

RESORT REPORTER

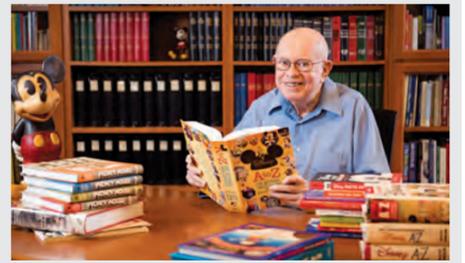
Sunday, February 27, 2022

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FEATURE

THE MOMENTUM CONTINUES



MICKEY MOUSE POSES WITH RESORT TRANSPORTATION AND PARKING CAST MEMBERS AS THEY PREPARE TO BRING THE TRAMS BACK.

Cast Members Drive Excitement for Returning Magic at Disneyland Resort

By Lisa Greathouse

With the news of beloved nighttime spectaculars returning this spring and the relaunch of guest tram service from the parking structures, the phased reopening of the Disneyland Resort is gathering even more momentum, says resort President Ken Potrock. "With 30,000 cast members now

working, and more joining us every week, we are able to return more of our beloved entertainment and experiences, along with brand new offerings," Ken said. "After a tough couple of years, the future looks amazingly bright."

Early Wednesday morning, Ken was on hand to mark the special cast moment just before the long-awaited tram service returned between the Mickey & Friends and Pixar Pals parking structures to the Main Entrance esplanade. For weeks, cast members had been prepping for the

“When guests consider us part of the magic, that’s always a good feeling.”

- Albert Vergelde-Dios,
Resort Transportation & Parking

big day, polishing door levers and testing headlights. Lead Sarah Gorman worked on the trams before the parks closed in 2020 and recalls her favorite role was as the announcer in the back who delivers the iconic "Driver, you are clear" line.

"Feeling the wind in your hair — there is no other feeling like it," she said. "You're responsible for the safety of the guest, but you're also in charge of making the magic. You're the first person they see and the last when they go home."

+ STORY CONTINUED ON P.2

DISNEY CAST LIFE

Cast Member VIPs Celebrate Super Bowl

By Sasha Azoqa

On Super Bowl Sunday, cast members from across the Disneyland Resort shared the stage for a special shoutout during the "Postseason NFL Countdown" on ESPN. Disney Ambassador Nataly Guzman hyped up her fellow cast members to get them game day ready, and cast members shared what this moment meant for them.

"Who else gets to do this?" said Steve Ellis in attractions as he waited in anticipation before heading onstage to take part in the experience. "I called my aunt and told her I was going to be on TV, and hopefully she is watching me and cheering me on!"

"I'm just happy to be here," said Karla Hernandez Calderon in merchandise. "The recognition means a lot to me, and not only represents the journey I've taken with Disney, but personally as well. It's a really cool experience!"

"These events bring people together, [and I enjoy] the camaraderie," said Joe Hernandez in entertainment. "This event is one of those things that not many people can say they've had a chance to experience, so it's something I admire and appreciate!"

The thrills didn't end on game day. The following day, three players from the Los Angeles Rams took the iconic trip to The Happiest Place on Earth and rode cavalcade-style down Main Street, U.S.A. to celebrate the big win.

Amongst the crowd cheering from the sidelines were 25 lucky cast members and their guests as they were treated to a VIP viewing experience, sharing in the sweet victory.

"This is the VIP experience," cheered Paula Suchite Medina from Hotels of the Disneyland Resort. "I've never experienced something like this even when I've come [to Disneyland] as a guest."

For many, the Los Angeles Rams victory was a dream come true. "It's priceless," said Lisa Serrano-Sanchez in merchandise, as she shared this memory with her daughter and fellow cast member Jamie. "I'm going to cry during this parade," said Jamie. "We're so proud being born and raised in LA, and being here is a once-in-a-lifetime opportunity."

Cast members create magic for guests every day, and this event provided the opportunity for them to share in some pixie dust. Monique Paramo in merchandise said, "It's so exciting! I love the company and everything that it stands for, so to get that [magic] back ... I'm grateful!"



COOL DISNEY JOBS

FULL STEAM AHEAD IN HIS DREAM JOB

MARK GONZALES

Role: Steam Train Engineer

Years with the company: 17

Hometown: Hollydale, CA

Q. What inspired you to work at the Disneyland Resort?

A. In 2005, I was going to college, and I figured this would be a great place to work. My family came here every year, and I always saw all the smiling cast members, so I figured I'd give it a shot. I applied and of course, the first thing I wanted to do was work on the steam trains!

