



# MINNESOTA STREETCAR MUSEUM

## COMO-HARRIET STREETCAR LINE

### Excelsior Streetcar Line

**FROM:** Bruce Gustafson, General Superintendent  
**TO:** All MSM Foremen, Operators, and Station Agents  
**RE:** **General Procedures for Regularly Scheduled Streetcar Operations**  
Como-Harriet Streetcar Line and Excelsior Streetcar Line  
**DATE:** May 1, 2018

### **SAFETY**

Running the streetcars at MSM is a lot of fun, but we must keep in mind at all times that **SAFETY** is the most important part of our job. We are operating very large, very heavy vehicles in close proximity to people and your first responsibility is to protect yourself, your passengers, the public, and fellow volunteers. No matter the circumstances, **NEVER** hurry or rush, always ask yourself, "What is the safe way to do this?" and if you have **ANY** uncertainty about it, **STOP** and get help. Foremen and crew members must work together as a team to ensure safe operations

## **I. INTRODUCTION**

### **A. GENERAL**

The purpose of this memorandum is to instruct all MSM operating personnel in the procedures that we must follow when conducting regularly scheduled service on the Como-Harriet Streetcar Line (CHSL) **and** the Excelsior Streetcar Line (ESL). Since most of these procedures apply to both railways we felt that it was best to combine what were formerly two separate and somewhat lengthy documents into one, thus avoiding possible confusion and the printing expense. However, some instructions found in these procedures apply to only one line or the other. When that is the case, the section or paragraph in question will contain either **CHSL** or **ESL** in bold letters at the beginning of the section, paragraph or sentence.

These procedures supplement—but do not replace—the Minnesota Streetcar Museum's *Rule Book*, *Sequences of Operation*, *Foreman Check Lists*, current operations and safety bulletins, and other material provided by the Safety and Transportation Departments. The *Rule Book*, *Sequences of Operation*, *Foreman Check Lists*, and current bulletins govern all regular, extra and special streetcar movements and are to be followed strictly at all times to ensure consistent and safe streetcar operations. To the extent that there are unintended conflicts between the *Rule Book*, *Sequences of Operation*, *Foreman Check List*, current bulletins, and other material provided by the Safety and Transportation Departments and these General Procedures, the *Rule Book*, *Sequences of Operations*, *Foreman Check List*, current bulletin, and other material provided by the Safety and Transportation Departments govern.

While these General Procedures seem quite lengthy, they also employ common sense. Because nearly 100 volunteers operate on the Museum's two demonstration railways, some of whom operate only once per month, it is important that all aspects of our operation be governed by specific procedures that apply to all of us. This helps to ensure that the experience provided to our passengers and to each of us as volunteers is uniformly courteous, safe, and of consistently high quality. Please read these General Procedures carefully and let them guide you as you go about your duties. All questions about these General Procedures should be directed to General Superintendent, Bruce Gustafson at 952-220-5870 or [bruce.gustafson@optum.com](mailto:bruce.gustafson@optum.com).

The Minnesota Streetcar Museum is a non-profit corporation whose tax-exempt status is based on its educational purpose. Please take the time, using the materials that have been provided to you and those that are otherwise available, to learn about that history and share it with our passengers. Above all, please remember that their fares, their souvenir purchases, their donations, and their “word-of-mouth” advertising to co-workers, friends, relatives, and others are what bring in the money to supplement all of our donated labor. Please be courteous, friendly, and helpful at all times!

## B. CREW SCHEDULING

All MSM operating personnel, including Station Agents and Event Helpers, will use the *Humanity/ShiftPlanning* internet-based system to schedule themselves for operating shifts at both CHSL and ESL. Please read/review the separate memoranda and e-mails sent to you by the Transportation Department for details on the *Humanity/ShiftPlanning* system. If you are unable to use this crew scheduling system because you don't have a computer, or you simply don't want to use it, you are still able to schedule your volunteering through Crew Scheduler **Bruce Gustafson** for CHSL and ESL.

If you are **not** using *Humanity/ShiftPlanning* to schedule your volunteering for whatever reason, **it is up to you** to call the ESL/CHSL Crew Scheduler (Bruce Gustafson) and tell him which shifts you wish to volunteer. **If you wish to be called each month to be reminded to sign-up for your shifts YOU must let Bruce Gustafson know that.** Otherwise he will not call you each month.

**CHSL:** When there is sufficient operating staff, a crew of four, including a station agent, will be scheduled for each shift. If the fourth crewmember is a qualified operator, they will rotate positions with the crew. When we don't have the minimum of three crewmembers, we ask that the shift Foreman try to recruit a crewmember(s) to allow for safe operation instead of canceling the shift.

