

MSM OPERATIONS NEWSLETTER

Issue No. 19 -4
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Photo Credit: Jeff Terry

MOVING FORWARD

In this issue of the Operations Newsletter I am spending a little more time reminding you, the operators, of some of the Museum's procedures and evolving policies. Most of these have come from conversations or questions from you and some from the Operating leaders wanting to clarify safe and consistent operations. At any time if you have questions please do not hesitate to call or email me.

As I mentioned last month we continue to be faced with two issues: 1) weak passenger volumes and 2) and the need for volunteers to take on leadership roles in managing and organizing special events. As I note below in the Year-to-Date Operations Performance section we have not recovered from the very wet May (Memorial Day was a complete washout) and June and July had disappointing volumes. The bright spot has been our special events, which generally have sold out. ESL, being very opportunistic, arranged to operate during a newly located Art on the Lake event and pulled in ~300 riders.

The Museum needs your help. Specifically we are looking for individuals to step forward and take over the leadership of our special events from Rod Eaton. These activities, like our major holiday operations, are the backbone of the Museum's operating income. The events requiring leadership are primarily activities around the Halloween and Christmas holidays. Rod has extensive instructions and is willing to help with a transition. If you are interested, please contact me or Rod. I am listing the fall special events below and would like to thank several members for volunteering.

- CHSL Special Event Coordinators and open positions
 - Pumpkin Patch (Steve Simon)
 - Transylvania Trolley (open)
 - Trick r' Treat Trolley (open)
 - Ghost Trolley (open)
 - Late Show (open)
 - Holly Trolley (open)
 - Vinternatt (open)

As always I want to thank you for your dedication and hard work making our Museum the special place that it is.

YEAR-TO-DATE OPERATIONAL PERFORMANCE

CHSL

Ridership at CHSL this year has been down substantially from 2018. Through July Como-Harriet is down approximately 2,600 riders (18%), with charters off 44% (620 riders) and regular service off 15% (2,400 riders). As noted previously the Memorial Day rain out is a major contributor to the shortfall.

ESL

So far, 2019 has been an up-and-down year at ESL for ridership. After our slowest May in several years, we bounced back with a record June, only to see July "cool off" as temperatures rose. Story Time Trolley and Charters continue to be strong, but Crazy Days was a disappointment with three days cut short - two for heat and one for rain.

Green indicates record ridership for the month, Yellow second, and Red third

	May	June	July	Aug	Sep	Oct	Nov	Total
2019	284	1009	932+					
2018	304	763	1234	961	825	896	1831	6814
2017	586	768	1513	976	1071	670	1857	7441

OPERATIONAL REMINDERS

1. Stopping at 42nd Street on the Como-Harriet Line.

Collectively we (the operator, the crossing guard, and the public) have become lax. Often the public assumes the streetcar will stop at the stop signs and will walk or drive in front of the streetcar. The crossing guard and the operator must work as a team with a goal to provide a safe environment (by managing/ stopping traffic) while minimizing the stoppage of traffic.

- The crossing guard should enter the street when the streetcar is close to, but not at the stop sign.
- When the crossing guard enters the street, he/she should place the stop sign at the appropriate spot and signal visually and, as necessary, verbally to have the traffic stop.
- Once it is clear that the public has stopped the crossing guard should signal the operator that it is safe to proceed across the street.
- The final determination to move, however, rests with the operator.
 - The operator may signal pedestrians, who are next to the streetcar, to move across the tracks before the streetcar moves.
 - Other traffic movements should be left to the crossing guard who must have traffic stopped before signaling to the operator.

2. Operating a PCC Shift Without PCC Qualified Operators/Foreman

While our PCC shifts are noted in our published schedules and in Shift Planning (Thursday evening; first shift on Sunday – Memorial Day to Labor Day) we have had an instance or two where there was not a full complement of PCC qualified operators on a PCC shift. If this happens the Foreman may substitute the standard car. While this is not encouraged as guests may have scheduled their time with us around the PCC's availability, this adjustment is allowable.

3. Defect Reports.

If a defect is observed by the Shift Foreman, a defect report should be written and placed in the plastic pocket in the shop barn. A second defect report should also be placed on top of the OOS car's controller. The appropriate Mechanical Department person should be informed as soon after the problem occurred as practicable.

