



Photo Credit: Jeff Terry

# MSM Operations Newsletter

## Issue No. 22-1

### March - 2022



### 2022 – WELCOME BACK

I am pleased to announce that after two years of operations impacted by COVID we are planning a “normal” start-up and operations for the 2022 season. As detailed later in the newsletter we will require 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 a couple of items that I would like to bring to your attention.

- Our schedule at both Como-Harriet and Excelsior continues to evolve. At Como-Harriet we are expanding operations from last year and will operate on Wednesday and Thursday evenings and are introducing a scheduled option for Saturday charters. At Excelsior we are moving to a single shift on Saturdays and are planning to support the Farmer’s Market activity depending on volunteer levels and the Farmer’s Market schedule.
- Please familiarize yourself with both the Operating Rule Book and the Foreman’s Checklists prior to operating, which can be viewed and downloaded from our website: <https://trolleyride.org/member-resources/operations-documents/>. As in the past, the recertification quiz provides specific references to the Rule Book, highlighting the importance of understanding the appropriate rule and its application.

### COVID-19

Given our volunteers’ demographics the Operations Committee, endorsed by the Museum’s Board of Directors, has determined that similar to last year, volunteers are required to be fully vaccinated to operate in 2022. If you are not vaccinated, you cannot operate in 2022 – no exceptions.

### START-UP ACTIVITIES

- |                  |  |
|------------------|--|
| Late March       | Recertification quiz distributed. If you have not received the quiz, please contact me ( <a href="mailto:bruce.gustafson@optum.com">bruce.gustafson@optum.com</a> ) as soon as possible. |
| Early/ Mid-April | Foremen and operator in-person meetings will be held   |
|                  | We will begin recertification training   |
|                  | ➤ ALL operators will be required to complete a check-ride at each location they plan to operate at. (See Recertification Training section below)   |
|                  | ➤ All CHSL operators and station agents will be required to complete POS training  |
| April 30         | Season begins  |

Before I get into some of the details to start the 2022 season, I wanted to thank some special members who have volunteered to fill needed roles.

- Bill Pekarna (Training Superintendent). Bill is taking over from Dave Higgins who has stepped down after leading training for several years. Assisting Bill with as primary training leads be Pat Cosgrove, Linda Ridlehuber, Dave Higgins, and Karen Kertzman.

- Chris Heck (Foreman PCC Training). Chris will again be leading PCC training – for both new and recertification training.

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 2022 season.

### 2022 RECERTIFICATION TRAINING

As we have done over the last several years all operators have been removed and cannot access ShiftPlanning/ Humanity until they successfully complete recertification training.

Recertification requires:

1. ALL operating members are required to recertify by completing a recertification quiz. As we did last year, the recertification quiz will be an online quiz distributed via email.
2. POS (CHSL only) training
3. 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.

CHECK RIDES:

**For 2022 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 2021. *(NOTE: This is by location.)*

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

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

Abrahams, Art	Malinoff, Mike	Riddle, Damon
Ahlgren, Warren	Mayer, Mike	Schwarze, Trevor
Anderson, Keith	Meyer, Geoff	Schwarzkopf, Erik
Brenner, Mike	Miller, Mike	Sparr, Gary
Canada, Craig	Olson, Kyle	Talley, Jim
Epstein, Phil	Porter, Ben	Taylor, Greg
Flemming, Tim	Prakaashana, Amrita	Thompson, John
Halker, Nils	Prakaashana, Carl	Winton, Ward
Helde, Michael	Rach, Dick	
Lipscomb, Jim	Reinan, John	

ESL Operators requiring check rides are listed below.

Anding, Chuck	Hadley, Richard
Beamish, Fred	Krysinski, Brian
Crain, Tim	McCollum, David
Frederickson, Steven	Quackenboss, Michael
Gingerich, Bill	Werner, Eric

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

We will be conducting in person meetings for Foremen and Operators in early April. Meetings will be held at the respective carbarns.

#### FOREMEN / OPERATOR MEETINGS

Dates and times will be provided in a separate mailing.

### 2022 OPERATION REGULAR SCHEDULE

#### CHSL

We will expand service at CHSL to reinstate Wednesday and Thursday evening operations. Additionally, to provide expanded options for charter operations we will schedule a second car during Saturday's 1st shift that will be available for charters. If no charters are scheduled, the car will operate as part of a normal 2-car operation. The intent is to provide charters access to a more attractive time slot and to avoid potential scheduling issues in having to find a second crew at short notice.

We are planning two PCC shifts – Thursday evening and Saturday 1st shift

The full schedule from May 27 to September 5 (Labor Day) is:

- Wednesday afternoon in June, July & August – 1 PM to 4 PM
- Wednesday evening – 6:30 PM to 8:30 PM
- Thursday evening (PCC) – 6:30 PM to 8:30 PM
- Friday afternoon in June, July & August– 1 PM to 4 PM
- Friday evening – 6:30 PM to 8:30 PM
- Saturday – 1st shift 12:30 PM to 4:30 PM (PCC) & standard (charter) car
- Saturday – 2nd shift (std car) 4:30 PM to 8:30 PM
- Sunday – 1st shift (std car) 12:30 PM to 4:30 PM
- Sunday - 2nd Shift (std car) 4:30 PM to 8:30 PM

#### ESL

The current plan is shown below. If the Farmers' Market does not happen, a second shift will be added to the Saturday operation June, July, and August.

