The H.T.A. Entertainment, Service, and People (E.S.P.) Award is normally presented to an individual who has gone beyond their normal call of duty in their given field of endeavor. However, in the case of the Key West Aquarium, the whole CAST stepped up offering their time and talent to accomplish a complete makeover of the oldest attraction in Key West.

Built in 1935 by the FERA (Federal Emergency Relief Administration) the exhibits and general building dynamics were in need of a facelift to attract a market that has become overexposed to hype. Saturated by sophisticated marketing, our guests today require the latest in visual, audio, and tactile stimulation just to get their attention. Like having your picture taken holding a live alligator... or petting a live shark.

General Manager Greg Gerwin and his assistant Genya Yerkes have pulled it off with the help of the entire Aquarium CAST. They set a goal to upgrade the entire building using the talents of their own crew. CASTmembers were needed to stand in for those who had carpentry skills while they were building decks and exhibits. Everyone had to pull extra duties, perform skills outside their job descriptions, and cover for each other. Throughout this major undertaking, the show never lost a beat. All of us at HTA headquarters are in awe of the transformation of this attraction. Greg used his artistic skills in repairing and repainting the huge fish mounts on exhibit, such as the great white shark, the hammerhead shark, the huge goliath grouper, and the monstrous manta ray. Robert Murphy, who was a contractor in a previous life, oversaw the planning and construction of the decks and new exhibits, like Stingray Bay, the tank where guests can touch and feed cow nose rays and southern stingray pups.

Through their determination, expertise, and dedication to our guests, the CAST of the Key West Aquarium, has proved deserving of our company's highest recognition and is therefore awarded the Historic Tours of America E.S.P. award along with a check for five hundred dollars which was divided up amongst the CASTmembers.

Continued on Page 13...
From Small Acorns Grow Mighty Oaks

I have always been intrigued at what can be accomplished in the lifetime of a single person.

I remember growing up when there was a company called Hot Shoppes. They no longer exist. Later, however, I found out it was a fast food pilot program set up by the Marriott Corporation whose founder, Bill Marriott, was also building a chain of hotels. Now, of course, the Marriott Corporation is a global behemoth in the lodging and food business. Most of this took place in the lifetime of Bill Marriott, Sr. His offspring have gone on to make it even bigger.

At the same time, Sam Walton started with a single, small grocery store and an idea that people would respond to his bulk purchasing power and low prices. He tried, at one time, to tout the concept that most items were made in the United States but, of course, that went by the wayside as manufacturing moved offshore. The Wal-Mart chain is now the single largest retailer in the world.

Similar stories can be told of other entrepreneurs in the same century such as John Cash Penney (JC Penney’s) and more contemporary folks like Bill Gates, Steve Jobs, the boys at Google and Mark Zuckerberg at Facebook. Setting the bar rather high, however, were entrepreneurs of another age like Henry Flagler and John D. Rockefeller whose wealth and company, at the time, were bigger than Bill Gates’ personal fortune and the size of his company. There was Thomas Edison whose “Invention Factory” became General Electric and, of course, Andrew Carnegie who sold his steel empire to J.P. Morgan who turned it into Bethlehem Steel. Let us not forget some of the others like Firestone, Ford, Hershey and Disney, to name but a very few whose efforts resulted in enduring icons of American business.

Again, all of these companies were created in the span of one person’s life. Truly amazing. What also amazes me is the fact that some of these companies still exist and are still growing like General Electric, Ford Motor Company and Disney.

While I do not put myself anywhere near the same pantheon of names mentioned, the very day this is being written has caused me to reflect on my own life and accomplishments. This day is two days before the opening of an attraction our company has just completed in Boston, the Boston Tea Party Ships & Museum. It is something of which I am extremely proud, particularly because of extraordinary efforts by so many people. There have been contributions by artists, carpenters, shipwrights, accounting and finance, writers, cinematographers and just too many other disciplines to name. The end effect is something we hope will do a credible job of telling the story of the Boston Tea Party, arguably the single most important event leading up to the American Revolution.

I can only imagine what some of the great company builders have thought as they grew older and were able to sit back and look at what their efforts created in terms of a valuable business that employed many people. Perhaps in this way I can relate to them. The Boston Tea Party Ships & Museum is a state-of-the-art facility that also features two 18th Century ships bringing together both the very new and the very old to tell the story of the patriots who marched from Old South Meeting House down to Griffin’s Wharf and destroyed the King’s tea in protest of taxation without representation.

The part I reflect on more than anything else these days is the fact that it seems like it was only yesterday that I and my partners were fixing up vacant storefronts in a deserted downtown Key West. Over the years, we have opened several operations in five other cities. We have certainly made some mistakes but as I look back on a career of building a company, I believe we have done so with a sincere effort to do the best we could in an honest and forthright manner. When I tell people we are home-based in Key West, Florida, they are at first envious and then simply amazed that we have built this company from a little speck of land off the southern tip of Florida. I guess I am too.

In any event, from me and the company may I say thank you to the city of Key West where it all started and I hope you will all have the opportunity to visit our newest attraction that, like the Tea Party event itself and our company, grew from a very small beginning.
Boston Tea Party Ships and Museum Opens!

by Elizabeth Carey; Sales and Marketing Manager

The Story...

On November 29, 1773 a handbill, produced by the Sons of Liberty, was circulated among the citizens of Boston and its surrounding towns. It called for a meeting to be held in Faneuil Hall to discuss what was to be done about the “despicable tea” onboard the Beaver, the Eleanor and the Dartmouth docked at Griffin’s Wharf. The handbill referenced an opportunity to protest “taxation without representation”. The ensuing action by the colonists on December 16, 1773 resulted in the Boston Tea Party, “the single most important event leading up to the American Revolution.”

The original participants of the Boston Tea Party are long gone. Most of the original landmarks of colonial Boston are gone as well, with the notable exceptions of such iconic buildings as the Old South Meeting House, Faneuil Hall, the Old State House and the home of patriot Paul Revere. The Boston Tea Party Ships & Museum honors those brave patriots and simulates one of the most consequential moments in American history. The opportunity to daily re-enact this event underscores the universal message of man’s quest for liberty. The Boston Tea Party Ships & Museum perpetuates the understanding of that quest.

The Experience...

The guest experience begins in one of two meeting houses and follows the tense debate about the three ships in Boston Harbor, laden with tea still on board. Governor Hutchinson has given orders for the tea to be unloaded. The colonists have prevailed upon him, unsuccessfully, to reconsider and send the tea ships back to England. By law, the tea has to be unloaded within 20 days, which would come on December 16th. The time for action is now.

The patriot guests are addressed by moderator, Sam Adams, who exclaims the onerous burdens that have been put upon them in previous years, including the Sugar Act, the Stamp Act, the Townshend Act and the Boston Massacre. The moderator and the audience engage in spirited discussion while ship owner Francis Roach, attempts to negotiate with Governor Hutchinson. When word from Governor Hutchinson results in no reconsideration of his order, Sam boldly speaks those famous words, “This meeting can do nothing to save the country!” With that remark, the “patriots” follow Adams’ lead and don their Mohawk disguises and begin the march to Griffin’s Wharf. The crowd makes their way down the gangway, shouting in unison, “Dump the tea into the sea! Boston Harbor a teapot tonight!”

Boarding the Eleanor or the Beaver, “patriots” will be encouraged to throw tea crates over the side of the ship as an act of defiance. Once the tea chests are overboard, guests are invited to go below decks. The captain is sitting at his writing table, with scratching sounds of his quill pen, he writes into the ship’s log about what has just happened above deck. At the conclusion of the captain’s message, “patriots” make their way onto “Griffin’s Wharf.”

“Griffin’s Wharf” is perfectly staged for great photo opportunities and offers time to enjoy the surrounding views. At a timely signal, guests are directed to the museum foyer where a re-enactor speaks about the tension in the city and the event of the Tea Party in retrospect.

The museum tells the story of the immediate aftermath and the consequences that led to the ‘shot heard round the world’ that was the beginning of the American Revolution. The setting will be in Griffin’s Wharf in the early morning of December 17, 1773, less than 10 hours after the Tea Party the night before. Two women (one a Tory and one a Patriot) meet each other on Griffin’s Wharf and start to speak about what just happened. These two women get into a heated discussion about the truths and concerns of their points of view. At the end of their discussion, one woman says, “For who knows how this event will be remembered in history…only the future will tell” which guests will soon discover...

The Robinson Half Chest, one of only two surviving original 1773 Tea Party chests, is displayed in the museum under a glass bell jar rotating slowly under a spotlight. The presentation begins with the story of John Robinson. He finds the chest half buried in the sand just off Dorchester Heights. Robinson picks up the chest and carried it home. His family knew that having the chest in their possession would be considered treasonous. The chest was kept by Robinson and passed on to his wife who took it with her when she moved to New York following his death. Toward the end of her life, Nancy (now Grandma Holden) gave the chest to Solomon Shaffstall then it was passed down to the same family until it was acquired by Historic Tours of America, Inc. In the past, the tea chest was exhibited at the Smithsonian...
Institution for the Bicentennial Celebration and, more recently, at the National Constitution Center in Philadelphia. The story of its incredible journey, unlikely salvation and eventual return to Boston is told in a compelling manner using narration and representations of the articles of provenance that are in the possession of the museum.

As the lights of the Robinson Tea Chest exhibit dim, guests are encouraged to turn around and view the museum’s Portrait Gallery. Our guided host begins to tell the tale of King George III and Sam Adams, when suddenly, he/she is interrupted and the portraits come to life and a spirited debate between the two of them ensues!

Following the debate between King George III and Sam Adams, the guests are directed into the lobby of The Minuteman Theatre where the journey towards liberty continues. The date is now 1775 and Paul Revere is waiting in Charles Town. He is looking for a lantern signal in the steeple of the Old North Churches indicating the “British” are approaching by sea. When he sees the two lanterns, he mounts his horse and rides off to warn the colonist that, indeed, “the regulars are about.”

The audience feels it has joined the Minuteman rebels, as, from the viewpoint of the camera, will be looking across Lexington Green on that foggy morning. A shot rings out, now known as the ‘shot heard round the world’ and the battle begins with firing from both sides. The technical effects in the theatre ensure the audience a peak emotional experience, like none other!

Abigail’s Tea Room and Museum Gift Shop...

On exiting the theatre, guests are encouraged to visit Abigail’s Tea Room for a spot of tea along with sweet and savory tray of freshly baked items. The Tea Ladies will demonstrate the proper brewing process and provide a spirited and entertaining presentation.

Visitors, exiting the museum experience, make their way through the retail shop where they have the opportunity to purchase memorabilia, souvenirs and keepsakes relating to colonial Boston and the Boston Tea Party of December 16, 1773.

At the conclusion of this layered Museum Experience, visitors come away feeling that they have thoroughly lived through “the single most important event leading up to the American Revolution.”

New Faces and Places

by Ed Doerr, Depot Sales Manager

The last several months have been dominated by adding new sales reps, reopening season depots such as South Market depot at Faneuil Hall Marketplace, and the Prudential depot inside the Shops at Prudential shopping mall.

In addition we have taken over responsibility for the concierge desk at the famous Boston Park Plaza Hotel.

To accommodate the new locations and gear up for the high season we have many new additions to the Boston sales team. Please welcome:

Daniel Brabant, Daymeyn Gantt, Chris Gibson, Paul Martin, Taylor Norling, Michael O’Conner, Michelle Proude, Steven Ricot, Gigi Tappan, Robert Sinthara, Gregory Twombly and Robert Ward.

