

MSM Operations Newsletter

Issue No. 19 -2
May - 2019



Photo Credit: Jeff Terry



SEASON OPENER

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 2019 season. This season is a very special year as the Museum should reach its two millionth guest early this summer.

With the repositioning of streetcars last fall our starting line-up of streetcars will be – car numbers 1300 and 322 at CHSL and car numbers 265 and 78 at ESL. By now, you should have completed recertification training and, where necessary, a check-ride. If you have not completed recertification training you do not have access to Shift Planning. Please contact me if you have any questions on recertification training or ShiftPlanning access. If you have completed training and have not received an operator's card also contact me.

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. Expectations.

- We are asking that all operators report to the shift starting point at least 20 minutes prior to schedule start. Foremen are asked to report 30 minutes prior to the scheduled start.
- 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

2. Control Transfer Lever.

Please remember that Operators at the front of No. 1300 (and No. 1239 when it is operational) must ensure that the air transfer lever is fully engaged when changing direction. This is important safety reminder because failing to lock the lever in place will result in lack of control at the opposite end of the streetcar.

3. First Trip of the Day.

Foremen are asked to conduct an inspection of the line and identify any potential problems by operating the front end of the car in both directions for the first movement of the day.

4. Daily Pre-Operations Inspections.

As noted in foremen and operators meetings this year we have moved to using a laminated card for the daily inspection and a defect report if a defect is identified.

- The laminated daily pre-operations inspection checklist is now in the streetcars at our Como-Harriet Streetcar Line. The checklist is in a clipboard along with a supply of the yellow defect report forms. The checklist will be in Duluth No. 78 and No. 265 at ESL no later than May 18th. This checklist is designed as a job aid for Foremen when they get the streetcar ready for regular, extra or charter service.
- If a mechanical or electrical defect/problem is detected while conducting the checks, Foremen will then complete the Streetcar Defect Report form (on yellow paper) and put it in the clear plastic pocket located in the maintenance barn at CHSL and ESL.
- Shop forces will follow-up on the defects noted

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.*

○ **19C-2 - Operation of Cars at 42nd Street.**

In an ongoing effort to simplify car operations and eliminate unnecessary or redundant steps, the motorman on a northbound trip and the conductor on the southbound trip do not have to request permission to move forward from the other operator once the car has come to a complete stop at 42nd Street.

The revised sequence of operations is summarized below:

- *Approach 42nd Street and come to a complete stop at the location indicated by the stop sign.*
- *As appropriate ensure that the flagman is stationed in the correct position and has established control over any nearby traffic.*
- *The leading operator (motorman on southbound trips, the conductor on northbound trips) can move the car across the street when he/she determines that it is safe to do so. The leading operator does not request permission to move.*

ESL

○ **19E-1 - Operation of All Streetcars in the Excelsior Carbarn Yard.**

The Foreman is the only crewmember authorized to operate a streetcar within the ESL carbarn yard. The ESL carbarn 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 carbarn. 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 carbarn 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.

- **19E-3 - Movement of DSR Car No. 265 in/out of the Car Barn.**

Extreme care must be taken when moving Duluth Street Railway (DSR) car no. 265 in or out of the car bar.

When returning Duluth 265 to the car barn on Track 1, the Trolley wheel will stay on the overhead for Track 2 after passing through the overhead frog. The foreman must stop the car after passing through the overhead frog and move the Trolley wheel back to the overhead for Track 1.

TRAINING – NEW HIRE – DAVE HIGGINS

The 2019 new operator class has 12 volunteers some of which have already entered revenue service. Five are committed to ESL with the balance planning to operate at CHSL.

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 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. Rose has a few reminders for operating the system.

