



Photo Credit: Jeff Terry

MSM Operations Newsletter

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SEASON OPENER

Our starting line-up of streetcars will be the same as opening day 2017 – car numbers 265 and 322 at CHSL and car numbers 1239 and 78 at ESL. As noted later in the newsletter the plan is to have car numbers 1300 and Winona 10 join the team this summer. By now most of you should have completed recertification training and, for second year operators and those who operated less than 10 hours in 2016, a check-ride. Once you have completed recertification training you will be reactivated in Shift Planning and will be able to sign-up for shifts. **If you have not completed recertification training you do not have access to Shift Planning.** If you have any questions on recertification training or ShiftPlanning access, please contact me.

As I have mentioned in previous newsletters, I would like to welcome back all returning Operating crew and our new operator candidates. On behalf of the Museum's operations leadership, I would like to thank you again for your time and active participation in supporting our Museum and with your help look forward to a great 2018 season.

One final opening note is a plea to sign up. If everyone operated 2-3 times a month we would be able to fill all open shifts. Each year about 10% of our volunteers supply ~40% of the hours. While many of our schedules limit our ability to volunteer, I do encourage you to consider an additional shift or two.

OPERATIONAL REMINDERS

GENERAL

1. **Fares.** We have increased fares to \$2.50 per ride. This is the first fare increase we have had since 2004. The fare increase is necessary to help fund the museum's ongoing expenses.
2. **Expectations.**
 - We are asking that all crewmembers report to the shift starting point 30 minutes prior to schedule start. Arriving 30 minutes prior to the shift start will ensure the operations start on time.
 - All operating volunteers are required to dress in the proscribed uniform of black pants, medium grey or white shirt with museum patches on the shoulders and black shoes. Other attire, such as sweat pants, open-toed shoes/ sandals are not allowed to operate the streetcar. Casual clothing, while not preferred, is allowed for station agents or other crew members not on the streetcar, but must be appropriate, neat and clean.
 - If you are not planning to join the operating crew at the designated starting point on the day of your shift, you **MUST** arrange this in advance with your shift Foreman.
 - As a reminder, to avoid the some of the challenges in filling the operating schedule, we want to remind all operating personnel of two important points:
 - Operators are expected to volunteer an average of two times each month during our peak operating months of June, July and August. If everyone volunteered for 2+ shifts per month during this time, we would be able to easily fill all scheduled shifts
 - Operators are asked to sign up early on ShiftPlanning. We would like to avoid the last minute guesswork to keep or cancel a shift

CHSL

1. **PCC Schedule.** As noted in the last Operations Newsletter, the week day PCC shift has moved from Wednesday to Thursday evenings to minimize the impact of our special events, which typically run on Thursday and need a standard car.

2. **42nd Street Stop.** To improve safety, we will require a complete stop at 42nd Street. Historically accurate stop signs will be placed on both sides of the street. A complete stop is required regardless of the presence of a crossing guard. The crossing guard should not enter the street until the car has made a complete stop.

OPERATIONS BULLETINS IN EFFECT

CHSL

- **18C-1 - Operation of Cars under the William Berry Street Bridge.**

*Due to loose wire under the William Berry Street Bridge, until further notice all cars operating in either direction are **REQUIRED** to proceed at a slow walk speed when moving under the bridge. The wire has not been repaired and “normal” speeds under the bridge may cause damage.*

All operations shall be done at 5mph or less (slow walking speed) for:

- *Northbound cars from the span wire just south of the bridge (Cottage City Platform) to the span wire just north of the bridge, identified with the red and white flyers.*
- *Southbound from the span wire just north of the bridge identified with red and white flyers, until the rear of the car passes the span wire south of the bridge with the green target attached.*

ESL

- **18E-1 - Operation of All Streetcars in the Excelsior Car barn Yard.**

The Foreman is the only crewmember authorized to operate a streetcar within the ESL car barn yard. The ESL car barn yard is defined as all track leading from the mainline switch into the yard lead with two left-hand switches, and all three yard tracks including the tracks inside the ESL car barn. Track #1 is defined as the track nearest the ESL mainline with the other two tracks numbered 2 and 3 in a southward direction.

While operating a streetcar within the ESL car barn yard, Foremen must observe the position of the switch points to ensure that the switch is correctly set for the track onto which the streetcar should go. After determining that the switch is set correctly, the streetcar can then proceed.

TRAINING – NEW HIRE – DAVE HIGGINS

The overall number for 2018 new operator class is 21 in training, with 4 planned for ESL and 17 for CHSL. The calendar and weather have been unkind to our desire to finish standard car instruction by the end of May. As such, the training will extend well into June.

TRAINING – PCC - CHRIS HECK

We continue to look for additional PCC operators. All operating volunteers are welcome to sign up, including those who have not operated No. 322 before, as well as those who have but would like a refresher.

