SENIOR CONNECTION

Episode 1 Transcript

A podcast by seniors, for seniors

Produced by the Amherst Center for Senior Services

Episode Overview

This episode features a Club spotlight with the Amherst Senior Singers, an interview with New York State Parks Department representative Angela Berti, a conversation with member Robin Garrison, a Reader's Theatre performance, and comments from the Senior on the Street team.

Transcript

Opening

Welcome to Senior Connection, a podcast by seniors for seniors, exploring the opportunities for growth, learning, and social engagement here at the Amherst Center for Senior Services. Today's episode includes a club spotlight on the Senior Singers of Amherst a conversation with Angela Berti of the New York State Parks Department. We'll speak with member Robin Garrison, a performance by members of the Reader's Theater, and some spontaneous comments from our Senior on the Street team. Let's dive in.

Senior on the Street

We're doing a segment for a Podcast for the Amherst Senior Center. Okay. And we want to ask everybody a quick question. Okay. All right. So, what advice would you give yourself, your younger self? Okay. What advice would you give today? My younger self? Yeah. Just to, uh, stay active and keep moving, and, uh, everything will be good. Health is important. Do you stay active? What do you do? Yeah, I, I golf. I have a jog, jogging program, some, you know, exercise, stretching, different things. That's great. You look like you're in good shape, too. Thanks for helping us out. No problem.

Club Spotlight: Amherst Senior Singers

This is the Club Spotlight, where we learn a little bit about one of the many clubs available to members of the Amherst Center for Senior Services. Today's spotlight is on a group of some twenty-eight members who share a love of music. When I dropped into the music room, I was immediately treated to a rendition of The Sound of Music. After the rehearsal, I sat down with the leader and two members to gain some insight into the group. Today we're speaking with Lew Bergner, who is the leader of the Amherst Senior Singers Club. Lew, how long have you been in that role? I've been the director for almost two years now. I joined the Senior Singers back in 2021.

I was missing singing because of COVID, and I had sung in two groups in Canada. Because the borders were closed and we couldn't sing in person, I decided I would come and sing here for a bit. How many members do you have right now? Right now we're up at about 28. Wow. So what would someone interested need to know in advance of joining the group? Well, nobody here is a professional singer. I'm not a professional director. The founder and director that I took over from was Carol Mayo, and she had directed the choir- the chorus for 23 or 24 years, and was physically no longer able to do it, and they asked if I would do it.

I had never directed, but I figured I'd had some experience, so I said, "Sure." And, uh, I've been doing it ever since. Anybody who wants to join the group, if they can carry a tune, that helps. Uh, they don't have

to read music. Many of the singers don't. They learn what we sing by ear. I am trying to get the group to sing in multiple voices, multiple parts, rather than having everybody sing the same- sure, uh, the same li- musical line. Yeah. We rehearse weekly. We sing a lot. We have fun. My name is Marta Roise. I love singing. I always did since I was a kid in school, and I did musicals in high school. I just like the folks around here. They're just great.

And, uh, it was a way to, you know, socialize and, uh, definitely learn more music. I look, I really look forward to it every week, just to come here and enjoy it. Singing is wonderful.

My name is Anne Szymanski. I came in 2000, uh, 17. Wow. And I, I like singing. I sing to myself, and I thought, "This is another way to get a hold of the real words to a song." You had sent me a question about, um, how do we choose music? Well, I choose music that I like, music that I think is fun, music that I think our audiences will relate to. A lot of them are things that, you know, we'll go out and we'll sing, and people will know the songs. Of course. Um, although we did find one not too long ago.

It was, uh, set to the tune of Ode to Joy. And I introduced it, and I said, "We were looking in these files, and we found in the back of the file some lyrics that I didn't think ever made it to the production floor." And, uh, it was about coffee. Coffee, coffee, we adore thee. Pour us up a mug thereof. It was great. Um- that's great. It's funny, yeah. We're working on a bunch of things. Uh, I'm working on sound production, vocal production. Um, I'm working on getting people involved facially and emotionally in the music, and that's working very well, uh, and resonates with our audiences. How often does the group perform?

We try to get out on average about twice a month- oh... during the, you know, during the school year. But Christmas becomes ridiculous. Think we did nine performances in- wow... over a six-week period, uh, at Christmas last year. We, we love it. So what's your favorite part about being a member of this group? They're fun. They're fun, and they enjoy each other. And we get to learn the words to beautiful songs and go out and try to serve as a service club, too, to go and sing at, like, elderly care homes. Just two weeks ago we sang at St. Leo the Great Church, which was, uh- Yeah ... quite nice.