**ESL:** When there is sufficient operating crew, all three crewmembers may rotate positions under the direction of the Foreman. If the third crew member is not a certified Operator, that volunteer would not rotate onto the streetcar but remain in the ticket booth at the Water Street platform. The minimum crew size for all operations remains two crewmembers, one of which must be a Foreman.

## C. UNIFORM

The official **and mandatory** uniform is clean and pressed black slacks (**no** jeans) or skirt and shoes and a clean and pressed gray or white shirt or blouse (**no** t-shirts), preferably with a solid black four-in-hand tie or bow tie. Black shorts and black socks with black uniform shoes may be worn when the temperature is expected to exceed 90 degrees. The Minnesota Streetcar Museum logo patch should be worn on the left shoulder of the shirt and the Twin City Lines logo patch should be worn on the right shoulder of the shirt, each sewn one inch below the seam. An MSM nameplate should be worn on the shirt. Pocket and pin-on versions are available. Uniform caps with "motorman" or "conductor" hat badges are recommended but their purchase and wear is not mandatory. Uniform caps are the only caps which may be worn; baseball caps are not permitted.

During cold weather a plain stocking cap may be worn (dark, solid color is preferred). A white, gray or black turtleneck may be worn under the uniform shirt in cool weather. When jackets or coats are necessary, they should not have non-MSM patches or designs on them; be plain (dark, solid colors are preferred). Authentic streetcar uniforms and uniform items in good condition, TCRT or otherwise, are permitted and encouraged. Please remember—we are a living history museum and we are trying to take our passengers back in time—please dress appropriately. Under all circumstances, you are expected to be clean, neatly groomed, and dressed in clean, pressed clothing.

Minnesota Streetcar Museum and Twin City Lines patches and Motorman hat badges are available in the Linden Hills Station or from our Museum Store [www.TrolleyRide.org](http://www.TrolleyRide.org). Nameplates may be ordered using the form found at our website. Uniform caps are special ordered through our museum store. Uniform shirts of the correct medium-gray hue may be purchased at Uniforms Unlimited, 2220 Lyndale Avenue South, Minneapolis, telephone 612-377-0011. Uniforms Unlimited will sew on your shoulder patches for free if you purchase your uniform shirt there.

Buttons, pins, or stickers promoting *any* cause, political or otherwise, are strictly prohibited under any circumstances.

## **D. CANCELLATION OR DELAY OF OPERATIONS BECAUSE OF WEATHER**

Foremen should not cancel operations on account of weather unless absolutely necessary and then only at the last possible moment. Please remember that weather can change very dramatically and very suddenly—a torrential downpour in the afternoon can give way to a delightful evening. Foremen should pay close attention to the forecast (which can be and are often wrong) **and to actual conditions at Lake Harriet or Excelsior** and should direct his or her crew to report to the carbarn unless, at the time the Foreman must leave his or her home for the carbarn, the forecast is for poor conditions throughout the shift. If the forecast holds hope—**however slim**—that operations can begin, albeit late, the Foreman and crew should report to the carbarn. Please use your choice of the many Internet weather sources.

We are currently investigating methods to inform potential passengers of cancelled or delayed operations using our Facebook page or Twitter and our website's home page.

**CHSL:** If the start of operations is delayed on account of poor weather or if operations are cancelled (and the crew has reported), please post the appropriate laminated placard, located in the vertical file organizer under the cash register in the Linden Hills station, on the **inside** of the window of the Linden Hills Station door. When operations resume, please remove it and return it to the organizer on the shelf under the cash register (in the case of cancellations, this should be done by the next day's crew).

**ESL:** A Method to inform potential passengers that operations have been cancelled because of bad weather will be developed shortly and ESL operating personnel will be informed of these procedures.

## **E. CANCELLATION OF SERVICE BECAUSE OF LACK OF CREW**

**CHSL:** If a shift must be cancelled because of lack of the minimum number of crewmembers a laminated "Operations are Cancelled" placard, located in the vertical file organizer under the cash register in the Linden Hills station, will be placed on the **inside** of the window of the Linden Hills Station door by either the Foreman of the previous shift or the CHSL night watchman (Bill Arends) who lives in the Linden Hills neighborhood. When operations resume, please remove it and return it to the organizer on the shelf under the cash register (this should be done by the next shift or day's crew).

**ESL:** A Method to inform potential passengers that operations have been cancelled because of lack of crew will be developed shortly and ESL operating personnel will be informed of these procedures.