PCC training for those new to the car began the week of May 7th, and PCC refresher training will begin the week of May 14th. Chris will be reaching out to those who have requested refresher training shortly, if he has not done so already. If you would like to be trained on the PCC car or are already qualified but would like a refresher, please contact Chris at chris.heck@trolleyride.org or 651-249-5358.

TRAINING – POS (CHSL) – ROSE ARENDS

We are requiring all operators to have POS system refresher training. If you (operators, foreman and station agents) have not had refresher training this year please email Rose, rosearends@gmail.com, to schedule a time for

training. Also please note that there is a lot of new merchandise and everyone should look around in the station and become familiar with it.

TRAINING – WINONA NO. 10 – CHRIS HECK

Training for ESL operators on Winona No. 10 will begin once the car is released to training by the restoration crew. We are hoping that this will happen shortly before Memorial Day. Further information will follow to ESL operators, but if you have any questions in the meanwhile please contact Chris Heck at chris.heck@trolleyride.org.

EQUIPMENT REPORT – DICK ZAWACKI

As noted previously we will start the season with car nos. 265 and 322 at CHSL and 1239 and 78 at ESL. Car no. 1300 will undergo extensive testing on the overhaul work with the expectation that that it will enter revenue service sometime this summer. Winona 10 is expected to be released for operations at ESL Father's Day.

Once car no. 1300 is approved for revenue service we will schedule the swapping of cars 1239 and 265. This likely will be at the end of the regular season to minimize disruption.

Car No. 1300

All journal covers are on on the trucks and the journal boxes are full of oil. The crew is chasing down some leaks on the journal boxes as well as in a few other places, but none is serious enough to jeopardize the car. Temperature sensors are being installed on all the journal boxes to monitor the operational temperature at least through the initial testing and break-in period. Final checks of all bolts, fittings, electrical connections, hydraulic fittings, etc. are being completed. We should be able to start testing the car before Memorial Day. Once we have some test hours on the car and feel confident in its "track-worthiness", we can release it for limited revenue service and training. It is difficult say how many hours will be needed to release the car, but my thoughts are it should be a maximum of 5 hours of the car actually being under power (waiting/idle time doesn't count). Using the car for these shorter-term runs at first will allow the crew to monitor the car's progress through the break-in period. My goal is to have the car ready for regular revenue service by July 4.

Winona 10

We had an electrical overload failure on the car during some initial testing in late April. Fortunately, the car was not damaged and no major electrical components were damaged. Several relays will need to be replaced. The failure was caused by a large, momentary induced EMF (electromotive force) created when the brakes were applied with power still applied to the motors (a non-standard condition). The crew has found that induced EMF's are common on diesel locomotives and there are electrical components and circuit designs to prevent these EMF's from overloading our car in the future. They are consulting with Minnesota Transportation Museum personnel who are responsible for the electrical systems on MTM's diesel locomotives to determine the correct circuit design and components needed to fix the problem. The good news out of all of this is that this problem will not affect the timing of the car's dedication ceremony. We can electrically bypass the problem components and still safely operate the car for the dedication, but not for training or revenue service. The car will be ready for the dedication. We continue to check items off of our "punch list" such as cover paint dings, clean dirty windows, "tweak" the alignment of the brake shoes, find new window shades, and any number of other detail items. The crew is working hard to have the car more than ready for the June 17th dedication ceremony.

Car No. 322

Completed the initial, basic maintenance inspections, checks, and adjustments on the car from the pit after 1300 was on its trucks and able to be moved into the cold barn. No major problems were found on the car. However, there was not enough time for the crew to complete all of their checks, so those checks will be scheduled to be done during the operating season.

Car No. 265

Completed some additional maintenance inspections, checks, and adjustments on the car from the pit after 1300 was on its trucks and able to be moved into the cold barn. No major problems were found on the car. The car

continues to operate well thanks to the work and dedication of the maintenance crew at CHSL. The crew is looking forward to having the car over the pit for a full month once 1300 is in regular revenue service during the operating season.

Car No. 1239

Completed the initial, basic maintenance inspections, checks, and adjustments on the car. Several items were identified for replacement/upgrade once the car moves to CHSL. However, there was not enough time for the crew to complete all of their checks, so those checks will be scheduled to be done during the operating season.

Car No. 78

Only a few of the basic maintenance inspections, checks, and adjustments have been performed on the car so far this year. We need to focus attention to the maintenance of this car, however we have a limited crew at this time. The checks and inspections will be scheduled to be done during the operating season.

CHANGES AT COMO-HARRIET – AARON ISAACS AND ROD EATON

1. **North End Platform.** The current plan is to construct a wood decked platform with concrete footings at the current end of the tracks. The deck will be slightly longer than the car and wide enough to allow passenger flows using both doors. This will be particularly useful during Memorial Day and Pumpkin Patch operations. The current plan is to have construction begin after Memorial Day. Keith Anderson is trying to hire a concrete contractor. Our Museum volunteers will build the wood deck.
2. **New Name for an Old Lake.** The lake formerly known as Lake Calhoun is now officially called Bde Maka Ska. Volunteers should know that Bde Maka Ska means "lake" the way Rio Grande means "river." Saying "Lake Bde Maka Ska" is redundant and incorrect.

