does not include mashed potatoes, but does include a braised onion.

**Senate Bean Soup**

2 pounds dried navy beans
4 qts. hot water
1 1/2 pound smoked ham hocks
1 onion, chopped
2 tablespoons butter
salt and pepper to taste

Wash the navy beans and run hot water through them until they are slightly whitened. Place beans into pot with hot water. Add ham hocks and simmer approximately three hours in a covered pot, stirring occasionally. Remove ham hocks and set aside to cool. Dice meat and return to soup. Lightly brown the onion in butter. Add to soup. Before serving, bring to a boil and season to taste. Serves 8.

**ON THE SPOT...**

Chris Roberts
Charter Representative, Old Town Trolley Tours of Washington & DC Ducks

Born in Lakenheath, The County of West Suffolk, England, I was the son of a military man. We left England and went to Spokane, Washington when I was 1 1/2 where we lived for 7 years. We lived in Arkansas for a year until my father’s military retirement. The family then moved to Mississippi (where my family is from).

After graduating high school, I joined the Navy and went to Orlando for boot camp and electronics school. Putting electronics to work, I was then stationed in Boston aboard the U.S.S. Constitution (the oldest commissioned warship afloat in the world) as a tour guide (also when I learned of Old Town Trolley).

After leaving the Navy, I stayed in Boston working in the hotel industry as a concierge (and my first dealings with Old Town Trolley). This was 1994. I became an ardent Red Sox fan, dealing with the highs and lows, and culminating in the World Series win in 2004.

After that, I left Boston to come to Washington DC. While in DC, I graduated from the Connecticut School of Broadcasting, but continued to work in the hotel industry until last year, when Terrie Thomas convinced me that this would be a great place for me to work. And I have to say, she was right.

**What is your idea of perfect happiness?**

Spending time in the arms of my girlfriend.

**What is your greatest fear?**

Tyranny over the mind of man.

**What do you most value in your friends?**

Honesty.

**Who are your favorite writers?**

Thomas Jefferson, Thomas Paine, and Alexis de Tocqueville.

**Who is your favorite hero of fiction?**

Jefferson Smith.
ON THE SPOT...Patrick Deja

Key West Shipwreck Treasure Museum

I was born in Baroda, Michigan and lived in Southwest Michigan for all of my childhood. There, I attended Lakeshore School District and after graduation I went to college at Michigan State University. At college I majored in Classical Studies and to college at Michigan State University. At school district and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore District and after graduation I went childhood. There, I attended Lakeshore Dist...
I am so happy to say that our property is my favorite place to be! From the people to the history we have deepened the connections between all of the important aspects of our operation in this past year. Thru the great leaders that we have as our support system and our talented CASTmembers the program has grown leaps and bounds.

Let’s start with the St. Augustine History Museum, our animated guides have literally brought history to life and have done such an amazing job that I am happy to report that the number of groups that have requested tours has exceeded last year. And we have not even hit our school season yet! We have also added new Spanish period costumes and props to enrich the experience that the children have with their guides.

In the Old Jail we have begun to strengthen the set and the environment surrounding the museum. Outside, guides are now preparing small vignettes in between our regularly scheduled tours.

Inside, the kitchen, parlor, and bedroom sets have all gotten an update. We have added many things from prison population sized kettles and bowls to new “fancy” curtains. Our prisoner trustees have been able to recruit a little help this year by being able to employ all of the young’n’s in a formalized ceremony of fun. After the kids finish repeating an oath they get their honorary prisoner trustee badges. We also have the first women deputies this year; remember gentlemen that 1920 was the year that women’s suffrage was won, and are allowed to eat all the fine chocolate they can hold.

I thought that I would start out by introducing myself; I am Brendan Mackay the new head of the St. Augustine Ghost and Gravestones tour. Before coming to HTA, I can remember walking by The Oldest Jail at night and hearing the screams of terror, the applause of appreciation and the laughs of enjoyment coming from both the Ghost and Gravestones/IM trolleys and the jail. These signs were forerunners of the success this program has had this past year.