## **II. START-UP PROCEDURES**

### **A. REPORTING FOR DUTY**

**Foremen must have the Silent Knight cards containing the ID numbers for the carbarn and station security systems. If you do not have these ID numbers and trip the alarm, the Museum will be billed for a false alarm and you may be detained by the Police Department.**

Foremen and all crew must report to the George K. Isaacs carbarn or Excelsior carbarn **no later** than thirty minutes before the start of the shift unless prior arrangements have been made with the Foreman. Second shift crew must report directly to the Linden Hills Station or the Excelsior carbarn at least fifteen minutes before the start of the shift. After Labor Day, refer to the shift schedule on *Humanity/ShiftPlanning* and Operations newsletters for updated information on September, October, and November operations schedules.

### **B. CHSL: OPENING AND PREPARING THE LINDEN HILLS STATION**

Upon arriving at the Linden Hills station at the beginning of the day's operations, passengers should be asked to wait on the platform until the depot is clear and the agent is ready to sell tokens. The Foreman will unlock the door, disarm the security system, turn on the lights including display and showcase lights, and ensure that the platform appliances are placed on the platform. The sandwich boards should be set out; one at the curb on West 42nd Street and the other one, stored on the streetcar, on the curb at Richfield Road at the north end of the line. Please do not forget to retrieve and store these at the end of the evening. The Foreman will perform a radio check prior to the first run of the day.

If you encounter problems with the POS (cash register) system please contact Merchandise Manager, Bill Arends at 612-922-2208 or Information Technology (IT) Manager Ben Franske for assistance 952-200-8945.

The video display mounted on the station's east wall should automatically turn on 15 minutes before the start of your shift and turn off at the end of your shift. If the display does not come on automatically or you are running a special shift you may turn on and off the display using the remote control found in the drawer below the cash register. If you run into technical problems with the display please contact museum IT Manager Ben Franske at 952-200-8945 or ben.franske@trolleyride.org.

When time permits, the Station Agent should, if necessary, sweep the floor, clean glass, open windows and screens, weather permitting, and turn on the fan. Station agents should clean glass and sweep the floor as needed during the shift to keep the station clean and neat. Please wipe up spills as soon as possible. All cleaning supplies are in the center, lower cabinet and more are in the basement. If not, they are available at the carbarn. The station agent should adjust and wind the clock. Always move the hands forward; **the hands should never be moved backwards**. The key to wind the clock is behind the glass door housing the pendulum.

### C. ESL: OPENING AND PREPARING THE TICKET BOOTH

Upon arriving at the Water Street Ticket Booth at the beginning of the day's operations, passengers should be asked to wait near the booth until the crew is ready to sell tokens or tickets. Place the sandwich board at the Water Street curb, hang the banner on the Ticket Booth and prepare the booth by opening the ticket window, setting out the framed price sheets/brochures and organizing the money, tokens and tickets. The Foreman will perform a radio check prior to the first run of the day.

## III. STATION and PLATFORM PROCEDURES

### A. FARES AND TOKENS

**CHSL:** Tokens and other items are sold by the Station Agent and must be rung-up on the station's Point of Sale (POS) machine. Tokens must be given to paying passengers only. However, a token may be given to a child 3 years of age or younger or to pass holders if they request it. All tokens and other items sold aboard the streetcar, e.g., tokens sold to passengers who boarded at Lake Calhoun, should be run through the POS register at the completion of each trip. **All of this is very important for accounting and taxation purposes.**

**ESL:** If there is a three-person crew, the Ticket Booth Agent is responsible for the sale of fares (tokens), the season pass and multi-ride tickets. With a two-person crew, the Conductor will be responsible for all token and pass/ticket sales. For accounting purposes, tokens must be given to paying passengers only.

**Tokens are \$2.50.** Children **three years of age and younger**, Minnesota Streetcar Museum members with valid membership cards and holders of day passes, multi-ride tickets, and season passes do not need to have a token to ride but they may have one if they request it. Passes are not accepted for the Ghost Trolley, Holly Trolley or other special rides or events. There is no senior citizen, group, or other discount unless you are informed by a bulletin from the Marketing, Public Relations, and Special Events Committee.

Motormen at CHSL or Conductors at ESL should periodically return tokens to the Platform Attendant (CHSL) or Station/Ticket Booth Agent (ESL) to ensure an adequate supply in the station/ticket booth.

### B. PASSES AND MULTI-RIDE TICKETS

There are a number of passes and tickets that are sold at both railways. Please see the samples of the various multi-ride tickets and passes shown on the last page (page 12) of this Memorandum.