We also have seven retuning sales reps who had taken the winter off. We now have a full complement of 27 sales reps to take on a busy season.
**HAPPY ANNIVERSARY**

**MARCH**
- Beth Cohen, 8 Years
- Kenneth Queale, 7 Years
- Stephen Kent, 6 Years
- Donald Kraby, 6 Years
- Jennifer Labarre, 5 Years
- Paul Joseph Mahoney, 4 Years
- Andre Wicker, 3 Years
- Walter Rhodes, 3 Years
- Charles Person, 2 Years
- Brian Joseph Roylance, 2 Years
- Robert Taub, 1 Year
- Peter Brennan, 1 Year
- Robert Mendelsohn, 1 Year
- Michael Long, 1 Year
- Robert Findlen, 1 Year
- Travis Joyce, 1 Year

**APRIL**
- Leslie Nagy, 22 Years
- John Welby, 15 Years
- Glicerio Menacho, 14 Years
- Michael Chandler, 11 Years
- Marc Chidley, 10 Years
- Steven Johnson, 9 Years
- Thomas Pelletier, 8 Years
- Patricia Wicker, 6 years
- Charlotte Dore, 6 Years
- John Egan, 4 Years
- Paul Sullivan, 3 Years
- Fred Gefteas, 3 Years
- Stephen Soverino, 3 Years
- Ryan Jennings, 2 Years
- Sheila O’Loughlin, 2 Years
- Kris Fabroski, 1 Year
- Shayla Jordan, 1 Year
- William Munoz, 1 Year
- Nicole Parrish, 1 Year
- Mackinnon Capen, 1 Year
- Kilian Webster, 1 Year

**MAY**
- Susan Pye, 17 Years
- Cheryl McDonald, 8 Years
- Cathy Hutchinson, 7 Years
- William St. George Jr., 5 Years
- Robert Eaton, 3 Years
- Rachel Coffin, 2 Years
- Maureen Marotta, 2 Years
- Roger Dumont, 1 Year
- Stephen O’Brien, 1 Year
- Marion Hunt, 1 Year

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**WELCOME ABOARD**

Jesse Bradley
Shannon Dwyer
Timothy Franc
Evelyn Goodman
Brooke Johansen
Steven Johnson
Travis Joyce
Richard Leahy
Maureen Marotta
Philip Merrill
Stephen O’Brien
Stephen Soverino
William St. George Jr.
Robert Taub
Peter Brennan
Rachel Coffin
Marisol Diou
Megan Feczko
Fred Gefteas
Arthur Gomez
Emily Hogue
Marion Hunt
Shayla Jordan
Samuel Joyall
Russell Kelley
Stephen Kent
John Mahoney
Paul Mahoney
Paul Martin
Cheryl McDonald
William Munoz
Michael O’Connor
Sheila O’Loughlin
Nicole Parrish
Theodore Tompkins
Kenrick Allen
Kimberly Barrett
Mackinnon Capen
Marc Chidley
Danny Donovan
Charlotte Dore
Christopher Gibson
Devin Hegger
Ryan Jennings
Jonathan Norcross
Taylor Norling
Dara Poulten
Steven Ricot
Robert Sinthara
Geraldine Tappan
Gregory Twombly
Robert Ward
Kilian Webster
Rick Welles
Patricia Wicker

**CASTmembers of the Month**

**MARCH**
- Brian Buckley, Condutor
- Andrew Quinney, Sales Rep
- Jim Mehigan, Supporting

**APRIL**
- Jesse Bradley, Condutor
- Kris Fabroski, Sales Rep
- Melissa Cannatella, Supporting
- William Munoz, Actor

**MAY**
- Michael Long, Condutor
- Deb Kelley, Sales Rep
- Anesti Dallta, Supporting
- Rachel Coffin, Actor
Hyatt Regency - Frank Afework

by Cathy Hutchinson, Vendor Representative

Overlooking the banks of the Charles River and tucked between Harvard University and the Massachusetts Institute of Technology (M.I.T.) you will find the Hyatt Regency, Cambridge. The Hyatt is known for its unique pyramid shape, location and its personalized guest service.

The Chef Concierge, Frank Afework, is the reason for the Hyatt’s superb service. Frank came to Boston from Ethiopia many years ago to attend college. To earn extra money he began working as a part – time bellman at the Hyatt Regency. He has never left the hotel. Frank has been at the Hyatt Regency, Cambridge for over thirty-five years and is a Charter Member of Hyatt Hotels.

Frank is very proud to be an ambassador to both the city of Cambridge as well as Boston. As a concierge he believe that you must keep up on current event in both cities as well as the surrounding areas. He feels that is his job as a concierge is to make the guests comfortable with the hotel, the area, and all it has to offer. Frank's pride in his job shows. As he said “you are on a stage, be confident! Know your product.”

Frank said that he is the number one marketing and sales person for Old Town Trolley Tours. If you spend some time listening to him talking to his guests about us and you will believe he is probably correct. I have had the pleasure of working with Frank for seven years. He and his staff, Sweemeng Ho and Richard Martin, have gone from boarding passes to paper tickets, and are now pros with eTickets and all Trusted Tours & Attractions has to offer their guests. Frank promotes Old Town Trolley Tours because he knows that we stand behind our produce 100%. Frank doesn’t sell OTTT for the money but for the thumbs up that the guests give him after a day of touring.

While Frank Afework drives a Ford Explorer and a C320 Mercedes to work everyday he also has a collection of classic cars. He owns a ’86 XJ6 Jaguar, a ’81 38SL Mercedes coupe, and a ’76 2002 BMW. Recently, when cleaning out one of the cars, he found an Old Town Trolley map going back to 1991. He has been with OTT for 21 years! How many concierges’ can say that?

Frank is excited about the upcoming season with Old Town Trolley Tours and the opening of the Boston Tea Party Ships and Museum. OTT and myself look forward to working with Frank and the Hyatt Regency, Cambridge for many years to come.
As our season comes to a close, we were preparing for the typical summer slowdown. Some conductors left to head back to Washington, DC. Some conductors headed on their annual summer traveling vacations. Meanwhile, just as I was preparing to take off my shoes, lean back in the chair and take my summer nap, the cruise ships still brought in guests, the number of cruise ships increased in May and June, the island had reports of hotels being sold out in months that they normally had vacancies. I quickly tied my shoes and headed to the streets! It may just end up being Christmas in July for us again this summer! While last summer was a busy one, this summer seems to be shaping up to treat us kindly as well.

While the trolleys are remaining busy, we were also excited in the past few months to have our new Molly Trolleys arrive. While some conductors were a bit wary of the size, several were ready to jump in and enjoy the driver side A/C! The trolleys were quickly registered, decaled and now are rolling through the streets of Key West. Not to be outdone, in comes the largest vehicle in the fleet. They call it a duck, but I haven’t heard any quaking. We are excited to add Southernmost Duck tours to our line of amazing products in Key West. We will go into more on that in the next edition when we see what a big splash they may starting sometime in July.

As always, you are welcome here to our island paradise. Come take part in the excitement we are privileged to experience every day!

Tempus Fugit
by Andy Kirby; Sales Manager

Tempus Fugit is a Latin phrase meaning time flies. As we continue to keep moving forward producing a quality tour experience for our guests. Remember that time goes by for all of us, so quickly. Even more so when on vacation. For most of us we had past careers and may have experienced work in the office with cubicles etc.... In our present rolls as The Nation’s Storyteller, many of us are now surrounded with a different working environment that places us in front of guest’s all day. All of us should be selling ourselves as cast members for HTA; this gives us a great opportunity to continue to “Brand” ourselves amongst our competition. That they will remember us and use our services in another one of our cities. In order to be a top producer in sales, you really have too, “Take time to think the thing through”, ---- the seven T’s. Put yourself in the mind set of a tourist, it does not matter how they got to you, by boat, car, or plane. Just the fact that they are in front of you now. It is your opportunity to give your best sales pitch, without being a hard sell. You have to greet the guest with a sincere hello, ask how long they will be in town, and then let them know, since you’re here in front of me let me have an opportunity to earn your business. Then get the guest involved with the sale, smile at them, they will smile back, nod your head, they will nod there head, these are called buying signals. Then ask them what they had in mind while visiting your town, and then don’t say a word and LISTEN, LISTEN, LISTEN. They will tell you what they had in mind. The sale was done before they even approached your area. You just didn’t know it. You have to really pay attention to the person who is making the buying decision; they will give the ok to who ever
has the money. But, no sale will be done if that person does not give the ok. Then when the sale is done, give the perks. The coupons for our advertisers, tell them this will help them save more money while visiting the city. This is called “buttoning up the sale”. All of these aspects lower refunds, and help with buyer’s remorse. Remember we are all tourists when we are on vacation. Another Latin phrase,”Carpe Diem”, Means Seize the moment. --- See You at the Top!

Keep Them Coming...

by Paul Cross; Excursions Liaison

Shore Excursions work begins well ahead of the ship coming in. Many days before they arrive in Key West we are emailing and making contact with the various shore excursion teams on board the ships and offering assistance and information regarding our various tours. We constantly keep Historic Tours of America at the forefront, when tours are being explained on the cruises. We work with the shore excursion teams with regards to special needs that they may have, so that when the ship does arrive we have everything in place to ensure our guests have the best possible experience.

When the ship does come in, our excursions team is already in place and ready to meet our various tour groups. I love our team. We have enthusiastic and happy cast members who enjoy their role in greeting people and gathering them for their tours. I looked at our team this week and was so proud to be part of HTA. You could really tell that the staff cared about each person who arrived and wanted to make sure that they had the best possible time in Key West.

An email I had from one of the ships this week really summed up what we are accomplishing, they said “thanks for the quick communication, we were able to explain your tours accurately and ensure the guests that they have chosen the right tour for their needs”. Together with our regular sales teams, our excellent tour guides, and Key West HTA family, our trolley and train tours are going out full, our attractions are seeing noticeable increases and, as a whole, our Shore Excursions are seeing a “wave” of success.

Special Group Charters

by Tammy Osterhoudt; Group Sales Charter Department

The Old Town Trolley and Conch Tour Train have been busy these past months providing tours and transportation for a multitude of weddings and school groups. In addition to these charters, both the Old Town Trolley and Conch Tour Train were privileged to provide tours and transportation for some very special groups including the Wounded Warriors Project, the Care Camp Charity, Key West High School’s Operation Graduation and the designation of St. Mary Star of the Sea Church becoming a basilica.

It was with great pride that our Trolley and Train CASTmembers participated in touring and transporting these special guests. Whether it is those who have fought for our country, those that suffer from an illness, those graduating and starting a new journey or even an Archbishop, we are extremely proud to support our community!

Safety First

by Claire Hiller; Safety Officer

New Trolleys equal exciting times for Key West. Key West now boasts 22 trolleys on the road and 40% of the fleet is handicap accessible. David “Bubba” Hinde is currently five and a half years accident free with Tim Watson a close second with four and a half years in June. Congratulations!
I was born in Portsmouth, Virginia in 1988. My dad is a Lieutenant Commander in the United States Navy, so we moved around my entire life. I have lived in Virginia, Florida, Nevada, and Pennsylvania. I consider my hometown to be Philadelphia, Pennsylvania. It’s where I lived for the longest period of time and where I graduated highschool.

I have always loved driving big vehicles. I worked at Uhaul while in highschool. After highschool I moved out to Fallon, NV because I wanted to live on my own and pay all of my own bills. Three years in the middle of nowhere made me want a change. My parents got stationed at the base in Key West and I took the chance to leave the desert behind. I wanted to drive these tours because it combined my love of driving with my passion for history. Now I’m like a bee in honey!

Which living person do you most admire?
My parents. – they raised three boys at a very young age and stayed happy through it.

Which talent would you most like to have?
Dancing. I love to dance, but I’m terrible at it.

