



MSM Operations Newsletter

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August - 2018



Photo Credit: Jeff Terry

SUCCESSFUL OPENING

It is hard to believe that we are past the midway mark of the season and that the State Fair is quickly approaching. In general, the season is progressing well – although we have had some highs and lows. We again have had a very strong training class of 14 new operators with four more completing their training; car no. 1300 and Winona 10 should be available soon; and considerable work has been accomplished with our Grounds and Building teams.

On the other hand ridership is continuing to be slower than last year. While charter business is up 28%, general ridership is down double digits. This has been a trend since early May. In total CHSL is down 12% and ESL is down 25%. At this point it appears that weekends and holidays have been less than the prior year.

I would like to thank all of you for your continued participation and dedication to making the experience for our guests and our fellow members safe, educational, and enjoyable.

OPERATIONS SUMMARY

CHSL (thru July 31)

The largest decreases have been on weekends, which is when we normally have drawn our largest ridership. This year we have had only 5 weekend days of ridership over 500. In 2017 thru July we had 9 weekend days over 500.

	<u>2017</u>	<u>2018</u>	<u>Variance</u>
Revenue riders	14,263	12,608	-1,655
Memorial Day	895	539	- 356
July 4th	374	170	- 204
Owl Service	54	55	+ 1
Murder Mystery	132	132	0
PJ Trolley	212	205	- 7
Charters	818	1,093	+ 275
Total	16,748	14,802	-1,946

ESL (thru July 31)

	<u>2017</u>	<u>2018</u>	<u>Variance</u>
Saturday	788	627	-161
Sunday	459	434	-25
Farmers Market	524	412	-112
Memorial Day	72	4	-68
July 4th	136	44	-92
Crazy Days	569	356	-213
Story Time	164	70	-94
Charters	155	205	50
Total	2,867	2,152	-715

MEMBERSHIP CONDUCT

The Museum is a group of non-paid volunteers. We all have different skills, interests and personalities. To be successful we need to respect those differences and treat everyone (members and guests) how we would like to be treated – how our families thought us to treat others. Below are some references and excerpts from our Museum's Member Conduct Code. I strongly encourage you to read the materials.

On our museum website trolleyride.org under Member Resources, you will find MSM Policy No. 1: Member Conduct Code. The purpose of this code, as Section 1.1 states in part, "is to ensure...that members' experiences as volunteers and the public's experience as visitors are enjoyable." Section 1.2.1 states, "Members shall treat other members, our passengers, contractors, public officials, and our neighbors with courtesy and good will at all times."

While it may not always appear, from the outside, that we have tremendous diversity among our active volunteers, we are in fact different from each other in many ways. Work and life experiences, personality, temperament, and communication skills are just a few of the variables that make each individual different from another. We all have many differences and some similarities, but we all have one thing in common, we all want and deserve to be respected.

OPERATIONAL REMINDERS

GENERAL

1. Reportable Incidents

- In the unfortunate event where there is a reportable incident (damage to equipment, personal injury) you need to complete the attached form and send it to me as soon as possible or practical. In the event of a serious accident you should call me, Jim V, Aaron, and Todd and/or Karen for an ESL issue immediately. In reporting an incident err to report more not less.
Copies of the incident report should be on the clip board in each car. In addition, an editable version of the Museum's incident form is available on the Museum's website. Please note that it is critical that after the situation has been appropriately addressed, you need to get contact information from those involved and those who witnessed the incident. If you have any questions, please contact me – Bruce.

2. Expectations.

- We continue to ask that all operators volunteer an average of two times each month during our peak operating months June, July, and August.
- Operators are asked to sign up early on ShiftPlanning.

3. Electrical Storms.

- In the event of a short electrical storm (where the shift is not cancelled), the car should be moved under the bridge and the pole should be pulled off the overhead and secured by wrapping the rope around the ears on the side of the retriever. A lightning strike to the overhead with the trolley wheel in contact could cause problems.