- **Season Pass.** These are sold at the Linden Hills Station, by the Conductor or Ticket Booth Agent at ESL, or by mail. **The Season pass is good on both demonstration railways** and indicates the year of issue. This pass is good for up to five people in a family including grandchildren and other relatives. Point out the rules and restrictions printed on the reverse of the season pass. Season passes cost **\$60.00**.
- **Individual Day Passes.** These are sold to passengers wishing to ride the streetcar multiple times on the same day and are good on both demonstration railways. Each passenger aged four and older must have their own pass. They are sold at the Linden Hills station (CHSL) or from the Ticket Booth Agent or Conductor at the Excelsior Streetcar Line for **\$7.00**. Please enter the date in large (i.e., legible) numbers on the day pass before you give it to the passenger. Day Passes sold on-line will not have a date. The place for the date will be circled and the first Operator to encounter the pass must enter the date.

- **Multi-Ride Tickets.** These are sold to passengers who ride often and who desire the convenience of a pass but don't expect to ride enough to purchase a season pass. **Multi-ride tickets are good on both demonstration railways.** These tickets may be used by more than one person provided that the number of rides on the ticket is not exceeded. They are available as follows: **\$12.50 for a 5-ride ticket;** and **\$23.00 for a 10-ride ticket.** We no longer offer a 25-ride ticket.
- **Membership Cards.** All members are entitled to unlimited free rides upon presentation of a valid membership card. Check the label on the reverse to ensure the membership is current and valid.

Motormen and Conductors are reminded that **they must punch out, cross out or ink out the ride numbers on the multi-ride tickets as they are being used by the purchaser.**

### C. ACCEPTANCE OF CHECKS AND CREDIT/DEBIT CARDS

Checks will be accepted for sales of tokens, merchandise or to join MSM **for the exact amount of purchase only—NO CASH BACK.**

We now accept Master Card, Visa and Discover cards **WITH NO MINIMUM** charge at the Como-Harriet Streetcar Line. Complete instructions for making credit card transactions is covered in the SAM 4S POS (Cash Register) Manual, which is available on our website and in the Station Agent's Binder in the Linden Hills Station. We also accept credit card and PayPal payments for online sales. In addition to merchandise, tokens, passes, memberships and tickets to special events are also available through our online Museum Store.

### D: SALES OF MSM MEMBERSHIPS

If a visitor wishes to join our Museum as a new member, **please have them fill out a membership form.** These forms are located in the yellow folder located in the Linden Hills Station's southwest corner at CHSL and in the rear seat of the streetcar at ESL. Temporary MSM Membership cards are located in this folder (sample on page 12). Put the **completed** membership form in the cashier's bag. Then fill out and issue the new member their temporary membership card. Indicate on the application form whether the new member paid by cash or check. If a check was written for the appropriate dues amount, please indicate on the memo section that the check was for a new membership.

If an MSM member wishes to renew their membership, please ask them to remit payment by mail to MSM's PO box.

### E. ESL: SANDWICH BOARDS AND BOARDING PLATFORMS

Sandwich boards, which are stored on the streetcar, must be set out immediately adjacent to the street at both the Water Street and Old Excelsior Road platforms and retrieved at the end of the shift. The boarding platform for Old Excelsior Road, which is stored on the streetcar, must be set out at Old Excelsior Road on the first trip and retrieved on the last trip. The appropriate boarding platform for the Excelsior Car barn, which is stored inside the east car barn door, should be set out before the streetcar leaves the car barn for the Water Street platform to start the day's operations.

### F. BROCHURES

Minnesota Streetcar Museum schedules and color brochures are available aboard each streetcar and in the Linden Hills Station or Excelsior car barn. We reprint the schedule insert every year, so feel free to distribute them. **Please note that the color brochure does not contain the 2018 CHSL or ESL operating schedule.** If a passenger asks for a schedule, be sure to give them both the brochure **and** the schedule insert.

Please ensure that the brochure racks are fully stocked. Additional brochures are located in storage containers on the Linden Hills station floor and in the station basement.

At ESL extra brochures and schedule cards are located in the cabinet in the merchandise sales area of the car barn.

## **G. CHSL: MERCHANDISE SALES**

All sale merchandise is located in the display cabinet or on the shelves. Please take a few minutes to keep the merchandise neat and tidy for the next shift, organized by size, and restock as necessary. Please report shortages to the Foreman so the station can be restocked for the next shift from the supply in the station basement. The Foreman should report merchandise shortages to Bill Arends.