Q. Where did you start and how did you make it to steam trains?

A. I started off working in stores, and

then became an attractions cast member. I was a conductor, and later became a lead and a trainer. I put in my application to transfer to the Round House almost a year after working here. When I finally got that phone call, I couldn't believe it myself, but here I am!

Q. What does a day in your life look like?

A. I clock in and see what locomotive I'm pulling for the day. Then I'll get it ready, which includes putting a fire inside the firebox and getting it heated for the day. We build it up to about 150 pounds of pressure. The steam train engineer will oil everything and make sure that everything is functioning correctly. Then when we get the word, we head out to the main line, which is the Grand Circle Tour. Every one of us does about 12 laps in a day. It's a lot of fun, and being the engineer,

it's our job to make sure it stays fun but also remains safe.

Q. What's your favorite part of your job?

A. My favorite part of this job is that I get to work on vintage equipment. I like old cars; I listen to old music. I also own a house that is from 1931 that my wife and I are trying to restore. At the park today, we have a locomotive that was built in 1894, and it's still kickin'! I also love the history of this place. Walt Disney operated four of these locomotives himself, so to be in the same seat that he was sitting in on a weekly basis... there's a lot to live up to, and knowing that I'm part of that history is really cool!

Q. What advice would you give to someone who is looking to be a steam engineer?

A. I would recommend getting your hands around anything mechanical. I started off taking apart old cars and putting them back together, and then in college, I worked on automotive motors. Another recommendation would be to volunteer at a railroad museum. The barn at Griffith Park is the best way to learn some railroading Disney history. On top of that, I would say to get your foot in the door, because most of the folks in our department are transfers from other departments.

Q. What does making magic mean to you?

A. To me, making magic means upholding the history of this company and the equipment that I work on, while also being there for our crew and guests. That means having that train ready to go at every stop and every station.



DISNEY CAST LIFE

Cast Member Hero Awarded for Highway Rescue

By Krystal Rhaburn

Ray Banales usually takes the same route home after his late-night custodial shifts at the Disneyland Resort. But on Sept. 16, 2021, his drive on the 5 Freeway took an unexpected turn. Ray spotted a car swerve out of control across the middle lanes before coming to a stop, facing northbound. His heart racing, Ray pulled over, turned on his hazard lights, exited his vehicle and made his way through continuing traffic toward the stopped vehicle.

"I was terrified, but I tried my best to get the driver to get out of the car while other cars almost hit us," Ray said. "After he was finally able to get out, the car went up in flames." Ray then called 911 and waited with the driver until authorities arrived. He stayed at the scene to share his account of the events, and ultimately agreed to go on camera for a media interview. "The following day, someone shared it with me, and then it kind of snowballed from there. Reception was very positive, and I had people sharing it with me all over social media."

The YouTube video that documented

the incident has been viewed nearly 10,000 times on the platform alone. One of Ray's leaders, Disneyland Park East General Manager Marybeth Miller, received the video from a fellow cast member and decided to nominate Ray for a Disney Heroes Award.

Launched globally in 2008, the Disney Heroes Award was established to commend heroic acts performed by Disney cast members, crew members, Imagineers and employees in and out of the workplace. Any employee from across The Walt Disney Company can submit a nomination on behalf of a colleague who performs life-saving actions or reports life-threatening security issues at work or in their community.

"The Disney Heroes Award is one of many ways we celebrate our cast," Marybeth said. "We have some of the most amazing human beings who have chosen to be cast members and they bring our focus on safety to all aspects of their lives, allowing them to impact not just the guest and cast experience, but also the community experience in a positive way. Ray's actions came from a place of genuine care and concern for humanity."

Ray was selected as a Disney He-



RAY BANALES WITH LEADER MARYBETH MILLER AND SECURITY VICE PRESIDENT DAN HUGHES.

roes Award recipient, surprised with a presentation ceremony in front of family and fellow cast members on Feb. 4. Though incredibly humbled and honored by the award, Ray did not anticipate any personal accolades as a result of his actions.

"It was the right thing to do in my mind," shared Ray. "If this had been me and I was the one that was in an accident, I would want to think that someone — maybe not everyone — but at least one person would stop and see if I was OK."

+ TRAM STORY CONTINUED FROM P.1

On Tuesday, Disneyland Resort also announced that "World of Color," "Disneyland Forever" fireworks spectacular and the "Main Street Electrical Parade" (featuring a new grand finale to celebrate its 50th anniversary!) will return April 22, with "Fantasmic!" following on May 28.