4. If You Smell Something, Say Something!

When operating a streetcar, if you start to smell something burning or hear buzzing, sizzling or popping noises coming from the controller or from under the streetcar, the first thing you should do is turn power off and bring the streetcar to a quick and safe stop. As the car is stopping, the rear crewmember should pull the trolley wheel off the overhead wire and after the car stops tie it down by wrapping the trolley rope around the retriever. If necessary, evacuate the car in a quick but orderly manner. Paragraph 25 in our Rule Book has more detail on courses of action in an emergency or if an accident occurs.

A defect report should be filed as noted above.

POLICY SUMMARIES

During the course of the 2019 operating season several questions have come forward around the Museum's policies, which are not well documented. Summarized below are policy summaries to some of those inquiries.

1. Dogs on Streetcars.

It is the Museum's policy that the Foreman may, at his/her discretion; allow dogs to ride the streetcar. Common sense suggests that the car should not be crowded, the dog should be small (or a service dog/comfort dog), well behaved, and there should not be more than one dog on the car. More specifically:

- A crewmember cannot have a dog with them for which they are responsible in any way while on duty.
- If a passenger's dog has an "accident" on the streetcar, the passenger is responsible for cleaning it up.

- An aggressive acting/barking dog is **not** allowed on the streetcar.
- If a dog bites another passenger we would immediately stop the ride and bring the passenger and dog back to the Linden Hills station and then call the Park Police to report the incident.
- Very large dogs (i.e., greyhound, mastiff, Saint Bernard) are **not** allowed on the car (unless a service dog).

2. Locking Off the Overhead Power.

Overhead power should be cut off (shut off and locked) anytime work is planned in proximity of the overhead wire. Power that is locked can only be removed by the person who locked the power.

Effective immediately anyone who locks out the power to the overhead at either railway will use the lock provided or their own personal lock, removing and keeping the key in their possession. They will then place a slip of paper or a sticky note on the power panel with the following information:

- Name of person who locked-out the overhead power.
- Date and time of the lock-out.
- Mobile phone number of the person who locked out the overhead power.
- Location of the work being done in the shop or on the line.”

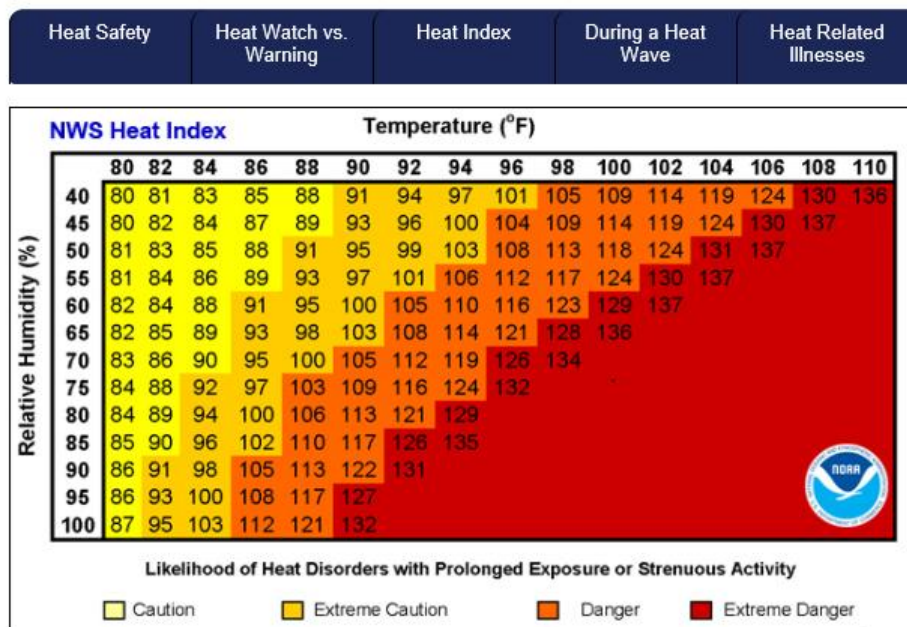
Power should **not** be cut off if work on or near the track is occurring that is not at risk of the overhead wire. Cutting off the power is not a substitute for communicating work on the track.

