

Minnesota Streetcar Museum

Minutes

Operations Committee Meeting

February 8, 2014
10:00 AM to 1:30 PM

Present: Bill Arends (Chair)
Rod Eaton

Bruce Gustafson
Todd Bender

Dave Higgins

Operations Schedules for the 2014 Season

- *Com-Harriet Streetcar Line schedule.* Rod Eaton gave everyone a copy of the events calendar.
 - ✓ CHSL season will start with weekend service on Saturday, May 3, 2014.
 - ✓ CHSL daily service will start on Friday, May 23, the Friday preceding Memorial Day. Weekend service will run from 12:30 PM to 8:30 PM and Weekday service from 6:30 PM to 8:30 PM through Labor Day, Monday September 1.
 - ✓ Early Bird service starting at 9:30 AM will be offered only on Memorial Day, Monday May 26.
 - ✓ There will be extended service on Independence Day, Friday July 4 and Labor Day, September 1. Operating hours will be from 12:30 PM to 8:30 PM with the PCC running from 1:30 PM to 5:30 PM.
 - ✓ PCC No. 322 will be scheduled to run on Wednesday evening, providing enough PCC qualified operators sign up and on Sunday afternoon from 1:30 PM to 5:30 PM through Labor Day.
 - ✓ Wednesday afternoon service will began on June 4 and run through August 27. The hours of operation will be 1:00 PM to 4:00 PM.
 - ✓ PCC No 322 will be taken out of service after Labor Day.
 - ✓ Following Labor Day service will be weekend only from 12:30 PM to 7:30 PM with only single car operation on Sunday. There was discussion about running only one shift after Labor Day but it was decided we get good ridership during the second shift in September so two shifts should continue through the end of September.
 - ✓ Regular service during October will be one shift from 12:30 PM to 4:30 PM on Saturday and Sunday.
 - ✓ Regular serviced during November will be Saturday only from 12:30 PM to 3:30 PM. Regular service will end on Saturday, November 22.
- *CHSL Special Events.*

Rod Eaton handed out the list of CHSL's special events. All special events will be shown on ShiftPlanning will extra personnel requirements as needed. The extra personnel will be identified on ShiftPlanning as something other than Foreman, Operator or Station Agent.

 - ✓ PJ Trolley the 3rd Thursday during June, July and August at 6:30 PM and 7:30 PM. These will not appear on our schedule of events.

- ✓ New this year, Musical on the Trolley with S.W. High School students. 9:00 PM performances on Friday, Saturday and Sunday, June 13-15. If needed more performances may be added the following weekend.
 - ✓ Moonlight Ride Saturday, July 12 at 10:00 PM.
 - ✓ Murder Mystery 9:00 PM performances on Friday, Saturday and Sunday, July 18-20. If needed more performances will be added the following weekend.
 - ✓ Father's Day, Sunday, June 15. Bring Dad for a free ride. Need a Car barn Docent.
 - ✓ Family Fun Day, Saturday, August 9. Car barn open with model train layouts. Need a Car barn Docent.
 - ✓ Streetcar Camp Thursday, August 14 9:30 AM to 1:00 PM.
 - ✓ Farmer Ken's Pumpkin Patch Saturday, October 11 and Sunday, October 12, 12:30 PM to 4:30 PM.
 - ✓ Ghost Trolley Friday, October 17, Saturday, October 18, Friday, October 24 and Saturday, October 25. All 6:00 PM to 9:00 PM.
 - ✓ Transylvania Trolley, Saturday, October 25, 12:30 PM to 4:30 PM.
 - ✓ Trick 'r Trolley, Sunday, October 27, 12:30 PM to 3:30 PM.
 - ✓ Halloween Late Show Sunday, October 27, 8:00 PM and 9:00 PM.
 - ✓ Holly Trolley Saturday and Sunday, November 29 & 30 and Saturday and Sunday, December 6 & 7. All scheduled from 12:30 PM to 3:30 PM.
 - ✓ New events: Car barn Club on 4 or 5 Saturday mornings for ages younger than Streetcar Camp. Princess Express, Teddy Bear Picnic, Super Hero. Dates and specifics not yet determined.
 - ✓ Vinternatt. A night time ride with lighted displays on the track. A one night event on the night of the last Holly Trolley Saturday, December 6.
- *Excelsior Streetcar Line schedule and special events.*
 - ✓ ESL will start service on Thursday, May 1 running from 2:00 PM to 6:00 PM. Thursday service will operate through October 23.
 - ✓ Saturday service, operating from 10:00 AM to 4:00 PM, will begin on May 3 and will end on September 6. From September 13 through October 11 Saturday service will operate from 11:00 AM to 3:00 PM.
 - ✓ Sunday service will start on May 4 and operate through September 7 from 1:00 PM to 4:00 PM.
 - ✓ Memorial Day, Monday, May 26 service will operate 10:00 AM to 4:00 PM.
 - ✓ Story Time Trolley will be Tuesday, June 10, July 8 and August 12 at 5:00 PM and 6:00 PM.
 - ✓ Father's Day, Sunday, June 15 Dads will ride free with their kids.
 - ✓ Independence Day, Friday, July 4 service from 1:00 PM to 4:00 PM.
 - ✓ Crazy Days, Thursday and Friday, July 17 & 18 service from 2:00 PM to 8:00 PM. Saturday, July 19, from 10:00 AM to 6:00 PM.
 - ✓ Labor Day, Monday, September 1 service from 1:00 PM to 4:00 PM.
 - ✓ Apple Day, Saturday, September 20 service from 9:00 AM to 4:00 PM.
 - ✓ Halloween Trolley, Friday and Saturday, October 24 & 25 from 6:00 PM to 9:00 PM.

