On October 9 the familiar sight of the sleek white lines of the high-speed Yankee Freedom II catamaran sailing through Key West’s Historic Seaport were replaced with a new sight: the sleeker, higher speed white lines of the new Yankee Freedom III catamaran! The new vessel debuted on the Dry Tortugas National Park run just three days after completing the journey down the eastern seaboard from its construction site in Somerset, Massachusetts. Although the Yankee Freedom II had been admirably fulfilling the duties of the 140 mile round-trip journey for almost 10 years the National Park Service contract for exclusive service on the route required a vessel with expanded seating capacity.

The Yankee Freedom III was built by Gladding Hearn Shipbuilding from an Incat Crowther design, the same team used for the Yankee Freedom II. She is 111’ long and utilizes the latest technology including automatic ride control that dampens pitch and yaw, vinyl hull coatings in lieu of paint, a satellite tracking system that allows anyone with internet access to track her position and modern efficient LED lighting. Both the interior and exterior deck space are expanded, allowing passengers the choice of cooling off in the air conditioned cabin, tanning on the sun decks or enjoying an unhindered view of the surrounding ocean from the stadium-tiered viewing platforms on the foredeck.

The wheelchair accessible main deck features 140 seats and four wheelchair spaces, all with tables. The individual padded sling seats are a step up in comfort from the bench seating of the Yankee Freedom II. The galley, bar, and retail area includes a stand-alone buffet counter with sneeze guard that allows two-sided access for faster breakfast and lunch service. Aft of the bar are four toilets, one of which is wheelchair accessible. The main deck cabin features forward doors with direct access to the foredeck and gangways to the upper deck aft. The upper deck features 54 exterior seats and 56 interior seats, some with tables, and an additional bar. The external freshwater showers now have both hot and cold water.

Carol Hill and her husband Captain Jerry Hill started running fishing and ferry trips to the Dry Tortugas aboard the original Yankee Freedom I more than 25 years ago. They have overseen the design and construction of both its successors. Says Carol, “We are all very excited about the arrival of the new Yankee Freedom III to continue service to the Dry Tortugas National Park. Gladding and Hearn Shipbuilding has once again created a state of the art vessel that has the latest technology in navigation, engines, ride control for stability, comfort, and seaworthiness with special attention to environmental concerns. She has been in service for a month and has not only met our expectations but exceeded them. We are very proud to have introduced this new vessel to serve our guests.”

The Yankee Freedom III is powered by a pair of Caterpillar 3512C engines, which are Tier 2 emissions compliant. These engines each produce 1650hp at 1800rpm. On sea trials, Yankee Freedom III achieved speeds in excess of 30 knots, and operates at a service speed of 28 knots. Chris Belland, CEO of Historic Tours of America and Yankee Freedom III, LLC, enthuses, “This is an exciting new vessel and will allow our visitors to travel in even greater comfort while enhancing their ability to directly experience the magnificent environment of the open sea. I can’t wait to go out on her myself!”
Reflections

Here’s a treat for you! Usually I write this column but when I found out about my assistant’s storied background, I had to share it. This is about Nancy Aspinwall and the pictures are her (except the one of me)! Who knew?

One day when I was four years old living in England, I set off from my home in search of something I had seen when out on a family walk. A few days prior, while walking down a country lane, we had come across Kingswood Riding Stables. We did not go up the driveway, but from the lane we were able to look through a window into one of the stalls containing what seemed to me to be the biggest horse in the world. Horses fascinated me and I was determined to go back for a better look. I must have had a pretty good sense of direction at that age because not only did I manage to cross the 470 acre woodland between our house and the stables, I also found my way back. Of course my prolonged absence had caused total turmoil back home and I could not understand the grilling I received as to where I had been. To avoid any future jaunts on my part, my father drove me over to take a look at the stables and signed me up for lessons. He had no idea what he had started.

Every Sunday morning my mother or father would drive me to my one hour lesson until one day the instructor suggested I enter a local horse show. I did not win any ribbons but I did get the competitive bug. A couple of years later, I started earning my lessons and free rides by working weekends and school holidays performing all the chores necessary to care for a stable yard of about 30 horses and ponies. It was a great education. When I was 13 my wonderful parents bought me a horse. Andros Orion (stable name Cracker) was a 14.2 hands palomino Welsh Cob that took me all through junior and on to senior competitions in show jumping and eventing (a combination of dressage, cross country and show jumping).

After leaving college and entering the workforce, I had to juggle my time between taking care of a horse and keeping him at competition fitness level and commuting to London for work. My mother and I would get up before dawn and while I took Cracker out for an hour of vigorous exercise, my mother would do all the less fun stable chores. Then I got the travel bug and, at about the same time Cracker was due for retirement, I moved to the Bahamas. I am happy to say Cracker lived his remaining days out to pasture at a friend’s farm.

From the Bahamas I moved to Montreal, Canada and was ready to get back to riding. I started off exercising a horse for a friend and then bought him. His name was Genghis Khan which definitely suited him because he was a bit of a nutcase. However, he was an amazing jumper and, after a lot of work, we started competing in three-day events in Quebec and upstate New York. His dressage was not the best but his cross-country and show jumping were phenomenal. He would jump ditches, water, whatever you threw at him, and he was very fast.

A few years later, I moved to the Chicago area and took Genghis with me thinking we would be able to continue our eventing and hopefully start competing at a higher level. To my disappointment there was very little eventing in the Chicagoland area, it was all show jumping. So, I started training with the showjumpers to see how he would like the change. He didn’t. He liked competing at high speed which does not work well in the jumper ring. His forte was cross country and the higher fences in the jumper ring did not suit him. He was only 15.2 hands and I’ll swear there were times his tummy scraped the top rail. However, he did clean up in the junior jumper ring with a young girl who had longed to have a horse and compete. They made such a good team I gave him to her on the condition she would keep him at the same facility.

I then started riding a thoroughbred that didn’t make it on the track and had been bounced around the country from one owner to another. His name was Skyscraper (stable name Lollipop) and he had clearly been mistreated in the past. He was very nervous and trusted no one. However, he had a lovely personality and it didn’t take long to bond with him. Slowly but surely he started to trust me and after about a year we started competing at the grand prix level throughout the Midwest. We were pretty successful and we had a lot of fun. But, all good things must come to an end. We were a little too successful and Lollipop’s owner sold him to a professional rider in California who went on to win all around the country and even qualified for the World Cup. At least I knew the person he was sold to and could rest assured he would be very well cared for.

So now I am living in the Florida Keys working for Historic Tours of America. I love the weather, I love my job but I do miss my horses. During the Olympics I was glued to the computer or television watching the eventing where Zara Phillips made her Olympic debut, then the show jumping, then the dressage. I am now going through withdrawal.
The Old and the New!

By the time this edition of the Storyteller is published we will be halfway through our Historic Tours of America fiscal year and three-fourths the way into 2012. (In fact just last week someone tried to set up my first appointment for 2013.) I recently turned 66 years old and have started collecting Social. My collecting, the check (except for the money) doesn't seem like a particularly welcome milestone. But there is no going back, therefore onward and upward.

Something that truly gives me pause when contemplating Historic Tours of America, Inc. is how “old” our leadership is becoming. In spite of Chris and I, or maybe because of our attitude, there seems to be no lack of future perspective or lack of new ideas or any indications of slowing down. The managers and CASTmembers never cease to cheer me with a constant barrage of operational viewpoints and ideas for innovation and modern technology applications that when related to our business gives us an edge. In fact Chris is constantly calling me into his office to demonstrate the latest phone app or internet phenomena. I am now seeing even our older passengers foregoing their cameras for smart phones and boarding airlines with their iPhone or i. Who isn’t intrigued with every new rumor about the newest Apple product? In fact, how did we ever do without smart phones? and they change and morph into new tools every six months or so. With hundreds of thousands of apps we have in our pockets and purses everything from libraries to music halls and the answer to any question. We certainly do not have to wait for information or news or connection to the world at large.

The rapid rise of technology available to our fingertips has also made it virtually impossible for a poorly run business to survive. Our prices are on display, our customers talk to each other, without even being introduced and a judgment call or compliment or chastisement by a guest can be immediate and worldwide. My grandfather told me “when you get older time goes by quicker and quicker.” I find that is true but what is really taking place even faster and faster is technology advances. The Iphone is less than five years old. Our guests tell us on Trip Advisor what they want and how we did and our response must also be at the speed of the internet. The pressure to answer, respond, and take action faster and faster is growing each day. We need to run just to stay even. For over 20 years we have had a 100% money back guarantee to our guests and used the comment cards as a measurement of how we are doing, and how the guests feel about us but more and more we now turn to the web for our answers to these vital questions.

At 66 you used to be able to excuse yourself by saying “I’m just set in my ways”. Today you say that in business and you get run over. As we have grown we sometimes fall into the trap of moving too slow and adapting ideas into product improvement with gestation periods more resembling an elephant than a bunny rabbit. In the modern economy, no matter how good our intentions this awkwardness and slow motion implementation will cause us to eat a lot of heel dust from competitors. We must remain fearlessly in a hurry. Fifty years ago 66 years of age was time to slow down, rest on your laurels and run the business more to suit yourself while depending on your well earned reputation. Today no one, no company, who wants to remain relevant, can afford an attitude of an old man of 50 years ago. Reputation is also built and lost at the speed of the web.

Historic Tours of America just opened what I believe to be a revolutionary attraction. Spot on to today’s target audience. When we opened the Boston Tea Party Ships and Museum, some folks didn’t get it, in that the “museum” lacked the expected antiques, collections and text panels, but many in the audience got it and liked it. From adults to teenagers, to teachers, to grandparents and five year olds, they love it. Balancing the storytelling with magnificent sailing ship reproductions and cutting edge technology and live re-enactors was a greatly debated process with ideas rejected and accepted from all quarters within and outside the company. The time leading up to the much anticipated opening was fraught with apprehension of how the guests would react. Had we gone too far? Would our audience buy in? By great majorities they have.

When the great recession hit and sucked the cash out of the companies we cut back and survived. What I missed most during those early years of the ongoing financial disruption in the country is that it took away, for a while, our ability to innovate. I feared we might never have the chance to create something new and significant again. Now with the Boston Tea Party Ships and Museum and the Oldest Store Museum in St. Augustine, Historic Tours of America is back on course improving with new vehicles, new software, new retail systems and the only thing “old” about us is our mutual, shared goal to be The Nations Storyteller and to entertain our guests with value packed tours and experiences that tell America’s stories. Our mission remains intact and fresh and yes, even “newer” more relevant than it was before.

At 66, with social security check in hand, I can’t wait to turn the page with our CAST and Leadagers to whatever we can imagine is next.
What a summer and fall it's been here at Old Town Trolley Tours of Boston! It’s been a time of daunting challenges, but also a time that has compelled our outstanding CAST to rise to the occasion and to demonstrate the kind of teamwork and stick-to-itiveness that is truly inspiring.

We faced an unexpected staffing shortage this season, especially on our conductor roster, and as the season has progressed, our tour conductors have given a Herculean effort, not only giving great tours in our primary tour loop, but serving the thousands of cruise ship passengers that arrive in September and October, driving the Ghosts & Gravestones Tour, and covering a long list of charters. Special thanks are due to John Welby (our Cruise Ship Liaison in addition to being our Operations Manager), Leslie Nagy, Cheryl DeSimone, Donnie Kraby, Cathy Hutchinson, and Richie “Buzz” Sheridan. It’s this group of folks who “work the pier” and personally greet every guest that steps off the cruise ships and gets them loaded safely and courteously onto the trolleys. It’s an amazing sight to see the professionalism and hard work that this group of folks demonstrates when they kick into high gear on cruise ship days. Thanks to you all for going above and beyond and giving these guests such a great welcome to Boston.

Our Ghosts & Gravestones tour also faced challenges these last couple months, but again our actors/gravediggers rose to the challenge and hung tough. A management change was made in the midst of the G&G season, with veteran Steven Johnson stepping up and taking on the role of Ghosts & Gravestones Manager. Thank you to Steven and the entire G&G cast for not missing a beat. Lead actors Megan Feczko and Nicole Parrish were especially instrumental during the time of transition, filling in wherever needed and providing much needed stability at a crucial time. Thank you, Meg and Nicole, for all your efforts, and kudos to all our talented actors for a terrific job.