"We waited a long time to bring

these amazing shows back to life for our guests," said Entertainment Producer Vin Reilly. "We can't wait to see their faces when those first notes of music fill the air."

And that's just the latest. Since the resort reopened last April, guests have been able to rediscover returning entertainment like Jambalaya Jazz in New

Orleans Square, "Disney Junior Dance Party!" and new experiences like the Raya encounter in Redwood Creek Challenge Trail and, this month, Celebrate Soulfully entertainment and artwork.

"We have had an incredible start to 2022, beginning with Lunar New Year, Magic Key Celebration Month, the epic Super Bowl moment, and the suc-

cessful kickoff of our Disneyland After Dark events," Ken said. "And now we're looking forward to the return of our popular Food & Wine Festival next week. It's amazing how far we've come in less than a year, and we couldn't have done it without the support of our guests and the incredible dedication of each and every cast member."

BLACK HISTORY MONTH

Mother-daughter Team Highlights Black Culture and Entrepreneurs at Downtown Disney District Shop Post 21

By Krystal Rhaburn

Mother-daughter duo Blair Paysinger and Juana Williams recently opened Post 21, a popular new marketplace for products from Black creators and entrepreneurs in the Downtown Disney District.

The name of the business pays homage to Tulsa, Oklahoma’s thriving Greenwood District — known as Black Wall Street — which was intentionally set ablaze in 1921 during the Tulsa Race Massacre. Blair and Juana found inspiration in the groundbreaking ideas of Black Wall Street and founded their business to help support and amplify the work of current Black entrepreneurs, “post ‘21.”

Merchandise at the Post 21 cart, located across from the World of Disney store, includes home, style and wellness items under a brand the duo describes as modern, inclusive and focused on intentional shopping. Products are sourced from Black-owned businesses and selected for their aesthetics, functionality and originality. At Post 21, guests can shop from children’s apparel, to home décor, to stationery and more.

“Previously, you’d have to remember all the Black-owned brands that you would find or see — a process that

my mom compares to using the Yellow Pages — so bringing a collection of them into one place that people want to go to is really important to me,” Blair said.

Blair and Juana originally launched their shop online in June 2020, and to their surprise and delight, they were contacted by Downtown Disney District management in 2021.

“We’re always looking for opportunities to feature businesses that better reflect the diversity of our guests and we were so excited when we found Post 21,” explained Disney California Adventure park Central General Manager Robert Clunie, who managed business relations at Downtown Disney District at the time. “It is significant because they are the first Black-owned operating participant at Downtown Disney District and they represent what we will continue to build on, which is to seek out and partner with vendors and suppliers that represent the communities we live in and serve.”

Although they initially had no plans to open a physical location, Blair and Juana agreed that the opportunity to join the Downtown Disney District was too remarkable to pass up. They first opened in November 2021 and, after temporarily closing to refresh products following the holiday season, they reopened on Feb. 1. The location has earned positive reception from the brand’s followers as



MOTHER-DAUGHTER DUO BLAIR PAYSINGER AND JUANA WILLIAMS OF POST 21 IN DOWNTOWN DISNEY DISTRICT.

well as new guests, who have expressed excitement about seeing more Black representation and culture at Downtown Disney District.

“There have been a number of times where people were actually over-

whelmed that we’re here,” shared Juana. “They’ll share how happy they are to see us [Black owners] and our products, but they’ll also say, ‘you have no idea what this means.’ Those moments are so amazing and special.”

CELEBRATE SOULFULLY: CHALK ARTIST BRINGS BLACK HERITAGE TO LIFE

By Krystal Rhaburn

The Downtown Disney District has been the home of Celebrate Soulfully offerings through music, food, art and more throughout the month of February. One of the most popular experiences has been live chalk art installations by Disney Live Entertainment Senior Production Artisan Marcella “Marci” Swett.

“I’ve been doing art all of my life, and I have been involved in chalk for almost 30 years,” Marci said. “From creating murals, to working at Disney Imagineering, to teaching high school art, to running an art gallery — I’ve done a bit of everything when it comes to visual art.” Her artistic talents can be enjoyed and are featured throughout all Disney parks and resorts.

Marci specifically embraced the chalk culture as a way of escaping the pressures of everyday life while enjoying free artistic expression. After aiding in the development of top chalk and street festivals in multiple California cities, she

aspired to bring chalk art to Disneyland Resort. “Just after three years of pursuing this individually and seeing if we could initiate some kind of chalk into Disneyland, the opportunity came up for Black History Month ... I was very thankful.”

