

MSM Operations Newsletter

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Photo Credit: Jeff Terry



2019 – WELCOME BACK

Start-up activities for the 2019 operating season will be very similar to last several years. We will go through recertification training during the months of April and May with operations starting the first weekend in May. As in the past, all members will need to complete a recertification test, which we are exploring to distribute electronically to allow more time for check rides and other training activities. Some members will also be required to pass a check ride test prior to being licensed to operate. We are again looking for more PCC operators and will make every effort to accommodate your schedule to train you.

There are two other items that I would like to bring to your attention.

- Change in car availability at both CHSL and ESL operating locations due to the reassignment and planned maintenance activity.
- Updates to both the Operating Rule Book and the Foreman's Checklists can be viewed and downloaded from our website: <https://trolleyride.org/member-resources/operations-documents/>
- Please review the revised rules and Foreman checklists before the start of this operating season. It should be noted that the recertification quiz provides specific references to the Rule Book, highlighting the importance of understanding the appropriate rule and its application.

Before I get into some of the details to start the 2019 season, I wanted to thank some special members who have volunteered to fill needed roles.

- Steve McCulloch (Foreman buildings). Steve has taken over the responsibilities from Pat Kriske, who is unable to continue in this role due to other commitments. I would like to thank Pat for his dedication and invaluable help over the last several years.
- Bill Way (Volunteer Services Manager). Bill is taking over from John DeWitt who has held the job since 2006. Thank you John!
- Tom Dulebohn (ESL Car Cleaning Foreman). Tom has managed the streetcar cleaning at ESL since last year. Many thanks, Tom!

Finally, and most importantly, I would like to welcome back all returning Operating crew and our new members. 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 2019 season.

2018 SUMMARY

GENERAL

In 2018, there were 113 operators who contributed hours in 2018 at CHSL and/or ESL. This is comparable to last few years. The number of hours operated at CHSL was 2,619 hours (87 volunteers contributing time), which compares to 2,740 hours in 2017. ESL operated 989 hours (34 volunteers contributing time), which compares to 1,030 hours in 2017.

TRAINING

26 new operators started the program. Thanks to the diligent work by a number of volunteers led by Dave Higgins, the Museum graduated 18 new operators (14 CHSL, 4 ESL). For comparison 16 new operators graduated in 2017. In 2018, new operators contributed ~370 hours (10% of total). New operators contributing 27 hours or more include: John Knox, Brian Long, Gordy Moore, Vito Borgiomo, Barb Gacek, and Mary Amsden.

OPERATIONS

2018 was a challenging year for both locations. If you are interested in more detail, please refer to the March 2019 General Superintendent Report, available on the Museum's website.

CHSL & ESL RIDERSHIP

CHSL experienced a reduction in ridership of 18% (approximately 6,000 riders) compared to 2017. Weather was a factor as the number of weather events increased (9 days in 2018 compared to 6 in 2017) and the late April snow blizzard seemed to have a carryover impact to May volumes. What also made the weather somewhat more impactful than the number of cancellations was the timing of the weather impacts. Memorial Day, July 4th, and Vinternatt were impacted accounting for almost 20% of the year-over-year decline. A couple of other points to note:

- Between 20-25% of the riders do not purchase a token due to age, using their pass, etc. As such, the impact on revenue was significantly smaller than the drop in ridership. Overall passenger revenue (including both CHSL and ESL) was only 9% below plan.
- While weather had an impact there are other underlying trends that have impacted ridership over the last couple of years.

ESL experienced a reduction in ridership of 8% (approximately 600 riders) compared to 2017. Offsetting the weather impact was very strong special event volumes particularly the Halloween themed events (891 riders) and North Pole Trolley (1,793 riders) during Excelsior's Christkindlsmarkt event.

SALES

- CHSL. 2018 sales were essentially flat (3% lower) than 2017 across all sales categories.

Sales Category	2015	2016	2017	2018
Taxable	\$ 10.4	\$ 11.5	\$ 12.7	\$ 12.5
Non-taxable	4.5	5.1	3.8	3.6
Donations ⁽¹⁾	0.2	1.4	1.1	0.9
Total	\$ 15.0	\$ 18.1	\$ 17.6	\$ 17.0

Notes:

1. Donations for 2015 did not include donation box donations

- ESL. 2018 sales of \$2,539 were slightly higher than merchandise sales for 2017, which were \$2,133.

2019 RECERTIFICATION TRAINING

As a reminder ALL operating members are required to recertify by completing a recertification quiz. In addition certain operators are required to successfully complete a check ride (a hands on test of operating competency) prior to being allowed to sign up for a shift in Shift Planning and operating a streetcar.