Bob Gibson and his maintenance team had quite a long to-do list over the last several months, especially with the purchase of several “Supreme” vehicles earlier in the summer. Bob and his excellent team of technicians had to get these vehicles re-conditioned and ready for tours, which included reconfiguring all the seats to face forward (instead of at each other), installing folding seats to accommodate wheelchairs, install back-up cameras (because there are no rear window on these vehicles), plus new sound systems, upgraded windows, and so forth. They also had to demolish several vintage Isuzus that had outlived their usefulness and unfortunately had to be readied for transition to trolley heaven. This is quite a process to see: a fiberglass roof being removed, every part that could possibly be transferred to another vehicle harvested for re-use, and then eventually the metal chassis being hauled off for scrap. Ah, Trolley #61, you gave many a great tour in your day, but your time is now past. We bid a fond farewell to such near-antiques, and happily greeted the newer-model vehicles that were brought up from Florida. Big thanks to Big Bob and his team: Jim Mehigan, Piro Perlotti, Jim Tuffy, Forrest Mason, and Edgard Pluvose.

The Supreme vehicles are much longer than our conventional trolleys. In fact they are fully 40 feet long, similar to a tour bus, and every single conductor had to be trained to operate these vehicles and navigate them through the major trouble spots of our tour loop. Once again, our leadagement team persevered and did a fantastic job of getting every conductor training time on the new vehicles. Special thanks to John Welby, Sue Pye, and Donnie Kraby for leading this effort.

We have two new admin assistants that have joined our hospitality team and are already being extremely helpful and welcoming to guests over the telephone as well as taking on a seemingly endless number of administrative tasks. John Speck joined our team right in the midst of season when we needed him most, and came to us with several years’ experience as a customer service rep at the Shops at Prudential Center. John has a cheerful phone manner, and an enthusiastic, “can do” attitude. Welcome aboard, John! Most recently, Constance Zeybeck joined our team and is off to a great start. Constance was born and raised in South Boston, so knows the city like the back of her hand. She has a lovely phone manner, plus guests love hearing that authentic Southi accent. Glad to have you with us, Constance!

“Story continued in the blue box on the next page...
Sheraton Hotel - Lisa MacNeil

by Cathy Hutchinson, Vendor Representative

Lisa MacNeil has been a concierge for 25 years. For the last 16 years, she has worked at the Sheraton Hotel in Boston’s Back Bay. During this time, she has been a loyal supporter of Old Town Trolley Tours. Lisa has tried all the other sightseeing companies in Boston and feels that Old Town Trolley Tours is the most consistently professional, informative, and enjoyable experience out there to introduce all that Boston has to offer to a first time visitor or to reacquaint a frequent visitor or even a native with this wonderful city. Lisa also appreciates the excellent guest service provided to guests and concierges alike by OTT staff members. She has experienced stellar customer service from everyone in the office, the sales reps, the vendor reps, the conductors, and the leadagers. She went on to say that “it’s impressive how responsive Old Town Trolley employees are whenever we at the Sheraton need anything. Even Matthew Murphy, the general manager, and John Welby, the operations manager, have jumped in a trolley to pick up guests when large groups have been waiting to hop on.” After saying this, Lisa recalls her first experience as a guest on the Old Town Trolley Tour. It was many years ago when she waited to board an OTT trolley for the first time and Mr. John Welby opened the door of the trolley he was driving and Lisa hopped on. Lisa laughingly concludes her retelling of this day by saying “and it’s been a wonderful ‘ride’ ever since.” She also told me that having worked with Old Town Trolley Tours for the past two and a half decades, Lisa has come to feel that the people at our company are more like her family than her co-workers. We feel the same way about her!

When Lisa isn’t recommending trolley tours and restaurants to her guests, she loves to have adventures with her daughter Shawna. One adventure Lisa is looking forward to is going to the Boston Tea Party Ships and Museum with Shawna. Shawna went to the museum with her friends and upon returning home, immediately asked her mother to bring her back as soon as possible. They will be heading over to throw tea in the harbor in the very near future. When she’s not working and not out on adventures, Lisa finds her relaxation at York Beach, Maine where she sits back, stares at the ocean and contemplates life.

Of course, Old Town Trolley has been working hand in hand with the Boston Tea Party Ships & Museum, and helping to promote the newest, most exciting attraction to open in Boston for a long, long time. We’re especially excited about our special Winter Promotion. With this promotion, which went into effect on November 1 and will continue through March 31, the Old Town Trolley Ticket will include FREE admission to the Boston Tea Party Ships & Museum, and additionally the trolley ticket will be valid for up to seven consecutive days’ admission. We’re very excited about this joint project, and appreciate the team at the BTPISM working so cooperatively with us. Special thanks to Shawn Ford, Ted Galo, and the entire team at the Museum. Huzzah!

As we head into the off-season, there’s still plenty going on, what with getting our Chocolate Tour up and running, hiring and training new tour conductors, and planning our strategy and budget for 2013. It’s a very exciting time to be a CASTmember at Old Town Trolley Tours of Boston!

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Puzzles, Games and Trivia Answers from Page 39

**DISCOVERERS AND EXPLORERS**

FEILO JRAQTURSE
CBA LBOAE GRZEH
ONUSDONN ALYK
QOAOAKIOLREBP
UAJNMNQS EYNYJ
MVSPQGAQCJIN
BNOAPISREE P
UCSINAPLERS
SCOTSSLDEVLA E
KORAWDDEVNH L
OLTNBRWHAEB A
GEELDKL XEM T
CXXEERDOML S
ITTTY YAEXKMTH T
GORELY DE COT
EKARDCNOPRACZ

**HISTORIC WATERWAYS CROSSWORD**

EFT | GETUP
ERR | OLIVE
LEI | LITER
STEEDS | SAM
DACHA | DACHA
H |GRAPH S
APPLE | NEO
MIRES | EAU
SCOT | SCOTTALL

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**TRIVIA TEASER**

**Answer to ‘American History’**

1-d, Eliot Ness
2-c, Exxon Valdez
3-a, Glenn Miller
4-d, Herbert Hoover
5-b, Joseph McCarthy
6-c, Massachusetts
7-b, Maine
8-b, Minnesota
9-d, New York
10-a, Pennsylvania
ON THE SPOT... Megan Feczko
Old Town Trolley Tours of Boston

My name is Megan Feczko. I’m finishing up my second season with Ghosts & Gravestones of Boston. Born and raised in Northern New Jersey, I moved to Boston on my 22nd birthday as a chance to try something new and exciting. I’ve always had a love of the macabre and oddities of life, so Ghosts seemed like a perfect fit.
I went to school at Fairleigh Dickinson University in New Jersey and graduated with a double major in Theater studies and Film Production.

Who is your favorite author?
My favorite author is Stephen King. I love how he not only writes great horror but he also has wonderful characters who are well developed and complex.

If I could live in any where in the world, where would it be?
It would be New Zealand. It’s a beautiful country with a rich culture.

What is the one trait you most deplore in other people?
The trait I hate most in other people is selfishness. I come from a very self sacrificing family and I get extremely frustrated with people who do not act the same way.

What or who is the greatest love of your life?
The greatest love of my life is the movies. I’m happiest when I’m sitting in a dark theater or hanging out with friends watching movies.

What are the three things you will always find in my fridge?
Three things you’d always find in my fridge are ice cream, mac and cheese, and beer. I’ll never claim to have healthy eating habits.

HAPPY ANNIVERSARY

JUNE
Dallta Anesti, 9 Years
DaAldwin Perodin, 6 Years
Kelley Hawks, 4 Years
Piro Pelari, 1 Year
Evan O’Brien, 1 Year
Megan Feczko, 1 Year

JULY
Nicole Truong, 1 Year
Kimberly Barrett, 2 Years
James Tuffy, 4 Years

AUGUST
John Wylie, 7 Years
Edgard Pluviose, 7 Years
Cheryl Desimone, 8 Years
Namik Zeqolli, 9 Years

CASTmembers of the Month

JUNE
Jennifer LaBarre, Condutor
Fred Gefteas, Sales Rep
Melissa Cannatella, Supporting
Mackinnon Capen, Actor

JULY
Brian Roylance, Condutor
Greg Twombly, Sales Rep
Edgard Pluviose, Supporting
Meg Feczko, Actor

AUGUST
Peter Brennen, Condutor
Paul Martin, Sales Rep
Catherine Cunio, Supporting
Ryan Jennings, Actor

WELCOME ABOARD
Rachel Cardillo
Afton Esson
Jessica Bartlett
Sarah Budziak
Adam Couture
Michael Johnson
Ashley Sanford
Berdine Viaud
Peter Walsh
Scott Whitney
Timothy Conlon
Ann Keane
Kayla Reed
Pamela Rerko
Chelsea White
Nicole Truong
Michele Proude
Stephen Larson
Connie Wong
Peter Todd

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Rose Fitzgerald Kennedy

Rose Fitzgerald Kennedy is an interesting woman and comes up several times on our tour. She was born in the North End of Boston on Garden Street on July 22, 1890 to John “Honey Fitz” Fitzgerald and Mary “Josie” Hannon Fitzgerald. Shortly after birth she was baptized at St. Stephen’s Church on Hanover St. Rose was the oldest of six siblings and the pride and joy of her father. He told everyone during Josie pregnancy that she was having a girl and Josie said that he had willed it so.

In 1897 the family moved to West Concord, John was serving in Congress down in DC at the time and Josie wanted to be near her family. They moved back to Boston six years later in 1903, to the Dorchester section of town.

In 1906, John was elected Mayor of Boston and Rose would accompany him to political events, the theater, ball games, banquets and rallies. So she became very adept at being out in public and before large crowds.

Rose also loved to read, sing had a thirst for history, she wanted and planned to attend Wellesley College for Woman known for its exceptional curriculum and vision and was one of the best colleges in the country. Unfortunately for her, Archbishop William O’Connell convinced her father that it was not a good idea for her to attend a Protestant College and that she should go to a Catholic school.

In 1907 Rose was sent to the Academy of the Sacred Heart, there she developed her love travel (as she sent a year at a sister school and Europe) and her deep faith that would sustain her throughout the rest of her life. In 1911 Rose entered the New England Conservatory where she studied music and piano.

Rose had known Joe Kennedy pretty much her whole life but Honey Fitz did not approve of him as husband material for his daughter. However, abut Rose loved Joe and the pair married in 1914 at the home of Cardinal O’Connell.

The Kennedy’s had nine children in the first 18 years of their 55 year marriage. Rose passed on her love of politics and history onto her children and focused all her children on the importance of public duty and giving back to the community and their country.

Rose lived through the tragic deaths of four of her children and the debilitating illness of a daughter. Her daughter Rosemary was born with mental retardation was given a lobotomy and ended up in a nursing home for the rest of her life. Rose’s oldest son, Joe Jr. was killed when the plane that he was piloting exploded during WWII in 1944. In 1948 Kathleen died in a plane crash. Later two of her sons were assassinated John, while serving as president, in 1963 and Robert while running for president in 1968.

In 1969, her beloved husband died. Rose had a stroke in 1984 and lived the rest of her life at the family home in Hyannis Port on Cape Cod. Rose passed on January 22, 1995 at the ripe old age of 104. She was survived by 5 of her children, 28 grandchildren and 41 great grandchildren. She was eulogized at St Stephen’s Church where she was baptized over a hundred years before.

Little known facts about Rose Fitzgerald Kennedy – She was conferred with the title of Papal Countess by the Pope in recognition of exemplary motherhood and her many charitable works. She worked hard for charitable organizations that supported and looked for cures for mental retardation in honor of her daughter, Rosemary.

• Rose started the Joseph P. Kennedy Jr. foundation that has given millions to hospitals and other medical care facilities.
• Rose spoke several languages and was an accomplished pianist.
• She was named the best dressed woman in public life several times in the 1930’s
• She would swim, take long walks and golfed into her 90’s around Hyannis Port.

She as a grand lady in the truest sense of the word, a wonderful mother and grandmother and a devoted wife. She was well traveled and could converse with people from all walks of life. Rose Kennedy was a true American Rose.

Edward Moore Kennedy was born on Feb. 22, 1932: in Boston, the youngest of nine children of Joseph P. and Rose Kennedy. Seated from left in this 1938 family picture in Hyannis Port, Mass., are Eunice, Jean, Edward on the lap of his father Joseph, Patricia and Kathleen. Standing from left are Rosemary, Robert, John, Rose and Joseph Jr.
Ships Ahoy!

by Steve Burress; Operations Manager

Old Town Trolley in Key West has been hopping! Our family is growing slowly, as Candy will mention in her article. We miss those who have retired, or moved away, but the new faces we gain are a welcome addition to our group.