Now that I am part of Ghost and Gravestones tour I’ve been able to witness everything that has lead to this success. A well written script would be only that, a script, were it not for the passion, and the life that our Ghost Hosts bring to the trolley each night. The skill and adaptability of both our drivers and Ghost Hosts has amazed me over the past few months. No group or machine can be successful or complete its purpose without its individual components and ours run like no other.

St. Augustine Museums
by Amy Brackett, Museum Manager

Follow us!

Have a Holly, Jolly Christmas...
It Really is the Best Time of the Year
by David Chatterton, General Manager

On November 21, 2010 the City of St. Augustine was once again dazzled as two million lights were surged to life around the city and the Holiday season arrived once more. With and those lights... Orange and Green Trolleys!

Snaking their way through the streets with Burl Ives and Gene Autry (and maybe a few chipmunks as well) singing at the top of their lungs, the Holly Jolly Trolleys are carrying guests through a winter fantasyland, complete with cider, cookies and 3-D glasses that make the lights look like snowflakes. This is a tradition much beloved by the local residents and every year the ridership continues to expand. On Saturday December 11, we set an all-time ridership record (that we’ll probably break next weekend) by carrying 1,482 guests over three hours, with nine vehicles in service.

In addition to the annual Holly Jolly Christmas Trolley, this holiday season also sees the return of the St. Augustine Chocolate Tour. After all things cacao took Boston by storm, we just had to get in on the act. The Chocolate Tour features stops at Hilton’s Aviles Restaurant, the Casa Monica Hotel, Claude’s Chocolates and the Raintree Restaurant, including products from Peterbrook Chocolates and Whetstones Chocolates, a local chocolatier. With the guidance of their highly trained chefs guests are introduced to the history of chocolate, the development of some of the most well known chocolate products and are allowed to eat all the fine chocolate they can hold.

Ghosts and Gravestones
by Brendan Mackay, G & G Manager

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Follow us!

twitter.com/staugustinetour

facebook.com/staugustinetours
I grew up in Columbia, Maryland right outside of D.C. When my father had the option to move he let my brother and I choose where we wanted to live. We picked Jacksonville, Florida because at age eight and 10 we justified that we could drive down to Disney World every other weekend (even though we had never been). I moved to St. Augustine when I went to Flagler College because I had always been fascinated with the history and the intimate curriculum seemed to match my personality. In 2006 I graduated with a bachelor’s degree in Theatre Arts and a minor in history. My first professional position was as the activities manager at the Grande Villas in World Golf Village. At the time I already felt like I was already inside of themselves. But I could go on about this topic all day. It is my greatest passion and inspiration!

**What do you consider your greatest achievement?**

Up to this point in my life I feel so accomplished because I was able to buy a house of my own this year. It is more than I always wished that it would be. I have discovered more about myself through this process and for that I am grateful. Now, on to next year’s goals.

**What is your most treasured possession?**

This one is easy, my family they live in Jacksonville and my grandmother lives in St. Augustine. I see them every few weeks and they are so supportive. I bounce ideas for jokes off of my 10 and 11 year old brother and sister because half of the year their age group is our target audience. Yes, they are also very honest with me and keep me in perspective... they laugh at my jokes about 20% of the time.

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

As long as there was a teleporter that could bring me back to the things I love here, then the other place I would love to live is Italy. I lived there for almost 3 months during the summer in college. Everything was beautiful there and I loved the culture the people I worked with and the history.

**Who are your favorite writers?**

Stephen King a master storyteller and Anne Rice works very hard to promote the rest of the world, as they have many individual and group bookings from Europe. In fact, their group business from Europe has already committed to staying at the Ramada Historic for 2011 and 2012! Now that’s impressive.

They believe in TEAM work, together they are strong! Merry Christmas to all of you from the staff at The Ramada Historic.

