The 17th annual Truman Legacy Symposium was held this year with the theme of Fire Safety, Fire Prevention, and Historic Preservation. Pictured is former President Harry S. Truman (third from left) with fire chiefs from Miami, FL.

Truman’s Legacy: Fire Prevention

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HTA Celebrates PRIDE

From coast to coast, the Orange & Green fleet was decked out in rainbows to join the Pride celebrations! Read more on pg 40.

Cheers to 30 Years!

Nancy Nuhaily celebrates 30 years with OTT San Diego. Read more on pg 18.
At the end of October, Historic Tours of America hosted our annual Children’s Day Celebration here in Key West. For those of you who are unaware, Children’s Day is a reflection of the larger celebration done by the island of Key West for Halloween called Fantasy Fest. Think Mardi Gras on a much smaller island scale. Anyway, in 1981, for the second year of the Fantasy Fest celebration, we realized Fantasy Fest was going to become a very adult celebration and our company wanted to do something to keep the days of Halloween something for the kids for whom it was originally intended. Well, as history turns out, we were right. Fantasy Fest has become an internationally known adult festival of which I am not a big fan, and recognition of it as a children’s holiday was pretty much forgotten.

In 1981, we held our first Children’s Day using booths that my then wife, Ann, and I put together for a school celebration at our daughter’s school, Poincianna Elementary. They were left over and we didn’t know what to do with them so, as Old Town Trolley had just started in 1980, Ed and I thought using them for a small Children’s Day Celebration would be a great way to manifest our corporate philosophy of community service. It was a success from the beginning and today it is the largest gathering of children in the Florida Keys. I have no idea how many children come to the festival, but it is in the thousands and may be as many as 5,000 to 6,000 children and their parents on one day!

Historic Tours of America and our community partners pay for all of the rides, games and prizes. The only requirement is that the booths and rides must be manned by an organization in the community that has some benefit to children. We have the Girl Scouts, Boy Scouts, football team, choir, cheerleaders and … well, you get the picture. For some of these organizations, this is the largest fundraiser for their entire year and pays for uniforms, school trips and equipment of all kinds.

With this perspective, you can imagine my thoughts as I was standing on the stage with my partner’s daughter, Debbie Swift Batty, and the “girl” who grew up across the street from my young family, Angie Walterson. I reflected on the fact that when we first started Children’s Day, these mature young ladies, now with children of their own, were children themselves participating in the costume contest because, you see, it has been 39 YEARS!

That is correct. Old Town Trolley and then Historic Tours of America have been doing Children’s Day for 39 years in Key West. It seems like a blink that I remember going to my school fair as a child and then again taking my own children. It caused me to think a lot about what we have been doing since we started Old Town Trolley in 1980. Not only did we do the Children’s Day Celebration, we also do another celebration called A Day To Remember, where we bring all the old folks from the retirement homes, convalescent centers and nursing homes together for a big party. These folks grew up together and now, because of their age and geography, they don’t get to see each other except for this one time a year.

Our company does a lot of amazing things, not the least of which is provide a great service to the traveling public and a safe, enjoyable environment for our CASTmembers to express themselves creatively and earn a living, but it has always been and will always be our philosophy that running our business in the various communities as we do is a privilege, not a right. As such, we owe a debt of gratitude by being good corporate citizens and I know I speak for Ed when I say we are abundantly proud of how we have done it these many years.

"Success at anything will always come down to this: Focus and effort, and we control both."

Dwayne Johnson (The Rock)
You don’t have to believe in karma to know that what goes around comes around. In fact, our actions have immediate and tangible results. In a moment when we snap at another Cast Member, say something harsh to a whiny guest, or talk behind someone’s back, we instantly feel bad, even if we think they deserved it. Conversely, when we rise above the fray, do something unexpected for a stranger, offer a gesture of empathy, forgive someone for their behavior, or give a guest a “pickle,” we feel a sense of lightness, peace and joy.

Many of HTA’s Cast members know the power of Random Acts of Kindness (RAKs), and do remarkable things every day both at and outside of work. Take Stacy Bridges for example, a Sales Rep from San Diego who volunteers for 20 hours a week on a crisis team that enters into a family’s lives when they have lost someone they loved suddenly. Look at James Jones, a Conductor from Washington DC, who started a nonprofit organization with his wife to help people find sustainable income and get off of welfare. Look at Jessica Williams a Sales Rep from Savannah, who is in school and has three jobs, but still manages to do a 6:00 a.m. radio show every week to inspire people to be happy and positive. These are just a few of our Cast Members who spend time dedicating their lives to helping others.

These Cast members and others like them give because they want to make the world a better place. It gives them a sense of moral, emotional and spiritual satisfaction to contribute. But what they - and most of us don’t realize is that the rewards of RAKs physically and literally come back to them. Our bodies are designed to release hormones for our survival. The one most of us know best is adrenaline - a hormone released when we are afraid or angry, enabling us to act quickly and with more physical power than normal. A less known, but far more beneficial hormone is oxytocin – otherwise known as a “happy hormone.” Oxytocin is a long-lasting hormone that floods our bodies when we feel connected and help others. We are programmed that way because throughout history cooperation within tribes and communities was necessary for our survival. The same holds true for us still. The hormones we release when we do a RAK are more potent than most of us realize. They bring others joy, and they do the exact same for us.

At HTA we have plenty of opportunities every day to fill our bodies to the brim with oxytocin. Just one conductor, sales rep or customer service representative can come into contact with hundreds of people in a single day. That adds up to hundreds of thousands of people each year. That means that we have the power to impact, uplift, and make the day of so many people – and in turn, we make our own.

Ironically, we spend a lot of time trying to do, eat, and practice things that make us feel good, when in fact, one simple RAK per day can release oxytocin and help us feel genuinely uplifted for hours on end.

The law of physics tells us that every action has a reaction. Everything we do every day, big and small sends a ripple out into the world. While we can’t and need not try to be perfect, we can set ourselves in a direction each morning to do the most good that we can in big and small ways. At HTA we literally touch the masses. Our reach is far, and we are capturing people in the rare moments they’ll remember for the rest of the year when they go home and get back into the daily grind of their lives. If you think about it that way, perhaps we owe it to them. One thing is for sure – we owe it to ourselves.

FROM THE DESK OF ELISA LEVY
HTA NATIONAL CONSULTANT

RANDOM ACTS OF KINDNESS
AN OPPORTUNITY FOR OUR CAST AT HTA

A DAY TO REMEMBER 2019

This year our theme was "Welcome to Havana"
Long-term CAST member and friend Nancy Nuhaily retired in May after 30 years of making vacations happen in America’s Finest City.
Thanks for the memories, Nancy. We look forward to having you visit us often!
The Team at HTA North have been busy working with Old Town Trolley Tours of St. Augustine, on their new Welcome Center across the intersection from the city’s Visitor Center. It is almost complete and all are anxious to see it open for business.

The National Call Center is in the middle of its renovations and adding Sales Reps. Trusted Tours just re-opened ticket sales for the Nights of Lights – Wow that came around fast! Frank Grasso joined the Call Center at the end of June and we are looking forward to two more Sales Reps coming onboard within a month’s time.

We would like to congratulate Dana Jaruk. She accepted the position of Lead Sales Representative in the National Call Center. Dana has been a respected and treasured part of the NCC Sales Rep for 3 years.

Christian Belland celebrated 25 years with Historic Tours of America this July. Ed, Vince, and Jerry had the honor of giving Christian his HTA 25 Year Pin.

APM CAST: Lucy Hewitt, Jason Graham, Gabbie Heintzelman, Morgen Brooks, Amelia Thompson, Devon Wagoner, Tiffani Williams, Sean Ferrer, Kayla Black, Holly Sanders, Zach Schulz, Paul Rabe, Travis Spangenburg, and Sean Whaley
Random Acts of Kindness and Hospitality go hand in hand. The definition of hospitality is “the friendly and generous reception and entertainment of guests, visitors, or strangers”. This idea is something that is embraced and implemented by HTA CASTmembers hundreds of times a day across the country. It is one of the many things that I love about working for Historic Tours of America. Being hospitable is something we do with everyone we encounter, not just our guests. We are hospitable when we attend industry meetings, trade shows and conferences. In my role I have had the pleasure of attending many conferences and meeting some wonderful people in the industry. One of those individuals is Dennis Campbell, owner of Ambassatours Gray Line in Halifax, Nova Scotia, Canada. Dennis and his team oversee sightseeing operations in several cities throughout Canada. They do a substantial amount of business with the cruise industry in multiple ports throughout Atlantic Canada. I recently had the pleasure of meeting quite a few members of Dennis’ team at the annual Cruise Canada New England Symposium which was held in June in Sydney, Nova Scotia. Every one of his people was friendly, outgoing and hospitable.

Because of the limited flights out of Sydney, I opted to spend my last evening in Halifax and the team from Ambassatours offered me a ride. It was a three-hour drive but didn’t feel like it because of the great people with whom I shared the car. Needless to say, it was a great road trip. Not only did they drop me off at my hotel, they also arranged a private tour guide for me for the next day! I had a great time in Halifax thanks to Dennis and his team.

As soon as I got home, I started thinking of ways I could re-pay them for their incredible hospitality. Of course, the first thing that came to my mind was to send them homemade cookies, and anyone who knows me, knows I love to bake, but I thought better of it since they would need to go through customs. Instead, I opted to send them some swag from OTT Boston. Who doesn’t love a little swag? As soon as they received the box, I got an email and a photograph (see pic) showing Dennis and two of his teammates (Shannon Mack and Paula Foster) proudly wearing their new OTT Boston fleece sweaters. Just like the kindness and hospitality they showed me was contagious, so are the smiles on their faces that make me smile every time I look at them.

HAPPY BIRTHDAY AMERICA– OTT STYLE

DEVEN DIGGS

What is Old Town Trolley Tours without the history of our nation? As a company that is built on appreciation of American history, we knew we had to switch it up and do something special, so we did! With flags hung high and our best red, white, and blue get up OTT kicked off our July cast meeting with a bang. Food was provided by one of the well-known staples of Fenway, The Sausage Guy and our maintenance team helped prepare the tables and chairs. Our maintenance bay quickly turned into our dining area and the smell of grilled food filled the room. We laughed and joked (while still getting the work done of course). Handing out safety awards to our drivers that remained accident free, which was more than half the room might I add! One of our Cast members, Amy Driscoll, even won the national safety competition! Can I say it was a success? Someone ring a trolley bell! It was an OTT celebration and we had so much to celebrate. Happy 4th of July HTA and Happy Birthday America!
BOATS N’ BARNACLES
ROBIN MACKEY

As some of you surely know, our city of Boston spends roughly half of the year bending to the will of winter’s wrath. Like the perennials spread across our land – covered in snow, miserable and shivering – we lie dormant, biding our time until Jack Frost releases us from his icy grasp. Just as April showers bring Mayflowers – when the sun comes out to party, so does Old Town Trolley!

OTT Boston celebrated the beginning of our summer season with our partner, Boston Harbor Cruises’, Historical Sunset Cruise. CASTmembers were treated to a history lesson set against the beautiful backdrop of the sun lit skyline. Did you know that the first American lighthouse, Boston Light, was built in Boston Harbor in 1716 on Little Brewster Island? In the nineties, the Coast Guard had automated every lighthouse in the US, with ours scheduled to be updated last. In efforts to preserve the lighthouse, they successfully appealed to Congress so that it stands today, still manned by the Coast Guard!

Lionfish, Tiger-sharks, and Barnacles – Oh My! OTT Boston’s CASTmembers also had the opportunity to attend the New England Aquarium Partner’s Night to explore the aquarium after hours. It was a magical evening of food, fun, and fish. We had a Chicken ‘n Biscuit and Taco bar – but don’t worry, no “local” fish tacos that night. There was an exciting educational dive at the top of the main Ocean Tank where NEAQ staff introduced us to a variety of underwater creatures and how they’re all an integral part of the ocean’s ecosystem. There was even an option to watch the IMAX screening of the movie, Turtle Odyssey. All in all, a wonderful time was had by all! The highlight of the night was the touch tank. Not having to climb over the clamor of hundreds of children on a hot summer day was glorious! I got up front and center for one of the best moments of my life – petting sharks! Please enjoy this photo of me and my new best friend, this cute shark named Sally.

GHOSTS & GRAVESTONES CONTEST
CATHY HUTCHINSON, VENDOR REPRESENTATIVE

Recently, a month long contest for our valued vendors was held to help promote the Ghosts & Gravestones tour. Wow, were we surprised by the participation of our vendors! The winner of the contest and a $200 gift card was the Omni Parker House concierge staff. The Omni Parker House plays a big roll in the Ghosts & Gravestones tour as it is considered the most haunted hotel in Boston. The Ghosts & Gravestones tour drives by it nightly and talks of all the hauntings that take place there. It is fitting that they came in first place. Second place was Grayson Faria and David Haigh of the Sheraton Boston Hotel, they received a $100 gift card. Danny Vargas of the Seaport Hotel and James Denton of the Marriott Copley Hotel tied for third place with each obtaining a $50 gift card. We thank everyone who participated in the contest and for promoting Ghosts & Gravestones to their guests.
CRUISE SHIPS
JOHN WELBY, NATIONAL CRUISE SHIP LIAISON

The 2019 Boston cruise ship season is well under way and on July 4th we had two familiar ships visiting our fair city; the Queen Mary 2 and the Celebrity Summit. Both ships arrived early in the morning and didn’t leave until after midnight so their guests could enjoy the numerous festivities around town. To help set the celebratory mood for the arriving cruise guests, the OTT Boston cruise ship team went to town with decorations for our desk (and ourselves) in the cruise terminal. We provided red-white-and-blue swag bags for the ships to decorate their Shore Excursion desks. The Shore Excursion teams were very appreciative for the decorations.

After all tours were dispatched for the ships, the OTT Boston cruise ship team was invited onboard the Celebrity Summit by Shore Excursion Manager, Veronica Lazar. The team consisting of Cathy Hutchinson, Leo Wilson, Will Munoz and John Welby were treated to a tour and lunch onboard the amazing vessel. The ship was all decked out in red, white and blue and even had a cake to celebrate America’s birthday! Needless to say, the OTT Boston team had such a good time, that none of us wanted to leave.

LABOR DAY PARADE
SUE PYE, TRAINING OFFICER

For Labor Day I had the privilege to drive some veterans from the City of Marlborough in their annual Labor Day Parade. Let me tell you it was VERY moving (no pun intended) for me. I had vets on the trolley from the Korean War to very recently discharged (within the last year). The World War II vets and there are five living vets from the greatest generation from Marlborough all rode in convertibles. A Korean vet, two Vietnam vets and the two recent vets marched in front of the trolley for the whole route. I must say I was a very proud American today.

The applause, standing and saluting going on was incredible. I heard so many thank you today for these vets that it truly brought tears to my eyes several times. No trolley trip is ever complete for me without music and today of course Patriotic Music was playing. At one point Lee Greenwood’s “Proud to be an American” came on and we were traveling so slowly that people outside were singing along. One of the vets said he was going to cry…I told him he was too late I already was and since he was sitting behind me and to the right he reached over squeezed my shoulder and thanked me. I told him ‘No, Thank you!!’

So thank you to Old Town Trolley/Historic Tours of America for giving me these amazing experiences throughout the 24 years I have worked here. Here is hoping for many more.

ONBOARD VIDEO SYSTEM
JULIE BOWKER, SAFETY OFFICER

This summer we learned more than we ever knew about the onboard video systems on the trolleys. We always knew how very important the cameras are to us when there is an accident, the cameras have been able to show that our drivers were not at fault in some accidents. We take the cameras for granted, that they are there and they will help us. But, when the video system is not operating... it’s a very sad situation. We had a couple of accidents happen where the camera systems were not working properly and we did not have any footage of the accident, so nothing to show what happened. Because of this we have delved deeper into knowing how to tell if the camera is operational or not. We have shown the conductors how to check the systems – reminding them that the cameras are our friends. The conductors do know how important the video systems are – many of them have been saved by the cameras. As you may all now be aware, we have made a short training video showing how to check the two different video systems. Make sure everyone is properly trained – you don’t want to go out on the road without the cameras backing you up. Plus, it’s now a required part of our pre-trip inspections.
VENDOR EVENT NIGHT  
**CATHY HUTCHINSON, VENDOR REP**

We recently invited our vendors for an evening of fun with Ghosts & Gravestones and the Boston Tea Party Ships & Museum. We started the evening with our 45 vendors hopping on two Trolleys of the Doomed to take a tour with Ghosts & Gravestones. It was a rainy night, perfect for a frightseeing tour. Our guests loved the tour and all the surprises that came with it.

Next, we took our guests to the Boston Tea Party Ships & Museum for an evening of colonial merrymaking. Shawn Ford, Ted Galo, and Kim Salvato provided them with an evening of delectable food, beverages, and fun. The CAST did a wonderful colonial musical number to entertain our guests. Welcoming speeches were made by Shawn and Ted, as well as Chris Crompton. This was Chris’ first introduction to many of the people attending. What a terrific way to meet our valued vendors!

This was especially fun for all of us at HTA. We were able to cross promote the brands and have a good time doing so. It was funny to watch the Ghosts & Gravestones actors in character chatting with the Boston Tea Party actors in their character. It made for some very interesting conversation. We look forward to doing this event again next year.

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**NEW CAST MEMBERS**

**ERIN SCHLOTHAUSEN, HR ADMINISTRATIVE ASSISTANT**

Recruitment efforts have been in full swing here at OTT Boston. Over the past few months we have added three Ghost Actors to our beloved Ghosts & Gravestones tour. We have had two of our customer service reps from last summer season return to work with us; two new CSRs have joined as well, and come the end of July we will have a dedicated Cruise Ship CSR for our busiest days at Black Falcon Cruise Ship Terminal. Nine new Sales Reps have joined our ranks just in time to open a new sales booth at Christopher Columbus Park and roll out our new ticketing system this month! Under the tutelage of our Trainer Sue Pye, and with the assistance of members of the training team, Safety Officer Jewels Bowker, and conductors Bear and Gordie, we have added many conductors as well! We’ve welcomed Uncle Steve, Logan, Steve-O, Tony the Tiger, Mr. Adams, Quint, Sean, Wand, Gio, Santa, Capt. Jack, and Miss Swann have all certified and entered our tour loop while Lear and Dee2 have been utility driving for our night tours. With 10 more conductors and utility drivers in training, seven already with their CDLs, and an additional eight new hires preparing to onboard and start training in mid-July, we are excited to continue growing as we provide our city and its tourists with the best tours ever!