We do have a few slower weeks, usually in the month of September, but our slow months are no longer all that slow and I am not going to complain! I like having things to keep us busy in the summer. Our two Molly Trolleys are a great addition to our fleet and the guides who use these new vehicles are thrilled to get a little bit of cold air on these hot humid days. With these two vehicles, we have 20 tour vehicles and two Ghosts & Gravestones trolleys. This is great on busy shuttle days when we transport guests from the cruise ship into town so that every vehicle can be used to transport the guests who arrive at our Navy cruise ship port.

I think that other parts of the country don’t quite have an idea of what the cruise ships do for us here in Key West. I want to give you a bit of an idea of what we mean by “busy cruise ship days” in case you haven’t ever witnessed the surge of tourists who come to us by ship. In Key west, we have three cruise ship docks. One is for the smaller lines which typically carry no more than 2000 guests. We have two others that are larger for the ships that are longer, wider and taller. These can carry anywhere from 2000 – 5000 guests on board. One of the two larger ports is located on Navy property and we have special clearance for all of our conductors to access the Navy property. On days when a ship is docked on the Navy Pier, we shuttle the guests from the secured area, into town to our main hub of town, which is Mallory Square. The drivers are busy on any day that the shuttles are occurring, as this typically is going on continuously for about seven or eight hours depending on the length of time the ship is in port. As Candy has mentioned in her article, there are times when all three ports are in use and a ship is anchored out in the water with tenders (or shuttle boats) are used to bring guests into town. We love those days. The city is alive with guests who want to see what we have to offer. Even in our “slow” summers, when we average 18 ships per month, we have had at least one day per month where a ship with 5000 guests is docked at one pier, and a ship with 2000 guests is docked at the Navy pier where we shuttle. Those are days that I’m so proud of the CAST that we have in place. There are not a lot of opportunities for down time. Candy is a great orchestra director as the head conductor and the conductors are wonderful musicians making sure everything flows smoothly. I love the excitement and can’t wait to take each of you on a trip around our beautiful island paradise.

Gearing up for Season

by Candy Lockyear; Head Conductor

September is here. We can feel it by the weather being 91 degrees, heat index of 95, humidity 90 % with zero wind, and the absence of tourists walking down Duval Street. This slow time gives us a chance to hire and train new drivers for our upcoming season. The season for us starts in November, December and really picks up Janauar, February, and March. Everyone in the cold north is looking for the warm southern weather and hospitality, especially beautiful Key West. We have just hired five full time tour conductors and two additional part time Ghost & Gravestone drivers. We will also have...
two tour conductors returning for the season. We are happy to welcome back Gary Barr from the DC location and Mike Dorenkamp who joined us last season as a conductor. That will give us a total of 22 full time tour conductors, one part time conductor and five part time Ghost & Gravestone drivers. We will need them all this season, because for the first time in a very long time we will have several days with four cruise ships in town!!! That is a lot of people on our small island and riding OTT. Just to give you an example, this month we have 18 cruise ships coming into Key West. From November to March we will average 30-40 ships per month!! It’s going to be a great season for OTT!!! We will be ready to show them our beautiful island by the best trolley tour in town!!

**Thank You San Diego!**

*by Candy Lockyear; Head Conductor*

We are now the only operation who boosts the Conch Tour Train, Old Town Trolley and now Southernmost Duck Tours.

This past July, a contingent from our sister city San Diego arrived in Key West to assist our location in getting the Southernmost Duck Tours up and running and successfully passing the Coast Guard Inspection of Captain Courageous Duck. A special Thank You to the Bob Ross, Norm Niles and Elliott Gonzalez!

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**“CAMP HTA”**

*Police Athletic League Summer Camp*

*by Tammy Osterhoudt; Group Sales Charter Department*

For a few years we have provided some transportation services for the PAL’s Summer Camp. This year the Old Town Trolley and Conch Tour Train provided almost all of the transportation to various venues two to three times a week for one month for an average of 35 excited kids.

PAL (Police Athletic League) is a recreation-oriented juvenile crime prevention program which provides local youth with focus and direction through sports and education programs. The summer camp provides interesting and fun excursions and activities for local kids who might not otherwise have the opportunity to participate in these activities. In doing so, the bond between police officers and children in the community is strengthened. As kids participate in the various activities, they not only have fun, but they gain confidence and learn discipline and respect as well.

A sampling of this year’s activities: the Aquarium and the Shipwreck Treasures Museum (which our charter department arranged), the beach at Fort Zachary Taylor, the Eco-Discovery Center, and movies, movies, movies, to all those summertime hits.

How did the PAL Summer Camp morph into “Camp HTA?” This was the name given to it by Tez Waters, PAL Camp Director, as her way of expressing her exuberant gratitude for all we did.

According to Tez, working with us was a “game changer.” During the planning stages, she had shopped around, trying to figure out the best way to get the kids to their special activities, at the best cost. She tried everything! What she quickly learned was that with one call, we took care of everything! In addition to great transportation services, we were insured, she did not have to pay extra for gas, and she did not have to find drivers! We did it all! All she had to do was have the kids ready at the pick-up location at the designated time. And ready they were!

In Tez’s words, “There are more “Camp HTA’s” to come, and I’m waiting for your Duck’s to Splash!”
ON THE SPOT...Catherine Lowe  
Sales Representative, Conch Tour Train

Which living person do you most admire?
The living person’s I admire most would be my big brother Matthew. As much as normal brothers and sisters argue with each other, I know he will always care about me and look out for me.

My Grandpa Gene Lytton. I never thought that one man could do so much in his life time. From retiring from the Coast Guard as Lieutenant Commander, to becoming a County Commissioner of Monroe County. But most importantly loving every member of his family and always making everyone feel welcome. He will always be the man I most admire and my hero.

What are three things that you would find in my refrigerator?
Coke, Iced Coffee, and Eggs

Which is your favorite vacation spot?
The Blue Ridge and Smokey Mountains, I enjoy any time I get the chance to go to Georgia and Tennessee.

If I was to die and come back as a person or a thing, what would it be?
I would like to come back as a dolphin. I know what it’s like to live on land. I’d want to know what it’s like to live in the water.

What do you most value in your friends?
Trust, loyalty, genuine, kind, and being outgoing.

Sheraton Suites Island Concierge Services
by Cheryl Actor, Director of Account Sales

Step into the colorful, light-filled, contemporary lobby of the Sheraton Suites Key West, located just across from Smathers Beach, and you are immediately drawn to the welcoming feel of Island Concierge Services. Located adjacent to the Front Desk, it is filled with pictures and brochures of all the fun things to do in Key West. The Old Town Trolley, of course, is prominently displayed!

Island Concierge Services is owned and operated by the gracious, enthusiastic, and knowledgeable Petra Dean, known to all as Petie. It is amazing to watch Petie work with Sheraton Suite Key West guests to ensure that they have the best Key West experience possible. By asking a few questions, she quickly zeros in on what they would like to do during their stay in paradise, because, after all, the role of a concierge is to facilitate the dream vacation.

She gets to know her guests, confidently making suggestions to suit their needs – tours, attractions, watersports, golf, bicycles, scooters, massages, and dinner reservations. In no time, the day is planned, tickets purchased and reservations made. In her absence, Island Concierge Services does not miss a beat. Under Petie’s expert tutelage, Lizelle or Allyson eagerly provide the same services to Sheraton guests.

The Key West Vendor Department is pleased to have had a long-term relationship with Petie for over nine years, and in different locations. Over the years, Petie has remained steadfast to the Old Town Trolley and Conch Tour Train and the Ghosts & Gravestones tour. We appreciate her confidence in the quality of our tours and in the fun and interesting way our engineers, conductors and ghost hosts entertain her guests.

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Conch Tour Train

New Locomotive
by Suzanne Egle; Head Engineer

Summer in the Florida Keys and one of the first words that comes to mind is “hurricane.” The season officially began on June 30 with no major storms on the horizon. But on August 25, Tropical Storm Isaac came a-knocking, threatening gale force winds and torrential rains. The Conch Tour Train closed its operations on that Saturday to give employees time to prepare their homes and boats. Key West, luckily, did not sustain any damage as Isaac skirted by, avoiding a head-on collision with our tiny island. We were back in business by Tuesday thanks to the dedicated employees who came in on Monday to restore the ticket booths.

The slower summer months do not slow down for the hardworking Round House staff. This year Train #109 was slated for restoration, which began in mid-May. The loco’s facelift began with replacing any rusted or rotten metal and a brand new paint job and decals. Taj and Andrew did a fantastic job. After that was completed, the loco was rolled into the mechanics’ bay where the rest of the crew--Stormy, Caesar, Roberto, Hank, Joe, and Gabe--began the next phase. It was completely rewired, a brand new dash rebuilt with new gauges, more room, and a cleaner look. A new trunk was made with diamond plating which created a nice big storage area. A brand new engine and transmission completed the restoration job. Finally, it was all put back together and on Tuesday, September 18, off it went back to work driven by a very happy Vaughn Garner, who proudly said, “The remake was elegantly done.”

Rent
by Andy Kirby; Sales Manager

In the Broadway musical “Rent” they sing a song that reminds me that we only have 525,600 minutes every year to make a difference. That may sound like a lot of minutes, but those minutes fly by. People to often focus on the wrong things. Our minutes are precious and should be spent wisely in our lives. In our professional lives it is beneficial to spend these minutes with our game face on. We are in the business to help guests enjoy their vacation minutes filled with happy memories. Knowing that we can help our guests make decisions with how they spend their minutes. The last few months have bought us new business especially with the bus tours that visit Key West. I continue to thank all of our CASTmembers for all your hard work, dedication and commitment you show our guests. As we continue to improve our selling skills and story telling ways we are craving out our niche, in the tourist industry. We will continue to make every minute count by developing skills that position us as a counselor for their vacation needs. These skills will encourage our prospects to seek our advice. You all have amazing strategies and tools that will help people with their buying decisions. The song from “Rent” asks: How do you measure a life? Lives are measured by what we give! How many people do you serve? Do you use your minutes as effectively as you can? Learning to ask great questions will provide the most effective and efficient way to use every minute of your professional life.

I am happy to say that I Respect all of our CASTmembers, and all that they do to make our guests feel special.
I grew up in Jacksonville, Florida, and began my career there with Prudential Insurance Company in their Health Care Division. After 26 years in the corporate world, I took a buyout package and pursued my passion for boating and scuba diving. I became a boat captain/scuba instructor and loved it so much I bought a scuba shop and never looked back.

On my first vacation here, I fell in love with the gorgeous Florida Keys; its tropical beauty drove me to wake up very early in the mornings and excitedly walk to the ocean and watch the sun come up. I was amazed that even in winter you could do this in shorts and feel the warm breezes. That did it; I was hooked and vowed to myself that one day I would come back to live. The rest as they say is history....

I first started with HTA as a shuttle bus driver. This gave me the opportunity to continuously drive around the island and soak it all in. I enjoyed all the gorgeous blooming foliage, even in the winter months. My favorite drive was along South A1A, as it is right on the ocean, allowing me to observe its pretty aqua color.

Now to make life even better, I have become a captain of the Southernmost Duck Tours. How fun it is to drive on the streets of Key West and then to splash into the Key West harbor. And yep, I get paid for it!

What is your idea of perfect happiness?
Having both a yacht and motor home, cruising all over the USA and Caribbean, seeing everything with my girlfriend.

What or who is the greatest love of your life?
My amazing dog Leo...I've had him since he was a puppy, and he goes all over Key West with me on our scooter.

Which talent would you most like to have?
I would love to sing like Elvis Presley...thank you very much!!!

What is your most treasured possession?
All my old photos chronicling my life and the people in it.

Who are your favorite writers?
The citizens of Key West with their comments to the editors.
A Day to Remember

On Saturday September 29, 2012 the Old Town Trolley Tours and the Conch Tour Train hosted their 28th annual “A Day to Remember” in honor of the senior citizens of Key West. This event took place at the DoubleTree Grand Key Resort and was attended by over 150 guests. As a token of our gratitude, this event was (and always will be) completely free to all senior citizens in attendance.

On the day of the event the Old Town Trolley and the Key West Department of Transportation picked up the seniors starting at 10:30am from four different spots around town. Handicap accessible vehicles were available for wheelchair bound seniors.

