HAPPY 5 YEAR ANNIVERSARY!

BOSTON TEA PARTY
SHIPS & MUSEUM. ★ ★ ★ ★ ★ DECEMBER 16, 1773
A REVOLUTIONARY EXPERIENCE™

Read More about the Celebration on Page 54

Vol. 22, No. 156
Late Summer/Fall

www.HistoricTours.com
Two Years

by Chris Belland, CEO

To All Who Read This: Piper Smit and Cayley Bernreuter sent the following piece to me that appeared on Facebook. I don’t have a Facebook account so I would not have seen it had somebody not purposely sent it to me. I must admit to you that it caused a great emotional welling up in me. It is one thing to have a business that perhaps makes a profit that is good for the owner and, to some degree, good for the employees. It is an entirely different matter when you have a company that has a base philosophy of caring about each other and our guests and, at the same time, extolls the virtues of what the business does every day which, in our case, is to “make vacations better”. Historic Tours of America is all of this and much more. Cayley Bernreuter works in the Advertising and Marketing Department with Piper Smith, Monica Munoz and Jill Herasme and, as you will see, she has found a home where she can not only earn a wage, but do something that I have always wanted for our CASTmembers which is to be able to express themselves creatively in their work and enjoy the people with whom they do it. Historic Tours of America, in this sense, is a very special company. For those of you who work here, I hope you recognize it and protect it with great care. I asked Cayley for permission to reprint her message here.

Two years. For some, two years is a long time, and for others, two years goes by too quick.

For a lot of people my age, two years is the time you start deciding what you’re going to do next. Which adventure is over, and which other plan will begin. To employers, 2 years may not seem like a long time, but to employees (especially in my generation) 2 years feels like an eternity.

On September 21st I reached two years of working with HTA. In general, thinking about working somewhere for two years seems like it would be a long time, but these two years at HTA have flown by. In two years I’ve learned more than I ever thought I could. And definitely more than school would teach me (stay in school, kids).

I work in a department where the running joke is you have to be short and a girl to make the cut. But really, I work in a department full of Boss Ladies! Being mentored by other women and learning how to take charge and run a company full of men is heaven. Seriously, talk about female empowerment. I work in a department where being creative is just as important as being practical and setting up a task for success.

I work for a company that prides itself on telling America’s history and doesn’t sugarcoat anything, because history isn’t always pretty. I work for a company that aims to give back in each town it operates in. I work for a company that cares about their employees more than the business (because without employees you have no one to help run the business).

I love my job and I feel like I’m just getting started. The opportunities I’ve been led to with this job are ones I never thought I would have. This fall I will be going on my third photo/video shoot project to assist in collecting new marketing materials. I have been working with the Harry S. Truman Foundation to put on events that benefit the restoration of the Little White House. I have been Art Directing photo shoots for vacation homes. I’ve been learning about graphic design, how to make ad’s appealing, and how to run the back end of the department like finances and project planning.

I’ve been gifted with incredible mentors. I’m surrounded by hard workers, people who love their job, and people that want to make a difference. Our VP of Marketing and Marketing Coordinator serve on boards for local associations and they mentor high school students and help guide them to a higher education. Our graphic designer doubles as an entrepreneur and donates her handmade jewelry to local charity events to help them raise money for their causes. Our CEO and President spend time meeting with national organizations to create partnerships, like with NPS, and to try to better serve this country in our field of tourism and history.

I’ve been gifted with the opportunity to work with people who care.

To work with people who care about things greater than themselves is rewarding, because you learn to see the bigger picture. The big picture behind the sometimes “menial” tasks you get, or the company events you attend but you’re not totally sure why you need to be there, or the ideas that you go along with because hey, it doesn’t hurt to try it.

Thank you HTA, for the opportunity. I love my job and I can’t wait to see where this career takes me.

IN THIS EDITION

4 Nashville
13 San Diego
21 Savannah
28 American Prohibition Museum
32 Washington, DC
34-35 Centerfold (featuring Savannah)
40 St. Augustine
46 Boston
54 Boston Tea Party Ships & Museum
58 Key West
61 Tropical Shell & Gift
63 Key West Attractions
64 Historic Tours of America
66 National Call Center

facebook.com/historictours
twitter.com/historictours
OUR CAST MAKES THE SHOW GO ON!

The following is a reprint of a letter (and NST article) I sent to David Chatterton in the Spring 2011 and his CAST in St. Augustine celebrating their 100% score on a “secret shopper” inspection sponsored by the “Florida Attractions Association”. I’m not sure how many of our CASTmembers may have already read this but I wanted to share the message of the importance of the combined “CAST and Crew” effort to achieve success on “stage” every day.

Way to go St. Augustine CAST! It certainly takes a team to produce a show. My daughter Stephanie Leone (Vince’s sister) is in college (a senior at Rollins) and is under a scholarship for “musical theater”. Her entire life she has always been on stage (usually with a good part) but in Rollins comprehensive program she has been required to work the lights, build and break-down sets, run electrical, set up, sweep and clean the stage, sew costumes, find props etc., etc. In season, every night when she is not on stage in a show, she is working the back of the house. What Stephanie has found out is how totally dependent those who are in front of the audience are on those who are off stage and are never seen by the audience and how their commitment to every detail is just as important as the actors themselves.

In your recent review by the “Secret Shopper” the reviewer talks a lot about clean restrooms, great landscaping, clean parking lot, empty trash cans, website accuracy etc. Most of what was said was not about the tour, although we got high marks and good comments on the tour.

The point of my sharing these thoughts with you at your briefing is that sometimes, on stage, we lose sight of how dependent we are on our fellow CASTmembers, back stage, and when the guest remembers or thinks back on their experience a dirty restroom, rude gift shop cashier, a breakdown or inaccurate web information can ruin the best tour in the world.

Just like a prop that is misplaced, or a spotlight that doesn’t shine or microphone that malfunctions can destroy the moment and sometimes the entire show on a stage.

At Old Town Trolley there are no small jobs, and while many of us are indeed “on stage” we remain totally dependent on one another to give the guest an excellent experience. Remember to thank you fellow CASTmembers whenever you notice a job well done. A compliment coming from you on the vehicle maintenance or on an improved website or a clean parking lot or bathroom means just as much to the person who provides those services as it does when a tour conductor or ticket seller gets a great comment card and for the guest it’s all about a 100% great experience that only a total CAST commitment can provide.

The Old Town Trolley of St. Augustine’s CAST’s 100% score says that we are indeed performing as a team. A total “CAST and CREW”. Thank you.

SILVER LINED DISASTER

Unless you are just getting back from a trip to the moon, you know it has been a pretty “eventful” year as it pertains to natural disasters. Mother Nature is not happy. The Virgin Islands, Puerto Rico, Dominican Republic, Cuba, Central America and Houston were all hit pretty hard by the winds and water from major storms. As I write this, vast parts of California are being consumed by forest fires driven by the Diablo winds through entire communities. Of course, more to the point is that Key West and the Lower Keys had our own event as “Irma-geddon” brushed the Southernmost City on its way through the islands just north of us. I relish this opportunity to tell our story in hopes it will somehow quell the well-intentioned but incessant questions about, “how did you do in the hurricane?”.

Key West is fine. Miraculously, and that may pertain in no small part to the grotto at Mary Immaculate Church which was built by the convent nuns in 1922 to keep direct hurricane hits away from us, we caught the edge of the storm which did not do too much structural damage to the islands. Sadly, we lost many of the old growth trees on the island, some of which were over one hundred years old. We lost several legacy trees like this on the grounds of the Truman Little White House but the entire island lost bigger and even older trees. One large tree fell on the home of world famous author, Shel Silverstein, which was indeed quite a loss. I am hoping the owners will restore the home. A few hotels lost their roofs, as did one of our store buildings but we were spared the full brunt of the hurricane. Our biggest loss was the shark enclosures in the back of the Aquarium which was a total loss. Such was not the case for the Keys just north of us. From Cudjoe Key to Marathon, some 40 miles, there was significant wind damage which took out a number of homes and others were finished off by rising water from the storm surge. Again, it was not pretty but not a total disaster. Of course, I speak from the position of living on the high ground in Key West in an older, well built home. It is sad to see what happened to so many people up the Keys.

The big unknown, at least for now, is how the destruction of housing in the Lower Keys will affect Key West as this is where many people live who work in the “big city”. I am pleased and, quite frankly, very proud of the fact that our company, Historic Tours of America, made a conscious decision to continue to pay all CASTmembers during and after the storm, whether we were open or not. Many businesses did not and caused quite a few people who work in the service industry here great hardship, many of whom did not even bother to return to the Florida Keys. Therefore, one of the great silver linings in all of this is that, first of all, we were in a position to do so, given our national presence which continued generating the funds. More importantly, we were able to keep some of the best workers in the hospitality industry employed which allowed them to return immediately afterwards.

There is an old saying that, “It’s an ill wind that doesn’t blow some good to someone”. It is difficult to find much good in something like a large hurricane that did so much damage and hurt so many people, but there are indeed silver linings. I recently sat in a meeting with one of our local attorneys who made the statement that she’s “never had so much fun in all her life”. Of course, I incredulously asked her, “How can that be?” Her response was that, “during the storm, there was no electricity which meant no television, cell phones, computers or iPads. We were literally ‘forced’ to talk to each other and play games. After the storm, during the cleanup, we were outside and met people in our neighborhood that we usually never see and helped each other get through it together”. I thought to myself that, yes, this is one of the great and true silver linings of such an event as a hurricane here or a snowstorm in Boston. It brings the humanity back to us as human beings. It takes away the artificial and overserved superficial means of communication, especially on cell phones and iPads. We once again cook together, interact with family and enjoy being out of doors.

As a company, everyone who was here showed up to help clean up. We were a real team. We had daily “rallies” where we met at the Aquarium to touch base and share information. We were a family. Would I have preferred not to have the hurricane? Yes, but what we all got in return was something of great value and a lesson we should not forget. See Photos of our CAST Rallies on Page 65.
HITTING SEASON WITH A BANG
by Steve Burress; General Manager
Nashville hit season with a bang. I’ve never seen so many people in town for a variety of events. As you have read, we had the Stanley Cup playoffs going on, Country Music’s biggest festival CMA Fest was happening right at the same time. Hotels were booked, people were here to see Nashville at its finest! Each month we see more and more guests coming and filling our tours. It is great to be a part of Nashville and being able to tell the story of this amazing city.

Our night tour group has been working hard to get ready for our launch of our unique night tour. We have the opportunity to tell the story of our history of music in this city with the views at night, and seeing many of the places where musicians got their start during our evening tour, right when things occurred for these musicians. Our expected launch in July is something we are all excited about.

MADAME TUSSAUDS
As we continue to make Old Town Trolley Tours of Nashville a landmark in our great city, we naturally make more and more friends with attractions in town. In talking with Piper Smith, Director of Marketing, I asked her how we could promote some of these amazing attractions that we have in Nashville. Her first thought was to put them in the Storyteller! I loved that idea! Sometimes we share stories with other cities, but to really get the idea of what is there, without personally seeing what is around us, you don't really get the true flavor of some of our amazing cities. We have such a great friendship with so many really great people and the attractions that they represent. I have formed some incredible friendships in Nashville and many more of those are being developed each day.

One of the most recent attractions that has been added to our town is Madame Tussauds Nashville. I don't know how many of you have been to Madame Tussauds exhibits in other cities, but the Nashville version is something to behold. What else would you see in there, but some of the musical greats. Something rare to the Nashville museum, since we ARE Music City. You don't realize how hard it was for me to remain stoic and professional when I went through the first time. I wanted to take a picture with each figure, but refrained.

Take a look at the information and photos they have sent to me, for the Storyteller, about this amazing museum. It's just outside of the downtown area and easy to get to, as well as plenty of parking (a rarity in Nashville). You can bet that I will be bugging my new friend Mindy Powell-Hardy about a CAST meeting at this location! Come visit us in Nashville. We can't wait to see y'all!

MAY
Mark Patterson Conductor
Buffy Butler Sales Representative
Joshua Howell Supporting

SMASHVILLE
by David Galvan; Operations Manager
Nashville known worldwide as “Music City,” is now also known as “Smashville.” That’s because we are a “Hockey Town,” to go along with being the country music capital of the world.

This season our Nashville Predators of the NHL made it all the way to the Stanley Cup Finals. For you non-hockey aficionados that’s the World Series/Super Bowl of professional Hockey. We became the Western Conference Champions by defeating the Chicago black hawks and the Anaheim Ducks. We had never before won a second-round series until this year. After winning the Western Conference and making it to the Stanley Cup Finals for the first time ever we got to face the NHL’s defending Champs the Pittsburg Penguins. We got off to a rough start going down 0-2, but then we got it going and tied the series 2-2. The next two games did not go our way, eventually going down to Pittsburg 4-2. It was a bummer to lose the series but it was still an historic season for the Predators and the city of Nashville. Our OTT Nashville team stood behind our team and we look forward to many more championship seasons. Here we are at our 2nd & Broadway booth proudly displaying our team spirit.

MORE THAN SOUND BITES & TROLLEY BOTS
What are Trolley Bots? They are sound bites all grown up. This new tour enhancing technology is being installed on our Trolleys in Nashville. In conjunction with on board video monitors this system enabled by an iPad, plays sound bites and video clips. You can see our Chief Conductor Chris Belland welcoming all our guests to Nashville, hear music from some of the greatest artists past and present along with pictures and video clips of Nashville’s unique history. This technology was created in-house by our own IT team. Over the past year it has been cool to see the evolution of this system. Many thanks to Johnny Earls and all of our IT team for their time and efforts with this project.
**AINT NO SUNSHINE**

by Beverly Flanders, Office Manager/HR

Nashville is having a solar eclipse?

Yes! Mark your calendar for August 21, 2017. Beginning at about noon, the Moon will begin to travel in front of the Sun, a solar eclipse. The path of this eclipse crosses the entire continental US, so this is also a nationwide event, but a section of Middle Tennessee is fortunate to be in the path of totality. Nashville is the largest city to experience totality during this eclipse!

**Time & Date**

The eclipse will be: Monday, August 21, 2017

- Partial eclipse begins: 11:58 a.m. CDT
- Start of totality: 1:27 p.m. CDT
- Total eclipse duration: 1 minute 55 seconds
- End of totality: 1:29 p.m. CDT
- Partial eclipse ends: 2:54 p.m. CDT

The total solar eclipse first enters the state at 1:25 p.m. CDT and leaves the state at 2:56 p.m. EDT (due to the time zone change). The Moon’s shadow rushes across the Earth’s surface at about 1,800 miles per hour. The entire event lasts about 3 hours, from the start of the partial eclipse through totality until the Moon is no longer overlapping the Sun.

**Solar Eclipse Fast Facts**

- First total eclipse on American soil since 1991 (Hawaii)
- First total eclipse on the mainland since 1979 (Washington, Idaho, Montana, North Dakota)
- First total eclipse to sweep across the entire country since 1918
- With the internet, this will be the largest astronomical event in US history.
- The last total eclipses visible in Nashville were July 7, 1442, and July 29, 1478, (right at sunrise) with annular eclipses Dec. 25, 1628, (right at sunrise) and Oct. 19, 1865.
- The next total eclipse Nashville can anticipate seeing is on Aug. 16, 2566, with 2 minutes and 15 seconds of totality.

What would this Nashville “Music City” Event be without a playlist? The top 14 songs to enjoy the ECLIPSE by:

14. ECLIPSE
13. YOU ARE MY SUNSHINE
12. WHEN THE SUN GOES DOWN
11. BRIGHTER THAN THE SUN
10. SOLAR SAILER
9. THRILLER
8. SPACE ODDITY
7. EVERLASTING LIGHT
6. SUN DON’T LET ME DOWN
5. SHINE LIKE THE SUN
4. BLINDED BY THE LIGHT
3. HERE COMES THE SUN
2. TOTAL ECLIPSE OF THE HEART

And the number one song for your listening pleasure during the ECLIPSE….

1. AIN'T NO SUNSHINE

See you in Nashville for this once in a lifetime event! Meanwhile Stay Calm and Trolley On!!!

---

**THE FACE OF A HERO**

The writing of this article finds me watching and waiting as our sister HTA cities of Key West, St. Augustine and Savannah prepared as best they could for Hurricane Irma. Glued to the TV and Internet I am amazed at how our fellow HTA Cast Members are handling this. The U.S. has endured difficult times of late with Hurricane Harvey, Irma, and Jose is still out there. The stories of Heroic acts are coming in from Texas, Florida, Georgia and all over the South. It is times like these that the America I know and love comes to life. Truly “United” States when we need one another. I just found out that Chris Belland and Ed Swift III stayed in Key West. One can only imagine the emotions they are feeling. Key West is their home and they built it up over the decades to the wonderful place it has become. They shared the dream with so many over the years. Leaving Key West even with the danger that was coming their way was not to be. Yes, they are Hero’s. Staying to protect and ready to pick up the pieces for the city they love.

Many saved themselves like Otis. A picture of the canine carrying a bag of his dog food along a wet street went viral after it was posted on Facebook, providing Texans and the rest of the country a brief moment of comic relief. Owner Carter Miles, 5, left Otis in the care of his grandfather, Salvador Segovia, when he was evacuated. Segovia had no idea the dog was missing until his daughter called him and asked about the picture she’d seen online. Otis eventually made it home safe to Segovia, but not before showing the world that sometimes when disaster strikes, you can be your own hero.

It does not take a great supernatural heroine or magical hero to save the world. The next time you feel useless, remember what you are in fact doing in this very moment. And then observe your tiny, seemingly meaningless acts and choices that do make a powerful positive impact. You can be a Hero and are in so many ways. The grand acts that involve many, to the one on one acts of kindness you extend every day do make a difference. The many times you pull yourself up to start over again. If you are looking for the Face of a Hero you need look no further than the mirror for it is in all of us to be a HERO.

**OLD FRIEND VISITS**

Melissa Elliott; Vendor Sales Representative

Over the course of the last year, all of us at Old Town Trolley Tours of Nashville have worked tirelessly building an operation from the ground up. It’s funny to look back and see how far we have come in the past year. For example, I still remember walking into our first building and not having a desk! I can vividly recall sitting on the floor in the hallway, working on my laptop while our furniture was being put together. So, when I was told that Rod LaBranche, Director of Travel Industry was coming for the annual audit, I was so nervous! I know that I have come so far in growing the Vendor Program
...Nashville Continued

for Nashville but I still have a long way to go to catch up to our other cities.

For an entire week, Rod and I visited my Vendors and scouted new properties that could sell tickets in Nashville. At every property, Rod asked what we as a company could be doing better and the response was unanimous, NOTHING! Every concierge in Nashville had nothing but glowing things to say about Old Town Trolley and that made me so happy! During Rod’s visit, I was able to sign up the entire Front Line Staff of Hilton Garden Inn Vanderbilt, Hotel Indigo, and Holiday Inn Vanderbilt. Those hotels added an additional 27 Vendors to OTT Nashville’s Vendor Program. While we still have a lot of growing left to do, I am so happy with all the progress we have made.

HEALTHY TIPS

As the Vendor Representative for Old Town Trolley, I am constantly on the go! Between scouting new hotel Vendors, attending concierge association meetings, and meeting with prospective clients for advertising on our Free Map and trolley backs, it can be difficult to balance a healthy lifestyle. Over the last two years, I have found 4 things that work for me.

Here are some of my tips for finding balance:

• Set goals for yourself: I am currently training for the Walt Disney World Marathon which will take place in January. By signing up for races, I have a designated training schedule. Crossing off each of my workouts allows me to be one step closer to my goal.

• Keep healthy snacks on hand: The inside of my purse looks like a super market! I always carry protein bars, meal shakes, apples, and grapes. Having these snacks at my disposal keep me away from swinging through a drive-thru for french fries.

• Stay hydrated! When you are dehydrated, you feel fatigued. This is not how the Vendor Reps should be feeling. I keep a case of La Croix in my car at all times and my desk has multiple water bottles on it at all times.

• Have a cheat day! Give yourself one day to have your favorite meal or a cocktail. For me, it’s a chimichanga and a margarita! Not restricting yourself from your favorite foods will cause you not to binge.

HUGS OVER HANDSHAKES

Nikki Weekly, Group Charter Representative

So here we all are, working for this company called Old Town Trolley Tours. Day in and day out, we board our guests onto the trolley and take on the huge responsibility of becoming a part of their everlasting memories. Regardless of which title we hold within the organization, we all play an integral role in not only the success of this company, but the success and enjoyment of one’s time in our given cities.

