

Minnesota Streetcar Museum
Operations Committee Meeting – January 21, 2019
MEETING MINUTES

Bill Arends	Todd Bender	John Dillery
Rod Eaton	Bruce Gustafson	Dave Higgins
Aaron Isaacs	Karen Kertzman	Jim Kertzman
Steve McCulloch	Jim Vaitkunas	Dick Zawacki

DISCUSSION TOPICS:

Schedule

- CHSL
 - Rod Eaton led a decision of the schedule. (Handout)
 - PCC night shift will continue to operate on Thursday. (As noted last year, this is to accommodate several special events requiring the standard car which are scheduled to operate on Thursday).
 - October schedule will remain as is
 - No other changes
- ESL
 - Todd Bender and Karen Kertzman discussed the schedule
 - ESL will stay with 3 person crew
 - The committee discussed changing the Sunday shift as the last hour has very few guests. Bruce/Todd to send a survey to the ESL operating crews on the potential to change the Sunday schedule.
 - ADDENDUM: The results of the survey strongly supported staying with an afternoon shift but were split on the start time. Todd/Karen/Bruce decided that the Sunday shift will operate from 12:30p to 3:00p.

Special Events

- CHSL
 - Chair Bruce Gustafson thanked Rod Eaton for his efforts on creating and leading the operation of CHSL's special events. Rod had asked to transition the leadership role for several of the events. The Committee discussed potential event leaders and some initial thoughts on improving attendance for events (i.e., Halloween) that have had dwindling ridership.

- Holly Trolley. Given the growing success of the event, the Committee discussed some options to increase throughput capacity including operating a second car, starting earlier, etc. More detailed discussions will occur later in the season once a new event leader is identified.
- ESL
 - Trick or Treat Trolley will move a week earlier
 - Memorial Day will better publicize free rides to veterans and first responders
 - Story Time trolley. Not clear if this event will continue in 2019

Non-Operating Volunteers

- Bruce led a discussion with the Committee on the need to get non-operating volunteers specially to support car cleaning, mechanical maintenance, and grounds maintenance.
- Survey and call for help will be emphasized during the recertification and training processes

Mechanical (Dick Zawacki)

- Car availability
 - Car no. 1300. Release is targeted for April 1, but Dick indicated there is some risk in the car not being ready for the start of training. Car no. 1239 would be available. Should have better idea on availability mid-February.
 - Winona No. 10. Targeting late summer release.
 - Fargo Birney no. 28. Need to find new location to store car
- Car Release Form (Bruce)
 - Bruce shared a new form that will be used to release a car into service once it has been rebuilt (e.g. Winona No. 10) or after a major repair (e.g. car No. 1300). The form requires the sign-off of the senior operational officers. The Committee approved the form/ process.

Training – New Hire

- Dave Higgins will again lead training, with Chris Heck supporting PCC training, and Todd/Karen leading the ESL specific portion of training, unless an alternative leader is identified.
 - Dave presented a timeline
 - Dave will work with Pat Cosgrove, who will lead recruitment
- The basic training curriculum/ structure will not change. Core training will be held at CHSL. Line specific training will be done at CHSL and ESL.
- PCC training will be available to operators with at least one year of experience.

Training – Recertification

- Given the swapping of cars between CHSL and ESL, check rides will be required for all operators on both railways.
- Recertification Test. The Committee suggested that the recertification test be given via email earlier in the year.
- Point of Sale (cash register) Training. A new system has been installed at CHSL, which will require all operators to go through POS training. Rose Arends will lead the effort.

Training – Foremen

- A greater emphasis will be placed on the Foremen to understand that their responsibility is more than getting the car ready and opening up the station.
- The Committee also discussed the need to ensure that Operators currently listed as Foremen are willing to commit to filling foremen positions and take the full responsibilities of the foremen role. Foremen need to work more than one shift per month.
- A sub-group of the Operating Committee will review the Foremen Checklist.

Operations – Misc.

- Rule Book
- Jim Vaitkunas brought to the Committee’s attention that the Rule Book has not been updated for several years. He suggested a sub-group review and update the materials
- Targets - CHSL
 - Targets will be adjusted prior to the start of the 2019 season.
- Engineering
 - Overhead. Jim led a discussion to evaluate and develop a multi-year program to upgrade the system overhead.
 - The Committee agreed that fixing the overhead under the William Berry Street Bridge is the top priority for 2019. Jim agreed to look at the overhead once the weather improves.
 - ADDENDUM. Subsequent to the meeting, Jim distributed materials on the overhead.
- Grounds (Steve McCulloch)
 - Lawn mowing. Steve is working with Pat Kriske to determine what Museum volunteers will mow at CHSL and what will be done by a contractor.
 - Steve will follow-up with Hennepin County “Sentence to Serve” organization to see if they will provide help to mow the grounds.
 - The Committee discussed the need to refresh or remove the tie “planters” at the north end of the CHSL line. Steve indicated that he has had conversations with Ben Porter on the planters and they will be addressed in 2019.

- Merchandise
 - Karen would like to get new toddler t-shirts.
 - Bill Arends indicated he is looking at new t-shirts for toddlers and adults.
- Foremen Promotions
 - The Committee discussed options for both ESL and CHSL.

Other

- Succession Planning. Aaron discussed the need to develop a succession plan
- Signage. John Dillery submitted a request to put a small, permanent sign at the north end (CHSL) providing general information on the operating times. This was approved by the Committee.