The festivities included bingo games and entertainment from the Key West Violin Studio, Key West Comparsa Dancers and Howard Livingston. The Red Shawl Ladies greeted all attendees at the door, while two local Boy Scout Troops helped serve food. Bob Wolz enlightened the audience with his invocation. Special guests included local Key West dignitaries, community leaders, and of course the always special Ms. Laura Butler.
Trolley Operations
by Eric “Squire” Holmes, Operations Manager

Over the past few months our focus as a company has been to operate safely and improve the quality of our tours. The entire CAST has worked very hard to achieve this goal. I am happy to report that our hard work is paying off. The maintenance staff, office staff, conductors, shuttle drivers, ticket reps, and leadership team all work together to achieve this goal. While we are not there yet we definitely moving in the right direction.

Trust me when I say that it has not been easy. Our front line CAST members really had to dig deep within to be able to make some necessary changes. This has been one of the hottest summers in recent years which made for some very trying days. In the midst of a heat wave they kept their focus, persevered and made all of the changes work on a daily basis.

Some of the benefits of a higher quality tour and improving guests expectations are an increase in our good comment cards and a steadily declining refund rate. I would cringe every time Dave Cohen would say come here let me show you something. After nearly all of these brief meetings I left his office with a smile on my face. That smile meant that we were improving in one of the areas we targeted. Those improved numbers and totals would then be shared with the CAST which also caused them to smile. And if the CAST smile, the guests will smile too. We’ll have to go now we still have work to do.

Charter Life is Never Dull
by Abe Burgos; Charter Representative

Every day I walk into work, I never know what to expect. Trolleyworld is like a box of chocolates in that sort of way. You never know what you’re going to get. Sometimes, you may be lucky and find a nut or two.

“Abe, what charters are coming up?” “Abe, my headset broke, can you fix it?” “Abe, how are the new conductor applicants coming along?” “Abe, when are you going to come up with another silly song on YouTube?” “Abe, can I have some VIP tickets?” “Abe, Abe, ABE!!”

I wouldn’t have it any other way. Where most other charter representatives in the past have found it rather slow and boring in the summer, I’ve decided to be a little more proactive. We have limited availability in the summer months for charters, but most of my clients book two-three months in advance. If I don’t do the charter dance year round, I may miss out. And boy, I don’t want to miss out. In fact, DC Ducks charter goal has already been met for this year. I may not have done a lot of trolley charters in the summer, but this fall due to me not taking the summer off is shaping up to be quite nice.

We have more Facebook fans than any other OTT city and more YouTube videos than most of the cities combined. Wait until you see what I have planned for after football season. I hope to have everyone in stitches. Well, not literally. And We The People should have a more proactive teacher and chaperone participation allowing our Cousin Sams not to get too discouraged.

I don’t like to be labeled as one title. Charter Representative is my title, but it’s so confining. I hereby dub me “Awesome” Abe.

Broken Beak!
by Stephen “Mr. Holiday” O’Brien; Conductor

This whole year, we never got pet of the month. It may have been an oversight, but we wanted to put in a pet of the month.

As OTT-WDC conductors eagerly await their trolley to arrive at the Washington Welcome Center, there’s been a sweet addition to the scene; one that provides diversion and inspiration. It’s Broken Beak! She’s an eating-challenged pigeon; one who is obviously proud to be
My sales team beat their goal for the 9th month in a row. I have the summer! Show 'em how it's done "Q"!

Like William Henry Seward before, she prefers to be photographed in profile so that her disfiguration will not be the prominent thing remembered by those who survive her, which, sadly, may be soon.

We all try to feed her, and likewise wish her well. Her willingness to make due with what she's got is indeed the source of our greatest inspiration.

Playboy is the Centerfold

by Malcolm Barton; Maintenance Manager

Old Town Trolley and the DC Ducks are constantly making significant strides in our day-to-day operations. This would not have been accomplished without the enumerating efforts set forth by the Maintenance Department at the Washington D.C. facility. As I organized priorities, set realistic goals and motivated my fellow comrades, we were able to get the job done! This is contributed by conducting preventive maintenance during the off peak season to trolleys and ducks being built prior to 2012, with the majority of our fleet being established between 1985 to 1998. As always, our summer months hold strenuous heat conditions during our peak season that cause this crew to perform miracles turning around inactive trolleys in a matter of hours. Our location cranks out thirteen night and twenty day tours during a sixteen hour period, seven days a week. We honor our company’s quality of customer service largely based on our mechanics ability to have a high number of operational trolleys and ducks. You should have seen this bunch dancing the happy dance when we were fortunate enough to gain three new trolleys this year. In collaboration with the mechanics, our cleaners highlight the final product making our trolleys gleam with pride. I am honored to be a part of this extraordinary team. Your hard work and efforts continue to make Old Town Trolley in DC and the DC Ducks an outstanding City to showcase.

Depot Sales

by Teresa Butts; Depot Sales Manager

With the summer 2012 season over, everyone is taking a breath. The sales team did well this summer, even with the record breaking heat. We had a couple of college students with us for the summer-David Johnson and Saundra Heath. They have now returned to school. Maybe we will get lucky and be able to get them again next summer!

Our salespersons of the month were David Johnson for June, Aviya Maverick for July, and our newest ticket seller Jaquita Smith for August! Show ‘em how it’s done “Q”!

My sales team beat their goal for the 9th month in a row. I have the absolute BEST sales team at HTA. I am proud to be their manager. When they do what they do, it makes me look good. Hey Guys, keep making me look good!!

Tom’s Terrific Rules of Safety

by Tom “Frenchie” St Clair Safety Officer

According to Allstate Insurance, Washington DC is the number one city in the United States for having accidents. Driving here in Washington you have a 95.5% better chance of having an accident here than in 192 other cities.

An average driver will get into a crash about every 5.1 years here in DC compared to the average of over 14.5 years in other parts of the US. Since our drivers at OTT WDC and DC Ducks are better than average, most of our accidents are non at fault. In trying to be more proactive in accident prevention, we have implemented in Washington the Tom’s 5 rules of Accident prevention.

Don’t drive distracted! We have call in points and we should be stopped when we call into dispatch. Even if we cannot get through we should not be talking in dispatch and driving the trolley at the same time. Also leave your problems at home.

Driving takes all of your concentration.

Make sure your trolley is mechanically sound. We have to check our trolley every morning to make sure they can go out on the road. We all need to do this check well because if we do not have a mechanically sound trolley, we cannot do the job we are supposed to do. Pre trip, mirror checks, and post trips all need to be done to ensure a mechanically sound vehicle.

Look far enough ahead. Most drivers only look at the car in front of them. They should be looking about 12-15 seconds ahead of them to see the whole picture. We do drive slowly so that equals to about two city blocks. We all need to be able to see in front and behind and create a cushion of space so we do not get into problems.

Communicate. Communication is using our turn signals to notify others of our intentions. Remember, signaling is communication intention, not announcing action. Signal early, and signal often.

Always have an escape route. I am always looking on how to get out of a spot that my trolley cannot get out of. It could be a street that is not big enough to fit my trolley, I think of another route. Seeing the bottom of the tires while stopped behind a car allows an escape route if that car breaks down. When I am driving, I use the middle lane because it gives me in a three lane road, two other lanes to move when there is a problem.

Tom’s Terrific Rules of Accident Prevention, learn it, live it, love it.

The Reflecting Pool Re-Opens

Bob Norris, Business Manager

On Saturday, September 29, 2012 the Reflecting Pool on the Washington Mall was re-dedicated after under going an 18 month, $31 million renovation. Funds for the renovation came from the American Recovery and Reinvestment Act of 2009 and was supervised by

Summer 2012
the National Parks Service. Construction began on the reflecting pool in November 2010 and was completed and re-opened to the public on August 31st 2012.

Prior to its renovation, the pool – originally constructed from 1922 to 1923 – had been leaking water into the ground below. The water supply came from the city and tended stagnate since it had no system to circulate it. The renovated pool circulates fresh water from the Tidal Basin, filters it, and treats it with ozone. This process gives the pool a debris free appearance for better reflecting Washington memorial. The bottom of the pool has been tinted grey to improve its reflective ability.

Pathways surrounding the reflecting pool had become worn over the years, had been eroding, and so were included in the renovation. The new pathways on the north and south sides of the pool are now thirteen feet wide and paved. Benches, trash receptacles, and low level lighting have also been added along side the walkways as well as two new ADA accessible curved paths connecting the pool to the Lincoln Memorial Circle.

Some interesting facts about the Reflecting Pool –

- It is approximately 2,029 feet long and 167 feet wide.
- It holds approximately seven million gallons of water.
- The pool varies in depth – eighteen inches at the edges and three feet in the center.
- The post renovation foundation of the pool is made of a 40 foot deep layer of river clay.

Night Operations Done Right

Mike “Gogs” Goggin, Night Operations Manager

Two of our tour conductors have recently been certified to offer night tours for OTT-WDC and two more are in training as of this writing.

We welcome Eric Chapman and Colin McLaren to the night team. We wish great success for Jim Brady and Marilyn Mapp as they complete their training with Night Operations Manager Mike Goggin. All four are fairly recent additions to our full-time cast who have cut their teeth first on our rigorous day tour.

In Washington, D.C., our night tours are dubbed Monuments by Moonlight – a surprisingly difficult phrase to remember for the scores of people who have morphed the title into Mammals by Midnight and other variations. We offer the tour year-round, departing Union Station near Capitol Hill at 7:30 p.m. each evening. The two and a half hour fully narrated tour includes anecdotes on the history of the nation’s capital and three popular stops – at the FDR and MLK memorials, the United States Marine Corps Memorial (Iwo Jima statue) in Virginia and the Lincoln Memorial. Experience the tour for yourself when you are next in Washington, D.C.
Hi everyone who is reading this, my name is Johnny. I was born in Puerto Plata, Dominican Republic in 1991 and grew up in Sosua, small town in the D.R. My passion has always been music production, since I was a little kid I’ve loved music, always humming songs and beatboxing 24/7. I’ve always spoken English and Spanish all my life. Until May 20, 2011, I had never been to the United States. I arrived here then to begin a new life. My brother Darin, some of you might of seen him dispatching or driving, introduced me to who today is my current boss. It’s kinda funny because I think I did horrible in my interview and 15 minutes later we get the call that I was hired for the job, I was so happy.

What is your idea of perfect happiness?
I don’t think there’s “perfect happiness” but maybe something close to it. I believe that it would be doing what you love the most.

On what occasion do you lie?
I'd lie if I had to save my life or someone else’s, or any extreme case that would put me at risk.

If there was one place you would like to live besides your current city, where would it be?
It would be somewhere on the West Coast since I’m involved in the artist world, LA perhaps would be the place to be.

What do you most value in your friends?
I value the honesty of friendship. The moment they are there for you when you need ’em the most I believe is very important. Oh and make sure to listen to me on iTunes. You can search for my single Vamo Hacer Un Coro Full.

Which talent would you most like to have?
I would love to be a great guitar player, I love music.

Southern Maryland Stuffed Ham

This is a recipe for St Mary’s Boiled Ham. St Mary’s County is located in Maryland on the western shore of the Chesapeake Bay where I lived most of my childhood. I have not seen this any place by Southern Maryland and it’s a traditional dish around the holidays.

7 - 10 lb. ham
(use corned bone-in ham for that authentic Southern Maryland taste)
1 head cabbage
2 lbs. kale
1 lb. onions
1 bunch scallions
1 tbsp. red pepper
2 tbsp. mustard seed
2 tbsp. celery seed
1 tsp. Tabasco sauce
3 tsp. ground red pepper
2 1/2 tbsp. salt
Cheesecloth or Old pillow case

1. Chop onions and greens.
2. Mix seasonings with greens.
3. Cut 2 inch slits (pockets) on a 45 degree angle, in the ham. Alternate 3 pockets then 2 pockets, making sure they are not parallel.
4. Press seasoned stuffing into slits until they will hold no more.
5. Put ham in pillow case or cheesecloth; add left over stuffing, tie closed.
6. Put ham in large pot and cover with water. Simmer or boil slowly for 20 minutes per pound or till internal temperature reaches 160°. Reduce cooking time by 30 minutes when using precooked ham.
7. Turn off heat.
8. Let ham cool in the water (about 2 hours).
9. Remove and drain.

My mother never used a cheese cloth. She always used a white pillow case. Enjoy!