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**SALES ARE HEATING UP!**

**JULIE CROWE, LEAD SALES REPRESENTATIVE**

It’s officially summertime and with that, sales are also heating up! Not only have we welcomed several new and talented members to the sales team, but we’ve also introduced a brand-new sales kiosk. Officially dubbed Christopher Columbus Park, our newest waterfront location serves as the perfect spot for prospecting and welcoming potential guests arriving via Boston Harbor Cruises and other water shuttle services. The team continues to hold weekly sales briefings every Wednesday in which we’ve been reviewing Elisa Levy’s toolkit training; this month focusing on Preventing Customer Complaints. Our meetings have also served as a way for the sales reps to share their best practices, new ideas and sales techniques with each other. This month, the pressure and competition are on as we introduced our month-long sales contest; the sales rep with the highest combined number of packages plus Ghosts & Gravestones wins a weekend trip to Washington D.C! The team has done an excellent job at upselling at every opportunity and I’m confident that we’ll continue that momentum throughout the season.
JUSTIN BAHL, DEPOT SALES MANAGER

At the end of May we had a very unexpected loss at our Key West Operations. Long time HTA employee and Cruise Ship Liaison Kevin Delahanty passed away after a courageous battle with lung cancer. Over the years Kevin had worn a variety of hats in Key West, helping the operations out in what ever way he could. With our current team he was best known as the guy that got business done at the cruise ships. Kevin was always the first one in the office in the morning and the first person in Key West period to be out at the cruise ships to meet their guests and crew. Everyone recognized Kevin on the radio – his low tone, the short responses, and the long drawn 10-4s. In the office he was like the wise sensei who sat in the corner, the one that had seen and done it all. It’s still weird walking downstairs for the standard afternoon colada break (Cuban espresso), and not seeing Kevin out in the yard puffing on his cigarette, typically with a snarky one liner ready to let rip. Kevin personally taught me a lot here and I’m glad I was able to let him know that before he left us. No matter how slow or busy we were, Kevin approached each day doing his job exactly the same, and doing it until it was done. He didn’t care for office politics or drama either, and no matter what was going between castmembers or different operations he still went out and did his job the same, and did it until it was done. In a way Kevin also had a little bit of Harry S. Truman in him. He didn’t care about praise or awards or special recognition – again his concern was just getting the job done right. When I came back to the company, I had the privilege of working a lot with Kevin at the ships and I told him I was going to try to follow his approach at work. While it’s going to take much more time for me to reach the Kevin level of Zen, I value what I was able to learn from him over the years, as well as all the good times and laughs he brought all of us in the office. Thank you, Kevin, and rest easy good friend!

Kevin Delahanty

I would like to take this opportunity to officially introduce myself to the entire HTA family. I was recently given the amazing opportunity to fill the role of Training Officer for HTA Key West. I am very excited about this role, and I look forward to making a positive difference in the careers of our CASTmembers.

I was born and raised on a beef cattle farm in rural Minnesota, near Fargo, North Dakota. FYI: nobody actually talks like they do in the movie Fargo. After spending several vacations here, my wife and I decided to make Key West our home about three years ago. We absolutely love the climate, the culture, and the people in this city.

After a year or so doing other things, I stumbled across an ad on Facebook for a trolley driver, and the rest, they say, is history. I am now very proud to be one of the leaders of the funemployed, and I don’t ever plan to have a regular job again!

Let’s talk a little bit about training, shall we? Training is very important. I say that not only because my personal career viability depends on it, but so does the success of our business. Studies done by people that know about this stuff have shown that training is kind of a big deal. Training teaches things, like how to drive, and how to sell, and how to manage stuff. So yeah, it’s critical, because driving and selling and managing are what we do. You couldn’t realistically expect any person off the proverbial street to step into any role in this company and succeed without a significant amount of training. Training is not easy. The return on training investment is certainly not short term. An enormous amount of resource goes into developing any new CASTmember into a profit-generating member of the HTA family. Without spending the necessary time coaching, success is much less likely. Training requires patience. For a new hire, there is A LOT to learn, and not everyone learns the same way, so we all need to be flexible in our methods and expectations. It is our duty as an employer to do whatever necessary to help our employees succeed. It is also our duty as colleagues, coworkers, and members of this big HTA cast to support our newest family members. There is no substitute for experience, and it is that knowledge, openly shared, which leads to camaraderie, teamwork, and mutual success. TEAM: Together Each Accomplishes More. Training is continuous. The moment we stop learning, we start diminishing. An employee that believes there is always the possibility to learn more and advance their career is more likely to stay with the company, and employee retention is significantly less expensive than employee replacement. Never stop learning, and then never stop teaching. Continuous improvement is imperative to the ongoing progress of the company, and a robust training program is vital to accomplish that goal. Benjamin Franklin once said that “An investment in knowledge always pays the best interest.” Who am I to argue with him?
DEALING WITH INTERNATIONAL GUESTS
JUSTIN BAHL, DEPOT SALES MANAGER

One of the things I really commend our CASTmembers for is their ability to deal with the many non-English speaking guests that visit our island. Between the cruise ships, busses, ferry boats, and even our overnight travelers, there is always a healthy number of guests on the island who have journeyed long and far to get here, and who at the same time often don’t speak English. Out in the field I see our castmembers deploying all the tools and methods of dealing with such guests. Between practicing patience, speaking slowly, keeping it short, and most important, when applicable seeking help in finding one of our many CASTmembers who are bilingual. It’s quite amazing when you sit back and look at it that people want to travel to Key West so badly and are willing to do so knowing full well they don’t speak the language (reminds us a little bit how amazing this place is and how lucky some of us are to live here). I know it’s not easy and at times can be downright frustrating, but day in and day out our cast serves all of our guests to the highest standard, regardless of what barriers limit our capabilities to do so along the way, just further demonstrating the motto of Key West; One Human Family.

CRUISE SHIPS YEAR-ROUND
JUSTIN BAHL, DEPOT SALES MANAGER

There was a point and time when the summer would roll around and we’d be lucky to see 10 cruise ships in an entire month. In September, cruise ship traffic would drop off altogether with many of the downtown businesses choosing to close up for the month. While some of the local businesses still choose to put out the “Gone Fishing” signs in September, the days of no cruise ships are long gone. This August and September were our busiest yet in regards to cruise ships with 26 and 30 ships visiting respectively. Take your pick – Key West’s growing popularity as a cruise ship port, the closure to Cuban ports, and even Hurricane Dorian impacting many cruise ships’ routes all played a role in giving us a busier than usual “slow time.” It’s often funny to walk around downtown and hear people complaining about how slow it is in August and September, when they have no idea how much of a ghost town this little island used to be during the same time period. More importantly, the slower months with increased ship traffic give all operations here the perfect time to staff up, train, and muster the troops for the true busy season that is right around the corner!

THE KEY WEST EXPRESS

The Key West Express is a ferry boat that transports up to 450 passengers from Fort Myers Beach to Key West and back, at a whopping 30 knots (roughly 40 miles per hour.) It operates seven days a week for the first half of the year, and five days a week, taking a break on Tuesdays and Wednesdays, for the second half of the year. From December to April, there is an additional ferry boat that goes from Marco Island to Key West and back. There are three vessels that are regularly used - the Key West Express catamaran, the Big Cat Express catamaran-mostly used for their Marco Island to Key West leg during season, and the AtlantiCat.

All of the vessels are air-conditioned and have a full service galley and bar. The all aluminum body operates with state-of-the-art electronics and navigation systems. Their guests comfort is at the forefront by offering couches, tables, or reclining airline-style seating choices and flat screen TV’s with satellite television. While aboard any of their vessels on their three and a half-hour journey to Key West, the guests are offered the option to purchase tickets for a tour on the Conch Tour Train. Once they arrive in Key West the guests are then given a private tour or transported to Mallory Square for a tour with the public, depending on how many tickets were purchased onboard. Above all else, the crew is very friendly and extremely informative. They are a pleasure to work with and we appreciate their business.

WHY I LOVE THE SAILS TO RAILS MUSEUM
MELISSA LITLEN, ADMINISTRATIVE ASSISTANT

Sails to Rails is so much more than just an attraction in Key West. It tells you a story from the moment you step in the door, with that story being of how Key West survived before tourism and modern transportation as we know it came to be. It is the story of Henry Flagler’s dream to connect the Florida Keys to the mainland and the thousands of courageous men that contributed by cutting the trees, clearing the land and building bridges to build the railroad. It is a story of overcoming the impossible and great tragedy as well as the amazing sheer will in Flagler’s vision to get this railroad built. It puts into perspective how hard it was for these men to build the railroad and the obstacles they had to overcome time and time again just to get the rails in place. There are beautiful artifacts from the railroad including silver serving pieces, dishes, guest checks and even a menu. There is even a wheelbarrow that you can try to lift full of silt and coral that weighed as much as the ones that were used. Every detail is so meticulously planned and brought to life from the sailing maps, water charts, compass and tools, to a carved turtle shell and sailing artwork as well as the different types of figureheads. It is in this special place that the heart of Key West’s history comes to life, and why I love the museum!
MAKING OUR OPERATION HEALTHY AND STRONG!
DANNY MARTIN, OPERATIONS MANAGER

When the term “cross-training” is used, one can’t help to think of athletics or shoes. If an athlete excels at more than their primary sport, it is considered they have the ability to cross-train. Michael Jordan was arguably the best basketball player of all time, but few may remember he also played professional baseball. He is a great example of athletic cross-training. While I would like to think we are a healthy bunch in the Southernmost City, we do not cross-train in sports at work. We cross-train in business. This cross-training initiative has been gaining ground in the Transportainment industry in Key West. This is being done to “build our bench” for a flexible and effective response to our business needs. Guests visit Key West via cruise ship, plane and car. When making the choice to tour the city, they have two attractive choices; take a trolley or a train tour. No other city offers this! As a company, we are able to provide the vacationer a tour that suits their needs.

The Conch Tour Train has been running around this special town for over half a century. The train is modeled after Henry Flagler’s East Coast Railroad. This railway transported guests to the Florida Keys in the early 20th century. While some minor changes have been made to accommodate an ever-dynamic demographic. For many years, the train and the trolley ran two completely separate operations. It was as if there was an invisible barrier that did not allow the members of the other team to co-mingle with the other! This is just not the case anymore. The idea to run operations separately or even compete was an old, non-sustainable method. The initiation of cross-training began with management making decisions together as a whole to best service our guests. Realizing it was not about the train vs. the trolley, it was about providing the very best service possible to our visitors. Together we became united and began to understand the benefit of becoming one team.

Our next task was to pitch this to our drivers and dispatchers. No easy task considering the history between the two! We started with the personalities that saw the benefit in learning everything. We sought out the Michael Jordan’s and promoted the fact that cross-training would do so much more for their primary sport. When a few others noticed that touring in another type of vehicle would make them more marketable, others started to notice. They noticed if you had the ability to be a jack of all trades and a master of one, you could make more money. Then others really started to notice! Instead of a few putting on different shoes and cross-training, many got into the game. Dispatchers started to notice this practice became the standard and began to inquire about participating. Dispatchers realized that running something new pulled them out of the mundane. It refreshed their vigor to make changes on their own side. I am immensely proud of our team in Key West.

We are the first city throughout Historic Tours of America to attempt and successfully cross-train our tour guides. All new guides are now hired with the knowledge they will be trained on both the World Famous Conch Tour Train and the Old Town Trolley of Key West.

CROSS-TRAINING IN KEY WEST
EDWARD “TED” SHARKEY, GHOSTS & GRAVESTONES OPERATIONS MANAGER

While many would argue that there is no more “off-season” in Key West, the ebbs and flows of the tourism industry can still be felt during the summer months. Cruise ships slow down and the Frightseeing tours pick up. To help accommodate the influx of nighttime guests, the CAST of Ghosts & Gravestones Key West has had the pleasure of working with CASTmembers from all over the Key West HTA family. CTT Engineers Amy Andrade and Tim Stroud have made appearances driving and Ghost Hosting respectively, and Customer Service Representatives Christina Beliles and Ashley Dixon have been spending some time at our nighttime sales booth. Various OTT conductors lend a hand behind the wheel, and even Mechanic, Jose Santiago, can be spotted on Saturday nights driving the Trolley of The Doomed. As we trudge through the summer and head towards cooler weather, we have the flexibility of our exceptional CASTmembers city-wide to thank for breaking ridership goals and setting new records for the future.

GHOST CHARTERS ON THE RISE
EDWARD “TED” SHARKEY, GHOSTS & GRAVESTONES OPERATIONS MANAGER

Ridership numbers for Ghosts & Gravestones tours here in Key West have been steadily rising (we’ve surpassed our goal 14 months in a row going into July), but another growing portion of our operations has been chartered tours. There are quite a few moving parts involved and it can be a bit difficult to properly schedule a daytime tour between cruise ship shuttles, driver schedules, and the Key West Art and Historical Society’s events at the East Martello Fort. With the help of our Group Sales Department led by Vanessa Beerbower and OTT Operations Manager Dan Martin, we’ve been able to accommodate an average of two chartered Ghosts & Gravestones tours a month over the past 6 months. This includes everything from day camps and school trips to a group of enthusiasts with the paranormal booking agency “Strange Escapes” who came in on a Carnival cruise ship. We’ve offered shorter tours, pickups and drop-offs all around the island, and even an impromptu ghostly serenade of “Happy Birthday” in the presence of Robert the Doll. Not once have we been unable to accommodate a group to their satisfaction, and I have the diligence of our CASTmembers to thank for that.
When I think about the people that surround me daily, they all seem to have similar traits; intelligent, witty, funny and well spoken…and they happen to be leadagers! Often times they remind me of a version of a League of Extraordinary Gentlemen – each one has their own superpower that they bring to the equation of the greater good (that is my nerdy perception of them anyways). I see what they bring to the table to make things run smoothly, and that goes from daily operations to the crazy days when we have 3 ships in town. The bond they have with each other carries over into our office morale and it is shown by how they come together to get it all done. They get along very well and have a mutual respect for each other. This past season we had the privilege of adding another face to the office with John Welby. I joked with him that they were sending him here just long enough for us to get attached and then he was off to the next city. I was right, as that’s exactly what happened. We all enjoyed him being here for 6 months and now he is back in Boston, with us eagerly awaiting his return. The closeness of leadagers in this office is something not everyone gets to witness. Because of my job in the office I get to see this and have the opportunity to get to know them instead of just seeing them as authority figures in a boss/employee situation. I have seen them through more human eyes in a different light, seeing them go through happiness, success, and even grief. At many jobs you will hear the words team work when businesses talk about success. I can tell you first hand in our office with these “Extraordinary Gentlemen” this is not a “do as I say” scenario at the Old Town Trolley, but instead they work great together as team and lead our cast day in and day out by setting an example to follow.

NATIONAL SAFETY MONTH
Over the summer we celebrated national safety month. There’s no better way to celebrate than to have a competition, so that’s what we did. Set up by our risk management department, we participated in a month-long safety competition alongside our sister cities. We ended the safety festivities with a cook-out in Mallory Square.

SAFETY FIRST... COURTESY A CLOSE SECOND!
In the business of transportainment we can easily get lost in thinking that our main priority is giving tours. Though that is what we do, there are other aspects to our jobs that are of higher importance and allow us the ability to give tours. One of those is safety! Something as little as wearing a seatbelt, telling guests to use handrails, and even helping a stranger fix a flat tire all contribute to creating a safer environment. Key West’s CSR Brandon Bahl helped out a guest with fixing a flat tire earlier this summer. That’s not in his job description, but by going out of the way to help someone else he helped to create a safer environment for our conductors and guests while they are on the road. Way to go, Brandon! As you know, our company mottos is "Safety First, Courtesy a Close Second!" Brandon’s assistance is a great example of that. As we near the height of our busy season, let’s think of ways that we can continue practicing safety, while taking care of our guests!
NASHVILLE

BEST OF NASHVILLE

STEVE BURRESS, GENERAL MANAGER

Nashville celebrated our three-year anniversary this year in May. What an incredible three years it has been. We started with five stadium vehicles and five enterprise trolleys and have grown to 18 stadiums over the past three years. I think one of the greatest accomplishments to date happened in July of this year. After three years of hard work and providing the quality tours that Historic Tours of America is known for, we received a nomination through the Greater Nashville Hospitality Association (GNHA). Each year they select a variety of “best of” for the city of Nashville. Old Town Trolley Tours of Nashville was honored to be nominated for Best Attraction of the Year. Now I have to say, there are some incredible things to see and do in Nashville. For those who have visited, you know we have some amazing attractions such as the George Jones Museum, Madame Tussaud’s Museum, Johnny Cash Museum and many more. We knew we had been nominated in a category of some of the greats! The date of the announcement luncheon was set and we had a full table representing Old Town Trolley. We were able to bring our half million-dollar club winners, Bradly Vize and Buffy Butler, our Supporting CASTmember of the Year, Janet Reed and several of our leadagers. None of these folks knew exactly why we were there that day. They started making announcements of the various awards that were going to be presented and then announced that first up was the Attraction of the Year for 2019. The winner is……Old Town Trolley Tours of Nashville. The group was stunned and we were so appreciative of the award and the hard work that went into making it happen. We are proud to be named 2019 Attraction of the Year by the Greater Nashville Hospitality Association and want to strive to continue being the BEST in Nashville for many years to come.

CHOOSE HAPPY

STEVE BURRESS, GENERAL MANAGER

Some of you, if not all, have had the privilege of training with Elisa Levy. If you have not, you are in for a treat. One of the stand out points in our new HTA Toolkit is the five secrets for a great attitude. The first item in this section is CHOOSE IT. The idea is that each day you choose a word to describe how you want your day to go. I started this practice last November when I had this training. I have to admit, I was skeptical as to its success, but I wanted to give it a try. Well, I’m here to say, it works. You can wake up with the weight of the world on your shoulders, so to speak. You can wake up feeling a bit under the weather. I started choosing words such as healthy, positive, energetic, welcoming, and content. I found that when I focused on these words, used them or repeated them in my mind when something wasn’t going quite as I had planned, I was able to draw the focus away from where my mind may have wanted to go as a reaction to the situation, and bring it back to how I wanted to react, or how I wanted to be despite the impact on my day. One of my favorites, that I use often, is hanging on my wall. A CASTmember here in Nashville gave me a wall hanging where my mind may have wanted to go as a reaction to the situation, and bring it back to how I wanted to react, or how I wanted to be despite the impact on my day. It is a known fact that Booster’s favorite past time is cheering on the Nashville Sounds Baseball team. The Nashville Sounds are a Minor League Baseball team of the Pacific Coast League (PCL) and the Triple-A affiliate of the Texas Rangers. They are named for the city’s association with the music industry. The team plays its home games at First Tennessee Park which opened in 2015 and is located on the site of the historic Sulphur Dell ballpark. However, what people really don’t know about Booster is that he loves Old Town Trolley and when he gets an opportunity to come by and visit it is always an adventure. Believe it or not Booster is an actual CDL holder and when he stopped by, he couldn’t help himself in jumping in and greeting our guests. He checked boarding passes and even tried to slip into the conductor’s seat so he could give a tour. Booster flawlessly began by playing our opening trolley bot clip of Chris Belland doing the Chief Conductor greeting. He got so excited he stood up and tried to emulate what was being said. The guests thoroughly enjoyed their time.