As the Charter Rep for the Nashville operation, for over a year now, I’ve been in it to win it since the beginning; growing, nurturing, cultivating, building relationships and striving to continue the reputation we have been known for, for so long. What a huge responsibility this job of mine has become. You see, charters aren’t only about contracts and credit cards, but instead are a sequence of steps and stages in the planning process. I’ve had the privilege of creating a department that delves into the details with the planners, providing suggestions, booking tours and shows and helping to create their itineraries. Yes, this of course increases revenue for the department, but more importantly, it increases trust and loyalty. So, by the time my groups come to Nashville and I stand outside of the trolleys with the Conductors to meet them, I then realize how important these relationships are because I’m greeted with not a handshake, but a hug.

I have to wonder if the competition provides this type of service. I wonder if they too pay special attention to the details? Does their Charter Rep take the time to meet their guests? Do they provide a cold, bottled water to every single one of them? Do they hand deliver trolley tickets to their clients? Do they actually care about the enjoyment of their entire trip or are they simply a contract and a credit card? Some of these questions, I most likely will never know the answer to. However, I have a sinking suspicion, that their level of service doesn’t even come close to what we provide in Nashville.

In the end, it really doesn’t matter how others conduct their business. The most important aspect of my job is to stay true to providing a level of service that is second to none, because I actually prefer a hug over a handshake.

EVERY 15 MINUTES

Chris McDonough; Head Conductor

This summer has been busy, busy, busy. We are carrying record numbers of guests and in June set our newest highest ridership to date. With carrying all these riders, we have moved from tours leaving every 20 minutes to tours leaving every 15 minutes to add seats to the tour loop. This has helped us shorten wait times and have fewer Code Yellows to greatly improve our already record numbers of guests and in June set our newest highest ridership to date. With carrying all these riders, we have moved from tours leaving every 20 minutes to tours leaving every 15 minutes to add seats to the tour loop. This has helped us shorten wait times and have fewer Code Yellows to greatly improve our already excellent service. To achieve the 15-minute schedule we added two more trolleys and two more Tour Conductors to the loop. The implementation of the 15-minute schedule came just in time too because 4th of July weekend was the biggest weekend we have had. Going forward, tours that leave every 15 minutes will separate us from the other tours around Nashville and be a better experience for our guests who came to see Music City.

ONCE A YEAR

Ally Marshall; Safety Officer

The job of an Old Town Trolley Safety Officer cruises by, day to day, week to week, hopefully, applying training, experience, and more...
training, with few accidents or incidents. However, regardless of how smoothly things are going, once a year there’s upheaval and hysteria in preparation for the Annual Safety Visit. This visit consists of Jim Lamberson and Bill Meagher from HTA, along with at least one representative from Liberty Mutual and another from HUB International descending upon a local operation for the span of about a week to audit and observe the operations functionality.

Now, that last paragraph made the visit sound like a bad thing and truthfully, it’s not. Here at OTT Nashville we had our Annual Safety Visit in August and it went very well. Jim and Bill were with us the better part of a week and helped us out with quite a few things.

As an operation that has only been up and running since December of 2015 it was helpful for Jim to audit employee files, accident files, and workers’ compensation files to help us understand where we need to fill in the gaps. As a safety officer that’s been in this position less than two years, it was hugely helpful to walk through the barn, office, and vehicles with Jim, Bill, and Duane Spraggs (our local Liberty Mutual representative) to get their feedback and observations on both our day and night tours, and be given ideas of things we can tweak to make the operation better. Bill arranged for Allen Grant from Eraclides Gelman to give us a refresher on Tennessee Workers’ Compensation laws, rules, and regulations. Duane and I have already scheduled a time for him to return so we can get a mirror check station painted at our lot’s exit, allowing every driver to properly set their mirrors each day.

Was I stressed out that Bill, Jim, Duane Spraggs, and Jim Peterson (from HUB International) were arriving in Nashville to comb over the OTT Nashville operation? YES! Did we live through it and come out better and with more knowledge on the other end? A resounding YES!

WHAT’S UP!
Nate Kingsbury; Fleet Manager

With summertime comes work and heat, here in OTT Nashville we have brought on some fresh new faces to help with the work load. See here in Nashville we have a school that teaches young (and old) students the ins and outs of everything in the world of Diesel, Automotive, Collision and Heavy equipment technology, we have taken some of these students, 3 to be exact, under our wings here and made them part of our family. They come from a diverse background 1 a fresh out of high school student and 2 US Military veterans, they bring a lot to our small team here in the maintenance department and they have proven themselves to be indispensable and willing and able to do anything that is called upon. They also came on board just in time to begin another restoration of one of our tired old Enterprise trolleys and have come to learn quite a bit more than what school can teach them.

197: A NEW LIFE

We have a new addition to our family. One that is not like the others, but is welcomed all the same. It has lived a full life and we cherish every moment we have with it. I’m speaking, of course, about Trolley 197, our new show trolley.

In a past life it haunted and entertained many, many guests and casting members alike as a Ghosts & Gravestones trolley from Boston. Now it has settled down into a more quiet setting in Nashville on the corner of 2nd Ave and Broadway. Even with a new exterior wrap, it still has its humble charm, and people come from far away to see the map of trolley stops that is now posted on the side. It also gives our guests and cast a place to sit down, relax, and get out of the weather.

Although it has come to us at the end of its life, Trolley 197 will be cared for and loved by all of the cast of OTT Nashville. As it looks across 2nd Ave at the new stadium trolleys and longs to be a touring vehicle once again, it can sit idly at night knowing that it fills a role no other trolley can accomplish... being small enough to fit next to our ticket booth and grab the attention of people on the street. It won’t be driving people to an early grave; it won’t be sharing any spooky stories; but it will be downtown in Nashville at Stop #1 where we need it most.

ONE MORE DOWN, ONE TO GO...

With another Enterprise restoration complete (minus a few little pieces for AC) we immediately dove into yet another one all the while keeping the rest of the trolleys rolling. This will be our 3rd restoration and this one will be a little more labor intensive, water and moisture had turned the floors rotten and rusted so we had to dive deeper to replace those portions but work is moving along nicely. On a personal note, I do have to say in my biased opinion I have the best maintenance team around, they attack every task and problem with enthusiasm and enjoy working towards solving the various issues we face with née a complaint.

---

OF THE YEAR

Mark Patterson
Conductor

Jay Grenstiner
Sales Representative

Tim Haynes
Supporting

We want to apologize to our CAST members for not recognizing our CAST member of the year for 2016.

---

Interior stripped down
Amreets being repainted
Finished trolley
NASHVILLE COOKIE PROGRAM
Melissa Elliott; Vendor Representative

Just as a special treat for my top selling Vendors, I decided to surprise them with Rainbow Bark from Bang Candy. Bang Candy is a Nashville based sugar peddler that specializes in whimsical confections and their Rainbow Bark does not disappoint. It is a mixture of white and dark Belgian chocolate embedded with popping candy! I love supporting our local Nashville businesses like Bang Candy but an added bonus is that 2% of the sale of each bark will be donated to The Oasis Center to help at-risk youth. The Oasis Center helps the youth of Nashville grow, thrive, and create positive change in their lives and our community.

OLD TOWN TROLLEY TOURS of NASHVILLE

Get Ready for Open Enrollment!

Our Annual Open Enrollment for the 2017-2018 benefit plan year will be held from:
Tuesday, October 31st –
Friday, November 10th

Enrollment will be fully automated for your convenience!
Visit HTAbenefits.com beginning October 31st to view the Open Enrollment Video and to make your benefit elections!

HTA partners with Unum to provide you with the following Voluntary Worksite Benefits:
- Group Accident Insurance
- Group Critical Illness Insurance
- Group Hospital Indemnity Insurance

To learn more and enroll, call (888) 737-5566.

For general questions about your enrollment, please contact a benefits counselor at the Benefits Call Center:
Monday-Friday
6 am - 5 pm (PT)
9 am - 6 pm (ET)

BACKGROUND

Born in Dickson Tennessee, Christopher has have been in Nashville TN for 33 years. He played football, basketball and ran track. He loves sports, Dallas Cowboys is his team all the way (Go Cowboys)... He has been married for 13 years to Linda (Washington) Bell. His nephew Cory Dryden told him about the position at Old Town Trolley Tours. He applied and got hired and loves the job and work family. He says its a wonderful group to work with and for. He has been a Minister for 9 years and loves the Lord. He enjoys visiting the sick in the nursing home and spreading God’s word in the Jail Ministry.

Which historical figure do you most identify with?
Martin Luther King

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

What is your greatest fear?
spiders

Which living person do you most admire?
Barack Obama

What or Who is the greatest love of your life?
God and my wife

SWEET LUCY

Sweet Lucy, Barbershop Quartet, performing at our Broadway booth for Make Music Nashville festival.
Hi! I’m Sazja, 20 years old and the youngest member of the Nashville operation. I was born in Long Beach, California where I spent a majority of my childhood swimming in the ocean, fishing and eating lots of seafood but when I was nine, I moved to St. George, Utah. I went from never seeing a cow to moving across the street from 800 head of cattle. Growing up in Utah was dull at times but we managed to have fun by doing a lot of camping, hiking and traveling. By the time I was a teenager, it was obvious I was very different than anyone I knew. I didn’t exactly follow the Utah norm, but I stayed true to myself and spent lots of time in the theatre and going to a minimum of 50 concerts a year. At a young age, I knew I didn’t want to be the stereotypical mother or housewife but I wanted to tour, not on stage, I was going to be a roadie. This dream of touring the world is what brought me to Nashville, Music City. Here I studied Audio Engineering and Music Business at Belmont University. After a year I decided traditional college wasn’t right for me so I dropped out and ended up here. Old Town Trolley has been such an amazing experience which I would not take back for anything. At a young age, I knew I was going to be a roadie. This dream of touring the world is what brought me to Nashville, Music City. Here I studied Audio Engineering and Music Business at Belmont University. After a year I decided traditional college wasn’t right for me so I dropped out and ended up here. Old Town Trolley has been such an amazing experience which I would not take back for anything.

What brought you to your city?
I moved to Nashville to attend Belmont University where I studied Audio Engineering and Music Business. After a year I decided traditional college wasn’t right for me so I dropped out and ended up here. Old Town Trolley has been such an amazing experience which I would not take back for anything.

Who is your favorite author?
Chuck Palahniuk – his book Invisible Monstress, is my favorite.

Which historical figure do you most identify with?
Abraham Lincoln (My distant uncle ;)

If there was one place you would like to live besides your current city, where would it be?
I’ve always felt a strong connection to London and that’s where I plan to end up.

If you could choose one reality TV show to be on, what would it be?
Real Housewives of Beverly Hills, I mean who doesn’t want that kind of money?

facebook.com/nashvilletrolley
twitter.com/nashvilletrolley
instagram.com/oldtowntrolley
Time flies when you're having fun! The past few weeks the Night Tour CAST has been bonding, singing, traveling, learning and training! The Soul of Music City Night Tour will officially launch soon and we can't wait!

It blows my mind to think that just a short while ago, the twelve of us were strangers. We are now a close-knit team that has been brought together through our mutual love of music and history. Watch out Nashville!

In addition to our script, sales and route training, we have taken several fun field trips. A few weeks ago, we visited Bobby’s Idle Hour to meet the staff and experience the live music venue that will be a stop on our night tour. Oh my, it turned out to be a night to remember! After meeting the bar staff, our cast jumped right in, playing piano and leading a sing along for the entire bar. We had so much fun and everyone was sad to see us go!

One of the areas we showcase on the night tour is Historic Jefferson Street, which had a hopping Rhythm and Blues and Jazz scene during the 1940s–1970s. Last week, the Night Tour CAST had the opportunity to meet with Lorenzo Washington, the Jefferson Street community leader who is working to preserve the musical heritage of the area. Mr. Washington has Jefferson Street Sound, a recording studio and museum dedicated to honoring the legacy of the musicians that played the legendary clubs of Jefferson Street. We had a blast listening to Mr. Washington’s incredible stories, touring the museum and even having a jam session in his studio.

I want to give special recognition to our Safety Officer Ally Marshall! Ally has gone above and beyond to help with the training of our drivers and guides. We wouldn’t be where we are today without you, Ally! Thank you for your help!

The Night Tour CAST truly is an amazing team and we cannot wait to share our new tour with Nashville and the rest of Historic Tours of America!

Noah Performing (Tour Guide)

Noah Clark (Tour Guide) at Jefferson Street Sound Museum

Ray Giles (Tour Guide)

Jefferson Street Sound Museum

Bert Stratton (Tour Guide) and Lorenzo Washington

Morgan Harvey (Sales) and Lorenzo Washington

Jefferson Street Sound Museum

The CAST at Bobby's Idle Hour

Bert Stratton (Tour Guide) at Bobby's Idle Hour

Night CAST Group selfie

Night CAST with Trolley
As I write this, the Soul of Music City Nashville Night Tour is beginning its 7th week of tours. It is truly amazing to think about how far we have come! I would like to celebrate the hard work of all the Night CAST members. Their dedication and heart have truly helped this tour come alive. As many of you know, launching a new tour isn’t without its wrinkles…yes, we’ve had a few, but our team has become stronger because of our challenges. With each performance and each day, we are getting better and stronger. I hope you all will come to Nashville to visit us.

Our Night Sales team consists of Sales Reps Morgan Harvey, Mark Rhodes, Cory Dryden and Sherri Mathis along with Valet Noah Clark. This team rocks! They have embraced our passion for goals and they “work it” every night! I have the pleasure of working alongside these cast members at our sales depot every night, and every night they impress me with their drive and amazing customer service.

Night Tour Guides Ray Schipani, Bert Stratton, Sherri Mathis and Lori Crownover have taken the words of our script and truly brought them to life. Each guide is very different in character and style of presentation, but they all possess an enthusiasm that endears the guests to them and instills an excitement about Nashville and its musical past (and present). As the weeks have gone by, I have watched their confidence grow and I am just so proud of each of them!

Our Driving Team consists of Safety Officer Ally Marshall, Driver and newly appointed Night Supervisor Christopher Bell, Chris Hoffman, Karl Kahley, newcomer Thomas Becker and Shuttle Driver newcomer Kirk Galbreath. Ally and Christopher have shared the majority of the driving responsibilities as our other CAST members become licensed and certified. For this, I am very grateful to both of them. Together, they have created the pace and flow of our tour. They are both incredible leaders and constant attention to safety is outstanding.

The unsung hero of our Night Tour is our incredible Maintenance Team led by Nate Kingsbury. Nate, along with Sam Napier, Josh Howell, Ian Jansing, Erick Escalona, James Matthews and newcomer Simon Cassillas are the backbone of our tour. Refitting a trolley for musical performances wasn’t an easy task, but they made it happen. This team is always there to give us the support we need and we are so grateful! This night tour would not be possible without them.

Every single Leadager and CAST Member at Old Town Trolley Nashville (including Steve Burress and Christian Belland) has helped the Night Tour progress to where it is today. From sharing feedback, to helping with training and simply giving words of encouragement, the team at Old Town Trolley Nashville has been there for us and behalf of the Night Tour CAST, I would like to say thank you. I am so glad to be a part of the family here and I look forward to our growth.

Happy Anniversary

Christopher Hoffman  
Karl Kahley
Mark Rhodes
Robert Miller

Taryn Shaw, 1 year
Clay Tanner, 1 year

OLD TOWN TROLLEY TOURS

Lori Crownover
Ray Schipani
Morgan Harvey
Sherri Mathis
Gay Wandling
Samuel Napier
Alexis Galvan
Noah Clark
Dwight Clark

Clare Wood
Janet Reed
Albert Stratton
Sandra Clark
Christopher Bell
Ian Jansing-Kaestner
Suzanne Hollingsworth
Richard Tambellini
Robert Honea

WELCOME ABOARD

OLD TOWN TROLLEY TOURS

Lori Crownover
Ray Schipani
Morgan Harvey
Sherri Mathis
Gay Wandling
Samuel Napier
Alexis Galvan
Noah Clark
Dwight Clark

Clare Wood
Janet Reed
Albert Stratton
Sandra Clark
Christopher Bell
Ian Jansing-Kaestner
Suzanne Hollingsworth
Richard Tambellini
Robert Honea

Welcome to the family!
NEVER FORGETTING THE “BIG” PEOPLE
Nikki Weekly; Group Charter Representative

This year, we were approached by the Omni Hotel to assist them in celebrating International Housekeepers Week; a time to celebrate housekeeping staff and show appreciation for the amazing job they do all year long. Management polled the housekeepers on what types of activities they would like and they responded with an astounding, “We’d like to do what the tourist do when they come to Nashville”! Well, the Omni Management Team rolled up their sleeves and planned an amazing week for their valued employees and chose Old Town Trolley to tour their 120 housekeepers around the city. I felt very honored to be a part of this very important celebration, partly due to our relationship with the Omni, yet, more so because of what the day would mean to so many people working in the hospitality industry. These are the people who work behind the scenes of the Omni, sometimes going unnoticed, paying particular attention to the needs of their guests. But on this day, they were our guests and it was my duty to ensure they had a wonderful time on our trolley. With the help of Conductor “Mac and Cheese” we set out to show them Nashville and for just a moment in time, 1 ½ hours to be exact, they became a tourist aboard Old Town Trolley Tours of Nashville. So, my article is in honor of the people who are the foundation of an amazing organization. To the Housekeepers of the Omni Nashville, the Big People!
TROLLEY OPS
John Savage, Operations Manager

The start to summer season in San Diego is TOUR-tastic! The Trolley has been busy improving the ridership over last year. At the time of print we were up 8% over last year. It has been great to see our new hires handle all that summer brings and shine. The entire group is handling the longer days and bigger crowds like seasoned veterans. Congratulations to Conductors Don Crist, Jeff Thornton, Mark Buckner (a Key West Conductor in his previous life!) and Sam Conant. What a fantastic group of Conductors! We are all looking forward to a super summer!

RED NOSE DAY

Old Town Trolley CAST came together to support Red Nose Day efforts on a mission to lift children out of poverty. Half of the money distributed by Red Nose Day is spent right here in the U.S. The other half will be spent in some of the poorest communities in Latin America, Asia, and Africa. All money raised supports projects that ensure kids are safe, healthy, and educated. We also held a bake sale and raised $172. We’re just getting warmed up for Breast Cancer Fundraising!

ROCK ‘N’ ROLL MARATHON RETURNS

More than 33,000 runners hit San Diego’s streets on Sunday for the 20th annual Rock ‘n’ Roll marathon and half marathon sponsored by Synchrony Financial. Runners come from all 50 states and 38 countries, said Dan Cruz, a spokesman for the race.

Of the 20 years of the race, 2017 marked the 18th year Old Town Trolley provided Trolley shuttles for the VIP and professional Elite athlete runners.

The race ended with a concert at the park. The Rock ’n’ Roll race started in San Diego and has since spread to more than 30 cities across the world, Cruz said. "But San Diego does it the best”.

CORONADO 4TH OF JULY PARADE!

Once again we had the honor of carrying the crew (and their lovely companions) from the Distinguished Flying Cross Society on board our beautiful Molly Trolley for the Coronado 4th of July Parade. In addition, another special guest we had join us on a Trolley ride in the parade was the Coronado Girl Scouts, celebrating their 100 year anniversary! This year’s Parade theme was “A Salute to America”! We salute you all!

LGBT PRIDE PARADE!

On Saturday, July 15th, Old Town Trolley Tours of San Diego participated again in the annual San Diego LGBT Pride Parade, celebrating its 43rd anniversary! This year’s theme was: “Allied in Action: United for Justice”. Several orange and green trolleys, the SEAL and both Felicity and Bella Wedding Trolleys all participated in the parade. Our vehicles represented the following contingencies: First Unitarian Church, FOG (Fellowship of Older Gays), Felicity the wedding Trolley for the Uptown News publication, the Bella wedding trolley for St. Paul’s Cathedral, iHeart Media, Human Dignity Foundation/World Beat Center and, lastly, our SEAL vehicle with Gelson’s Market.

The annual San Diego Pride Parade is among the largest in the United States, attracting over 100,000 cheering spectators as well as generous media coverage.
IT PAYS TO THINK SAFE!

John Lindsey, Safety Officer

Here in San Diego we have been working to keep Safety top-of-mind. Our quarterly Safety Teams program came to a close after 2017’s first quarter and it was time for something new. So we looked around and found a commodity that can be treated just like cash in any major city – PARKING! So moving forward we will find a Safe CASTmember of the Month and they earn themselves a reserved parking space right out front. How do they earn it? Easy; submit in writing a Safety Suggestion or, snap a photo of someone doing something safe and earn a spot for yourself or the person doing something safe.

Our first winner is Conductor Robert Casey. His suggestion is that we have an extra soundbite to present the safety precautions in Spanish before our tour for our many guests who could benefit. Ironically, he could not be present to accept his award as he was out of town… in Maui…. Where he probably could use that extra parking space...

