

TRAVELERS AID
SOCIETY
OF SAN DIEGO
MONTH AT A
GLANCE:

MEETINGS:

Tuesday, December 6th
– 6:00 pm, **Annual
Volunteer Holiday
Event**, Courtyard by
Marriott, Liberty Station
(see photos this issue
and on www.travelersaidambassadors.com)

CONVENTIONS:

December 3-6
50th ASH Annual
Meeting & Exposition
19,000

December 13-15
Frontier Tech Forum
5,000

December 29 - Jan. 2
San Diego International
Auto Show

MAJOR EVENTS

December 11 & 18
San Diego Parade of
Lights

December 19
Poinsettia Bowl

December 27
Port of San Diego
Holiday Bowl Parade

**WOUNDED
WARRIOR
ASSIST
PROGRAM!**

Thanks so much to
Ginna James and
Charlie Tamm for
assisting the Severely
Injured Military
personnel who have
recently traveled
through San Diego.
Your assistance is very
much appreciated by all.

The Traveler

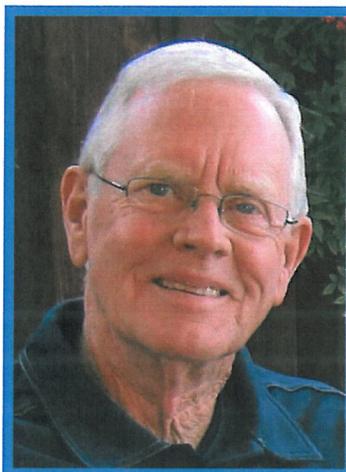
VOLUME 114, ISSUE 6

DECEMBER, 2016

Volunteer in the Spotlight

Robert “Bob” Martin

loved being an Airport Ambassador. It was a perfect fit for him following a 40-year career in business. Bob’s ever-present smile and eagerness to assist others made him a natural ambassador for those visiting “his” city. He saved the day for countless travelers during the past decade: like the Japanese tourists who were in a panic one day when they bumped into Bob and explained they had left their passports back at their Coronado hotel. “Do you trust me?” Bob asked. They nodded yes. A moment later everyone was in Bob’s car going to Coronado to retrieve the passports and making it back in time for their flight. He cared how the airport ran, he cared about every passenger he encountered, and would help them in any way he possibly could. Bob had business cards printed to hand out to those he encountered. The front of the card had Bob’s name and phone number as



well as his title: “San Diego Ambassador.” The back of the card had three words: “Life is good.” Life truly was good for Bob and every person who met him during his three times per week shifts as an ambassador. Bob loved San Diego, his hometown of 46 years, and shared his joy for the sights, people, and climate with everyone he met. No task was too tall for Bob when it came to service. A wounded veteran needed a ride to make a 5 a.m. flight?

No problem. Your freshman daughter was going to San Diego State and needed support during her first day on campus as a scholarship athlete? Consider it done. One of the grandkids or one of their friends had a car that needed detailing? Bob didn’t consider helping an inconvenience, but an “opportunity.” Bob’s positive outlook on life was infectious, and it will always be with us.

A proud San Diegan, Bob Martin, 78, passed away peacefully with his family by his side on November 7, 2016, following an unexpected medical emergency. Bob and Gina, his wife of nearly 58 years, had just returned home following a wonderful Colorado mountain vacation.

Robert Stanley Martin was born in March of 1938, in South Gate, California. He was the second of Mary and Stanley Martin’s four children. All who knew him fondly called him

Continued on Page 2 . . .

Monthly Meeting

There was no monthly meeting, but the Volunteers were treated to a lovely Holiday Event at the Courtyard by Marriott in Liberty Station on December 6. Congratulations to **Richard Ewens**, our Volunteer of the Year! Thanks to the Airport for a wonderful

event (see photos back page).

Many thanks also go to Reggie Benitez of Soundscape Entertainment for being our DJ and entertainment for the evening. Please consider Reggie for any of your future music needs.

Thank you to all the airlines for donating goodies for our raffle, and especially JetBlue, for two round trip tickets to any of their destinations (this was our grand prize)!

Airport Updates & Advisory Board

Airport: Duty Free

Shopping Concession can be used by all passengers (and volunteers). The only things that regular passengers cannot purchase are liquor and cigarettes.

