

# ESL CARBARN STORE POS

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## 1. CARBARN STORE QUICK REFERENCE GUIDE

### **DEBIT/CREDIT CARD ONLY**

#### **START A SALE (page 4)**

1. Touch anywhere on the SCREEN to activate
2. If checkout screen is not displayed, select “Home” from the list on the left of screen.
3. Scan the barcode on the item or from the “Cheat Sheet”. The list of purchased items and the total (with tax included) appears on the right.
  - a. The scanner can be used swiping the barcode horizontally in front of the scanner face as it sits in the stand or removed from stand by pushing the button by hand.
4. Touch the blue “Charge”, lower right to tender the sale or
5. Touch the “Current Sale”, upper right, to see the “clear sale option” and start over.

#### **DEBIT/CREDIT CARD and TAP OPTIONS TENDER (page 9)**

1. Most tender options will be chip/tap cards or phone pay (tap). A few are still swipe cards. The Customer Facing Card Reader accepts all card and phone options.
2. Swipe, tap (card or phone) or insert the card and follow the screens to complete the transaction.
3. The Customer Facing Card Reader will always ask the customer if they want a receipt. Most times they will not, and they can press “no receipt” or you can press “New Sale” on the register, and it will clear the Customer Facing Card Reader.
4. If they want a receipt, they will touch the text or email option and key in their information.
5. Touch “New Sale”, upper left, for next transaction.

#### **REFUND/VOID A TENDERED SALE (page 19)**

1. Touch the “V” on the top-middle black border and select “Transactions” on the display.
2. Using the same tender option as the purchase (card/phone) have the customer insert card, tap, or swipe on the Customer Facing Card Reader. The sale to be voided will appear on the right.
3. Touch “issue refund” and follow the instructions on the screens until the “refund complete” screen is displayed. Touch done and then touch the “V” on the top-middle black border. Select “Checkout” from the screen display to get to the main menu for next transaction.

**FOR HELP AT ANY TIME CALL KAREN KERTZMAN AT 612-387-6069**

## 2. HARDWARE

### Carbarn Store Components:

#### 1. Square Register – Powered on at all times



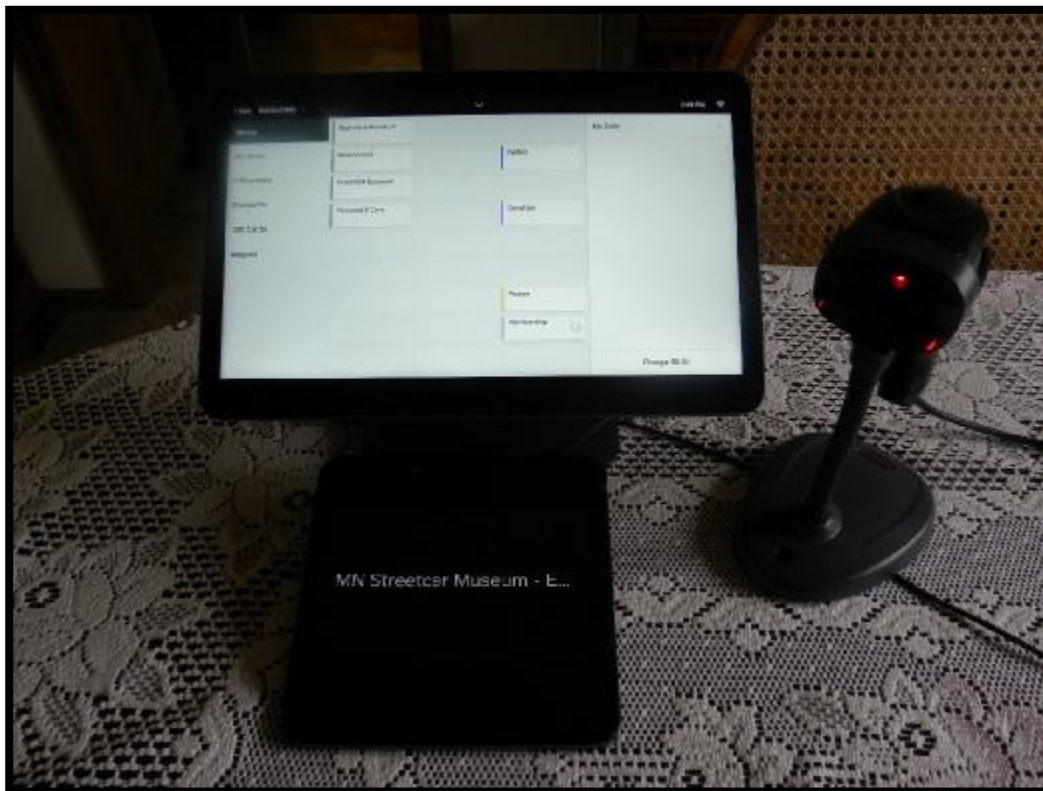
2. Customer Facing Card Reader

3. Scanner

1. **Square Register:** Credit card and phone pay transactions will be processed through the “Square” POS application on the Square Register
2. **Customer Facing Card Reader:** The card reader will be set on the back side of the screen (facing the customer) and will process swipe, tap and chip cards as well as phone pay options. The Reader displays the sales information and allows the customer to complete the transaction.
3. **Scanner:** Scans barcodes on merchandise or on cheat sheet barcode list. Can be used in the stand or removed for hand scanning.

### 3. Processing Sales:

The register is always plugged in and active. Touch the black screen to wake it up. If necessary, touch “Home” on the left list to get to checkout screen.