If work is being done on or near the track:

- Planned work should be communicated in advance, if possible, to the General Superintendent and Assistant General Superintendent.
- At the time of work being done
 - The work crew foreman should communicate with any other operators or maintenance staff of the planned work
 - Orange cones should be appropriately placed marking the work area
 - If staff is available, one of the crew should be responsible for watching for car movements

3. Operating in Extreme Heat Conditions.

When temperature rise it is critical that volunteers drink plenty of water, slow down, and watch yourself and others for any signs of heat exhaustion. This year we had a couple of days where the heat index was dangerous. We are instituting a policy whereby we will cancel operations when the heat index reaches a dangerous level. A shift should be cancelled if the heat index is 95 or greater.



When the foreman cancels a shift due to heat the procedures will be similar to rain cancellations – foremen 1) call your crew, 2) contact Rod Eaton, Ben Franke, or Bill Arends to post the cancellation to our website and 3) if possible, place a sign in the depot door indicating the reason for the Museum to be closed

4. **Rain Cancellations**

Cancelling a shift due to rain is a balance between informing the operating crew sufficiently in advance to avoid unnecessary trips to a closed Museum, but also recognize that the weather may clear and that the weather where the foreman is may not reflect the weather at CHSL or ESL.

Additional instructions are contained in the General Procedures Memorandum dated May 1, 2019. Page 3, Section I, paragraph

5. **Handling Children**

As a reminder, touching children is not allowed. Operators should not lift a child. If there is an opportunity for children to blow the whistle the parent / guardian should handle the child. The only time it is acceptable for an operator to assist a child is to offer a hand for the child to take when exiting the streetcar.

OPERATIONS BULLETINS IN EFFECT

CHSL

- **19C-1 - Operation of Cars under the William Berry Street Bridge. CANCELLED**
Thanks to Chris Heck and his overhead crew (Nick Fuqua, Gordy Moore, and Kyle Olson several improvements to the overhead have been completed this summer. Most noticeable is the completion of repairs on the wire under the William Berry Street Bridge. As a result and as previously communicated this Operations Bulletin has been cancelled.
- **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.

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-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.

SAFETY REMINDERS – JOHN DILLERY

In the late summer and autumn, we operate more in low light conditions. Here are some safety tips that become timelier as the days become shorter.

If the streetcar you are operating has an anti-glare shade, please make sure you are familiar with its proper use and remember to pull it down to cut glare.

If you don't have an anti-glare shade at the position you are operating the streetcar from, try standing in a position where you benefit from the shade of the bulkhead. When backing up the car standing to the pole side, away from the doors, viewing the track from the window above the back-up controls can help. Another technique is to open the rear window to view the track without the glass to eliminate the glare.

Do not compromise your view.

OVERHEAD MAINTENANCE (CHSL) - CHRIS HECK

The maintenance work at the William Berry Street Bridge consisted of several adjustments over the last few weeks.

- Loosened the splice that was on the south side of the bridge and pulled the excess wire taut. This had the effect of removing the slack that was present between the bridge and the first hanger south of the bridge.
- Removed excess back guys from north of the bridge, and raised the first hanger north of the bridge while moving it towards the outer rail.
- Raised and centered the first hanger south of the bridge to make the transition from under the bridge less abrupt.
- Removed slack from the overhead line between the first hanger south of the bridge and the bridge itself (as described above).
- Inspected and tightened the hangers underneath the bridge.

If you would like to be help with the overhead work, please contact Chris at chris.heck@trolleyride.org or 651-249-5358.

SPECIAL EVENTS (ESL) – TODD BENDER/ KAREN KERTZMAN

Below is a recap of some of the recent ESL special events.

1. Art on the Lake. The event moved from The Commons, on the shore of Lake Minnetonka, to Water Street in downtown Excelsior. ESL took advantage of the event being so close to our Water Street Platform by matching our hours of operations with the events hours. We also had an operator (Mary Amsden) volunteer to wear a sandwich board and walk the streets of the art fair to drum up more business. The results were 219 riders over 3 days.
2. Story Time - July. Strong Story Time Trolley turnout. 118 Riders (50-75 is more typical)

EQUIPMENT REPORT – DICK ZAWACKI

TCRT 1300

We are still waiting for a quote from L&S Electric for the repair of our motor. L&S has a big job from CP Rail that their management has decided supersedes all other work in their shop. This pushes everything else to a lower priority. As of last week, L&S thinks that they will be able to give us an estimate in about three weeks. Then it will take a month or so to complete the work. I would estimate that it will be some time in October or November before 1300 is operating with its full complement of 4 motors. Meanwhile, the car is running just fine on 2 motors, albeit at reduced speed.