While in our historical context reference to the lake should remain Lake Calhoun, using that name today will be confusing and may generate unnecessary controversy. Therefore operators should use the new lake name and refer to the north end stop as "Lakewood Cemetery" which remains historically appropriate.

OPERATIONS & SAFETY REMINDERS – JOHN DILLERY AND JIM VAITKUNAS

We are continuing to emphasize several critical operational and safety issues.

- Slow speed zones at both locations call for a **maximum speed of 5 miles per hour.**
- The conductor is expected to give a brief safety announcement at the start of every trip. If the conductor is unable the motorman can make the announcement
- CHSL. When we operate two streetcars in regular revenue service, or if the second car is a charter or training car, the end of the line talk will be done at the Isaacs carbarn, not at the north platform.
- CHSL. Crossing guards must wear the yellow/orange safety vest **at all times** while guarding the west 42nd Street crossing, i.e., during daylight hours as well as after dark.
- Photography. Photo ops ARE NOT ALLOWED on the tracks. Recently a group of people arrived at Como-Harriet wanting to take photos of the prom couple. One of the poses was on the tracks in front of the Linden Hills Station. The group was immediately told that it is MSM policy that no photos will be taken while the subject(s), photographer, etc., are standing on or within five feet of our tracks. This policy also applies even if our streetcars are not operating. If you encounter this situation while operating, do not hesitate to stop the car and inform the group of our policy. If the group ignores your warning, please call the Park and Recreation Board police to let them know about the trespassers.
- Operating Through Switches. Power must be shut off when going through a switch (except the carbarn switch at CHSL). All crewmembers are reminded that when you enter a switch going in any direction, turn off the controller just before the trolley wheel trails through the overhead frog. If you are drawing current

when the trolley wheel enters the overhead wire frog, severe arcing occurs which damages the frog and pits the trolley wheel.

CANCELLATION OF SHIFTS (CHSL) – JIM VAITKUNAS

Cancelling Shift Procedures:

- Foremen should immediately call their crew when a shift is cancelled account bad weather. Foremen should then call Bill Arends, Aaron Isaacs or Steve Simon and ask them to put the “SHIFT CANCELLED” sign in the Linden Hills Station’s door window.
- There are other circumstances that might result in a shift having to be cancelled including lack of a Foreman or a minimum number of crewmembers, mechanical problems with the streetcars, overhead, etc. Whatever the circumstances, the steps should always be: call the crew then get the sign in the depot window.
- You should also call one of the following people so they can post a notice of the cancellation on the Museum’s home page: Jim Vaitkunas, Rod Eaton, Bill Arends, or Ben Franske. If you wish to receive detailed instructions on what to do in various scenarios that may involve cancelling a shift, please contact Jim Vaitkunas: jvaitkunas@msn.com

HUMANITY/SHIFTPLANNING (H/SP) TIPS AND REMINDERS – JIM VAITKUNAS

So far this season, it appears that our veteran operating personnel are using H/SP with no major problems, even though the format of the dashboard page has changed. Here are some H/SP reminders that should help you and the Museum’s Operations as the season progresses.

- Please check the operating schedule weekly and sign-up for shifts as early as you comfortably can. This will help with those last-minute operations staff anxiety attacks when a shift is in the dreaded RED ZONE just 1-2 days before the shift.
- As we have done for the last few years, every Tuesday or Wednesday we will send you an e-mail to let you know of any upcoming vacancies for the following seven days. If we have a shift or shifts in the red zone, then we’ll also send a “last call” e-mail one or two days prior of the shift’s date to recruit one or more Operators to fill the vacancies.
- Sign up for an Operator or Foreman vacancy, if they are still vacant, before you fill the Operator/Station Agent position.
- Check the information in your profile. Has your e-mail address changed? How about your phone number and address? If any of this information has changed, please update your H/SP profile.
- Humanity/Shift Planning information, instructions and the video tutorials can still be found on our website. <https://trolleyride.org/member-resources/operations-documents>
- If you need a H/SP refresher, download the appropriate document and you’ll be all set.

If you are having any problems with Humanity/ShiftPlanning, or have questions on the H/SP crew scheduling program, please contact Jim Vaitkunas at jvaitkunas@msn.com or 952-688-7255.

OPERATIONS INFORMATION EASILY ACCESSED FROM MSM’S WEBSITE

Any Operations information or document that you need can easily be found, printed and downloaded from our website (see above link). These include:

- Crew rosters
- Operations and safety bulletins
- The 2014 MSM rule book with the 2016 change
- Operations Newsletters
- Sequence of Operations

- Foreman's checklists
- This season's General Procedures Memorandum; and,
- Suggested end-of line talks & scenarios

As a reminder and to emphasizing the importance of safety has been on-going discussions with the Board and Officers of the Museum. I am reprinting from last year the Board's summation emphasizing safety:

Running the streetcar 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