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

What do you most value in your friends?
Loyalty & Trust

Who are your favorite writers?
John Grisham, James Patterson, J.K. Rowling, Brad Meltzer

If you could choose one reality TV show to be on, what would it be?
American Ninja Warrior
Springing into Summer  
by Suzanne Egle; Head Engineer

It seems like there is always something major happening in Key West, and on May 31 our tiny island city was honored with the distinction of having one of five minor basilicas in Florida, and 73rd in the country, when the parish church of Saint Mary Star of the Sea was honored with that designation with a grand ceremony attended by thousands of people, some of whom travelled great distances to attend. The church’s new official name is now The Basilica of Saint Mary Star of the Sea. From land to sea HTA is in the news, too, with the launching of Southernmost Duck Tours, slated to open in September. The big blue amphibious vehicle is definitely eye catching and looks to be a fun, new option for our many visitors to Key West. Duck Tours are offered in San Diego and Washington, D.C. and Key West certainly seems the next logical venue for a water-based tour.  

Our annual summer picnic was held on Wednesday, June 13, in the Conch Train Roundhouse. This was a combined event for both Conch Train and Old Town Trolley. As usual the food was awesome and a good time was had by all. A very special “Thank You!” goes out to our CTT Maintenance Manager, Roberto Alvarenga, who manned the grills, making sure everyone got plenty of hot, tasty food. Under Roberto’s deft cooking skills everyone enjoyed yummy hamburgers, chicken and sausages. Thank you also to our dedicated and diligent office staff, Heather Boettcher and Sabrina Johnson, who helped organize the event, and to CTT driver Sheila Cullen who also lent her expertise in the kitchen.

Safety First  
by Claire Hiller; Safety Officer

Eduardo Silva hails from Havana, Cuba. He arrived in the United States when he was just five years old with his parents. Eduardo is married to the love of his life Enid. An avid Miami Heat fan, his favorite players are LeBron James and Dwayne Wade and is in celebrating Miami Heat’s 2nd NBA Championship.  
In his position as Engineer with the Conch Tour Train, Eduardo has conducted over 5,000 tours of our island paradise, with the last eight and half years accident free, a great accomplishment.

Accident Free

Conch Tour Train is working towards 100 Accident Free Days. We celebrated with a 50 Accident Free Days with breakfast for all employees before they begin their day. Great Job to the team of CASTmembers at the Conch Tour Train!!!
ON THE SPOT...
Sabrina Johnson
Administrative Assistant, Conch Tour Train
I was born in Boca Grande, Florida. As a fifth generation native, we lived in the oldest house on the island. My father came to Key West in 1982 to work as a harbor pilot. I decided to come down and attend Florida Keys Community College as a nursing student. I eventually left Key West but kept coming back. I love it here. I started working at the Conch Tour Train eight years ago.

What is your favorite vacation spot?
Alaska

Which talent would you most like to have?
Play the piano

What is your most treasured possession?
My grandmother’s engagement ring

What do you most value in your friends?
Integrity

Who are your favorite writers?
Mercedes Lackey, Nora Roberts and many more...

Parrot Key Resort
by Cheryl Actor, Director of Account Sales
Separated from reality by a dense screen of tropical landscaping is a place of tranquility and comfort, the waterfront Parrot Key Hotel & Resort. Set on five acres of fabulous foliage, winding paths, four dramatic tucked-away pools, and 146 guest rooms, suites and cottages – all in charming Conch-style architecture – Parrot Key is truly picturesque.

Large rooms with either waterfront or garden views offer ample interior space; a patio, porch or balcony is a place to take in the tropical surroundings. Sunshine, seclusion, white-sand sunbathing terraces, on-site water sports, and barefoot dining enhance the island experience.

At Parrot Key, the front desk staff offers a friendly welcome. In addition to a multitude of guest service functions, they also provide concierge services, something that comes naturally to Front Desk Manager Kristin Auerback, Front Desk Supervisor, Rutanya Hardin and Front Desk Agents Samantha, Oriana, Kyle and Sheyla.

When guests check in, they depend on the front desk staff to suggest all the great things to do in Key West. We may be a tiny island, but there is a lot to do! It was Rutanya who enthusiastically got the ball rolling with our e-ticket program. She realized that she could offer that “something extra” to her guests as she greeted them with her warm and welcoming manner because at her fingertips she had a list of fun things to suggest!

It did not take long for the rest of the front desk staff to catch on! The Old Town Trolley tour is especially popular. We appreciate everyone at the front desk for suggesting it as a way for their guests to have a great tour of the island as well as to be able to hop on and hop off at 12 convenient stops to explore the island at their leisure for two consecutive days. This recommendation is just one example of the great service the Parrot Key Hotel front desk staff provides their guests.

CASTmembers of the Month
APRIL
Robert “Bob” Lutz, Engineer
Debbie Chapman, Sales Rep.
Taj Adams, Supporting

MAY
Robert “Bob” Lutz, Engineer
Debbie Chapman, Sales Rep.
Robert “Stormy” McCall, Supporting

Rutanya, Samantha, and Oriana are just a few of the great staff members at Parrot Key.

HAPPY ANNIVERSARY
MARCH
Claire Hiller, 3 Years

APRIL
Lucia Tabag, 31 Years
Gregory Lopez, 8 Years
Djamol Karimov, 6 Years
Katalin Noya, 2 Years
Ronald Maranian, 1 Year

MAY
Maria Kuc, 10 Years
Vaughn Garner, 9 Years
Taj Adams, 7 Years
Zoryana Barabash, 6 Years
Ben Phillips, 5 Years
Praskovia Fourik, 5 Years
Viktoriya Nikulina Uudud, 3 Years
Suzanne Egle, 2 Years
Karen Gore, 2 Years
The Nation’s Storyteller

12

Little White House

Hosts IHEA’s 2012 Annual Meeting

Brought Back

“Old Florida Experience”

That Attendees Loved!

by David P. Carey; Operations Manager

IHEA’s 2012 Croquet Tournament, recently held as a part of our 83rd Annual Meeting, enjoyed a unique and wonderful venue this year. Instead of the typical lawn at a hotel, we were fortunate to find and play at the beautiful “Little White House” in Key West, FL.

Anne Goyer, IHEA’s Executive Vice President, said “we found the Little White House by luck. We chose to do an unconventional meeting this year and selected a cruise ship as our venue. Back in October when we were in the planning stages, I visited Key West and Cozumel, our two ports of call, searching for locations for our traditional croquet and golf tournaments. In calling hotels in Key West before I arrived, none of them were interested in renting us a lawn for a half day in March. Concerned, I thought a visit to Key West might do the trick.”

“Imagine my surprise when I walked down the street and came upon ‘The Little White House.’ I knew this would be a perfect spot if they rented out their lawn. A quick visit with Paul Hilson, Special Events Coordinator for The Little White House, and I knew I found the perfect location for croquet.”

“The historical aspects of the house,” Goyer noted “along with the beautiful lawn area would make our group feel like they stepped back in time. Our members manufacturing industrial furnaces and ovens. I knew they’d love touring the house and playing croquet on the lawn. It was a tremendous hit. Everyone that attended enjoyed the historical tour of Harry Truman’s Little White House and a great time was had by all during our croquet tournament.”

“The only challenge we will face in the future will be trying to find such a unique and wonderful venue for croquet in other parts of the country. Working with the staff at The Little White House was easy. They were very accommodating and made our tournament one that our members will remember for a long time to come.”

Many thanks to the outstanding staff at The Little White House for their dedication to preserving American History and providing the perfect spot for our 2012 Annual Meeting Croquet Tournament.

Habitat for Humanity

Thanks Tax Credit Sponsors

by Debbie Swift Batty; Director of Property Development for HTA

Several local businesses have helped Habitat for Humanity build homes by taking advantage of Florida’s Community Contribution Tax Credit Program, which allows local businesses to give the sales tax money they collect to Habitat for Humanity to sponsor homes. The process is an easy one: Habitat for Humanity gets an appraisal on a completed Habitat project, whether a new home or a renovation, and the business sponsor makes a donation to Habitat for 50% of that appraisal. Participating in this program, unique to the State of Florida, is quite simple, and many of the businesses are happy to partner with Habitat to help fund Habitat homes year after year.

The Community Contribution Tax Credit Program is one of the most successful programs initiated by the State of Florida. Our local Habitat for Humanity organization is very appreciative of the many local businesses that have partnered with us over the past several years to assist in providing affordable housing. Without the tremendous support Habitat receives from our community many of our Habitat families would not be here, contributing to our local economy.

Tropical Shell & Gift sponsored two homes this year in the new Bayside Landing in Big Coppitt.

The first was for Terence & Abigail White and their two children. Terence, a cross-country coach, and Abigail, a local artist, will now be able to raise their two boys, Atticus and Archie, in a wonderful neighborhood.

Judy Patrick, a local housekeeper, now lives with her son, Scotty, in this thriving neighborhood. More than 20 children now have plenty of room to play and grow in this beautiful new community.

twitter.com/trumankeywest
facebook.com/trumankeywest
twitter.com/keywestaquarium
facebook.com/keywestaquarium
**Aquarium History**

On Sunday afternoon in February of 1935 the grand opening of the Key West Aquarium was held. Conceived by Dr. Van Deusen, a director of the Fairmount Park Aquarium in Philadelphia, the Aquarium had been a cornerstone project of Julius Stone and FERA to create a tourism industry (the Aquarium would be Key West’s first attraction) and to put Key Wester’s back to work after the city declared bankruptcy in 1934. It was the first aquarium of its kind in the world - glass holding tanks were exposed to natural sunlight as ocean water pumped through them. The tanks were populated with, as the *Miami Herald* described it, “hundreds of varieties of strange and queer specimens of fishes.”

Between the building and the water, two 22’ X 28’ crawls were built to hold sharks, porpoises and large turtles - a 617-pound Jewfish was already in residence. A crawfish hatchery also stood out back, where a crop of millions of Florida lobster was anticipated yearly. That potential income, and admissions from the Aquarium itself, promised a good return for the city of Key West on the federal government’s investment in its future. The Aquarium was also in the tropical fish business. Specimens would be removed from local waters, warehoused at Key West, then sold and shipped out to Aquariums around the country. Marine biologists would, in turn, travel to Key West to study tropical marine life in its natural habitat.

Building and opening an aquarium was quite an undertaking for the city of Key West. Federal relief funds available for projects in Florida were earmarked for it, and volunteer labor did the construction and landscaping work. The Mallory Steamship Company donated a tract of land next to the building site for development as part of the Aquarium property. The city of Key West would heretofore be in the Aquarium business.

Now, seventy-six years since its opening, the aquarium is still a fascinating attraction. The tanks are still fed by constantly circulating ocean water. Visitors still gaze at the “strange and queer” fish, although a roof went on the building in 1967 after experiments in covering it with thatches failed. Although the aquarium no longer supplies the world with lobsters or wholesales tropical fish, the visitors still come. A relatively small investment of federal relief funds and the dedication of residents willing to sweat for free and build this new fangled Aquarium in 1935 paid off handsomely. Its opening helped turn the tide of the Depression and put the Southernmost City on the tourism map - a position Key West maintains today.
**Spring is Upon Us and We are the Shining Star**

_by Eric “Squire” Holmes, Operations Manager_

Spring has sprung and OTT/WDC has shifted into high gear. Everyone from office staff to the front line CASTmembers have been preparing for the start of our 2012 – 2013 season. And boy are we ever ready. We added five additional trolleys to our fleet and a ticket selling cart at our Union Station depot. Our goal is to continue to be Washington, DC’s best sightseeing tour company. An honor given to us by Washingtonian magazine and one we have worked very hard to keep.