HAPPY ANNIVERSARY

JUNE
David Priester, 16 Years
Oscar Overton, 8 Years
Loletta Edwards, 7 Years
Malcolm Barton, 6 Years
Boris Willis, 6 Years
Terrie Thomas, 2 Years
Aviya Maverick, 2 Years
Frank Ridley, 1 Year

JULY
Douglas Dorsey, 15 Years
Michael Overly, 9 Years
Michelle Washington, 7 Years
James Nichols, 6 Years
Charles Diedrich, 3 Years
Johnny Del Rosario de Jesus, 1 Year

AUGUST
Stacie Locke, 15 Years

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Over the summer, Old Town Trolley Tours of St. Augustine has seen a lot of changes in our Leadership positions – Operations Manager, Charter Representative and Museum Manager. All these positions involve becoming familiar with many details in scheduling and procedure, but our wonderful new CASTmembers have made this transition smooth and seamless. We are delighted to introduce them here.

First of all, we were so sorry to have to bid farewell to Savannah Brewer, who had been with Old Town Trolley for eight years and has served us so very well as Operations Manager for the last two. Savannah is moving back to Orlando to be with her family and further her career in the attractions industry. Savannah came to St. Augustine as a student at Flagler College, where she became captivated by the city’s history and unique character. Her leadership and logistical talents helped her to quickly move up the ranks at Old Town Trolley. We know she will be a huge success, and we wish her the very best in her new/old home.

Congratulations to Michelle LaRocco, on her promotion to Operations Manager. In her five years as Charter Representative at Old Town Trolley, she has shepherded countless church groups, reunions, weddings, school groups and more through our city with remarkable efficiency and unfailing hospitality. In her new position, she’ll be using these same skills to keep our trolley tours running well and on time and giving our guests a vacation they’ll remember with pleasure. Michelle is a St. Augustine native, and her commitment to and love for our community make her an asset to the whole city. Congratulations, Michelle!

And we’re happy to welcome Mark Dunham on board as our new Charter Rep. Mark will be responsible for all group and charter bookings, including private tours, special events, and school field trips. Mark has held sales and marketing jobs in Ponte Vedra and Jacksonville, and serves on the Board of Directors of the North Florida Chapter of Meeting Planners International and as a Committee Member for the Gator Bowl Chairman’s Club. His stellar background in group sales, transportation services and development should give him more than enough resources to do the job!

We are also proud to welcome Suzann Maass as our new Museum Manager. In this position, Suzann is managing all facets of running our three museums – the Old Jail, the Oldest Store Museum, and the St. Augustine History Museum. She is in charge of everything to do with our museum tours and collections, including costuming, training and scheduling, and more.

Suzann has extensive experience in professional training, project management and all aspects of marketing and communications. Her background includes positions at Blue Cross Blue Shield, the Mayo Clinic, and CitiGroup in Jacksonville, as well as several years running her own public relations consultant business in St. Augustine. Suzann has been active in the community, with particular involvement in the...
Louis Comfort Tiffany

Louis Comfort Tiffany (1848-1933) is the American artist most associated with the Art Nouveau movement. He founded the Tiffany Glass Company in 1885 and began registering patents for his opalescent glass works. This style of already colored stained glass contrasts with the method of stained glass that had been used in Europe for centuries, where enamels or glass paints were used to color otherwise colorless glass. This same year, he received his first major commission in glass when he was tapped to design the interior of Henry Flagler’s grand Ponce de Leon Hotel in St. Augustine, Fl. Tiffany designed the 79 stained glass windows located throughout the carriageway, flanking the grand staircase, and in the Dining Room. Today, the Ponce de Leon Hotel serves as Flagler College, and still houses the world’s largest collection of Tiffany stained glass windows, as well as several Tiffany Austrian crystal chandeliers.

In 1893, Tiffany built a new glass factory in Queens, New York. It became known as the Tiffany Glass Furnaces. His company introduced the term Favrile (French for handmade) in conjunction with his first production of blown glass. He trademarked the term in November, 1894, and used it to apply to all of his glass, enamel, and pottery. Tiffany’s first commercially produced lamps date from 1895. His company designed a complete line of interior decorations, with a focus in stained glass windows and Tiffany lamps.

Throughout his career, Louis Comfort Tiffany personally designed stained glass windows, lamps, glass mosaics, blown glass, ceramics, jewelry, enamels, and metalwork. At one point, there were over ten thousand Tiffany glass windows in churches across the United States. In St. Augustine, his glasswork can be found in Trinity Episcopal Church, Grace United Methodist Church, the Lightner Museum (including the famous “Window of St. Augustine”), and of course, Flagler College.

Limelight Theatre and in the St. Augustine Community Chorus.

With so many changes in such important and complex positions, you would expect some hitches and confusion in the change-over process. That’s why I am so pleased to say that these transitions have been perfectly smooth, and our newest Leadagers already feel like part of the family. Welcome and congratulations to all!

My name is Noble Lee Lester, I’m a husband (Lena Annette) and father of seven -- five girls and two boys. After graduating from Howard University, I began my career in New York City as an actor, stage-director, playwright, musician and singer in film, stage and TV. After 15 years of NYC experience, I migrated to Jacksonville, Florida, in 1995 to restart a similar career there, and was happily successful as a producer and film-director as well. I expanded my career into education, as a performing arts teacher at the Douglas Anderson School of the Arts, an English/SAT teacher at Jacksonville University, and later a Professor of Humanities at Edward Waters College.

I am humble, but still proud to be able to say I have been blessed with too many credits to list. I have worked with some of the finest performing artists in the world: Morgan Freeman, Samuel L. Jackson, Jacke’e Harry, Roscoe Orman, Geraldine Fitzgerald, Gloria Foster, Earle Hyman, Lynn Whitfield, Loretta Divine, and Avery Brooks. NYC was wonderful, but Florida has been equally great, thanks to Dave Chatterton and the entire cast of Ghosts & Gravestones and The Old Jail. Who’d a thunk that I’d have so much fun at a jail!

What is your favorite vacation spot?
Key West

Which living person do you most admire?
President Obama

Which talent would you most like to have?
Piano

What is your favorite occupation?
Film Directing

What is your greatest fear?
Losing the confidence of my children.

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Top Row: Linden John Baptiste, Keith Gober, Anthony Jones, Frank Ridley, Stacie Locke, Robert Taylor, Jose Turcios Lemus
Bottom Row: Mikel Godbolt, Dennis LaquaCharles Diedrich, Brentford Davis, Malcolm Barton [Maintenance Supervisor], Mike Overly, Doug Dorsey [Day Lead Mechanic], Michael Alston [Night Lead Mechanic]
It is with so much delight that I introduce the St. Francis Inn, the oldest Inn in America’s Oldest City, St Augustine, Florida. The entire staff is dedicated to the warmest hospitality that can surround their guests, along with their love of St Augustine. The partnership between St. Francis Inn and Old Town Trolleys has spanned over the years as both companies boast the same philosophy – the customer is always right! We are ever so thankful for the St. Francis Inn and their love of St. Augustine. Thank you for all you do for us.....St. Francis Inn! You are “Growing More Beloved Year After Year”

In 1985, Joe Finnegan and his wife Margaret bought the St. Francis Inn (circa 1791) believing “If you want a successful business in the hospitality industry, everything you do is for your guest’s pleasure and comfort.” Nearly 30 years later, they still believe in their philosophy along with a dedicated professional staff, many of whom have been employed at the Inn nearly as long.

Today, there are numerous ways the Finnegan’s please their guests:
- Comfortable accommodations on quiet residential St. George Street, two blocks from the Bayfront view of the St. Augustine Lighthouse, the famed Bridge of Lions and bustling historic downtown. Fresh flowers and sherry too!
- Extensive culinary surprises and ‘farm to table’ Breakfast, afternoon Social Hour hors d’oeuvres, Late Night homemade baked desserts, night time snacks, fresh fruit and cookies served all day and a Specialty Coffee Bar – PLUS special attention paid to every guest’s dietary needs.
- Florida-inspired gardens and koi pond on the inn’s property recognized with a Wildlife Habitat Certification
- Island beach cottages where guests can leave the inn and spend a day at the beach with thoughtful amenities at their fingertips
- Complimentary amenities for which the St. Francis Inn is known including bicycles to tour the city, solar-heated swimming pool, admission to the local fitness club and off-street Inn parking.

Joe sums up the appeal of the St. Francis Inn:
- We have maintained the historic ambiance of this old Inn while also providing all of the comforts expected by today’s savvy travelers.
We are kept more than busy just carrying our many valued guests, we here at OTT-Savannah do not remain idle behind the scenes with many projects in the “hopper”, visits from our beloved HTA VIP’s and new partnerships and community projects. The interior demolition of our former “home” at 234 Martin Luther King Jr. Blvd. continues and should be concluded by mid-September, gaining us 20+ additional parking spaces at this busy depot and a “sky’s the limit” opportunity for this great location in the future. We are also looking forward to an improvement at our Welcome Center on Boundary Street courtesy of our partners/tenant in Space D and E at the Welcome Center- Segway Tours of Savannah and Ole Skool BBQ. They intend to completely renovate the space, which will certainly improve the aesthetics of our Welcome Center. In addition, we welcomed new tenants to Space D and E at the Welcome Center- Segway Tours of Savannah and Ole Skool BBQ. They got the whirlwind tour of all we have going on here and reports were they were very impressed. Thanks for taking the time to visit with our CAST; we appreciated having you as our guests.

In the community, we all enjoyed a busy Labor Day weekend which included for the fifth time the Savannah Craft Brew Festival. This year added a concert on Sunday and the highest number of attendees ever (over 5,000). In addition, I had the good fortune to participate in the annual community outreach program with my fellow board members of the Tourism Leadership Council (TLC). This year we participated with the Savannah Tree Foundation in doing major landscaping work in one of our historic cemeteries, Colonial Park. Much mulch was mucked and refuse raked and at the end the beautiful cemetery looked good as new (if this is possible for a cemetery). Thank you to the TLC for coordinating this excellent activity.

Here’s hoping you get a chance to visit us here in Savannah. The fall is one of the most beautiful times of year in this most beautiful of cities, so we invite you to experience it for yourself and come spend some time in our backyard sampling our hospitality and the exemplary service our CAST delivers to all our honored guests. See you soon!
Depot Sales Report
by Garry Patrick, Depot Sales Manager

Wow what a summer! Where do I start? We have so much going on right now as we try to keep up the selling whilst integrating new products into our range. We have just partnered with Segway and are offering their products on Gateway. These guys do a great job of giving guests a unique experience of Savannah. Quite a few of our staff have taken the plunge and toured with them and the overall response was AWESOME! We look forward to selling this great product.

Congratulations to Rance Shell, Jim Rafferty and Willie Dennard IV for all leading the Top Revenue Board in the last quarter. This is a considerable achievement considering the competition. A special thanks to Sally Kruger and Phil Starks for a stellar performance at the Hyatt over the summer months. Their efforts helped us significantly reach our ridership goals on any given day. Well Done!

Operations Report
by Marcie Covington-Larkin, Operations Manager

It has been a great month for all of us here in Savannah. We have received our three new trolleys and the CAST is super excited! These new trolleys were greatly needed and appreciated. Thank you! Also, the renovation at our Old Carbarn continues, and will become part of our Ghost & Gravestones Tour. Yes, we had been operating out of one of Savannahs most haunted buildings for the past several years. Even though things in the office would happen, we would all just dismiss them to our ghost friends. The season is now starting to slow down, so that gives us the opportunity to catch up on touch ups to booths, trolleys and depots. Before you know it we will be decorating for the Holidays and season will be back in full force. I would like to thank all the CAST for all their hard work and patience through the summer months.

Safety and Training
by Kenny Gresham, Safety Officer

Greetings from Savannah! We had our DOT inspection on August 22. I think I aged about five years and most of my hair either turned gray or fell out. This was our third and most thorough inspection. It was quite the education! Various discrepancies were noted and now have all been corrected by our very capable maintenance department, kudos to Bruce and all the gang. If any of our other operations are getting ready to go through one of these inspections, please call me if you have any questions about what they are going to be looking for right down to where the proverbial needle in the haystack is located and if it meets DOT requirements.

The increase in the conductor retention rate and a very large training class in the spring of 2011 eliminated the need for a fall training class. We converted two more of our G&G drivers, Tommy and Ruben, into Old Town Trolley conductors. Not a bad transition! Two of the G&G drivers that were trained in the spring, Lillie and Tony, have each made Conductor of the Month! From a safety officer’s perspective, the driving experience is the thing most appreciated. No rookie mistakes.