Information about new merchandise items or price changes will be next to or on the shelves under the cash register. Please check for updated information before you begin duty. Checks are accepted with pre-printed address and telephone number. We now accept credit cards for all sales at the Linden Hills station, but not at Excelsior. Information about items available and costs is available in the station and on the streetcar at Excelsior. A reference guide for cash register operation and a price sheet are kept by the register.

## **H. ESL: MERCHANDISE SALES**

All merchandise and price sheets are located in the store area of the car barn. The store "seed" money is stored in the main display cabinet. All sales for the day must be noted on a price sheet with the money placed in the pouch. Store sales are balanced daily by the Foreman. Merchandise shortages should be reported to Karen Kertzman. Checks are accepted with pre-printed address, telephone number and driver's license. We do not accept credit cards at ESL. See the ESL Store Process instructions for specific procedures.

## **I. CHSL: DONATIONS/DONATION BOX**

Foremen are not responsible for emptying the donation box nor are the cashiers responsible for depositing it. If a donation is given directly to the Station Agent, the Station Agent will:

- 1) either ring the donation up on the register using the correct key and then place the donation in the cash drawer and not in the donation box; or
- 2) place the donation directly into the donation box and **NOT** ring it up on the cash register.

## **J. ESL: DONATIONS/DONATION BOX**

Foremen are not responsible for emptying the donation box. If a donation is given directly to a crew member the crew member will:

- 1) either note the donation on the Daily Trip Sheet and place the donation in the money bag; or,
- 2) put the donation directly into the donation box in the car barn, but not show amount on the Daily Trip Sheet.

## **K. PLATFORM PROCEDURES**

Both **CHSL** and **ESL**. Please see the *Rule Book* and *Sequence of Operations* for safety-related procedures and rules.

**CHSL.** When not engaged in safety-related activities (flagging the West 42nd Street crossing, assisting passengers boarding and leaving streetcar, ensuring that passengers and other persons stand back from track, etc.), the platform attendant should be available to answer passenger questions about the streetcar line and the museum. Circulate and visit with our guests—make them feel welcome!

**ESL.** When not engaged in safety-related activities (assisting passengers boarding and leaving car, ensuring that passengers and other persons stand back from the track, etc.) the crew should be available to answer passenger questions about the streetcar line and museum. Circulate and visit with our guests—make them feel welcome!

## **IV. OPERATING PROCEDURES**

### **A. SCHEDULE/DEPARTURES**

At **CHSL**, standard practice is to make a trip about every 15 to 20 minutes. This can be done while complying with the Museum's Rule Book and Sequences of Operations so long as the end-of-the-line talk is kept to a reasonable length. This ensures that passengers do not spend an excessive amount of time aboard the car waiting for it to leave.

The Operator should signal for permission to depart when there is at least one person aboard the car, no other potential passengers are in sight, or the car is full. **Please do not wait for the car to fill up.** Once the

Operator has been given permission to depart, the Motorman or Conductor should not permit additional passengers to board the streetcar.

**CHSL:** During two-car regular service at CHSL, the streetcar standing at the Linden Hills station's loading platform should begin procedures to start its northbound run as soon as the southbound streetcar appears in the glen area to the north. The car standing at the platform should proceed north and wait until the southbound car clears the north switch, unless told to hold at the platform by the shift Foreman or Starter. Remaining at the platform longer than necessary results in a lopsided schedule and in some cases has resulted in the returning car holding south of the 42<sup>nd</sup> Street crossing because the other car has not yet cleared the Linden Hills station platform. **In no case will two streetcars occupy the Linden Hills platform at the same time.**

**ESL:** A regularly scheduled trip should be made on the hour and half-hour from the start-time of the regular shift. A round trip should be made even if there are no passengers aboard the streetcar.

**The gates on streetcar No. 78, when open, must be secured in the open position.** Neither streetcar No. 78 nor streetcar No. 1239 may operate with open gates.

**Passengers are not permitted to ride in the motorman's cab or on the platforms of any streetcar at any time while the car is moving. However, passengers may sit on the rear seat of No. 265.**

## B. PASSENGER COUNT

**Please count all passengers, whether or not they have paid a fare, and no matter what their age.** Entering the passenger counts onto the trip sheet aboard the streetcar is an important task for the Conductor. By the numbers entered on this sheet we can determine:

- (1) the number of revenue passengers which is obtained from the farebox count; and,
- (2) passengers who are riding but did not purchase a token (children, volunteers, members riding on MSM membership cards, day passes, season passes, or multiple-ride tickets).