4. End of Shift (CHSL).

- As a reminder - at the end of a shift all crew members should ride back to the car barn and help put the car away. If everyone helps the shutdown process goes much quicker. (Note – that this does not apply to the first weekend shift).

MECHANICAL DEPARTMENT UPDATE – DICK ZAWACKI

• 1300

All of the needed final adjustments and "tweaks" have been made to the car to prepare it for limited service operation. Among other things, this included installing a system to monitor all the motor bearing temperatures, a thorough cleaning of the interior, installing a new trolley wheel and bearing, improving trolley pole operation, adjusting lubrication wicking material on bearings, and shimming some shafts to improve the mesh between the gears. The car has completed its initial testing of more than 60 runs on our track and is ready for limited service. During these runs, the maintenance crew monitored bearing temperatures, noise sources, ride "feel", and other parameters to insure the car's safety and suitability for service. Specific dates when the car will be used in limited service are being planned and we will inform the operating crews that will be affected. The maintenance crew will continue to monitor the car's performance and make needed adjustments during the limited operational service to have it ready for full time service in the near future.

• Winona 10

Currently, the car is not in service to allow the restoration crew time to complete installation of needed safety systems and components. After consulting with knowledgeable Minnesota Transportation Museum personnel, the restoration crew is confident our circuit design and components are more than sufficient to fix the problem. The unfortunate news is that major component we need is not an off-the-shelf item and delivery time is at least six weeks out. This means it will be sometime in late September before we can test the car. The first color of the Mississippi Valley Public Service logo has been painted on the car sides (see the logo on the Spring, 2018 edition cover of *Twin City Lines*). Outlining the logo in black and adding other detail is next. Meanwhile, we continue to check items off of our "punch list" of numerous other detail items.

TRAINING – DAVE HIGGINS

New Operator Training. Training has continued to perform extremely well this year. As of July 31 we have 14 graduates (12 CHS, 2 ESL) with another 4 in training. Thank you to Dave and the other Museum members for guiding the new operators and thank you to all the new operators.

The graduating class of 2018 to this point includes:

- Mary Amsdsen
- John Knox
- Vito Bongiorno
- Seamus Burke
- Barb Gacek
- Luca Gunther
- Brian Long
- Gordy Moore
- Kyle Olson
- Jay Patel
- Sam Pingree
- Dan Raustadt
- Craig Ruhland
- Trevor Schwarze
- Jill Seinola

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

1. Humanity/ShiftPlanning (H/SP) Tips and Reminders.

Our season is half-over (more or less) and it appears that our operating personnel are using H/SP with no major problems, even though the format for the dashboard page has changed. Here are some H/SP reminders that should help you, and us Operations minions, as we head on the home stretch of our 2018 operating season.

- Sign up for an Operator or Foreman vacancy if they are still available **before** you sign-up for the Operator/Station Agent position.
- Humanity/Shift Planning information, instructions and the video tutorials still can 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.

- Some of us are getting some strange acknowledgment texts or e-mails when we sign-up to fill a vacancy. Apparently, the techies have done some "tweaking" to Humanity/Shift Planning, one of which is these strange messages that don't really say that your request to fill a slot went through OK. Your best bet is to check back with H/SP sometime after you've filled the slot and then check the schedule. You should see your name on the shift schedule by then. If not, then give Jim Vaitkunas a call.
- If you are having any problems at all with H/SP, or have questions on the H/SP crew scheduling program, please contact Jim Vaitkunas at jvaitkunas@msn.com or 952-688-7255.

2. Cancelling shift procedures.

Foremen should immediately call their crew when a shift is cancelled account bad weather. Foremen should then call either Bill Arends 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. These include lack of a full crew, mechanical problems with the streetcars, etc. Whatever the circumstances, the steps should always be: call the crew then get the sign in the depot window. If you wish to receive detailed instructions on what to do in various scenarios that may involve cancelling a shift, this please contact Jim Vaitkunas:

jvaitkunas@msn.com

Please, if you are forced to cancel your commitment to volunteer on a shift, let someone know ASAP. If it's more than a week before the date of the shift, call or e-mail Jim Vaitkunas. If it is 7 days or less prior to your shift, call the shift Foreman first to let him/her know and then let Jim Vaitkunas know. As a courtesy, you should try to find a substitute for a short notice cancellation of your commitment to volunteer.