#### Home Screen

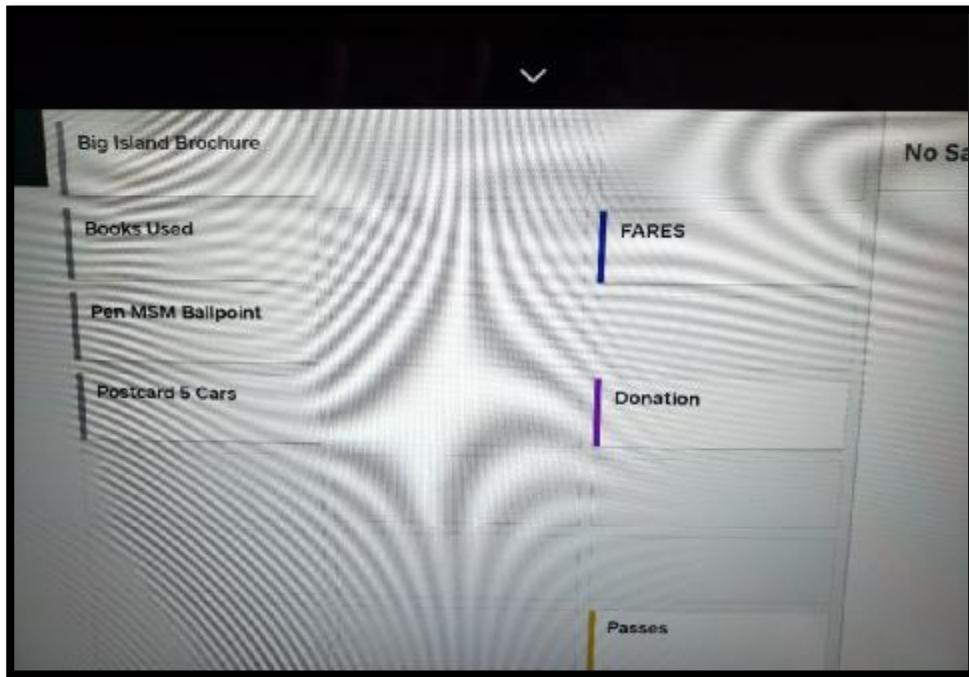
- All sales will be scanned using the barcode on the item or from the “Barcode Cheat Sheet” located near the register
- If a barcode cannot be found (look on similar item) select “All Items” from the options on the left
- Labeled buttons found on the home screen can be used to add specific items
- Cash Donations should be placed in the Donation Box and not rung up in POS
- Credit Card donations can be accepted using the Donation button on the home page, amount entered on the manual entry screen and tendered the same as a merchandise sale

## Scanning:

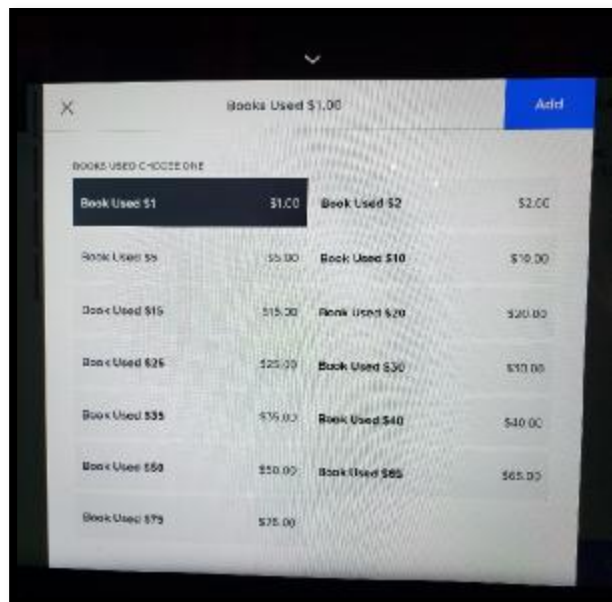


- The scanner can be used in or out of the stand
  - In stand – swipe the barcode either from the bottom to the top or the top to the bottom in front of the scan head (red lights)
  - Manually – remove scanner from stand, aim the scan head at the barcode and press the button (trigger)
  - The scanned item will be added to the sales screen. Sometimes the item will need to be scanned more than once before it is read. Barcodes can be finicky.
  - If merchandise is missing a barcode scan the code from a similar item selling the one without the barcode.

## Register Buttons:

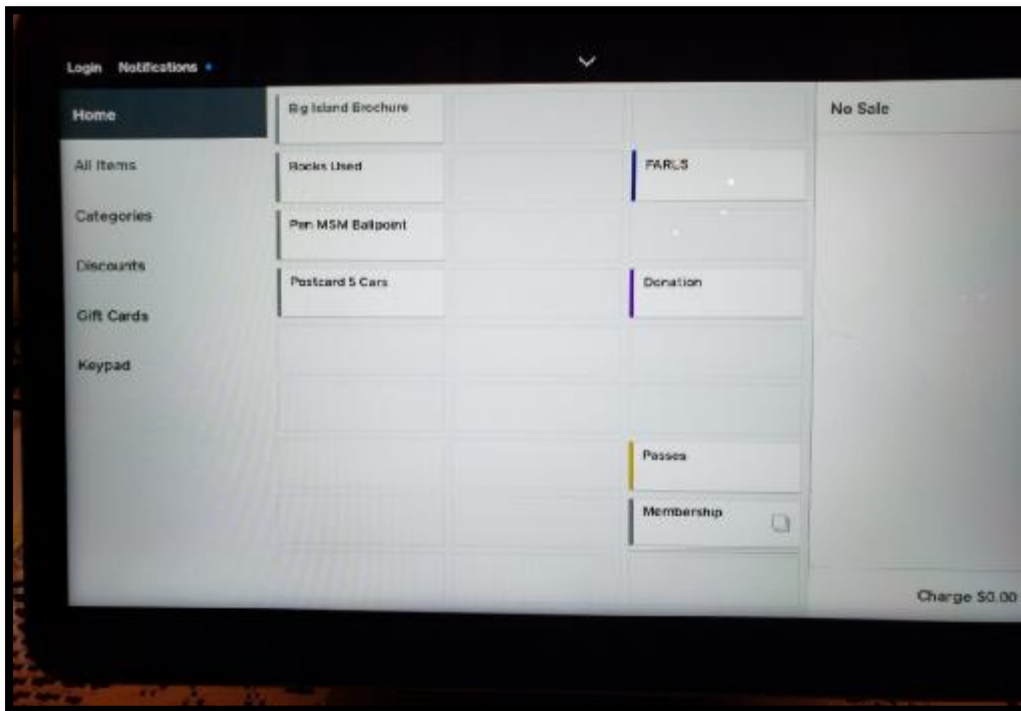


- The home screen has buttons and will look something like this. Buttons may change as new items or events are added.
- A button, such as “Pen MSM Ballpoint” will add one item and price to the sale. A button such as “Books Used” will display a second screen with multiple used books options.