- **Always ring up FARES first.** Then, take the correct number of tokens out of the little tray on top of the cash drawer and hold them in your hand or put them in the other little tray until the sale is complete. There are two reasons for doing this: (1) the cash drawer does not open at the completion of a credit card purchase and (2) you won't have to try to remember the correct number of tokens sold. Both of which make the customer's experience easier and more efficient.
- **Signatures.** Although we no longer require signatures for all credit card sales, we do require them for sales over \$50. The credit card reader will prompt the customer to sign (using their finger on the reader's screen), but often customers don't notice that and start walking away before signing.
- **Tokens for Multi-ride Passes.** If passengers with a 5-ride or 10-ride pass want to use a token to board the streetcar, punch their card as needed (using the World's Heaviest Paper Punch in the drawer below the cash drawer), and give them the tokens they need. Do not give out tokens without either punching the multi-ride pass OR seeing a season pass
- **Issues.** Rose has offered to address any questions about the POS or station. Her cell number is on the emergency contact card and inside the POS Manual, both of which are in the wall pocket near the POS.

EQUIPMENT REPORT – DICK ZAWACKI

TCRT 1300

The car has been rewired to operate on two motors. We expect to receive the estimate to repair the failed motor soon. Then we will have L&S proceed with the repairs on the motor. Repairing this motor and having it reinstalled in the car is our number one priority. The car operates as our primary car at CHSL.

TCRT 322

Seasonal maintenance has been completed to ready the car for the operating season. Additional maintenance is being done as schedules permit.

TCRT 1239

Work on replacement motors for this car will be done once the motor for 1300 is repaired. Replacement parts for the trucks are being fabricated by outside vendors. At this time we do not have an estimated completion date for the truck replacement on this car. TCRT 1239 is the operational back-up for TRCT 1300 should there be a serious issue.

DSR 265

Brake shoes on one truck were replaced before the operating season. Brake shoes on the second truck will be replaced during the operating season. This car is our primary car at ESL.

DSR 78

The car is undergoing seasonal maintenance as schedules permit. This car operates as our backup car at ESL.

Winona 10

The insulation on the armature of the bad motor was found to contain no asbestos. This simplifies the rewinding process. We are investigating several options to have the armature rewound. It is estimated that the motor will be repaired and reinstalled near the end of the operating season.

OPERATIONS & SAFETY REMINDERS – JOHN DILLERY AND JIM VAITKUNAS

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

- Safety First. We recently had a volunteer slip and fall on wet leaves while working on the track. As a result of the fall, the volunteer's arm was broken. Please be careful out there and especially watch your step when walking on the track. The creosote in the railroad ties can make the ties especially slippery when wet.
- Slow speed zones at both locations call for a **maximum speed of 5 miles per hour**.
- Motormen and Conductors must watch the doors when opening and closing them please. *Don't be distracted and you won't pinch a passenger.*
- 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.
- Operating Through Switches. Power must be shut off when going through a switch (except the CHSL car barn switch). 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 – JIM VAITKUNAS

Cancelling Shift Procedures:

- Foremen should immediately call their crew when a shift is cancelled account bad weather.
- For cancellation of services at CHSL and ESL for any reason (weather, lack of crew, etc.) an email should be sent to Ben Franske (ben.franske@trolleyride.org), Rod Eaton, and Bill Arends. The three of us all have

access to put a rider alert notice banner on the website. Any given day chances are one of us can get to it fairly quickly. Perhaps someone can post it on Facebook too. I don't have access to that yet but I think Bill does and Rod should. If not us than there should be some other team of 3-4 people who will post on Facebook and the website if we are closed

- (CHSL) 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.
- 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.

- Sign up for an Operator or Foreman vacancy 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 profile.
- 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.

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.

GROUNDS AND BUILDINGS

Steve McCulloch and Ben Porter along with their crews are clearing the right-of-way and expanding the depot garden. If you have an interest (or a green thumb) in helping with the non-operating activities, please reach out to Steve, Ben, or me.

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 new and updated MSM rule book effective NOW
- Operations Newsletters
- Sequence of Operations

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 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