CAST TEAMS UP TO FIND LOST WALLET

CAST Jon Laws, Alex Vargas and Kris Fabroski teamed up to locate and return a lost wallet to a visiting Londoner. While visiting London, Jon Laws personally met the guest to return the wallet.

BIG BAY BOOM FIRE WORKS

The San Diego Big Bay Boom is the largest display of fireworks on the West Coast. Up to 500,000 spectators come to the San Diego Embarcadero to watch four different barges from the Big Bay launch fireworks into the night sky.
ACCESSIBLE VEHICLES INCREASE BY 73%

John Barton

San Diego has seen an increase in our fleet of accessible trolleys over the past two years. Since receiving eight new Molly trolleys, all of which have ADA approved lifts, we made a significant jump from three to eleven, with another two expected in the fall and more coming on line next year. “The addition of the new Mollies has given us a great deal of flexibility in accommodating the needs of our guests with wheelchairs and walkers and other mobility issues,” reports Operations Manager John Savage. “While we still request 24 hours’ notice for a lift trolley, it is much easier now to accept last minute walk-ups at any of our stops.” In addition, seven of our eight SEAL vessels are fitted with wheelchair lifts and our Old Town Market facility continues to be proud of its long history of ADA compliance. Currently, all of San Diego’s trolley conductors and SEAL crew are thoroughly trained and re-trained in proper lift procedure, as well as sensitivity training for guests with special needs.

SAFETY FIRST WITH SAFETY IDEAS

John Lindsey, Safety Officer

Each month we collect several safety ideas and suggestions from CASTmembers. This month we selected Conductor Mark “Doc” Chadwell for a suggestion and an action. First his suggestion, he recognized that an overhead obstacle in the trolley presented a hazard for those taller Conductors as they entered or exited the driver’s seat. He also noticed that a fan in the breakroom had started to make a wonderful humming noise rather than actually spin, so he placed it out of service and removed a fire hazard from our company. For these he earned himself a dedicated parking space.

Typically, that is a hot commodity. But Doc happens to ride a motorcycle so in turn, he presented the parking space for rent on a daily basis with proceeds going to the Shriner’s Hospital Children’s Fund. What a guy! 🥰

SEAL OF CHAMPIONS MAKES 8

James L. Saffer, Head SEAL Captain

Our newest addition to our SEAL Tour Fleet is the SEAL of Champions, (#335) formerly the Key West Alfalfa-A-Duck. The Alfalfa-A-Duck eventually migrated west to San Diego where it was transformed from an Ugly Duckling into a SEAL. We did modifications to the marine drive line and added an out drive steering system instead of an inboard straight shaft so we could have better maneuverability in tighter areas. We completely repainted the vessel to showroom condition. We voted on a new name and selected “SEAL of Champions”. The SEAL of Champions has been in operation now for over a month and has done a great job carrying thousands of delighted guests.

JULY

Rodney Foster
Conductor

Ross Burns
Sales Representative

1st Mate Jack Vernon
SEAL

Larry Usall
Specialty

Ino Briones
Supporting

FUN PHOTOS

The start of another great day in American’s Finest City, SEAL Team and Sales Team prepare for the start of a new day on the bay. Pictured Maggie Hess, Captain LaVigne, Natasha Kader and 1st Mate Jim Parducci.

Councilmember Chris Ward and his staff took the day off celebrating Chris’s birthday out on the San Diego Bay aboard the SEAL Tour!

Bottom: Christening honors went to maintenance manager Albert Guzman) Top: Caption; SEAL Crew, 1st Mate Tomi Niezgoda and Captain Todd Gillman take maiden voyage on SEAL # 335.
OLD TOWN TROLLEY TOURS of SAN DIEGO

END OF SEASON SEAL FAMS

CAST, family, friends and business partners joined us in two SEAL FAMs departing from Seaport Village. Captain Danny and 1st Mate Tracy treated us to the best of San Diego along the Embarcadero and bay.

OPERATION CLEAN SWEEP

This year our participation for the San Diego Operation Clean Sweep was a SUCCESS. 13 CAST and friends volunteered to help clean the EMBARCADERO. We received bags, gloves and a case of water. Lots and Lots of plastics, cigarette butts, paper and clothes were picked up. Some of the more surprising finds were a parking meter, bicycle and a few tires to name a few. All in all we had a good time helping our community and many people thanked us as well.

AUGUST
Scotty Love
Conductor
Ross Burns
Sales Representative
Captain Nate Moore
SEAL
Christian Perez, Martin Baez, and Raul Olivera
Supporting
Mike Devin
Specialty

AFTER-SEASON CAST & FRIENDS BBQ

120 CAST and friends enjoyed a relaxing evening at the Old Town Market celebrating an end to another great summer season. Popular Phil’s BBQ catered the event with chicken, ribs, beans, potato salad and dessert. We were entertained with a live performance by Pablo playing Latin and Cuban inspired music. The Old Town Market tenants and employees joined us as well.
Hello, my name is Kris Fabroski II and I am an Old Town Trolley sales representative for the city of San Diego. I am originally from the small town of East Bridgewater, MA just south of Boston. My parents are Kris and Kerri and I am the oldest of 5 children. I have a brother Shane, a brother Kody, a sister Raquel (Rocki) and my youngest brother Dakkota. Even though we are separated now by 3,000 miles, I absolutely adore my family and love every second I get to spend with them.

I just recently moved to San Diego in March and am so lucky to have been accompanied by my girlfriend and best friend Desi. We now live in Ocean Beach which couldn’t be more different than Boston, but we absolutely love it. We still have so much of this beautiful city to explore and we are so excited to do so.

In my spare time I enjoy watching sports (football, hockey and MMA in particular). I love the show Seinfeld and really miss my mom whenever I’m watching wheel of fortune. One day I’ll get on and dedicate my performance to her :)

Go Patriots, Bruins, Red Sox and Celtics. It’s nice to be from the city of champions.

Which living person do you most admire?
My dad

What is your favorite vacation spot?
Aruba (one happy island)

On what occasion do you lie?
When a guest asks when the next trolley will be arriving.

Who is your favorite hero of fiction?
Chief Brody from Jaws

What reality/game show could you most see yourself on?
Wheel of Fortune

Capt. LaVigne leads the tour of the wonders of the San Diego Bay to these young seafarers as part of the Fallbrook Community Center summer camp program.

Happy Anniversary

OLD TOWN TROLLEY TOURS

John Savage, 19 years
David Mahl, 18 years
Larry Usall, 17 years
Stanley Henson III, 16 years
Isaias Velazquez, 14 years
James Fraley Jr., 10 years
William Fox, 10 years
Reyes Avalos, 7 years
Fernando Avila Vazquez, 6 years
Ross Burns, 4 years
Natasha Tupinamba, 3 years
Sebastian Biagioni, 3 years

OLD TOWN MARKET

Martin Baez, 5 years
**San Diego Vendor Appreciation**

Debbie Brassey, Lead Concierge at the Sheraton San Diego Hotel and Marina

Norma Molina, Concierge at the Wyndham Bayside

Alan Apilado - ITT Manager and Olga Strum of Marine Corps Recruit Depot Tickets and Tours Office

Travis King, Concierge at the Loews Coronado Bay Resort

Jeanette Perez and Erica Frost delivering fun summer gifts (BBQ grilling kits) to some of their most favorite charter clients: AlliedPRA!

**Children's Miracle Network!**

Old Town Trolley partnered with Costco Wholesale supporting Children's Miracle Network Hospitals for Rady's Children's Hospital in San Diego. Children's Miracle Network Hospitals is an international non-profit organization that raises funds for children's hospitals, medical research, and community awareness of children's health issues. Photoed is Carmen Thulin, AR/AP Manager.

**Navy Bridge Run**

The CAST ran and “walked” the 31st annual Navy Bridge Run. The race supports and provides Quality of Life programs for our 500,000+ active duty and retired military, reserves, and their family members and civilian employees who make up our San Diego Military Family. This unique 4-mile run/walk has a one of a kind spectacular panoramic view as participants make their way to Coronado's beautiful Tidelands Park from downtown San Diego over the Coronado Bay Bridge. From L to R: Jeanette Perez, John Lindsey, Carmen Thulin, Susie Vetter, Erica Dill, Nikki Meo-Cook and Jason Cook.

**San Diego Tourism Annual Meeting**

Tourism contributes to the success of San Diego in many ways and the San Diego Tourism Authority annual meeting highlighted those accomplishments. Tourism in San Diego helps build the economy, provide better infrastructure and supports the community. Celebrating the Power of Tourism meeting, Jeanette Perez, David Thornton and Erica Frost.
These young ladies from Girl Scout Troup #2884 of Pomona California earned money for a trip just to take the San Diego SEAL Tour. While they were here, they decided to get around town on our trolley and double their fun! (Photo bomb by Conductor Jim Fraley)

CHARTERS AND GROUP SALES HAD A BUSY SUMMER!
Erica Frost and Jeanette Perez, Charters and Group Sales

Maintenance team putting the last-minute final touches on our brand new Wedding Trolley “Felicity”.

First Mate Johnny DeVenio ready to start his SEAL Tour with summer camp kids

Students from Adventure Kids Summer Camp ready for their SEA and Land Adventure on our beautiful San Diego Bay!

These young ladies from Girl Scout Troup #2884 of Pomona California earned money for a trip just to take the San Diego SEAL Tour. While they were here, they decided to get around town on our trolley and double their fun! (Photo bomb by Conductor Jim Fraley)

VENDOR SPOTLIGHT
Rod LaBranche, Director of Travel Industry Sales

SOFIA HOTEL

The Sofia Hotel opened in downtown San Diego in 2006 about 2 blocks away from our Horton Plaza Stop. The Sofia has been inducted into the National Trust Historic Hotels of America for the preservation of the hotel’s heritage. Originally the Pickwick Hotel built in 1927, with two towers and Neo Gothic styling, the two-tower motor hotel was regarded as one of the most luxurious hotels in the city at the time. The first hotel in San Diego to be built with “en suite” bathrooms, its marketing slogan was “A Room and a Bath for Two and a Half.” The Hotel currently has 211 rooms with a wonderful location in the heart of downtown close to the Gaslamp Quarter and the Embarcadero. The entire staff at the Sofia have always been wonderful Old Town Trolley supporters. At the Concierge Desk, Ian MacLean and Erinn Logan keep guests happy with their services and offering them tours and attractions through Trusted Tours & Attractions. The hotel also has a wonderful restaurant called “Current Brasserie” where old world meets new in simple, modern, contemporary elegance. A big thanks to the entire Sales, Front Office and Concierge Team at the Sofia Hotel for all their continued support for Old Town Trolley and SEAL Tours!!

FUN PHOTOS

CAST and friends enjoyed an evening out to the Padre’s game cheering on our team. The Padre’s hosted the Colorado Rockies and went on to win, 3-0.
Recipe

Blender Pumpkin Pie

In the kitchen with...

Erica Dill

A go-to for all those holiday meals. It has the same yummy pumpkin pie taste, but it light and whipped. Perfect for after a heavy meal!

Ingredients:
- 1 envelope KNOX unflavored gelatin
- 1 can (12oz) fat-free evaporated milk
- 1 can (15oz) pumpkin
- ¾ cup lightly packed brown sugar
- 1 tsp. ground cinnamon
- ½ tsp. ground ginger
- ¼ tsp. ground nutmeg
- 1 tub (8oz) cool whip thawed
- 1 baked deep-dish pie crust

Directions
1. Sprinkle gelatin over ¼ cup of evaporated milk in blender
2. Let stand for 1 min
3. Heat remaining milk (microwave or stove top) DO NOT BOIL
4. Add heated milk to blender, blend on low for 1-2 min
5. Add pumpkin, brown sugar and spices
6. Blend high for 2-3 min or until completely blended
7. Mix in ½ of cool whip fold or stir gently
8. Pour into baked pie crust
9. Refrigerate 8 hours, preferably over night
10. Top with remaining cool whip

Two Pie Variation
The original recipe makes enough filling for 1 ½ pies. If you use the whole tub of cool whip and bake a second pie crust, you will have enough filling for 2 pies and won’t compromise the taste. I add an extra ½ tsp of cinnamon and purchase a second tub of cool whip for topping. I always make 2 pies when I do this recipe. Why not have more pie?

BACKGROUND

Hello! My name is Deb Hildebrand and I am a native Californian. I was raised in Pomona and Alta Loma California with trips to San Diego.

I have always had animals growing up and showed Arabian horses. My dad bought me a 1 ½ year old Arabian gelding at an auction. My mom and I trained him and I showed at only local shows. We placed top ten in Arabian English Equitation and Pleasure 14-17 with the International Arabian Horse Association. Takara Apollo was a really great horse!

I also was the 1977 California ARBA Rabbit Queen. When my family moved to Colorado, I went to UCSD. When I was growing up, Sunday night was Disney’s Wonderful World of Color. I loved all the shows, but one about gliders really made an impact, guess what? UCSD had a soaring club. After joining the club, I learned to fly and got my glider pilots license. I also became the first female president of the club. The club flourished and I also got my degree in Anthropology. I’ve had some great jobs with the San Diego Police Department, Cinderella Carriage, GMAC, Northrop and of course OTT I love working at OTT because I get to meet people from all over the world and tell them about my great city.

Who is your favorite historical figure?
George Plimpton – the man who tried everything

Which living person do you most admire?
Queen Elizabeth

What trait do you most deplore in people?
Eating too much

Who are your favorite authors?
Jane Austin, Charles Dickens and Sena Jeter Nasland

Who is your favorite hero of fiction?
Una from Ahab’s wife

COMIC CON

Depot Sales Manager Natasha Kader with the true heroes of ComicCon at Seaport Village
Customer Service Rep Renee Holland meeting interesting characters at Seaport Village

Lead Sales Rep Victor Santana training Tara Grimes at Old Town
David Mahl selling another Essential Guide Book at Old Town!
Sales Rep Rik Ross at the San Diego Visitor INFO Center
CHARLES BRAZIL, General Manager

WOW, what a year it has been (and we are only three months in). I am so proud of my CAST as we’ve had double digit increases over prior year in April, May, June and are trending the same in July, which is astounding in and of itself, but at the same time we’ve opened a new attraction, The American Prohibition Museum, led the HTA Nation in the Chief Conductors Challenge, opened a new booth, and planned and are preparing to execute the Grand Opening of the APM on July 19th and 20th. ASTOUNDING- Applause! Applause! Three and one half months into the season and we have already carried over 160,000 guests, averaging over 40k guests per month (with more than half of July still remaining). What an amazing accomplishment, KUDOS to each and every CASTmember – it is your contribution that makes the difference!

In addition this year we took a page out of a great initiative from our sister city to the south and launched the “Healthy Run Initiative” whereby we try to encourage our CAST to take advantage of the myriad racing events that take place here in Savannah (nearly one a month at least) to improve their overall fitness. We’ve engaged in a race a month since March and I am so proud of the CASTmembers who have joined me for some fun and fitness. CASTmembers along a broad spectrum of fitness levels have gone out and KILLED IT at these events- WAY TO GO! We will continue to do this through the remainder of the year and beyond. In conjunction with Renee Mercer’s awesome idea for the ScavFUNger Hunt (See page 25), it is clear OTT-Savannah is focused on improving the health of our entire CAST.

I mentioned the opening of the American Prohibition Museum above but I wanted to take a bit of space to thank everyone involved in this unbelievable project and to express the excitement I feel to be the fortunate operation who is home to this first class attraction. We are looking forward to showing you our wonderful museum and doling out heaping servings of southern hospitality to all those planning on attending. I appreciate everyone who has played a part in building this momentous accomplishment and hope our extension of welcome serves as some small token of our thanks.

Certainly a tale of two months to end our summer here in Savannah, an August where we carried over 33,000 guests and all of our tour products exceeded budget and prior year, and a September where we struggled to get to nearly 23,000 riders and none of our tour products managed to pull out of the negative. The difference, of course was one Irma, and I must say that I am proud of our CAST for the spectacular way in which they approached, dealt with and returned from the storm, which was really not very impactful to our region specifically, but certainly has been impactful with relation to the number of visitors we are blessed to receive. Folks are still not traveling to and from Florida, and during this time of year, that is critical to our business. So, here’s hoping for a strong rebound in October and a sincere wish for a swift recovery for all those who were more significantly impacted by the storm.

Outside of our hurricane scare, we had a lot going on as we concluded our summer season and headed into the shoulder season before we get to enjoy our lovely fall here in Savannah. The American Prohibition Museum is the “bee’s knees” and is (as our Museum Director Kayla Black indicated) the talk of the town. We have gotten many press inquiries and visits- through August (we opened in May), we’ve already entertained over 25,000 guests, including the Mayor Eddie Deloach and Assistant City Manager Marty Johnston and our Coastal Representative for the State Tourism Department GDECD- Cheryl Hargrove. The ratings for our newest offering are stupendous and the impending live music and cocktail classes will really put us over the top. Our bartenders at Congress Street Up are out there promoting our great new “gin joint” – Amelia, Jason and Warren have all recently participated in the myriad cocktail...
Savannah Continued...

competitions throughout the city and beyond. We are also happy to welcome aboard an Event Coordinator, Blake Campbell, who will be helping us address the large number of group/event inquiries we have received for the museum and speakeasy. Exciting times, we are so thankful to have this gem in our lovely city.

Much more excitement ahead including Halloween in “America’s Most Haunted City”, the Rock & Roll Marathon, and visits from the General Managers and HTA Leadagement for the Transportation General Managers National Meeting in November. We are always thrilled to dole out a heaping serving of southern hospitality to all our visitors and we hope you’ll come on down when you get a chance as well! See y’all here!

OPS WITH ANDREW
Andrew Hill; Operations Manager

Here we are in the middle of July, the middle of the summer, and near the end of our busy season. We have weathered the afternoon storms and the summer vacation onslaught that happens every year at this time. Our hiring at the first of the year has definitely benefited us as we have been able to keep everyone on normal four day work weeks through the hot weather. We’ve seen fewer people fall out with heat related issues this year than last which is great for all of us.

With the opening of the American Prohibition Museum at Stop 7, we have seen some changes to our loop. That stop was already a busy one for us, but the museum has definitely increased the number of people we see there. More on, more off the trolleys has us shifting some of our focus to that stop and making sure that we are accommodating all of our guests there.

We’ve got training for conductors’ second tours on our radar and preparing everything we can to make sure we are ready for the fall. I was hoping the next few months would allow us time to catch our breath and relax a little from the full speed nature of busy season. But nature had a different path for us. When I was a youngster we had a category 4 hurricane pass over our house. I’ve seen firsthand the kind of damage that a direct hit can level, so our thoughts right now are with our sister operation in Key West. We in Savannah are counting ourselves lucky, Irma passed pretty far to our west. So far I’ve only heard from one member of our cast that had rising water damage, that would be pretty rare. So my thoughts right now are with the Keys and we have been up and running trying to make sure we make up our lost days as quickly as we can.

Our property, equipment, and trolleys fared well through the storm and we have been up and running trying to make sure we make up our lost days as quickly as we can. The year up until the storm has been great, and with our cast the sky is the limit. Our conductors were ready to answer the bell as soon as it was safe for us to reopen, and it has been business as usual for us. We couldn’t do it without the fantastic contributions of our cast.

We are starting to see our fall schedule of events in the historic district here that impact us. Savannah will host a run or a charity walk most weekends in September and October, and those always cause us some disruptions to our loop. The first weekend in November is the Rock and Roll Marathon, which is our biggest event of the year. We have all hands on deck for that one, as we will need every one of our trolleys, coaches, and vans shuttling runners into town while we continue to operate our loop.

In the meantime we have started to push our business to some outlying areas and have seen a real increase in transportation to the surrounding communities. Our groups department has been making a concerted effort to get us into Bluffton and the Hilton Head Island area which is starting to bear fruit. Capturing a new market definitely keeps us on our toes as we have to ensure that our vehicles have good access, and that our conductors can navigate their way there and back. Always a new challenge for sure!

SAFETY
Jacqueline “Bean” Kelly, Safety Officer

June was national safety awareness month. Here is our conductor Tony Hall with all the safety slogan pins since he has started 6 years ago. We spent the whole month going what S.T.O.P can mean in our day to day lives as conductors and sales reps.

July here in the south means 90° days with heat index in the 100’s. So we also have spent plenty of days going over how we can stay cool and hydrated. There are a lot of great ways to stay cool even on those really hot days. Keep a wet rag around your neck, make sure you wear shorts, freeze water bottle then place it behind your knee for a quick cool off. We also placed the concern on to the conductors to watch out for their guest in the heat of the day. We have added please make sure to drink plenty of water to our Safety Speil for June, July and August. This helps to keep the guests aware as they travel throughout the day. Stay hydrated my friends. Remember Safety is as Safety does...I picture.