Um, someone has suggested that we ought to see if we can get into, uh, Roswell and sing there. Most of our singing gigs are in assisted living or senior living places. Yes. When we go and visit, uh, the assisted living places- yeah, and nursing homes- some of those people are really in their own little world, but boy, when they hear the music, it comes back. It's like they remember, and they sing. It, it's like they're alive, you know? And it's, it's, it, it really means something to us that we, we're actually able to do that for them, and- that's great; that's part of the enjoyment. For more information on the Amherst Senior Singers group, check the monthly Senior Connections newsletter.

And thanks for joining us here on Club Spotlight.

Senior on the Street

What advice would you give your younger self today? Oh, uh, enjoy life. Ah. Enjoy life at the fullest. That's, that's it. How are you doing that right now? Uh, just doing things with my wife, as you see, and, uh, trying to go to places. I- we just moved here about two years ago, so trying to go to see places that we've never seen before in this area. Very good. The weather's nice. This is the time to go. Sometimes the weather's nice, yeah. This is the time. Yeah, yeah. When it's warm in the summer. All right. Great. Thank you. Yeah, thanks for your thoughts. Appreciate it. Thank you

Senior Focus: New York State Parks

This is Shelley Garavac. Today, I am so excited to bring Ange Burdi to our podcast. She's going to talk about the parks, and we're going to learn about what is available here. It's so good to be outside among all that beauty. You see the mist of the falls if you're going there. I wanted to, um, ask you about Niagara Falls first. Perfect. Um, so what would you like us to know about Niagara Falls? Well, Shelley, thanks for having me, first and foremost. I think the thing that we as Western New Yorkers don't think about enough is that people save money their entire lives to come to this park that's 20 minutes away from here, you know?

And I'm blessed to get to work there every day, and I get to go out and see these people that are just awestruck by this water falling over some rocks. So I think first and foremost, we have to keep in mind as Western New Yorkers that that park is there for us, uh, 365 days a year, um, seven days a week, basically 24 hours. We don't suggest middle-of-the-night visits, but it's there, and we should be really, really proud of that. That's great to know. Um, I wanted to ask you, because some people here- Mm-hmm know of this interview, and they've been- Mm ... prepping me for it.

They want to know about the parking pass. Sure ... and, and, like, where you park with the parking pass- Mm-hmm ... and all of that. Yeah. You could share that information. So the really good news is that we do have a program called the Golden Park Pass, and if you are 62 years or older and you have identification proving that, you can park for free at any of our state parks, including Niagara Falls. Uh, it's Monday through Friday, not including holidays, but it's free parking, uh, Monday through Friday for all of our state parks in Western New York. Um, so that includes Niagara Falls, and there are two main areas to park when you come to Niagara Falls.

Um, I usually suggest going straight to Goat Island, uh, 'cause there's a huge lot there that very rarely closes, and from that point you can access a trolley and take that to the Maid of the Mist or walk right over to the Cave of the Winds. Um, there's a wonderful restaurant right on Goat Island called Top of the Falls. It gives you the vantage point of Horseshoe Falls and the American Falls, and it's really sort of the really historic core of Niagara Falls State Park. Can you tell me about some of the other passes that you have for the parks? Sure, yeah. Um, we have something called the Lifetime Liberty Pass, which is for veterans and Gold Star parents.

We have a Patriot Plan for active duty members of the New York National Guard. Um, it's, and we've also had an access pass for disabled folks. So again, all of that information is on our website, parks.ny.gov, um, and it's really something people should take advantage of. Um, you know, it's, it's f- parks are there for everybody. We pay taxes. They're our parks. So please take time to check out the website and, uh, look, look those things up. That is so cool to know, and I must know: what are some of the don't miss attractions in Niagara Falls? Mm-hmm. Well, you know, uh, the one thing I know we like to talk about is affordability.

That's a huge priority for us at state parks and for Governor, uh, Hochul, who supports us very, very strongly. But, you know, Niagara Falls is free to enter. You- it's- it- if you didn't have the $62 pass or, you know, age on your side, it's $10 to park, which isn't terribly much. Mm. But other than that, if you walked into that park, it's absolutely free. But, you know, for a little bit of extra money, you can take the iconic Maid of the Mist boat ride that everybody, you know, knows and loves, and wears those blue ponchos, and the boat goes right under the falls. And then there's the Cave of the Winds attraction, where you put the yellow poncho on, and you stand under the falls.