To be the best tour company we have to hire the best CASTmembers and train them to be good leaders. We recently filled a position that has been vacant for quite some time. Loletta Edwards is our new Head Conductor. She has work very hard over the years to reach this point and we expect her contribution to the Leadagement team to be a big one. Loletta started out in the sales department as a Sales Representative, during this time she continually ask to become a tour conductor. I told her if she wanted to make the transition to become a Tour Conductor she would have to show me how much she wanted it. So she took it upon herself to study, register, and pass the DC tour guides test and obtain her CDL learners permit. At that point I know we had a winner. She was certified as a Tour Conductor and began giving day tours. Not long after that she was certified as a Night Tour Conductor. You would think that would be enough for her but you’d be wrong. Loletta’s next goal was to be a Dispatcher. She started out as a Night Tour Dispatcher and quickly move into the role as a Day Tour Dispatcher. Now she has taken on the task of supervising the best group of Tour Conductors in the country. If her past accomplishments are any indication of her future contributions, we made the right choice. Good Luck Lolo!

**Charter World**

_by Abe Burgos; Charter Representative_

The work of a charter representative is never done. Heavy is the head that wears the crown. Now, I’m not saying I’m king of this place. That honor goes to Citgo, our cat who thinks he runs everything. But I like to think I’m fairly close especially since our charter department is breaking massive records.

Our April was the first time I can ever remember DC breaking $100,000 in trolley charter and group sales. Up 500% from the year before. May was up about 200% from the year before, and June, well, June is a different story. Duck charters have been on the rise as well. Three months into the fiscal year with only 4 more months of Duck operations, we are already at 80% of our yearly goal.

I may not be the king of the castle, but when it comes to charters, I’m the king of the world!

**Taking the Lead**

_by Loletta Edwards; Head Conductor_

First and foremost, I want to send a kudos to all of the conductors at OTT-WDC. They are doing a spectacular job. Special kudos to our newest addition to the OTT-WDC driver ranks James Brady, Eric Chapman, Donald Holman, Marilyn Mapp, and Ross Adelson. Oh! And welcome back Phil Beckman.

This summer we are expecting a lot of guests just like most summers, and I know they will have great experiences riding Old Town Trolley day and night tours along with the DC Ducks.

Right now our conductors are focusing all of their positive energy towards getting the guests on and off of the trolleys at all of the beautiful monuments and fascinating museums.

Move over Savannah! We are also pushing for our guests to continue mailing in those comment cards. I have talked to several of the guests on different occasions and they are sending in those cards. They went so far as to even show me their tickets as proof.

We still have a lot of work to do, but I’m positive that we are all moving in the right direction.

**Bus Safety**

_by Tom “Frenchie” St. Clair Safety Officer_

At Old Town Trolley in DC, we try to always be ready for some kind of bus inspection. With the government cracking down on unsafe bus companies along Interstate 95 from New York to Florida, there is always a chance that one of our vehicles will get stopped for a DOT Inspection.

About two weeks ago, I was stopped for an inspection by the Federal Motor Carrier Safety Administration. Besides FMCSA, the Capitol Police, Metropolitan Police, and even the DOT are stopping all kinds of bus operations in and around the US Capitol. The first thing they looked at is the driver’s license for the correct commercial class, and this includes the medical examiner’s certificate. They went over the trolley and looked at all of our paperwork. Mostly to ensure everything was in order and correct. One of the inspectors even looked at the headlights, turn signals, and even the horn. Basically reconfirming the pre-trip inspection performed on that morning.

I have seen Washington DOT stop other buses, but this was the first time that I personally had ever been stopped and inspected. It was a total new experience for me. There were about 10 other buses...
that were stopped, and three of them did not pass. Of course, we were able to pass with flying colors. Some of our trolleys are getting up there in age. But I do believe our maintenance staff keeps them in working order to ensure they are safe to be on the streets of Washington DC.

So Many Campaigns, We Should be Elected to the White House
by Malcolm Barton; Maintenance Manager

Wheel chair lift campaigns, new trolley training program, updating signs in trolleys, updating decals on the trolley, in house propane system training, in house ignition system training, a/c servicing, sound byte system campaign, engine tune ups, and fuel inspections. Whew! The maintenance crew is busy!

But here’s the deal, we did all of these campaigns so the trolleys don’t have too much of a problem once the season hits. And boy did it hit hard! Cherry Blossom was insane! But with the diligence of the staff, we finished our campaigns and even at one time had 10 wheel chair lifts operational. With the completion of these campaigns we feel that we are more than ready for the season and we look forward to it.

Vendor Life
Terrie Thomas, Vendor Representative

All of DC was a buzz this year during our Cherry Blossom season in April. It was the 100th year anniversary of the Cherry Blossoms so instead of it being two weeks of events, we celebrated for five whole weeks, all Cherry Blossom inspired. If you haven’t been to DC the first week of April, you are missing the most spectacular presentation of Cherry Blossoms in bloom.

In June, OTT in DC happily accepted NOT ONE but TWO awards from the Washington, DC Metropolitan Area Chapter of the National Concierge Association.

- Best Chapter Affiliate Partner – OTT/Terrie Thomas
- Best Chapter Volunteer – Terrie Thomas

Our hard work has definitely paid off and thanks to the support of our local concierges.

Hiring our Military Vets
by Bob Norris; Business Manager

A reminder that as part of the “American Jobs Act” that was signed into law by President Obama last November, there are two new tax credits available for hiring our military veterans. The “returning heroes” provision provides employers with a maximum tax credit of $5,600 per hired veteran. The “Wounded Warrior” provision provides employers with a maximum tax credit of $9,600 per veteran.

The law also established a Veterans Job Bank that can be accessed at www.nationalresourcedirectory.gov – you will find an employer participation page there to list an available position.

The federal government also operates another website at www.americausheroesatwork.gov to help employers in recruiting and hiring military veterans.

Depot Sales
by Teresa Butts; Depot Sales Manager

The sales team made it through Cherry Blossom alive and well. They are currently running a six month streak of making their depot goals. We have some returning sales representatives this year. Welcome back Linda Hazelton, Eboni Lynch, and Saundra Heath. Also welcome our newest sales representative David Johnson. Sales representative of the month for March was Suly Cruz, for April Anthony Sadler, and for May Keldon McFarland, who is on loan to the sales department until he continues his training as a tour guide.

I think that we in DC have the BEST sales team anywhere. Anyone disagree?? Everyone have a great summer, and sell, sell, sell

Night Operations
Mike “Gogs” Goggin, Night Operations Manager

In recent months, a handful of our tour conductors have been certified to offer night tours. We congratulate Phil Beckman, Matt Henika, John Jackowiak and Adam Johnson on joining the ranks of those drivers providing their unique slant on “Monuments by Moonlight” after dark.

We have also received a boost from the seasonal reappearance of long-time conductor Boris Willis, who has returned for the summer to the joy of everyone who knows him.

As this article is written, we are welcoming large numbers of Girl Scouts to Washington, D.C. for the centennial celebration of that leadership organization. One hundred has been a key number this year in D.C., as this spring the annual National Cherry Blossom Festival also hit the century mark. As always, the blossoms brought thousands of visitors from all around the world to Washington and many of them trusted their sightseeing experiences to us here at Old Town Trolley.

Speaking of visitors from around the world, an informal survey this spring found a larger than usual number of international visitors from Australia visiting us here in Washington, D.C. Whether that was caused by a favorable exchange rate or warm summer temperatures back home, they consistently brought a lot of good cheer to our trolleys. G’day, mates!
Kevin Durant
Besides Disney, my kids like super heroes. Modern day super heroes like professional athletes. Kevin Durant was born Kevin Wayne Durant in Washington, D.C. on September 29, 1988, one of four children of Wanda and Wayne Pratt. Durant has one sister, Brianna, and two brothers, Tony, and Rayvonne. Durant was raised by his parents and his grandmother, Barbara Davis. During his childhood, Durant wore, and continues to wear, the number 35 jersey in honor of his childhood mentor and Amateur Athletic Union coach, Charles Craig, who was murdered at the age of 35. Playing the position of small forward, he currently plays with the NBA's Oklahoma City Thunder.

Standing at 6’9” (235 lbs) and playing the position of small forward, Durant was the consensus 2007 National College Player of the Year, Big 12 Player of the Year, amongst other awards. After a standout freshman season at the University of Texas, Durant opted to enter the NBA Draft where he was selected second overall by the Seattle SuperSonics. He went on to win the NBA Rookie of the Year Award after his debut season. In 2007, Durant signed an endorsement contract with Nike. In the 2009–2010 NBA season, Durant led the NBA in scoring and became the youngest player ever to win the NBA scoring title. He is a 3-time NBA scoring champion and a 3-time member of the All NBA First Team.

Durant was one of four freshman starters for the University of Texas basketball team. He started in all 35 games of the season, which culminated with a loss in the second round of the NCAA tournament to the University of Southern California. Texas finished third in the conference with a 12–4 record and was the runner-up in the 2007 Big 12 Men's Basketball Tournament.

On October 31, 2007, Durant made his NBA debut with 18 points, five rebounds, and three steals in a loss to the Denver Nuggets. On November 16, 2007 Durant made the first game-winning shot of his NBA career with a key 3-pointer to beat the Atlanta Hawks in double overtime. In the last game of his rookie season, Durant finally recorded his first double-double of his career with a then career-high 42 points and a career-high 13 rebounds, and also added five assists. In addition to leading all rookies in scoring for the season, he was named the NBA Western Conference Rookie of the Month for November, December (2007), January, March and April (2008). Durant’s 20.3 point per game season average broke the Super Sonics’ 40-year-old rookie record set by Bob Rule during the 1967–68 season.

Durant was voted to play as a starter for the 2012 NBA All-Star Game for the second consecutive year. He scored 36 points and was awarded his first career All-Star Game MVP. He finished the season averaging 28 points per game, clinching his third scoring title in a row, and was also second in MVP voting. The Thunder reached the NBA Finals, but lost in five games to the Miami Heat. Those two are from DC. Two people my kids can look up to. Now I just have to search for amazing bodily functions.

Bridgit Mendler
Good Luck Charlie, Disney’s hit show, stars Bridgit Mendler. Guess where she’s from folks! Bridgit Claire Mendler (born December 18, 1992) is an American actress, singer, and songwriter. She had a recurring role as Juliet van Heusen on Wizards of Waverly Place and has also appeared in the films Labor Pains, Alvin and the Chipmunks: The Squeakquel, The Clique and Beverly Hills Chihuahua 2.

She signed with Hollywood Records, and plans to release her album in 2012. Her first single, “Ready or Not” was released in June 30, 2012. In 2010, Mendler’s credits as a singer include the album in 2012. Her first single, “Ready or Not” was released in 2010. Mendler was born in Washington, D.C. and attended Lafayette Elementary School. She then moved with her family to the San Francisco area town of Mill Valley at age eight. It was there where she first expressed interest in acting and began working in plays. She became the youngest performer in the San Francisco Fringe Festival. When she was 13, she began working in the Los Angeles market, landing her first L.A. role in the soap opera General Hospital in 2006. In that same year, she provided the voice of Thorn in the video game, Bone: The Great Cow Race. In 2007, Mendler played the role of Pamela Jones in the film Alice Upside Down and in 2008, Mendler played the role of Kristen Gregory in the film The Clique.
I was born in Washington DC and grew up in Davidsonville, MD. My father worked as a truck technician and was my influence to follow in his footsteps. I attended a career and technology high school in Edgewater, MD, where I received training in auto technology. By the time I graduated from high school, my father had opened his own business, Okie Truck Services. After high school I began working for Okie Truck Services and so started my career as a truck technician. Twenty five years later with the loss of my father and the closing of Okie, I found myself looking for a new career. Through my job search I found Historic Tours of America and ultimately the Duck barn. Upon meeting Captain Larry I knew this was the place for me. I have really enjoyed working in the Duck Barn and learning to maintain these great vehicles.