HIGH TEMPS & TROLLEYS

NATHANIEL KINGSBURY, FLEET MANAGER

With high temperatures come the ever-present AC issues in our Stadiums. To combat constant problems, we have started to check pressures every evening and are doing everything we can to make sure the air is pumping. We want our conductors to be comfortable and to give the best guest experience available. We have even started to look at tinting the top windows to keep the dreadful sauna effect from happening. Here’s to giving it our all to beat back the heat. With the news of three more Stadiums coming our way we have been playing a game of Tetris in our barn trying different combinations to see how to fit everything in, but no worries we’ll figure it out. On other fronts of maintenance news, we have started a mid-year QC of our older Stadiums with hopes that this will keep them running in even better shape and hopefully avoid some of the downtime associated with a normal annual QC.

The Nation’s Storyteller
CREATIVE HYDRATION
ALLY MARHSALL, SAFETY OFFICER

A big buzzword for safety officers in hot weather is HYDRATE! We can’t preach it enough, and yet still CASTmembers in some of our operations will have heat incidents before the weather cools down.

We have tried to come up with as many variations on hydration as we can at OTT Nashville to keep the CAST cool and hydrated. We kicked off Nashville’s unusually hot spring with having the Retro Sno Truck come out and serve shaved ice to our CAST. They have a variety of flavors and were enjoyed by all!

We have also provided other options as well, from ice pops to Gatorade, Sqwinchers and bottled water (a lot of bottled water). Even cooling towels for each CASTmember.

CMA FEST IN NASHVILLE
LEWIS WEASER, DEPOT SALES MANAGER

For those of you who are not familiar with CMA Fest, let me give you some insight. CMA stands for Country Music Association in which everyone who is anyone in the Country Music scene comes to Nashville to play a bunch of free concerts. None of the artist are compensated for their time and all the money raised goes to support music education. The only concerts that there is a charge for is the main stage at Nissan Stadium where the BIG acts do a concert. This concert has several artists performing each of the four nights. This is also recorded for a three-hour TV show that airs in August on ABC. This four-day event brings in thousands of Country Music fans which naturally causes us to code white the first part of our tour. It also requires us to relocate two of our three ticket booths as their original locations are transformed into CMA Fest venues. Oh, did I mention that there are no fewer than 10 stages put up in the streets as well as two larger venues all within a few block radius?

This does hurt the sales reps bottom line as most of the thousands of tourists are only here for the CMA Fest but it also gives the sales reps a little break where they get a chance to catch their breath before we are back into “Season”.

As soon as we finish up with the month of June, we jump right into one of the biggest fireworks displays in the country. This year, we had 343,000 people in downtown Nashville just to watch the fireworks. This, as you might have assumed, alters our tour to the point where we actually have to close on July 4th. Now that all that is behind us for another year, as they seem to come around every year, we can now just focus on the rest of the season without a bunch of events getting in our way. Of course, that doesn’t include all the concerts that are taking place all the time or closing down streets to film music videos or... I think you get the idea.

LET’S EAT!
MELISSA ELLIOTT, VENDOR REPRESENTATIVE

The summer has been packed with trolleys full of hotel guests and events to attend for the Vendor Department. Every week a new restaurant, shop, or hotel seems to be opening in the city and we are in full representation at all events. One event attended was the Media Preview for The Tennessee State Museum’s exhibit Let’s Eat! Origins and Evolutions of Tennessee Food. This exhibit was presented in eight sections and combines artifacts from the museum’s collection, digital storytelling, graphics, and location photography to show the evolution of Tennessee foods which continue to be foreign-born. “Whether barbecued, fried, roasted, pickled, or chilled, the food of Tennessee, and the southern United States, is a meeting of Southeastern Indian, West European, and West African cultural groups.” Charter Representative, Shelby McCoy and I attended the Media Preview which was packed full of Southern foods for us to try.
VENDOR REPS ARE MORE THAN “SALES PEOPLE”

MELISSA ELLIOTT, VENDOR REPRESENTATIVE

Stepping into the role as Vendor Representative almost four years ago, I was nervous beyond belief. I did not consider myself to be a “sales person”. Yes, I worked in the National Call Center but I always thought of myself more as “customer service”. I didn’t aggressively upsell and we never did cold-calling, I honestly did not think I was cut out for the role of vendor representative and wondered why I was being offered the position.

After months of immersing myself in Nashville’s tourism and hospitality community, I realized that I am much more than a sales person. Bringing in sales is not the only role of the Vendor Representative. The role of the vendor representative is to cultivate relationships with those in the local community. Obviously, we are responsible for a large revenue stream in each operation but those sales will happen organically if you are cultivating the relationships with your vendors. As vendor representatives, you never need to lead conversation with why Old Town Trolley Tours is better than our competitors or any hard-pitch sales tactic. In most cases, the prospective vendors are probably already aware that we are a superior company. Rather, they are wanting to know what you can do for them, as an individual. By this, I do not mean how much commission they will receive or any incentives but instead how you can be a means of support for them. Yes, support can come in the form of commissions but we as vendor representatives need to know why those commissions are necessary in their lives. Are your vendors looking for a person for emotional support? Someone to vent to when life gets tough? Maybe they are looking for a friend to share their happy moments with?

In Nashville, I have no separation of work and personal life. My vendors are my best friends and my best friends are my vendors. I know their triumphs and their struggles. And, they know mine. We lean on each other in tough times and laugh with each other in the good times. Over the last four years, I have traveled across the country to run a Ragnar Race with fellow Nashville tourism partners, I have traveled to France to run a half-marathon with a vendor, and I have been there when my vendors have lost loved ones and gone through heart break. This, along with sales, is the role of the vendor representative.

So, to my fellow vendor representatives, when you are thinking of how to increase sales, maybe take a step back from promoting a contest or paying more commission. Instead, think of how you can be there for your vendors as a friend and how you can cultivate that relationship. Each of our vendors responds differently and we, as vendor representatives, need to be cognizant of that.

LIFESAVER MINTS & THE RANDOM ACT OF KINDNESS

BEVERLY FLANDERS, HUMAN RESOURCE/OFFICE MANAGER

Here at Old Town Trolley Tours of Nashville we talk a lot about: Give e’m the Pickle and Random Act’s of Kindness. Our wonderful CAST offers up big servings of this every day. One of our CASTmember’s has made this a way of life. Janet Reed, our HR Administrative Assistant has a Medical Background. She was a Nurse at a practice for years before leaving to start a new adventure that lead her to OTT Nashville. We are blessed in so many ways that she joined us. Janet’s wonderful sense of humor, kind nature along with her strong work ethic has also led her to receive Support CASTmember of the Year for the last two years.

Janet arrives early at the office to start her day. A couple of weeks ago she noticed a gentleman in our parking lot that seemed lost. This is not unusual since the street dead ends into our front parking lot. Janet had a feeling this was something more. The gentleman turned his vehicle around but did not leave so Janet approached him to ask if he needed directions. The man never spoke but handed her his cell phone. Janet said “Hello”, the man on the other end said thank goodness. He went on to tell Janet the following. The gentleman in the car is diabetic and became disoriented trying to find his way back to his co-workers. Janet jumped into action asking if she could get him juice or something to eat. The co-workers thanked her and said they would be right over. Searching for something to offer him while they were in route Janet remembered she had LIFESAVERS. This did the trick and they arrived shortly to assist their friend.

Days went by before Janet ever mentioned what happened on that eventful morning. She literally saved a life and for this gentleman whose name we may never know she was his angel here on earth. One never knows when a simple “Random Act of Kindness” can change or save a life.

CAN YOU “ESCAPE”? 

LEWIS WEASER, DEPOT SALES MANAGER

Here at OTT Nashville, we recently got the ability to sell the Escape Game in all of our sales booths. I have all my sales reps go to the attractions that we sell in order to better sell it to our guests. This new attraction was no exception. This time I decided that the sales team would go and compete in teams. I thought that having them work as a team would also cause them to get to know each other better. I had both teams do the same game so things would be on an even of a playing field as possible. I really think that each team grew a bit closer since they had to work together if they wanted to escape. For those of you that don’t know, there are two different stickers when you finish an Escape Game. One says “I Escaped” and the other says “I Almost Escaped”. When you look at the pictures, you’ll be able to tell which team escaped and which one “Almost” escaped. Now the rest of OTT Nashville get to go and see if they escape or almost escape.
TEAMWORK
ELIZA WARREN, NIGHT OPERATIONS MANAGER

Nashville knocked it out of the park this summer! I am proud to report we celebrated the largest number of riders to date! So many factors helped contribute to this, from our outstanding sales reps, Call Center staff and Trusted Tours team to the hotel concierge and visitor centers who support us on a daily basis. I also want to recognize Rod LaBranche for helping to introduce our Soul of Music City tour to his Travel Industry Sales team. We have been able to reach so many incredible guests through TripAdvisor, Expedia and Get Your Guide (to name a few), and this has made all the difference for us this summer! The demand has called for it, so we are running two-night tours a night whenever we are able to. Thank you to everyone who has promoted our tour and to those who have helped in any way. We are so grateful!

To the Night CAST, you all have gone above and beyond this season. Your enthusiasm for our tour and your care of our guests makes me proud every day! Thank you for all that you do!

During the past two years of running our night tour, we have formed wonderful partnerships with local venues and restaurants. Three places in particular have been instrumental to the growth and evolution of our tour: Bootlegger’s Inn on Broadway, The Commodore Grille at the Holiday Inn Nashville-Vanderbilt and The Local. These three venues graciously opened their doors to our guests. Bootlegger’s Inn created drink specials for our guests and they allow them to relax inside while waiting to board our trolley. We have incorporated stops at The Commodore Grille and The Local in our night tour. At these local venues, our guests are able to hear incredible songwriters and artists perform, allowing them to experience an authentic taste of Nashville. On top of all this, these three places take such good care of our guests. They are constantly looking for ways to make our guests’ experiences even more memorable. We have an amazing partnership in these three businesses!

THREE CHORDS AND TRUTH
LESLIE ALLEN, OPERATIONS MANAGER

At this writing, we are anxiously awaiting the release of legendary filmmaker Ken Burn’s documentary mini-series Country Music. Ken Burns is a critically acclaimed documentarian known for works including The Civil War (1990), Baseball (1994), Jazz (2001), The War (2007), The National Parks: America’s Best Idea (2009) and Prohibition (2011). After the release of those seminal films, viewer interest was piqued and folks commenced pilgrimages to the locations featured in the documentaries in order to immerse themselves in the subject matter. For us here at OTT NASH that means exciting times are on the horizon as we are certain that the Country Music series will inspire even more folks to visit Music City, where tourism is already bursting at the seams!

We are also excited about the documentary from a tour content standpoint and are encouraging our CAST to watch when the program airs on PBS. No doubt the mini-series will help flesh out the origins of country music history for our staff, and re-energize passions for those who tell the stories. When the time comes for guests newly introduced to honky tonk history though Burn’s Country Music descend on Nashville to experience for themselves the richness of this iconic city, we want our CAST to be ready with fresh knowledge and perspectives. We hope that y’all will watch along with us and share in this exciting event!

SAFE DRIVERS
ALLY MARSHALL, SAFETY OFFICER

A big congratulations goes out to the Old Town Trolley Safe Driver Award Winners from the first half of the year. They are Patty Campbell, Chris McDonough, Kellie Douglas, Rick Freda, Mark Patterson, Kirk Galbraith, Joel Hunt, Russell Shoup, Jeff Hutchison, Shannon Todd, Dean Larson and Morton Wood. These drivers have gone 6 months without an accident. It’s a big accomplishment to receive this award and a little extra money in their pocket doesn’t hurt.

CABARAY
SHELBY MCCOY, GROUPS AND CHARTER SALES

Nashville has had a busy summer and lived up to the “Music City” name within the Groups Department. We had such a great time with team members from Universal Music Group, BMG/Broken Bow Records, and transporting convention guests to the classy Cabaray Showroom in West Nashville to see the legendary Ray Stevens. If you visit us here in Nashville, you definitely need to plan on attending a show at Cabaray. Not only is it a beautiful venue full of history and memorabilia from throughout Ray’s career, but there’s also dinner available with specific ticket options, a piano bar, gift shop, and entertainment from one of the best! As you can see, we brought Ray’s guests over in style!

SUMMERTIME
ELIZA WARREN, NIGHT OPERATIONS MANAGER

Happy summer everyone! Summertime in Music City means lots of visitors and we love our visitors! We are so grateful that the Soul of Music City night tour has been rockin’ right along. In the near future, we’ll be adding additional departure times! Woohoo!

I am very proud to say that the Soul of Music City will celebrate its 2nd Anniversary at the end of July! TWO YEARS!!!! It seems like only yesterday that we were running rehearsal routes. Where has the time gone? We are all so grateful to the whole OTT Nashville CAST, our live music venues, vendors and the Historic Tours of America family for helping to make our tour a success! Here’s to many more years of sharing music, history and happiness with our guests!

Now for some more wonderful news: We have welcomed two new conductors to our team in the past month- Adrian Lavender and Kellie Douglass! We are so excited and proud to have you two as members of our family!
SKÅL EVENT

Old Town Trolley Tours of St. Augustine and Savannah proudly cohosted this year’s SKAL of Jacksonville 2019 Retreat. Club members were warmly greeted with a heaping dose of Savannah’s world-famous southern hospitality. Savannah is the oldest city in Georgia and therefore the Old Town Trolley was a must for our guests to get an overview of the city’s historical sites and history. With so many exciting things to do in Savannah, it was difficult to scale down the weekend’s itinerary. The American Prohibition Museum, Ghosts & Gravestones, the Savannah Riverboat Cruise and Paula Deen’s Lady & Sons Restaurant were among the groups favorites! Special thanks to Charlie Brazil, Garry Patrick and the rest of the OTT Savannah CAST for rolling out the red carpet for northern Florida’s Tourism & Hospitality Leadership!

MEMORIAL WEEKEND

It’s a tradition at OTT St Augustine to barbeque every Memorial and Labor Day Weekend. This year was no different. The CAST looks forward to having the GM bring out the grill and cook out hamburgers and hot dogs. Assistant National Fleet Manager, Andy Laird, and our Facilities Manager, Greg Coleman made sure there were enough hands on deck for this massive undertaking. While they were busy cooking up a storm, over at the trolley slot we had CSR’s dressed for the occasion!

INAUGURAL SAFETY PICNIC SPORKS FOOD TRUCK

To wrap up Safety Month we held our Inaugural Safety Picnic on the property of Old Town. We invited Sporks Food Truck to Old Town and handed out coupons to all CASTmembers for one free lunch. We want to give a shout out to Sporks for doing such a great job. The food was awesome!

FATHER’S DAY

Our CSR’s handed out treats to all Dads riding the trolley on Father’s Day. We wanted to give our thanks to all the dads, whether you are a step-dad, pet dad, or even a Godfather.
LEADERSHIP NIGHT OUT...FAST IS THE NEW FUN!

DAVE CHATTERTON, GENERAL MANAGER

St. Augustine leadership took to the Jacksonville Autobahn Indoor Speedway to self-challenge themselves and go beyond self-discovery. At speeds up to 50 mph, each Leadager stepped decisively outside of his or her comfort zone and entered undiscovered territory. Challenge is what the food achievers feast upon, dream about and dive into. By contrast, if you never challenge yourself outside the familiar, you will never know what skills, resourcefulness, creativity and all-around awesomeness you may be keeping in storage (totally plagiarized). Congratulations to Jennifer Johnson (fastest overall) and Rob Faubion (fastest of the slower round) who both took home trophies as the fastest among us last night! Also, honorable mention goes to Ms. Elisa Levy who had no idea what she was getting herself into last night, but never flinched!

OTT WINS BEST OF ST. AUGUSTINE 2019

DAVE CHATTERTON, GENERAL MANAGER

CONGRATULATIONS!!! CAST of Old Town Trolley Tours of St. Augustine for being awarded with the 2019 Best of St. Augustine Awards: Best Ghost Tour, Best Guided Tour and for the first time Best Employer! My favorite part of the evening was when the three finalists for Best Employer were put on the big screen just prior to the winner’s announcement, you could hear comments from all over the room predicting that Old Town Trolley Tours of St. Augustine would be named the winner. I felt filled with pride to say the least.

COOKIE PROGRAM

St. Augustine leadership took to the Jacksonville Autobahn Indoor Speedway to self-challenge themselves and go beyond self-discovery. At speeds up to 50 mph, each Leadager stepped decisively outside of his or her comfort zone and entered undiscovered territory. Challenge is what the food achievers feast upon, dream about and dive into. By contrast, if you never challenge yourself outside the familiar, you will never know what skills, resourcefulness, creativity and all-around awesomeness you may be keeping in storage (totally plagiarized). Congratulations to Jennifer Johnson (fastest overall) and Rob Faubion (fastest of the slower round) who both took home trophies as the fastest among us last night! Also, honorable mention goes to Ms. Elisa Levy who had no idea what she was getting herself into last night, but never flinched!
OLD TOWN TROLLEY TOURS of ST. AUGUSTINE

GHOSTS & GRAVESTONES BIRTHDAY PACKAGE

Our Ghosts & Gravestones tour continues to become more and more popular with all ages. But we were starting to hear the same question pop up – do you offer anything special for birthdays? After our GM visited a couple of other attractions in Florida, he noticed that they offered specific “add on” experiences for people who wanted to pay a little extra to receive that special visit while celebrating an event.

We will now offer a special add on for folks who are celebrating a birthday or other occasion and want to combine it with a ghost tour. For an additional $50 above the admission price, a guest can be the person “chosen” during a part of the tour (which we will keep secret so not to spoil the tour). They will receive a gift bag with goodies inside and a photo opportunity so they can share their experience on social media. This new add on to the tour will be booked through our Groups and Charters Department.