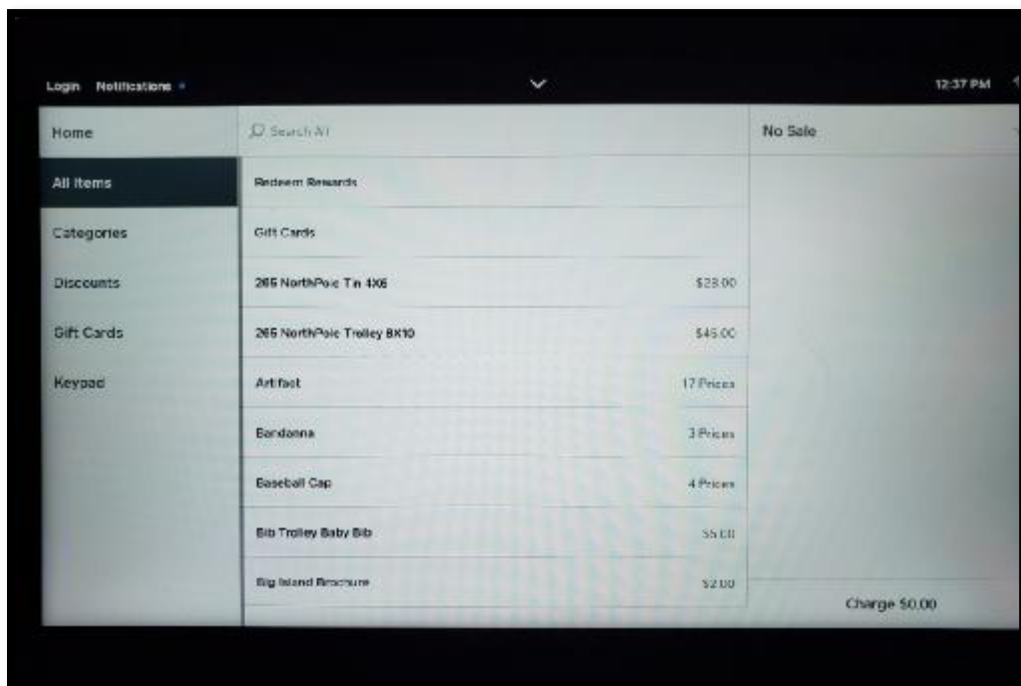


- Touch the used book option for the price of the book to add to the sale. Touch the blue add button, upper right, to add it to the sale. Add or scan any additional items.