I married my high school sweetheart, Tammy, in 1985. We currently live in Harwood, MD and have a son and a daughter. On the weekends you can find me working in the yard and hanging out by the pool. I love to travel and spend time with my family.

What is your idea of perfect happiness?
Healthy and Wealthy

What is your greatest fear?
Getting very ill

What is your favorite vacation spot?
Florida

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

Which talent would you most like to have?
To be funny

What is your most treasured possession?
My house
The Saint Augustine Annual Easter Parade was once again helmed by OTT General Manager Dave Chatterton, with the assistance of multiple CASTmembers. The parade is part of a tradition that is over 50 years old and still going strong here in the Ancient City. The St. Augustine Royal Trio made their regular appearance, along with pirates, clowns, boy scouts, beauty queens, football players, baton twirlers and even several bands. A great time was had by all and we are already looking forward to next year.

Springtime in St. Augustine also means the pitter-patter of little feet. Thousands of little feet, climbing on and off the trolleys, up and down the stairs of the Old Jail and this year through the Oldest Store Museum Experience as well. School Season...two little words that mean so much to anyone who's been through it. Fourth graders in the State of Florida study Florida history for their social studies unit and to cap off their studies (and celebrate the end of FCATS's), these students and their chaperones come to Saint Augustine to see the Nation’s Oldest City firsthand. Charter Reps Michelle laRocco and Christina Markle were nearly run off their feet as they greeted buses and made sure that every group got that personal Old Town Trolley service. Kudos and Thank You’s to all our CASTmembers whose hard work helped make the school season a success.

This spring also saw the opening of our newest ticket location. The Welcome Center State Road 16 moved into the former Avenida Inn. The new Welcome Center brings us an additional 60 parking spaces (always a hot commodity in Saint Augustine) and a co-tenant, Arenas Pizza. The Sales Reps love working there, as hot food is just steps away.

As Old Town Trolley Saint Augustine moves into the summer, we welcome aboard more new CASTmembers. New Sales Reps, Conductors and Historytellers are joining the ranks and we are mighty glad to have them. Welcome Aboard!
Mama Lisa’s
Chicken and Dressing

My mama’s Chicken and Dressing recipe is a definite favorite in our family. I like to make a big batch, and then, before I bake it, I put it in smaller aluminum pans, cover with foil, and freeze. On those nights when you don’t feel like cooking, just grab one and toss it in the oven. It doesn’t get any easier than that!

You can also use this same recipe, minus the chicken, to stuff your thanksgiving turkey. If you place the turkey—breast side down—into a layer of dressing on your roasting pan, it keeps the white meat from drying out. ENJOY!

• 1 to 2 lbs. boneless chicken (You can use as much or as little chicken as you prefer)
• ½ cup shredded carrots (optional, but looks really pretty and is full of nutrition)
• 2 med. zucchini shredded
• 2 med. yellow squash shredded
• ½ cup onions, chopped
• 1 stick butter
• 2 cans Swanson’s chicken broth

Put all of these ingredients in a large pot and cook for 30 minutes or so until chicken is done and you can easily pull it apart. After this is ready stir in;

• 1 large can of Campbell’s Cream of Chicken soup
• 2 eggs
• 2 - 3 cups Pepperidge Farm herb stuffing
• 1 - 2 cups Pepperidge Farm cornbread stuffing

You can add more stuffing depending on how stiff you want your dressing or more chicken broth depending on how juicy you want it. The zucchini and squash keep your dressing nice and moist. Place everything in a baking dish and bake at 350 degrees for about an hour. Delicious!!! Don’t forget to buy cranberry sauce!
I am a country boy, born and raised in the piney woods of west Louisiana, who always dreamed about seeing the world. I most certainly took care of that problem by joining the US Navy, spending the next five years traveling the world as a signalman aboard a navy Fast Frigate. I experienced it all in cities such as Rome, Barcelona, Toulon, Palermo and some out of the way countries such as Kenya, Trinidad, Djibouti, and Bahrain. It was all great and it helped season me to become a man. While in the navy I became a husband to my best friend now for 32 years, Louise, and we now have two grown children who live in Baltimore and Boston. One of them is about to make me a grandfather for the first time.

My trip to St. Augustine was a precarious one, driven from Boston after twenty years of cold, snow, and the longing to be back in the south where I could actually still feel my fingers on a wintry day. Well kinda of sort of … I came to Florida to buy a B&B that fell through with the economy in 2008. That being said, I needed employment and I kept seeing these green and orange trolleys passing me by on the streets everyday and then I had this light bulb moment that I could, maybe, possibly do this job. One application and four weeks later I was giving tours in Old St. Augustine and enjoying every minute of it. On top of all that I have met some great people at OTT St. Augustine and many of them will be lifelong friends.

Who is your favorite writer?
Jeff Shaara. I have read all his books and some of his father’s books. He takes factual history and puts it into a novel.

What do you most value in your friends?
To be able to tell them anything, to have someone who’ll listen without judgment. I have some great friends in St. Augustine.

Which talent would you most like to have?
I would love to be able to play the guitar. It is something that has always eluded me.

What is your favorite vacation spot?
There are a lot of places I like to vacation, but my favorite would have to be Eastham, Mass., on Cape Cod. Great beaches, Cape Cod baseball, drive-in movies, lots of ice cream, and fish and chips.

If there was one place you could live besides your current city, where would it be?
No doubt about it, downtown Boston in the summertime. So much to see and do and all the great restaurants.
The Holiday Isle Oceanfront
by Melissa Mezick; Vendor Department

The Holiday Isle Oceanfront is located on beautiful Anastasia Island on St Augustine Beach. Everything that you would need is here for that ideal beach vacation, even your transportation to the Historic District via the Old Town Trolleys.

Inside the hotel guests are greeted by our friendly front desk staff including our 14 year veteran, Bev Chambers. Bev’s husband Bill works in the maintenance department at the Old Town Trolley Station. Bev and Bill are not the only connection between our two companies. Our Internet Sales and Marketing Manager Destin Bradwell is married to OTT Sales Rep. Karen Bradwell. The happy couple recently celebrated their one year wedding anniversary and are enjoying their lives in the hospitality industry in our Nation’s Oldest City.

Our guests often tell us how they love the convenience of the Trolley Beach Bus, which stops at our hotel every hour. Having this convenience for our guests provides them with the best of both worlds on their vacation. They have access to the downtown historic area while enjoying a stay on our beautiful beach.

While staying at the Holiday Isle Oceanfront, you will discover that “the only thing between you and the beach is our pool”. You can also relax at our Crabbies Tiki Bar and enjoy a light lunch by the pool with a favorite frozen cocktail. At the end of your busy day enjoy supper in our Beach Garden restaurant or ask our friendly staff for suggestions on the many great restaurants here on the island. For more information on the hotel, please visit our website at www.holidayisleoceanfront.com or call us directly at 1-800-626-7263.

CASTmemberson the Month

MARCH
Brandy Klopp, Conductor
Jessica Bailey, Sales Rep.
Mark MacFarlane, Supporting
Davey Hairston, Maintenance
Chelsye Ginn, History Teller
Heather Nelson, Ghost Host

APRIL
Sheryl Hontz, Conductor
Colleen Kulluk, Sales Rep.
Kathy Burnett, Supporting
Duc Van Duong, Maintenance
Robert Willis, History Teller
Ashley Ryan, Ghost Host
Ted Sage, Golden Pickle

MAY
Tom O’Brien, Conductor
Bryce Edwards, Sales Rep.
Angel Helland, Supporting
Davey Hairston, Maintenance
Jonathan DuBois, History Teller
Vanessa Zeigler, Ghost Host
William McComb, Golden Pickle

WELCOME ABOARD

John Hunter
Austin Payne
Scott Abrams
Lori Alwine
Herman Amerson
Kathleen Kurek
Marlena Batalla
Nicole Falcao
Marshall McCullough
Michael Parkerson
Cheryl Rice
Marcia Vojcsik
City Scoop
by Charlie Brazil, General Manager

We find ourselves in the “sweet spot” of our season, and have had a real roller coaster ride, highlighted by a 35,000+ April ridership number, and balanced by a tropical storm that never really materialized (except on the news media) in our lady “Beryl.” As you will see in the departmental reports to follow, we have had much to celebrate over the course of the last couple of months, including being voted “BEST OF SAVANNAH” by Connect Savannah Magazine for the second year running! Congratulations to our entire CAST for this terrific honor, a true reflection not only of our great service to our guests but our great dedication to being strong members of our community as well (as a lot of locals vote in this program). In addition, in June we began work on the metamorphosis of our former carbarn at 234 MLK Jr. Blvd. with the demolition of the interior of the building in the hopes to use the interior as additional (and much coveted) parking for our guests.

On top of keeping busy with huge ridership numbers and various other projects, we had a lot going on around town including a Tall Ships Festival from May 4-9, 2012. The first of what we hope to be many, it was a terrific event that was well attended and resulted in significant exposure for our beautiful city. As Chairman of Visit Savannah 2012, I chaired a committee that helped choose the new advertising company to help our destination craft new creative for use in our print and other advertising. Savannah is considered a real innovator in the advertising realm, especially with regard to social media, so it was a very important committee and I think we chose well and should see continued laudations when the new advertising initiatives are rolled out. On a personal note, I ran in my first MUD RUN on April 14th (the “Big Nasty Mud Run” in Bloomingdale, GA)- had a lot of fun and got real dirty (see attached pics). I am hooked, and doing my second in June (June 16th), the JCB Mud Run in Pooler, GA. Get out and run one in your neighborhood, you won’t be sorry!

HR Happenings
by Jon Watkins, Human Resources

It’s been the usual busy spring for HR and in our call center. Business has really started ramping up and the phones are ringing. You can almost set your clock by the 4:00pm rush for ghost tour reservations. We welcomed Craig Armstrong as the new charter and vendor administrative assistant in early May. Craig joins us after a strong work history in group reservations with Marriott in the Boston area. He recently relocated to Savannah and we are really glad to have him with us. We wished Susan Olson well as she left the OTT family to spread her wings with another endeavor in group sales. We have also added Carol Overby and Debbie Hoosey as part time administrative assistants and our other assistant Jaimee Drayton has returned to work following the birth of a child. With a full crew we are ready to provide the great guest service that OTT Savannah is known for. We have also added sales reps Jenny Jaeger and Jasmine Williams, ghost tour conductors Jennifer Hawk and Ruben Alegria, Mechanics Troy Long and Paul Olesch, hotel concierge Susan Orsini and Trolley Stop Gifts sales reps Nicole Reddick and Megan Jerome. We have also started some Leadager training to help improve the soft skills of our Leadagement team. This training has been well received by all.

Meeting Expectations
by Garry Patrick, Depot Sales Manager

Congratulations to the sales team on posting great results over the last financial year. I have always believed that the measure of a good company is the happiness of its employees. With close to 90% retention in the sales ranks we sure have a fine example of happiness, dedication and loyalty to OTT. No doubt this attributes to our ongoing success.

April is traditionally a great month for Savannah and this year we were able to break a few records. Most notably we exceeded 1700 riders on a single day and our operational goal for the day exceeded 2000! Not saying it was easy but it sure was a good feeling.

We are looking forward to getting some new trolleys and some new computer gear in the coming months. The computer equipment should allow us the freedom to carry a gateway system on our waist! Giving us the ability to redeem e-tickets and vouchers and issue

Charlie S. Brazil with Joshua Culverhouse and Derek Dimmick after the Mud Run.
tickets on the trolley and avoid inconveniencing our guests by asking them to hop off.

Here comes the sweltering summer heat! Stay hydrated and see you next issue!