JAILBREAK 5K

The Jailbreak 5k has become the fastest growing 5k in Northeast Florida. The Jailbreak 5k has a new partner, INK! Investing in Kids. All proceeds from the race will be donated to INK! Investing in Kids which benefits the St Johns County School District. OTT St Augustine along with INK! Investing in Kids held a grand unveiling of the new medal. Kristi Burtch, artist with OTT St Augustine, created the beautiful medal. The fastest growing 5k deserves a unique finisher’s medal, right? You will want to enter this race just to receive the medal! It’s even more spectacular in person!

#PHOTOOPS

We have new photo ops on the window of Gator Bob’s and the St Augustine History Museum. Thanks to Kristi Burtch and Kelly Sommer for designing and implementing this fun new feature. #oldtowntrolley

GET SOCIAL WITH US

The Nation’s Storyteller

We are in the business of exploring the Darker Side of St. Augustine’s Historical Ghostly past. But what happens when Ghosts and Gravestones CASTmembers experience encounters of their own with the supernatural? There are many stories, each CASTmember having their own, creepy encounter both during the day and night time. Here is one of those stories....

Eric Pickering – HTA CASTmember of five years

I started working for Old Town Trolley in 2014, as an “inmate” at the Old Jail. Almost immediately, I began to experience strange encounters that I could not explain. Every morning, for the first couple of months, as I went around the jail building to get it ready to receive guests, I would hear the sound of footsteps scuffling behind me. It seemed to follow me around the different rooms. One day, as one of my co-workers and I were closing the jail for the day, we both heard a loud, metallic bang come from the maximum-security section of the jail. My coworker asked me, “what in the world was that?” I went to investigate. I found the door to the solitary confinement cell wide open and the light inside the room was on. The door is always kept closed and we never turn the light on. There were no other people in the building but my co-worker and I. If another person had caused that sound or opened that door, in order to get out, they would have had to go past me and that was not the case.

Potter’s Wax Museum is another building I work in at night for our Ghosts and Gravestone’s Tour. The entire building is reported to have been built within the confines of the Tolomato Cemetery and near a Native American burial ground. I portray an Executioner during the Andrew Ranson story. We have the building set up with curtains partitioning off the wax figure areas. The lights are all turned off and we have candles strategically placed to help set the “atmosphere” for our guests. Several times, I have been sitting, waiting for the groups to come in and I will hear a disturbing loud crack coming from the front of the museum. Each time, I went to investigate, no one was ever there! The cracking sound is similar to the sound of someone slowly stepping on olden floor boards. I have seen a small black shadow figure running through the rooms, once on the infrared security cameras that are setup in the rooms. Once it manifested in front of me and ran right by me.

The figure is the size of a small child and it runs......fast! It is documented and well-known that in the Tolomato cemetery, there is the gravestone of a five-year-old boy named James who tragically died in the cemetery when he fell out of a tree. I personally believe the shadow figure is him.
As The Nation’s Storyteller, we have dedicated ourselves to providing the highest level of “TRANSPORTAINMENT” experience and have established the preeminent ON/OFF tour product enjoyed with great enthusiasm throughout the country. We have continuously focused on improving our tour experience through training (both initial and continuing), quality control, script maintenance, logistics analysis and much, much more. Our focus has always been primarily on the “on-trolley experience”, with the exception of the terrific job our Sales Reps, CSR’s and others do to answering our guests’ questions, providing them with accurate information, selling them our terrific products and of course all the while assuring exemplary guest service.

For some time, one area we had not really touched on to any great degree had been how we might augment the guests experience once they’ve made the great choice to enjoy our tour and have been treated to a heaping dose of “golden thread” from our expert tour conductors is what happens when they choose to make use of our ON/OFF services and step on to the streets of their vacation destination into a world they are likely not very familiar with. This quandary was addressed through the invention of our Essential Guidebook. With the utilization of this resource, our guests go from confused new visitors turning their maps upside down and pointing in multiple directions as they try to figure out where they are going to expert travelers with guided directions and significant additional insight on the path they are traveling. For optimal vacation maximization, this guide is truly ESSENTIAL.

With that in mind, our esteemed Chief Conductor decided in 2017 to entreat our CAST to get this essential tool in the hands of as many of our valued guests as possible and put his money where his mouth was, providing generous incentives to those who took up the challenge and successfully raised the bar both individually and for their team. The Chief Conductors Essential Guide Book Challenge was a yearlong contest with many different ways to win each month as well as annual prizes. There were many opportunities to win for both individuals and for the operation, including rewards for the Sales Rep that sold the most books nationally, for books to trolley tickets percentage, for the largest increase of books over the previous year and more. The Grand Prize for the Sales Rep who sold the most books in the company for the year was an all-expense paid trip to Key West, including air fare, accommodations at the Truman Little White House, a day at Fort Jefferson in the Dry Tortugas, and dinner with Chris Belland and Ed Swift III.

Everyone had an opportunity to win and many did succeed, but just like Highlander, “there can be only one” and in our case the individual who set the bar for all future contests was the one, the only, Wanda “WOO” Raimo of Old Town Trolley Tours of Savannah, Inc! Wanda Raimo captured all 12 monthly books sold by a rep in their operation, won eight months for most books sold by an individual nationally and with Wanda’s help the team in Savannah won the annual most books sold by operation 2017-2018 and the annual most books to trolley tickets percentage by operation 2017-2018. Wanda sold 5,136 books (that’s 428 per month, or 14 each day for the entire year) and the Savannah Operation sold 30,973 books in total.

In June 2019 Wanda took her grand prize trip to our founding city and had a spectacular time, as evidenced by these great photos. Of course, the highlight was dinner with our company “founding fathers” but she loved every minute of her time spent in the Conch Republic. Wanda looks forward to many more years of being a part of our CAST and for the next Chief Conductors Challenge! She hopes that her great results help motivate our entire CAST to strive to challenge themselves and to provide our guests with great products and services that help make their vacations great and assure that they “See the Best First!” Great job Wanda and thank you to Chris and Ed for the terrific challenge and the spectacular reward. Now on to the next challenge!
Greetings from the winner’s podium. Well at least that’s how it feels in Savannah! We were fortunate enough to win the Connect Savannah Best Tour Company in the annual awards again this year. Unlike many other ‘Best Of’ awards, this is one that people genuinely compete to win with great vigor and within the community has a high level of prestige.

We also were selected this year by The Savannah Chamber of Commerce as the winner of the Environmental Excellence Award. It’s taken a while but we are starting to receive some local recognition for the good work we do with our propane vehicles. They’re so much quieter, cleaner and are proving to be very reliable and a hit with the community and our guests.

Like trying to eat healthy and looking after your body, it costs more to do the right thing. In our case, to keep the environment clean of carbon monoxide and provide a cleaner fleet. It’s nice to know the lengths Old Town Trolley goes to in doing their part for the environment.

We’ve been busy here in Savannah. In May we had our Risk Assessment visit with Jim, Julie, Bill, Andy and Derek. They were kind enough to share some new training techniques with us during their visit that we’re finding very helpful. We swore in a new Safety Officer (that’s me). We replaced all of our first aid kits. A big shout out to Maintenance for all of their help with that project!

We’ve really been focusing on ways to stay cool, and stay hydrated as we hit some 100+ degree days in June. Safety Month was a big hit this year. It seems to have inspired more of our cast to keep their “Eyes on Safety.” We may just have to declare it to be Safety Month all year round in Savannah.

Our new Safety Committee Members are gearing up to help with the monthly cast meeting training for July. In June, our PPE fashion show was a big success, and may have to become an annual event.

That’s all for now, but keep an eye out new developments. Stay safe!
DEPOT SALES
JIM RAFFERTY, DEPOT SALES MANAGER

In May we had a daily Ghost Town Trolley contest. We really saw some excellent numbers come from the CAST. Each day was a new start over and we had many different winners. T Floyd was the overall winner of total tickets sold, Tim Conway was second, and Larry McKenna was 3rd overall. Awesome job!

Every year when we come into this time of year we extend our hours to 6pm for a four month stretch. This ends on July 31st each year and as we reflect back, it always amazes me what a great CAST we have. They are out in this heat every day, sales, conductors, and mechanics. They do a fantastic job day in and day out.

I would like to welcome some new CASTmembers to the sales team. A former CASTmember has returned, Devon Cokley, was a conductor and now part of the sales team. Concierges Turner Jemison and Chris Edscorn, and sales rep Miranda Smith. Welcome aboard!!

Our Sales Rep of the Month for April was Michael Lenze and May was Phil Starks. Congratulations to both on a job well done. We are looking forward to finish off July strong!

GROUPS & CHARTERS
CRAIG ARMSTRONG, GROUPS & CHARTERS MANAGER

While we see decreased numbers in June and July from our large groups, we see an uptick in family reunions and Girl Scouts! During the first week of July we hosted nearly 1,000 students from the City of Savannah Summer Youth Program! We are excited to work with them again next year and hope for even more youngsters on board.

We did host two large groups in June and July; a large trucking convention and SCAD College. We appreciate their continued support of Old Town Trolley! Carrying over 500 guests on multiple tours and transportation services on six dates. It was a lot of work for Laura and I, and our conductors and actors rose to the occasion as they always do, to entertain our guests even in these warm summer days and nights. We would be nowhere without a wonderful CAST including Bruce and his team of mechanics that keep our trolleys rolling!

We are now booking for our Holiday Sights Tour in November and December and receiving many calls and emails for reservations. We have one less week this year for this tour, so if you are coming to Savannah to enjoy some holiday merriment, don’t wait too long to make a reservation for your group!

AMERICAN PROHIBITION MUSEUM
AND CONGRESS STREET UP
KAYLA BLACK, MUSEUM DIRECTOR

Hello all from America’s ONLY Prohibition Museum. We had a blast this past June and July welcoming folks into the museum and speakeasy to enjoy some history, a cocktail, and some air conditioning in this hot Savannah weather. One big highlight for us was in early June when Travis Spangenburg interviewed with an Atlanta based podcast called Stories, Secrets, and Sagas. They were so interested in what we had to offer they devoted an entire episode to us! We also added a new piece to the Flapper Makeup and Fashion case- a little Betty Boop jewelry dish. Isn’t she the bee’s knees?
There are many hidden gems throughout the Nation’s capital. Steeped in history and the lore that has shaped America, an eye-popping, building-high mural is one of the most dramatic ways DC displays the pride of individuals who have contributed to the cultural fabric. The practice is also a great way to “fight the blight,” a problem many big cities have with condemned or vacant buildings that would otherwise become an eyesore are suddenly a tourist draw.

The newest larger-than-life mural was unveiled in the city’s famous U Street corridor. Already home to the famous mural depicting notable African-Americans, from Prince to the Obamas, on the side of Ben’s Chili Bowl, D.C. native Rose Jaffe was commissioned to paint a three-story mural honoring Supreme Court Justice Ruth Bader Ginsburg. The 86-year-old Ginsburg, a larger-than-life figure in her own right, is a survivor of four bouts of cancer, the subject of two recent movies, and the bearer of the “Notorious RBG” moniker. The mural is about hope and celebrates feminism in the District.

Other places throughout the city serve as vibrant pops of color in unexpected places. One such event space I visited several years ago for a special event is the Blind Whino, a former Baptist Church that has been transformed into a brightly colored arts and culture community center and gallery space. The Victorian and Romanesque architectural gem was built in 1886 and was repurposed to its current form in 2013. Visitors to the site are quick to take a selfie before heading inside for everything from concerts to yoga classes. The colors don’t have to be large-scale to be appreciated. Just a few blocks down from the DC trolley barn in front of McDonald’s, was a muralist sitting on the sidewalk unknowingly serving as the inspiration for this writing. Commissioned by DC Water, the young artist was beautifying a simple storm drain in order to draw attention to and hopefully prevent dumping of toxic and hazardous chemicals into the drain which leads to the Potomac and larger Chesapeake watershed. Our murals are truly amazing and we hope you get to enjoy them on your next visit!

ALEXANDER HOUCK, WDC SAFETY OFFICER

HARD WORK PAYS OFF!

The Sales Team sold lots of tickets. They HAD to. That’s the only way that we could have carried so many bodies. 2019 Motto – Sell, Sell, Sell!!! The entire team of Sales Reps and Concierge did a bang up job but after all is said and done, the Sales Rep that absolutely knocked it out of the park for June is none other than Concierge Connie Kaufman. Nice job Connie. You’re still relatively new to the team but you are making it happen and we truly thank and appreciate you.

The following CASTmembers scored very well with our guests during the Month of June! Shout out to Rodney Allen who received his 1st (I believe) comment card since joining the CAST. Hollywood,Drew, Smiley, Mr. History, M ,Sasha, Gator, Yvette, HW, Buckeye and Mr. Holiday,Sooner Steve, Just Joe,Ms. Maggie from our Sales Team, Mr. Quick, Batman, JR, Jorge, Shark and Paul, Even someone named “Leroy” all got lots of great comment cards!

But the cash money winner for the Conductor of the Month for June 2019 is none other than Mike “Conductor and Dispatcher” Goggin. WAY TO GO Mike. You made a positive impact on our guest, your fellow CASTmembers and the LEADagers as well. Continue to give our guests your best each and every day.

This month was very, very close. This CASTmember is someone who is here a lot, it seems like she’s always here and she is also someone that lots of us go to when we need some sort of assistance. She deals with guests the majority of her day and she gives them her WOW Factor all day long. She gets it done quickly and efficiently. Ladies and Gentlemen, put your hands together for the one, the only First Impressionist Jaye Johnson, our June 2019 Supporting CASTmember of the Month.

Last but not least, our Golden Pickle Winner for this month is also relatively new. He’s a shuttle driver and is also becoming very popular over on the Red Loop too. Doing great things and keeping it moving, give it up for Mr. Rodney Allen as our June 2019 Golden Pickle Winner. We will be reading his nomination card in Briefing tomorrow morning.

ERIC WHITEHEAD, OPERATIONS MANAGER
BOSTON
OLD TOWN TROLLEY TOURS
James Christino
Christopher Corrado
Elizabeth Adams
Alexander Olson
Henry McCants-Williams
Sasha O'Neil
Jaime Hernandez
Olivia Spink
Barbara Wagner
Robbin Taylor
Joseph Green
Donna Dunne
Andrew Letai
Diego Lebrija
Christina Weiss
Andrew Hyde
Bevin Waldman
Cassidy St. George
Rachelle Bodden
Jessica Marten

BOSTON TEA PARTY SHIPS & MUSEUM
Sasha O'Neil
Jaime Hernandez
Olivia Spink
Barbara Wagner
Robbin Taylor
Bevin Waldman
Cassidy St. George
Rachelle Bodden
Jessica Marten

KEY WEST
OLD TOWN TROLLEY TOURS
Luann Schiavone
Jeffrey Hoerl
Hiram Cantres
Robert Mansfield
Chesley McClellan
Ann Marie Montagna

GHOSTS & GRAVESTONES
Michael Travis
CONCH TOUR TRAIN
Kevin Knox
Mitchell Jones
Pamela Smith
Alia O’Bryan
Victor Cohen
Rodney Santana
Irekaz Womack
Kenneth Lee
Joyanne Carey
Danilo Scott
Janie Watson
Cynthia Freeman
Lorraine Porto

TROPICAL SHELL AND GIFT
Daniela Tola Orozco
Malika Pulatova
Alexandra Malcom
Valentino Byarlay
Jared Cziko
Leila Walzer
Meghan Imm
Olga Cretu
Nikole Curiel
Volodymyr Vynnychuk
Mohina Rakmonova
Erika Mate
Giorgi Bendiashvili
Melanie Harris
Maria Thondike
Isaiah Griffin
Bakhadir Gaipov
Samuel Richardson
Brielle Doshier
Mary Olwan
Amanda Anderson
James Bacle
Daniel Reasor

HISTORIC TOURS OF AMERICA
Francis Grasso
Nicholas Aiello
Dorothy Eberly
Francis Grasso
Amanda Johnson
Mark Albury
Danielle Mariscal

WASHINGTON, DC
OLD TOWN TROLLEY TOURS
Akeem Adams
Teshe Tillman
Robert Owens
Antoine Davis
Jazmin Gross
Terry Anistead
Armani Gaines
Raymond Stewart
Sharon Waters

ARLINGTON NATIONAL CEMETARY TOURS
Justin Weech
Kwane Brown
Neguse Tekle
Zequay Tillman
Steven Cheifetz
Julie Moore
Erick Martinez
Roger Pittiglio

SAVANNAH
OLD TOWN TROLLEY TOURS
Christopher Edsorn
Eldon Shaffer
Damian Wentz
Forrest Price
Katiria Rodriguez Vega
Jaime Hillen
Erin Mack
Marc Edsorn

AMERICAN PROHIBITION MUSEUM
Zachary Schulz

ST. AUGUSTINE
OLD TOWN TROLLEY TOURS
Devon Dettmer
Francis Schick
Tracy Leahy
Gregory McRoberts
Tracy Kendall
Renee Simo Pereyra
Timothy Goins
Marsha Knox
Richard Mendelson
Tammie Shannon
Melissa Boies
Rebecca Anderson
Titus McCotter
Mary Rivera
Cassandra Baker
Charmaine Casarico

OLD TOWN TROLLEY TOURS
Akeem Adams
Teshe Tillman
Robert Owens
Antoine Davis
Jazmin Gross
Terry Anistead
Armani Gaines
Raymond Stewart
Sharon Waters

ARLINGTON NATIONAL CEMETARY TOURS
Justin Weech
Kwane Brown
Neguse Tekle
Zequay Tillman
Steven Cheifetz
Julie Moore
Erick Martinez
Roger Pittiglio

JUNE - SEPTEMBER 2019
Summer 2019
HAPPY ANNIVERSARY JUNE - SEPTEMBER

HISTORIC TOURS OF AMERICA
Amore Horan, 1 year
Christopher Belland, 44 years
Bob Bernreuter, 12 years
Edwin Swift IV, 29 years
Linda Test, 20 years
Javier Garrido, 3 years
Edwin Swift III, 44 years
Julie Leonard, 6 years
Deborah Batty, 29 years
Robert Allen, 3 years
Johnny Earls, 8 years
Carlos Murray, 14 years
Angela Brazau, 1 year
Dana Jaruk, 3 years
Heathyr Kaup, 1 year
Monica Munoz, 17 years
Christian Belland, 25 years
William Meagher, 12 years
Carrie Otto, 4 years
Jennifer Belland, 8 years
Richard Milelli, 15 years
Jonathan Tavarez, 4 years
Pamela Perez, 34 years
Danelys Thondike, 1 year
Freddy Varela, 18 years
Cayley Bernreuter, 4 years
Nancy Aspinwall, 17 years
James Lamberson, 17 years
Candice Atwell, 7 years
Tammy Osterhoudt, 26 years
Tammie Zarate, 1 year