And the thing, you know, I think also as Western New Yorkers, we say a lot, "Oh, go to the Canadian side, it's better." You know, we would beg to differ. It's a beautiful view, no doubt about it, but from here at Niagara Falls State Park in New York, um, you feel the falls, and you're really immersed in the falls, and you can stand next to the falls, and it's a whole different experience. And so if you love nature, if you love walking, if you love just being in an international kind of vibe, Niagara Falls State Park is definitely the place to be. That is fantastic. I have to talk about some of our senior citizens who have mobility impairments. Mm-hmm.

I know Maid of the Mist seems to have ramps and all that. Mm. All that. I go every year. Mm-hmm. But, uh, Cave of the Winds is more- yep, walking thing ... yeah. Um, you know, we're really proud that over the past, I'm going to say 15 years, we've invested almost $800 million in all of that area of Niagara Falls, and everything now is ADA accessible. Um, all of our trails, all the attractions. So yes, Maid of the Mist is accessible for those with mobility issues. Cave of the Winds is as well. It's a little trickier, 'cause the full Cave of the Winds experience has stairs, but we do have observation viewing platforms that get you j- pretty, pretty darn close, um, if you can't make the stairs.

So- Well, I- We're really proud that, you know, uh, we're accessible to everybody, so yeah. I didn't realize that. So they could do Cave of the Winds- Mm-hmm, absolutely ... and you could get up close and get the views- Yeah ... because the views are- Yeah ... so fantastic. Yeah. Our trolleys are all accessible. Um, they can a- you know, accommodate wheelchairs and scooters and everything else too. Wonderful. Yeah. Now, you gotta tell me, what's new at the parks? Because I heard that there's something that you can go down to, something off the observation tower that- yeah... that goes down. Can you tell us about that? Wow, you, you're really dialed in. Um, it's not yet open.

Hopefully by the time this airs, it'll be open, but it's called- Okay, the Crow's Nest. Okay. And you would access that by the Maid of the Mist, if you are familiar with Maid of the Mist, and there are those stairs that go up, uh, after... If you've gotten off the boat and you're heading back up to the elevator, there's a set of stairs. You may not always notice them. It goes halfway up the American Falls. We're finishing those so that you can actually walk up out of the gorge, up the stairs to the top of the rim, and avoid another elevator ride. But not only is it sort of practical, um, it's also gonna be an amazing view where you're just within feet of the American Falls.

So that's called the Crow's Nest, and that's coming very, very soon. We have a brand-new welcome center called the Ralph C. Wilson, Jr., uh, Welcome Center at Niagara Falls State Park, which includes a brand-new virtual reality experience which kids love. But it gives you an opportunity to f- soar over Niagara Falls, go under Niagara Falls, and go to the places you can't otherwise see, and that just opened in June. And within that complex of the welcome center is a, a, a new exhibit as well called Voices of Niagara, which looks at all of the important historical voices of those that came before us and the stories that shaped not only the park, but the city of Niagara Falls.

Um, there's so much more to that city than the water, and we tell some of those stories as well. But it's a really full, nice experience, starting with the indigenous history, talking about things like Love Canal to the fact that Niagara Falls State Park is the first use of, uh, uh, eminent domain to take private lands and turn them into public space, and that's what the national parks were modeled after. So that happened here, so a lot is going on. Ange, can you tell us about some of the free programs that are offered? We have an amazing, uh, group called the Environmental Educators, and they offer free hikes, free tours, free, um, craft sessions. They have a trivia night occasionally.

Every season in every single one of our parks throughout Western New York, they have programming. So again, you can go to parks.ny.gov, see the events page, and it'll tell you what kind of programs we have going on. But they're really remarkable young people mostly, and they love teaching people about the parks. So you could really take a hike into the gorge if that's your thing, or at Christmastime they do amazing, you know, wreath making and ornament making and all sorts of really cool things. And a- again, that's all free as well. So sh- certainly encourage you to take part of that as well. That is fantastic. Yeah. And I would be remiss if I didn't ask you about some of the other parks.