**Add manually from the Items List: Only if a similar item with a barcode cannot be found**

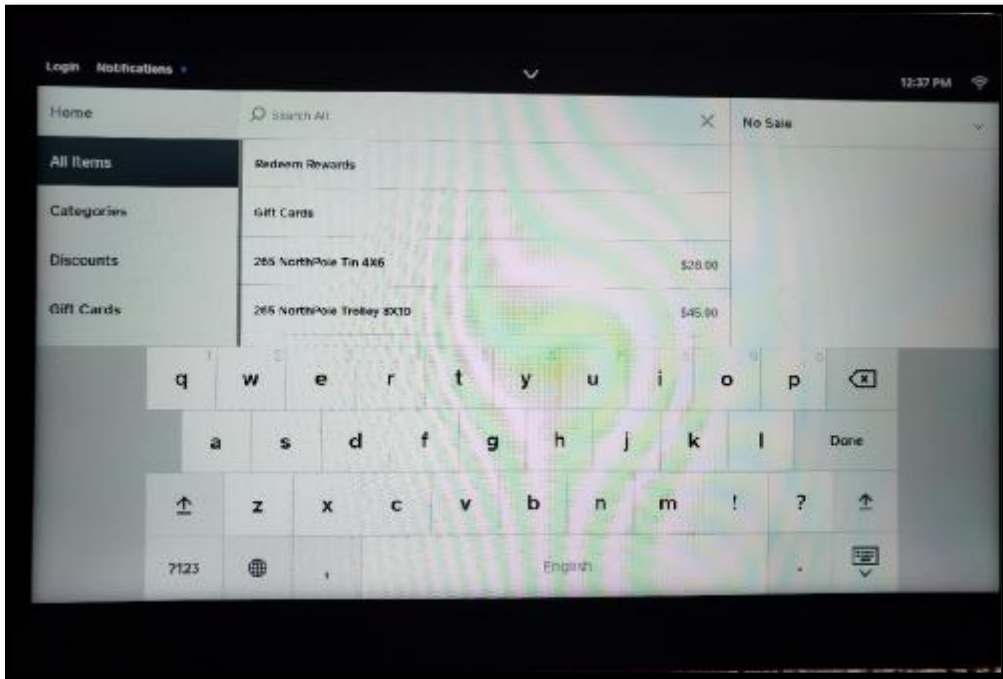


- Touch “All Items” on the left of the screen to display the items list

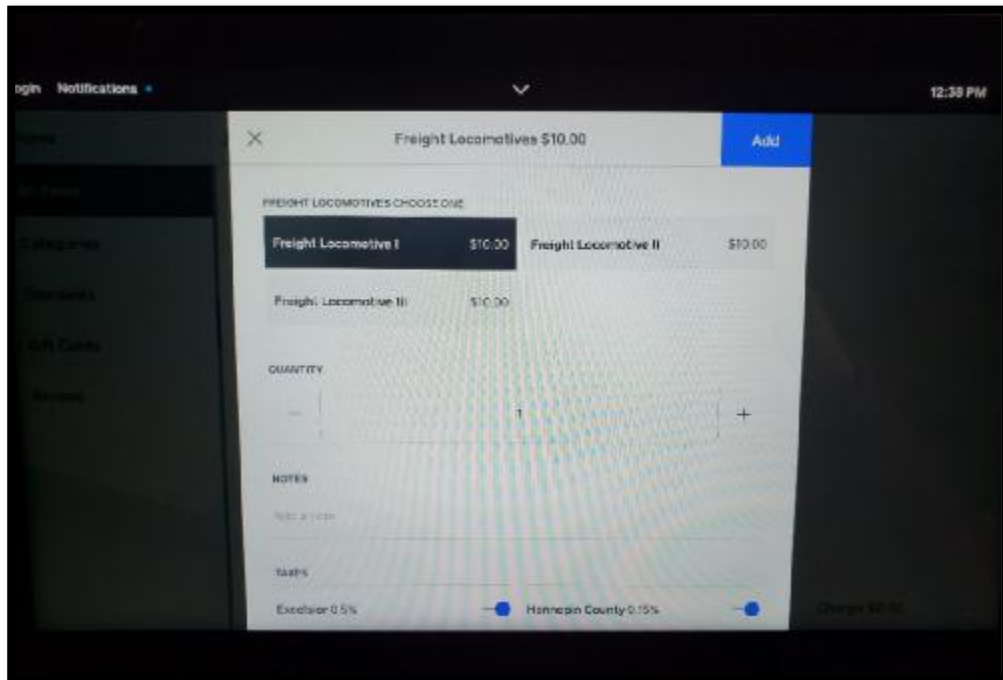


- The list of all items will be displayed in alphabetical order. Scroll through the list to find item. The trick is to know what description the item is under. Touching “Categories” on the left of the display lists items by category that may help to select the correct item. It’s not easy to use these screens.
- Select item to add to the sale.

## Enter Search Criteria from “All Items” Screen:



Touch the “Search” button at the top of the “All Items” screen to display keyboard for entry. Key in search item, in this case Freight Locomotive.

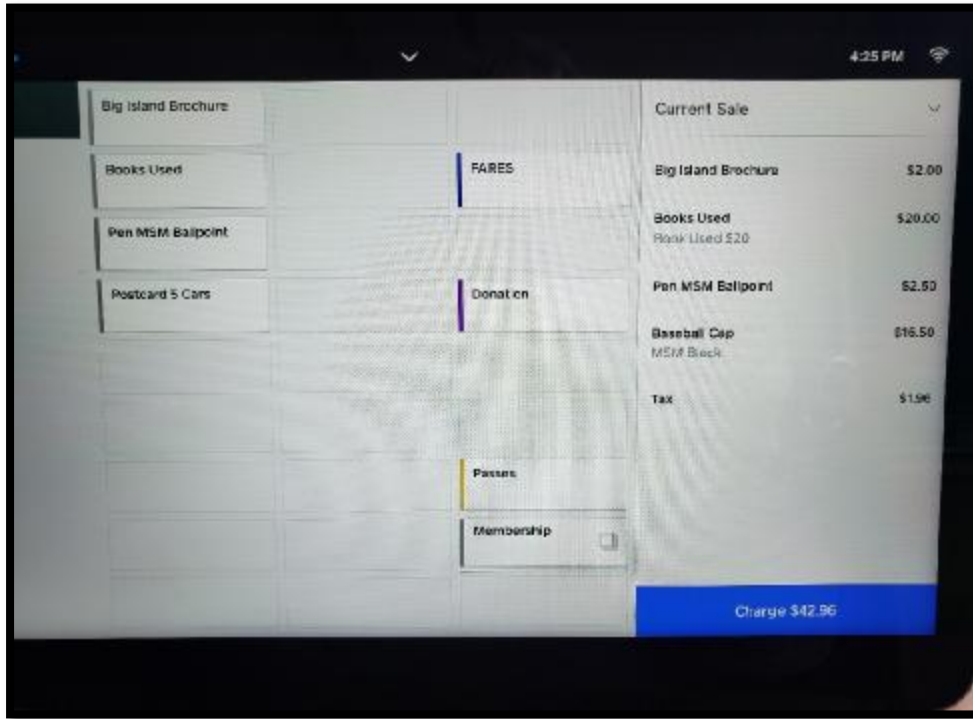


Freight Locomotive item will be displayed along with pricing details. Touch the blue “Add” button in the upper right corner to add it to the sale.

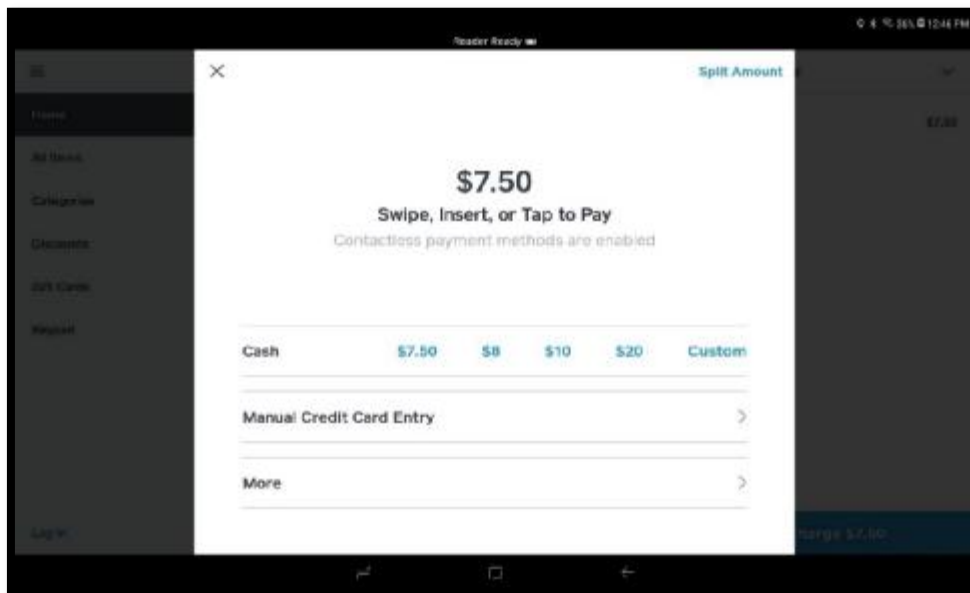


## 4. TENDERING SALES

When all items are entered touch the blue **Charge** button on the lower right corner.



The following screen will be displayed with the "Tender" options.