These numbers form the basis of the statistical analysis that we do throughout the operating season, so accuracy in taking the headcount on each run is important. **ESL: To ensure an accurate count, count passengers on the westbound return trip to the Water Street platform.**

## C. USE OF BELLS AND WHISTLES

Bells and whistles are safety appliances and should be used sparingly and only for safety purposes. This includes the mandatory two or three rings to signal that the streetcar is about to move.

**CHSL:** The Operator will produce a series of foot gong rings as the streetcar crosses West 42<sup>nd</sup> Street, passes through the Linden Hills Station platform area in either direction, arrives at Linden Hills Station, approaches the Berry Bridge from either direction, and proceeds from West 42<sup>nd</sup> Street to the south end of the line.

**ESL:** The Operator will produce a series of foot gong rings as the streetcar crosses the bicycle path and Morse Avenue and passes the Excelsior Carbarn. In all cases, please remember that we operate very close to private homes. Please use common sense and be respectful of our neighbors at all times. The whistle on No. 1239 will be used very sparingly, mostly in an emergency, in deference to our neighbors who live on Third Street, with one exception. It has become customary on Tuesday, when the farmer's market is operating on Water Street between Third Street and Second Street, to toot the whistle when the streetcar comes to a stop at the Water Street platform. It is also customary to toot the whistle when operating under the Mill Street bridge headed west.

**CHSL:** The only exception to sounding the whistle is when passing under the William Berry Parkway Bridge where one or two short toots of the whistle on the northbound trip only are customary and traditional. In all cases, please remember that we operate very close to private homes and alongside a cemetery. Please use common sense and be respectful of our neighbors at all times, especially later in the evening when young children are being put to sleep and when you observe a burial or visitation at the cemetery.

## D. ESL: CARBARN TOUR

All trips will include a carbarn tour (unless ridership is light and the passengers do not wish to take one). However check the operations bulletin board as in some cases carbarn tours may be suspended. All crew members from the streetcar will participate in the tour activities. The recommended carbarn tour will:

- (1) explain that the Minnesota Streetcar Museum's volunteers perform all maintenance and restoration work on the Museum's fleet of historic streetcars;
- (2) tell visitors, briefly, about the streetcars stored in the carbarn, using information contained in the Minnesota Streetcar Museum brochure and other sources;
- (3) encourage sale of streetcar merchandise; and,
- (4) draw attention to the donation box in support of all the historical work being done to preserve the streetcars.

The motorman must remove and take the controller's reverser key when leaving the streetcar to conduct the carbarn tour and make sure that the carbarn door is locked when completing the carbarn tour unless volunteers are working in the carbarn and it has been established that they will lock up upon leaving.

**Streetcar No. 78's gates must be secured in the open position while passengers are getting off the streetcar, and re-boarding.**

## **E. END-OF-THE-LINE TALK**

The Motorman (or the Conductor if the Motorman prefers and the Conductor agrees) should deliver a brief but informative end-of-the-line talk at Lake Calhoun during single car operations or at the Isaacs carbarn during two-car operations. At ESL, a very brief end-of-line talk will be given at the Old Excelsior Boulevard end. Please don't provide details that are in our brochure but refer our passengers to the brochure and note its availability.

Also, please tailor your talk to the conditions. If the car is full of noisy or unruly children, keep it brief and continue the run after thanking the passengers for riding with us.

A sample talk is provided on page 11. We have also provided you a document with end-of-line talk scripts that you can use. Generally, your talk should last **about two or three minutes at the longest**. Please do not solicit questions unless ridership is very light both aboard the streetcar and at the station. But if questions are asked, please answer them as best-and as briefly, as you can.

Finally, our code of conduct and rules prohibit you from interjecting your personal political opinions on public transportation or any other issues with which some of our passengers may disagree. This refers to comments about elected and appointed officials and government policy towards and support of public transit in the State of Minnesota or the United States. First, this is simply inappropriate given the Museum's educational and historical mission, which such comments do not serve, and its non-profit tax-exempt status (which is predicated on being non-political). Second, it may jeopardize the Museum's valuable non-profit, tax-exempt status that saves the Museum thousands of dollars per year and also jeopardize its reputation.

## **F. INCIDENT REPORTS**

In the event of an incident in which there is or is alleged to be damage to Minnesota Streetcar Museum property, to another person's property caused by Museum property or volunteers, or injury to a member of the public, passenger, or a volunteer, **you must complete an Incident Report. This is mandatory and very important.** The forms are located aboard each streetcar on one of the clipboards and at CHSL in the Linden Hills station in the file organizer under the cash register. Follow the instructions found on the form for sending the incident report to the General Superintendent.