Each of the installations created by Marci during February have been original artwork, all tied to celebrating Black history. “I did one celebrating braids, one about the emphasis of jazz music in the 1950s and the origin of modernism, and one of an afro that lent itself to the CROWN Act,” a California law that bans discrimination based on hair style.

For Marci, the best part has been the positive guest and cast member reception. People of all ages and backgrounds have been blown away by the detail of the chalk art as they’ve walked past it near the former ESPN Zone — excited to see the installations unfold before their eyes — and expressed openness to learning about Black heritage and eagerness to engage in meaningful conversations.

“It’s such a dream come true to be able to do chalk, and to introduce our

guests to a lot of people and to matters that relate to our history as African-Americans is really an honor,” Marci said. “To be able to leave a mark by educating individuals on matters that they had no

idea about, and to hear that they will share the knowledge with others is a wonderful experience. Just to know that you’re planting seeds is one of my biggest joys in life.”



DID YOU KNOW?

1. The Mark Twain Riverboat and the steam trains of the Disneyland Railroad run on used cooking oil that is collected from restaurant kitchens throughout the resort and converted into biodiesel.

TRUE
This process eliminates the need for approximately 200,000 gallons of petroleum diesel per year, one of the many reasons Disneyland Resort was recently awarded the Food Recovery Challenge Award by the US Environmental Protection Agency.

2. This year, Celebrate Gospel--a powerful celebration honoring the rich legacy of gospel music--showcased multiple headlining performance groups and artists.

TRUE
Among the headliners were Grammy-nominated artist Kierra Sheard along with Grammy-award winning artists Jonathan McReynolds and Mali Music.

3. This spring, Disneyland Resort guests will see the return of three nighttime spectaculars.

FALSE
Four nighttime spectaculars are on their way back to the resort. "World of Color," "Main Street Electrical Parade" and "Disneyland Forever" fireworks will return on April 22. "Fantasmic" will return to the Rivers of America starting on May 28.

4. The Walt Disney Company ranked 19th on Fortune's 2022 list of "World's Most Admired Companies."

FALSE
Disney ranked fifth overall, and for the 19th consecutive year, retained its position as the top-ranked media and entertainment company.

5. Disneyland Resort was recently recognized by Visit California's 2022 Poppy Awards for its stewardship and sustainable travel.

TRUE
The award recognized the resort's efforts in creating a community public service campaign reminding residents to stay safe and healthy using favorite characters from Disney and Pixar "The Incredibles."

6. Soarin' Over California will return to Disney California Adventure park.

TRUE
The fan favorite Soarin' Over California will return for a limited time during the Disney California Adventure Food & Wine Festival, which runs March 4 through April 26.

7. MVP Cooper Kupp, Aaron Donald and Matthew Stafford celebrated their Super Bowl win at Disneyland Resort with a jubilant cavalcade through Disneyland park.

TRUE
Kupp even shared a special thank you to the cast members who make all of the magic possible.

8. For the 16th year in a row, The Walt Disney Company received a score of 100 on the Human Rights Campaign Foundation's Corporate

Equality Index, the nation's foremost benchmarking survey and report measuring corporate policies and practices related to LGBTQ+ workplace equality.

TRUE
Disney's efforts in satisfying all of the CEI's criteria earned the designation as one of the Best Places to Work for LGBTQ+ Equality. Disney first achieved a perfect score in 2007 and has received a 100-percent rating every year since then.

9. Disneyland Resort Business Employee Resource Groups (BERGs) represent various cultural groups and provide input on resort offerings.

TRUE
One of the many BERGs of Disneyland Resort, PULSE (the BERG represent-

ing Black employees and culture) was involved in bringing Celebrate Soulfully and Celebrate Gospel to life.

10. As part of Celebrate Soulfully, Downtown Disney District is highlighting Black artists and artisans to celebrate Black culture in honor of Black History Month.

TRUE
As part of the festivities, a live chalk-art installation has come to life each week of the month as Disney cast member and chalk muralist Marcella Swett revealed a new artistic creation near the Downtown Disney LIVE! stage. Swett, a senior production artisan with Disney Live Entertainment, is an award-winning visual artist and native Southern Californian.