August and September is a little quiet around here, with the exception of Irma. So I have taken this time to do a Conductor refresher training. Also getting our code whites ready for the upcoming runs that the city will be hosting and then just around the corner we will prepare for Rock and Roll Marathon in November.

The Safety message car received a makeover and is now a Marquis. The message on the car will reflect the weekly safety message board in our briefing room.

Well that’s it from Safety World Savannah and Remember Safety is as Safety does.
Late Summer /Early Fall 2017

DEPOT SALES
Jim Rafferty, Depot Sales Manager

As we get ready to start our last month of our extended hours period, it seems as though this year is flying by. I think the fact that our ridership continues to be up each month around 20%, we just have been running at a furious pace. The heat and humidity have been high, but we continue to perform at a high level. Our CAST has done an outstanding job handling both.

We have opened our first attraction in Savannah, The American Prohibition Museum. In conjunction with that we have redesigned a number of our packages to include the APM. The sales staff has embraced the new attraction and sales have been very strong. We have opened a new depot right outside the front door of the APM and sales have been outstanding.

Something I have been very proud of is that the Sales Team has won the overall Essential Guidebook Challenge for the first three months. Leading the way has been Wanda “Woo” Raimo, who not only has won the Savannah operation monthly total, but also the entire overall HTA operations total the first three months. Her goal is the Grand Prize... and the money. Well done!

Our Sales Rep of the Month for April was T Floyd and May was the concierge from The Fairfield, Lenora Wodley. Congratulations to both on a job well done. We are looking forward to finishing out the summer strong and keep the momentum going.

As we begin the transition to Fall, we look back at what a fantastic summer we have had. We have had record ridership with double digit gains. The American Prohibition Museum and Ghost & Gravestones continue to grow.

As July ended we transitioned out of our extended hour’s season and back to 5pm. As is always the case during the summer we dealt with some hot temperatures with high humidity. I am always amazed at our CAST who are out on the front line dealing with these temperatures and keep a smile on their faces and assist our guests.

It is never too early to keep track of who is on pace for the Half Million Dollar Club. Currently I have 12 sales reps who have a great shot at achieving that goal. We also have 3 sales reps looking for their 5th consecutive year. I am very proud of this team and am pulling for all of them.

Our Sales Rep of the Month for June was Wanda Raimo and July was Jenny Shear. Congratulations to both on a job well done.

GREETINGS FROM THE GRAVE
Kristina Prince, Co-Program Manager

Our high season adventure continues... Our program is growing as we run more nights with our Ghost Town Trolley Tour. The Isaiah Davenport House has proven to be a very active home for our guests and CASTmembers alike.

With the addition of this tour, we’ve hit a new Ghost ridership record of 600 guests in a single night! We hope to break that record soon. Two of our CASTmembers have stepped into training roles recently, and with great success.

Our new G&G trainer, Mary Bright, has certified her first training class. She has worked with our five latest Ghost Hosts. We look forward to seeing what she continues to do with our training program. Charr Floyd has been training our Hosts for the Ghost Town Trolley Tour. He has also graduated his first training class. Everyone is working hard and exploring new stories.

We survived the last of our high season high jinx. Hurricane Irma came blowing and blustering through. Everyone survived unharmed, and we got our G&G family back together again.

Thanks to the efforts of our fabulous Maintenance Team, our Chandlery suffered no damage from the storm, and we were able to get back on our feet right away.

We welcomed two new Ghost Hosts to our ranks. Madame Marjorie, and Hard Hearted Hannah! Welcome to the family, Ladies!

Until next time, my dears, my darlings . . . . unpleasant dreams!

GROUPS AND CHARTERS
Craig Armstrong, Groups & Charters Representative

June and July are Girl Scout months! Whether the Discover Savannah Tour, On & Off Tour or the Ghosts & Gravestones Tour, these ladies have kept us busy! As Savannah is the home of the Girl Scout founder, Juliette Gordon Low, we are lucky to partner with Girl Scouts of Coastal Georgia to offer special tour packages where the ladies can earn badges through our tours. On July 13th – 16th, Savannah was host to the Girl Scout QuestFest where over 1,300 Girl Scouts spent the weekend exploring Savannah while completing various quests. Laura Ross and I had the pleasure of welcoming most of these ladies as they stopped by our booth during the registration.
VENDOR DEPARTMENT
Colonel Bob Hunter, Vendor Department

We have just moved into the second quarter of this year and are excited about the results! The Prohibition Museum is now open and we are selling tickets thru the Vendor Department for them. We are now running about 37% over budget, year to date. Everything seems to be clicking along at a good pace and we are excited about this year. We are working on increasing the sales made by our Vendors.

Rocking and rolling having a great year $94,000, above budget and what happens another hurricane same as last year! Doesn’t seem to be as much damage, but it will take time for the folks to come back. A lot of the hotels are sold out with the refugees from South Florida. We will bounce back. We always do.

MAINTENANCE
Bruce Smith, Maintenance Manager

We are in the middle of our hot busy season once again, and are running hard with very respectable numbers so far this year. We have been blessed with 20 Mollys added to our fleet over the past couple of years. And a big thanks goes out to our sister cities, DC, Key West, and San Diego for their donations of, # 46, 47, 95, 96, 123,130, 162, and arriving soon, # 121, they have been a big help maintaining our growing numbers with day time and Ghost. We don't need any more at this time, I may need to start parking on the roof as it is.

Our satellite lot for overflow guest parking turned out good with fresh pavement, fencing, and landscaping, it made it more appealing for our guests to park, and put a stop to all of the through traffic that also makes it safer for our conductors to park and walk through the lot.

The fleet are holding up very well, with little issues. I have a great team behind me, without that, the job would much more difficult.

Just as a side note, I think all of the Fleet Managers should have an annual mandatory meeting in Key West, with the National Fleet Manager, to discuss shop strategies, sometime around LOBSTER SEASON. But that's just me. Help me out here Joe Moyer!! Have a great season.

HUMAN RESOURCES
Renee Mercer, HR Manager

While August trekked along uneventfully, the same couldn't quite be said for September. September hosted our Biometrics event as well as the unpredictable hurricane, known as Irma. After a bit of encouragement, 43 CASTmembers decided to take advantage of the in-house Biometric event in September, with several others opting to complete the steps with their personal physicians. Many retained their information from last year and compared it to the new numbers and were pleasantly surprised. To those folks, Congrats! To those who shared my stagnant status? Well, let’s try harder to get healthier this year!

Irma brought a mild Tropical Storm to Savannah, but with amazing teamwork, we were able to get things back together pretty quickly. We're just glad we saw no major losses and that everyone was okay. Here's hoping for a better Hurricane season next year, as the only thing we want 3 of, consecutively, is the Goalie Award for Jim Rafferty.
THE SCAFUNGER HUNT

We kicked off our summer with our Wellness event: 2017 Wellness ScaFUNger Hunt! What-A-Success! Our CASTmembers spent days traipsing around town finding landmarks spoken of in riddles, taking selfies, exercising, running races, making better food choices, and best of all, discovering new strengths! How did it work? Participants joined the event’s FB group to gather clues, submit photos, and encourage each other. In the end, both Lori Piper and Michele Price earned the highest number of points with 127 points, just two shy of the maximum score! To encourage participation, there was a group event in which Team Skittles (Michele Price, Lori Piper, Bean Kelly, Colin Saxon, and Edie Chancey) claimed victory with an average of 115 points per person! And, by popular demand, we’ll be doing it again next year. Can’t wait!!

Renee Mercer, HR Manager

Late Summer /Early Fall 2017
Hotel Tybee

Brett Loehr was born in Miami, Florida and spent his early childhood in the Sunshine State. At eight years old, his mother sold their home and they set out on a year-long adventure traveling around the United States. They finally settled in the quaint town of Rehoboth, Massachusetts. His childhood residence was just twenty minutes from Foxboro Stadium, which explains his love for the New England Patriots.

Brett began his hospitality career at the age of thirteen working a summer position at a local bed and breakfast. He likes to tell people that from the first day of working at the inn, he knew what he would be doing for the rest of his life. At the end of that first summer, Brett “stretched the truth” about his age and landed a housekeeping position at Johnson & Wales Inn, located in East Providence, Rhode Island. This university owned hotel was a hospitality training facility and provided him a great opportunity to learn and climb the ranks. Brett earned his Bachelor’s degree in Hospitality Management from Johnson & Wales University in 1992. After a brief stint with New Atlantic Hotels, Brett joined Linchris Hotel Corporation in 1996. With Linchris Hotels, Brett has managed hotels in Maine, West Virginia, New Hampshire, Vermont and Georgia. He was responsible for opening two new hotels from the ground up. In 2000 Brett was promoted to Area Director of Operations overseeing the daily operations of 4 Linchris Hotels in Northern Vermont and New Hampshire. Additionally, Brett served as the Lodging Representative for the American Bus Association, President of the Northeast Kingdom Travel and Tourism, an active member of the NEK Chamber of Commerce, The State of Vermont Chamber of Commerce, and the Vermont Tourism Network. Brett has selflessly given an enormous amount of his time to community service events such as Relay for Life, Linchris Hotel’s-Nick’s Ride for Life, (raising money to help fight cancer), a corporate wide “Biggest Loser” wellness competition for multiple hotels staff members, a Run for Relay, and a huge event for the Vermont Tourism Network. Brett has managed hotels in Maine, West Virginia, New Hampshire, Vermont and Georgia.

In addition, Brett served as the Lodging Representative for the American Bus Association, President of the Northeast Kingdom Travel and Tourism, an active member of the NEK Chamber of Commerce, The State of Vermont Chamber of Commerce, and the Vermont Tourism Network. Brett has selflessly given an enormous amount of his time to community service events such as Relay for Life, Linchris Hotel’s-Nick’s Ride for Life, (raising money to help fight cancer), a corporate wide “Biggest Loser” wellness competition for multiple hotels staff members, a Run for Relay, and a huge event for the Vermont Tourism Network. Brett has selflessly given an enormous amount of his time to community service events such as Relay for Life, Linchris Hotel’s-Nick’s Ride for Life, (raising money to help fight cancer), a corporate wide “Biggest Loser” wellness competition for multiple hotels staff members, a Run for Relay, and a huge event for the Vermont Tourism Network. Brett has selflessly given an enormous amount of his time to community service events such as Relay for Life, Linchris Hotel’s-Nick’s Ride for Life, (raising money to help fight cancer), a corporate wide “Biggest Loser” wellness competition for multiple hotels staff members, a Run for Relay, and a huge event for the Vermont Tourism Network.

In 2000, under Brett’s direction, his Hampton Inn Littleton, New Hampshire received Hilton’s Lighthouse Award for being ranked in the top 2% of Hampton Inns Worldwide. In 2011, the Vermont Chamber of commerce named him the state’s “Innkeeper of the Year”.

Fast forward to July 2014 when Brett, his wife Rebecca, and their four children, accepted the opportunity of a lifetime to relocate to Tybee Island, Georgia and take over Linchris Hotels newest acquisition, the former Ocean Plaza Beach Resort, now the gracefully re emerging Hotel Tybee. Brett serves not only as the General Manager but one of the hotel’s exclusive investors. A multimillion dollar remodeling project began shortly after taking ownership and will continue for several years to bring this historic property to its full potential.

Brett loves helping guests plan how to spend their time vacationing along the coast of Georgia. He is equally passionate about his love for Savannah and Tybee Island. Both are incredibly rich in history and do an amazing job hosting vacationers from around the world. Tybee Island, in addition to its beautiful beaches, is bursting at the seams with opportunities to explore nature, art, music, food, and photography. “Where else can you virtually shut down an entire community for a massive water gun fight at the annual Beach Bum Parade?” Brett is thrilled to have an amazing partnership with Old Town Trolley Tours, which provides a world-class experience for thousands of visitors every year.

Happy Anniversary

OLD TOWN TROLLEY TOURS

Homer Gresham, 21 years
Charles Brazil, 20 years
Robert Hunter, 16 years
Frank Barevich, 14 years
Philip Starks, 13 years
Robyn Jones, 9 years
Wanda Raimo, 8 years
Jaimee Drayton, 8 years
Claude Fleeman Jr., 8 years
Dale Howe, 8 years
Bruce Smith, 7 years
Anthony Hall, 6 years
James Rafferty, 6 years

John Sullivan, 3 years
Chandra Mercer, 3 years
Canselow Taylor, 3 years
Vanessa Royal-Edwards, 2 years
Kimberly Green-Dillard, 2 years
Michael Tessanne, 2 years
William McFadden, 2 years
Michael Walker, 1 year
Caitlin Wall, 1 year
Kenneth March, 1 year
Robert Simmons, 1 year
Bennie Hines Sr., 1 year
Shannon Puckett, 1 year

GHOST GRAVESTONES
Carolann Edscorn, 1 year
Heather Ownes, 1 year

RETAIL
Tana Walker, 8 years

---

facebook.com/savannahtours
twitter.com/savannahtours
instagram.com/trolleytours
BACKGROUND

I was born January 1st, 1980 to Ava and Lawrence Kelly. This made me the 5th generation of my family to have been born and raised right here in Savannah, where my Great-grandparents bought land and built their home. When my grandmother married she and her husband built a home on the same piece of property. My mother and I were raised on the property too! This means we are a VERY close family.

My great grandmother Ruby Lee Jaudon English was a founding member of Fellowship Assembly Church and Sunday School Teacher for well over 20+ years. Nena (that’s what the family called her) was a very strong, hardworking and independent woman. She believed that anything can be achieved with hard work and dedication.

Her daughter, my grandmother, was a very soft spoken woman who loved her flower beds, Interior design, telling stories of growing up here and she Loved her city of Savannah. She made sure to share the history of the city with us as children. Both my Great grandmother and grandmother were great role models for me growing up. I truly am a mix of these two great women.

When it was time for me to get my 1st job it was no surprise to my family I chose landscaping. When I finished school I went right out into the workforce. I have had jobs covering many different areas including childcare, making clothes, cutting marble, general construction but the job I loved (and also my first job) was working at the airport and this is how I found my way into the world of safety as the safety trainer for Signature Fight Support. I was there a little over 4 years. While reading the paper I ran across the ad for Old Town Trolley and on my way in to apply for the job, I went to the wrong place, it was another tour company that my friend worked at. I asked if they were hiring he said no but go to them(OTT) they are great. In November 7th 2005 I started as a conductor. I was 25 years old. Going into my 2nd year I moved into dispatch role and I have been dispatching for a good 9 years before I was promoted to Safety Officer (YAY!) in Oct 2016. I’m now 37 years old. Charlie and Kenny have literally watched me grow over the years. This coming November makes 12 years with this great company. The best part is I still look forward to coming to work each day.

If you were to die and come back as a person or thing, what do you think it would be?
Dinosaur maybe a Triceratops

What is your favorite song?
Dream Weaver by Gary Wright

If you had to eat one thing for the rest of your life what would it be?
Fried Pork Chops

What is your most treasured possession?
Grandmothers wedding band

What is your favorite vacation spot?
As of now Puerto Rico, Cocoa Beach and Lake Lure, N.C., so give me a beach or mountains and I’m happy.
The Grand Opening at the American Prohibition Museum on July 19th and 20th was a spectacular event attended by the luminaries and leaders of Savannah, Georgia. Our CAST was well represented by: Edwin O. Swift, III (President), Christopher C. Belland (Chief Executive Officer) Charlie Brazil (General Manager Savannah OTT) Kayla Black (General Manager American Prohibition Museum) Dana Ste. Claire (HTA National Director Museums), Monte Triz (HTA Art Director), Debbie Swift Batty (Director of Property Development), Edwin Swift, IV (Chief Operating Officer), Christian Belland (Director of Operations, Trusted Tours), Vince Leone (National Trainer – HTA), Hope Casas (Executive Assistant to the President), Nancy Aspinwall (Executive Assistant to CEO), Fred Varela (Controller), Joyce Unke (Assistant Director of Real Estate), Piper Smith Belland (Vice President of Marketing), Nelson Nodal (General Manager, Tropical Shell & Gifts), Joanna Huestis (Director of Human Resources), Debra Clarin (Human Resources Manager/ Benefits), Bill Meagher (Risk Manager), Kevin Beede (Director Internet Development), Ryan Darrah (IT Manager), Rod LaBranche (Director Travel Industry Sales), Rosemary Pumar (Senior Buyer), Lisa Chubbuck (Buyer), Dalia Angelosanto (Visual Design Specialist), Stacey Jackson (Assistant to COO), John Welby (General Manager Boston OTT), Ted Galo (Site Manager Boston Tea Party Ship).

We were all entertained by the American Bombshells with a “Roaring 20’s review” and tours for all the dignitaries were provided by our museum staff throughout the evening. Warren Cooey, our head mixologist and his CAST poured Old Forester Bourbon Smash Whiskey Sours and “Climax Moonshine Flathead cocktails.

On the 20th Tim Smith, the Moonshiner from Discovery Channel was in attendance and was most gracious. Posing for photos and greeting guests.

Our art department crew showed up in spite of having worked many sleepless nights in a row putting the finishing touches on the museum.

The Savannah Leadagement CAST came out in force and made certain that all who attended were welcomed and accommodated. At one point on the 20th Charlie Brazil, our General Manager in Savannah joined the Bombshells on stage to dance and that was the same routine that John Welby, Boston’s manager did on the 19th. We are still counting the votes from the crowd to ascertain who will go on to the next round.

What is even more incredible is that since our opening on May 29th until our Grand Opening on July 19th 14,553 had visited the museum and 2,900 guests have posted their reviews on social media (Trip Advisor, Face Book, Yelp etc.). Over 2,000 people gave us 5 stars and 600 gave the American Prohibition Museum 4 star ratings. Our average rating was 4.5 stars and during this time we were constantly improving the product. I feel very proud of the creative energy our people put into the project from conception, to collection, to research and the displays and set. It was a team effort and I believe we have achieved a high standard and told the story of this very important part of our nation’s history. Together we lived up to our billing as “The Nation’s Storyteller”. To everyone who had input and who worked on the American Prohibition Museum project I want to say thank you so very much, you made us proud.
AMERICAN PROHIBITION MUSEUM OPENING CELEBRATIONS

Jason Graham and Keller Corbett keeping the bar 'cool'.

Ed Swift meets Eddie DeLoach, mayor of Savannah.

The Old Town Trolley Leadgement Team at the Ribbon Cutting!

Kayla and Kristina greet John Penney

The American Bombshell's delighted the guests!

Jason and Warren showing their true colors at the bar.

The Key West HTA crew is making sure the bar is fully stocked.

Ted Galo and Robin Beede

Ryan Darrah even got in on the fun!

Jason and Caity

Garry Patrick and Tammy Brazil enjoying the night.

Vanessa Belland and Jason Beede

Ed Swift IV, John Welby, Rod LaBrance, and Ed Swift III came from afar to celebrate with us!

Don't worry, Carry Nation won't get you!

Rod LaBrance and Bob Hunter

Its party time!

Headbands were the accessory of the night!

Dana Ste. Claire and Debbie Swift Batty

Laura and Bruce sure clean up nice!

Ed Swift, Robert Hunter, and Garry Patrick representing the Leadagment

The Safety Department in the house!

Bobbie Renee Lewis, Jim Rafferty, and Ashley Gnann took a night off from working!

Nancy and Nancy... Aspinwall and Swift that is.

Andrew Hill, Robert Hunter, and Garry Patrick representing the Leadagment

Monte Triz, Vince Leone and their lovely ladies!

Ryan Darrah even got in on the fun!
Show us your flapper flare!

Mayor DeLoach gets to feel the weight of the tommy gun!

Debra Clarin, Hope Casas and Joanna Huestis

Freddy Varela and his wife Sherry

The American Bombshells!

Travis Spangenburg looking suave with the press

We don't have those Prohibition Blues!

Flapper dresses make everyone look stunning

"Tell 'em Gus sent yah"

Facebook.com/americanprohibition

Twitter.com/usaprohibition

Instagram.com/americanprohibition

Where's your cocktail?

Belford's was an amazing caterer!

Caitlin Wall and Chris Belland cheesing away!

Charlie getting into trouble with the American Bombshells

JinHi Soucy Rand, Stephen Plunk, and Bobbie Renee Lewis manning the entry table

The Brazils!

Lovely to see the Lewis' out and enjoying the night!

Miss Renee Mercer!

Does a better looking group of people exist?