BOLOGNE
OLD TOWN TROLLEY TOURS
William Tolg, 2 years
Anest Dallta, 16 years
Aldwin Peredin, 13 years
Kristen Cassidy, 3 years
Stephen Cunniff, 3 years
Amy Driscoll, 1 year
Deborah Kelley, 11 years
Gerald Leary, 1 year
Erin Schlothauer, 1 year
Lawrence Labarre, 5 years
James Tuffy, 11 years
John Wylie, 14 years
Solene Jean, 6 years
Namik Zeqolli, 16 years
Jeffrey Semeraro, 32 years
Forest Mason, 11 years

GHOSTS & GRAVESTONES
Sarah Michelson, 1 year
Joshua Telepman, 1 year

BOSTON TEA PARTY SHIPS & MUSEUM
Sarah Budziak, 7 years
Evan O'Brien, 8 years
Sawyer Paine, 1 year
Padraig Sullivan, 1 year
Sean Maguire, 1 year
Michael Barry, 4 years
Daniel Foust, 4 years
Kirsten Schueller, 1 year
Jennifer Perraut, 3 years
Maxfield Sklar, 3 years
Keith Trickett, 3 years
Samuel Zeilberg, 1 year
Cody Jordan, 4 years
Jonah Piscitelli, 1 year
David Reker, 6 years

KEY WEST
OLD TOWN TROLLEY TOURS
Jaciel Doshier, 1 year
Louie Cabrera, 31 years
Howard Hayes, 3 years
Jahaida Zavala, 1 year
Brentten Lyons, 1 year
Stacey Fix, 1 year
John Brazau, 3 years
Timothy Gross, 1 year
Grace Spencer, 7 years
Heather Clement, 6 years
John Sawaya, 7 years
James Sottile, 4 years

GHOSTS & GRAVESTONES
Silvia Capuano, 1 year
Edward Sharkey, 1 year
Melissa McKee, 1 year
Madison Gould, 1 year
Magda Horne, 1 year

CONCH TOUR TRAIN
Sheila Cullen, 2 years
Erin McCarthy, 1 year
Vanessa Royal-Edwards, 4 years
GREGG SEIDT, 1 year
John Sullivan, 5 years
Jonathan Humphrey, 1 year
Tami Smith, 2 years
Charles Brazil, 22 years
Anthony Hall, 8 years
Chandra Mercer, 5 years
James Rafferty, 8 years
Bruce Smith, 9 years
Devan Cokely, 3 years
Evelyn English, 1 year
Sharon Horne, 3 years
Wanda Raimo, 10 years
Tyshania Kelsey, 2 years
Homer Gresham, 23 years
Philip Starks, 15 years
Canscelow Taylor, 5 years
Cynthia Miles, 1 year
Corey Rivers Jr., 3 years
William Johnston, 9 years

SAVANNAH
OLD TOWN TROLLEY TOURS
Vicky Doupson, 3 years
Ashlee Farris, 3 years
Vanessa Royal-Edwards, 4 years
GREGG SEIDT, 1 year
John Sullivan, 5 years
Jonathan Humphrey, 1 year
Tami Smith, 2 years
Charles Brazil, 22 years
Anthony Hall, 8 years
Chandra Mercer, 5 years
James Rafferty, 8 years
Bruce Smith, 9 years
Devan Cokely, 3 years
Evelyn English, 1 year
Sharon Horne, 3 years
Wanda Raimo, 10 years
Tyshania Kelsey, 2 years
Homer Gresham, 23 years
Philip Starks, 15 years
Canscelow Taylor, 5 years
Cynthia Miles, 1 year
Corey Rivers Jr., 3 years
William Johnston, 9 years

GHOSTS & GRAVESTONES
Ivy Boswell IV, 1 year
Keny Goldapple, 2 years
Carolann Edsorn, 3 years
Ahdawanya Stephenson, 1 year

AMERICAN PROHIBITION MUSEUM
Sean Whaley, 2 years
ST. AUGUSTINE
OLD TOWN TROLLEY TOURS
Stephen Mitchell, 4 years
William Fish, 7 years
Stephen Shinock, 1 year
Melissa Mezick, 9 years
Jason Renault, 2 years
Jeanne Coyne, 5 years
Samuel Brito, 2 years
John Horan, 6 years
Jonathan McNair, 1 year
John Pritchard, Jr., 6 years
Pamela Reed, 16 years
Jim Skowron, 1 year
Kristi Labenne, 2 years
Robert LeBlanc, 1 year
Tyna Conkey, 8 years
Tiffanie Mees, 1 year
Lolita Riley, 3 years
Troy Horigan 1 year
Barbara Ross, 3 years
Jeffry Schnittker, 3 years
Meredith McCandless, Jr., 3 years
Debra Queen, 1 year
Juan Sanchez, 9 years
Michael Newell, 5 years
Larry Smith, 4 years
David Chatterton, 16 years
Eugene Lutz, 3 years

GHOSTS & GRAVESTONES
Richard Whelan, 2 years

ATTRACTIONS
Charles Whalen, 1 year
Eric Pickering, 5 years
John Fernandez, 1 year
Jeffrey King, 7 years
Christina Vaughn, 2 years
Frank Wierenga, 1 year
Cheryl Marshall, 2 years

WASHINGTON, DC
OLD TOWN TROLLEY TOURS
Bokai Roberts, 1 year
Yvette Logan, 2 years
Dominque Wardell, 2 years
Lulsegd Abebe, 1 year
Kevin Martin, 3 years
Sherree Williams, 3 years
Endale Arega, 1 year
Wilmer Melgar, 1 year
Jada Pointer, 1 year
David Rolls, 1 year
Berhan Hailu, 1 year
Charles Diedrich, 10 years
Douglas Dorsey, 22 years
Michael Overly, 16 years
Jasmine Barnes, 3 years
Stacie Locke, 22 years
Neil Joffe, 1 year
Stefan Tate, 1 year
Phyllis Dyson, 1 year
Bruce Green Jr., 10 years

ARLINGTON NATIONAL CEMETARY TOURS
Charles Abene II, 2 years
Mamadou Diallo, 1 year
Joseph Gethers, 2 years
Evan Leland, 2 years
Oscar Overton, 15 years
Betty Suber, 1 year
Loretta Pinkney, 6 years
William Whiteside Jr., 11 years

TROPICAL SHELL & GIFT
Tranise Demery, 1 year
Tana Walker, 10 years
Panagiotis Andriotis, 1 year
Camille Brown, 1 year
Joeelyn Chavarria, 5 years
Rolph Val, 4 years
Jillian Duclo, 2 years
Bozena Paprocka, 10 years
Galyna Tsapko, 5 years
Jennifer Dominguez, 1 year
Janae Allen, 12 years
Richelord Camille, 2 years
Gregory Gerwin, 15 years
Maxine McGlone-Montalvo, 1 year
Rosemary Pumar, 34 years
James Hottman, 3 years
Karlyn Hunter, 1 year
Michelle Washington, 14 years
Alexandria Boston, 2 years
Jean Louis, 4 years
Lenes Saint Pierre, 4 years
Xiomara Oropeza, 8 years
Galbo Syla, 3 years
Ducson Louis, 5 years
Yaileni Nieves, 4 years
Marina Timus, 1 year
Brianna Archibald, 1 year
Cayla Corley, 3 years
Carolyn Malin, 3 years
Jeanna Garrido, 3 years
Mary Burgess, 2 years
Dashawna Pirtle, 3 years
Robert Tucker Jr., 4 years
Nancy Shafer, 9 years
Teresa Terry, 7 years
Larysa Yanovych, 4 years
Daniela Galbur, 3 years
Linda Cates, 35 years
Marie Jean, 13 years
Yareli Barrera, 3 years
Rodney Sanders, 3 years
Hilda Perez, 20 years
Nigora Azizova, 1 year
Evan Sellers, 4 years
William Roberts, 3 years
Ronnie Ross, 1 year

SAN DIEGO
OLD TOWN TROLLEY TOURS
William Fox, 12 years
James Fraley, 12 years
Mark Chadwell, 3 years
Larry Usalld, 19 years
Reyes Avalos, 9 years
Alejandro Valladolid, 2 years
Isaias Velazquez, 16 years
Bryan Virgil, 3 years
Martin Baez, 7 years
Margareth Hess, 3 years
Delilah Sanderville, 1 year
Stanley Henson, 18 years
Teresa Morrison, 2 years
Fernando Vazquez, 8 years
David Mahl, 20 years

CHARACTER PAGE
BOSTON
CONDUCTOR
Matt Cronan
Matthew Medeiros
Cordelia West
Bob Regan
SALES REP
Meaghan Price
Pablo Zagarra
Kristen Cassidy
Stephanie Teixeira
SUPPORTING
Namik Zegolli
Balthazar Francois
Erin Schlothauer
GHOST
Jacqueline DiVito
Joshua Telepman
Will Muñoz
Derek McClellan
PICKLE
Steve Cunniff
Alex Olson

SAN DIEGO
CONDUCTOR
Rodney Foster
Captain Bob Williams
SALES REP
Stacy Bridges
Barbie Harrell
SUPPORTING
Isaias Velazquez
Erin Cullen
SPECIALTY
Charlie Hogquist
Don Kaye
SEAL
Captain George
Bret Daguio
PICKLE
Charlie Hogquist
Jeff Archuleta

ST. AUGUSTINE
CONDUCTOR
Daniel Anderson
SALES REP
Vicki Slaughter
Bill Swiecegood
SUPPORTING
Tiffanie Mees
Humberto Cabanes
RETAIL
Jim Skowron
Kerry Wall
GHOST HOST
Gabby Madrideios
Micki Rios
HISTORYTELLER
Gail Pearce
Frank Wierenga
BOOKS
Eliott Alex
PICKLE
Tammy Burton
Doris Lagasse

WASHINGTON, DC
CONDUCTOR
Mike Goggin
Mark "MJ" Jackson
SALES REP
Connie Kaufman
David Roll
SUPPORTING
Jaye Johnson
Nazha Salhi
PICKLE
Rodney Allen
Tosha Brown
ANC DRIVER
Eric Davis
Louis Pugh
ANC SALES REP
Cathy Young
ANC NARRATOR
Beverly Lancaster
ANC PICKLE
Leroy Panting
NIGHT GUIDE
Bert Stratton

JUNE - SEPTEMBER
The Key West Harry S. Truman Foundation hosted the 17th annual Truman Legacy Symposium to commemorate President Truman’s Legacy towards Fire Safety, Fire Prevention and Historic Preservation. The event brought fire service leaders from across the country to Key West for a conference that detailed President Truman’s Fire Safety Report of 1947. The program was a result of partnerships with the National Fallen Firefighters Foundation, the National Fire Sprinkler Association, Harry’s Girls & Auxiliary and Historic Tours of America. On May 23, 2019 the Foundation and the Little White House were recognized by the United States Congress for this program.

On Saturday, July 20th, the Key West Aquarium staff was proud to host “Discovery Saturdays!”, sponsored by Mote Marine Laboratory at the Fl Keys Eco Discovery Center. Each month, Mote invites a host to help educate the children of Monroe County about various ecological topics and we chose to highlight invasive species of Florida and the Florida Keys. Our aquarists and educators not only put on a fun hour-long program for the kids, they also were able to meet “Mojo”, our 12 ft. albino Burmese python. Mojo was surrendered to the Florida Fish and Wildlife Conservation Commission in 2009 through their pet amnesty program and adopted by the aquarium shortly after. Meeting him was a fantastic way to connect with the children, dispel some myths about snakes, talk about responsible pet choices and ownership, and also why invasive species are such a concern. It went so well, we are invited back for August to showcase sharks and stingrays!

It’s Team Building time! The staff of the Key West Aquarium attended a screening of the 1975 classic, Jaws, at our local non-profit theater, Tropic Cinema! While most of the CAST had seen the classic, and name it as one of their all-time favorite movies, it was a first time for all of us seeing it on the big screen! Little known facts about Jaws are that the author of the book, from which the movie was based, Peter Benchley, later came to regret the damage the book and movie did to the public perception of sharks. He became a vocal advocate for shark conservation until his death in 2006, joining the National Council of Environmental Defense and serving as the spokesman for its Oceans Programs. Benchley was quoted as saying, “The shark in an updated Jaws could not be the villain; it would have to be written as the victim, for worldwide, sharks are much more oppressed than the oppressors.

The Island Juice Bar made a cake for Key West Shipwreck Treasures Museum actor, Steve Bornstein. Steve’s character for the museum is Mr. Asa Tift.
FUN NEW PHOTO OP ARRIVES AT VISITOR INFORMATION CENTER

ADRIANO LAUGHLIN, VISITOR INFO CENTER SUPERVISOR

An amazing piece of artwork made by local artist Michael Lebold will give the public a memorable stop at Embarcadero area and help us attract more people to the Visitor Information Center. The “Little Trolley,” as we are calling it, shows you the best of San Diego on board the greatest tour. This a gift for the city and for all the tourists that we receive at the VIC. It’s the best souvenir ever!

SAN DIEGO PORT TENANT’S ASSOCIATION (SDPTA) 30TH ANNUAL DINNER & MEETING

This year’s meeting included a silent auction, networking, dinner and a look-back celebration video of the past 30 years of service along the San Diego port tidelands. SDPTA is a non-profit organization of businesses who lease land along the tidelands of San Diego Harbor including San Diego bay hotels, restaurants, attractions, marinas, ship industry and trade, the US Navy, airport, and many more including Old Town Trolley Tours and SEAL Tours. SDPTA brings to San Diego an economic impact of $9.4 billion with over 800 tenants and 44,300 jobs.

OLD TOWN TROLLEY EARN SMALL BUSINESS RECOGNITION

Each year, California State Senator Toni Atkins honors some of the small businesses in Senate District 39 that help shape our communities and power our local economy. Old Town Trolley Tours was one of six businesses that were honored as Small Business of the Year in San Diego for 2019.
LA JOLLA BEACH TOUR TAKES A DETOUR

JOHN BARTON

The discovery by geologists of a weakness zone in a La Jolla sea cave known as “Cook’s Crack” has prompted the closure of sections of Cave Street and Coast Blvd. to all traffic for at least six weeks. The city promptly initiated an emergency contract to reinforce and stabilize the cave and the roadway above it. As a result, OTTSD’s La Jolla Beach Tour has lost access to a small portion of its water views near the La Jolla Cove and has had to re-route through the village. Never fear, however! Our talented and resilient Conductors have made lemonade out of lemons by reworking the script to emphasize the many high end shops, galleries, and restaurants they are now passing on Prospect Street, the “Rodeo Drive” of La Jolla, while still directing guests to the Cave Shop and areas of Beach views they will be able to explore on their own after they disembark the trolley.

COMIC-CON CELEBRATES 50 YEARS!

JEANETTE RENNING AND ERICA FROST, GROUP SALES

San Diego once again hosted the iconic 50th annual Comic-Con event. OTTSD was fortunate enough to be a part of the action again this year. We formed a partnership with a New York-based experiential marketing agency called Be the Machine who exclusively represents CBS. CBS wanted to showcase their fall drama and comedy lineup with the shows: The Unicorn, Carol’s Second Act, Bob Hearts Abishola, All Rise, and Evil. They wrapped three Trolleys and one Trolley was an exclusive “Evil” Trolley.

NEW SEAL CREW MEMBERS

San Diego SEAL tours added five new SEAL crew members this year to its existing group of professional mariners. They successfully completed our extensive SEAL crew training program. This classroom and hands on training process takes about six weeks to complete and become certified.

NEW WEDDING TROLLEY ARRIVES!

JEANETTE RENNING & ERICA FROST, GROUP SALES

The newest edition to our special celebration fleet is also our first Molly wedding trolley. “NuBella,” as she is affectionately called, will seat up to 26 wedding guests, making sure they always arrive in style!

CELEBRATING 20 YEARS OF VACATIONS HAPPEN!

Thank you David Mahl for 20 years of service with Old Town Trolley!

SAN DIEGO MAKES SEAL SALES BY THE SEASHORE!

Pictured here is sales rep David Knowling and two of our guests that are about to embark on one of our amazing SEAL tours from Seaport Village.
SAN DIEGO REFLECTS DURING 250TH COMMEMORATION

DAVID THORNTON, GENERAL MANAGER

San Diego leaders, community members, local, state and international dignitaries came together on Tuesday, July 16th to mark San Diego’s 250th commemoration event held in Presidio Park. The event celebrated the culture, history and achievement in the place where California began – San Diego. During San Diego’s 250th ceremony, the Kumeyaay flag was raised alongside the American, Mexican and Spanish flags at Presidio Park – a place where different cultures with deep roots changed the region. The Kumeyaay people were already on the land that would become San Diego when the Spanish landed on its shores after making their way from what is now Baja California on July 16th, 1769. Old Town Trolley provided shuttle service to the event with five trolleys that transported guests throughout the evening.

TEN NEW CONDUCTORS FOR OTTSD

Old Town Trolley Tours of San Diego recently welcomed a new crop of conductors. The first week of June saw the maiden voyages of Will Baldwin, Howie Brown, Tony Brunn, Mark Henry, Daniel Looney, Vinnie Padilla, Michael “Scooter” Rivero, Dave Stelmach, Sherry Ann Vespertino, and more recently, Elizabeth “Rose” Morgan. Kudos to John Lindsey IV, Head Conductor, and Kalani Baker, Safety Officer, for creating a program that achieved such auspicious results.

BIG BAY BOOM FIREWORKS

The San Diego Big Bay Boom is the largest display of fireworks in Southern California! 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.

VOLUNTEERING DURING OPERATION CLEAN SWEEP

DANNY BRINKS, OPERATIONS MANAGER

Old Town Trolley Tours of San Diego teamed up with local hotel Wyndham San Diego Bayside to clean up numerous sites throughout the city of San Diego. Operation Clean Sweep has been a San Diego tradition for 29 years. Volunteers representing Old Town Trolley for this year’s cleanup included David Thornton (GM), Jeanette Renning (Group Sales Manager) and her husband Steve, Danney Brinks (Operations Manager), and Harold Dozier (Head Conductor) as well as his two boys, Miguel and Rodrigo. Thanks to everyone who participated!
This is a very exciting year for Old Town Trolley Tours of San Diego, celebrating 30 years in the community. On Thursday, August 29, our founders, both current and former CAST Members, community partners, and local elected officials all gathered to celebrate. The Tequila Factory Restaurant catered the event with music performed by the band “Rock of Ages,” headlined by our very own Old Town Market Manager, Victor Santana. Raffle prizes were given out with one hundred percent donations going to benefit Father Joe’s Village. We want to thank everyone that helped make the last 30 years amazing, and here’s looking forward to another 30!