Best Tour Company
by Marcie Covington-Larkin, Ops. Manager

Thank you, thank you, and thank you! Words can’t explain how proud I am of the OTT-Savannah CASTmembers. Connect Magazine has voted us Best Tour Company again this year!!! I can’t say enough about how proud I am to work for all of you. We toured over 35,000 people in the month of April, conquered the obstacles The Tall Ship’s Challenge brought when they were in town, and battled through the changes in the new Paula Deen tour, while making it through the safety audit with great feedback from Jim Lamberson. Congratulations! Great Job!

Safety and Training
by Kenny Gresham, Safety Officer

At this writing, our spring training class has graduated and is driving the loop safely. More emphasis was placed on safety this year and the desired result was achieved. The rookies have puttered along nicely, but some veterans missed the mark by getting distracted or resting on their laurels and not needing their mirrors. It goes to show, if you let your guard down for one second, the next you’ll be seeing blue lights. All in all, I believe the conductors in Savannah do an excellent job considering the city squares, the competition at the trolley stops, city ordinances, and the thousands of college students that consider downtown their campus. Forgetting the broken mirror, the curb, and damaged gas pump, Applause! Applause! to all the drivers.

The month of May brought our National Safety Director, Jim Lamberson and consultant, Derek Spain from Liberty Mutual. The audit went pretty well, but some ongoing issues were pointed out, i.e. not using safety spiel coming into stops and not putting the vehicle in park at the stops. These are things that we will have to work on. These were noted by both by Jim and Derek, who had ridden the tour in early April almost two months before he met with Jim and me in late May. It is hard to plan for that type of early arrival. Derek’s evaluation was copied and given to all conductors as a learning tool. The four names of the conductors that Derek had ridden with were blacked out to eliminate singling out and primarily because I had killed them. The best of the lot was…. A rookie!!! On a more somber note, as Jim was finishing his debriefing on the inspection, a code red was called in. I immediately responded to the scene and found that a motorcycle, going at a very, very high rate of speed had run into the side of one of our trolleys. The poor motorcyclist had to be transported to the hospital by ambulance (He is now doing better and should be O.K.). No guests were on board and our conductor was clearly not at fault. Old Town Trolley Tours of Savannah is very grateful to Jim for his help in this most stressful situation.

June is our National Safety Month. Our very own Aisha Gamble won the drawing the first week for her entry into the safety contest. She witnessed Wayne Johnson, one of our conductors, placing chocks under his tires, so that the trolley would not roll if the parking brake was disengaged accidently by a cleaner or mechanic checking the vehicle. Now that’s being safe!

Here’s to hoping for a quiet and uneventful summer.

Maintenance Report
by Bruce Smith, Maintenance Manager

The maintenance department is gearing up for the hot months ahead. We had a rough start with replacing the engines in HTA 240,152, 97 and 202, also a few transmissions.

We are looking forward to one of our new trolleys to be delivered at any time; it will be a welcome site when it hits the lot. We would like to thank Boston again for HTA 196; it has proven to be a good running unit, we are happy to have it.

We would like to congratulate one of our mechanics James Gibby, he has just been promoted to lead mechanic. We also would like to welcome aboard our three new mechanics, Troy Long, Alan Malone, and Paul Olesch. The mechanics in the past were not able to handle the challenges this shop has to offer. This crew seems eager and willing to do what is needed to keep the fleet up and running. Thank you and have a safe season.

Vendor Sales
by Robert “The Colonel” Hunter, Vendor Representative

The Vendor program would like to welcome a new addition to our staff- Craig Armstrong. Craig takes the reins from Susan Olson who decided to pursue a career in destination management. Craig comes to us with a great deal of hotel and group experience courtesy of the Marriott Corporation. We look forward to working with him and appreciate his support in achieving Vendor Sales success. Speaking of which, we are happy to see 2012 shaping up to be a strong one for our department, having exceeded budget for five months in a row (through May). This is quite a turn-around from 2011, where we found ourselves in a bit of a struggle to achieve budget. Thank you to all the vendors who are working so hard to represent our organization and assure that all the guests of your fine establishments have the opportunity to experience the best of Savannah aboard our trolleys.

Jet Setting
by Joyce Ellis, Groups and Charters

The Groups and Charters Dept along with Hotel and Vender Sales now has a new Sales Coordinator. Welcome Aboard to Craig Armstrong, who came to us by way of the Marriott Hotels in the Boston area.

April through May saw our cruise ship season winding down,
just as we were beginning our regular tourist season with groups and charters. Not to worry, the cruise will be back in the fall for another season! The first week-end in May, we had our first Tall Ships Challenge. We had approximately 14 ships docked along the waterfront, open for tours and sailing. What an awesome sight to see as they all sail into port with full sails! We can’t wait for them to come back. They have a three year rotation around the world and we hope to see them again in 2015.

Joyce Ellis, along with other tours/attractions and hotel suppliers from Savannah, went to Virginia Beach on May 19th for “Girl Scouts Rock the Beach”, an annual event at the Virginia Beach Convention Center attended by several thousand Girl Scouts from around the area. Savannah, GA and Old Town Trolley was well represented. Joyce borrowed two Girl Scout uniforms from First Girl Scout Headquarters; uniforms from 1918 and the 1960’s (and no, the 1918 uniform was not Joyce’s original uniform, contrary to popular belief that she started Girl Scouts with Juliette Gordon Low!). Great friendships and contacts were made in Virginia.

Joyce just returned from a quick two day trip to Birmingham, AL sponsored by Visit Savannah. Visit Savannah invited tour operators to Birmingham for a P.R. mission trip to meet/greet the editorial staff of Southern Living Magazine, Coastal Living, Cooking with Paula (our very own Paula Deen), Taste of the South and The Deen Brothers magazines. Who knew that Birmingham, AL is the center of magazine publishing with so many popular brands produced in that beautiful city! Friendships were formed, contacts made, everyone Loves Savannah. Oh, and the best part, our Monday night function was held in a wonderful little restaurant Little Savannah, complete with a mural of real Savannah’s waterfront in their dining room!

The Groups and Charters Department is looking for another record-breaking year, hoping to repeat the 30% growth of 2011-2012. Welcome to Savannah!

In The Kitchen With
Garry Patrick

The Australian Meat Pie

This is “The Aussie Traditional Meat pie!” We tend to eat these for lunch or just watching the Aussie Rules Footy. I grew up on these as a kid and I try to get one every time I visit the Australian Bakery in Atlanta. They are easy to make and easy to eat!

- 1 lb minced beef
- 1 onion, chopped
- 1 cup water, divided
- 2 beef stock cubes
- 1/4 cup ketchup
- 2 teaspoons Worcestershire sauce
- Liberal amounts of pepper
- 1/2 teaspoon oregano
- 1 pinch nutmeg
- 3 tablespoons plain flour
- 2 puff pastry sheets (Not the sweet puff pastry, it needs to be savory)

1. Pre-heat oven at 425 F.
2. Brown meat and onion.
3. Add 3/4 cup of the water, bouillon cubes, ketchup and Worcestershire sauce, pepper, oregano, and nutmeg.
4. Boil and cover for 15 minutes.
5. Blend flour with the remaining 1/4 cup water until it becomes a smooth paste; add to the meat mix.
7. Grease a pie dish and line with puff pastry.
8. Add the cooled filling mixture; brush edges of pastry with milk or beaten egg; put the pastry top on; press edges down with a fork. Trim edges and glaze top with milk or beaten egg.
9. Bake in a very hot oven, 425 F for 15 minutes.
10. Reduce heat to 360 F and bake for 25 more minutes, or until golden brown.
11. Serve with veggies, fries, or salad

WELCOME ABOARD

James Gibby
Joseph Holmes
Dennis Leonard
James Malone
Jenard Wilson
Ruben Alegria
Jennifer Jaeger
Anthony Long
Susan Orsini
Carol Overby
Christopher Plummer
Craig Armstrong
Jennifer Hawk
Paul Olesch
Jasmine Williams
Nicole Redddick
ON THE SPOT...

Jon Watkins

Human Resources and Payroll Manager, Savannah

I worked in HR all over the country for almost 25 years for several great organizations and had the opportunity to retire at the ripe old age of almost 48. We relocated to the Hilton Head area where we had owned a home since 1981 and built a new house. I also played a lot of golf and rode my bicycles during this retirement time. But I was getting really bored because I’m definitely a type A personality. I told my wife that I was going to go back to work but that I wanted to find a really fun job and not necessarily in HR. I saw an ad for Tour Conductors and thought that sounded like a lot of fun. I had taken the tour several times and we always took our out of town guests. I sent my resume in and almost immediately got a call back from Kenny Gresham. I was hired, completed training and drove the daytime historic tour. After a few months I learned the Paula Deen tour which was a lot of fun! When the previous HR Manager left the company I thought I could make more of a contribution in that job and made an appointment to discuss it with Charlie Brazil. I’ve been in the HR/Payroll Manager job now for almost four years and I can definitely say it’s never a dull moment. This really is a great organization and I’m one of the fortunate few that has the opportunity to do what they love every day they come to work.

What is your idea of perfect happiness?
A day at any race track driving like my hair is on fire.

Which historical figure do you most identify with?
George Washington. He lived an amazing life in an amazing time.

What is your greatest fear?
That something will happen to my wife or children who I love more than anything in this world.

Which talent would you most like to have?
To be able to sing like my youngest son who is an actor on Broadway.

What three things will you always find in my refrigerator?
Orange juice, San Pellegrino water and Jack Frost ice cream.

HAPPY ANNIVERSARY

MARCH
Peggy Joyce Ellis, 13 Years
Janice Emerson, 11 Years
Jackson Barrett, 6 Years
Barbara Roundtree, 4 Years
Peter Judson III, 3 Years
Allison Tuten, 2 Years
Eric Coney, 2 Years
Pamela Finocchiaro, 1 Year
Willie Dennard IV, 1 Year
Louis Petty, 1 Year
Elizabeth Eiglesworth, 1 Year

APRIL
Charles Holmes, 9 Years
Irenette Clarke, 7 Years
Joyce Stuckey, 2 Years
Kimberly Evans, 1 Year

MAY
Lillie Shaw, 3 Years

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Hampton Inn Savannah Historic District

by Bob “Colonel” Hunter; Vendor Department

We were extremely thrilled to add this terrific property to our list of partners in 2012. They joined the Holiday Inn Express as the second Prince, Bush, Smith property to partner with Old Town Trolley Tours of Savannah. The Assistant General Manager of the Hampton Inn is Inan Isik, who has helped inject a high degree of enthusiasm for this new partnership, which has clearly been embraced by his exemplary staff. The hotel is located right in the heart of the historic district, just steps from River Street and City Market and is one of the crown jewels of our hotel offerings in beautiful Savannah, Georgia.
**San Diego**

**Go Padres!**

*by David Thornton, General Manager*

We had our Trolley night out at the Padre’s game, again. Each year before our busy summer season, we venture out to Petco Park for a fun night out to support our local baseball team, the San Diego Padres. Though the Padres are having a challenging year, we went on to beat the SF Giants in a thrilling 9th inning home-run win, 5-4.

**Little Italy Artwalk**

The Little Italy Art Walk has everything from paintings to sculptures to dance and beyond. There’s no better event to satiate your love of art than San Diego’s annual and largest urban arts festival. This free event gives the public a rare opportunity to meet nationally known and emerging artists and perhaps, begin or round out a personal art collection. Activities take place in the heart of Little Italy. Serious art collectors and browsers alike will spend a delightful day exploring the restaurants, galleries and shops that make Little Italy the hippest community in San Diego. Each year the event attracts more than 100,000 attendees.

San Diego Old Town Trolley participated with a booth promoting the Trolley and SEAL Tours along with our Hometown pass program. With a Hometown pass, residents of San Diego County go free on the Trolley or SEAL Tour with one other full paid guest; a 2-for-1 deal.