Maintenance Report
by Bruce Smith, Maintenance Manager

As we wind down from our busy summer season in the loop, we are increasing our parts inventory and supplies to get busy in the shop. This season we are removing the windows in the Victorians and replacing them with eisenglass. We had a difficult keeping the windows working properly; it was not a good experience for the guests, drivers, or the maintenance department.

We are saying goodbye to one of our ghost fleet; HTA #152, a 1975 Dodge. We hope to add three new additions to our ghost fleet this year, HTA # 126, 172 and 222. This will add more seating per trolley to help our ghost tour increase their numbers on busy nights.

We would also like to welcome three new trolleys to the fleet, HTA # 332, 333, 334. It was a sight to watch them roll through the gate on the flatbed, and then to watch them quietly cruising through the city full of guests. It’s just a good feeling.

We would like to congratulate Master Mechanic James Gibby for being promoted to Lead Mechanic. His mechanical background, interest in our goals and care of the fleet has been a big benefit to our team. We also would like to welcome to the mechanics team James Malone, Paul Olech, and Even Whitley who came up from OTT Key west to work with us this for a few months.

I would like to thank Evan Kolb with the Eisen Shine Company out of Key West to recondition our Eisenglass. It looks like we don’t need to replace it this year! The system he is using did a great job of clearing up the scratches and cloudiness, and it will cut our replacement costs. Have a great Fall!

Groups and Charters
by Joyce Ellis, Groups and Charters

The slow months of summer are upon us, but we continue to see visitors coming to Savannah, including our girls in green. The Girl Scouts are traveling to Savannah when the heat and humidity may take most guests further north. We continue to see our international guests from Contiki Holidays, New World Travel, Globus & Cosmos, and Titan Tours; as well as Military Reunion groups, world famous models, and beauty pageant contestants.

July was a busy month where OTT-SAV was able to shine across the world. We partnered with “Express, Rock the Sidewalk” and provided local transportation from River Street to Monterey Square for the photo shoot and fashion show that will be featured in their fall issue. OTT-SAV also provided transportation and tours for a Visit Savannah FAM tour. Tour operators from across the U.S., came for site visits and enjoyed our “transportainment” throughout Savannah and surrounding areas. YMRC, a national Military Reunion planner group, came to Savannah in July and again we were able to shine as we showed our veterans the sights and sounds of Savannah. The Miss and Mrs. All Star United States pageant was held in Savannah and OTT-SAV provided transportation for the ladies for their three day event.

In August, I traveled to Chicago with Visit Savannah on a very successful sales mission. with seven other partners in the hospitality
industry. In Savannah we visited Chicago, St. Louis and Milwaukee areas in search of new business to bring back to Savannah. Approximately 100 buyers were met and introduced to our southern hospitality. Friendships were made and business will definitely flow this way.

Also in August, GSUSA Tech conference came to Savannah. Savannah was fortunate to host the adults from Girl Scout councils (IT Dept.) around the US. They enjoyed the tours but requested a little cooler weather next time; (the temperatures reached 110 degree heat index while they were here).

Before September is over, I will attend a GS Sojourn at the Juliette Gordon Low Birthplace, as they host 30 adult Girl Scouts from across the U.S. interested in learning more about Savannah and what we have to offer Girl Scouts traveling to Savannah. Also in September we will once again provide transportation for the Smart Women Expo & Luncheon, as they celebrate their 10th Anniversary. This year’s guest speaker is award winning journalist, Joan Lunden. Past years’ luncheons have featured notable celebrity women such as Giuliana Rancic, Leigh Anne Tuohy, Olympia Dukakis, Ellen Burstyn, Peggy Fleming, Ivana Trump, Erin Brockovich, Suze Orman and author Mary Kay Andrews.

October will bring cooler temperatures and even more guests coming to our beautiful city. Stay tuned for more exciting things coming to/from Savannah, GA.
ON THE SPOT...
Jaimee Drayton
Director of First Impressions, Savannah

I was born and raised in Savannah. My parents are from New Jersey and Miami, but both arrived as children and attended school here. I graduated from Beech, high school in Savannah and went to Decatur for college. I returned to Savannah after completing college and started working in everything from education to call centers and everything in between. I came to HTA with a desire to secure a position in the hospitality industry and to use my customer service skills. Old Town Trolley Tours seemed to be a perfect fit. I have worked here for three years, and just last month had the opportunity to take on the responsibilities of the operations “Director of First Impressions.” As such I support the operation, monitor and update the social media for the company and do my utmost to provide exemplary service to all our honored guests and CAST members. I hope to remain and grow here at OTT-SAV and to continue to bask in the glow of my four fantastic children and to enjoy happily living in this beautiful city.

What is your idea of perfect happiness?
Being able to do what you love, without concern of reward or compensation.

Which living person do you most admire?
My father- he is wise, and a person that no matter what the subject, I always take something valuable away from our conversations.

What three things will you always find in your refrigerator?
Orange Juice, Chicken and Eggs.

What is the trait you most deplore in yourself?
I need to be more physically active.

Which talent would you most like to have?
I would like to be able to swim. Right now, I am afraid of the water, and would love to overcome the fear as it looks like fun.

PET OF THE MONTH
CHEBACCA AND SUGAR

By: Proud Owner Joyce Ellis
Groups & Charters Manager

Chewey (Chewbacca) and Sugar are the children of Joyce and Curtis. I am the Group and Charter Rep with OTT-SAV. Sugar is a six year old mixture of a long haired Chihuahua and Shitzu, weighing in at eight pounds (soaking wet). Chewey is four years old, a “designer dog”, which translate to a mix of Yorky, Poodle and Shitzu. We’re not sure if his previous parents had Chewey in mind when they thought of that design, but you’ll agree he’s a cutie pie. Chewey weighs in at 21 lbs. In the photo, they have just come in from their morning walk, and while it might look like they’re in prison (with the gate closed to the Living Room), they’re sitting ready for breakfast. Curtis cooks every morning and they’re waiting for a treat of eggs and toast served to them by Curtis (yes, they can eat from a fork); then outside for one more walk in the country. They will then settle down on their pillows for an eight hour nap before mom and dad get home. In their spare time, they like to protect the property by chasing whatever might catch their eye, including cats, deer, ducks, or butterflies; all while barking at anything that might move.

WELCOME ABOARD
Deborah Hosey
Megan Jerome
Earnest Cutter
Tabitha King
Gemariah Cooper
Dianna Johnson
Edward Allen
Susan Allen
Norman Leach
Morgan McCumber
Saeeda Dockery

CASTmembers of the Month
JULY
Tony Hall, Conductor
Jim Rafferty, Sales Representative
Claude Fleeman, Supporting

AUGUST
Wayne Johnson, Conductor
Tim Conway, Sales Representative
Carol Overby, Supporting
A Major Ghost Portal Discovered at the Historic Storefront of Circa Savannah

by Bob “Colonel” Hunter; Vendor Sales Manager

A major ghost portal has been discovered at the historic storefront of Circa Savannah by paranormal researchers. “Circa Savannah was informed that the ghost portal discovered is an extremely significant discovery in the paranormal world. Circa Savannah’s property is like a toll booth on a spirit highway that spirits use to enter and leave Savannah”, said the owner.

Restored to the 1860’s era by the owner, Circa Savannah is a specialty shop featuring the city’s best tours, tasteful gifts, arts and antiques. Following its renovation, The owner noticed strange activities soon after the store’s opening. “On several occasions neighbors asked if we were hosting evening parties because they heard people walking about through the night. The store was empty and the alarms set. As well, items were moved or misplaced, doors and windows mysteriously opened or closed, gas lamps would not remain lit, and a desk stapler went into a merry dance thoroughly alarming a customer and clerk.” At that point, he contacted the paranormal experts to investigate. “We expected a ghost story after the lengthy investigation, but never one hundred ghost stories!” he laughed.

Situated atop 20,000 year-old graves of a race that showed signs of cannibalism, the property became home to Georgia colonists who lived with daily hardships, later primitivey quartered slaves awaiting auction in the basement, bivouacked military personnel during the Civil War, and saw fortunes lost during the cotton economy’s collapse. Among the apparitions that the paranormal researchers discovered the most astonishing was the recording of EVP (Electronic Voice Phenomenon) pointing to French speaking inhabitants along with those of unknown dialects. The team experienced spirits of eighteenth century travelers, prohibition era smugglers, and a Victorian lamplighter maintaining the outside gas lanterns. There were so many spirits and activities occurring during the investigation that researchers had to leave the premises multiple times.

Circa Savannah provides the best selection of tours in the city, and additionally offer a delightful shopping experience in an elegant Victorian setting. Their goal is to provide an exceptional visit for everyone. Whether the customer is looking for History Tours, Ghost Tours, or a variety of Specialty Tours, They offer them all via walking, trolley, or horse & carriage. To inquire about custom tour packages or the many unique Savannah gifts available, call them directly at (912) 233-3667, or visiting us online at www.CircaSavannah.com.

Life in Savannah is always exciting and each day brings a new surprise. The vendor department continues to grow and this year looks very promising. We have been working for a long time on growing in our relationship with Circa Savannah, and it is turning into a wonderful partnership.
San Diego

Festival of Sails
by David Thornton; General Manager

The LARGEST Tall Ship festival on the west coast hosted by the Maritime Museum of San Diego transformed the North Embarcadero into a nautical theme park. More than twenty tall ships and other fascinating vessels from around the world visited San Diego over Labor Day weekend.

The nautical event started out with a bang! On Thursday, a day before FOS officially opens, cannon fire saluted the entrance of the tall ships from all over the world as they paraded around San Diego Bay ending at the Maritime Museum’s docks.

The public enjoyed visiting ships and crew, a petting zoo for kids with a variety of animals to pet, Tall ship cannon battles, live entertainment, Treasure Seeker Pirate themed bay cruises, over 100 arts and craft vendors, plus a multitude of food options.

Old Town Tequila Trail Event

The 3rd annual tequila and food event kicked off of the 2012 Spirits of Mexico Festival, a full week of activities and events featuring these world-class spirits. San Diegans and visitors ‘trailed’ around Old Town San Diego’s restaurants and bars and sampled selections of agave spirits paired with each restaurants’ culinary specialties.

This year’s special guest was Bill Walton, NBA Hall of Famer, award winning sports broadcaster and successful business entrepreneur. Bill is also an equity partner with Azuñia Tequila, an ultra-premium tequila brand imported by Intersect Beverage.

After-season CAST and Friends BBQ

120 CAST and friends enjoyed a relaxing evening at the Old Town Market celebrating a great summer season. Popular Phil’s BBQ catered the event with chicken, ribs, beans, coleslaw and desert with live entertainment on stage. A farewell good-bye was said to Alex Rodriguez, Depot Sales Manager, as he leaves for bigger and better things in life. We will miss you, Alex.

Trolley News
by Terri Zorn; Operations Manager

The Old Town Trolley had a fantastic summer. Our business was up from last year which means people are still taking vacations. Good news for us because we work when others play. Having more business worked out well with having more conductors. Our newly hired conductors had their first taste of summer – doing lots of enthusiastic, informative, and engaging tours for happy guests. It might be San Diego, but this summer was particularly humid and keeping that enthusiasm up next to a hot engine with your water bottle warming next to it, can be exhausting; but our conductors are great and I am truly grateful to work with such a wonderful group.

One of the main dispatchers and I attended the Change of Command Ceremony for the Commander, Naval Surface Force – US Pacific Fleet on board the USS Boxer. It was a 5-star event attended by some of the top brass on the West Coast. We even had the opportunity to ride up on the aviation elevators which was rather startling when you are not expecting the floor to move. Another fantastic opportunity presented itself in monthly Friends of the Navy tours. Head SEAL Mark Keeler and I were fortunate to be chosen to tour the newly named Undersea Rescue Command – the only rescue submarine command of this type in the world. We do love our military and they love us. We will be providing transportation for the Sea Festival in September.

Thank you, farewell and good luck Alex in your new adventures. You will be missed.

End of season BBQ at Phils.