Group Sales Manager Erica Frost & Conductor Robert "Hatch" Hatcher

CASTmembers showing their support for Breast Cancer Awareness!

Depot Sales Manager Kris Fabroski & his guest Desi

Laura Kojima & Father Joe

Conductor Mark Henry & his guest Maggie

Sales representatives Maggie Hess, Margaret Gallagher & Renee Holland

Former General Manager Lorin Stewart & Chris Belland

Sales representative David Mahl & Visitor Information Center Supervisor Adriano Laughlin

Sales representative David Knowling & HR Manager Cyndi Turpin

GET SOCIAL WITH US /sandiegotrolley sandiegotrolley oldtowntrolley
SUMMER FUN AT THE BTPSM!

KELLY HORAN GALANTE, ASSISTANT CREATIVE MANAGER

After an extremely successful summer, the cast of the BTPSM is happy to take a breath before welcoming our influx of fall travelers. Though busy during the day, we had several fun cast events as the summer was winding down, including our annual BTPSM Anniversary BBQ in late July at Executive Director Shawn P. Ford’s home. It was a lovely evening with great food and service from B&G Caterers and the spread even included some of Shawn’s own special recipe salads. In August we took an outing to America’s Favorite Ballpark – Fenway Park – for a Red Sox game and had a Jaws Movie Night in Abigail’s Tea Room, complete with costumes, decorations, and shark-themed snacks!

We hosted several private tours and a presentation on “Ladies in the American Revolution” for the Women2Women (W2W) America International Leadership Program in August. Jillian Couillard (Creative Dept Supervisor) created and presented an informative PowerPoint with the assistance of Kristin Harris and Amber Robitaille (Lead Actors) who entertained and educated the crowd “in character”. W2W empowers young women in leadership development, cultural awareness, conflict resolution, and civic engagement. This program identifies promising leaders (ages 15-19) with the goal of helping them to lead in today’s world. We were lucky to have this opportunity to discuss the often-overlooked subject of women’s lives in Colonial Boston and the greater American Revolution. The young ladies in attendance had an amazing visit. Congrats to Jillian on her presentation and to Kristin and Amber for their performances!

Besides having the opportunity to educate within our walls, our Virtual Tour program allows us to reach students all over the world. Last season, we began being listed on the Interactive Learning section of the Center for Interactive Learning and Collaboration’s website. This site offers over 300+ interactive programs from hundreds of museums, universities, zoos, attractions, etc. As educators and activity directors use the various programs they are asked to rate their experience and those receiving outstanding ratings (2.85-3.00 out of 3.00) are recognized for their “Programs of Distinction” and are awarded the CILC Pinnacle Award. We are happy to announce that the BTPSM Virtual Tour program is a one of 60 recipients of this award for 2018-2019! Our offerings are among the top programs in the CILC site and “stand out as demonstrating remarkable quality of educational content and exceptional skill at program delivery”. We look forward to continuing to grow this area of the BTPSM and connecting with classrooms throughout the world in this upcoming school year!

As the school year begins, our general business begins to shift to higher numbers on the weekends, especially as the leaves in New England begin to change. Fall foliage is a booming business up north and a lot of travelers will stop in Boston on their way. The cool temperatures and beautiful weather means that Kim Salvato (Events Manager) will also be very busy this fall as the BTPSM is a hot spot for events in September and October! We always have a lot of projects going on in the fall around the site including continued ship maintenance, painting, winterizing the site, rehearsing for the virtual tour season, and of course, preparing for the upcoming 246th Anniversary and Annual Reenactment of the Boston Tea Party on December 16, 2019!
The Boston Tea Party Ships & Museum kicked off summer in a big way thanks to a very productive peak group season. Between April and June, the museum saw more than 25,000 visitors come to the colonies in groups alone, including one incredible 24 group day! Coming off a record shattering 2018 group season, the Group Sales team of Paul Lurie (Group Sales Manager) and Kirsten Schuller (Group Sales Coordinator) were still able to see group revenue increase by 3%. Though the number of groups tends to slow down once the school year draws to a close, there are already 75 reservations on the books for the Spring of 2020, which should be another tremendous season.

Once our peak group season finishes, we wake up the next morning to tourist families traveling to visit Boston on their summer vacations! We always have an extremely busy 4th of July week and this year was no exception! Our popular program, “Revelry on Griffin’s Wharf”, returned for the evenings of July 1, 2, & 3 as part of Boston’s Harborfest celebrations. Creative Department Supervisors Jillian Couillard and Stephen Chueka took the lead on organizing the activities for the evenings, communicating with the Historical Interpreters regarding the expectations, and running these evenings with the help of our Lead Actors – Kristin Harris, Amber Robitaille, and Michael Barry. “Revelry” is different than our normal tour experience as we model ourselves after Colonial Williamsburg or Plimoth Plantation with more hands-on activities and much more of a “free rein” type of evening. Our guests can engage with our interpreters through various means: helping with colonial laundry, learning about mercantilism in the 18th century, engaging with the pirates that have commandeered the ship Eleanor, and many more! On Tues, July 2, Boston’s Harborfest association also had a fireworks display over the Harbor that was visible from the back deck of the BTPSM. Our guests were invited to stay and watch and certainly ended their evening on a high note! Our attendance during 4th of July week was incredible! On Friday, July 5, we were only 5 guests away from selling out all 29 daily tours! And after that extremely busy day, we also held a very well-attended performance of “Huzzah! Tavern Nights”. Congrats to all of the cast members of the BTPSM for their hard work throughout the busiest week of the year and let’s get ready for the remainder of our summer season. After a week like that, our “normal” heavy summer crowds feel so easy in comparison!

Summer crowds bring their own challenges, most notably: heat stress. Thanks to the safety measures from Dan O’Neill (Site Manager) and Eric Abrew (Asst. Site Manager), we’re off to a good start to attempt to take the best possible care of our guests and ourselves! This year we added a misting fan to the back deck area to complement the awnings already in place. Our guests are outside for 15-30 minutes during our tour experience and we find that many are trying to pack so much into their vacation that they often forget to hydrate and nourish themselves properly. We encourage our cast members to take the best care of themselves so that they can notice signs of heat stress (or worse) amongst our guests. We are very lucky that the temps in Boston are only high for a couple of months throughout the year and we do what we can to continue to give great customer service, provide a top-notch historical experience, all while keeping the guests’ safety at the top of the list. As we always say here in Boston, “safety first, treason a close second!”.
MEAGHAN PRICE
BOSTON, MA
I grew up in Corning, New York, which is a very small town in western New York. My father works as a materials scientist at Corning Inc. and my mother owns a dog grooming business. I have one older sister, who is currently pursuing her Masters degree in public health. My father grew up in upstate New York and my mother grew up about 30 minutes away from Boston. This is primarily how I ended up here in Boston. I have always loved Boston. There is so much history here and I love that it is close to the ocean. Having a World Series winning baseball team doesn't hurt either. When applying for colleges, I knew I wanted to be in a big city, but attend a smaller school. This is how I found Emmanuel College, where I currently attend as a rising junior studying economics and math. After finishing my undergrad, I am hoping to pursue my PhD in economics and eventually become a professor. This summer I knew I wanted to stay in Boston and saw that Old Town Trolley was hiring. I was familiar with the great reputation of the company and was very excited when I got hired. I have a passion for customer service and helping people explore the city that I love has been amazing. Being able to share the aspects of Boston that I love with our guests and seeing them enjoy it too is my favorite part about the job. Applying to Old Town Trolley was one of the best decisions I have made. The camaraderie among CAST members here is extremely impressive and I have enjoyed every second of working here.

What brought you to your city?
I came to Boston to attend college.

Who is your favorite author?
My favorite author is Steven Levitt

If there was one place you would like to live besides your current city, where would it be?
I would like to live in Florida near the beach.

Which living person do you most admire?
Michelle Obama

What do you value in your friends?
How accepting and kind they are.

JAMIE STAFFORD
SALES REP | KEY WEST, FL
I was born in Tulsa, Oklahoma. I graduated high school at 17 and went to college a few months later. My mother is a military family counselor and moved to Key West for work in 2014. I got my first taste of Key West that same year while completing an internship at the non profit organization Reef Relief as a storm water educator. I eventually went on to complete a master's degree in Environmental Science. I have a strong background in retail management and I enjoy volunteering with and working with animals as well. I served a stint working with the National Park Service as a ranger in Yellowstone National Park in 2018 and shortly after decided it was time to come back to Key West, where my sister was already working as a tour guide at Truman's Little White House. I enjoy traveling, going to concerts, sewing and knitting. I have a bachelor's degree in International Business and a Master's degree in Environmental Science. My friends and my family are the most important thing to me. I love all the nerdy stuff in the world; Harry Potter, Dr. Who, The Hobbit, Star Wars, documentaries and much more!

Which living person do you admire most?
Jane Goodall, Ruth Bader Ginsberg, Oprah, and my mother.

What is your greatest fear?
Ghosts

What is the trait you most deplore in yourself?
Being impatient

What is the trait you most deplore in others?
Rudeness

What is your favorite vacation spot?
London, England

FERNANDO AVILA
SAN DIEGO, CA
Hi, my name is Fernando Avila. I have worked in the maintenance department at Old Town Trolley Tours of San Diego since 2011. My passion for sports and helping other people led me to volunteer in my free time and start coaching soccer for a group of 12 kids where my son plays in Rosarito, Mexico. It was a very nice surprise to realize how many kids wanted to join us, so we created more age categories and also opened a soccer club which we named “Juventus Rosarito FC.” This club includes many girls age 9-14 years who practice twice a week and play in the local league on weekends. I’d like to mention that it’s hard work to manage 48 total kids in 4 categories, but it’s so nice to see kids practicing a healthy activity attached to principles where competition comes second after joy and team work.
CASTMEMBER SPOTLIGHT

KYLE DUMPSON
LEAD CONDUCTOR | ST. AUGUSTINE, FL

I was born in Queens, New York and raised in Altamonte Springs, Florida until I was 11. Shortly after my 11th birthday my family and I moved to Palm Coast where I currently reside. My work background is in hospitality. When I was 16, I got my first job bussing tables at the Hammock Dunes Club. Eventually I would move up to becoming a server. I worked at the Hammock Dunes Club for just shy of 10 years, until Elisha Santiago would tell me about working for OTT St Augustine’s Nights of Lights as an Elf. My Elf name was Fudge. I enjoyed myself and was pleased to be offered a full-time position as a conductor in February 2018. Since then, I have moved up to become the Lead Conductor and love every moment of it. I’m looking forward to my future here with OTT St Augustine.

What brought you to St. Augustine?
I’ve always wanted to live in St Augustine, a great friend of mine gave me the opportunity.

What is your greatest achievement?
I consider becoming the lead conductor my greatest achievement. I’m looking forward to growing with the company.

If you had to eat one thing for the rest of your life what would it be?
Chinese food. I’m already on that path.

If you were to die and come back as a person or thing, what do you think it would be?
A black panther

If there was one place you would like to live besides your current city, where would it be?
New Hampshire. Live Free or Die.

KRISTINA PRINCE
SAFETY OFFICER | SAVANNAH, GA

My name is Kristina. When I was born, I was actually named after my Dad’s first canoe. I grew up on the outskirts of a very small town in South Georgia. I’ve always loved performing, history and story-telling. I earned my BFA in Theatre Performance with a minor in Physics from Valdosta State University in 2007. After five years of working in professional theatre, I moved to Savannah to settle down. I’ve always been more comfortable in older cities.

When I was a child, my dream job was actually giving ghost tours. When I was first hired at OTT-SAV to give the Ghosts and Gravestones tour, I literally skipped all the way out of the parking lot. After six and a half wonderful years of giving the G&G tours, helping to manage the program, and learning every role I could on Ghost, I wanted to do more. In May of this year, I took up the new challenge of becoming our Safety Officer. In the short time I’ve been in this position, I feel like I’m already making at least a small difference for my OTT family, and I hope to continue to do so for many years to come.

Which talent would you most like to have?
Singing. Currently, I sing like an albatross

If you were to die and come back as a person or thing, what do you think it would be?
I’d come back as a ghost and haunt Savannah. I’d be a puckish poltergeist somewhere.

If there was one place you would like to live besides your current city, where would it be?
Malmo, Sweden, so I could be closer to my sister and my nephews.

What is your favorite song?
The Cry of the Banished Horseman by American Murder Song. Love those guys!

Who is your favorite hero of fiction?
Lt. Worf from Star Trek TNG.

RICHARD FREDA
NASHVILLE, TN

I was born and raised in Columbus, Ohio. I went to my first Ohio State football game at age 9 with my Mom & Dad. My love for my family or my favorite football team has never wavered. I moved to Pompano Beach, FL in 1980, went to school and graduated from Florida Atlantic University in 1984. I met my wife to be in Florida, got married and had two fantastic sons. One is an Engineer and my youngest is an Attorney. I am so very proud of both of them. We moved to Tennessee in 1990 and started my career as a Manufacture Sales Rep in the sporting goods business, working for companies like Spalding Sports, Mizuno and many others. After 27 years in the business I came off the road. Two years later I found my second dream job here at Old Town Trolley of Nashville. I truly love giving tours of the city that I have lived in for 30 years. I am very thankful to be able to be a part of the wonderful team that we have here in Nashville.

What is your greatest achievement?
My children

Which living person do you most admire?
My girlfriend, Kelli Humphries

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

What is your favorite vacation spot?
The Beach, almost any beach.

What is your favorite song?
Sympathy For The Devil by The Rolling Stones
CAST MEMBER SPOTLIGHT

DEILAH SANDERVILLE
AP/AR CLERK| SAN DIEGO, CA

I was born in Clarksville, Tennessee. My background in hospitality and service goes way back to my college days at the University of Nevada-Reno where I was a Theatre Major and worked at several hotels making reservations and taking calls. I moved to LA when I was 21 to pursue a career in theatre, and there I met my husband and also had a couple of kids. After moving to San Diego, I went to work for SeaWorld where I stayed for 20 years in the Education/Zoological Department of the park. I was in charge of all the school field trip visit details and assisted with Summer Camps, Resident Camps and at times was pulled into service to assist Animal Care. I have spent time in a pool with a 3-day old dolphin in my arms to keep it steady so it could be fed, have held newborn otters, and watched Killer Whales give birth. My kids grew up being in the water with Beluga Whales and dolphins, hanging out with penguins and exotic birds, feeding manatees, and so much more. It was an unforgettable experience for them and for me.

I came to work for OTTSD in the summer of 2018 as a part-time Officer of First Impressions. It was in the middle of the busy season so I hit the floor running! It was very different from my previous job, but also a new experience and I enjoyed getting to know the sales staff and all my co-workers. It’s been a good experience to share my knowledge of San Diego and provide guests with directions or suggestions on where to go and what to see during their stay in San Diego. I was promoted in the spring of 2019 to AP/AR Clerk. My duties include processing bills for payment, vehicle registrations, preparing monthly financial reporting and maintaining A/P A/R records with some cashiering and admin duties.

What I love about San Diego is the weather! Most of the time it’s easy to live here. I am lucky to live near Shelter Island where I can enjoy sunsets and walking by the bay, sitting on my deck and having the breeze wash away a hot day or have a cup of coffee watching the sunrise from my window. One of my favorite things to do is spend time with my horse Dulcie, a 24-year-old Peruvian Paso mare that I acquired when she was 8 years old. I also love to travel and I go to the U.K. a lot, primarily Scotland. Being of Scotch/Irish decent, it’s fun to explore this beautiful place and its history.

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

Who is your favorite author?
Diana Gabaldon

If there was one place you would like to live besides your current city, where would it be?
I would live in Aviemore, Scotland

Who is your favorite hero of fiction?
Harry Potter

If you were to die and come back as a person or thing, what do you think it would be?
I would be an owl.

KIRK GALBREATH
NASHVILLE, TN

I was born in Clarksville, Tennessee. I left many happy customers who I serviced and who often became like extended family, prior to my move to Nashville, TN, 14 years ago. My time spent in Nashville has been successful. I completed a 36-year career with UPS. My career in the transportation industry was filled with many coveted awards and ended with a perfect driving record. As a result, it landed me in the UPS “Circle of Honor” club, that few are ever selected into for thirty plus years with a safe driving record. After retirement, I have been enjoying fishing and grilling as hobbies. My desire to continue working part-time in the transportation industry landed me at Old Town Trolley of Nashville as a night time shuttle driver. Once again, I have had the opportunity to meet many wonderful people on their travels.

If I had to eat one thing for the rest of my life it would be?
A bone-in ribeye steak

What or Who is the greatest love of your life?
Christ, My fiancé and my family

If there was one place, I would like to live besides Nashville, where would it be?
Florida

What do you value most in your friends?
That they are trustworthy

What is your most treasured possession?
Good health

WHAT AM I?
I SPEAK WITHOUT A MOUTH AND HEAR WITHOUT EARS. I HAVE NO BODY, BUT I COME ALIVE WITH WIND. WHAT AM I?
ANSWER: AN ECHO
ESTEBAN ANDRADE  
SALES REP | KEY WEST, FL

Hello fellow cast members! Please allow me to introduce myself, my name is Esteban Andrade and I started with HTA on the sales team in April 2019. I was born in San Diego, CA. I joined the U.S. Army and I served for 10 years until I decided to take my life in a different direction. I left the Army and followed my soul mate, Amy, to Pennsylvania. There she and I opened our own restaurant called 2Tired2Cook. We soon got pregnant with our daughter, Trinity. When Trinity (now 10) was 3 months we discovered that our son, Haven (now about to turn 9), was on his way as well.

We decided to close the business and that I would finish my BA. I did, and upon graduation was offered a job as a training director. That’s where the, “What brought you to your city?” question comes in. The company I was working for restructured as they fell into economic difficulties and I, along with 18 others, had our positions done away with; poof. My wife, being the creative, out of the box thinker that she is, said, “Why don’t we sell our vehicles (except one), all our ‘stuff’, and this house and move to the Keys?” I thought about it for all but 30 seconds and said, “Okay.” So in winter 2014 we moved to the Keys. We found work soon enough, but I decided I wanted to learn to dive. I became a dive instructor but soon realized diving was better left as a hobby than a profession-for me.