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**The Ramada Historic**

**by Melissa Mazzu, Director of Sales - Vendor Representative**

**Thirty Day Cookies**

In the Safety Office, I found a unique and effective way to motivate the CAST. I resorted to bribery by food. These cookies are served every time we, as a whole, achieve 30 days without an at-fault accident or incident.

2 sticks of salted butter, softened
2 large eggs
2 ½ cups of all purpose flour
¾ white sugar
¾ brown sugar, lightly packed
2 teaspoons of baking soda
2 teaspoons of vanilla flavoring
1 ½ cups of all purpose flour
1 package of semi-sweet chocolate morsels

Preheat the oven to 350 degrees fahrenheit. Cream the butter until well worked, adding sugar slowly and allowing each addition to work fully in before adding more. Once all the sugars have been incorporated into the butter add each egg individually along with the vanilla flavoring. Beat well for several minutes. Whisk the baking soda into the flour and beat into the butter mixture a little at a time. Once all the flour has been fully beaten into the dough, mix the chocolate chips in by hand. Drop the dough by tablespoonful onto ungreased cookie sheets and bake for 9-11 minutes until golden brown. Remove from the pans immediately and cool on wire racks. Enjoy!
generally speaking

by charles Brazil, General Manager

The last quarter of calendar year 2010 started with great success and finished with snow! We had a very strong September (5.0% vs. 2009), October (+7.3% vs. 2009) and November (+2.5% vs. 2009) but the weather conditions throughout our region and the Northeast caused us to have some challenges finishing up with 13,272 guests (-5.0% vs. 2009). We had a very strong September (5.0% vs. 2009), The last quarter of calendar year 2010 started with great success and finished with snow! We had a very strong September (5.0% vs. 2009), The last quarter of calendar year 2010 started with great success and finished with snow! We had a very strong September (5.0% vs. 2009), The last quarter of calendar year 2010 started with great success and finished with snow! We had a very strong September (5.0% vs. 2009), The last quarter of calendar year 2010 started with great success and finished with snow! We had a very strong September (5.0% vs. 2009),

charter department

by joyce Ellis, Group and Charters

Groups/Charts Dept has been staying busy for the last several months! We transported Paula Deen and friends (Paula’s High School Class Reunion from Albany, GA) from Historic District hotels to Paula Deen’s House on the Wilkinson River for a fun evening. Denise Coleman, Cindy Cantrell and Jenny White had the opportunity to check out Paula’s new house. Two months later, Joyce and fiancé’ Curts, were invited to Paula and Michael’s house for a Christmas Party shown at “River Bend”. Paula and Michael’s new house River Bend, is so named to honor her grandparents who operated a resort south of Albany, GA where Paula spent many happy days in her youth. Ruby Grettiger was also there with her friend Denny. The party was Paula and Michael’s way of saying “Thank You” to a small group of friends, co-workers and vendors that had helped them in the past year. In November, we had the pleasure of helping Ruby Grettiger (the Ruby Show on Style Network), and taking local youth to a charity softball game in Savannah. Ruby was able to raise a great deal of money and awareness for youth at risk and the Frank Callen Boys and Girls Club. We were there to take and provide transportation for Extreme Makeover Home Editions. All CASTmembers pulled together to make this happen; and when we say 24/7, we mean 24/7. Remember they build a house from scratch in less than one week and we continuously transported workers, volunteers, etc... around the clock to make it all happen.... The Simpson family in Savannah was chosen to receive a new house for their family of 5, withyoungest son, 2 yr old Zett, getting a room equipped for his special needs. The episode of EMH, Savannah aired in January on ABC.

we finished up the month, once again transporting guests for the annual Downtown Neighborhood Association Christmas Tour of Homes; transporting guests for Savannah Christian Church “The Journey”; and lastly, entertaining guests with our 13th Annual Holly Jolly Trolley Holiday Tour. After the continuous fast pace of the last few months, we will slow down (a little bit), as we prepare for another great season in the Groups/Charts Dept.