Charlie getting into trouble with the American Bombshells

"Tell 'em Gus sent yah"

JinHi Soucy Rand, Stephen Plunk, and Bobbie Renee Lewis manning the entry table

The Brazils!
APM IS H-O-T!
Kayla Black, Museum Manager

The American Prohibition Museum is the hot new ticket in town here! Droves of excited guests have been coming through the doors now for nearly 4 months and the buzz is still high about our exceptional new product. But we haven't been resting on our laurels. In addition to the constant minor tweaks and little adjustments to get the operation as close to perfection as possible, on the Speakeasy side we are in the process of rolling out a fun new guest experience—Cocktail Classes! Shaken or stirred, guests will get the opportunity to create (and then drink) their own cocktails all while learning the history and technique. We are super excited to get Cocktail Classes rolling in October. We are also excited to welcome aboard several new CASTmembers—hello and welcome to Kevin Santana, Julie Roundtree, Addie Souter, and Sean Whaley. Oh! And we'd also like to welcome Buster Brooks, a pit-mix adopted by our dedicated sales rep, Morgen, during a City Market pet adoption drive with Coastal Pet Rescue. It was love at first sight right at the front door of the Prohibition Museum!
IT'S GO TIME!
Eric ‘Mr. E’ Whitehead, Operations Manager
It’s 98 degrees in Washington DC today and the streets, museums, memorials and the trolleys are full of happy vacationers. They are as happy to see us as we are to see them. We have been preparing for this time of year all winter long. The mini heat wave that started today is our official kick off of summer 2017. This year, we are looking forward to having the best summer ever. As with all HTA cities, we are preparing to make our guests the most important people in the world. We are rested, poised, trained and ready. We are primed, prepared and composed. We have met, studied, formulated and are now situated. We have launched, labored and laughed. We are now willing, prepared, primed and available. With all of that being said fellow HTA CASTmembers, please wish us luck. And hopefully we can all stay as cool as our friend Ted!!!

MOVIES FILMED IN WASHINGTON
Keith Moore, Old Town Trolley Tours
The movie going experience is still one that is a great deal of fun for me and I hope for many others as well. From the purchase of the tickets, to the long lines at the concession stand for overpriced snacks, to the inevitable argument over where to sit, it is an experience every person can appreciate.

The thing that makes it special for me, is going to see a film that has been filmed in Washington, D.C., my hometown. There is something to be said about picking out the landmarks and some of the familiar streets (and alleys – don’t ask, that’s another article) that I have traveled. And being a native Washingtonian, it is fun to see how some of the places have changed over the years. And how some have remained the same.

I have listed some movies that are about Washington, D.C. and some were either filmed here in their entirety or portions of the film were filmed in the city. And some of them actually got the information correct:

1. Mr. Smith Goes to Washington – 1939 – Jimmy Stewart is a young, idealistic senator, who fights against a corrupt political machine for truth, justice and the American way. A classic.
2. Watch on the Rhine – 1943 – A German Scientist, his American wife and their family flee to Washington, D.C. during World War II to escape the brutality of Nazi Germany.
3. State of the Union – 1948 – Spencer Tracy and Katharine Hepburn star as an industrialist (Tracy) runs for President and learns that politics isn't as neat and tidy as it seems.
4. Born Yesterday – 1950 – A crude, titan of industry, hires a political writer to smooth over the rough edges of his girlfriend. Great shots of the U.S. Capitol (you can hear a docent give a tour in the rotunda), the Library of Congress and the Watergate Steps. Judy Holliday is luminous!
5. Strangers on a Train – 1951 – Pure Hitchcock as two strangers meet on a train and plan to swap murders. Great Background shots of the Lincoln Memorial and the Memorial Bridge, and an opening sequence at Union Station.
6. Advise and Consent – 1962 – The President delivers to the Senate, his nominee for Secretary of State and it turns out the nominee has a secret that could derail his nomination and the administration. Great photography, including the White House and Lafayette Park.
7. The Exorcist – 1973 – A young girl is possessed by the devil. Allegedly based on a true story that occurred in a nearby Maryland suburb. The steps leading up to the house are in Georgetown, near Dixie Liquors on ‘M’ Street, near Key Bridge.
8. All the President’s Men – 1976 – Lies, Conspiracy, and Corruption, lead to the downfall of an American president. Filmed all over the city and Robert Redford and Dustin Hoffman had dinner in the cafeteria of the then Academy of Notre Dame High School at North Capitol and ‘K’ Streets, N.W.
9. St. Elmo’s Fire – 1985 – A group of friends graduate from
Georgetown University and begin charting their way to adulthood. Great location shooting on the campus of Georgetown University, including bars and shops in the area. Some nightclub scenes filmed at Blues Alley.


11. No Way Out – 1987 – A Russian agent tries to elude the Pentagon officials while hiding in plain sight. Look for the Whitehurst Freeway and the breakfast scene was filmed on the rooftop restaurant of the Hotel Washington (today, the ‘W’ Hotel). There are many others I am sure, (Enemy of the State, National Museum, The Firm, etc.) and a great many television shows (like House of Cards). But these are the ones that had the greatest impact on me. They are all on Hulu and Netflix, so take a look and let me know what you think. And don’t forget to share the popcorn!

ARLINGTON PUBLIC SCHOOLS LIBRARY CRAWL

There are some charters of which you are a part and they are always special and fun. The Arlington County Public Schools Department of Education Traveling Trolley is one that stands out and one to which I look forward.

A little history. The group sponsors a ‘Library Crawl’ during the summer. The purpose of the event is to introduce elementary school students to the library and all it has to offer. We pick-up the students and their families at their local school and take them to their local library. The staff of Arlington Public Schools will then escort the students into the library, where they are introduced to all the services the library can offer. Students are taken through the book stalls, read stories by the staff, and shown how to get their first library card! Old Town Trolley Tours is there to shuttle them from their neighborhood schools to the library and back. For the children experiencing the trolley, with the ringing of the bell and interacting with our Conductors, that is an experience they will never forget. And, most importantly, it gets them excited about the joys of reading.

We had our first ‘crawl’ on Wednesday, July 12, 2017, and the subsequent events will be on July 19, July 26, and August 2, 2017. This is our 2nd year participating in the project and we are very excited to be associated with the students, faculty, and administrators of Arlington County Public Schools.

NATIONAL LAW ENFORCEMENT WEEK

Loretta Pinkney, Operations Manager of Arlington National Cemetery Tours

In 1962, President John F. Kennedy signed a proclamation designating May 15th as Peace Officers Memorial Day and the week Enforcement Week. This year, Police Week was May 15th through May 21, and tens of thousands of law enforcement officials descended on the Washington, DC area to take part in memorial services and other events which honor those who have paid the ultimate sacrifice. Arlington Cemetery hosted many of the officers for special wreath-laying ceremonies at the Tomb of the Unknown Soldier. Arlington National Cemetery Tours also hosted many groups who wanted to tour and explore the cemetery. We were honored to have both uniformed and plainclothes officers and their families ride our trams. It was also exciting for the cast, since quite a few of the officers bring pins, patches and badges from their jurisdictions to share with those they think give extraordinary service to their group. A number of narrators received multiple pins and patches, which gave them plenty of bragging rights with their fellow cast members. Pictured here is Hassan Karim, narrator, who was ecstatic at the number of pins he received. Also pictured are the Leon County Sheriff’s Honor Guard from Tallahassee, Florida.

NATIONAL ICE CREAM DAY

In 1984, President Ronald Reagan proclaimed July as National Ice Cream Month and established National Ice Cream Day as the third Sunday in July. Now, we don’t really need an official reason to eat ice cream, but who could resist when the world is eating with you? Since it’s smoking hot here in D.C., we decided to officially celebrate the day with ice cream sundaes. The hard-working CAST of Arlington National Cemetery Tours took a few minutes during the day to make sundaes, complete with all kinds of toppings and whipped cream! Pictured here is Narrator Steve Fitzgerald enjoying his sundae. It was just a good way to cool off, have a sweet treat, and enjoy a few minutes respite from the thousands of guests who have been enjoying our tours. And how was your ice cream day? #NationalIceCreamDay

NEW TO THE CREW

MeChale’ Johnson, Safety Officer

I would like to formally introduce myself as the newest CASTmember in Washington, DC. I have been in transportation for ten years now, where I began as a driver and continued to advance through several different positions including Dispatcher, Charter
Manager, Operations Supervisor/Manager, and CDL Training/Safety Manager. Some personal background about me, I was born and raised in DC for the first six years of my life until I moved to Prince George’s County, Maryland where I continue to reside. I have a husband of three years, who is also a manager in transportation, and we have a daughter who will be two in a couple of months. I am very family and team oriented, sociable, and energetic. I love to cook, host social events, and watch football and basketball. I am very passionate about transportation and customer service. Some even say I am too passionate but I really love what I do. Besides a dream retirement job to become a chef, there isn’t any other career I would rather do than transportation.

My first days have been overwhelming with heartfelt and warm welcomes and introductions. I am excited and really look forward to not only working with my fellow HTA CASTmembers here in DC, but also meeting even more in the other cities. I plan to help Mr. Holmes continue to create and maintain the safety culture here in DC while implementing a few ideas to excel us even further!

This summer every location has experienced some challenges in preventing incidents. Here in Washington, DC, we saw an increase in tailswing incidents. This was a concern before I began with the company and Mr. Holmes tasked me with looking into the causes and finding solutions. After watching morning rollout and conducting some evaluations, I noticed some of our conductors’ mirrors were not set properly. I knew this had to be one of the underlying causes.

Many of our incidents involved our Stadium trolleys, which are very tall, and Defender shuttle vans, which are very wide. If the mirrors are not set properly, then it is very hard to see the tail-end of these vehicles. So what is the proper way to set them?

Each vehicle has two sets of exterior mirrors- a flat mirror and a convex mirror. In the flat mirrors, a driver should see approx. one inch of the trolley’s side, the rear tire, and approx. 200 feet behind the trolley. The flat mirrors are used to see where the tires are going, such as around curbs; to view vehicles/objects behind the trolley in the distance; and to see any guests/objects on or very close to the trolley (like a child’s arm hanging out the window). In the convex mirrors, a driver should see a little bit of the trolley; a little bit of the front and rear tires; and primarily the area to the side of the trolley, such as the travel lane. These mirrors are used to maximize the area around and on the side of the trolley; to aid in the use of the flat mirror; and to see a wider field of view.

I presented this information in a morning briefing and many of our CAST had not previously known the purpose of each mirror, let alone how to properly set them. Many requested assistance with positioning the mirrors in the yard during their pre-trip inspections. One conductor even said “I always thought the little mirror was for the bottom (of the stadium) and the big one was for the top.” During a retraining later that day, as a conductor attempted to merge onto the highway, he leaned forward and twisted his body in order to see out of his mirrors. He said “hey, now I know what you are talking about. I shouldn’t be driving this like I’m in my car, leaning forward like this.” We discussed how if his mirrors were set properly, he should only have to turn his head and shift his eyes in order to see out of the mirrors. After correcting them, he felt much better.

Take a look at these pictures and see if you have your mirrors set properly!

### TRAINING IN SEASON
**Abe Burgos, Training**

For the first time in my 17 years we are training in the middle of our season. And it has bestowed us 6 new day tour conductors by July 4th weekend. Which here in DC is the Super Bowl. Congratulations to new day tour conductors Kevin William, Paris Thompson, Greg Moore, and Darvell Jacobs. All four are now working on getting Monuments by Moonlight certified. I’m riding with Greg next week to take his night tour. So he may be fully certified. Woo-hoo!!

Quinn Feike and Jacob Sweeney have also joined the ranks of day tour drivers. They have not learned the hotel shuttles yet, but that will come once things are slowed down a bit and we can spare them. With one of our many trainers “Professor” Jim Garrett, Jamie Hamilton, Juliet Tate, Laeticia (Sunny) Carroll, “Just” Joe Patterson, and Aaron “Shark” Sutliff acting as mentors for these new conductors, we have a great base for a winning team.

On the recruitment front, I’d like to welcome Mary Arndt, Yvette Logan, Dominique Wardell, “Smooth” Johnny Bartelloni, Curtis Williams, and Scott “Stitch” Hansford to the conductors in training team. All of them bring some type of talent to the team. Whether it be an incredible history background, showmanship, or just plain weirdness (which we love by the way), they are starting to contribute to the team and let the voices heard.

We also have new sales representatives. Welcome Kim McGrew, Tekayla Hicks, Tosha Brown, Coreen Hamilton, Shauna Jenkins, Dion’té Johnson, Maggie Lantham, Bryana Matthews, Darlene Stewart-Harris, Codie Velez, and James Meek (who both might be gone by the time this article comes out being they are both seasonal CASTmembers). All of these new ticket sellers have provided us the ability to sell all over the city where legal and flood DC with orange and green.

It’s been hot these past couple of days as July often tends to be.
But with us carrying and selling and creating memories, it's certainly all worth it. Even Amanda Varnam, aka the Commanda, has gotten in the mix here. She is not only Arlington certified and ready, she is trolley certified and ready. Welcome to the dark side Amanda. And I'm super glad you got the Star Wars reference.

We're building a team. Every year sports teams rebuild and do their best to get stronger. We continue to get stronger here in DC. And although every tour can't be a home run, sometimes we just need a base hit to bring our guests home. Go Team!

**DC DUCKS**
Capt. Larry, DC Ducks

Our six current DUKWs have received a facelift with all new yellow Bimini tops and colorful paint jobs, showing off their new refreshing look.

One could say, “They'll be as proud as a peacock, oops, I mean Duck.” Four of our DUKWs are sporting new colors this season, which has been a real crowd pleaser. Ducking time is here, the rush begins in June and lasts through the beginning of September. This is the period of time we are sold-out almost on a daily basis. Though we are still in need of more Captains, we are ready to do some serious Ducking during our season, leaving no one standing in the curb, wanting to take the best and most unique tour in Washington, DC.

**SOMETIMES IT’S OUR GUESTS THAT MAKE TOUR!**
Capt. Kent Thomas, DC Ducks Assistant Operations Manager

Being a Captain for the DC Ducks is full of unexpected moments. This photo is my keepsake from one of my more memorable tours. Before we begin our fabulous DC Duck Tour, our ever accommodating Captains gladly take a moment to take a courtesy picture of our guests after they have boarded and are seated, (Giving them the pickle). You can only imagine my surprise and delight when I discovered that five of my guests were dressed in Colonial period attire, which they had smuggled onboard and donned while I was greeting guests on the other side of the Duck. This “Quirky Crew” set the tone for the entire group! Since the time I became a Castmember at HTA, I have been grateful for the Brotherhood shared with my fellow Captains and the support given by OTT and HTA. But with all the effort we put into delivering a great product, I have come to realize it is our Guests that make my job worthwhile.

To my extended HTA family CASTmembers; keep going, keep up your enthusiasm, and keep doing what you’re doing. You never know what might happen on your next tour.

“YOU NEVER KNOW WHAT THE TIDE MAY BRING IN” - (Chuck Noland) 📞

**CONGRATS ON 20 YEARS**

Doug Dorsey celebrated 20 years with Old Town Trolley Tours. Thank you for your dedication to the company, you are a true asset!

**WELLNESS FAIR WASHINGTON**
INDIA DE’LENNE ROSE  
Human Resources, Old Town Trolley Tours

What do you want to be when you grow up?  
Interior Designer / Comedian

What DC site must everyone see before they leave DC?  
African American History and Culture Museum

If given use of Air Force One, where would you go?  
I can’t think of any location that no one knows about, so I would say my favorite spot... the National Museum of African Art

If a time machine was invented, what time period would you visit?  
The 90s.  I had very good times then.

What is in your pockets now?  
Pockets?  I am wearing a sundress.

What song comes on the radio you can’t help but sing to?  
Bruno Mars, That’s What I Like

In the movie adaptation of your life, who would play you?  
Good Question.

DAVID MAGEE  
Human Resources, Old Town Trolley Tours

What is the last thing you listened to this morning?  
Old R&B, Anita Baker I think……

Which talent would you most like to have?  
I’d like to be more musically inclined, play an instrument.

I you had to eat one thing for the rest of your life what would it be?  
Pizza or Tacos

If you could choose one reality show to be on, what would it be?  
Some sort of dessert reality show like Sweet Genius or Top Chef just desserts!
VENDOR SPOTLIGHT
Sean Wallace, Vendor Manager

Tony Curtis
Classic Concierge
and the National Concierge Association

Old Town Trolley is proud to have Tony Curtis and Classic Concierge as one of our premier vendors. Classic Concierge has been providing upscale concierge services to residential and commercial buildings in DC since 1989, only three years after Old Town Trolley arrived and Tony has been a part of their success for 25 of those years.

Aside from being born in Georgia, Tony has lived in the DC area all his life and has his fingers on the pulse of this vibrant changing city. He started out as a concierge for both residential and commercial buildings in 1992 and after 4 years joined the management team. Tony became President of Classic Concierge in 2011, proving that with ingenuity and hard-work, we can all rise to the top. He is the face of the organization and believes that the personal touch is key to creating great relationships.

Tony is also President and founding member of the Washington DC Chapter of the National Concierge Association, which celebrates and promotes the work of the residential and business concierge. Old Town Trolley DC has been an affiliate member of this organization since 2011. Through Tony and NCA, Old Town Trolley has found opportunities that might have otherwise been missed.

Old Town Trolley is proud to support all of our vendors and looks forward to working with Tony, Classic Concierge and the NCA for many years to come. We even had the good fortune to provide a charter for his family reunion that was held in DC this July 2017. They loved their daytime Monuments by Moonlight tour!
The Tolomato Cemetery, a Catholic Cemetery named from the Native American Village from which it was built, is located right here in the heart of St. Augustine. It was in use until early in the year of 1884 and it is our very first stop on the Ghosts & Gravestones Tour. This particular cemetery is an active Paranormal Hotspot and our Ghost Hosts will narrate tragic stories of some of those who lay beneath the soil. Locals agree and will help you rule out most common causes for peculiar events, but you will have to decide for yourself if you are a “Believer” or a “Non-believer”. The Tolomato Cemetery is the eternal burial ground of those who lived and died while under intense Spiritual, Social and Political conflicts. This the final resting place of over 1000 Augustinians, or shall I say “restless” place due to the severe conflicting energy of which some who lived in Prosperity and some who lived in Poverty. It is also a burial ground to soldiers who fought on BOTH SIDES of the American Civil War, the Holy and the Unholy from many parts of the world.

Now with our newly installed viewing ramp, there will be no obstructions blocking views or photos taken of this Historical and Sacred Ground.

LADIES AND GENTLEMEN, GET YOUR CAMERAS READY!
Fran Rafferty, Ghosts & Gravestones

WELLNESS INITIATIVES AT WORK
Jeannie Coyne, Assistant to the General Manager

NEW PRODUCE
LOCAL FARE FARM BAG SOUTH
Anyone who has attended a CASTmeeting in St. Augustine knows that we provide some outstanding raffles at these meetings. One of the raffles we hold is for bags of fresh produce. We recently partnered with a new vendor, Local Fare Farm Bag South. They deliver the produce to your door either at home or at the office. You can choose weekly, bi-weekly, monthly, whichever is most convenient for you. Their produce is picked fresh from local growers each week. When we hand out the bags on Thursdays, our CAST is receiving produce that was picked from the ground the day before. All produce is organically grown, non-GMO. They even have fresh dairy and meats they offer. Here is a sample of June’s produce bag that was raffled. We raffled off 20 bags to lucky CASTmembers.

ORANGE THEORY FITNESS
we have partnered with a local gym that came to town – Orange Theory Fitness offers 60-minute workout sessions split into intervals of cardiovascular and strength training with heart rate monitors to track intensity and maximize metabolic burn. At a previous CAST-meeting, we raffled off packages of 3 classes as part of our Wellness Initiatives. The gym even held a private OTT class – you got it, just for CASTmembers. We had a fun time working out together. Orange Theory Fitness offered OTT discounts on their memberships, so several CASTmembers signed up. Who doesn't want to be in the best shape they can be in?
SHUTTLE FOR JULY 4TH

Jeanne Coyne, Assistant to the General Manager

Old Town Trolley St. Augustine was pleased to provide shuttle service for the city’s Independence Day fireworks. This was our 2nd year providing shuttling for the fireworks. We were happy to help reduce the amount of cars trying to get into the city to view the amazing fireworks display the city puts on every year. The past two years we have offered shuttling on Anastasia Island from various parking locations to the Bridge of Lions. This year, Old Town Trolley provided special viewing glasses to each person riding our shuttle. These special viewing glasses, much like the Nights of Lights glasses, helped enhance the look of the fireworks.

With the city’s help, we made some tweaks to our shuttling and this year everything ran smoother than ever. It was a great night to be in St. Augustine to see the fireworks and not have to worry about the traffic. We look forward to next year’s event!