- Saturday (1 shift) 11 to 3 PM
- Sunday 12:30 to 3 PM
- Farmers Market (status) Karen to confirm

### SPECIAL EVENT SCHEDULE – ROD EATON, KAREN KERTZMAN

#### CHSL

We plan to return to a full schedule of special events this summer at Como-Harriet. Our partners at Wild Rumpus Books are optimistic about sponsoring PJ Parties each month, and our popular Murder Mystery will likely return. We're adding a new event in August – Summer Santa. Taking advantage of Santa's annual fishing trip to Minnesota, he's agreed to ride one night with children and their families, read one of his favorite Christmas stories, and pass out some sweet treats. We have also planned a monthly event for kids in our Carbarn Club and Clerestory Crew. Many of

these events are scheduled for Tuesday evening when we are closed to revenue service. One additional new event is All Aboard, monthly Sunday morning rides for neurodiverse families, friends, and folks. You'll find our events schedule on our site, [TrolleyRide.org](http://TrolleyRide.org).

ESL  
At ESL we are planning a full season of special events participating in many of the Excelsior happenings such as Art on the Lakes, Crazy Days, Apple Days, and Trick 'O Treating in Excelsior. All of these events bring visitors from all over to Excelsior and we show many people a good time on the streetcars.

We also plan to bring back the monthly Story Time Trolley's with a special theme for each month. In the past we have held a Teddy Bear Trolley where kids bring their favorite stuffed animal and a Sleepy Time Trolley where they wear their PJ's and hear bedtime stories. For Halloween there will be the Ghost Trolley with games and prizes in the car barn and the Trolleyween story event for the younger ghosts and goblins.

Plans for a Christmas special event are still in progress. The location of the Excelsior Christkindlsmarkt and the availability of Father Christmas is yet to be determined.

### **NEW HIRE TRAINING – BILL PEKARNA**

The MSM Training Department will welcome new operator trainees to our Orientation Class the week of March 27 and our classroom sessions will begin the week of April 3. On-car training will start at CHSL as soon as the weather permits. Training sessions for new operators are planned to be on Monday, Tuesday, Thursday and Friday afternoons/evenings. (*Note: specific sessions will be coordinated with other start-up requirements, i.e., recertification training*).

2022 New Operator Training Program will continue to train basic operations as a group before splitting up the trainees to learn site-specific information at either Como-Harriet or Excelsior.

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

Note: Any operator interested in scheduling a session to sharpen their skills is encouraged to contact a member of the training department (Bill Pekarna, Pat Cosgrove, Linda Ridlehuber, Dave Higgins, or Karen Kertzman).

### **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](mailto: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.

## **CUSTOMER SERVICE – JOHN DILLERY**

As always we want to stress good, dependable customer service.

Shift planning sets up our shifts to the hour or half hour at MSM operating sites in Excelsior, and at Como-Harriet. Listed below are some extra, and important considerations, that go beyond the times outlined in Shift Planning. Taking these extra points in consideration will make sure we are thinking like our customers, a sure route to excellent service!

We set an expectation among our potential customers when we state in writing what our operating hours are. We provide excellent service, when we:

1. Arrive at the carbarn 30 minutes before the first departure. This allows us to pull out on time, open the depot by 4:25 pm, and be ready to make our first departure at 4:30 pm, on-time. If you are starting a second shift, please arrive at least 15 minutes before the shift start time.
2. At the end of the shift, watch for arriving customers. The last departure should be at the advertised time. For example, if the shift ends at 8:30p, the last trip should leave at 8:30p. Remember, customers expect us to be available, and to not be turned away.
3. Do not rush the trip. Keep moving the car at a safe and easy pace, keep end of the line talks to a few minutes, and you will find yourself providing an enjoyable experience and keeping wait times at the depot manageable.
4. Answer questions with well-studied historic knowledge of the streetcar and the historic operator, Twin City Lines at any place it is safe to do so. "I don't know, but I will try to find out." is a good answer. Please refrain from engaging in conversations with customers when operating the car or guarding the crossing, except to ensure their safety. There are many minutes available to share historic information all the same. You will have fun and so will your customers.
5. Assist the foreperson. At least two crew members should be on the car to pull-in and secure the car in the carbarn. This means, for this example, that the actual time that you will complete your streetcar operating shift will be 8:50 to 9:00 pm.