Fast forward a little and a hurricane…Amy began driving the World Famous Conch Tour Train, which she absolutely loves. For over a year she told me that I should come and work for HTA; finally, I listened. She knew I would be a good fit and she was right. I absolutely love my job. I haven’t loved a job since I was an instructor at an Army leadership academy in 2005. So now on to the remaining 4 questions…

What is the trait you most deplore in others?
Deceit; I hate when people lie. Why lie when the truth will work. I think people would get along better if they were just honest with one another.

What or who is the greatest love of your life?
Well that’s easy, YHWH! He has given me everything…life, salvation through Jesus, my wife, my kids, my house, my job. All the good things I have or have had in my life I attribute to the Father. Even all the bad things; they were teaching moments from which I learned greatly.

Which talent would you most like to have?
I would love to be able to sing. Let me rephrase that, sing well. I sing all the time, but it’s just awful. I think the ability to produce a harmonic sound with ones voice is a beautiful gift.

If you could choose one reality TV show to be on, what would it be?
Not sure if it still airs, but Amy and I would watch the Amazing Race. It was a show where teammates would travel all over the world, solving riddles, and performing all sorts of challenges. It seemed like it would be a blast!

GABBY MADRIDEJOS  
GHOST HOST | ST. AUGUSTINE, FL

Hi, I’m Gabby Madridejos. I was born in Virginia, and raised in several northern states such as Virginia, Pennsylvania, and New Jersey, but I will always claim New Jersey as my home state. My family moved down here in 2006 when I was 12 and about to start 7th grade. I graduated high school in 2012 and was originally going to attend Mars Hill College in North Carolina, but my mother’s sudden diagnosis of stage 4 Thyroid Cancer influenced my decision to attend community college instead to help care for her. Now, I am currently working towards my bachelor’s degree in Business Management. Once I graduate, I intend on continuing my work in the hospitality industry.

I actually remember my first time exploring downtown St. Augustine, and the first brochure on the Welcome Center brochure rack that caught my eye was one for a ghost tour, so that was probably my first calling sign. Had I been told that I was going to eventually be doing that in the future, and win seven “Ghost Host of the Month” awards and one “Ghost Host of the Year” award in the span of five years, I never would have believed it. I love working with Ghosts and Gravestones because like me, the job is out of the ordinary and every tour brings something different. It is very thrilling being able to tell my own personal tales of being tapped on the shoulder in Potter’s Wax Museum or hearing distorted voices inside the jail. I also love to see my guests get the heebie-jeebies as my tour progresses, and then watch them jump when I suddenly step out of a dark corner. All my personal stories, plus the stories I tell on the tour every night have made me the most popular person around the campfire. My whole experience has made me grateful to work for such an amazing company with great people who make each day more exciting than the next.

What is your greatest achievement?
Either winning the “Ghost Host of the Year” award or being photographed as the model for all of our advertisements. I’m always working to improve my A-game, so it is definitely a great feeling to be recognized within and outside the company.

Which talent would you most like to have?
Either playing a fancy instrument like the violin, or something extraordinary like riding a unicycle, archery, and fencing.

If there was one place you would like to live besides your current city, where would it be?
Somewhere with all the four seasons, so possibly somewhere up north. Growing up in the northern states like Virginia and New Jersey, I felt so at peace being able to experience all four seasons because I felt that there was balance with everything.

Who is your favorite author?
Nicholas Sparks, because his novels are the epitome of epic modern romances. My favorite book by him is A Walk to Remember.

What do you value in your friends?
Kindness, loyalty, and trust. I love having friends that make me happy to be around, and knowing we have each other’s backs no matter what.
This June, Boston saw the biggest Pride celebration the city has ever seen! The entire city was shut down in celebration of our annual Pride Parade which was also the 50th anniversary of the Stonewall Riots. You know us Bostonians love a good riot, and we sure know how to throw a great (tea) party. Old Town Trolley and Ghosts & Gravestones were front and center this year in the festivities. The parade was great for our charter sales and we also donated a couple trolleys to the parade commission which gave us great brand awareness. We’re always excited to join in the parade, and we make sure to bring our A-game on with costumes. CASTmembers from each department represented our company and promoted our products while passing leis out to parade-goers. The leis were such a hit that parade marshals had to work extra hard to keep the crowds on the sidewalk! It was a great opportunity for CASTmembers to come together while celebrating our rich diversity here at Historic Tours. And even in spite of the city shut down the parade route causes; our tour was still able to operate on the east side. We serviced those who still wanted to see some historical sites on a modified route, leading to the opportunity for parade viewers to purchase a ticket for our Ghosts & Gravestones tour. This year we were joined by two Ghosts & Gravestones super-fans, Lisa MacAveney and her child. They have taken our tour many times, and we were pleased to have them on board. Hands down, our best pride parade yet!
NASHVILLE
SHELBY MCCOY, GROUP SALES/CHARTER

Nashville had one of its largest parades to date June 22nd with the Inaugural Nashville Pride Parade. Old Town Trolley was proud to take part with four of our vehicles in the parade and we want to say a special thank you to Dell Technologies, Caterpillar Financial, Nashville In Harmony, and those who rode onboard our company vehicle for making it such a success! You were all an absolute joy to work with!

With an estimated 75,000 in attendance and lining the streets of Broadway from 10th avenue to 2nd Avenue, it was quite an amazing sight to see! The parade itself had over 6,000 participants either on vehicles, floats, or marching and was broadcast live on multiple stations in its entirety.

We can’t wait to see how big this event grows for next year!

SAN DIEGO
ROD LABRANCHE, DIRECTOR OF TRAVEL INDUSTRY SALES

On July 13th, Old Town Trolley Tours of San Diego participated again in the annual San Diego LGBT Pride Parade, celebrating its 45th anniversary and the 50th anniversary of the Stonewall Riots. This year’s theme was: “Stonewall 50: A Legacy of Liberation”. Our vehicles represented the following contingencies: First Unitarian Universalist Church, FOG (Fellowship of Older Gays), The Lafayette Hotel, St. Paul’s Cathedral, and iHeart Media. The annual San Diego Pride Parade is among the largest in the United States, attracting over 250,000 cheering spectators. This year the parade started off with a flyover from Cal Guard’s Fresno 144th Fighter Wing which was conducted in honor of transgender service members.
BERT STRATTON: A multi-talented performer who plays the Piano beautifully. Bert is also a phenomenal singer who has, while mastering many styles, a style that is uniquely all his own. A songwriter with numerous CD’s showcasing his original music. Bert wrote the title song for one of Pat Boone’s Albums, Ready to Rock. Also, a little-known fact about Bert, he wrote the very first Teenage Mutant Ninja Turtle Rap for a cassette comic book put out by Random House long before the movie came out. A Cruise Ship performer with a huge following makes Bert such a wonderful addition on the OTT Nashville Night Tour.

ELIZA WARREN: The Creator of the Nashville Night Tour is also a Song Writer. Eliza co-wrote the two original songs on our tour: Town of Dreamers and Nashville After Dark. Eliza plays the guitar for fun with her talented group of friends, Nashville Musicians & Songwriters. What she calls fun may very well be a hit song one day soon. Her song, Town of Dreamers brought tears to my eyes the first time I heard it.

ANTHONY PIONTEK: Wisconsin’s 2018 Guitarist of the Year. Tony moved to Nashville to fulfill his dream. During his free time, he plays with local bands and is a songwriter. By day, Tony has won Conductor of the Month numerous times. By night, Tony can be found playing his Guitar and honing his craft.

SHANNON TODD: A Conductor by day Shannon Todd has a talent many are unaware of. Shannon plays the Guitar & Steel Guitar professionally. He has graced many Nashville stages playing with the legends of Country Music. Shannon played in Las Vegas from 1985-2010 before calling Nashville home. Along the way he played for Mickey Gilley and stills plays with Joann Cash regularly.

DEAN LARSON: Dean started with us for the day tour as a Conductor. He currently drives for the Night Tour and did you know...? Dean wrote the song, Carry the Flag which reached number 4 on the Billboard Chart August 2003. Dean sings, writes and records under the name, Justin Dean.

VICTOR MCNEESE: CSR/Sales Representative Victor McNeese has a whole other identity. Victor plays the Guitar and Steel Guitar on various Nashville Stages including the Grand Old Opry. A Songwriter that has played with countless Country Music Legends. Victor played at Casinos for a time before settling in Nashville again. He now plays regularly at Nashville Broadway Clubs.
WITH MUSICAL TALENTS

SHERRI MATHIS: Sherri, the vivacious Singer on OTT Nashville’s Night Tour has the guests mesmerized with her lively performances. A Singer and Songwriter, Sherri is no stranger to the Music industry here in Nashville. As a D.J. and K.J. she keeps the parties rocking when not on tour. Sherri has interviewed numerous Rock Artists for Music Publications and worked for a well-known Record Label.

NELSON VINCENT: Nelson is a Conductor for the Day Tour and gives a wonderful tour. Nelson has a quiet calm demeanor and one would never know the tremendous talent he is. Let’s see, a Singer, plays the Guitar and Piano, add in Songwriter topped off with a captivating stage presence. Nelson has his own Record Label, Soundwire Records and as a Music Producer has affiliation with both BMI and ASCAP. Check out Soundwire Records to learn more about Nelson. You will be amazed!

Many of our Cast are quite humble about their Musical talents so I am sure there are others I am unaware of in the professional spotlight. OTT Nashville has its share of Cast that share their musical stylings just because they love to sing around the office. “Jimbo” James Elmerick has a voice that makes you smile. He breaks into song in the mornings and is still singing at the end of his day. Peyton Hauskins plays several instruments and I hear has a very talented voice. Why Fiddle-d-dee, I almost forgot our Leader, General Manager, Steve Burress plays the Violin beautifully and continues to learn other instruments.

Look for my next Article from Nashville spotlighting other talented CastMembers.
Eva Santana is the Front Desk manager at The Laureate which has been recently renovated. She was born in Dominican Republic and has been in Key West for 5 years. She is a new vendor and has been an amazing motivator to her team to sell on Trusted Tours!

What brought you to your city?
Adventure

What is your favorite vacation spot?
Dominican Republic La Romana

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

Which living person do you most admire?
My Mother

What or who is the greatest love of your life?
I thought it was my boyfriend till I met my Dog Pink, I can’t live without her.

Which talent would you most like to have?
To speak more than two multiple languages

What do you consider your greatest achievement?
Becoming a US citizen last year

What three things are always in your refrigerator?
Chicken, Beer, and Wine

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

What is your most treasured possession?
My Life

If there was one place you would like to live besides your current city, where would it be?
Back home to the Dominican Republic

If you could choose one reality TV show to be on, what would it be?
Impractical joker

Cape Ann Camp Site is a second generation, family owned campground, operated by Eileen Matz and her daughter Rachel Refalo. They are there to help the guests with whatever they need, like offering their campers tickets to Old Town Trolley Tour of Boston. They do this through our Business Card Referral Program, which is new to Boston. Their guests have been making use of the program and loving it. The Cape Ann Campsite overlooks the Annisquam River, which provides the campers with beautiful sunset views. The Camp site is carved from Nature and is situated on a hillside. There are lots of trees and quiet to be found. The campground offers sites which range from intimate tenting to spacious RV sites. While it is peaceful here, Rockport, Salem, and downtown Gloucester are nearby when you need a bit of city time. There is something for everyone here. Cape Ann Camp Site is one of Old Town Trolley’s newest vendors. We are excited to see them growing with our Business Card Referral Program and are looking to work with them for many years to come. If you are ever in the Gloucester area, stop by, Eileen and Rachel would be happy to show you their campground and its scenic views.

You will find Rich & Lauren, the La Fiesta owners always around the hotel making sure everything is just perfect! And with Kim, the Front Office Manager at the helm, along with her dedicated staff, guests find themselves already feeling like a part of the family when checking in to the hotel. Our St. Augustine beachfront hotel features a variety of newly renovated rooms in a resort-like setting that include garden view rooms, ocean view, and oceanside rooms. You’ll find spacious two-level ocean view townhouse suites that sleep five, pool area rooms, and a large apartment suite with a full kitchen. Many rooms at La Fiesta Ocean Inn & Suites feature ocean views, private balconies, and much more. You’re certain to find a room at our beautiful St. Augustine hotel on the beach to suit your needs and help make your vacation comfortable and memorable. La Fiesta is proud to be locally owned and operated by hospitality professionals, and our St. Augustine resort is consistently a top-rated hotel on TripAdvisor. Our friendly, knowledgeable staff will greet you with a smile and are here to answer any questions you may have. Our #1 goal is to provide all the guests at our St. Augustine resort with the best possible hotel experience. Come stay with us and see for yourself what makes us so special La Fiesta Ocean Inn and Suites offers a number of features and amenities to accommodate your requests and needs.
**RUBEN RAMIREZ**
THOMPSON HOTEL | NASHVILLE, TN

My name is Ruben and I’m one of the fabulous concierges at a luxury property, The Thompson Hotel, in Nashville! I’ve arrived here from Houston after randomly choosing a city. I literally chose a city and started driving. I graduated from the University of Houston-Downtown. My favorite things in the world are champagne, Big Brother and traveling to random cities for a day. On any given night, you can find me in the kitchen baking or cooking and lounging around with my 18-year-old pup, Ginger.

**What is your favorite vacation spot?**
Cape Town, South Africa!

**If you could choose one reality TV show to be on, what would it be?**
The Amazing Race

**What is your most treasured possession?**
My 18-year-old chihuahua! Her name is Ginger.

**What three things will you always find in my refrigerator?**
String cheese, Edamame and champagne

**What do you value most in your friends?**
The quality I value most in my friends would be their opinions! I think a person grows when they are opened up to other’s opinions. It’s a very beautiful thing.

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**COMPASS RV PARK**
ST.AUGUSTINE, FL

Discover Old Florida Adventure for All Ages in St. Augustine, FL.
Find sunshine and old Florida charm at Compass RV Resort, one of the best RV parks in St. Augustine, Florida! Our all-age community boasts 168 sites in three distinct sections, The Grove, The Pond, and The Oasis. Numerous site options are available including full hookups, patio sites, shaded sites, and buddy sites. With a wide range of amenities and exceptional customer service, it’s no wonder our guests always leave satisfied! We recommend only Old Town Trolley Tours to get the complete history of St Augustine, showing you over 100 points of interest. We sell the tickets here and comes with a complementary shuttle service to pick you up and bring you back! Splash in sparkling waters or soak up the sun in our gated pool patio. Keep yourself fit and active at our onsite fitness center. Gather your friends around one of our two community campfires Partake in planned activities all year long, including live music. Bring your four-legged friend and let Fido run free in one of two dedicated dog parks. Stroll through lush Florida forest on our winding nature trail. Experience our vintage RV village, boasting renovated rental Cruisers from the early days of RVing.

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**MIKE JAKUBOWSKI**
SUNSET WATERSPORTS | KEY WEST, FL

I was born in Poland during the big transformation for Eastern Europe! Iron Curtain fell!! Polish people could finally travel outside of the country without any problems! That’s when my parents showed me that life is more than just a street, city or country that you are living in!!! Two days after I graduated from Józef Piłsudski University of Physical Education in Warsaw, I bought a one way ticket to Florida to pursue my dream, and become a Windsurfing Instructor in hot and sunny part of the world. I got my first job on the water In Club Med Bahamas. That’s where I met a good friend of mine who brought me down to Key West. For the next eight years I was a Jet Ski Tour Guide. That was enough time to learn how the local tourism works! Knowing every Water Professional along with every bar and restaurant in town, becoming Guest Vacation Planner Expert was just a matter of time! Traveling was always a big part of my life! I got lucky enough that my wife which I meet in Key West shared the same passion with me! We do travel for at least one month every year! That is one of big aspects of understanding Tourist psychology and needs.

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**MEANWHILE IN MARKETING**

AND WHEN I'M NAPPING, IT IS NOT OKAY TO USE MY EARS AS COASTERS.
This issue, I would like to spotlight the Concierge Team at the Hilton San Diego Bayfront. The team consists of Karin Bergenhal, who has been a Concierge there for 11 years, Shawn Romero for 4 years and Alex Garcia for 2 years. They also have two other Concierges from Grand Pacific Resorts who work at the Vacation Desk with the team - Louanne Marion who has been there 6 years and Ben Teahan who has been there 3 months and also works at the Embassy Suites San Diego Bay Downtown. The staff there are great supporters of Old Town Trolley Tours and we offer a Trolley stop right in front of their hotel which is located across the street from Petco Park and next to the San Diego Convention Center. The Hilton San Diego Bayfront opened in 2008 and has 1,190 rooms. It is located right on San Diego Bay and has a footbridge over to Petco Park and the Gaslamp Quarter. They offer Efoera spa which is an unexpected spa experience that offers a spiritual escape. Guests enjoy services that focus on balance and wellness, and embark on transformative journeys of the senses that help them emerge brighter. Thanks to the entire team at the Hilton San Diego Bayfront for all their support for all of our tours!

ALEX GARCIA & KAREN BERGENHAL
HILTON SAN DIEGO BAYFRONT | SAN DIEGO, CA

This month I would like to showcase Debbie Brassey, Lead Concierge at the Sheraton San Diego Hotel & Marina. Debbie has been in the Hospitality Industry for over 30 years and has worked for SeaWorld of California (11 years), Legoland California (17 years) as well as the Catamaran Hotel and the Westgate Hotel. Debbie has been at the Sheraton San Diego Hotel & Marina for 2 years and enjoys it very much. The Concierge Desk is operated by SD Adventures (sdadventures.com) which rents out various boats and jet skis at the Sheraton. I also worked as a Concierge at the Sheraton for 9 years when I first moved to San Diego and I loved it there as well. The Sheraton complex has 1,035 rooms with two towers on a marina and beautiful San Diego Bay. Thank you Debbie and the entire team at the Sheraton for all your support for Old Town Trolley and SEAL Tours. Also, for your wonderful friendship of over 20 years!

DEBBIE BRASSEY
SHERATON SAN DIEGO HOTEL & MARINA | SAN DIEGO, CA

The newest Vendor in the Nashville Vendor Department is the 21c Museum Hotel located in the historic Gray & Dudley building. Originally constructed in 1900, this building has been completely renovated to house the 21c Museum Hotel. This hotel allows guests to experience curated exhibitions and cultural programming in the heart of downtown Nashville. With over 10,500 feet of exhibition space open to the public 365 days a year, 21c Museum Hotel allows guests to engage in rotating exhibits at their leisure. The 21c Museum Hotel is now offering Old Town Trolley Tours as part of their Music City Experience Package. This package includes one-night accommodation at 21c, $100 dinner credit at Gray & Dudley, two tickets to the Country Music Hall of Fame, a Hatch Show Print souvenir, and two tickets aboard the Old Town Trolley. Old Town Trolley is proud to partner with a hotel given the distinction of “Top Hotels in the South, 2017” by Conde Nast Traveler.