human resources

by jon Watkins, Human Resources

The HR Department and Kenny Gresham, Training/Safety Manager, are once again hard at work with preparation for the new Rookie Contractor Class that will begin in January 2011. Rance Shell, Jane Erskin, and Doug Good joined our awesome Sales Representative Team. We wish them all the best of luck and know they will do a fine job enhancing an already sharp sales crew. We also were fortunate to get a visit from long term HTA/OTT CASTmember and current Maintenance Manager Norm Niles in November/December. We asked him to pay us and our friends in St. Augustine a visit to give us some pointers on how to improve the logistics, productivity and compliance elements of our maintenance departments. The reputation of the San Diego fleet and Norm’s impact on it was not unfounded as he came and really helped new Savannah Maintenance Manager Bruce Smith get some really great ideas on both long term and short term solutions to our most common challenges. It was a very productive visit, plus our General Manager Charlie Brazil was really happy to see his good buddy Norm and they fondly recollected their days as newbie Trolley CASTmembers in San Diego and Key West. Thanks Norm for joining us, and don’t be a stranger, you’re always welcome!

old town trolley tours of savannah

The “Scoop” on Savannah

by Jennifer “Quine” Martinez, Sales Coordinator

It has been a whirlwind of activity since our last visit with our HTA Family. From the heat of September, we “fell” into October with a sigh of relief and hurried excitement. We are always grateful for this last taste of our season until we “spring” into March. This time of year always brings everyone out from inside and outside to all the festivals that make Savannah famous.

the scoop on savannah

by jenny white and ariel Erickson

Jenny White getting into the panda costume with Ariel Erickson

operations

by marcie Covington, Operations Manager

All our hard work and attention to detail is always recognized at the end of year CASTmember meeting. Our holiday party was graciously hosted by Uncle Bubba’s Oyster House. They closed the restaurant to the public and gave us full run of the facility for our one night where we all came together as an operation and share in the good cheer and fortunes of the year. We recognized the awesome performance of CASTmembers for their performance in 2010. Please extend congratulations to Joyce Stuckey, Supporting CASTmember of the year, Eric Coney, Rookie of the Year, Wanda Rideout, Sales Rep of the Year, and Paul Gaunt, Conductor of the Year. They have all made their own impact on our operation and have set the example of what it takes to be the best at Old Town Trolley Tours of Savannah! We wish everyone a Happy and Safe New Year!

Vendor department

by Robert “Colonel” Hunter, Vendor Department

We have been busy at work since September increasing our Historic District presence. We have added quite a number of new properties to our Vendor Program through back office ticket sales and an evolving Online Program. We have also strengthened our company presence at properties that were with other companies but are becoming fans of the “Orange and Green”! We welcomed back the Kehoe House and the Gastonian Inn to our team and are quite excited about the doors this will open up! The Desoto Hilton has also become a full time property. Calvin and Doug are excited about their new responsibilities and roles they will be filling. We are excited as an operation to also announce the inclusion of the Avila Hotel as a full time property dedicated to Old Town Trolley Tours. This event is the culmination of a year’s worth of patient but diligent marketing. As you can see our Old Town Trolley family is growing by leaps and bounds!

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Hey there! I’m Terry, close friends call me “T”, my wife refers to me as “Mr. Hayes”, Mom calls me “#1 Son” and my Caribbean friends just say “Boss”. So, you’ve got lots of choices, if you want to get my attention! I am a Vietnam Era Vet, World Traveler (18 countries), former IBM Customer Engineer, photographer, father of four, and grandfather. I studied Photography at Massy College (Art Institute of Atlanta) in Atlanta from 1975 to 1977. Our class was sent to Savannah to shoot the Historic District. River Street was a mess, but the oaks, squares, and structures made me think there was future potential for the city. After college, I moved to Israel for a job as a photojournalist and portrait photographer and lived there for three years.