OLD JAIL WEDDING

St. Johns County Sheriff David Shoar officiating marriage vow renewals for a couple retired from the Citrus County Sheriff’s Department
Hi! I am the Operations Manager at Old Town Trolley of St. Augustine. I have to say that the things I am most proud of are my wife and kids. We married in April of 2017, yes on April 1st, and no, I’m not kidding. Took our honeymoon up in Asheville, NC and together we have 5 kids between the ages of 8 and 14. They are my unending joy and the cause of graying hair, but I wouldn’t change a thing. After 5 years served in the U.S. Navy, I started working full time in local churches doing everything from youth ministry to project management. With 18 years of church management under my belt, I was ready for a change when my wife mentioned that someone she knew had an opening available. I looked long and hard at the websites of HTA and OTT St. Augustine (and the other cities) and spent some time doing the tours and realized just how much the church world and the hospitality world have in common. I decided to give applying here a shot, and I am so incredibly thankful that I did. This is a fantastic company with wonderful people at every level. I’ve been overwhelmed by the professionalism and welcoming attitude I’ve received from the ground up. I’m also excited to bring my unique blend of skills to play here in St. Augustine.

“Do something you love,” was advice my grandfather gave me growing up. He was a small business owner of a hobby shop and a lawn spraying business in West Palm Beach, FL until he retired and watching him drive it and how much fun he had interacting with people. I guess that’s a part of the joy I had in coming to work for HTA and being a part of telling the story of St. Augustine.

I mentioned some things I learned in the church world that I felt translated well into the hospitality world. One of those is that you “have to meet people at their points of need.” For churches it might mean having a full day preschool for working parents instead of one that is only open a few hours. For us, it means providing a handicap accessible trolley tour of St. Augustine that I am so excited to see people taking advantage of. It’s providing enough seats for people to get in and out of at the right times. We also understood that people visiting an 80% full church perceived it as full even though there was space. People don’t like to ask people to move over. I think that trolley riders are probably the same, so understanding that they start to get uncomfortable with an 80% full trolley means we want to get ahead of that before that point. I also learned that a friendly smile and accurate information is always welcome to people and we all get to set the stage for that experience. There’s a big difference between people going to church and someone “experiencing” church. One’s a ritual, and one is a joy. There is a big difference between a story teller and someone who dryly reads a book out loud. Likewise, there’s a world of difference between the HTA drivers and anyone else I’ve listened to in St. Augustine, and I am so proud to be sharing in that adventure.

**Happy Anniversary**

**OLD TOWN TROLLEY TOURS**

- David Chatterton, 14 years
- Pamela Reed, 14 years
- James Freeman, 12 years
- Linda McCowin, 10 years
- Melissa Meznick, 7 years
- Kalmun Lee, 7 years
- Juan Sanchez, 7 years
- Tyna Conkey, 6 years
- William Fish, 5 years
- Jeffrey King, 5 years
- John Pritchard, 4 years
- Michael Branham, 4 years
- John Horan, 4 years
- Jeanne Coyne, 3 years
- Sandra Chirhart, 3 years
- Michael Newell, 3 years
- John Druash, 2 years
- Marshall McCullough, 2 years
- Bonnie Brock, 2 years
- Larry Smith, 2 years
- Robert Vazquez, 1 year
- Kenneth Holmes, 1 year
- Eugene Lutz, 1 year
- Lolita Riley, 1 year
- Antonio Arango, 1 year
- Barbara Ross, 1 year
- Jeffy Schnittker, 1 year
- Meredith McCandless Jr., 1 year

**RETAIL**

- Eric Pickering, 3 years
- Stephen Mitchell, 2 years

**OLD JAIL**

- Nicole Payne, 2 years

**THE OLDEST STORE**

- Lauren Beverly, 2 year
VENDOR SPOTLIGHT
Old Town Trolley Tours of St. Augustine

Hilton Garden Inn on the Beach

I am so proud of the Hilton Garden Inn on the Beach! The entire front office staff and sales team have really enhanced their guests experience in St Augustine by utilizing Old Town Trolley’s complimentary Beach Bus. Their guests can park their car and not touch it again until they leave; truly a relaxing way to vacation!

Cathlene Clark, on the left in the picture, is the Director of Sales for both the Hilton Garden Inn and across the street for the Hampton on the Beach. She has been instrumental in signing up all the Front Desk Associates to sell the trolley tickets through Trusted Tours at the Front Desk.

Stay at the Hilton Garden Inn St. Augustine hotel, where their friendly team members are waiting to welcome you with a freshly baked cookie. Take advantage of the excellent business services and leisure amenities, such as the complimentary 24-hour business center, on-site breakfast restaurant, and complimentary WiFi in every guest room.

The firmness settings for the Garden Sleep System® beds are fully adjustable to suit each guest’s individual preferences, and provide exceptional comfort and support. If you’re here on a business trip, work at the large work-friendly desk with ergonomic chair and convenient desk-level outlets and enjoy secure remote printing to the Business Center. Eat whenever is convenient, thanks to the 24-hour Pavilion Pantry® and in-room hospitality center. Upgrade to a King Whirlpool Suite or the larger Family Suite and luxuriate in a whirlpool bath. Accessible rooms are available with modified amenities such as roll-in showers, and a visual notification system for the door, telephone, and emergency alarm.

Start the day with a delicious, hot cooked-to-order breakfast with light continental items served daily at an affordable price in the Great American Grill®. Use the In-Room Dining service and have a delicious meal brought to your room. Plan a conference or social event with the help of the dedicated catering and events team. Relax in the oversized whirlpool or enjoy a gentle walk through the beautiful landscaped gardens.

SMOKIN’ D’S BBQ OPENS

We are very happy to announce that Smokin’ D’s BBQ new location at the Old Town Trolley Welcome Center West is now open for business!
BACKGROUND

My name is Elisha Santiago. I was born and raised in New Jersey and am a proud Jersey girl! I am the oldest of 4 siblings and the only girl. I have been with HTA for a little under 5 months now and it is by far the best job I have ever had.

I've always loved Florida and have been visiting the state since I was a little girl. I knew I would live here one day, but the timing was never right. I spent most of my 20s enjoying life and traveling all over from the Dominican Republic and Puerto Rico to Costa Rica, Panama, Honduras, and the list goes on.

Once I hit my 30s I knew that if I didn't make a move now I never would, so I took the leap and bought a one way ticket. I was initially going to live in Tampa near some family, but then I met my boyfriend and he brought me to the East Coast of Florida. We came to visit St. Augustine during Christmas and I absolutely fell in love with the city and knew this was where I wanted to be. When I saw the job posting for HTA and Old Town Trolley, I read up on the company and knew we would be a perfect fit for each other. I wanted my next job to be fun and exciting and God willing my last. I am grateful and blessed to be able to get up every single day and actually be excited to go to work, in just a short amount of time my co-workers have come to feel like my second family and I am excited to see what my future at HTA has in store for me.

What is your idea of perfect happiness?
Being surrounded by people I love and being near or on the water.

Which living person do you most admire?
My mother. She is the strongest and most amazing woman I know. She inspires me more and more everyday.

What trait do you deplore in others?
Negativity and disrespectfulness.

What is your favorite vacation spot?
It would be Belize and Costa Rica.

If there is one place you would like to live besides your current city, where would it be?
Italy... I've never been but, I have friends from there. I am so obsessed with their language, culture and food!
On Saturday September 30th the 33rd A Day to Remember was held at the Doubletree Grand Key Resort and hosted by the Old Town Trolley Tours and Conch Tour Train. Over 80 senior citizens attended the event, started in 1984 by Old Town Trolley Tours of Key West conductor, Laura Butler, in whose honor the event is now dedicated. Guests arrived on the Old Town Trolley to the Doubletree Grand Key Resort where they were greeted by the Key West Butterfly and Nature Conservatory and the Key West High School Conchettes, who also provided entertainment and helped serve lunch. The seniors enjoyed a delicious lunch of Cuban pork, black beans, rice, plantains, rolls and cupcakes. In addition to the Conchettes, local favorite Howard Livingston on the guitar and Jumbal MD on the steel drums provide musical interludes. Bingo was played with fabulous prizes donated by area businesses and attractions. Hilda Doddie received a gift bag as the oldest guest in attendance, age 96. At the end of the event, each guest received a goodie bag to take home with them.

“This is one of my favorite events that we sponsor,” said Historic Tours of America CEO, Chris Belland. “These folks have helped make Key West the great community that it is and it is a privilege to be able to honor them each year. “

As part of the program, Chris Belland, presented Mayor Craig Cates with HTA’s highest honor, Honorary Conductor, for his service as mayor and especially for his leadership during Hurricane Irma.
CITY SCOOP!

John Welby, General Manager

The month of June started out much colder than normal. As a matter of fact the high temperature for Tuesday, June 6th was only 49°! That tied the record-low high-temperature for the month of June from 1945. Thankfully that abnormally cold weather did not stick around too long and summer finally began. The warmer weather brought the tourists out in droves. Old Town Trolley Tours of Boston carried a total of 38,859 guests in the month of June, which was an increase of 30.13% over last year! Since June 6th, we have not had a day where we have carried less than 900 guests and since June 21st, we have not had a day where we have carried less than 1,000 guests.

The Boston Pride Parade took place on Saturday, June 10th. The weather could not have been more perfect with sunny skies and warm temps, which of course insured huge crowds with over one million spectators in attendance. OTT Boston was well represented at the event with a total of 10 vehicles in the parade, eight on charter and two for use by OTT and G&G. Thank you for coming in on her day off to drive the OTT trolley.

For the first time in a long time, the Blue Man Group, came out of the Charles Playhouse and brought some of their act into Boston’s Gay Pride Parade and onto Old Town Trolley’s beautiful new stadium vehicles. One of the Blue Man Group rules is that Blue Men must always appear together. So it’s three Blue Men or no Blue Men! Thus OTT and the Gay Pride Parade were lucky enough to get all three (out of nine actors who portray the Blue Men). Because the Parade spends most of the time stopped and only occasionally moves and then very slowly, the Blue Men were able to get on and off the Old Town Trolley, reload their BMG T-Shirts and Confetti “cannons” and move throughout the street crowd, making sure as many children and fans as possible, walked away with a souvenir of their day at the Gay Pride Parade.

Our thanks to Katherine Theiss, Senior Media Buyer for Broadway in Boston, Blue Man’s agency in Boston and equally so to Jamia Gaffney, Marketing Manager for the Blue Man Group for making this event possible.

Boston was the only U.S. port to host the Tall Ships this summer in an event called Sail Boston 2017 from June 17th to 22nd. A total
Late Summer /Early Fall 2017

At our August Cast Meeting we had a special guest; Brian Bradbury from CTM Media Group, our marketing partner responsible for distributing our brochures, maps and rack cards. Brian talked about the great relationship CTM has with OTT and the many years the two companies have been partners. He then surprised me with and award for “Regional Partner of the Year”. (see pic) On behalf of the entire Cast of OTT Boston, I all can say is thank you Brian!

Please read Brandon Parker’s article, “Bids for Kids”. It is the story about the amazing generosity of the OTT Boston Cast who donated money to purchase school supplies for local elementary school students. On Wednesday, August 30th we loaded up a trolley and made a special delivery to the Condon Elementary School here in South Boston.

You may notice a familiar face in some of the pictures at the school and that would be Savannah’s Depot Sales Manager, Jim Rafferty. Jim paid a visit to Boston the last week of August and spent several days working with Boston’s Depot Sales Manager, Bernie Casco sharing ideas and comparing notes on the two cities.

September is the beginning of our busy cruise ship season with September and October being the two busiest cruise ship months. Over the course of the 61 days that make up the two months, we have contracts with 54 ships calling on Boston. We’ve even been able to add to the number of cruise lines that we work with by adding two more lines in 2017; Silversea and TUI. Over the course of these two months, we should see more than 10,000 riders on cruise ships alone, not counting depot sales or e-tickets. We’re looking forward to some very busy and challenging days, but I’m sure the OTT Boston Cast will step up and work together to get the job done.

Late Summer /Early Fall 2017

At our August Cast Meeting we had a special guest; Brian Bradbury from CTM Media Group, our marketing partner responsible for distributing our brochures, maps and rack cards. Brian talked about the great relationship CTM has with OTT and the many years the two companies have been partners. He then surprised me with and award for “Regional Partner of the Year”. (see pic) On behalf of the entire Cast of OTT Boston, I all can say is thank you Brian!

Please read Brandon Parker’s article, “Bids for Kids”. It is the story about the amazing generosity of the OTT Boston Cast who donated money to purchase school supplies for local elementary school students. On Wednesday, August 30th we loaded up a trolley and made a special delivery to the Condon Elementary School here in South Boston.

You may notice a familiar face in some of the pictures at the school and that would be Savannah’s Depot Sales Manager, Jim Rafferty. Jim paid a visit to Boston the last week of August and spent several days working with Boston’s Depot Sales Manager, Bernie Casco sharing ideas and comparing notes on the two cities.

September is the beginning of our busy cruise ship season with September and October being the two busiest cruise ship months. Over the course of the 61 days that make up the two months, we have contracts with 54 ships calling on Boston. We’ve even been able to add to the number of cruise lines that we work with by adding two more lines in 2017; Silversea and TUI. Over the course of these two months, we should see more than 10,000 riders on cruise ships alone, not counting depot sales or e-tickets. We’re looking forward to some very busy and challenging days, but I’m sure the OTT Boston Cast will step up and work together to get the job done.

Late Summer /Early Fall 2017

At our August Cast Meeting we had a special guest; Brian Bradbury from CTM Media Group, our marketing partner responsible for distributing our brochures, maps and rack cards. Brian talked about the great relationship CTM has with OTT and the many years the two companies have been partners. He then surprised me with and award for “Regional Partner of the Year”. (see pic) On behalf of the entire Cast of OTT Boston, I all can say is thank you Brian!

Please read Brandon Parker’s article, “Bids for Kids”. It is the story about the amazing generosity of the OTT Boston Cast who donated money to purchase school supplies for local elementary school students. On Wednesday, August 30th we loaded up a trolley and made a special delivery to the Condon Elementary School here in South Boston.

You may notice a familiar face in some of the pictures at the school and that would be Savannah’s Depot Sales Manager, Jim Rafferty. Jim paid a visit to Boston the last week of August and spent several days working with Boston’s Depot Sales Manager, Bernie Casco sharing ideas and comparing notes on the two cities.

September is the beginning of our busy cruise ship season with September and October being the two busiest cruise ship months. Over the course of the 61 days that make up the two months, we have contracts with 54 ships calling on Boston. We’ve even been able to add to the number of cruise lines that we work with by adding two more lines in 2017; Silversea and TUI. Over the course of these two months, we should see more than 10,000 riders on cruise ships alone, not counting depot sales or e-tickets. We’re looking forward to some very busy and challenging days, but I’m sure the OTT Boston Cast will step up and work together to get the job done.

Late Summer /Early Fall 2017

At our August Cast Meeting we had a special guest; Brian Bradbury from CTM Media Group, our marketing partner responsible for distributing our brochures, maps and rack cards. Brian talked about the great relationship CTM has with OTT and the many years the two companies have been partners. He then surprised me with and award for “Regional Partner of the Year”. (see pic) On behalf of the entire Cast of OTT Boston, I all can say is thank you Brian!

Please read Brandon Parker’s article, “Bids for Kids”. It is the story about the amazing generosity of the OTT Boston Cast who donated money to purchase school supplies for local elementary school students. On Wednesday, August 30th we loaded up a trolley and made a special delivery to the Condon Elementary School here in South Boston.

You may notice a familiar face in some of the pictures at the school and that would be Savannah’s Depot Sales Manager, Jim Rafferty. Jim paid a visit to Boston the last week of August and spent several days working with Boston’s Depot Sales Manager, Bernie Casco sharing ideas and comparing notes on the two cities.

September is the beginning of our busy cruise ship season with September and October being the two busiest cruise ship months. Over the course of the 61 days that make up the two months, we have contracts with 54 ships calling on Boston. We’ve even been able to add to the number of cruise lines that we work with by adding two more lines in 2017; Silversea and TUI. Over the course of these two months, we should see more than 10,000 riders on cruise ships alone, not counting depot sales or e-tickets. We’re looking forward to some very busy and challenging days, but I’m sure the OTT Boston Cast will step up and work together to get the job done.

Late Summer /Early Fall 2017

At our August Cast Meeting we had a special guest; Brian Bradbury from CTM Media Group, our marketing partner responsible for distributing our brochures, maps and rack cards. Brian talked about the great relationship CTM has with OTT and the many years the two companies have been partners. He then surprised me with and award for “Regional Partner of the Year”. (see pic) On behalf of the entire Cast of OTT Boston, I all can say is thank you Brian!

Please read Brandon Parker’s article, “Bids for Kids”. It is the story about the amazing generosity of the OTT Boston Cast who donated money to purchase school supplies for local elementary school students. On Wednesday, August 30th we loaded up a trolley and made a special delivery to the Condon Elementary School here in South Boston.

You may notice a familiar face in some of the pictures at the school and that would be Savannah’s Depot Sales Manager, Jim Rafferty. Jim paid a visit to Boston the last week of August and spent several days working with Boston’s Depot Sales Manager, Bernie Casco sharing ideas and comparing notes on the two cities.

September is the beginning of our busy cruise ship season with September and October being the two busiest cruise ship months. Over the course of the 61 days that make up the two months, we have contracts with 54 ships calling on Boston. We’ve even been able to add to the number of cruise lines that we work with by adding two more lines in 2017; Silversea and TUI. Over the course of these two months, we should see more than 10,000 riders on cruise ships alone, not counting depot sales or e-tickets. We’re looking forward to some very busy and challenging days, but I’m sure the OTT Boston Cast will step up and work together to get the job done.
The Nation’s Storyteller

Speedway in Louden, NH. The wrap promotes the NASCAR Race on July 14-16. One of the highlights of the race this year will be the participation of Danica Patrick, who is also prominently featured on the back of our trolley #520! The racetrack ran a promotion along with Old Town Trolley and The Warren Prescott School in Charlestown. The school held a huge rally and welcomed Danica to Boston with great enthusiasm. A contest was held at the school and 8 students got to ride the Trolley around Boston and give Danica a tour. We stopped at the Bunker Hill Monument, Faneuil Hall, The Public Garden and the Cheers Bar. The students did a fantastic job informing Danica, not to mention the assembled media and other riders that day, about the history of Boston and some of our prominent historical figures. Lots of fun, except Danica wanted to go faster for some reason!

MORE FUN WITH DANICA!
Michael “The Professor” Chandler, Boston Director of Sales & Advertising

Old Town Trolley of Boston and the New Hampshire Motor Speedway worked together on June 14th to sponsor a terrific promotional event involving NASCAR’s premier female driver, Danica Patrick. The Speedway is home to the only full-fledged NASCAR race held in New England, run this year on July 16th. As part of the month long promotion, the Motor Speedway wrapped one of Old Town Trolley’s large Stadium trolleys with various NASCAR images and several interesting “moose” pictures as well as pictures of Ms. Patrick several times life size.

On the 14th, a “delighted to do it” Brian Buckley, the Boston Operations Manager was the conductor for a large group of NHMS employees, as well as many local elementary school children from Charlestown, MA….and of course, Danica, who was great with the children and the many people who gathered on the sidewalk at every stop. She signed every autograph and was particularly gracious when the crowd would probably have overwhelmed others.

The day ended with lunch at “Cheers”, hosted by OTT’s longtime friend and supporter, Tom Kershaw.

Old Town Trolley Tours has very successfully done many of these types of promotional events, however we believe this one is among the very best. Our thanks to Kristin Lestock, Director of Communications for NHMS and General Manager David McGrath for their professionalism and marketing savvy. Our thanks to all!

TRAINING
Sue Pye, Trainer/Safety Officer

Hi All, it is a great day to be in Boston!!! The sun is shining it is warm with low humidity and an all-around wonderful day. June was very busy we had several trolleys in the Pride parade including one for our company and it was a great day. I drove the trolley for the company this year and the only drawback was having to be up in the Back Bay by 8:30 and then just hanging out till the parade started. It was just John Welby and I and it turned out to be a very relaxing morning. The weather was great as were the people around us. Eventually the rest of the crew showed up and the parade began.

Brandon Parker won the first week puzzle prize for the National Safety month contest and was very excited.

Training is still going strong up here we are still getting people their CDL licenses and certified to give tours. Tito Matos, David Matayabas and Casey O’Hearn are all CDL’d have their JITney’s and Sightseeing licenses and giving wonderful tours of the city of Boston.

Cruise ships are coming in and with that Massachusetts Police are doing DOT inspections that the trolleys are passing with flying colors thanks to our top notch maintenance team here in Boston.