Ghost and Gravestones in San Diego.
Summer 2012

old town trolley tours of san diego

which is all part of Fleet Week – a month-long celebration of our military. In addition, we are providing shuttle service for the sailors who will be onboard a Vietnam-era Swift Boat that was acquired by our San Diego Maritime Museum for restoration. Wrapping up our summer, we prepared for the Ghosts and Gravestones tour returning with show times on Fridays and Saturdays. We will be running nightly starting October 12 – October 30. We have added a new spooky stop on the tour and there are some great improvements since last year. Everyone is excited about this Halloween tour – especially the conductors who worked so hard to get it right. They love putting on costumes and playing spooky music while driving a decked out Trolley of Doom. Come check us out – if you dare!

SEAL News

Summer is the busy season for our one-of-a-kind SEAL tour. Guests just flock to the sales booth to sign up for this unique tour experience – the only one of its kind in San Diego. After 11 years in service, we think we have it just right and our ridership numbers prove it. Our ridership was up over last summer. Some of our SEAL Tour Guides and Captains were brand new to us and they really added something special to the SEAL Crew including our Team Bravo. Team Bravo is a name given to our ecologically minded First Mate Brenda and Captain Robin. They provide everyone with weekly ecological information that is particular to San Diego and outfitted all the SEALS with net poles to retrieve trash from San Diego Bay. This year, the SEAL had its debut at Comic-Con (largest annual convention in San Diego – celebrating the comic book industry and popular arts) with four wrapped SEAL vehicles being used by Sony to promote their new tablets. We were a big hit driving up and down the road by the Convention Center with motorcycle escorts and it was fun looking out on all the costumes and decorations from high up on the SEAL. We all hope to be invited back as a part of next year’s Comic-Con. In September, the SEAL will be part of the Sea Festival – the Family Festival event associated with Fleet Week. Our SEAL will be stationed at Naval Base San Diego over the weekend. It will be completely dwarfed by all the Naval Vessels docked there, but I’m sure she will be well-protected. In addition, we will also have a repeat performance at the Chula Vista Harbor Days Festival by providing mini-tours for the festival goers in the South Bay. This is not the SEAL’s normal stomping grounds in the bay, but we were a huge hit at last year’s festival and are looking forward to being a part of this event in years to come. Now, if we could just figure out how to do a haunted SEAL Tour, we would be set for Halloween! We may settle for partnering with Seaport Village and their Halloween Bash by doing some costumed tours during the day.

Defensive Driving

by Bob Ross; Safety Officer

The most dangerous mile you have to drive is the one directly ahead of you. Anyone can drive perfectly for 10 feet or 100 feet or even one mile, but it takes real concentration to drive perfectly for 100,000 miles or more.

Drivers who are safety-conscious have developed good habits and practice them daily. If you are a driver who has a safe attitude about your driving, you will be able to drive with a sense of security.

In addition, to be a good driver you should respect all traffic laws and be courteous to others. Don’t be in a big hurry—you’re just asking for trouble. When bad weather affects driving conditions, you must adjust your driving habits. Driving on wet or slippery roads is not the same as driving on dry surfaces. The number of traffic accidents and vehicles running off the road during rainy weather could be reduced if drivers would anticipate the slippery road conditions and adjust their driving habits.

Stay a safe distance from the vehicle in front of you. Start stopping sooner. Apply your brakes the instant you see a hazard developing, but apply them gradually so you don’t go into a spin or stop so quickly that you risk a rear-end collision.

Defensive driving is driving to prevent accidents, in spite of the actions of others or adverse weather conditions. ANTICIPATE driving hazards and know how to protect yourself from them. Be alert while driving by keeping your mind free of distractions and your attention focused on driving. The safe driver has the ability to size up traffic situations as far ahead as possible, ANTICIPATE traffic problems that are likely to develop, and decide whether these developments could be dangerous.

As a defensive driver you must operate your vehicle in a manner to avoid contributing to an accident or being involved in a preventable accident.

ComicCon SEAL Charter

by Erica Frost; Group Charter Sales Manager

July 12th-15th
San Diego hosted the 42nd annual Comic Con International. Comic Con was first established in 1970 and had about 300 attendees. Now Comic Con is by far San Diego’s biggest convention drawing...
over 130,000 people from all over the world. For the first time, SONY (a major Comic Con sponsor) chartered four SEALs to run as a mobile billboard for SONY pictures promoting the release of the ‘Resident Evil: Retribution’ film as well as promoting their new SONY tablets. We ran a shuttle right in front of the Convention Center each day and it was a record-breaking charter sale. To put it simply, my SEAL goal for the year was $78,000 and this one sale was over $92,000. Yay!

Gay Pride Parade

Old Town Trolley once again participated in San Diego Gay Pride. One of the largest and most entertaining such events in the country, Gay Pride San Diego draws some 50,000 spectators and participants to a massive festival, and more than 165,000 spectators for huge parade.

On Saturday, July 21st Old Town Trolley Tours of San Diego had two trolleys in the annual San Diego LGBT Pride Parade. This parade is the 5th largest in the United States attracting 200,000 cheering spectators! This year’s theme was Stonewall 40 – Generations of Pride. We carried some of the congregation from the First Unitarian Universalist Church as well as a local publication called Uptown News/Gay San Diego.

Operation Welcomes New Depot Sales Manager

by Alex Rodriguez, (former) Depot Sales Manager

We all know that all things must pass; I’m particularly bummed to announce my departure from Old Town Trolley San Diego. After almost three years as San Diego’s Depot Sales Manager, and 19 years as a resident of America’s Finest City, my wife, sons, and I are pulling up stakes and moving north, to Orange County, California, where most of our extended family lives.

I have been a fan of both the Trolley tour and the SEAL tour since long before joining the CAST. I’m proud to have grown here at Old Town Trolley through many changes and learning experiences, and I have certainly acquired a higher standard of safety and guest service through my time here.

In addition to having worked with a strong Sales team during my time with OTTSD, I had the opportunity to contribute to innovations and improvements to the guest experience, including the establishment and success of two additional depots along the Trolley tour route. One of the two newer stops, the Coronado Island stop at McP’s Irish Pub, establishes an Old Town Trolley presence that before was missing on that leg of the tour, and provides valuable guest service at one of the more popular stops. The second trolley stop, which also doubles as the newest, seasonal point of departure for the SEAL tour, rests at the Maritime Museum of San Diego, directly in front of the bow of the museum’s flagship Star of India. The ship is one of the most photographed landmarks in San Diego, and it’s nearly impossible to get a good shot of it without including our orange-and-green ticket booth. (Sorry, Maritime Museum.)

Undoubtedly among my proudest achievements is having hired the Sales Rep who would eventually take over my job, Nicoletta Meo-Cook. Even though there were many good candidates to consider for the position of depot sales manager, the final selection comes as no surprise to me. Nikki hit the ground running when she joined the CAST in spring of 2011, earning sales rep of the Month in her very first month in the field! She has remained a top gun in sales ever since. I’ll admit there was some concern over taking one of the top sales reps off the front line, but the ability to energize and motivate the team is one of the most important traits required of a good manager, and Nikki’s fellow CAST members can tell you that her positive attitude and energy is contagious. “Stars make stars,” as my boss, Rod LaBranche, says.

Having to leave Old Town Trolley is by far the biggest drawback of the change into which I’m leading my family. (Believe me, I seriously considered the two-hour commute.) But I have no doubt that Nikki will take the position -- and the sales team -- to continued, and even greater, success. Just watch.

Thanks for a first-class professional experience, OTT! It has been a delight. I wish you all the wild success you deserve.

Nicoletta Meo-Cook will take over for Alex as he departs as the Depot Sales Manager.

Kustom Kulture Car Show.
Old Town Fiesta
Kustom Kulture Car Show

by John Savage; Leasing Manager

Car and Low-Brow Art Show by Fiesta de Kustom Kulture closed the streets of Old Town on Saturday, Sept. 8th. Hot rods, street rods, customs, and muscle cars of the pre-1972 era were on display for the public. All cars were entered to win trophies as the general public cast votes for their favorite ride.

The numerous attendees enjoyed the live entertainment as they soaked up the works of world-famous custom painters and pin stripers on Artist Alley. A charity auction raised money to benefit San Diego’s “Just in Time” program. “Just in Time” is an organization that works with Foster youth providing resources and relations to help them succeed. Various car culture artists along with Old Town businesses made generous donations for the charity action.

Stage Coach Days

Stagecoach days are celebrated every Saturday from noon to 4pm all of July and August in Old Town State Historic Park. Guests watched blacksmithing displays, played games from 100 years ago and practiced their Vaqueros skills by roping saw horse cattle. Old Town organizations helped raise funds for the park by creating their own version of a “cow” out of a saw horse for a “cattle drive”. The general public vote by leaving money for their favorite. All of the money collected went to Old Town State Park. Our Old Town Trolley Tours cow came in first place! The cow was made by our creative partner, San Diegan artisan Mike LeBold.

Channel 6 “San Diego Living” invited Old Town Trolley tours to be a part of the Eco-Revolution segment. This was a local news piece about making your vacation decisions based on the carbon footprint left behind. We talked about our clean-burning propane trolleys taking 17 vehicles off the road and our bio-diesel SEALS along with the great Storm Water Pollution Educational coloring book for the kids. Photoed above: Tiger Palofax of Eco Revolution, his camera man, General Manager of “Another Side of San Diego” Tours, and Terri Zorn of Old Town Trolley.

At the Las Vegas Sales Mission, photoed are Benjamin Eastman (San Diego Convention and Visitors Bureau), Jenny Crossling (Viator), Chris Boone (San Diego Speedboat Adventures), Colleen (Guest), Rod LaBranche,Farshin Damanpour (Expedia)

CASTmembers of the Month

JUNE
Captain Bob, Conductor
Nikki Meo-Cook, Sales Rep.
SEAL, Captain Sam

JULY
Vidal Sisneros, Conductor
Kelly McBrearty Sales Representative
1st Mate Brenda Martin, SEAL
Albert Guzman, Supporting

AUGUST
Jim Fraley, Conductor
Barbie Harrell, Sales Rep.
Captain George Adams, SEAL
Dale O’Brien, Supporting

HAPPY ANNIVERSARY

JUNE
Norman Niles, 17 Years
John Savage, 14 Years
Larry Usall, 12 Years
Eleanor Mahl, 10 Years
Isaias Velazquez, 9 Years
William Fox, 5 Years
James Fraley Jr., 5 Years
Reyes Avalos, 2 Years

JULY
Brant Wagner, 1 Year

AUGUST
Stanley Henson III, 11 Years
Rhonda Hastings, 21 Years

Don Halze and Farshin Damanpour of Expedia with Rod LaBranche during a Las Vegas Sales Mission
Tambor de Picadillo

When your Cuban mom wants to express a little extra love at dinnertime, she’ll make tambor de picadillo (essentially, beef hash and mashed potato casserole). When you want to contribute something substantial and impressive at a potluck, tambor de picadillo will come through for you. For such a simple dish, it’s a guaranteed show-stealer, and if you’re one of the rare heroes who volunteers to bring a main dish instead of chips or “other,” this dish will bring you fame and honor in the potluck community.

Step One: Picadillo

1. Heat olive oil over low heat in a medium saucepan. Add onion, garlic, and bell pepper. Stir for 10 minutes. (The fragrance at this stage was known in my house as “the call to arms.”) Add the beef, stir 10–15 minutes, until brown. Drain excess fat.

2. Add sherry, tomatoes, olives, and salt. Cook 15–20 minutes, over medium heat.

3. Transfer the compound into a large bowl, and let it cool. Do everything in your power to resist eating it on the spot. When it’s room temperature, cover it with plastic wrap and put it in the refrigerator until you’re ready to prepare your tambor. Picadillo is one of those dishes that tastes arguably better the next day.

Step Two: Puré de Papas

Make your favorite mashed potatoes recipe using about three pounds of potatoes. I do something like this:

1. Peel and quarter 3 pounds of potatoes. Put them in a large saucepan and cover them with cold, salted water. Bring to a boil over high heat, and boil 15–20 minutes, until tender. Drain potatoes and transfer to a large bowl. Add 1 cup of hot milk, 2 tablespoons of butter, salt and pepper to taste, and mash ‘em good! For this recipe, smooth mashed potatoes works best for me. I’m talkin’ electric-mixer-smooth. I trust your judgment, here.

Step Two: El Tambor

Bring your picadillo to room temperature. Pre-heat oven to 350°.

1. Lightly butter a round, 3-quart casserole dish, and spread half your mashed potatoes on the bottom. (Gotta be round; tambor means “drum.”) Next, spoon all of the picadillo on top. The rest of the mashed potatoes is the final layer.