## **OPERATIONS BULLETINS IN EFFECT**

CHSL

- o None. There are no special bulletins in effect at this time

## ESL

### ○ **22E-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.*

### ○ **21E-2 - 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.*

#### *Movement to/from Track 1*

- *When leaving the car barn on track 1 slowly proceed through the first frog to ensure that the trolley wheel goes through the frog successfully.*
- *When putting the car away the trolley wheel will follow the track 2 wire when going through the frog. To correct for this, the Foreman must STOP the car allowing the Conductor to MOVE THE TROLLEY WHEEL TO THE TRACK 1 wire. The crew should continue to monitor the car as it slowly moves toward the car barn.*

#### *Movement to/from Track 2.*

- *It is necessary when leaving the car barn on track 2 to STOP right before the Trolley wheel goes through the first frog (2 - 3') AND MOVE THE WHEEL TO THE TRACK 3 wire. Then slowly proceed forward and the wheel should go through the frog OK. IF this is not done the wheel WILL DEWIRE.*
- *When putting the car away the wheel will follow the track 3 wire when going through the same frog. STOP AND MOVE WHEEL TO TRACK 2 wire.*

## **MECHANICAL UPDATE – DICK ZAWACKI**

### CHSL STREETCAR STATUS

Both streetcars that will be operating at CHSL this season (TCRT 1300 and TCRT 322) are completing their annual operational maintenance checks (greasing bearings, checking and topping up oil levels, checking brake shoe wear, cleaning controller contacts, verifying proper electrical operation, etc.). Each car received a thorough cleaning to remove last season's dirt and prepare it for this season. They will both be ready to support training and revenue operations beginning in early April. In addition, some specific work was done on each car to help prepare it for the upcoming season.

#### TCRT No. 1300

Several seats that had worn or damaged caning were removed and the seats were repaired or replaced as needed.

#### TCRT No. 322 (PCC)

Last year we sent the car's front bumper out to an independent shop for repair and straightening. It is a one-man shop and, unfortunately, in the later part of 2021 he developed a severe case of COVID. This set his work back on 322's bumper by a number of months. The work was recently started on the bumper and we expect to have it ready to install at some time in early summer.

#### TCRT No. 1239

Work continues on the project to backdate the look of the car to the 1920's era including remaking the trucks to replicate the two Baldwin #5 trucks that originally on the car. Most of the fabrication work on the new truck components is complete. The CHSL shop crew is machining the mounting surfaces on the equalizers. All springs for the project have been received from our suppliers. We plan to reuse the axles and journal boxes from the current trucks. Two refurbished motors are at CHSL, ready to be installed in the new trucks. The third motor is nearly complete, and the fourth motor is currently in the process of having its armature rewound. These motors will be used on the rear truck. We rented a shop truck from the Illinois Rail Museum and installed it in place of the front truck on the car. This will allow us to move the car as needed during the project to accommodate our operational schedule. Major phases of upcoming work will be to fabricate new gears for both trucks, turn the wheels to the correct streetcar profile, press the wheels back on the axels, reassemble the truck, and reinstall the completed truck under the car. Once the front truck is complete, the CHSL crew will repeat the process for the rear truck. This project should go faster because the crew has fabricated all the new parts for both trucks. Thus, the project for the second truck will be to remove it from the car, disassemble it, salvage any parts needed for the new truck, machine the wheels to the correct profile, assemble the new truck, and install it under the car.

### ESL STREETCAR STATUS

Both streetcars that will be operating at ESL this season (DSR 265 and DSR 78) are completing their annual operational maintenance checks (greasing bearings, checking and topping up oil levels, checking brake shoe wear, cleaning controller contacts, verifying proper electrical operation, etc.). In addition, some specific work, each car received a thorough cleaning to remove last season's dirt and prepare it for this season. They will both be ready to support training and revenue operations beginning in early April.

#### DSR No. 78

The mounting hardware has been improved and strengthened on both controllers in the car. Additional work to insulate connections and related work was recently completed. Operational testing will begin soon. The car will be ready for revenue service in April. The crew will examine the second controller in the car and correct any major problems. The roof will be repainted before the start of the operating season.

#### DSR No. 265

A new rear door operating lever has been installed in the car that reduces wear on the entire mechanism. A new ammeter will be installed in the car.

#### MVPS (Winona) No. 10

After several unsuccessful attempts to rebuild one of the motors from the car, we agreed with our first contractor to send the motor to a different shop (Swiger Coil in Cleveland, OH) for rebuilding. The first set of sample motor armature coils have been wound and are being evaluated at the new shop. They are also evaluating the motor frame and commutator to plan what rework needs to be done to those components. The new rebuilder is on schedule to have the motor finished by late June or early July. If all goes according to plan, the car should be ready for evaluation in the fall of this year. It will not be ready for revenue operations until the 2023 operating season.

#### MESABA 10

The ESL shop crew removed one of the trucks that we acquired from a museum in Ohio from under the car and is in the process of cleaning it, adding new lubricants, and testing the motor to be sure it works. They also straightened some frame components in preparation to install it under the car so that we can move the car onto Track #2 as a part of upgrading our display at ESL. Once this is done the second truck will be similarly cleaned and refurbished to mount under the car. The second truck, however, was initially put on the ESL tracks facing the wrong direction, so it will have to be removed from the tracks and rotated 180 degrees before it is finally positioned under the car. Thankfully, we have a commitment from CenterPoint Energy to us help do this when they upgrade some of their distribution lines that are located near the ESL carbarn this spring. At this time, the long term plan is to start to restore sections of the car as a part of creating a display to show how restoration of a streetcar progresses.

## 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](mailto: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.

## 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.