When my children all went to college, my wife and I opened a B&B in Mo Bay, Jamaica for nine years and a tour company called “Off the Beaten Path”. When the economy imploded, we relocated back to Atlanta for a spell. Then in 2000, we made the move to Savannah and restored an 1892 Victorian home. Shortly after, I came to Old Town Trolley Tours of Savannah with nine years of experience as a touring guide. It has been 10 great years of working in a city that has all I want, a growth industry, plenty of seafood, fair weather, and a great place for my grand children to visit me.

Which living person do you most admire?
President Obama. I would not want his job for the world.

Which historical figure do you most identify with?
W.E.B. DuBois

What is the trait that you most deplore in others?
Selfishness

What or who is the greatest love of your life?
My wife.

What do you consider your greatest achievement?
I haven’t done that yet.

Tucked in Savannah’s Historic District is a well known local favorite called Smooth On Bull. The owner, Susan Jaffie, began her business from a little street side trolley cart offering the best lemonade in town. Now, she operates a top notch smoothie shop that offers everything from breakfast all day, delicious smoothies, an awesome lunch, to local art. You will always find amidst the Girl Scouts, locals, and tourists a warm smile and an inviting environment for everyone. She has been a loyal partner with Old Town Trolley for 5 years, and no matter the time of season, always shows her customers to the best of Savannah. Kudos to Susan and her crew at Smooth On Bull!
**Holiday Party**

CAST Members Bob Ross, Eleanor Mahl and John Barton and their guests enjoyed a wonderful evening at the company holiday party held at Anthony’s Star of India Room on San Diego bay next to the Star of India. Each CAST member received a personalized calendar and a gift to one of San Diego’s many restaurants, hotels, attractions or other events. CAST members of the Year also recognized for their outstanding achievements and accomplishments. Barbie Harrell was awarded Sales Rep of the Year, Jim Fraley Conductor of the Year, Phillip Fondaw Rookie of the Year, Captain Robin and 1st Mate Tyler Hackworth SEAL crew of the Year and mechanic Oscar Alfaro for Supporting CAST member of the Year.

**Safety First**

by Bob Ross, Safety Officer

The San Diego operation was able to claim the #1 company-wide safety rating in part by reducing their accident frequency by 20% over the same period last year to date.

We have just finished reviewing our Disaster Emergency Response Plan in San Diego and are developing a training program to go along with it. No matter where you live, Emergency Preparedness is important. It consists of three basic principles:

- Make a Plan - Escape routes, Family communications, Caring for animals.
- Get a Kit - You may need to survive on your own after an emergency. This means having your own food, water, and other supplies in sufficient quantity to last for at least three days.
- Stay Informed - Learn what disasters or emergencies may occur where you live, work, and play. Identify how local authorities will notify you during a disaster and how you will get important information, whether through local radio, TV, or National Oceanic & Atmospheric Administration (NOAA) weather radio stations or channels. You can find great resources to help develop your own plan from your local American Red Cross or at ready.gov.

**Holly Jolly Trolley Tour Returns**

After years of being absent from San Diego, the Holly Jolly Holiday Trolley Tour returned this year delighting guests through the evening hours of the holiday season. Guests and friends joined us as we toured San Diego in a unique way which highlighted the excitement of the holiday season. Guests sang along with us as they experienced the sights, lights and sounds and shared the historical traditions and fun facts of the season. Our guests were invited to wear their ugliest holiday sweater for a chance to win a prize! Holiday tours departed from the Old Town Market.

**Cosmopolitan Hotel & Saloon Gets a Facelift**

The 1869 Hotel in Old Town State Park

The 1869 Hotel in Old Town State Park is the largest of its type west of the Mississippi. On board were the Little League World Series Champions. Nice segue from last year when the SEAL carried the Little League World Series Champs, the Park View All-Stars from Chula Vista.