- ✓ Trick 'r Trolley, Sunday, October 26, 1:30 PM and 2:30 PM.
- ✓ Christkindlsmarkt, Friday & Saturday, November 28 & 29 from 10:00 AM to 7:00 PM and Sunday, November 30 from 11:00 AM to 4:00 PM.
- ✓ Todd also expressed an interest in holding a Streetcar Camp at ESL.

ShiftPlanning

Chris Heck has volunteered to set up ShiftPlanning for 2014 for regular service as well as special events. Bruce Gustafson also would like to work with Chris in setting it up. There was discussion about adding Streetcar Cleaning to ShiftPlanning to increase the awareness of it and also to hopefully get some more volunteers to assist with it. There was also discussion about reinstating limited crew calling for operators and foremen who have been reluctant to use ShiftPlanning.

- Operations Chief Bruce Gustafson will send out e-mail updates around Tuesday of each week listing critical shift vacancies for the next 7 – 10 days. At this time Bruce will contact operators and foremen who are reluctant to use ShiftPlanning but would like help in identifying the operators / foremen who may need a call.
- Discussed adding new categories to ShiftPlanning to provide better visibility / clarity to schedule openings.
 - ✓ A descriptive title should be added to each of the special events as needed. If it is an event helper it should be descriptive.
 - ✓ Crossing guard
 - ✓ Car cleaning
 - ✓ Car barn Docent
 - ✓ PCC lead operator
- Each Foreman, Operator and Station Agent will be activated on ShiftPlanning only after they have recertified.

Training

With Chief of Training Chris Heck's increased travel schedule there was discussion regarding how we will cover the various "hands on" part of training. There was also discussion regarding who should be trainers as well as who should be the foremen for operators during revenue training. Further discussion with Chris Heck is necessary to determine how extensive his involvement will be.

- ✓ Dave Higgins volunteered to do the orientation sessions with new trainees.
 - ✓ Bill Arends volunteered to be responsible for all training forms.
 - ✓ Rod Eaton, Dave Higgins, Todd Bender and Bill Arends will select potential trainers.
 - ✓ All trainees should be assigned a mentor. This mentor will be responsible for following up with the trainee throughout training and during the season.
- *Foreman Recertification.* Any Foreman who did not operate last year will need to take a check run. With a new point-of-sale system, which includes accepting credit cards, being introduced this year Foremen training will be done in the station. No dates were set for recertification or who would conduct the

recertification sessions. All Foremen should operate an average of at least once per month or be required to be further recertified. Anyone who goes two consecutive months without operating will be deactivated on ShiftPlanning until further recertified. No other changes were proposed for Foremen recertification.

- *Operator Recertification.* Any Operator that did not operate last year will need to take a check run. Operators should also attend a training session on using the POS system instead of being trained by a foreman on a regular revenue shift. All Operators should operate an average of at least once per month or be required to be further recertified. Any Operator who goes two consecutive months without operating will be deactivated on ShiftPlanning until further recertified. No other changes were proposed for Operator recertification. Dates for recertification to be determined.
- *Foreman Training.* There was discussion about training additional Foremen at CHSL. Todd Bender thought there is an adequate number of Foremen at ESL to cover schedule. Suggestions for new Foremen at CHSL included Joel Schuweiler, Fred Beamish and Dick Zawacki. Bill Arends has volunteered to contact these individuals. There was also discussion about demoting individuals from Foreman to Operator.
- *Station Agent Training.* Because of the new POS system all Station Agents will need to be trained.

Car Cleaning

- Equip each car with a new broom, dust pan and window cleaning supplies in a small box kept in the front of the streetcar.
- Require streetcars to be swept at the end of each shift.
- Request that Foremen check the windows at the beginning of the shift and clean as needed.
- Include streetcar cleaning as an event on ShiftPlanning.

Rule Book

Bruce Gustafson has volunteered to make some draft changes to the rule book.

- Update list of individuals referred to in the rule book.
- Remove edit marks that show changes to rules (which are no longer changes.)
- Add that indicates the rules are “Effective for the 2014 Operating Season”.
- Do we need a “yard limit” sign at CHSL as mentioned in the rule book?
- Emphasis on issues that, while included in the rule book, frequently go unenforced.

Other

Fares, passes, etc. There will be no changes in any fares this year. A new 5-ride pass, which will sell for \$10 will be available. Because we will require a minimum purchase of \$10 for credit card purchases this pass will be made available for anyone who wants fewer than 5 rides but only has a credit card.

Charter payments on-line. Rod Eaton will discuss this with Charles Barthold and Jerry Olsen.

Volunteer Survey. Bruce Gustafson suggested we do a volunteer survey of skills and interests to further add to a pool of volunteers for track work, overhead work, car cleaning, etc.

Publishing a schedule of car maintenance activities. Provide visibility to volunteers who have limited skills but would like to help with activities. Bill Arends will work with John Prestholdt, Karl Jones, Matt Leibel and Ben Franske to see if a schedule can be put together.

Schedule Track Maintenance. Bill Arends and Todd Bender will determine potential dates at both locations and have the dates put on ShiftPlanning.

Pre-season Depot Cleaning. Bill Arends will talk with Eric Neumann to see if he will be available to head this up this year.

Extending the track at the north end of the line. The meeting attendees think it is a good idea and may generate membership interest and excitement. Bill Arends will discuss with the Park Board to see if it would be allowed.

Merchandise. The meeting attendees all agreed there is a need and desire for new merchandise, perhaps simpler t-shirts. Discussion also included a price reduction on inventory that has been on the shelf for a few years. Further discussion, to include Merchandise Manager Charles Barthold, will be scheduled.

Recap as submitted by Bill Arends, General Superintendent