**Trolley News**

*by Terri Zorn; Operations Manager*

The Trolley Tour started the new fiscal year very strong with increased riders compared to last year – 18% more just in the month of May. Spring has definitely sprung for us here in San Diego; and with Spring, comes new life. For us, that means new hires in lots of departments. We hired five new tour conductors who have made it through auditions and embarked on a seven-week, rigorous training schedule to learn how to drive a 35-foot specialty vehicle, provide an entertaining and informative scripted tour covering over 450 years of history, stay on the 25-mile loop of two cities on schedule, and talk on a two way radio. All at the same time! I am happy to say that all five are now certified tour conductors for San Diego and they will be here to help us make our way through the busy summer. In addition, we also added two vehicles to our fleet that we procured from another city. More drivers and more vehicles make for a very happy charter department. Other big news for trolleyland in San Diego includes a new stop in Coronado. You will just have to come out and take the tour to see just where it is. We will be happy to show you around. Summer time is just around the corner.

**SEAL News**

Spring is such a pretty time of year – flowers blooming, everything coming to life, people returning to work on the SEAL after a long, winter’s nap. And new hires! Yes, the SEAL has hired two new captains and two new first mates who have completed all the necessary training and are currently giving tours as I write this. The captains start training with the conductors because it is all about learning to drive a big, oddly shaped vehicle. Eventually, the SEAL Captains leave the trolley conductors and start driving an even bigger, more oddly shaped vehicle – the SEAL. And not just on land, but in the water, too. The first mates have to learn how to identify all sorts of wildlife both on land and in the water along with military craft, both on land, in the water, and in the air! You just never know what you are going to see on the tour so they have to be prepared for anything. Preparation also includes being CPR/First Aid trained – which the entire SEAL staff completed in May. In addition, the Operations Manager, Terri Zorn, and Lead SEAL, Mark Keeler, attended a seminar and site visit of the raising of the San Vicente Dam – the largest dam raising in the United States. This is to increase our water storage capabilities in San Diego. Water conservation, storm water pollutions and ecology are all things we talk about on the SEAL. Just a fun fact: The last year San Diego relied solely on rainfall as our water source for the local economy was.....1946! We import about 80% of our water now. You will have to come out and take one of our SEAL tours to hear the rest of the fun stuff and see the sea lions and dolphins; but get here early because our SEAL tours sell out fast in the summer.
SEAL Tour Helps US Navy with FAM Tour of New Fueling Pier Project

In June, we had several key people that are part of the Navy Fuel Pier construction project on board our SEAL with Captain Bob Ross, First Mate Mark and Operations Manager Terri Zorn. We learned great information about the construction of the new Navy fueling pier, the relocation of both the working Navy Marine mammals Training Center and the bait receiver’s docks (and most likely the sea lions that sleep on them).

New CAST joins the San Diego Team

by Carmen Thulin; Office Manager

In March, we began hiring for our busy summer season; a total of 12 new CASTmembers.

Captains George Adams and Captain Bernie Schumacher along with 1st Mates Simon Kedward and Brenda Martin, (not pictured) join our SEAL Tour crew. Head SEAL Mark Keeler led the training out in the field for both Captain and 1st Mate training. All passed certification. Welcome on board new SEAL crew!

Trolley Drivers Susie Vetter, Ken Hill, Murray Jacobson, Amy Kaczmarek and Jim Smith (not pictured) hopped on board the Trolley tour as our newest Conductors. Trolley conductor training requires approximately eight weeks of classroom and in the field training learning safety, the tour route and script, and just having fun with guests. Several seasoned conductors along with Operations Manager Terri Zorn, helped train and give their expertise out in the field. In the end, all five new conductors passed certification! Welcome on board.

Much credit to Bob Ross, Safety Officer for setting high training expectations on being safe, “Safety First, Customer Service a close second”

San Diego Refurbishes Hydra-Terra Vessel for Key West

by Norm Niles; Maintenance Manager

San Diego has wonderful weather and a beautiful bay ideal for a very fun and interesting Sea & Land Tour using Hydra-Terra vessels called the SEAL Tours. We have five vessels and they are well liked and successful in San Diego. So what works for San Diego has to work in Key West, right? The word from above went out and the hunt was on for a used model Hydra-Terra somewhat like San Diego’s SEAL vessel, early 2000-2003 models. A search for a hydra-terra found one just 150 miles up the road in Long Beach, CA. After purchasing, it was brought to San Diego for engine repair, body restoration and repainting. Local artisan, Michael LeBold, designed and painted the vessel artwork. The finished new ‘Duck’ departed San Diego on June 8th, arriving in Key West four days later.

The new DUCK vessel was named Captain Courageous Duck and the new Key West amphibious Tour is known as “Southernmost Duck Tours”. May the sea gods look kindly down on our Southernmost baby duck tour as you entertain and delight guests from around the world.
Felicity is in Big Demand

by Erica Frost; Group Charter Sales Manager

Fiscal Year 2012 has been off to a fantastic start! In early-May we had a large group from Napa Auto Parts that was in town as an incentive trip and they sure kept us rollin’! The rest of the summer looks to be packed with weddings galore and the Felicity wedding trolley is in high demand as stand-by lists are starting to grow for a number of summer wedding dates. Maybe Felicity will get a sister….?

I’m very excited that we now have the two “new to us” Boston Trolleys and excited about the possibility of turning one into an exclusive charter trolley. The addition of these two trolleys will certainly help to alleviate “black-out” dates for charters in our busy summer months ahead!

Rock n’ Roll Marathon

On Sunday, June 3rd, over 25,000 runners took to the streets of San Diego for the annual San Diego Rock ‘n Roll Series Full marathon (grueling 26.2 miles) and 1/2 marathon (somewhat less grueling 13.1 miles). This year’s run saw competitors from all over the world. Results show San Diego’s own Meb Keflezighi placing 1st in the 13.1 mile ½ Marathon of which he crossed the finish line in a little over 1 hour.

Once again Old Town Trolley San Diego had the honor of transporting the VIP sponsors as well as the top elite athletes (aka “First Place Finishers”) to the start line. We did not, however, transport any of those athletes to the finish line; they got there on their own.

Old Town Helps Celebrate Cinco de Mayo

by John Savage; Old Town Market Leasing Manager

On May 5th 1862, an ill-equipped Mexican army augmented by Mestizo and Zapotec Indians commanded by General Ignacio Zaragoza defeated the French army. Many experts believed the French army to be the best in the world at that time, and that is why Cinco de Mayo is celebrated today.

This year was the 29th anniversary of Old Town San Diego’s Cinco de Mayo celebration. The event is the largest of its kind in Southern California, and this year’s was the largest in memory. The event was expanded to three days because the 5th, Cinco, was on a Saturday.

Three stages featured non-stop entertainment over the three days and nights. Some of the highlights were the Ballet de Folkloric dance competition finals, Misa Azteca (a performance of music and song in Latin, Spanish, Mexican and Nahuatl; Nahuatl is the Aztec language), along with Mariachi, rock and roll and other dance music.

New to the festival this year were the Red Bull athletes. Friday night the Red Bull freestyle motorcycle riders performed jumps of over 40 feet high on San Diego Avenue. Then Red Bull transformed San Diego Avenue into three soccer fields for a street tournament featuring teams of all ages and abilities, including professionals from the Red Bull soccer team. Also new this year was a petting zoo.

Long time attractions like stage coach rides, Mexican equestrian riders, and the kids play area and the low rider competition all attracted a record number happy of spectators.

HTA Goes to PowWow

by Rod LaBranche; International and Domestic Sales Manager

Rod LaBranche attends PowWow for International and Domestic U.S. Travel Association’s International show.

Rod LaBranche and Terrie Thomas attended the USTA International PowWow Conference in Los Angeles. They had appointments with over 50 international and domestic buyers. Over 6,000 people attended the conference and conducted business negotiations that result in the generation of over $3.5 billion in future Visit USA travel.
I am a California native. Grew up in what is known as the Inland Empire (Ontario, California). While attending high school I played water polo, competitive swimming and surfed on the weekends. After graduating for high school I spent four years in the Navy serving on submarines. It happened that I was able to serve on two subs, one in the Pacific (home port Hawaii) and the other in the Atlantic (home port Groton Connecticut). Returning to California after the Navy I worked a few odd jobs before getting work in the engineering field. I spent over 20 years as a designer working in Irvine CA. The job involved designing parts for a variety of products as well as all the documentation.

During that time I got involved in sailing. Started sailing with an old surfing buddy from High School back in 1979. By the mid-1980's I was living aboard a boat in L.A. Harbor. In the four years I had that boat I made many trips to Catalina and as well as the Northern Channel Islands off the coast of Santa Barbara. After selling the boat I moved to Southern Orange County. To stay involved in sailing I volunteered aboard a sailing ship in Dana Point. I learned a lot about traditional sailing and rigging over the 15 years as a crew member of the Brig Pilgrim. I was married from 1990 to 1997. After separating I decided it was time for a change. I quit my job and started working on boats. Got a job doing yacht canvas covers, yacht deliveries, even taught classes in knot tying.

I moved to San Diego in 1998. Having a U.S. Coast Guard License I skipped sailboats to earn a living while attending school. Graduating in 2002 with a Bachelor’s Degree in Media Arts, I enjoyed skippering boats and as long as I could make a living at it why not. I am back living on a boat and joined a yacht club. Life could not get much better, living and working on the water. I heard about the Seal Tours from our safety officer Bob Ross. I have known and sailed with Bob for many years. He told me about an opening for a SEAL captain and as they say the rest is history.

What is your idea of perfect happiness?
Anchored in a quiet cove early in the morning on a clear day with a hot cup of coffee..

Which historical figure do you most identify with?
I can’t say I identify with him, but my favorite historical figure is Ernest Shackleton.

Which talent would you most like to have?
I wish I had the talent to market the talents I do have.

Who is your favorite hero of fiction?
Horatio Hornblower. A fictional Royal Navy officer in the novels by C. S. Forester.

What do you consider your greatest achievement?
Going back to school and getting a degree.

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facebook.com/sealtours
The Nation's Storyteller

old town trolley tours of san diego

HAPPY ANNIVERSARY

MARCH
Harold Henson-Dozier, 18 Years
Rick Diaz, 18 Years
Erica Frost, 14 Years
Robert Matchinske, 14 Years
John Smart, 13 Years
Saul Alba, 10 Years
Debbie Hildebrand, 7 Years
Ronald Zorn, 7 Years
William Midgley-Adlerz, 7 Years
Mark Lohman, 6 Years
Evan Kohler, 3 Years
Scott Schwarz, 2 Years
Nicoletta Meo-Cook, 1 Year

APRIL
Carmen Thulin, 14 Years
David Aptaker, 8 Years
Mark Keeler, 8 Years
Richard Smith, 7 Years
Robin Kedward, 6 Years
Peter Corcoran, 6 Years
Oscar Alfaro, 4 Years
John Barton, 2 Years
Tomi Nieszgoda, 2 Years
Jon Laws, 2 Years
Arthur Burgess Jr., 2 Years
William Walker, 2 Years
Philip Fondaw, 2 Years
George Smith, 2 Years
Robert Murphy, 2 Years

MAY
Nancy Nuhailly, 23 Years
Robert Ross, 13 Years
Michael Devin, 11 Years
Francisco Noguez-Ballesteros, 10 Years
Heleodoro Gonzalez, 9 Years
Chris Chiotras, 8 Years
Inocente Briones, 6 Years
Donald Kaye, 5 Years
Robert Hatcher, 5 Years
Darrell McNurlan, 4 Years
Christian Perez Navarro, 3 Years
Linda Florentino, 3 Years
George Elmies, 3 Years
David LaVigne, 2 Years
James Davison, 2 Years
Cristina Valenzuela, 2 Years
Jessica Roe, 1 Year
Samuel Hooper, 1 Year
Miguel Rosa, 1 Year

PET OF THE MONTH

PEARL
By: Proud Owner John Savage
Old Town Market Leasing Manager
This is Pearl, she is a Portuguese Water Dog. The only thing she likes more than swimming, are treats! Her favorite place to spend time is at Fiesta Island in Mission Bay San Diego. Fiesta Island has over 90 acres set aside just for dogs to take their owners to run, play and swim.
Pearl has been part of the San Diego Trolley operation for seven years now. She has spent time meeting the CAST of the Trolley, the SEAL, and now she is getting to know everyone at the Old Town Market!
When begging for treats Pearl will do just about anything. She will sit, speak, roll over, spin around in a circle, and shake. Her people pleasing trick is to play dead when you shoot her.