**Trolley & SEAL Business**

by Terri Gaughan - Operations Manager

The fall in San Diego was much like this summer – unseasonably cold – which is also unusual because November is historically the sunniest month in San Diego. We were excited to welcome the return of the cruise ships. After a summer-long absence, cruise ships finally started returning to the Port of San Diego. We even had a few port of call ships that added to our trolley numbers; this was the first year that the Holland American ships increased our ridership! Speaking of cruise ships, the disabled Carnival Splendor was tugged into our port amidst a media frenzy and the whole world had their eye on San Diego, so we parked a trolley right in their view! If you recall, the Splendor’s engine room caught fire and became disabled off the coast of San Diego.

On November 21, once again the trolley was in the Mother Goose Parade carrying Mother Goose! The 65th Annual Mother Goose Parade is the largest parade in San Diego County and the largest of its type west of the Mississippi. On board were the Grand Marshals of the Parade – members from both the Northern La Mesa baseball team and the Monterrey, Mexico baseball team that played in the historic 1957 Little League World Series Championship. Nice segue from last year when the SEAL carried the Little League World Series Champs, the Park View All-Stars from Chula Vista.

Once again, the SEAL joined the trolley in the Mother Goose Parade carrying Teacher of the Year as well as students and families of Flying Hills Elementary School in El Cajon. The winter is our off-season and to celebrate the end of season, we had our third annual End of Season SEAL Bash at Fiddler’s Green – a restaurant the SEAL drives by 30 times per day in the summer. The party was wonderful and Steve from Fiddler’s really took great care of us!
**Veteran’s Day Parade**

On the 11th day of the 11th month, thousands of San Diegans gathered to see, honor and celebrate our active and retired military. Downtown San Diego hosted the 24th annual Veteran’s Day parade full of marching Marines, high school bands and those who fought in battles as far back as World War II. About 30 “Cold War” era trolleys carried Eagle’s Wings (Eagle’s Wings offers education and training to kids about the River Patrol Boat units in Vietnam) through our Old Town Trolley Tours. The trolleys offered specials and give-aways and the Old Town Market hosted a walking map to all the shrines in Old Town. Local restaurants and friends will make small altars at home, work, or grave sites. This year Old Town businesses have gotten together to produce small altars at home, work, or grave sites. Family memories of family and friends that have passed away. Family members, with one or both parents, live at the downtown San Diego shelter. Of those 170 children, 33 were rewarded to participate based on the shelter’s criteria. All remaining children at the shelter were given gifts too and a visit from Mr. & Mrs. Claus. Trolley CASTmembers, Old Town Market merchants, employees, visiting guests and the local community, donated gifts. Chipotle’s Restaurant donated tacos and chips along with donated drinks and cookies and treats from CASTmembers and tenants. The holiday party was a huge success and enjoyed by all.

**Dias de los Muertos**

**The Days of the Dead**

Every autumn, Monarch Butterflies return to Mexico for the winter protection on the oyamel fir trees. The local inhabitants welcome back the returning butterflies, which they believe bear the spirits of their departed. The Spirits to be honored during Los Dias de los Muertos.

Dias de los Muertos, “The Days of the Dead” is a traditional Mexico holiday honoring the dead. It is celebrated every year at the same time as Halloween and Christian holy days of All Saints Day and All Souls Day (Nov 1st & 2nd). Not to be confused with the American Halloween, Dias de los Muertos is not a sad or scary time, but instead a time of remembering and rejoicing good memories of family and friends that have passed away. Family and friends will make small altars at home, work, or grave sites. They decorate the shrines with pictures, flowers, food & drink, statues of saints and other religious artifacts. This year Old Town businesses have gotten together to produce a walking map to all the shrines in Old Town. Local restaurants offered specials and give-aways and the Old Town Market hosted live music, face painting and flowers for the guests to place at their favorite altar. The highlight of the night is a candle light walk from the Whaley House to Campo Santo (San Diego’s oldest existing European cemetery).