21C HOTEL
NASHVILLE, TN

Hanscom Air Force Base is a non-flying base located about 20 miles north west of Boston. The men and women of this base manage the development and acquisition of critical systems that allow for seamless connectivity for and between members of the US Air Force. These systems include radar, communication, and intelligence systems as well as command and operations centers, network infrastructure, and cyber defense. About 5,000 people live on the base year round and that number surges to about 10,000 on weekdays with all the people employed by the Base. One of the many benefits offered to those who live and/or work on the base is access to tickets and tours for various attractions. Greg Leschishin is the manager of the Tickets and Tours office and is a big fan and supporter of Old Town Trolley tours. We thank Greg for recommending and selling tickets for our tour and of course, we thank the men and women of the armed forces for their service.

GREG LESCHISHIN
HANSCOM AIR FORCE BASE | BOSTON, MA

This issue, I would like to showcase Debbie Brassey, Lead Concierge at the Sheraton San Diego Hotel & Marina. Debbie has been in the Hospitality Industry for over 30 years and has worked for SeaWorld of California (11 years), Legoland California (17 years) as well as the Catamaran Hotel and the Westgate Hotel. Debbie has been at the Sheraton San Diego Hotel & Marina for 2 years and enjoys it very much. The Concierge Desk is operated by SD Adventures (sdadventures.com) which rents out various boats and jet skis at the Sheraton. I also worked as a Concierge at the Sheraton for 9 years when I first moved to San Diego and I loved it there as well. The Sheraton complex has 1,035 rooms with two towers on a marina and beautiful San Diego Bay. Thank you Debbie and the entire team at the Sheraton for all your support for Old Town Trolley and SEAL Tours. Also, for your wonderful friendship of over 20 years!
LEMON BUTTERCREAM

- 1 cup (226g) butter, room temperature
- 3 1/2 cupd confectioners sugar
- 1 lemon juice and zest of (about 2 tablespoons)
- 1 tsp. vanilla extract
- 1/8 tsp. salt

CAKE
1. Preheat oven to 350°F. Prepare two 8-inch round cake pans with butter and flour or use non-stick baking spray.
2. Grate a large zucchini (or two small zucchini) and place in a clean dish towel. Life the edges of the towel up and squeeze some of the extra moisture out, but you do not want the zucchini to be dry. You will want 2 total cups of shredded zucchini after it has been drained. Set aside.
3. In a large bowl and using a hand mixer, beat together the eggs, oil, vanilla, and sugar. Fold in the zucchini.
4. Slowly add in the flour, salt, baking powder, and baking soda. Gently fold in the blueberries. Divide batter evenly between prepared cake pans.
5. Bake 35–40 minutes in the preheated oven, or until a knife inserted in the center of a cake comes out clean. Cool 20 minutes in pans, then turn out onto wire racks to cool completely.

LEMON BUTTERCREAM
1. Combine butter, sugar and salt and beat till well combined.
2. Add lemon juice and vanilla and continue to beat for another 3 to 5 minute or until creamy.
3 Fold in zest (If you are piping this buttercream, I recommend leaving out the zest).
Ivor enrolled at the prestigious London 40's, Ivor and his wife Chummy packed up Mayor of Salisbury, the capital city. In their became a very successful businessman and to help support the family. But he eventually and Chummy. Ivor grew up dirt poor and from most of my other friends. Like most a-kind human being. There will never be an amazing tribute to his father and we would like to share some of it with you.

“Anthony S. Pitch was truly a one-of-a-kind human being. There will never be another quite the likes of my dad. Even when I was little, I always felt different from most of my other friends. Like most Jewish families in the United States, Eastern European roots were a common thread that bound together our friends in daily life. My dad didn’t have that background. Born in 1939 to a prominent family in Salisbury, Rhodesia (today Harare, Zimbabwe), Tony was the second of three boys to parents Ivor and Chummy. Ivor grew up dirt poor and was forced to leave school at the age of 14 to help support the family. But he eventually became a very successful businessman and Mayor of Salisbury, the capital city. In their 40’s, Ivor and his wife Chummy packed up the family and sailed for London, where Ivor enrolled at the prestigious London School of Economics. While he worked on completing his own studies, his three boys, Warwick, Anthony, and Leonard were sent off to the all-boys Hogwarts-like school, The King’s School in Canterbury, which is the oldest continuously operating school in the world (founded in 597 AD). My dad and his brothers spent their formative years at this school where they were active in athletics (my dad was a competitive swimmer and captain of his school’s swim team), debate, history classes, politics, and endless pranks. One such prank—which still has me cracking up today—involved my dad playing the classic trick of placing a bucket filled with water attached to a string over the doorway to the classroom. When one of the professors walked through the door the string was pulled and down came the deluge soaking the poor guy. My dad happened to get caught that day and was scheduled to receive a whipping on his behind the following morning. But deciding not to be outgunned, he broke into the school kitchen that evening and stole a steak, which he would place in his trousers the following day, so that when he was whipped he didn’t feel a thing.

After five years in England it was time to return to Rhodesia. Soon after my dad was off to Cape Town, South Africa to attend Rhodes University. Now, anyone who knew my dad knows that his moral compass never veered off the slightest degree from perfect correctness. He had intended to pursue a career in law, but after a couple of years realized he was not the kind of person who could sit at a desk and fight the fight from afar, so he made the switch to journalism. When he was at University, apartheid was in full force in South Africa. My dad, always a staunch supporter of the less fortunate would often protest such socially unjust government policies. On one particular night, he and a bunch of his classmates took to the streets and spray-painted anti-government slogans on public buildings. My dad was the only one apprehended by the police that night (I know, it does seem like he had a knack for getting caught by authorities). He was jailed, beaten with rubber hoses, and urinated on by his captors.

Upon completion of his studies, Tony became a journalist and travelled all over Africa covering a variety of stories, ranging from significant political turmoil to more mundane quirky pieces. Always following his strong sense of right vs. wrong, my dad was deported from Zambia and banned from ever returning because of his refusal to stop publishing articles criticizing the country’s repressive government. He did leave the country but never stopped reporting on Zambia’s government.

Whether it was a major story or one of lesser importance, my dad never wavered from staying true to journalistic standards and reporting the facts. The following story is in his own words, “when a local man won the lottery, I had to cover the story. He offered me a crate of liquor, which I turned down. Then he offered me a single bottle. Again, I declined. I told him that if I accepted, then wrote good things about him, outsiders could quite fairly accuse me of having been swayed or bought by him because I had accepted his gift. My freedom to report the story as I saw it would never be compromised if I turned down the gift.” That was my dad to his inner-most core. You couldn’t get him to deviate from the facts and the truth.

In the mid-1960s my dad moved to Israel to see for himself what the lure of this young and growing nation amidst much turmoil was all about. Lousy at learning new languages, he struggled to communicate in Hebrew, yet refused to give up despite having a career that depended on language skills. He landed on Kibbutz Maoz Chaim, located directly on the border with, at the time, enemy Jordan. He toiled in the date fields and worked all kinds of odd jobs during what he recalled as a great period of his life. Daddy also crisscrossed the country and learned all about the history and people of this vibrant part of the world. When the Six-Day War erupted, I remember his stories of jumping to take cover in bales of hay as the missiles rained over the kibbutz. He recalls how silly he felt taking cover in such a useless spot that offered no protection whatsoever, but “you just react on instinct during those moments”, he would say.

In 1968, the Soviets attacked Czechoslovakia. My dad hired a taxi from Vienna to the Czech border but arrived just as the border was sealed off. He had been waiting for his US visa to come in and thought he could take a few weeks to write about the situation within Czechoslovakia. Travelling back to London to wait for his visa, he stayed with his eldest brother, Warwick.

Upon receiving his visa, my dad made his way to the U.S Once he arrived, he found employment in Philadelphia’s Associated Press office. With his press-badge in hand
my dad paid $99 for a 30-day all access pass Greyhound bus ticket and travelled all over the country, making sure to spend a good chunk of his time in the tinder-box racially divided South. He would experience many of the same feelings that he had as a student years earlier under South African Apartheid. His need to cover these stories as factually accurately as possible led to some dicey encounters, but truth, as usual, was more important to him than his own safety. Ironically, he had no tolerance at all for his children being in (much less) dangerous situations, but I think that it was the very fact that he had been in dangerous situations on many occasions throughout his life that led him to be a very protective dad. When I hiked alone in the Swiss Alps a few years ago, for example, he got terribly nervous and told me to take it easy.

After a couple of years, Daddy returned to Israel. His love for history was such an integral part of his cellular make-up that he always felt the need to be physically surrounded by it, and of course Israel WAS great for that. One of the many fond memories I will carry with me is his favorite past-time of collecting ancient Roman coins on the Northern beaches at Caesarea. Some days he’d return with nothing, but the loot collected on other occasions was simply eye-popping. Each time he’d return to Israel he would always make the pilgrimage in search of new treasures. In 2011 when the whole family returned to Israel for Nomi’s wedding, my dad took Elaine, Kayla, Maya and me for another treasure hunt, and while the rocky shores don’t serve up their bounty as easily as in the past, the love for history passed on to my kids is priceless. Kayla, now 15, loves history as much as my dad and devotes more time in homework to that subject than any other. What a beautiful legacy to pass on to his descendants.

Part of Israeli life was active military service, of which my dad served in. His unit was based in the territories of the West Bank and Gaza, where he mainly did a lot of tiring and uneventful guard duty. One of my earliest memories is when my dad would come into my room in the early, still dark, hours of the morning, stand over my bed in full uniform, including either his Uzi or M-16 rifle, lean over to kiss me and tell me he’d be back as soon as he could. My room was dark, the hall light was on, so his silhouette was all I made out, but each time he would leave for several weeks I got the same good bye—I just love that simple memory.

When the Yom Kippur War broke out in the 1973, I was just one year old. Speaking of memories, my earliest memory is of rushing down to the dark, dreary, and dusty bomb shelter when the sirens went off. Most men of age were called up and my dad was expecting the call as well. When no call came for his deployment, he called and pleaded with the authorities to assign him to any unit—just as long as he could be of service. It never materialized, and to this day I don’t know why he wasn’t called up. His sense of service and fighting for justice was so powerful that he never quite got over not being a part of that war.

After ten years struggling with Hebrew in Israel, and having that nagging feeling that he could be doing more, journalism took him back across the pond, this time to the book’s division of U.S. News and World Report in Washington, D.C. This move was difficult for several reasons, most importantly because my mom, who was happy, had no desire to move to a foreign land where she had no family or friends. It would also prove to be challenging for me as an 8-year-old who had difficulties with schoolwork, now amplified by having to learn in a new language and culture. My dad spent years blaming himself for pulling us out of Israel and “thinking of himself.” Yes, it was very hard for me in school, but I never blamed my dad, and kept reinforcing to him that it was the right move, at least for me. After all, I would never had met my partner-in-life and wife, Elaine, in the third grade at JDS, or given him his two favorite granddaughters, Kayla and Maya. For the record, Daddy, I thank you for bringing me to the U.S.!

My dad had worked for just two years at U.S. News on a book about Vietnam when the 1982 recession hit. Not only wasn’t he spared from losing his job, he now found himself in the scariest situation of his life. He had mortgage payments on a new house, and two kids at a private school. U.S. News had also been sponsoring my dad’s visa, so with no visa no green card, and no way to earn a living, he created a business of his own as we waited for legal channels to wind their way to us three years later when we finally received green cards. But then tragedy struck again, making 1982 an extremely painful year. His parents died only six weeks apart from each other, and my dad had to fly back and forth to Zimbabwe to bury and mourn them.

Mino Publications, named for my sister and me (first two initials of my name and first to initials of Nomi’s name), was founded in 1982 and started about as small and hands-on as you can imagine. The fold-up map of downtown DC generated income from the sale of the ads that were placed all around the map.

When he printed the maps, my dad saved money by not having the printer fold them. I still remember my mom and dad sitting in the tv room folding thousands of maps by hand so they could be delivered to hotels all across town. Tony would use public transportation to get downtown but then would walk to the businesses he was trying to sell ads to, in an effort to save money. And with no physical office downtown, he used the phone booth at the Mayflower hotel as his make-shift office. Thankfully, the maps quickly became a huge hit, and the rest is history. For 35 years my dad ran his company on his terms, over time comprising the popular map, multiple souvenir books, and guided tours unmatched in the city and requested privately by VIP’s from around the globe.

It was also during this very busy time that he researched feverishly and methodically, using original documents (some that had not been explored in hundreds of years) and wrote several award-winning and best-selling history books.

My father had a way of seeing things so differently than the rest of us that you’d often find yourself laughing in your head. But it was this unique perspective that made him who he was and allowed him to accomplish all the incredible things he did in his life. It also made for amusing moments such as the time he was at our house and the kettle whistled in the kitchen. He turned to me and said, “what’s that whistle sound”, to which I said “the kettle.” His reply, “YOUR KETTLE WHISTLES WHEN THE WATER BOILS!?”, and then turned to my mom and said, “This is remarkable! We must get one of these!” These simple and funny moments made him seem all excited and young, but when it came to subjects of history, politics, justice, journalism, and the Tony way of storytelling, he was never outmatched, NEVER.

About 7 years ago he was on a five-day trip to London to visit his brother and do some research in the archives there when he suffered a stroke. It would be five months before he could return home. Even during his recuperation, however, he didn’t stop working. When he finally made it home, against all of our predictions, he wrote several more books: one on the Holocaust, another on an infamous 1946 unsolved lynching case in Georgia, and, most recently, and not yet published, a collection of first-hand accounts

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of the struggles and breakthroughs of African Americans living in the US, from the Civil War era through today.

The lynching case ultimately led to my dad suing the U.S. Justice Department to gain access to sealed Grand Jury testimony from a 1946 FBI investigation in the town where the KKK had ruled and two black couples were brutally murdered. When news outlets asked him why he was doing all this for something that happened so long ago, my dad replied, as you would expect him to, that “there was an injustice and no one was held accountable. An injustice, however long ago it was committed, is still an injustice and I intend to get to the bottom of it.” He won the case, with the unbelievable help of his lawyer Joe Bell. The Justice Dept. appealed the case to the 11th Circuit, where a three-judge panel ruled in his favor again, 2-to-1, leading to another appeal. With his passing, he won’t get to witness this next phase, but Elaine, my mom, and I are all heading to Atlanta to sit in as all 11 members of the 11th Circuit listen to the arguments. Who knows, Tony’s case may next year be heard before the Supreme Court.

My dad never slowed down, even on his last day on earth. He was always immersed in multiple projects that in some capacity would benefit the greater good. We may all be gathered here to say good-bye, but I know my dad will always be a part of who I am and how I act. The pain of losing a parent is something I’ve wondered about over the years but I never imagined it would be this painful. What a life my dad had, living it to its absolute fullest. He saw the world, lived in different countries, served mankind with his reporting and honesty, served in the military, overcame insurmountable odds after losing his job in a foreign country and a family to support, and produced an incredible legacy in his kids and grandkids. I hope you’re reunited with your beloved parents, siblings, and beagle, Lucky.

Daddy, my last promise to you on your deathbed was that, should you win your court case I would make sure the 5000 documents of grand jury testimony are read, digested, and a final chapter about them added to your book. Justice never stops no matter what!

Dear Trolley,

P. Csalkovits

PUP-DATE ON GIGI

Dear Trolley,

I thought you might like an update on Gigi’s outing to Disney’s Not So Scary. She did fantastic! I’ve enclosed a picture, enjoy! She went out on Friday, October 11th and returned on Sunday, October 13th. Friday Night was the actual park itself. No issues, what a good girl! Gigi went on It’s a Small World and Pirates of the Caribbean. She did great, didn’t try to get into the water. Saw the parade, fireworks, and blended in with crowds of people. Day 2 was a training day. Visited the Grand Floridian, Fort Wilderness, took rides on the boat, train, buses and monorail. She went up and down stairs and rode elevators. Made many friends and returned exhausted. Gigi went out again to her outside raiser. She will be missed. Again much gratitude goes out to you.

Sincerely,
P. Csalkovits

Dear Trolley,

We thought you might like these latest pictures of Gigi showing off her new patch, made specially for her. She is such a good girl, eager to learn and oh, so smart. Gigi is with her outside raiser getting exposure to everyday life. Exposure and experiences are very important to all of our service dogs. She’s always missed when she’s away! Gigi is wonderful! It’s an honor to work with Gigi. Thank you for this opportunity. It’s been amazing thus far.

Sincerely,
P. Csalkovits
Dear Mr. Belland,
What a wonderful surprise to receive your letter along with a refund for my Boston Old Town Trolley Tour and 2 complimentary tickets for a future tour.
I love the OTTT and take it everytime I visit Boston- I have family living there and a granddaughter studying at MIT. Needless to say, an annual trip to Boston is on my radar.
Thank you so much for honoring my concerns in such a generous way.
I look forward to traveling on the trolley in 2020.

Gratefully,
Anna

Dear Linda,
Wanted to send you a note of Thanks.
You kept your word and sent me a replacement bracelet.
Now I'll always have a special keepsake from my recent family trip to Key West and the kind person I never met.
Kindness and Honesty is what this world needs more of.

Thank you!
Mrs. Depasquale

Dear Ms. Gregg,
Last month a friend and I took one of your tours in Boston after which I received a follow up email survey that I completed and returned.
Boston was our fifth different Old Town Trolley Tour and although enjoyable, I felt it was not up to par with our previous ones. Much to my delight and surprise, I was sent two free tour passes and am writing to say "Thank you so much!" My son and I will be going to San Diego for a family wedding and are thrilled to know we will be able to use the passes to check out San Diego while there.
Again, a big thank you!

Most Sincerely,
Ruth

Hello,
It was amazing to be in San Diego for a few days. My son and I enjoyed the trolley while my husband was in a business meeting. All was excellent about the tour guides, stops, etc. The only part that made me nervous was going over the high bridge to Coronado. If the trolley had seat belts, it would have been better. The guides were very knowledgeable about each phase of the trip. thanks for the terrific experience! Next time we will stay longer. Three days was not enough, especially having to return to cold upstate N.Y.!

Many Blessings,
Lisa