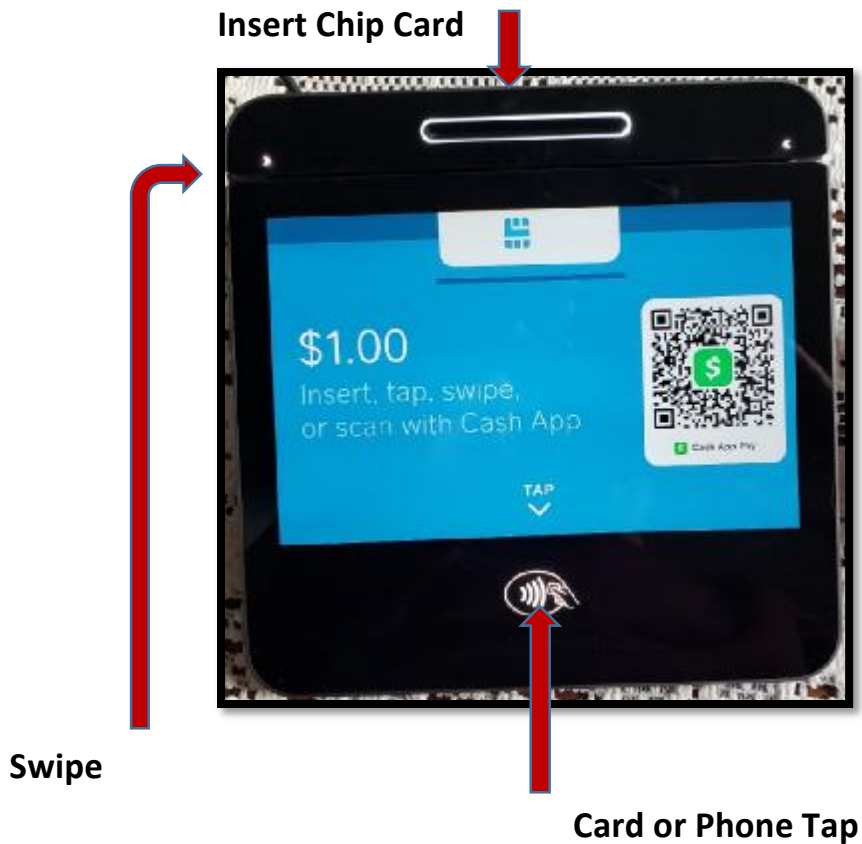


**At the store CREDIT is the only accepted tender type.**

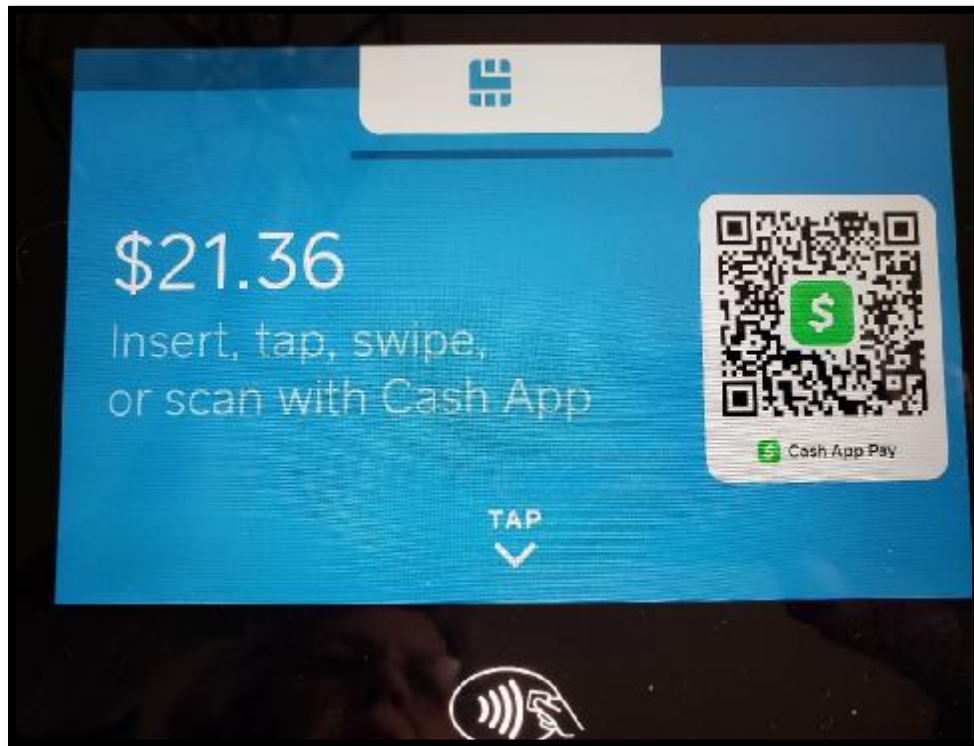
**Credit Card transaction**

- Credit Card options; swipe, chip card, tap card or phone pay.
- The customer's card type will determine which credit card option is used.
- Phone pay is a tap option.
- Pay options will display on the customer facing card reader.
- Tell the customer to swipe, insert, or tap their card in the customer facing card reader.

**Customer Facing Card Reader:**

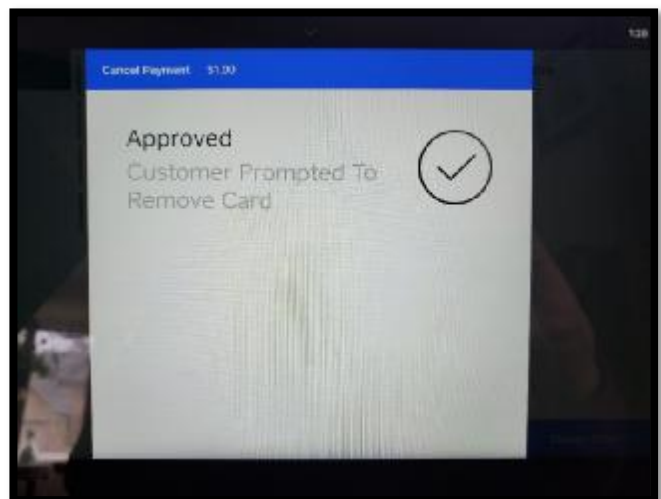
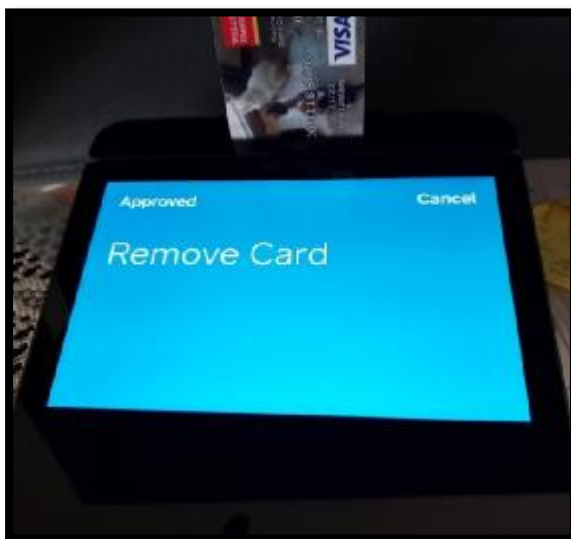