**Depot Sales**

by Alex Rodriguez, Depot Sales Manager

You may be familiar with San Diego’s annual weather phenomenon known as “June Gloom.” Visitors to Southern California in the early part of the summer are often surprised to find a thick layer of clouds where they expected the warm California sun to be. For San Diegans, it is a small price to pay for the usually-steady, sunny climate we enjoy year-round, but this year, San Diego was blessed with five entire months of June Gloom! Needless to say, we welcomed slightly fewer guests aboard the Trolley and SEAL than expected, but let that not go as an excuse! With the help of our new, alternate origin point for the SEAL at the San Diego Maritime Museum, OTT San Diego still welcomed plenty of visitors from around the world and showed them the best time possible.

**St. Vincent DePaul Village Children’s Holiday Party**

Thirty three children from the St. Vincent DePaul shelter joined us at the Old Town Market for an afternoon party of burritos, sodas, piñata, Mr. & Mrs. Claus, holiday gifts and a trolley night tour of the San Diego city holiday lights. Children’s ages ranged from 5-14. Our very own Norm Niles, Maintenance manager, performed as Santa and Carmen Thulin as Mrs. Claus. Over 170 children, with one or both parents, live at the downtown San Diego shelter. On the 11th day of the 11th month, thousands of San Diegans gathered to see, honor and celebrate our active and retired military. Downtown San Diego hosted the 24th annual Veteran’s Day parade full of marching Marines, high school bands and those who fought in battles as far back as World War II. About 30 “Cold War” era trolleys carried Eagle’s Wings (Eagle’s Wings offers education and training to kids about the River Patrol Boat units in Vietnam) through our Old Town Trolley Tours. The trolleys offered specials and give-aways and the Old Town Market hosted a walking map to all the shrines in Old Town. Local restaurants and friends will make small altars at home, work, or grave sites. This year Old Town businesses have gotten together to produce small altars at home, work, or grave sites. Family memories of family and friends that have passed away. Family members, with one or both parents, live at the downtown San Diego shelter. Of those 170 children, 33 were rewarded to participate based on the shelter’s criteria. All remaining children at the shelter were given gifts too and a visit from Mr. & Mrs. Claus. Trolley CASTmembers, Old Town Market merchants, employees, visiting guests and the local community, donated gifts. Chipotle’s Restaurant donated tacos and chips along with donated drinks and cookies and treats from CASTmembers and tenants. The holiday party was a huge success and enjoyed by all.

**LA CUMBRE Travel Industry Summit**

**by Rod LaBranche; Director of Sales**

La Cumbre Travel Industry Summit is an annual dynamic, three-day event, where you can discover a diverse range of exhibitors from the travel & tourism industry and meet with the leading international travel professionals from Latin America. Some of the exhibitors include Disneyland, Universal Studios, Legoland California, SeaWorld, San Diego Zoo as well as Old Town Trolley Tours and many other hotels & tourism providers from around the country.

**ArtWalk on the Bay**

A Fine Arts Festival: Extraordinary Art, Extraordinary Setting

**by Erica Frost; Charter & Group Sales Manager**

The mission of ArtWalk on the Bay is to create an environment designed to introduce Southern Californians to original art, to provide attendees with the opportunity to meet the artists and to purchase art directly from the artists. The festival celebrates art of all kinds through partnerships with various community groups representing both visual and performing arts. Old Town Trolley once again had a free booth throughout the weekend at the event where we promoted the Hometown Pass Program to thousands of locals. Thank you to Rod, Terri, Alex, Carmen, Bob, Mark and Harold for volunteering your time to staff our booth!
I'm not sure I have the heart to tell him.

wanted to know when this article will be appearing in Newsweek.

typical Bill.  We all absolutely adore him here. *Note: Bill also had a chance to pose a few questions to Bill and his answers are for us delighting guests with his fun and easy going demeanor.