**IMPORTANT.** If the incident is serious, such as significant damage to a streetcar or to one of our buildings, or a passenger or volunteer is injured to the extent that emergency medical services were requested and they responded, the Museum's General Superintendent, Superintendent of Operations, Superintendent of Training and Superintendent of Safety **should be immediately contacted and informed of the details of the incident.**

## **V. CLOSE UP PROCEDURES – CHSL**

### **A. RETRIEVE SANDWICH BOARD FROM NORTH PLATFORM**

When the last trip of the day stops at the Richfield Road (north platform) the crew will retrieve the sandwich board from the curb and place it on the streetcar.



## **B. CLOSING THE LINDEN HILLS STATION**

For the months of May through August the last streetcar run will be made at 8:30 PM. If necessary, the Foreman will adjust the waiting time of the car at the Linden Hills station to allow for the 8:30 PM departure. In other words don't depart at 8:18pm and then have patrons show up at 8:20pm (10 minutes before closing) and turn them away. If average runs are 15 minutes round-trip, a car should not depart after 8:15 PM so the car can depart for the last run of the day at 8:30 PM; if an average round-trip takes 20 minutes, then a car should not depart after 8:10 PM. In any case, a car should be ready to depart at 8:30 PM with any passengers who want to ride. If there are no passengers at 8:30 PM, then the car can be put away. Do not end operations any earlier than 8:30 PM unless dictated by poor weather conditions or other compelling safety considerations.

Station agents should begin closing the station after the last trip of the evening has left. The Foreman should notify the Station Agent before leaving the station that a particular trip will be the last trip. At this time, the station agent should:

- (1) close and lock the windows, including the storm windows;
- (2) turn off the ceiling fan and turn off the electric heaters (on cold days in the fall and winter);
- (3) sweep the floor, empty the wastebasket and clean the glass;
- (4) bring into the station all the platform appliances, including the sandwich board, setting them on the floor mats so as not to mar the floor; and,
- (5) place all cash, checks, membership applications, etc., into the cashier's bag/pouch and give the cashier's pouch to the Foreman after the last run has concluded.

The Foreman must make sure that the station agent has done all of the things listed in the previous paragraph, close down the cash register and print out and prepare the appropriate reports, activate the security system, turn off the lights, and close and lock the station door.

The Foreman must check with each crewmember to ensure that all Minnesota Streetcar Museum funds have been turned in and are in the cashier's bag.

## **C. CLOSING OPERATIONS**

Foremen must follow instructions contained in the ESL or CHSL Foreman's Checklist.

**CHSL:** Standard car controller reverser handles and the PCC reverser handle are to be removed from the streetcar and placed on the storage rack located on the side of the wooden cabinet in which the Treasurer's Lock Box is located.

**ESL:** The controller reverser handles will be placed in the space provided next to power switch No. 4 located in the maintenance and restoration shop.

## **D. LATE ARRIVING PASSENGERS**

Passengers arriving after the last trip of the evening has departed should be given the opportunity to ride for free to the car barn. Please be sure to inform any such passengers that they must walk back to the Linden Hills Station from the car barn. All such passengers must leave the streetcar before it enters the car barn. But the Foreman or an operator, with the permission of the Foreman, may take the passengers on a guided tour of the George K. Isaacs Car barn and Shops provided that the tour does not interfere with closing down operations. One crewmember should ensure that passengers do not enter the Ready Barn while the streetcar is being backed in.

## **VI. CLOSE UP PROCEDURES – ESL**

### **A. STORE SANDWICH BOARDS AND BOARDING PLATFORMS**

The Foreman must ensure that:

- (1) the sandwich boards at Water Street and Old Excelsior Road are properly stowed;
- (2) the boarding steps at Old Excelsior Road are stowed aboard the streetcar;
- (3) the banner on the Water Street Ticket Booth taken down, folded and stored on the streetcar before departing for the car barn; and,
- (4) the car barn boarding steps used with No. 1239 are placed inside the car barn before ending operations.

The ticket booth should be closed down and locked up while the streetcar is on the last run of the day. The crew member in the booth can continue to sell Season Passes, Multi-ride Tickets and Individual Day Passes for future use but no single-ride tokens. All materials inside the ticket booth will be stored in the covered bin, the booth will be padlocked for security. The money bag/pouch will be given to the Foreman after the last run.

### **B. FOREMAN TO COLLECT ALL MONEY**

The Foreman must check with each crewmember to ensure that all Museum funds have been turned in.