Summer is a wonderful time here in Boston. The tall ships came into the Port of Boston (the only stop in the States) this year and they brought huge crowds to view the ships and a few that took the tours too.

The Fourth of July is always amazing in Boston and there is no better city to be in for that day we had two cruise ships lots of people and of course that Boston Pops concert and fireworks. Come up to see us!

Upon the end of summer we have been very busy with lots of guests riding the trolley and a record breaking day for ridership too. The day after the Fourth of July was amazing in Boston and there is no better city to be in for that day we had two cruise ships lots of people and of course that Boston Pops concert and fireworks. Come up to see us!

We in Boston have an excellent group of Conductors that work hard at giving a good, safe and entertaining tour of Boston (I know that this is true of my sister cities also). We added to the ranks in September with four rookie conductors getting certified and or licenses. Congrats to Brett Baptiste, Bill “New York” Tolg, David “Pierce” Johnson and a big welcome back to the OTT family after more than 20 years, Pete “Mr. C.” Callina.

Cruise ship season is upon us and it is all hands on deck. I love this time of year since I get to give a few tours. It is always great to see the trolleys lined up in the cell phone just waiting to jump into action.

September 11th ceremonies were held here in Boston they are always moving and important so we never forgot those who lost loved ones and the wonderful feeling of patriotism in the time following that day was amazing. I know what I most remember is people coming together and doing whatever to help each other and this is still true today in the wake of hurricanes Harvey and Irma. Well, in Maine I saw this flag that I think symbolizes us all, we sometimes may get tattered and torn but we will always wave proud.

God Bless America. 🇺🇸
BACKGROUND

My name is Jalen Martinez, this is my first year working with Old Town Trolley and I love it so far! I go to the Edward M. Kennedy Academy for Health Careers also known as EMK. I am in love with both basketball and the Celtics. I feel basketball will lead me to numerous on court and off the court opportunities. I love the Celtics because that is my home town team plus looking at all 17 Championship banners when I visit the Boston Garden!

Who is the greatest love of my life? The greatest love of my life is my Mother, she always keeps me motivated to be something in life. She is my #1 support system and if I ever need anything at all she will do all she can to help me out.

What is your favorite vacation spot? Lincoln, NH. Or somewhere else in the White Mountains.

What is your most treasured possession? My most treasured possession would be my 2017 Basketball State Championship ring. My ring means a lot to me because it was a tough road getting there and to have a record of 19-3 at the end of the season was truly amazing!

What do you value most in your friends? What I most value in my friends is honesty and they will always have my back.

If there is one place you would like to live besides Boston, where would it be? One place I would like to live besides Boston is Westwood, Los Angeles. It is so beautiful and calm out there. I just love the vibe of LA in general.

ADMIN SAY ALOHA

Tracey Paturzo, Office Manager

Who says work has to be boring? OTT Boston's Admin Extraordinaire went all out for our June CASTmeeting – making it Luau style! We welcomed our CAST with leis and virgin Pina Coladas, and our dinner was brought-in by a Local Poke Shop called Manoa, which is a small restaurant right outside of Boston, started by two Harvard Grads who quit their consulting jobs to create and serve delicious food. The Luau buffet was enjoyed by our entire CAST.

We welcomed our busy season in with a giant Aloha!
While our 4th of July Cookie Program didn’t take place until two days later, we were still able to make fireworks with the help of, Jillian Couillard and Stephen Chueka of the Boston Tea Party Ships & Museum. Our vendor gifts were replicas of the famous statue of Paul Revere on his midnight ride, compliments of the Boston Tea Party Ships & Museum, and were handed out across the city with their help. They joined us on the Ghosts & Gravestones trolley as we made the rounds. Talk about cross promotions! We were able to show every HTA product in Boston in one fell swoop. This was a fun way of introducing them to our vendor network.

A trip to the Revere Hotel was especially fitting as, in their lobby they have a life size replica of the statues that we were handing out. They also have many other Paul Revere references throughout the hotel, so this had to be one of our many stops. We talked with the Revere concierge, John Hallett. He gave us a tour of the hotel, including a visit to their roof top pool. What a terrific view of Boston we had from there! We thanked John and it was off to our next stop.

One of our many other stops was to the Seaport Hotel to meet with Betty Salemme. Betty is the President of the Greater Boston Concierge Association and one of Old Town Trolley Tours biggest fans. She was so excited to meet Jillian and Stephen and to see the G&G trolley show up at her door. Betty gave out big hugs and took lots of pictures. She also loved her Paul Revere statue.

We send a big thank you to Jillian and Stephen for helping us make our July Cookie Program a success. We look forward to working with them and the Boston Tea Party Ships & Museum again soon.
The Kendall Hotel, once the Engine 7 Firehouse, is a symbol of the pioneering spirit that has permeated Kendall Square for 200 years. During the 19th century, the neighborhood had become a major industrial center with several factories and power plants. Engine 7 was completed in 1895, and was one of the new, single-purpose firehouses. While earlier firehouses occupied the same building as police stations or other municipal offices, this was built to serve the rapidly growing industrial area. It was a fitting addition to the already innovative Kendall Square neighborhood, which over the last 200 years has been the home to significant ‘firsts’ — from first phone call, to first email. It is a member of Historic Hotels of America, and on the National Register of Historic Places.

While staying at the Kendall Hotel, you will be greeted by Bryan Hoyle, their concierge. Bryan started working in the hospitality industry in high school. He came to Boston from Washington to attend Leslie University and graduated with a hospitality degree. He started at the front desk of the Harvard Inn, worked his way up to concierge, and when the hotel closed in 2013 he moved to the Kendall Hotel and still enjoys being the concierge at the hotel. Bryan loves the staff and is proud to be working at Cambridge’s only historic hotel. He also likes meeting the guests from all over the world.

Bryan, in his spare time, likes to hit the gym, see movies, is very involved in his Church, likes the outdoors, wine tasting, and fund raising/event planning. He is active in the Greater Boston Concierge Association so his event planning is put to good use.

When guests ask Bryan “what can we do in two hours”, he always recommends Old Town Trolley Tours. He says the tour “is awesome”, and he likes the free harbor cruise that is included with the ticket. In the summer he promotes Trusted Tours & Attractions many water activities.

Old Town Trolley Tours would like to thank Bryan Hoyle and the Kendall Hotel for its support and looks forward to many more years with them.
REGIONAL PARTNER OF THE YEAR

CTM Media is one of the largest tourism media marketing companies in North America, with a presence in markets coast to coast. Our goal is to drive tourists and visitors into businesses by utilizing different platforms; to catch their attention when they are in markets nearby, and looking for things to do. We've been doing this for almost 35 years.

With thousands of customers; what we find particularly noteworthy is businesses that truly understand the value that Tourists and Tourism bring to a city or region and the impact that they make.

CTM Media has, for a long number of years, given out yearly awards for the best brochure or other marketing piece, to celebrate a well-designed marketing campaign for attracting tourists. We've added something new this year. We decided that we want to celebrate our partners who go above and beyond to drive tourism in a region and embrace a partnership with CTM.

Old Town Trolley here in Boston has been a long-time partner with CTM. Not only does Old Town Trolley utilize a robust and diverse platform of marketing efforts across the city with CTM, but you support the efforts to drive and grow tourism in the region by always offering help and assistance to us at CTM, and so many of our partner customers.

Whether it is in our staff’s dealings with your cast & drivers for pickup and management of inventory, help in sales, or in marketing; we can always count on the team at Old Town Trolley here in Boston to be ready and available to step up to support tourism in this city. This is a reflection of the leadership of Old Town Trolley.

Our inaugural 2017 Regional Partner of the Year, having a commitment to tourism and leading a team that demonstrates the highest degree of dedication and true partnership AND has displayed outstanding success, goes to John Welby!

CTM Media wants to congratulate John, for his continued commitment to tourism in the city, continued close partnership with CTM Media, and for leading your team with the highest degree of professionalism but more importantly with a true sense of caring and partnership that trickles down to businesses across the city, and helps everyone grow.

Happy Anniversary

OLD TOWN TROLLEY

Jeffrey Semeraro, 30 years
Anesti Dallta, 14 years
Namik Zeqoll, 14 years
Edgard Pluviose, 12 years
John Wylie, 12 years
Aldwin Perodin, 11 years
Deborah Kelley, 9 years
Stephen Soverino, 9 years
James Tuffy, 9 years

BOSTON TEA PARTY SHIPS & MUSEUM

Riley Welch
Austin O’Connor
Abigail Ballantyne
Jennifer Dowling
Shawn Rodriguez

Kim Vien Nguyen
Amina Warfa
David Johnson Jr.
Cole Ford
Marting Flynt III
Devon Harris-James
Elizabeth Calneen
Anna Riccobono
Brady Kettle
Ian Swan
Aihemaiti Abuduweili

BOSTON TEA PARTY SHIPS & MUSEUM

Evan O’Brien, 6 years
Sarah Budziak, 5 years
Maryann Truax, 4 years
David Reker, 4 years
Kristopher McGuage-Loukas, 3 years
Emma McClarey, 2 years
James Bennett, 2 years
Michael Barry, 2 years

Forest Mason, 9 years
James Seaton, 4 years
Solen Jean, 4 years
Timothy Taylor, 3 years
Lawrence LaBarre, 3 years
Ronald Hurst, 2 years
Michael Melito, 2 years
Timothy Mitchell, 2 years
Crystal Jackson, 1 year

Daniel Foust, 2 years
Cody Jordan, 2 years
Keisha Warriner, 2 years
Jennifer Perrault, 1 year
Meghan Williams, 1 year
Conor Moroney, 1 year
Maxfield Sklar, 1 year
Keith Trickett, 1 year
What can you do with a box full of unclaimed lost and found trolley items? Old Town Trolley Tours of Boston decided to turn these items into cash for school supplies for a local elementary school.

The office admin team rounded up lost and found items that had been in our possession for several months. This included items such as souvenirs, cameras, a cigar lighter and anything else we could salvage. We then tagged on witty sales pitches for each item and held a company wide silent auction. People from all departments came together for this event. We all had fun competing over items we liked or thought were funny. A magnetic lobster went for $55 dollars, while a pair of kid's binoculars went for $30.

Through auction money and cash donations we were able to break our goal with a total of $642! The Admin Team were able to order a variety of supplies and fill up 25 Old Town Trolley backpacks.

Our sales representative, Greg Twombly, gave us the idea to donate to the Condon Elementary School here in South Boston. CASTmembers loaded up a trolley and hand delivered the backpacks to school staff. They mentioned a number of challenges facing the new school year, such as budget cuts and funding struggles which make it difficult supporting the student body, many of whom are from foreign countries and are starting their first year of a formal education. The Condon School is located in South Boston which is a neighborhood that has seen tremendous gentrification over the past 10 years, but a majority of their students come from low-income households, so our filled backpacks will be a big help.

In the end it felt great to give back. Our primary goal with lost and found items is to return the items to their owner. However, we were able to take our guests misfortune and lost treasures and positively impact our community. Finally it was nice to see drivers, sales reps, maintenance and office staff come together and do something so meaningful.
The warm summer months have brought a lot of excitement to Boston! We finished up our extremely busy School Group season in the 3rd week of June and instantly saw an influx of families on their summer vacations, locals visiting the city for Sail Boston 2017, and people from far and wide wanting to celebrate Independence Day in our historic city.

The Group Sales Department (Paul Lurie, Manager, and Maryanne Truax, Coordinator) had their hands full for months – gathering information, receiving payment, and scheduling the tours for 25,270 “group” guests! With Paul joining our team in March, Maryanne had actually been flying solo in that office for several months. She did such an amazing job staying organized and working hard under immense pressure! We can’t thank her enough for everything that she did. But, both Paul and Maryanne breathed a sigh of relief as the end of June finally hit. As there is very rarely any rest for the weary, they are busy fielding bookings for Fall 2017 and especially Spring 2018! We are lucky to have such a great team dealing with the thousands of phone calls and all of the subsequent work that goes into each individual contract.

July 4th week in Boston brings “Harborfest” festivities! Our offering is an event called “Revelry on Griffin’s Wharf”. This is the 4th year that we have welcomed guests onto our site in a completely different way than our normal daily experience. In this special 3-evening event we model ourselves after Plimoth Plantation, Olde Sturbridge Village, and Colonial Williamsburg to focus on more hands-on activities and interactive “stations”. This event continues to grow each year – adding new and exciting programming and welcoming more and more guests. This year’s 3-night total was close to 900 – one night topping 300 guests alone! Our Creative Department Supervisors (Stephen Chueka, Jillian Couillard, Angelo Alexander, and Christopher Sherwood Davis) took the lead in organizing all aspects of the tremendous weekend. Our interpreters provided immersive education for our guests with stations covering topics such as colonial laundry, cooking demonstrations, mercantilism, whaling, sea shanties/hauling, women at sea, hand-stitching, liberty tea demonstrations, flag making, and much more. Each night concluded with singing and dancing on the back deck! “Revelry” is a site-wide event – our Retail store remains open, the Tea Room serves up delicious treats, Customer Service helps to facilitate the throngs of guests, and Maintenance is on-hand to provide any needed support throughout these evenings. Thank you to everyone who made this year’s “Revelry on Griffin’s Wharf” such a huge success!

Our days continue to get busier, but thanks to work of Kim Salvato, Events Manager, our nights do too! Our site is perfect for intimate sit-down dinners in Abigail’s Tea Room, rehearsal dinners and weddings, and large corporate affairs outside on our back deck and ships – especially in the beautiful summer months. The view certainly can’t be beat and our site gives our guests a unique location right in downtown Boston!

As summer approaches every year, we also anticipate our “birthday” on June 26! Five years have flown by down here in the Fort Point Channel and we are proud of the education and entertainment that we’ve provided our hundreds of thousands of guests in that short time. We’ve been privileged to have a large number of truly talented and wonderful people work here at the BTPSM since our opening in 2012. The hard work and dedication of every single person has helped to build this special place. Our goals to become “the thing to do” in Boston are coming true and we are thrilled to share the story of the Boston Tea Party of December 16, 1773 on a daily basis. We appreciate all of the support from our Historic Tours of America family throughout these last five years! Huzzah!
REVELRY ON GRIFFIN’S WHARF!

Photo Credit: Lauria Kincaid and Audrey Stuck-Girard.

Late Summer / Early Fall 2017
As the busy summer season comes to a close, we are all taking a collective deep breath and taking stock of how we are doing – mentally and physically. Our September CAST meeting featured our Wellness Fair, orchestrated by Jean Gordon (Office Manager), Kim Salvato (Events Manager), and Shawn Ford (Executive Director). We had our Biometrics done in the afternoon leading up to the meeting and were given further information regarding our company benefits and additional programs to help us all achieve proper work-life balance. After Jean received the call about scheduling our Biometrics, Shawn happily volunteered to make food for the entire cast and to host one of his "Farmer's Markets". (If you didn’t know, he’s quite the cook!) With the help of Dan O’Neill (Site Manager), Shawn created various healthy dishes – delicious summer salads and a bevy of grilled vegetables – and then the items used to create these dishes were lined up for CAST members to take home!

Boston lucked out this year as far as the summer heat. We truly only had a handful of days that were in the 90s. The mild weather certainly made it much more enjoyable for our guests, especially on our expanded back deck. The back deck project that was completed in Summer 2016 has also done wonders to increase our Event business. Our Events Manager, Kim Salvato, has been booking the site at an alarming pace for the Fall. Our venue offers something truly special and a gorgeous night on the Fort Point Channel cannot be beat! For the most part, we had a fairly temperate season…although we’re also concerned about what that might mean for the winter ahead. (The 2015 winter of 110” of snow is still fresh in our minds!)

Health and Safety are always in our thoughts, especially as we conduct tours in a “floating nautical environment”. The BTPSM is lucky in some ways that we don’t need to worry about driving in Boston traffic like our friends at OTT Boston, but we definitely have unique challenges. Dan O’Neill, Kris McQuage-Loukas, (Safety Officer/Asst. Site Manager), in addition to our Maintenance team, continue to keep the site clean and well-managed to welcome our guests and to keep our CAST members safe. Their work over the last five years has been evident as we find ourselves at the top of the HTA reports and we are proud that Dan and Kris will be presenting at this year’s Safety Conference in Nashville.

We know that CAST member safety is paramount to HTA and we hope that everyone in Key West, St. Augustine, and Savannah, was able to escape personal harm during Hurricane Irma. Your Northern HTA family members are certainly thinking of all of you throughout this recovery period. Best wishes!

Kelly Horan Galante, Assistant Creative Manager

PET OF THE MONTH

SKITTLES

PROUD OWNER: EVAN O’BRIEN, CREATIVE MANAGER, BTPSM

Skittles is a 17-year old pure-bred Maine coon cat. Maine coons are one of the largest domestic cat breeds in the country. But, Skittles is only 6 and 1/2 pounds! She was the runt of her litter, but what she lacks in size, she more than makes up for in personality. Over the years she’s been an energetic, goofy, and beloved member of our household. She loves climbing up to the highest shelf so she can survey our entire home, or sitting in a window watching for squirrels other neighborhood cats to come by. Now in her golden years, she plays a little less, but is still very much the “master of the house”. She’s got some quirks and often times likes things her way. Drinking from any ordinary water bowl is clearly beneath her, and she will only drink water from a human drinking glass.

A few weeks ago, Skittles gave us a scare as she suddenly developed vestibular disease seemingly overnight. Thankfully, with some love and care from her vet and her family at home, she has made a remarkable recovery.
ALABAMA GIRL SCOUT TROOP INVADES KEY WEST

This summer we had a troop of Girl Scouts from Alabama (Troop 20136) visit us in Washington, DC. Unfortunately, there were some problems with the tour that, quite frankly, I can’t even remember but we fell short of our usual hospitality and, to some extent, adversely affected their trip to DC. When I saw the comment card from the Troop Leader, I called her up and told her that of course nothing could make up for the bad experience but if they were ever in any of our other cities, I would attempt to make it up to them. She let me know they were going to Florida in a few months and I asked her to let me know when and I would take care of the arrangements. She did and I did. These photos are from the girls when they visited Key West. They took the Conch Tour Train, visited various other attractions and even went out to the Dry Tortugas. I just received these photos and their thanks for an “amazing time”. Thank you to all in Key West who made their experience the great memory it will be.

Chris.

NELSON NODAL CELEBRATES 20 YEARS

Nelson Nodal, General Manager of Tropical Shell and Gift recently celebrated 20 years with the company. Nelson joined our CAST when he was just a young man. We thank him for his time and belief in our company and wish him many great years ahead. Recently we had a luncheon celebration for him and the CAST at El Meson de Pepe.
TROLLEYS AND TRAINS WORK TOGETHER

May was a busy month with many cruise ship guests wanting to ride our trains and trolleys. The Old Town Trolley sent one of their vehicles to The Conch Tour Train Station on May 10, to help bring guests back to their ship. Thanks!

CASTmembers in Key West have been welcoming new cruise ships to the ports. The RCCL Empress of the Seas stops in Key West before taking passengers to Havana, Cuba – just about 100 miles away. The Celebrity Equinox also has Key West on its stops which include Cuba. This summer there have been more than 20 cruise ships at one of the three docks each month. CAST members provide shuttles to Old Town Key West and assist the guests from on-board ship who want to enjoy their port-of-call in Key West. Some days more than 5,000 cruise ship passengers are guests in the Southernmost City, and that’s in addition to the visitors who drive to the end of the Florida Keys and those who fly into our local international airport.

“I am really proud of the way that our CASTmembers help out with shuttles for passengers, and provide courteous service, “ said Eva Conaway. At the morning briefing session CASTmembers are provided with the times and locations for guests who need to re-board one of the cruise ships. They encourage the guests to purchase an Essential Guide of Key West book which highlights important historic sites in the city.

BOWLING NIGHT OUT

Key West CASTmembers and families enjoyed a night of bowling and fun at Airlanes on Boca Chica Key.