Right. Because we've talked about Niagara Falls a lot because- Yeah ... people are inundated right now. You know, the seniors are, they're having their adult children come to stay and little kids, and what do I do with them? Yeah. So what other can-

Well, we're all in luck because actually down at the Buffalo Outer Harbor, we have Buffalo Harbor State Park 2.0. Some of us might remember it as the small boat harbor. Um, that's the property we're talking about, but it is actually small. It's called Buffalo Harbor State Park.

And we just in June opened a $50 million restoration of the park that includes an incredible splash pad and an even more incredible playground. Um, I was there last night actually, and it was packed at 7:00 at night with kids just running and screaming from all cultures and all walks of life, and it was remarkable. And that, Shelley, is totally free. No parking at all. It's free for everybody, so you don't have to even be 62 or older. So that's a beautiful park right on Buffalo's waterfront. Uh, we've got Fort Niagara State Park up on Lake Ontario, also a beautiful park. Also, that would be a 62 or older free entry.

Uh, it's home to the historic site of Fort Niagara. Knox Farm in East Aurora. Um, it's, it's endless really. Our website is parks.ny.gov, and you can go to that website and see all the parks that are around and explore them further online and then come for a visit in person.

That is fantastic. Well, I want to thank you so much for coming today. Now seniors know all about Niagara Falls and the other parks, and how to access them. And I wanted to say, um, it's so cool because sometimes when you go to Niagara Falls- It's time to buy maybe some Christmas gifts, and you can buy- Sure ... plenty of tchotchkes there. Yes. Because there's all that there too.

Well, you know, one of the things, real quick, if we've got a few more minutes, at the Welcome Center we really do focus on some local artisans. So you can, you know, if you're going, if you're visiting from somewhere else, you can grab a box of sponge candy or some maple syrup. The food court there a- also features local foods. So you know, Niagara Falls is known for its tchotchkes, but we also really wanna try to focus on some really pure Western New York goodies too. That is so good to know. I'd like to thank you for joining us today for- Sure ... our podcast for the Amherst Senior Center, and we've learned a lot.

And thank you so much for your time- Pleasure and being so welcoming and sharing all of this with us today. My pleasure. Thank you for having me so much.

Senior on the Street

What advice would you give your younger self today?

Always talk to all your family. If you want to s- know information, you don't want it to be too late when you ask. Start when you're young

Member Spotlight: Robin Garrison

This is Senior Center member Sue. I welcome you to our interview with longtime member Robin. Hi, Sue, I'm so glad we have this opportunity to talk with each other. How long have you been a member of the senior center? We've been members for about four and a half years, and that's my husband, David, and me, and we have, uh, really enjoyed coming here. That's wonderful. Now, you mentioned your husband. How, how did you meet him? Well, that's kind of a funny story. Uh, years and years ago, when I was, um, just starting out in college and my husband was actually, um, just ending high school and, um, it was kind of unheard of back then, but we met through the CB radio.

And, um, we didn't meet in person for about a year and a half after we spoke to each other on the CB radio. Um, and it was during the blizzard of '77 when we finally decided to feel comfortable enough to meet each other in person. And we used to play a game years ago on the CB radio that was called skunk hunting, and what we would do is try to find out where that person lived through their signal on the CB radio. Well, I was new to that, and I was not very good at that, so he had to give me exact instructions how to find his-- my way to his driveway.

And once I got to the driveway, I, um, saw this long-haired hippie with a fake fringed leather jacket on, and, um, I was in my sunglasses and mink coat, which was real. So we were totally the opposite because he was younger, and I was older. And, um, we finally got to meet each other in person, and we had a good time hanging out, doing more skunk hunting together for, um, toward other people to find out ones we wanted to find out where they were so we could keep tabs on them or ones that we wanted to become friends with. So, um, for, uh, a very long time, he had to sit in the back seat because my other friends would sit in the front seat.

Then years later, he decided to ask me very politely if he could give me a kiss, and I thought about it only a second, and I said yes. And from that day forward, he was graduated to the front seat, which he still is there today. But it was kind of s-strange getting together for the blizzard. Ah, yes. As, as you mentioned the blizzard, I'm sure that our listeners have, uh, flashes of different things that happened to them and wandering out in the blizzard and getting stuck in the snow. And of course, it's Buffalo, so that would not be too much of a long stretch to have a lot of snow. But I am really interested in hearing that After you met, now how many years have you been married?