### Customer Display at time of sale:



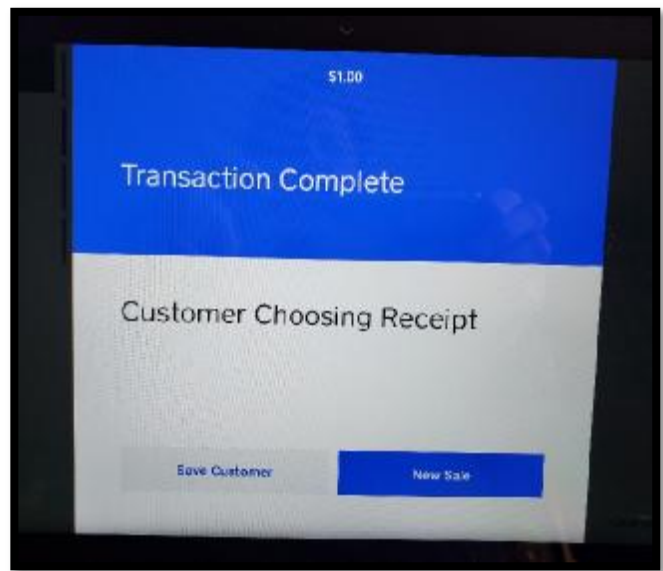
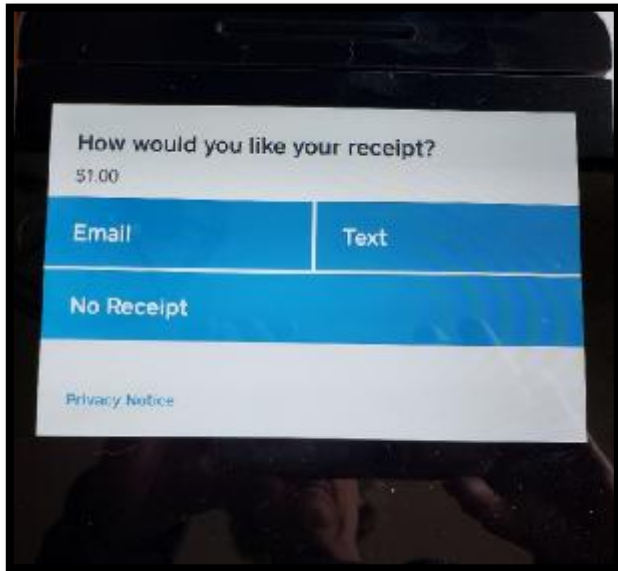
Customer swipes, inserts or taps credit card or taps phone to complete sale

- If the chip card used by the customer is approved the customer facing reader will display the message on the left, the Register will display the message on the right.



## Receipt Screen:

Following the “remove card” display (above) or after using swipe or tap options the customer will be prompted for a receipt. The screen on the left is customer facing, the screen on the right is on the register.



- Customer can add text or email information if they want a receipt or touch “no receipt”
- From the register touch “New Sale” on the bottom left to clear Customer Facing Card Reader screen and go on to the next sale.

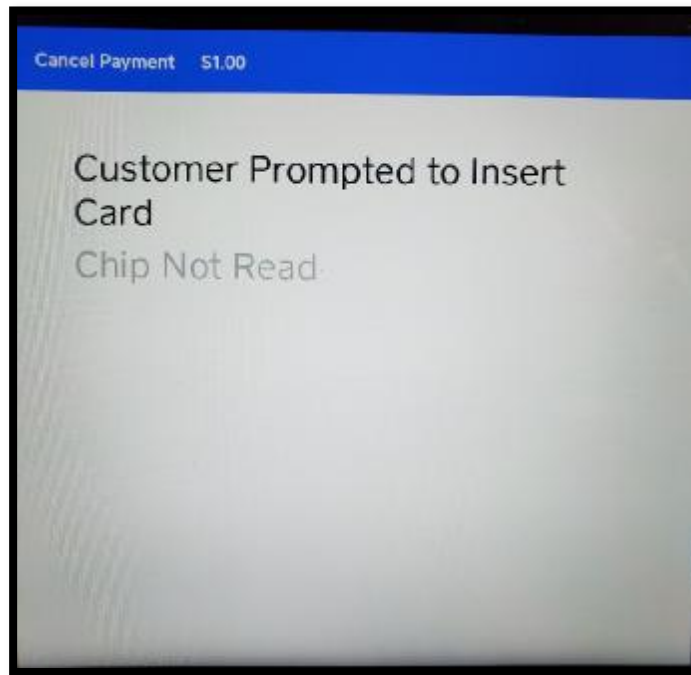
## Rejected Card

If a card is rejected a message will display on the Register screen.

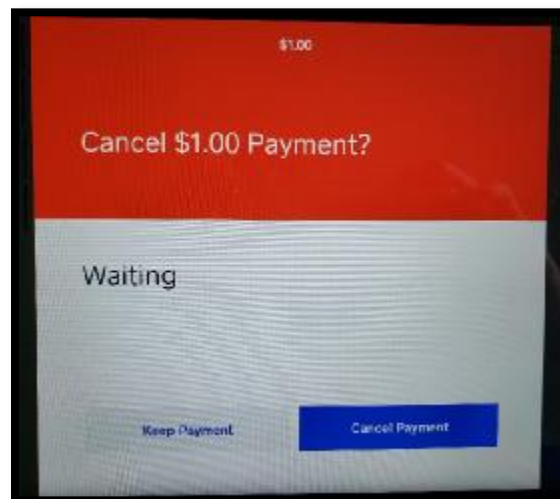
- Ask customer to re-tap, re-insert, or re-tap card or phone
- If rejected again ask them to use a different card or
- terminate the transaction

**Terminate Transaction:**

A message, similar to the one below, will appear on the Register Display if the transaction cannot be completed. The Cancel Payment option is at the top.