Happy Anniversary

OLD TOWN TROLLEY

<table>
<thead>
<tr>
<th>Old Town Trolley</th>
<th>Conch Tour Train</th>
<th>GHOSTS &amp; GRAVESTONES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jason Sisco, 13 years</td>
<td>Cynthia McCoy, 4 years</td>
<td>Timothy Stroud, 7 years</td>
</tr>
<tr>
<td>Marta Wolney, 8 years</td>
<td>John Clifford, 3 years</td>
<td>Marta Wolney, 8 years</td>
</tr>
<tr>
<td>Kristy Smith, 6 years</td>
<td>Calleigh Lutz, 3 years</td>
<td>Marla Wolney, 8 years</td>
</tr>
<tr>
<td>Steven Labounty, 5 years</td>
<td>Brian Surpas, 3 years</td>
<td>Andy Cabral, 4 years</td>
</tr>
<tr>
<td>John Sawaya, 5 years</td>
<td>James Caporaletti, 2 years</td>
<td>Edward Jones, 4 years</td>
</tr>
<tr>
<td>Grace Spencer, 5 years</td>
<td>Troy Jordan, 2 years</td>
<td>Edward Jones, 4 years</td>
</tr>
</tbody>
</table>

CONCH TOUR TRAIN

| Evan Conaway, 37 years | Cynthia McCoy, 4 years |
| Louie Cabrera, 29 years | John Clifford, 3 years |
| Tammy Osterhoudt, 24 years | Calleigh Lutz, 3 years |
| Thomas DeFrancesco, 16 years | Brian Surpas, 3 years |
| Glenn Evans Jr., 15 years | James Caporaletti, 2 years |
| Bob Bernreuter, 10 years | Troy Jordan, 2 years |
| Robert McCall, 9 years | Brian Gonzalez, 1 year |
| Andrew Kirby, 7 years | Vanessa Linsley, 1 year |
| Philip Baucom II, 6 years | Timothy Necheville, 1 year |
| Christina Beliles, 5 years | Rachel Riggs, 1 year |
| Edward Jones, 4 years | | |

SUSAN MEETS HEMINGWAY

Conch Tour Train Administrative Assistant Susan Chiappone, left, is pictured with John Hemingway. She received an award at the “Key West Mystery Writers Festival “ held in June. John hosted a party at the Hemingway House in Key West for attendees at the festival. He is the grandson of Ernest Hemingway and an author, himself.

MAY

John Sawaya
Conductor
Norman Bruein
Supporting

JUNE

Justin Bahl
Conductor
Marta Wolney
Supporting

JUNE

Bruce Dodge
Engineer
Ed Firuta
Sales Representative
John Clifford
Supporting

facebook.com/keywesttours
twitter.com/keywesttours
instagram.com/trolleytours
Linsley has raced sailboats all over the world: Tall ships, Round Europe, Round Ireland, Chicago-Mackinaw, and the Whitbread-Round the World campaign, just to name a few, but has slowed her pace a bit by driving 9 MPH around Key West on the Conch Tour Train.

“I was hired by HTA in September 2016 and have been driving the Conch Tour Train ever since and I just love it.”

The change from sea to landlubber has not dampened Linsley’s spirit, she can be seen waving and smiling to everyone as she weaves in and out of the narrow streets of the little burb she now calls home. Should you see her, your wave will get an instant response.

**EXPECT THE UNEXPECTED**

Racial profiling takes an all-time low this past month when Old Town Trolley Operations Manager, Richie Fox, was detained and interrogated for more than three hours at immigration in the Atlanta airport after returning from a much needed holiday to Manchester, England.

While there, the terrorist attack occurred during singer Ariana Grande’s concert where more than 59 were injured and 22 died. Fox was also inconveniently in London the day of the London Bridge attack, killing 8 with more than 21 injured, many critically.

Why Fox was detained is a mystery to all in Key West, his blonde hair, blue eyes, and upstanding citizenry was certainly not the cause, considering Fox has a background that has been checked more thoroughly than St. Peter himself.

It is commonly known that all our CAST are not only upstanding human beings, with a life they previously led off island, usually including some higher education, management, technical skills or in-depth training; they are also known for the extensive background checks required for all HTA employees. Every trolley conductor or train engineer carries a transportation workers card, a national identification low level or yellow level Marsac1 homeland security card, which allows them into ports and other secure access areas in the United States. Fox also holds a Key West Port Pass allowing him onto all piers on the island.

Being detained surprised Fox considering he is prior military Special Forces for the Queen and has an honorable discharge due to his exemplary military career. Fox has been in the U.S. for more than 16 years, and although he is not yet a citizens of the United States, his paperwork is in process. He is married to Erin Fox a Native American from Pennsylvania.

All is well, Fox returned just in time to relieve Head Driver, Tim Watson, for his two week vacation in the Caribbean. Watson, on the other hand, returned to Key West with no interesting interrogations or detained status to report.

Thank you Richie for the humor created by your sudden suspicious travels and short time detainment, oh and welcome home.
What is your favorite vacation spot?  
Besides Key West, of course…I love Cape Cod because I grew up in the Boston area we summered on Cape Cod every year until I went away to college.

Which talent would you like to have?  
I would love to be a musician. Especially to play the piano because I admire Elton John whom I have met and who has been a great friend to our family.

Who are your favorite writers?  
Mary Higgins Clark and James Patterson—who both write mystery novels, and Jack Welch the former CEO of GE, who I also met.

What is your greatest Fear?  
Not being able to help my girls or my loved ones.

What can you most likely find in your fridge?  
I always have crab meat salad, lobster ravioli and some fruit cocktail.

BACKGROUND  
I really like it here at the Round House; there is a good teamwork spirit. I have been working on engines since I was about 12 years old and I like to see how others work, too. People here are open to new ideas.  I was born in Des Moines and grew up in Marshalltown, Iowa, and later moved to Florida.  My wife Tami and I moved to Key West five years ago.  When we are not working we can be found out on the reef in our 35 foot Sea Ray with our dog Riley along.  I like to snorkel, fish and swim.
BACKGROUND

I’m originally from Philadelphia and lived there most of my life. I worked in the fashion industry for the last 10 years as an apparel and accessories buyer. I moved to Key West about 10 months ago with my husband after he took a promotion here. I am so happy to have found a buying position here in Key West for HTA and look forward to learning new aspects of the business.

In my free time, I enjoy traveling, spending time with family and friends and my Chihuahua, Taylor.

What is your greatest fear?
Snakes

What is your favorite vacation spot?
Croatia

What do you consider your greatest achievement?
Graduating college and working as a buyer.

If there was one place you would like to live besides your current city, where would it be?
Knoxville, Tennessee (I was living there for two years prior to moving to the sunshine state)

What three things will you always find in my refrigerator?
Champagne, cheese, and mayonnaise

Happy Anniversary

TROPICAL SHELL & GIFT

Linda Cates, 33 years
Rosemary Pumar, 32 years
Janae Allen, 32 years
Hilda Perez, 18 years
Gregory Gerwin, 13 years
Marie Jean, 11 years
Bozena Paprocka, 8 years
Suellen Croteau, 8 years
Bruce Green Jr., 8 years
Nancy Shafer, 7 years
William Johnston, 7 years
Xiomara Oropesa, 6 years
Stanley White, 5 years
Ann Marie Trogner, 5 years
Teresa Terry, 5 years
Alex Gourgue, 4 years
Michael Burchett, 3 years
Jocelyn Chavarria, 3 years
Galyna Tsapko, 3 years
Ducson Louis, 3 years
Alona Ivasiuk, 3 years
Jean Destine, 2 years
Rolph Val, 2 years

Lenes Saint Pierre, 2 years
Rosana Barnes, 2 years
Larysa Yanovych, 2 years
Yaileni Nieves, 2 years
Evan Sellers, 2 years
Robert Tucker Jr., 2 years
Veronica Campbell, 1 year
Nathaniel Lewis, 1 year
Cadet Ineux, 1 year
Donald Guillaume, 1 year
James Hottman, 1 year
Jephte Louis, 1 year
Galbo Sylia, 1 year

Anaidy Echevarria, 1 year
Pablo Montesino, 1 year
Daniela Galbur, 1 year
Rodney Sanders, 1 year
Yarielis Garcia, 1 year
Camisha Womble, 1 year
Jeanna Garrido, 1 year
William Roberts, 1 year
Dashwana Pirtle, 1 year

SHIPWRECK TREASURE MUSEUM

Laurie Skinner, 7 years
Deborah Burchfield, 6 years
KW AQUARIUM

Cayla Corley, 1 year

TROPICAL SHELL & GIFT

Charlene Johnson
Anastasiya Dmytryk
Jillian Duclo
Richelord Camille
Scott Heidler Jr.
Bryan Polite
Lisa Tarlecky
Olgar Quinn
Natalia Tolkachova
Gulimzhan Jumagulova

William Horn
Nicholas Smith
Maudia Azard
Yeline Siantal
Vonkeisha Snowden
Mildred Corzo
Slyvia Bogart
Travis Maisonet
Maria Hilaire

TATIANA SUAREZ

Nataliya Susha
Kimberly Hanna
Lisel Rodriguez

Kyler Pamerno-Lowery
Diamonique Triplett

Late Summer /Early Fall 2017
$500K SALES CLUB

The Key West Aquarium and the Shipwreck Treasure Museum were proud of our 2 sales reps, Laurie Skinner (left) and Debbie Burchfield (right) for reaching the half million dollar in sales. These pictures are holding their plaques with honor.

PET OF THE MONTH

MISS MELVIN
THE MALLORY SQUARE CAT
PROUD OWNER: SALLY BATTIN, SUNSET GLASSBLOWER

Miss Melvin lived at Mallory Square for 18 years, was our feline greeter, and brought joy to all who knew her. The trolley and train employees fed her every day; it was part of the job description! When she needed vet care tourists and employees alike were very generous. In February she retired to Sugarloaf Key and lives with Sally Battin who owns the Sunset Glassblowers booth at Mallory and has known Melvin since she showed up so many years ago. Melvin now enjoys the quiet life, eating Fancy Feast and home cooked chicken, taking naps and snuggling up on the bed! Sally reports that she has gained weight and her fur is soft and shiny again!! Thank you to all her friends!

Happy Anniversary

HISTORIC TOURS of AMERICA

Christopher Belland, 42 years
Edwin Swift III, 42 years
Pamela Perez, 32 years
Edwin Swift IV, 27 years
Deborah Batty, 27 years
Christian Belland, 23 years
Linda Test, 18 years
Freddy Varela, 16 years
Debra Clarin, 16 years
Monica Munoz, 15 years
Nancy Aspinwall, 15 years
James Lamberson, 15 years
Richard Milelli, 13 years
Carlos Murray, 12 years
William Meagher, 10 years
Joanna Huestis, 7 years
Johnny Earls, 6 years
Jennifer Belland, 6 years
Candice Atwell, 5 years
Jacqueline Stepp, 2 years
Jill Herasme, 2 years
Carrie Otto, 2 years
Jonathan Tavarez, 2 years
Cayley Bernreuter, 2 years
Javier Garrido, 1 year
Robert Allen, 1 year

NATIONAL CALL CENTER

Michael Brown, 4 years
Lee Albury, 2 years
Dana Jaruk, 1 year
Meagan Calerna, 1 year

SCIENCE COATS

Poinciana’s Elementary in Key West has a new academic focus this year... Science. They have a brand new STEM lab which is accessible to all grade levels. Historic Tours of America and the Key West Aquarium designed the logo and supplied the lab coats while Ramona’s (a local print store) added the decals to the back of the coats.
The Key West Aquarium is currently undergoing many exciting changes and major renovations to our nearly 100 year old building and systems. Recently, we received a state-of-the-art life support system that elevated our entire facility into the future of animal husbandry. The inside gallery area has been freshly painted and our long awaited air conditioning system has been installed; a large feat for a once roofless, open air aquarium. We are eager to move forward with our future projects that include a modern laboratory and quarantine, rebuilding our back deck and shark corrals, creating exciting public programming for our guests, and continued community outreach. With all of these extraordinary events taking place, the Key West Aquarium was proud to host a Key West Chamber “After Hours” event to showcase our current and future endeavors.
JUNE: NATIONAL SAFETY MONTH

June is National Safety Month! June 1st they kicked off the 7th annual campaign to promote “Safety First”, focus on safety awareness and risk recognition, and create a safe accident free environment for our CASTmembers, our Guests and our property. We want all our CASTmembers to actively participate. Risk Assessment and Safety are everyone’s job!

The past six years they have concentrated on Safety Awareness, Observing Safe Practices, Recognizing Potential Hazards and Highlighting the Importance of “Safety First” in everything we do! Last year, we took it a step further…. We wanted to identify Risk; anything in and around our work environment that may be, lead to, or create an Unsafe Condition. This year we are continuing with stressing the need to assess the Risk that is all around us. This can involve a physical hazard, a procedure or process we do every day. Once we identify the Risk around us, we can either accept it, eliminate it or modify it thereby proactively avoiding future incidents and injuries.

The theme of this year’s campaign is “STOP!”… short for “Stop, Think, Observe/Assess, Proceed”. Let’s make it our second nature in everything we do to recognize a Risk, Stop, Think, and Observe/Assess before we Proceed.

Each week during the month of June, the Risk Management Department sent out a form with a Safety Puzzle. All CASTmembers were eligible for a prize drawing each week simply by completing the puzzle and submitting their entry form to their Safety Officer by Friday of each week. Winners were announced the following week. Weekly drawings of submitted Entry Forms led up to the Grand Prize drawing held on July 5th.

Our Grand Prize Winner is Nancy Nuhaily from Old Town Trolley Tours of San Diego! Congratulations Nancy! Nancy’s winning entry was submitted in Week 4.

Thanks again to our weekly winners Amarkeri (aka Mark) Monday of OTT-WDC, Doug Lawrence of TSG, Brandon Parker of OTT – Boston and Jeanette Perez of Old Town Trolley Tours of San Diego.

SOLAR ECLIPSE

Historic Tours of America was proud to be one of the sponsors for the 39th Annual Les Clef’s d’Or USA Congress held in Washington, DC over Labor Day weekend. Les Clefs d’Or is the international association of distinguished hotel Concierges from around the world. Rod LaBranche and Sean Wallace both attended the speaker’s session and various events associated with the Congress. HTA sponsored a City Tour for the group as well as transportation to and from one of the nightly events. The Congress concluded with a jubilant Black-Tie Gala at the historic Willard Intercontinental Hotel where fun was had by all! Congratulations to Robert Marks of the Omni Hotel San Diego for being voted for another term as President of Les Clefs d’Or USA!!!
At the National Call Center – Our Vendor Program has a slightly different meaning than other OTT/HTA operations. In other locations, we have Vendors that sell our tickets. At the NCC, we have Vendors that let us sell their tickets! This Newsletter we would like to Spotlight a Vendor from our newest operation.

The Musicians Hall of Fame is a premier Nashville attraction and the one and only museum in the world that honors the talented musicians who actually played on the greatest recordings of all time. Some like Jimi Hendrix are well known, while others like L.A session drummer Hal Blaine are not as well known to the public, but have played on hundreds of hit records from Elvis, Frank and Nancy Sinatra, The Byrds, The Mamas and The Papas and The Beach Boys, just to name a very few. The Musicians Hall Of Fame And Museum has on exhibit the very instruments that these musicians used to record many of these classic hits.

The GRAMMY Museum Gallery at Musicians Hall of Fame and Museum is an interactive facility for Musicians Hall of Fame and Museum visitors. It allows guests to explore the history of the GRAMMY Awards® and gives all ages the opportunity to be onstage and interact with every aspect of the recording process. Take drum lessons from Ringo Starr, rap with Nelly, sing backup with Ray Charles, or write a song with Desmond Child. At The Musicians Hall of Fame & Museum, you can learn about every aspect of the recording industry.

Trusted Tours and Attractions and The National Call Center sells this Museum along with many other Museums; and Attractions in 29 Cities across the United States along with all our Amazing Tours to visitors all over the world.

On Wednesday, Sept 20, 2017 Old Town Trolley Leadagers took a trolley around the island to raise some spirits. On there journey, they visited the bruised up Southernmost Point Bouy. From left to right: Phil Lambert, Trolley General Manager, Rich Fox, Trolley Operations Manager, Kevin Delehanty, Cruise Ship Liason and Tim Watson, Trolley Head Conductor.

Hurricane Irma impacted the Florida Keys as well as the Caribbean and the entire state. HTA in Key West got impacted with lots of downed trees and fences. The CAST came together to get the operations up and running as soon as we could. Photos on the page include the multiple CAST rallies as well as the clean up mission.
BACKGROUND
I am a 4th generation Floridian. I was born in Miami raised in and around the Tampa area. I moved around in the Marine Corps and for business. After I sold my trucking business in Lake City Fl. I had a decision to make on where I wanted to spend my later years… After much consideration and consternation I chose St. Augustine. Being that I love History it was a no-brainer. I couldn't have picked a more perfect spot, or company. Well actually they picked me after I applied, (Thanks Dave and Terry )… I was working downtown when the opportunity to come work at the National Call Center arose and after a lot of thinking and hand wringing I made the decision to give it a try. I have not regretted it one bit. It is a challenge to handle all 7 of our cities as well as the others we cover also. It is amazing watching the reservation tours sell out daily and you folks in the cities somehow finding help and opening more tours for the same day is truly amazing. I only wish I had found OTT 30 years ago. Our team here at the NCC is truly amazing to work with as it is a true TEAM effort.

If you had to eat one thing for the rest of your life what would it be?
Steak.

Who is your favorite hero of fiction?
Captain America

What is your most treasured possession?
My health.

What is your greatest achievement?
Coming back from open heart surgery…

What is your greatest fear?
Snakes. Real or Fake…

If you had to eat one thing for the rest of your life what would it be?
Tacos

Which living person do you most admire?
My father

What is your greatest fear?
Spiders

What is your favorite vacation spot?
Hawaii

Which talent would you most like to have?
To Be invisible

What is your most treasured possession?
Baseball signed by Babe Ruth

If there was one place you would like to live besides your current city, where would it be?
Still exploring that option

If you could choose one reality TV show to be on, what would it be?
Wheel of Fortune
Well, Historic Tours of America – North Campus has been operating in St. Augustine Beach for almost three years now and we are moving at an amazing pace. Our National Call Center started with a small group of five Sales Reps and a Sales Manager. We have more than doubled to a Fabulous Team of twelve! With nine Sales Reps, a Lead Sales Rep, Senior Sales Rep and a Sales Manager that handle customer service and sales calls from all over the world.

The IT Team is very busy working on many projects. Two in particular are very exciting for the operations: They are creating a Trolley Video System for the trolleys. This system will allow the conductors to show videos to our guests onboard the trolleys during the tour. A special Thank you to our test city, Nashville, for working with Christian Belland and the IT Team to develop this new addition to our tours. The IT Team has also recently launched a new help desk software HTATIX.com to help the operations submit help tickets and check the status online. This will streamline the process making it easier for the operations to get IT help faster and more efficiently!

Our Risk Management Compliance Specialist, Jacqueline Stepp just wrapped up a successful Safety Month! – I hope you all had some fun with the crossword puzzles; word search and Crack the Code!!! For more details and photos see the article from the Risk Management Dept. – Thank You Jacqueline!!!

So much happening!!! In fact, we were so busy doing what we do here that I let FAT TUESDAY go right by without a thought – So we decided to have FAT TWOSDAY – and had lots of Food and Fun for everyone for TWO DAYS STRAIGHT! - We even incorporated the Water Challenge into the mix (I am still seeing our CAST filling their orange water bottles daily) and we added some bling for effect! – Every water bottle drank – earned the CAST a string of Beads – most water drank earned “special beads with the Kings Crown on it”. Sales Reps earned Beads for: First Sale of the Day; Top Sales of the Day; First to Hit Sales Goal for the Day etc for each day. We had a lot of Fun and the CAST loved their Beads!!

As we moved into early Fall, our National Contact Call Center is taking a small breather – We are gearing down from the busy summer months of June, July and August with a total of 73,194 incoming calls - that is an average of almost 815 calls a day - or 54 calls an hour from guests either traveling with us or planning to! That is almost one incoming call every minute - WHEW!!

We take a very small quick breath and jump right into the Holiday Nights of Lights Tours and the Winter Tourist Season. With Museums and Attractions in 29 Cities in the United States, we are sure to find them something to do!

The IT Team helpline has received and closed (solved) over 500 issues since it was implemented almost 1 ½ months ago. This has proven to be a great program for the locations to communicate any issues they have straight to IT for resolution.

In August, Johnny Earls flew out to San Diego for a week to set up a new Concierge desk at the Manchester Grand Hyatt at 1 Market Place.

The IT Team has recently launched a new help desk software HTATIX.com to help the operations submit help tickets and check the status online. This will streamline the process making it easier for the operations to get IT help faster and more efficiently!

September brings a Team from Quest to St. Augustine for our CASTmembers FREE Biometric readings. As part of the HTA Wellness Program, this is such a great way to bring awareness to one’s health and help reduce the cost of your monthly medical premium. A big THANK YOU to the Corporate HR Team for this program and to Jennifer Johnson, HR Manager for OTT St Augustine for coordinating this.

This upcoming October, the Sea Grove Town Center Businesses, of which we are a part of, will be hosting a Block Party for the St. Augustine Beach Community. We are very excited to be a part of such a great community – More details and photos of all the fun events planned next issue.

Until next time… “Let’s be careful out there. If we don’t take care of our guests, someone else will.”