“Oh, thanks,” and then flip it 360 degrees. Bill’s antics got a lot of attention and his signature smile and chat when they walked by “San Diego at one of the gift shops. Bill would sit out front and us call him around here “Chief” or “Senior Chief.” Bill earned it. Before working for Old Town Trolley, Bill worked at SeaWorld in San Diego at one of the gift shops. Bill would sit out front and hold a street sign “Bud Light CL” upside down. When passersby would comment that his sign was upside down, he would say, “Oh, thanks,” and then flip it 360 degrees. Bill’s antics got a lot of attention and his signature smile and chat when they walked by Bill’s store. Today, Bill hasn’t changed a bit in his role as conduc-

tor for us delighting guests with his fun and easy going demeanor.

He is often requested for tours, especially for military charters. I had a chance to pose a few questions to Bill and his answers are typical Bill. We all absolutely adore him here. *Note: Bill also

wanted to know when this article will be appearing in Newsweek. I’m not sure I have the heart to tell him.

What is your idea of perfect happiness?

My marriage of 59 years, four kids and six grandkids.

What do you consider your greatest achievement?

Lack of respect.

What or who is your greatest love of your life?

My bride, Margaret.

What is the trait you most deplore in others?

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What do you consider your greatest achievement?
In San Diego, visitors flock to the waterfront and the International Visitor Information Center (IVIC). This month I would like to spotlight IVIC as they consistently are my number one account and are the gateway to visitors to San Diego. IVIC is operated by the San Diego Convention and Visitors Bureau and since 2003 has been located across the street from the San Diego Cruise Ship Terminal on beautiful San Diego Bay otherwise known as “The Big Bay”.

IVIC is lead by Sue Mason, Director of Visitor services. Sue was on the original staff of IVIC when it opened at the Westfield Shoppingtown Horton Plaza in 1985! Sue is supported by a great staff including Radka Sandeman, the Visitor Center Manager. Sue and Radka oversee 80 volunteers and seven staff members. The staff and volunteers assist over 131,000 walk-in visitors and field over 9,000 phone calls/e-mails annually. IVIC is one of the Old Town Trolley Tours® and SEAL Tours number one supporters. With the Old Town Trolley Stop across the street from them and the SEAL Tour just down the road, they direct thousands of guests to our tours each year. We especially appreciate the volunteers, some who have been there for over 15 years, as they are the true ambassadors of San Diego! Thank you to Sue, Radka, their staff and volunteers for being such great supporters of The Old Town Trolley Tour and SEAL Tours and for being vital at enhancing the experience to all the visitors to San Diego!

Pristine Work

Maintenance Detailer, Isaias Velazques, completes finishing work on the inside of a trolley vehicle. Inside panel wood was replaced with new material keeping Trolleys in pristine condition for tours.

Meet the Spreckels

Visitors to Balboa Park enjoyed their day in San Diego on the Balboa Park tram shuttle with tram driver Kathy Anderson. Says William Dean “My sister and I were there on Tuesday dressed in our Victorian clothing. Park Tram driver Kathy called us ‘Mr. & Mrs. Spreckels’. Thank you for a delightful Balboa Park tram ride, Kathy! You rock!”

On January 21st, Pavel Theinert drove to Miami, FL and took the oath to become an American Citizen. Pavel has been a CASTmember at Key West Shell and Gift for over five years. Pavel is from the Czech Republic and has been living in the states for 11 years. While at work, he enjoys talking and meeting people from all over. He wanted to become an American citizen for his future and lives here with his wonderful wife.

December 20, 1985; Bob Wolz (center), another valued CASTmember of ours, receives a certificate from Chris Belland and Ed Swift for his great job and dedication to the company.

San Diego Convention & Visitors Bureau

International Visitor Information Center

by Rod LaBranche, Director of Sales

VENDOR SPOTLIGHT

HAPPY ANNIVERSARY

SEPTEMBER
David Mahl, 11 Years
Jessica Hyatt, 4 Years

NOVEMBER
Alberto Guzman, 12 Years
Rodney LaBranche, 12 Years
Todd Van Every, 8 Years
Gerald Coulson, 5 Years
Barbara Harrell, 4 Years
Dale O’Brien, 3 Years

WELCOME ABOARD
Andre Hamilton

The Nation’s Storyteller
Winter 2010