One important change for 2019 is that the recertification quiz will be distributed via email. Operators will be requested to submit their completed quiz. Operators are still required to attend Foremen or Operators Meetings prior to the start of the season to review key operational and safety issues.

CHECK RIDES:

For 2019 the following categories of individuals are required to complete a check ride:

- All second year operators
- All operators who operated less than 10 hours in 2018. **(NOTE: This is by location.)**
- All ESL operators. (This is a new, one-time requirement due to the movement of DSR car no. 265 to ESL)

As a reminder - until you complete the recertification requirements, you cannot access ShiftPlanning.

CHSL Operators requiring check rides are listed below. Starting in mid-April we will schedule a series of check-ride sessions and allow operators requiring check rides to sign up for slots.

Bongiorno, Vito	Mayer, Mike	Ruhland, Craig
Brenner, Mike	Moore, Gordy	Schwarze, Trevor
Burke, Seamus	Olson, Kyle	Schwarzkopf, Erik
Christianson, Dave	Patel, Jay	Seinola, Jill
Ehrenberg, Rolly	Pingree, Sam	Sparr, Gary
Gacek, Barb	Prakaashana, Amrita	Talley, Jim
Gunther, Luca	Prakaashana, Carl	Watson - Wetzel, Holly
Lipscomb, Jim	Rapoport, Ed	Werner, Eric
Long, Brian	Raustadt, Dan	

Additional details on check rides will be sent separately. Other options will be available please contract Bruce.gustafson@optum.com to coordinate a check ride at CHSL and Todd Bender tmbender@gmail.com for ESL.

FOREMEN MEETINGS

Foremen meetings are scheduled for the dates and times listed below. Mandatory POS training will be held as part of the meeting.

- CHSL Saturday (4/13) 10:00a (Note: There will not be POS training at this session)
- ESL Saturday (4/13) 1:00p
- CHSL Sunday (4/14) 2:00p
- ESL Sunday (4/14) 2:00p
- CHSL Monday (4/22) 6:30p

OPERTOR MEETINGS

CHSL Operator Meetings are listed below. Meetings should take 45 minutes to an hour.

- Sunday (4/14) 4:00p
- Wednesday (4/17) 6:30p
- Sunday (4/20) 4:00p
- Others as needed

ESL Operator Meetings are listed below.

- Saturday (4/20) Afternoon (TBD)
- Sunday (4/21) Afternoon (TBD)
- Others as needed

2019 CHANGES TO OPERATIONS

1. CHSL
 - o No change. The PCC will continue to operate the Thursday evening and first Sunday shifts.
2. ESL
 - o Schedule. Sunday schedule has been moved to operate between 12:30p and 3:00p.
 - o We will continue with the 3 person crew. The 3rd operator is not a required position to operate a shift.

NEW HIRE TRAINING – DAVE HIGGINS

The new operator class for 2019 will begin in late March/early April. The training program is identical to last year with the initial phases combined for CHSL and ESL crews at CHSL. Later phases will be held at the specific locations where the new member will operate – CHSL or ESL.

2019 New Operator Training Program:

- o Orientation off site, all trainees
- o Classroom at CHSL, all trainees
- o Phase 1 On car at CHSL, all trainees
- o Phase 2 On car and POS, split ESL and CHSL per choice
- o Phase 3 Revenue training by training site
- o Graduation and Certification

Pat Cosgrove, the museum's volunteer coordinator, will be responsible for recruitment and will work with Dave to get interested individuals to the orientation/ training classes.

PCC TRAINING – CHRIS HECK

WE NEED YOU!!! We continue to need 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.

Training will take place in April and May (and thereafter upon request), with the exact schedule to be determined around your availability and other training sessions. The program will consist of two 2-hour sessions at CHSL, and will cover an overview of the car along with plenty of hands-on training.

Come and see why the PCC is the favorite car to operate for many of our volunteers! For more information or to sign up, please contact Chris Heck at chris.heck@trolleyride.org or 651-249-5358.

SAFETY – EVERYONE'S RESPONSIBILITY – JOHN DILLERY

As a reminder before the season starts, listed below are several general reminders on safety.

- Check all mirrors - both the outside and inside ones - to be sure you get a clear view of what you should see in them from your operating position inside the streetcars before you move.
- Like driving an automobile, drive defensively. Look forward at least 100 feet down the track as you move along. Keep your eyes moving. Remember the limits of your vision on your right and left perimeter, moving your head right and left as necessary so you see the unexpected. Always consider the car's stopping distance.
- Listen for unusual noises coming from the streetcar, such as leaking air and report them. Even if you hear nothing, remember to check the air gauge for correct pressure on the air-brake cars while coasting before you reapply power.