In Memoriam: It is with great sadness that we report the pass-

ing of **Larry Mayville**. He was one of our post security nighttime cart drivers. His service will be in December, and will be announced when the information is available.

Advisory Board: The VAB met to say thanks to those volunteers

who will be rotating off the Board. We say thanks to **Malvina Abbott, Stu Baily, Candy Bell,** and **Jerry Lewis** for your good counsel and service to the Advisory Board for the past three years. Their replacements will be announced in the January newsletter.



Santa Fe Station

We have a couple of openings at the Santa Fe: Afternoons on Saturdays and some Tuesdays are available. If you wish to work there, just contact Gina at 619-400-2266 or Cynthia at 619-295-8393 ext 310.

We recently added **WIFI** to our booth and will be utilizing an iPad to further assist passengers at the desk. We've scheduled a training session at 10:30 am on Friday, January 20 at the Airport Ambassador Admin Office. We'll be

demonstrating procedures, security, how to use the iPad, and determining appropriate apps for this unique location.

Continued from Volunteer, Page 1 . . .

Bob. To grandkids and friends he was "GrandBob." Bob grew up in Glendale, CA and he met Virginia at Glendale City College. Bob knew he had found the perfect mate for him, and he and "Gina" married at ages 20 and 18, respectively. They had three children. Bob completed his college education and graduated from Los Angeles State with a degree in Business Administration. After graduation, Bob worked in a variety of industries and held positions in sales, real estate, and loan administration before retiring in 1995.

Bob and Gina traveled to all five of their grandchildren's high school and college games. Rarely did Bob and Gina miss a big game, home or away. If you knew Bob, you knew how proud he was of these grandkids. In 2007, Bob began his career as a volunteer ambassador at the San Diego Airport working for Travelers Aid. Bob thrived on the chance to seek out lost and needy travelers in "his" airport, and was recognized as Volunteer of the Year in 2010. Then, under a new pilot program in 2014 called "Ready, Pet, Go," Bob's

life was changed forever. He served as an escort to "comfort" dogs and their owners. Bob's favorite dog, Wally, a beautiful golden retriever, is with Bob now in his afterlife.

In Bob's memory, please make a difference in the lives of those you meet every day. What would Bob Martin do? Share a smile. Be interested in others and ask them questions about their lives. Go the extra mile to help others. Be early. If you do this, *life is good*.

Get Well Soon & Fare Thee Well!

Hurry up and get better **Joyanne Bradley, Ruth Cardenas, and Bob Hornstein**. You are missed and we look forward to welcoming you back soon.

Fare Thee Well: This is a tough month for people moving on to other activities! We

are saying farewell two lovely, 95-years young, long time volunteers, **Betty Zimmerman** from Terminal 1 desk, and **Pearl Donohue** from Terminal 2 desk. The ladies have served the airport for 14 and 13 years respectively.

Also leaving the program are

Kitty Ivarsson and **Claudia Lorge**. They have both been with the program going on three years and are moving on to other endeavors.

We wish all of you many wonderful adventures in your future and thank you for the time you gave to Travelers Aid.

What's New in the Blue . . . by Nancy Stockton

Trolley to Terminal Shuttle • Section 5, Transportation • pg 5-J-3: The airport is teaming with MTS to offer an alternative connection between the terminals and the Green Line Trolley. Information about this **Trolley to Terminal Shuttle Service** can be found on san.org/public_transportation/trolley_service. Passengers wishing to reach the terminals from the trolley are able to exit the trolley at the Middletown Trolley Station and walk down Palm Street to Admiral Boland Way. On Admiral Boland Way there is a bus stop enclosure. A shuttle from the Economy Parking Lot Pacific Highway will stop, pick up the passengers, and drop them at the terminals. Since these are departing passengers, we will probably not see them at our desks. What we are seeing more and more are passengers wanting the reverse i.e. **Terminal to Trolley Shuttle**.

Page 5-J-3 was inserted to include directions for passengers wanting the "free" shuttle to the trolley. It quickly became apparent that

graphics would make the directions easier so a laminated **Terminal to Trolley Shuttle** page was added. This page is new and will be updated with any ideas to make it easier to use.

Bottom line: passengers board the Economy Parking lot (Pacific Highway) shuttle at the Courtesy Vehicle Island. That shuttle will stop at a bus stop near the corner of Admiral Boland Way and Palm St. There is not an enclosure at this stop – merely an indented curb with "Bus Stop" painted on the roadway. Passengers then walk back to the corner, turn left to walk up Palm St. to the Trolley Station.