### **C. LATE ARRIVING PASSENGERS**

Passengers arriving after the last trip of the day has been completed should be given the opportunity to ride for free to the carbarn. Please be sure to inform any such passengers that they must walk back to Water Street from the carbarn. All such passengers must leave the streetcar before it enters the carbarn. But the Foreman or an operator, with the permission of the Foreman, may take the passengers on a guided tour of the Excelsior Carbarn provided that the tour does not interfere with closing down operations.

### **QUESTIONS AND CLOSING COMMENTS**

Questions, comments, and suggestions about operating procedures should be directed to the General Superintendent.

Thank you for volunteering and for adhering to these procedures. While these procedures are very lengthy and may appear daunting, they are simply common sense. By reading and following these procedures you will ensure our passengers a uniform, high-quality experience during their visit and make the work of your fellow volunteers on the next shift easier by leaving the premises neat, clean, and ready for the next day.

Please remember – the Como-Harriet Streetcar Line and the Excelsior Streetcar Line is **you**, it is each of us. Please make a good impression on our passengers and fellow volunteers and, above all, please have fun.

## SAMPLE END-OF-THE-LINE TALK

Welcome aboard the (Como-Harriet)(Excelsior) Streetcar Line. Nearly 100 volunteer members of The Minnesota Streetcar Museum operate this electric railway. It's the last small bit of track of an extensive public transit system that once took Twin Citians everywhere that they wanted—or needed—to go and saw more than one thousand streetcars operating over 523 mile of track stretching from Stillwater to Lake Minnetonka.

The brochure available (in the Linden Hills Station), or as you leave the streetcar from the conductor, will tell you a little bit about the history of this line, our sister streetcar line in (Excelsior)(Lake Harriet), and about our fleet of historic streetcars, including No. [ ] upon which we are riding today. You can find out more from the exhibits in the (Linden Hills Station)(when you take the carbarn tour). We also have a number of souvenir items for sale (in the Station)(in the carbarn), as well as a donation box. These help support the continued operation and maintenance of this line.

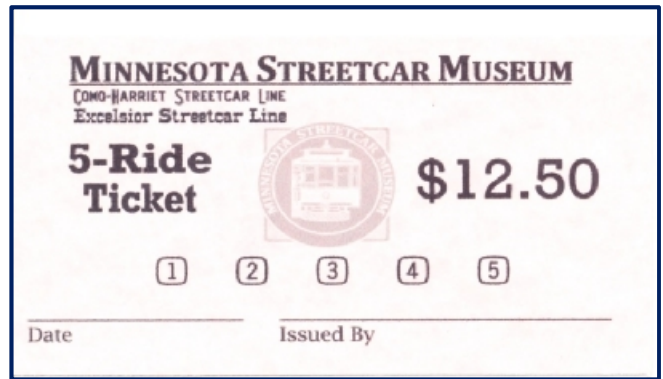
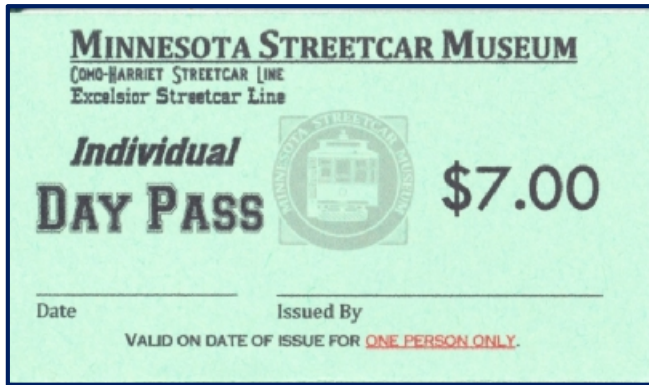
[Brief historical tidbits – please consult the multi-page document previously sent to you.

[Please mention upcoming special events such as special operations to Lakewood Cemetery on Memorial Day, “Early Bird” service on Memorial Day, Independence Day, and Labor Day, Excelsior Crazy days, Excelsior Apple Days and the Halloween Ghost Trolleys and Christmas trolleys as appropriate. Please look for other information in *Streetcar Currents*.]

We're a membership organization and are always looking for volunteers. Please ask the volunteers you meet today if you have questions about membership or how you can volunteer to help us.

For your safety, please stay seated and keep all parts of your body completely inside the car at all times. After the car has come to a complete stop, please exit through the rear door/gates (motion to rear). Thank you for riding with us today, have a safe and pleasant trip, and please come and see us again.

## SAMPLES OF PASSES AND TICKETS



Note that all passes and tickets must be signed and dated by the station agent at CHSL or the seller at ESL. If an MSM membership is sold, ensure that the membership form is completed and placed in the daily cash bag along with their payment. Note on the membership form if payment is in cash.