WELCOME ABOARD

Cesar Cabrera Reyes
George Elmies Jr.
Samuel Hooper
Robin Kedward
David LaVigne
Robert Murphy
John Smart
Peter Corcoran
Robert Matchinske
James Rodgers
George Adams
Simon Kedward
Brenda Matin
Bernd Schumacher
Lynn Harris
Jason Hascall
Kenneth Hill
Murray Jacobson
Amy Kaczmarek
James Smith
Tyler Stephenson
Susan Vetter
Eduardo Lucatero

CAST members of the Month

MARCH
Bill ‘Doc’ Midgley-Adlerz, Conductor
Mark Lohman, Sales Representative

APRIL
Jon Laws, Conductor
Jessica Roe, Sales Representative
1st Mate Jerry Couison, SEAL
Christian Perez, Supporting

MAY
Nancy Nuhailly, 14 Years
Robert Ross, 13 Years
Michael Devin, 11 Years
Francisco Noguez-Ballesteros, 10 Years
Heleodoro Gonzalez, 9 Years
Chris Chiotras, 8 Years
Inocente Briones, 6 Years
Donald Kaye, 5 Years
Robert Hatcher, 5 Years
Darrell McNurlan, 4 Years
Christian Perez Navarro, 3 Years
Linda Florentino, 3 Years
George Elmies, 3 Years
David LaVigne, 2 Years
James Davison, 2 Years
Cristina Valenzuela, 2 Years
Jessica Roe, 1 Year
Samuel Hooper, 1 Year
Miguel Rosa, 1 Year

Entire Office Staff, Supporting

Entire Office Staff, Supporting

Entire Office Staff, Supporting

Entire Office Staff, Supporting
**TRIVIA TEASER**

**DOLLARS AND SENSE**

1. Which of these is worth the most money? a-Fin, b-Sawbuck, c-Simoleon, d-C-note.
4. Which denomination of U.S. paper currency was retired in 1963 and revived in 1976? a-$2 bill, b-$100 bill, c-$1000 dollar bill, d-$10,000 bill.
5. Who was pictured on the American half-dollar before being replaced by John F. Kennedy in 1964? a-Statue of Liberty, b-Davy Crockett, c-Alexander Hamilton, d-Benjamin Franklin.
6. What was the name of the bionic hero played by Lee Majors on The Six Million Dollar Man? a-Steve Austin, b-Steve Canyon, c-Steve Zodiac, d-Steve Zahn.
7. What movie character said, “They said it was a million dollar wound, but the army must keep that money ‘cause I still haven’t seen a nickel of that million dollars”? a-Forrest Gump, b-Hud Bannon, c-Harry Bailey, d-Fred C. Dobbs.
10. What bird is depicted on the Canadian $1 coin? a-Osprey, b-Owl, c-Loon, d-Pelican.
Goalie of the Year Awarded
by Bob Bernreuter; National Sales Manager

Terry Akras, Sales Manager for the St. Augustine Old Town Trolley, was awarded the “HTA Goalie of the Year” award at the company CAST meeting on July 11th. This is her second year in a row of winning this sales leadage award and she certainly deserves it. Terry has built a strong sales team in St. Augustine that consistently exceeds their sales goals each year. This last fiscal year, 2011-2012 they achieved 119% of their goals. That was almost a million dollars above budget. Her team is number one in package sales and their CAST retention is high. Keep it up Terry and Dave Chatterton will have to get you a bigger office to hold all your trophies.

Close on her heels is Alex Rodriguez, the San Diego Sales Manager, who came in second place with his team at 115% to goal. Andy Kirby’s team, at Key West Old Town Trolley, was in third place, also close at 114%.

For individual sales efforts nationally our hats go off to Barbie Harrell of San Diego, who has the highest dollar amount in sales. She was followed by Nikki Meo-Cook and Mark Lohman, both also from San Diego, in second and third place for dollar amounts sold.

Our three highest sales to goal percentages all belong to St. Augustine Old Town Trolley. Gayle Jenkins was in first place nationally with a whopping 160% to goal, Jennifer Wiesle close behind with 159%, and Kathleen (Angel) Helland at 141%.

PET OF THE MONTH

CHULO

Proud Owner Johnny Earls, Computer Specialist
My name is chulo I am part of a band of three pirate brothers who sailed the seven seas seeking treasure and immortality. I have spent most of my life traveling from beach to beach, defending the booty I have claimed and creating a legacy. I am wise in my years and have left the feverish dreams of a young pup behind. I have come to key west to find my love and to seek out my next new adventure
June was National Safety Month and all of the Historic Tours of America, Inc. companies participated in the second annual safety campaign.

The theme and the acronym S.A.F.E. were submitted by Jack “Curry” Houston (Old Town Trolley Tours of Key West) who suggested the slogan Safe Accident Free Environment. Risk Management & Safety designed the campaign to encourage CASTmembers to observe their fellow CASTmembers doing something in a safe manner. Those CASTmembers making observations as well as the CASTmember observed, were both entered into a weekly drawing for a prize. A total of 115 observations were received and 230 names of observers and observed participated in the drawings.

Weekly winners, Aisha Gamble (OTT- Savannah), Kay Luck (TS&G Shell Warehouse), Bill (Doc) Midgley-Alderz (OTT-San Diego) & Michelle LaRocco (OTT- St. Augustine) each received a $50 American Express Gift Card donated by our insurance broker, Kuykendall Gardner Insurance and a Liberty Mutual Safety Pack provided by our Insurer.

Our winner of the week 1 drawing, Aisha Gamble (OTT-Savannah), had observed Wayne Johnson using chocks under the wheels of the trolley to prevent it from rolling. Thanks Wayne for the S.A.F.E. act and thanks Aisha for recognizing a fellow CASTmember focusing on safety. This week Aisha was presented a Liberty Mutual Insurance Safety Pack and an American Express gift card for $50. The presentation was made by Kenny Gresham, our Safety Officer for Savannah.

Week 2 winner is Kay Luck from TS&G Shell Warehouse. Kay observed fellow worker Francesco Duarte quickly respond to a spilled drink by wiping it up with paper towels and ensuring customer safety. Thanks Frank for your quick response and thanks Kay for being so observant. Kay was presented with her Safety Pack & Gift Card. Congratulations Kay! Photoed here with Nelson Nodel and Francesco Duarte.

Our winner of the week 3 drawing, Bill (Doc) Midgley-Alderz from Old Town Trolley Tours of San Diego, was observed by fellow worker Jim Fraley, completing a pre-trip trolley light check. Thanks Doc for focusing on safety and thanks Jim for being so observant. Doc was presented a Liberty Mutual Insurance Safety Pack and an American Express gift card for $50. It was presented by Safety Officer Bob Ross and General Manager David Thornton.

Week 4 winner was Michelle LaRocco (OTT- St. Augustine), who observed fellow worker Kate Hensler, remove a package left in the middle of the office lobby by a delivery man. Kate’s focus on safety eliminated a trip hazard. Thanks Michelle for being so observant and thanks Kate for being so observant and proactive. Michelle was be presented with her Safety Pack & Gift Card by general manager David Chatterton.

Our winner of the week 4 drawing, Aisha Gamble (OTT- Savannah), had observed Wayne Johnson using chocks under the wheels of the trolley to prevent it from rolling. Thanks Wayne for the S.A.F.E. act and thanks Aisha for recognizing a fellow CASTmember focusing on safety. This week Aisha was presented a Liberty Mutual Insurance Safety Pack and an American Express gift card for $50. The presentation was made by Kenny Gresham, our Safety Officer for Savannah.

Our Grand Prize winner is Tanya Azevedo (TS&G- Caribbean Cargo). Tanya submitted an observation in Week Two recognizing her fellow CASTmember, Rachael Adame for jumping in and assisting Tanya while carrying several boxes. In addition to a $100 American Express Gift Certificate and a Liberty Mutual Auto Organizer and mini-tool kit, Tanya will receive One Day Off With Pay and a Grand Prize Winner Certificate, suitable for framing.

We also asked our CASTmembers to guess what the acronym S.A.F.E. means. No guesses were received that matched the theme suggested by Jack Houston (Safe Accident Free Environment). The

Continued on the next page in blue box...
closest match was submitted by Jim Beam, OTT-Savannah – “Stay Accident Free Everyday”. Good shot Jim!

We received many other creative guesses (around thirty) and it surprised us how many Safety themes there are for S.A.F.E. Here are some noteworthy guesses:

- Safety Awareness For Everyday (or Everyone)
- Safe Always First Everytime
- Safe Actions For Everyone
- Safety As Focus Everyday
- Stop Analyze Focus Evaluate
- Stay Alert Focused Everyday
- Study Anticipate Forecast Execute
- Safety As First Effort
- And... one of my favorites....
- Stop Accidents For Ever

We also had some guesses that created a chuckle or two:

- Safety Amazes Freakin Everybody
- Stay Away From Everything
- Several Accidents – Fire Everybody

And there were many more. The one common element included in all was "Safety" and that was the important thing! Thanks to all who actively participated by submitting observations and guesses.

We wrapped up our S.A.F.E. Campaign with Safety Observance Day which was celebrated on June 27th. Different events were held by each company ranging from breakfast buffets to luncheons to pizza parties to celebrate safety and promote safety for the coming months.

We made a big deal about Safety in June but Safety must be a big deal all year long. “Safety First and Courtesy a Close Second” is not just our Company slogan but a philosophy each CASTmember should embrace daily. Let’s focus on Safety and create a Safe Accident Free Environment each & every day!
The outraged colonists who threw it in Boston Harbor are long gone. But the chest hurled into the water during the Boston Tea Party — and the nation that sprang from that unrest — are still around.

Bostonians got a sneak peek today at the Robinson Half Tea Chest, a crate that colonists tossed overboard in protest of British taxes prior to the Revolutionary War.

The chest, one of two remaining, was passed down through generations after John Robinson retrieved it from the marshes that are now South Boston — then Dorchester Heights — the morning after the “party,” said Christopher Belland, chief executive of Historic Tours of America, which owns the Boston Tea Party Ships and Museum, where the chest will be showcased.

The museum bought the chest from a Texas family six years ago.

A fife and drum corps playing in front of the Old South Meeting House this afternoon caught the attention of many who stopped to listen in the midst of a light rain. Several officials with connections to the museum and meeting house spoke — from the same spot where Samuel Adams once addressed the patriots.

The chest was then marched from the meeting house to the waterfront museum, which is located on the exact spot the chest was cast overboard more than two centuries ago. The possibility of such a chest existing and ever returning to the Tea Party scene were minuscule, said Robin DeBlosi, director of marketing at the meeting house.

“Most artifacts from this treasonous event were buried in the mud so people wouldn’t keep them,” DeBlosi said, “which is what makes this so rare.”

“Looking at this one tea crate it reminds you how differently things could have happened,” she said. “We could be in a British colony today.”
Boston Tea Party Ships and Museum Grand Opening!