ARTIST CONCEPT ONLY ©DISNEY AND ©DISNEY/PIXAR

New Finale for 'Main Street Electrical Parade' in Honor of its 50th Anniversary

To honor its 50th magical year, "Main Street Electrical Parade" returns to Disneyland park April 22 with a new finale. Disney Live Entertainment will introduce a magnificent grand finale that celebrates the theme of togetherness in an all-new float. This universal theme is reflected in the creative concept of the grand finale sequence, drawing inspiration from the original design of classic "Main Street Electrical Parade" floats and Mary Blair's iconic art style on "it's a small world." The seven-segment float stretches 118 feet in length and brings to life more than a dozen Walt Disney Animation Studios and Pixar Animation Studios films, making it one of the longest and grandest sequences in the parade's history. These stories will be interpreted in thousands of sparkling lights and electro-synthe-magnetic musical sound, with unique representations of beloved characters as animated dolls.



CELEBRATE SOULFULLY

Disneyland Resort Pays Tribute to Black Heritage and Culture

Celebrate Soulfully is in full swing at the Disneyland Resort, with music, food, art and new experiences that kicked off this month in honor of Black History Month. Additional ways to Celebrate Soulfully will be introduced throughout the year, including more at the Disney California Adventure Food and Wine Festival beginning March 4, "Tale of the Lion King" in Disneyland park this spring and much more to come!

HISTORY & HERITAGE

Walt Disney Archives Founder Dave Smith Honored with Window on Main Street, U.S.A., at Disneyland Park

By Dani Ganley

The next time you visit Main Street, U.S.A., at Disneyland park, look up above the Fortuosity Shop and you may spy a familiar name on a new window: Dave Smith, who founded the Walt Disney Archives in 1970 and served as its chief archivist for decades.

On Monday, Jan. 24, 2022, the window was revealed to a small audience of invited guests including Walt Disney Archives employees and Dave's family and friends as "When You Wish Upon a Star" was performed live. The inscription reads: "New Century Historical Society, Dave Smith, Town Archivist, Preserving, Protecting & Presenting Our Fond Memories of the Past."

Disneyland Resort President Ken Potrock, Disneyland Park Vice President Kris Theiler, Archives Director Becky Cline, Disney Ambassadors Mark Everett King Jr. and Nataly Guzman, and Dave's sister Jean Marana were among the speakers sharing touching words and memories of Dave, who was named a Disney Legend in 2007. Though he passed away at the age of 78 on Feb. 15, 2019, he has left a lasting mark on the legacy of the Archives and the people he met along the way.

"You can imagine this is a special tribute, not only because Disneyland is Walt's original theme park — but also, it is a place that Dave loved," Kris said. "The windows here on Main Street, are a longstanding tradition that was started by Walt to recognize those who went above and beyond to support the mission and magic of The Walt Disney Company. And, today, for all those who come to this happy place, these windows tell the stories of extraordinary people — offering living lessons about their roles, their contributions and the legacy they left behind."

In addition to his role as Archives founder, Dave wrote "Disney A to Z," the oft-cited Disney encyclopedia, as well as countless other titles. His connection to Disney started in 1967, when he began compiling an extensive bibliography on Walt Disney. He spent more than a year researching all Disney publications and productions. When the Disney family and studio management began attempting to preserve Walt's papers, awards and memorabilia, it was only natural for them to contact Dave to do a study and provide guidance. Dave was eventually selected as archivist, and in the years since the Archives was established, it



THE LATE DAVE SMITH, FOUNDER OF THE WALT DISNEY ARCHIVES AND AUTHOR OF "DISNEY A TO Z".

has come to be recognized as a model among corporate archives across the country.

"It's because of Dave's vision, and his passion and his efforts that the Walt Disney Archives is still going strong today and is bigger than ever," Becky said. "With new technology that we have today, we are doing things a bit differently ... but the core values that Dave instilled

in us will always inform our mission — to protect, preserve and share the rich history of The Walt Disney Company and to support the creation of all of the magic yet to be."

"Like our friend Jiminy [Cricket], Dave's work has helped to guide and shape us into who we are today — and it is evident in our cast, our resort and our amazing company," Ken said. "There is

no greater wish come true than to realize that your contributions have served so many, so well. And as time moves on, Dave's work will be more important than ever because it provides us with a lasting connection to the past."

Next time you visit, be sure to keep your eyes up along Main Street, U.S.A., and take a moment to reflect on Dave's life and legacy.



DISNEY AMBASSADORS MARK EVERETT KING JR. AND NATALY GUZMAN, ALONG WITH DISNEYLAND RESORT PRESIDENT KEN POTROCK, REVEAL THE NEW WINDOW ON MAIN STREET, U.S.A. IN DAVE SMITH'S HONOR.

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