2. Cover the casserole dish, and bake for 35–40 minutes.

   • If you want to get fancy, uncover the casserole dish at the 30-minute mark, and spread ¼ cup of grated Parmesan cheese on top before baking the remaining 5–10 minutes

3. Remove from the oven, and serve hot. Casserole dishes are super-hot, so if you’re transferring to another location before serving, remember that safety is first!

   This dish is the definition of savory. I recommend a batch of platanos maduros to balance out your palate. Finally, if you want to enjoy your own creation at a potluck, get your helping early; this dish does not last for a round of seconds.
ON THE SPOT...
Evan Kohler
Maintenance, Old Town Trolley Tours of San Diego

My name is Evan Kohler and I am a second generation Californian. However, I was raised on a farm near a small town called George, in the state of Washington. Growing up on a farm taught me a strong work ethic, and respect for the environment.

With that background it is easy to see why my number one goal is to provide a safe and clean establishment for our guests. I can’t think of a better job for my personal satisfaction than a job well done with Maintenance.

What is your idea of perfect happiness?
My idea of true happiness is when people put themselves before others.

What do you most value in your friends?
That my friends are all such honest and giving people.

If there was one place you would like to live besides your current city, where would it be?
It would be hard for me to live anywhere besides San Diego. If I had to choose another place it would be Hawaii. I think of my plants like pets, so I would love to raise the tropical flora of Hawaii.
The H.T.A. Entertainment, Service, and People (E.S.P.) Award is presented to an individual who has gone beyond their normal call of duty in their given field of endeavor. Very seldom does a member of our HTA executive offices have a chance to interact with our guests on a personal level, let alone step out of their normal work environment to rescue a disastrous situation. However, one individual did in fact accomplish such a deed, our Guest Relations Manager of Historic Tours of America, Jennifer Gregg. Not only does Jennifer exemplify the qualities expected of a HTA leader, but in the words of our Key West Director of Operations, Linda Test:

“It would have been easy for Jen to just answer my questions and let me be the one to go to the guests. She insisted that she was closer, and then handled the situation as professionally as anyone could hope. I wanted to give kudos to Jen for making it a very smooth and easy situation.”

In her normal course of duties in Guest Relations, Jen has to handle delicate situations and upset guests on the phone, by mail, and email on a daily basis. She shares their frustrations when things go wrong with their vacations and continuously tries to make it right for them after the fact. On July 13, 2012, things were going terribly wrong for three ladies travelling together on the Key West Express. They took the Conch Train tour and, as they were staying the night in Key West, had brought their overnight bags with them. These were placed in the back of the jeep behind the engineer. Then the rains came, a torrential downpour. The engineer hastily brought out the “train ponchos” and handed them out to the guests. He covered his equipment on the train but neglected to cover the ladies bags. At the end of the tour, the guests disembarked at the Station with bags of clothing that literally dripped. They were understandably upset and wanted to know what we would do. Linda Test called Jennifer to inquire about HTA’s policy concerning wet luggage, our level of responsibility, and how we have handled similar situations in the past. Jennifer’s normal response would have been to inform Linda of our limited responsibility and recommend a course of action to appease the guests by offering a refund and VIP passes. However:

• Disregarding the heavy rain, Jennifer left her dry office and went down to meet with the ladies at the Station. One was in a motorized wheelchair.
• She calmed them down, had them remove their notebook computer and two Kindles from their bags, checking them for damage. The notebook was dripping wet and one Kindle case was very soggy.
• She gave them VIP passes for the following day and arranged for the Bone Island Shuttle that was about to go home to take the ladies to their hotel.

And that’s not all:

• With Bill McIntyre’s assistance, she had their clothing dried and returned to them that evening.

There’s even more:

• Following the suggestions of the IT department, she then got an inexpensive plastic box and a bag of rice (to eliminate the effects of any remaining water in the notebook) and took that to their hotel to help calm their concerns about the computer.
• The next day she expedited their refund process.
• Through her determination, expertise, and dedication to our guests, Jennifer Gregg, has proved to be deserving of our company’s highest recognition and is therefore awarded the Historic Tours of America E.S.P. award with a check for five hundred dollars.

Congratulations Jennifer!
Schooner Western Union: Official Flagship of Florida

On April 27, 2012, the schooner Western Union became the official flag ship of the State of Florida. The bill for this honor was introduced to the Florida House of Representatives by State Representative Doug Broxson of Gulf Breeze, Florida. On September 26, 2012, Representative Broxson was honored by the Western Union Preservation Society on board the historic sailing ship. Attorney Ed Scales spearheaded the bill through both the Florida House of Representatives and the Florida Senate. Governor Rick Scott signed the bill into law. The schooner Western Union was donated to the not-for-profit three years ago by Historic Tours of America. Historic Tours had maintained the ship for over 15 years and retired all debt prior to the donation. Historic Tours of America is proud to have been a major contributor to the ongoing legacy of the Schooner Western Union. From left to right: Edwin O. Swift, President of HTA; David Harrison Wright, artist; Representative Doug Broxson, and Chris Belland, CEO.

PET OF THE MONTH

BAYLEE

Proud Owner Hope Casas
Assistant to the President

My little Baylee, a Maltese, is the most wonderful little companion. He loves to play tug and chew on his chew stick, watch TV, especially the Traveler’s Insurance commercial, and sit in my lap. He was a gift to me for Christmas 2011 from my oldest daughter who has his mom, dad and sister. He has been my little pal since he was eight weeks old.

Fun Photos!

Florida Governor Charlie Crist visits Key West!

In September, following Hurricane Isaac’s close call to Key West, Florida Governor Charlie Crist made a quick appearance to Key West. During his visit he stopped in Mallory Square, where he visited our own Shell Warehouse. Photoed here with Governor Crist is marketing coordinator and Nation’s Storyteller Editor, Monica Muñoz.

CASTmembers and family members of Historic Tours joined together to watch Indiana Jones at the local Tropic Cinema.

Jennifer Gregg and her children Jack, Tori and Tristen.

Risk Manager Bill Meagher and HR Manager Joanna Huestis.

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CASTmember Appreciation Night

by Leah Benner; Business Manager, Tropical Shell and Gift

Congratulations are in order for a number of Tropical Shell & Gift CASTmembers.

On Tuesday, May 1st, Tropical Shell & Gift held a CASTmember Appreciation Night at El Meson de Pepes. Several CASTmembers received recognition for their achievements in the last quarter while others were rewarded for their years of service.

The program began with encouraging words from our president, Ed Swift III who congratulated the entire staff for their efforts. He then turned the floor over to Nelson Nodal, Senior Retail Manager.

Nelson began by announcing the Support CASTmember of the Quarter. Selected by the front-line retail team, this person stays behind the scenes, but always provides prompt service to our staff with a friendly word and a smile. The winner was Joe Martinez, Maintenance Manager.

Next, the Store Manager of the Quarter was revealed. Chosen by the senior retail team, this store manager has the spirit, work-ethic, and expertise necessary to consistently lead her team. She sets a great example for everyone. The winner was Magda Witczak, manager of Conch Tour Train Gift Shop and Abuela’s Bodega.

Recognizing the CASTmember of the Quarter was next on the agenda. This retail front-liner was selected after the store managers presented nominations and the store managers and senior retail team discussed and then voted for the candidate that they believed best exemplified the theme of the quarter -- “Service is our first priority.” The winner was Marie Jean, supervisor of Caribbean Cargo. Marie always greets her customers

YEARS OF SERVICE

25 YEARS
Bob Wolz, General Manager
Truman Little White House

14 YEARS
Nelson Nodal, Senior Retail Manager
Tropical Shell and Gift

13 YEARS
Hilda Perez, Retail Sales Associate
Shell and Gift

11 YEARS
Irina Bakala, Manager
Juice Bar, Conch Fritter Stand, and Ice Cream Parlor

CeCe Bateau, Supervisor
Conch Store

Ed Swift, Rose Pumar, Nelson Nodal, Leah Benner, CeCe Bateau, Hilda Perez, and Irina Bakala.

Ed Swift congratulates Bob Wolz for 26 years of service.

Nelson Nodal, Leah Benner, and Joe Martinez support CASTmember of the Quarter.

Nelson Nodal, Tanya Acevedo, and Marie Jean, CASTmember of the Quarter.
My name is Oksana Semashko and I’ve been working for the company for the last two and a half years. I’m originally from Ukraine which I left right after I graduated College of Foreign Languages. My answer for the question “Why did you decide to leave your home country,” is always “There are always ways to come back, but there’s only one chance to start something new.” I had mine and I took it. It’s been a tough way, but way of learning as well. Really thankful for everything I’ve learned from people I met and work with.

What is the one historical figure you identify with? Margaret Thatcher
What is your greatest fear? Spiders
What is the one talent you would most like to have? Drawing
What do you value most in your friends? Honesty
What three things will you always find in my refrigerator? Ice cream, yogurt, and cheese.

Twitter.com/trumankeywest
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Arva Moore Parks, Experienced historian, publisher and author of the book Harry Truman and the Little White House in Key West visited the Little White House this past summer. Photed is her family, Bob McCabe (husband) Carey Guerra (daughter), Alex Guerra (granddaughter) Will Guerra (grandson), and Isabelle Guerra (granddaughter)
I was born in Key West, but lived on sailboats up and down the Southeast coast, from Key West to Beaufort, NC, until I was 12 years old. After moving off the boats, I moved in between several cities and states before returning to Key West in 2004.

After moving back to Key West, I became more intrigued by the island’s history. The more I learned the more I wanted to know and share. It got to the point where my friends would avoid bringing up the subject because I wouldn’t stop talking about it, then I was given the opportunity to work at the Key West Shipwreck Treasures Museum. In fact, during the interview I was asked, if I knew anything about Key West history? That got a big laugh out of my friends when I recounted the story. I have thoroughly enjoyed my time with the company so far, and look forward to continuing to introduce and educate visitors and locals of the rich history of Key West and its ties to the wrecking industry.

Who are your favorite writers?
Tim Dorsey, Ken Follet, Jack London especially the book The Star Rover, Glenn Westfall he wrote a trilogy on the Cuban cigar industry in the United States and James Michner.

Who is your favorite hero of fiction?
Doctor Who. I’ve been a “Whovian” for as long as I can remember.

What do you most value in your friends?
Sarcasm, quick wit and the ability to tolerate me and my incredibly dry humor.
TRIVIA TEASER

AMERICAN HISTORY

1. Who led the Treasury Department unit of investigators nicknamed the “Untouchables?” a-Melvin Purvis, b-J. Edgar Hoover, c-Bat Masterson, d-Eliot Ness.


3. What big band leader disappeared in December 1944 while flying to Paris to entertain WW II troops? a-Glenn Miller, b-Kay Kyser, c-Tommy Dorsey, d-Ted Heath.

4. Who ran for U.S. President promising “Two chickens in every pot?” a-Calvin Coolidge, b-Franklin D. Roosevelt, c-Woodrow Wilson, d-Herbert Hoover.


6. John Hancock was twice elected the governor of which U.S. state? a-Pennsylvania, b-Delaware, c-Massachusetts, d-Virginia.

7. What American battleship exploded in Havana’s harbor in 1898? a-Constitution, b-Maine, c-Mobile, d-Dreadnought.

8. What was the only state to vote Democratic in all three presidential elections of the 1980s? a-New York, b-Minnesota, c-California, d-Idaho.

9. Theodore Roosevelt and Franklin D. Roosevelt both served as the governor of which U.S. state? a-Kansas, b-Florida, c-Kentucky, d-New York.

10. The Battle of Germantown was fought during the American Revolution in which U.S. state? a-Pennsylvania, b-West Virginia, c-New York, d-Maine.

ACROSS

1. Newt, once
4. Arise
9. “To ___ is human ...”
10. Antipasto morsel
11. Hilo garland
12. Engine size
13. War horses
16. Russian country house
18. Inert gas, for short
20. Plots
23. Mac maker
25. Prefix for natal or classical
26. Bogs down
27. Evian, e.g.
29. Start and end of the Three Musketeers’ motto

DOWN

1. Sushi fish
2. Fingerboard ridge
3. Attempted
4. Passerine bird in the kinglet family
5. Biblical prophet
6. Little bird
7. Iris holder
8. Salon offering
14. Young raptor
17. Sleep disorder

Note: The title is a clue to the word in the colored diagonal.

ANSWERS TO PUZZLES, GAMES AND TRIVIA ON PAGE 5