Concession Changes: Recently *Goodfellas Shoeshine* stands closed. As of this date there is no information about a replacement.

Jers Chocolates in T-2-E has also closed. The stand now offers a large selection of Sees Candy! This unit is just past checkpoint 5 in T-2-E.

Off-Site Parking Facilities • Section 5, Transportation • pg 5-E-1: *Park 'N Fly* now operates four lots. They recently opened their Lot 3 on the site of the former Budget Rent-A-Car lot. *Park 'N Fly Lot 1* is the former Park & Go lot. *Park 'N Fly lot #5* had been Park 'N Fly, changed to WallyPark and is now again a Park 'N Fly lot. Passengers call one central Park 'N Fly number. Their dispatcher will send the correct shuttle.

Park 'N Fly shuttles will take passengers to the Cruise Terminal, but not to the Santa Fe Depot. Access to the Middletown Trolley is easy from Lot 1 and relatively easy from Lot 3 and the Palm St. Lot

Park Shuttle & Fly has opened a new lot on California Street. In case you have never heard of California Street, it is a small one-lane road running along the RR tracks. Travelers wishing to use this parking lot enter from Palm St. (hopefully missing the tracks – a few months ago someone making that turn ended up on the tracks!) and exit at Laurel St.

Kudos for Our Volunteers!

Thanks so much to our volunteers who did their shifts and substituted in other shifts:

Malvina Abbott, Diane Aerts, Alan Vanden Avond, Stu Baily, Jules Barad, Candy Bell, Judy Bentovim, Donna Capps, Robin Carter, Daire Coco, Nancy Davidson, Johanne Geofrion, Howard Gillins, Monica Grage, Tony Harvell, Gary Hess, Sue Hunt, Merrilee Kazarian, Ellen Levy, Brandon Lewis, Barbara McNeese, Jeanette Mincks, Dennis Murray, Mike Schooling, Sandy Shaut, Bill Steffan, Nancy Stockton, Miho Tattersall, Richard Townsend, and Sandy Warren.

We couldn't do it without you!

Ready, Pet, Go! Therapy Program

We are very happy to be welcoming a new Therapy Dog team to the program. **Grace Petrucci** and **Dill**, her 7-year old terrier mix, will be joining the pups in the Terminal shortly.

The Therapy Dog teams got lots of press over the Thanksgiving Holiday week. Three teams were interviewed on the day before Thanksgiving at 7:00am. Thanks for coming in that early. They were **Tony Carchedi & Freddie, Carly Grimm & Atticus, and Pat McCoy-Rodriguez & Ben**. Here are some links to the coverage.



Therapy dog teams are teamed up with a badged Volunteer Airport Ambassador, so they can answer Airport directional questions and be a second pair of eyes. Volunteers watch for other service dogs, large crowds of people coming down the concourse, etc., and let the team owner know as they are watching their dogs interact with the passengers. Most of the dogs can go for approximately two hours. If you haven't tried a shift, you should! It will definitely make you smile and it's an opportunity to spread some happiness and calm in the Airport.

<http://fox5sandiego.com/2016/11/23/how-to-fly-for-thanksgiving-without-freaking-out/>

<https://www.facebook.com/fox5sandiego/videos/10154848090909940/>

Holiday Party Pics: 12/6/16



Volunteer Advisory Board

- Malvina Abbott
- Ernie Arellano
- Stu Baily
- Candy Bell
- Donna Capps
- Pat Fox
- Howard Gillins
- Ginna James
- Bob Lettas
- Jerry Lewis
- Bob Muller
- Art Pardo
- Dayton Smith
- Betty Tomaino

Director of Visitor Services

Gina Bernsen

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Editor/Development & Communications
 Marcy Roke

Volunteer Coordinator
 Cynthia Compton



Happy Birthday!



- Marisa Acierto
- Hans Altona
- Kay Atz
- Joanne Bradley
- Ann Burnett
- Bob Castro
- Susan Cohen
- Delia Constant
- Jean Dekker

- Ben Findley
- Gary Garren
- Victor Guzman-Gonzalez
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- Helene Lidge
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- Carolyn Parry
- Max Richter
- Miho Tattersall
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- Jo Wittrock