BUILDINGS & GROUNDS – PAT KRISKE/ KAREN KERTZMAN

BUILDINGS / STRUCTURES

CHSL

- North-end Platform. The foundational pillars are complete and work to install the decking is being planned.
- Linden Hills Depot. Pat Kriske met with Keith Anderson to evaluate the drainage issue at the stairs behind the depot. The current plan is to excavate the brick area and remove about 12' - 16' of soil and replace it with -3/4' trap rock, tamp it down and replace the brick. This goes below the frost line with a drainage system and should solve the occasional water issue in the basement. Once that is completed, the wood stairs will be replaced.
Pat has also been working to replace some of the station railing, which is beginning to show signs of aging, and is planning to repaint the yellow safety stripe in early to mid-August.

ESL

- Car Barn. Work continues, by the Tuesday Restoration Crew, to complete the store area and history wall in the ESL car barn. A number of repeat ESL riders have made comments on the vast improvement already.
- A yellow safety stripe has been painted to keep riders away from the car as it approaches the loading zone.

GROUPS

CHSL

- Steve McCulloch is leading a dedicate group including Ben Porter, Steve Simon, and Scott Heiderich that have done a remarkable job in spraying for weeds along the track and cutting back the weeds and brush along the right-of-way.
- Linden Hills Depot Garden. Ben and Mary Porter continue to work to keep the garden in shape during the warming summer months.
Ben is asking the operators to occasionally water the flowers using a small plastic water can on the floor under the cabinet.
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ESL

- Scott Heiderich is working with Three Rivers Park District to have them clean up the ditches, for proper drainage, near Morse Avenue and also install a split rail fence between the fitness center parking lot and our tracks to alleviate snow plowing and other property line issues.
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- Todd Bender, Jim Kertzman and Scott Heiderich have been leading the effort to keep the grass cut, weeds whipped and trees trimmed in the car yard and along the tracks.

DEPOT TOPICS – BILL ARENDS

1. POS YTD Summary.

YTD, in unaudited numbers, we have gross revenue of \$44,056. Of this, \$28,011 is fares and passes accounting for 63% of gross revenue. The major categories making up the other 37% are taxable merchandise \$6,510, charters \$3,335 and special events \$4,730

2. Selling Display Items.

Display items do not have barcodes. If anyone wants to purchase an item and picks up one of the display items and brings it to the counter and there is not a barcode get one of the items that is in a box which is barcoded. Everything either has a barcode or there is button on the POS system.

SPECIAL EVENTS – ROD EATON/ KAREN KERTZMAN

CHSL

It is not too early to begin thinking about October events. We can always use help setting fencing and unloading pumpkins into our Pumpkin Patch in the afternoon of October 12. And we're looking for non-operating volunteers to help Saturday, October 20 for Transylvania Trolley and Friday and Saturday, October 26 and 27 for Ghost Trolley. Contact Rod Eaton.

- **The Late Show** is Sunday, October 28. Performances are at 7, 8 and 9 PM.
- **Murder Mystery.** Five SOLD OUT shows (out of 6) — which is a record. Also we had no half-price tickets sold this year — another record.

ESL

- **StoryTime Trolley:** August 9th, rides are at 5 and 6pm with author Stephen Shaskan. Tickets are available through Excelsior Bay Books.
- **Sleepy Time Trolley:** a new ESL event, on August 23rd rides at 5 and 6pm. Information on trolleyride.org

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.

○ **18E-2 - Operation of Winona 10.**

Winona no. 10 is removed from operational service to allow for the completion of restoration and safety related work. The car can only be used for testing by authorized personnel