Fargo-Moorhead 28

After moving the car body to the ESL barn in late June, we realized that we don't have enough space to easily house 5 streetcars at ESL. Therefore, we plan to move the car body to a long-term storage facility. We are actively seeking a new location, but have not identified anything yet. Moving the car body will make it much easier on operations and maintenance. We are open to any ideas anyone has for a long-term storage facility.

Duluth 78

Recently one of the controllers burned out in this car. This leaves us with only one operational car at ESL. The root cause of the problem is under investigation. Preliminary information indicates that control wiring insulation was worn away and caused a short. Maintenance is working to get the car back into operation as quickly as possible.

Winona 10

Because of the backup at L&S, we have pulled the motor out of their shop and are preparing to send it to AC Electric in Bangor, Maine. This is the shop that did the original work on Winona 10's motor. Their schedule is fairly open and they estimate that the work can be completed in a month. Just this week we retrieved the motor housing from L&S Electric and reinstalled the armature into the housing. We are building a shipping crate and should have the motor ready to ship in a week. We plan to ship the motor by the end of July. L&S did not charge us for any evaluation work they did on Winona 10's motor.

TCRT 1239

The car is in running condition and is the emergency back-up at CHSL. Due to overlapping charter commitments the week of August 19, the car will be operated in regular service the evening of August 20 and the afternoon of August 21.

Remainder of the Fleet

Other cars not specifically mentioned in this report continue to undergo seasonal maintenance or repairs as needed.

POS (CHSL) – ROSE ARENDS

The new POS seems to be working well, although there have been several overages/shortages in cash received, including a recent shortage of \$65 which was directly traceable to more fares having been rung up than were actually paid. There have also been some obvious errors in sales; i.e., someone rang up a Holly Trolley fare which, of course, we do not sell until the day of the Holly Trolley.

Errors in both cash and ring-ups can be easily caught and corrected before you touch the "Charge" button. Simply look at the list of what you have sold:

- Does it make sense?
- Is it accurate?
- Have the right number of fares been rung up?

If the answer to any of these question is "No," stop right there and correct the sale. Remember, you can always use the "Clear Items" button to start over with the sale. (Touch "Current Sale" at the top right of the screen, then touch "Clear Items.")

Thank you to all foremen/operators/station agents who've called us when they've had questions during their shift. We're almost always able to assist you over the phone.

If you are still not feeling comfortable with the POS, Rose can arrange for another training session for you. Contact her at rosearends@gmail.com.

POS (ESL) – TODD BENDER

Merchandise sales continue to rise, with sales of \$1,536 as of July 23rd compared to \$1,178 for the same period last year. The hottest selling items are kid toys and hand-crafted MSM mugs. We now have full credit card support for ticket and merchandise sales. Current sales breakdown is 69% cash vs 31% credit card.

ESL MISC. – TODD BENDER

SEQUENCE OF OPERATIONS

Dave McCollum has been working on a new Sequence of Operations report for ESL which should be completed shortly. The new document is meant to be streetcar neutral, with general instructions for how to operate any streetcar along our line. Separate streetcar guides will also be created for Duluth 78, Duluth 265, and Winona 10. The streetcar guides are meant to be site neutral and cover topics such as how to start, brake, and coast a streetcar, along with car specific emergency procedures.

GROUNDS AND BUILDINGS (CHSL) - STEVE McCULLOCH

We are getting bids on electrical work for the Linden Hills Station. Work to be done includes:

- A hardwired space heater behind the counter
- An extra outlet behind the counter
- A switch inside the depot to control the spot lights
- Remove the exterior spot light switches
- Install two outlets up by the spot lights to use for plugging in Christmas lights
- A new motion detector light for the north side of the depot

SHIFTPLANNING TIPS – JIM VAITKUNAS

Do you sometimes wonder who's on your shift or who your Foreman is? If you want to see who's signed-up on your shift, logon to Humanity. On your dashboard page, click on the "Shift Planning" button next to the "Dashboard" button. When you get to the "Shift Planning" page, click on the "List View" button on the far right. With this view you can then select what time-period you want to see, day, week or month. Use the arrows on either side of the "Today" button on top to scroll between days weeks or months.

- Sign up for an Operator or Foreman vacancy if they are still available BEFORE you sign-on 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.