OPERATIONS BULLETINS IN EFFECT

CHSL

- **19C-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

- **19E-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.

- **19E-2 - Operation of DSR 265**

Duluth Street Railway (DSR) car no. 265 can only be moved by personnel certified to operate the car. Certification will be available as part of the 2019 recertification process.

HUMANITY/SHIFT PLANNING UPDATE – JIM VAITKUNAS

There are basically no changes to Humanity/ShiftPlanning (H/SP) other than a slightly different format for the dashboard page. As mentioned above, you will not be able to sign-up for operating shifts until you have completed recertification. You still can logon to H/SP and see what's-what, but that's it until you recertify.

Jim Vaitkunas will again be the H/SP manager and gofer for this operating season. When the season begins, he will send weekly e-mail blasts to all operating personnel with the vacancies for the following week to 10 days. However, we urge everyone to sign-up as early as you can so you can get the shifts that you like—the early bird gets their shift. While all of us have gotten more-or-less used to using H/SP, if at any time you run into problems, or if you need any help, please contact Jim at jim.vaitkunas@trolleyride.org

There is a mobile smart phone app for H/SP that you can download onto your smart phone from the Google Play Store and use to check your schedule, sign-up for shifts, etc.

Finally, if you are forced to cancel your shift because an emergency situation has arisen, please let your shift Foreman know that immediately. If your shift is two-weeks or more in the future, let Jim Vaitkunas know so the vacancy can be advertised. If your shift is scheduled for less than two weeks, let your Foreman and Jim know but the burden is on you to try and find your replacement by either getting someone to take your place or by swapping shifts with someone.

MECHANICAL UPDATE – DICK ZAWACKI

TCRT No. 1300

After completing a rebuild of 1300's trucks and putting it into service at the end of last season, we found that one motor is not operational. The motor was removed from the car and sent to our motor repair shop where they confirmed that the armature needs to be rewound. As part of their inspection, asbestos insulation was found in the motor. The armature has been sent to a subcontractor to remove and safely dispose of the asbestos. At this time we do not have an exact date when the armature rewinding will be completed. Nevertheless, the crew will be able to rewire the car so that so that it operates on two motors to allow it to operate to support the beginning of our season. New LED lighting has been added to the car's interior of the car to help reduce its energy consumption.

TCRT No. 1239

As part of the biggest news of the offseason, TCRT 1239 was moved from Excelsior to Como-Harriet. This will allow our guests to be able to see all 3 styles of the TCRT cars that operated in the Twin Cities in one location. We will start rebuilding the trucks on 1239 this year. The expertise that we gained while rebuilding 1300's trucks will be used in this rebuild. To support this rebuild we purchased five motors from the Halston Museum in Toronto, Canada. These motors are currently at our motor shop for refurbishing.

TCRT No. 322 (PCC)

We completed normal maintenance checks and inspections to allow the car to be ready for the start of the operating season.

DSR No. 265

As part of our car switch activity this offseason, car no. 265 was moved from Como-Harriet to Excelsior, placing all of our Duluth and out-state cars in one location. Some new ads have been placed in the car's interior. The car is ready for regular operation this season in Excelsior.

Winona No. 10

During operation last season, we found that one of the motors is not operational. This motor was removed from the car over the winter and is now at the motor rebuild shop for refurbishing. In the meantime, the restoration crew is completing details on the car such as adding window bars, window shades, and completing the paint scheme.

DSR No. 78

The car is going through normal operational and maintenance checks and will be ready for the start of the operating season.

Fargo-Moorhead St. Rwy. No. 28

This car body has been stored for a number of years at Ken Albrecht's farm in North Mankato. We will be moving it from there to the Twin Cities this spring. Our goal is to move it directly to Excelsior where the restoration crew can start its initial evaluation and plan for the work needed to restore it to operational status.

Mesaba Railway No. 10

This car body has been stored at Excelsior for many years. The restoration crew plans to clean it out this year, put it on temporary tracks, and get it ready to start some initial restoration. There are no plans at this time to restore it to operational status, but we do want to be able to show our guests what an Interurban car looked like when it was running.

OPERATIONS & SAFETY REMINDERS

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

- Slow speed zones at both ESL and CHSL 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 to make the announcement, the motorman can do so.
- If workers are present on or near the tracks, the streetcar must not pass until signaled to do so by the workers.
- A rolling brake test is required every time the car changes direction.
 - Apply power. After a moment shut power off and apply brake slightly.
 - If an air pressure gauge is available - as soon as the air pressure needle begins to move, release brake and apply power.
 - If an air pressure gauge is not available - as soon as you hear air movement or begin to feel the effect of braking, release the brake and apply power.