Well, we've been together as friends for just about 50 years, and we got married in '83. Um, and it, so it will be 43 years this year. Wonderful. Wonderful. Do you have any other stories that you think our listeners would like to know about you and your husband, or adventures that you had together, places maybe that you went to that other people would say, "Hey, I visited there," or, "I'd like to go there"? Well... Oh, I do have one story. Uh, right after we had gotten married, um, uh, I was a substitute teacher for a very, very long time, and my husband and I were at the drive-in, and all of a sudden we heard, "Hello, Mrs.

Garrison." And I looked around and I said, "Your mother's here?" And then I realized that I'm Mrs. Garrison. And it was kind of a, a funny feeling being called Mrs. Garrison when, um, it, when I wasn't Mrs. Garrison for very long. Um, but that was kind of a funny situation because until my student came up to me, I realized that it was me they were talking to and not my mother-in-law. As a, as a fellow teacher, I completely understand those stories, when, uh, you're out somewhere and a former student comes up to you, and it's really nice to have them hopefully nicely remember you know, like, "Oh, look, there's Miss...," And yes, it does bring back a lot of good memories.

It's also nice, um, uh, that the two of us can enjoy the senior center together because I didn't think he would be into coming to a senior center since he is younger than I. But he's enjoying it as much as I am, and he's, um, uh, um, not realizing that, uh, people don't realize that he's as old as he is or y- as young as he is because of the fact he is an albino and he has white hair. And, um, this is the first time in his life at the senior center where he fits in, and people don't realize that he was born that way and, uh, didn't acquire his white hair, and, and they just didn't realize he was an albino.

And, um, that was kind of a funny thing for us to go through, a change in his, uh, status of, of being strange and then yet fitting in now. He's still strange, though. Let's go back for a minute again to the blizzard of '77. Again, you know, as our listeners are sitting there thinking either really funny stories or in their head saying, "Mm, no, no, no," because of their viewpoints of the experiences they had. But what else can you tell us of memories of the blizzard? Well, we lived in a ranch home, and during the blizzard, all the snow came toward our doors so that we couldn't get out for a very long time.

But I was able to get into my attached garage, where I was, again, on the CB radio and talking to David, and, um, I was getting kind of antsy being at home. W- and it was just my mother and I, and so we were really stuck, but we couldn't get shoveled out. So David decided that he'd come over with one of his friends, a front-seater at the time, he, his friend was, and they came over with their shovels to try to dig us out.

Well, a- after they trekked their way over, they found out that it was an impossible situation because i- the drifts were up to the top of our roof, and, and so thank goodness my sister had come by to, to check on us and, and drove them home again because it was impossible for them even to get into the house at that particular point. But, um, and he tried to, my knight in white armor t- tried to, to, uh, rescue me, but we had to have a high-lift come and, and rescue us out of the house because it was so bad. But at least he tried to save his, uh, little, princess and the pea. And I'm the princess and the pea because I'm very picky about everything. It sounds wonderful.

I, I am so pleased when I'm able to hear stories of what could be negative things that turn out to be good things because it certainly sounds like you and your husband are a really good match for each other. Well, we're still inseparable, and I'm still glad he's my co-pilot. And on that note, I think it's a perfectly apropos time to say thank you, Robin, very much for telling us all about some of the things that have gone on in your life, and certainly anyone listening, please make sure as you're coming through the center to say hello to Robin. And thank you, Sue. It-- This was fun.

Senior on the Street

What advice would you give your younger self today? I think I would behave and listen to my mom more than I did. Oh. What kind of behavior were you, were, did you do? Oh, I was a, somewhat of a smart aleck, but I kinda thought I knew better. I mean, a typical, you know, you know more than your parents,

and then you grow up and you go, "Boy, they were really smart." Yeah. Yeah, it's like, "Wow, what a, what a jerk I was," you know? I wouldn't go that far. Well, thanks. Thanks.

Reader's Theatre: "Lou Buys a Computer"

You're about to hear two members of the Amherst Senior Center's Reader's Theater Club perform the sketch Lou Buys a Computer. Tom King, the author of Lou Buys a Computer, has given us permission to perform his copyrighted work. He wrote it while imagining the famous comedians Abbott and Costello dealing with the new world of computers in the early 21st century Super Duper Computer Store, can I help you? Thanks. I'm setting up an office in my den, and I'm thinking about buying a computer. Mac? No, the name's Lou. Your computer. I don't own a computer. I wanna buy one. Mac? I told you, my name's Lou. Well, what about Windows? Why? Will it get stuffy in here?

Do you want a computer with Windows? I don't know. What will I see when I look in the windows? Wallpaper. What if I don't like the wallpaper? Mm, just change it. Isn't that expensive? No, it's free with Windows. I have to buy the windows to get the wallpaper? It's free if you buy the computer. They give you windows for your office if you buy a computer? Certainly. Never mind the windows; I need a computer and software. Software for Windows. No, on the computer. I need something I can use to write proposals, track expenses, and run my business. Office. Yeah, for my office. Can you recommend anything? I just did. You just did what? Recommended something. You recommended something? Yes.

For my office? Yes. Okay, what did you recommend for my office? Office? Yes, for my office. I recommend Office with Windows. I already have an Office with Windows. Okay, let's just say I'm sitting at my computer and I wanna type a proposal. What do I need? Word. What word? Word in Office. The only word in Office is Office. The Word in Office for Windows. Which Word in Office for Windows? The Word you get when you click the blue W. I'm gonna click your blue W if you don't start with some answers. Okay, forget that. Can I watch movies on the internet? Yes. You want Real. Sure, I may wanna watch a Real one, maybe a cartoon. What I watch is none of your business. Just tell me what I need. Real?

Well, of course. I don't want a fake one. Of course. So what do I get? RealPlayer. Yes, I want a RealPlayer. And you'll have one. A RealPlayer? Certainly. Okay, I'm at my computer and I wanna watch a movie. What do I do? You click the blue R. I click the blue what? The blue R. The blue R what? Just the blue R. The blue R what? The blue R, nothing. If the blue R is nothing, how do I watch the movie? Well, you click the blue R. Is that different than the blue W? The blue R is RealPlayer, and the blue W is Word. What word? The Word in Office for Windows. But there are three words in Office for Windows. No, just one, but it's the most popular Word in the world. What is? Word. Word?

Yes, but to be fair, there aren't many other words left. Word pretty much wiped out all the other words out there. Word? Word, dude. I don't know what you're talking about. What about bookkeeping? You have anything I can track my money with? Money. That's right. What do you have? Money. I need money to track my money? Well, it comes bundled with your computer. What's bundled with my computer? Money. Money comes with my computer? Yes, at no extra charge. I get a bundle of money with my computer? How much? One copy. Isn't it illegal to copy money? Well, Microsoft gave us a license to copy Money. They can give you a license to copy Money? Why not? They own it.

A few days later, Super Duper Computer Store: Can I help you? How do I turn my computer off? Um, click on start. Now, don't you start that again. But I thought you wanted to stop. That's right. This thing has been on for three days and I can't find the stop button. Click on start. I don't wanna start. But you have to click on start. Why do I have to click on start? So you can stop. So I have to click on start to stop? That's so you can log off. I click start and then I log off? That's right, you log off. I log off. That's right. Now, go ahead and log off. What if I don't have a log? I don't even have a fireplace. No, you don't need a log. You just wanna get the computer out of Windows.

Which ones? Well, which what? Which Windows? Well, the only Windows you've got. So it doesn't matter which Windows? You just wanna get out of Windows. Lou, what was that? Oh, I threw the computer out

the front windows. You what? You said it didn't matter which windows, so the front ones were closer than the back ones.

Closing Credits

Reader's Theater is one of the many clubs active at the Amherst Senior Center. Consisting of a half dozen or so center members, we perform three times a year at the center, as well as other venues in the community. We have a lot of fun doing this, and we're always looking for more people to join our club. Contributors to this program included Gary Kalogi, Frank Fontana, Mary Ann Fontana, Shelly Garavec, Randy Kent, Susan McCleary, Greg McGill, and Reed Rankin. Thanks for listening.

Join us next month here on Senior Connection

Contributors

- Gary Cologgi – Reader's Theatre
- Daniel Drew – Audio Technician
- Frank Fontana – Man on the Street
- Marian Fontana – Woman on the Street
- Shelley Gerovac – Senior Focus Interviewer
- Susan McClary – Member Spotlight Interviewer
- Greg McGill – Sound Engineer
- Reed Rankin – Club Spotlight Interviewer / Host

Editorial note: This transcript has been organized for readability. Speaker labels and timestamps have not been added where they could not be reliably determined from the supplied transcript.