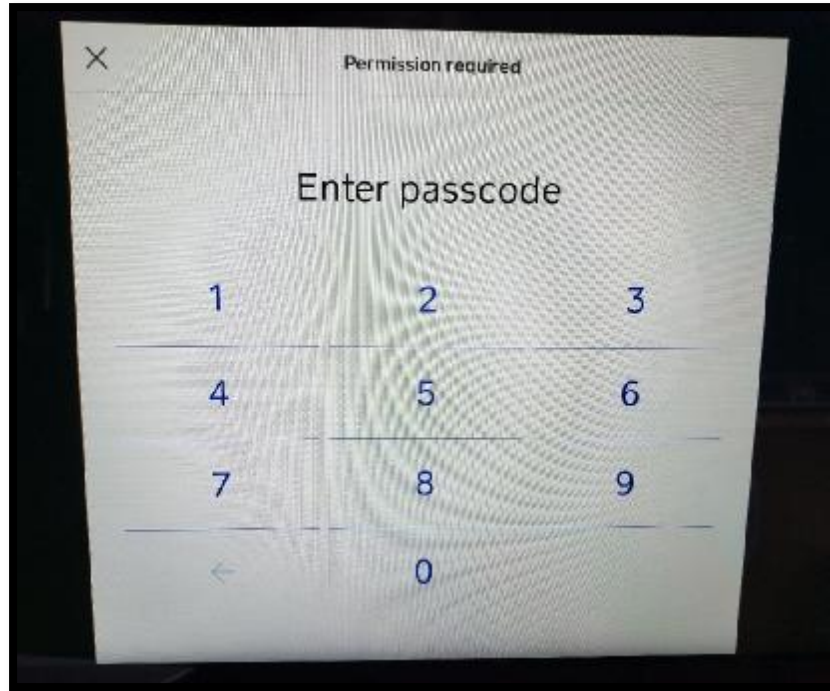


Touch "Cancel Payment" in the upper left of the blue bar at top of screen to start the process

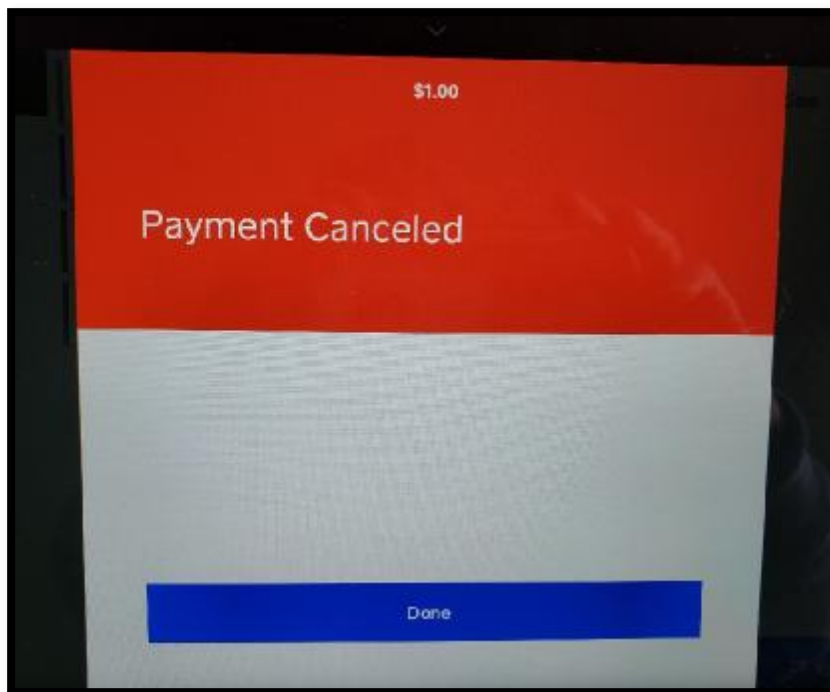


Touch "cancel Payment" in the blue box

The following screen will be displayed:



Key in the code 4321 to get to next screen

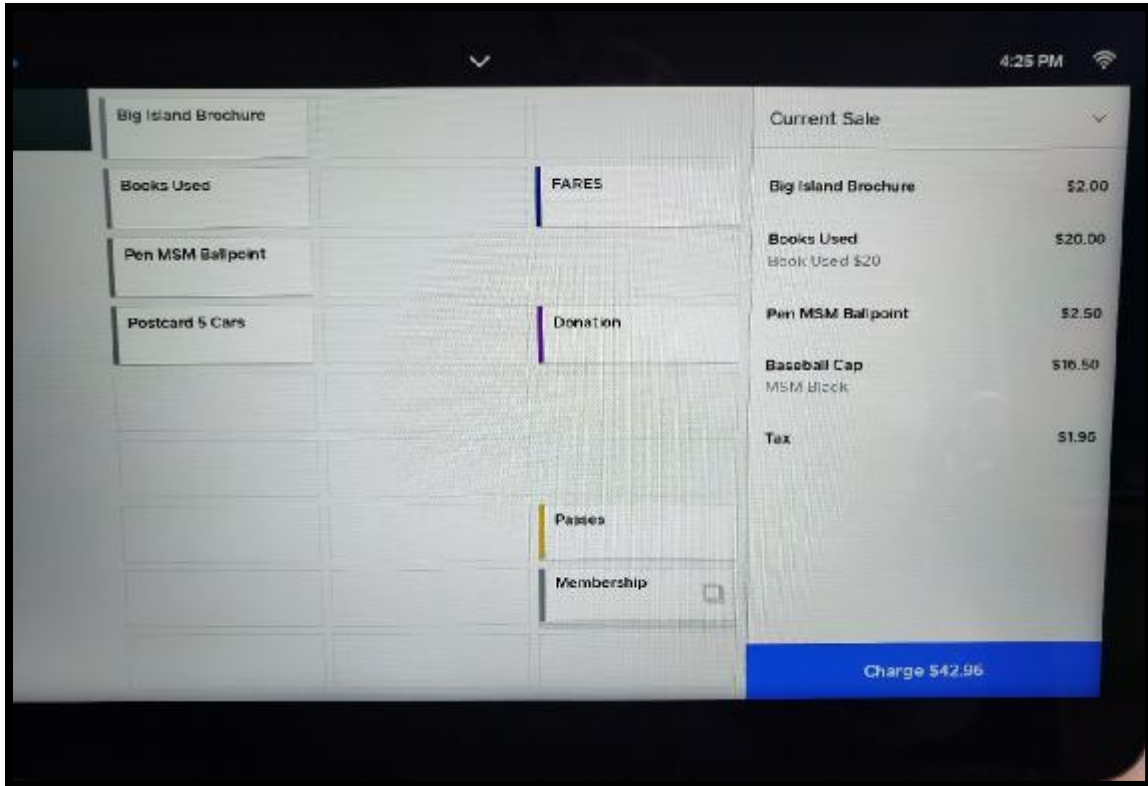


Payment cancelled; touch "Done" to continue

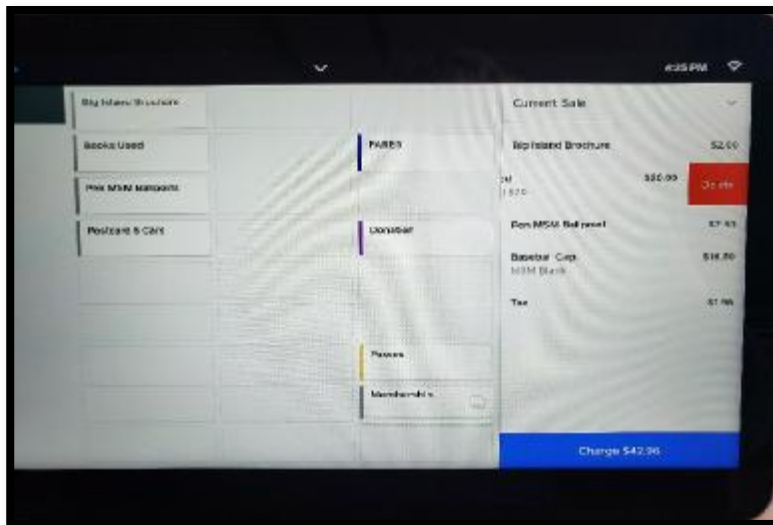
## 5. Correcting a sale before tendered:

There are two options for deleting or correcting an item **BEFORE** the sale is tendered. The first is to delete the line item you want to remove or change. The second is to clear the whole transaction and start over.

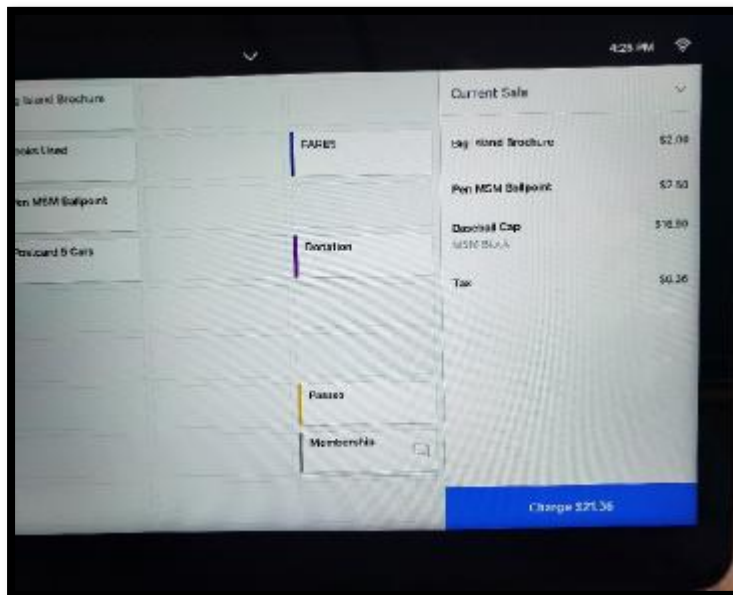
### *Delete line item*



The blue **Charge** field displays a total sale of \$42.96. The customer decides not to buy the "Books Used" item for \$20.00. Lightly touch and swipe **left** the "Books Used" item of \$20.00. A **Delete** option will appear as shown on the next page.



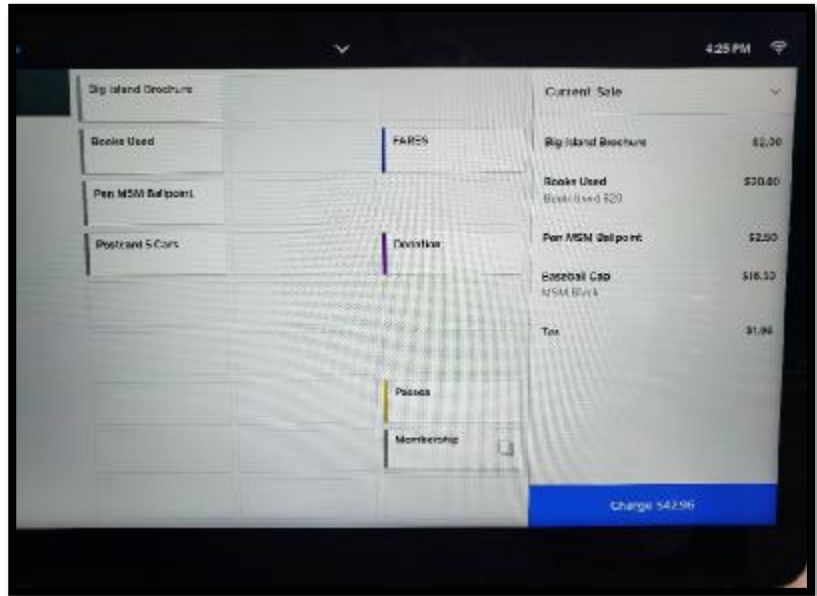
Touch the “Delete” button to remove the line item



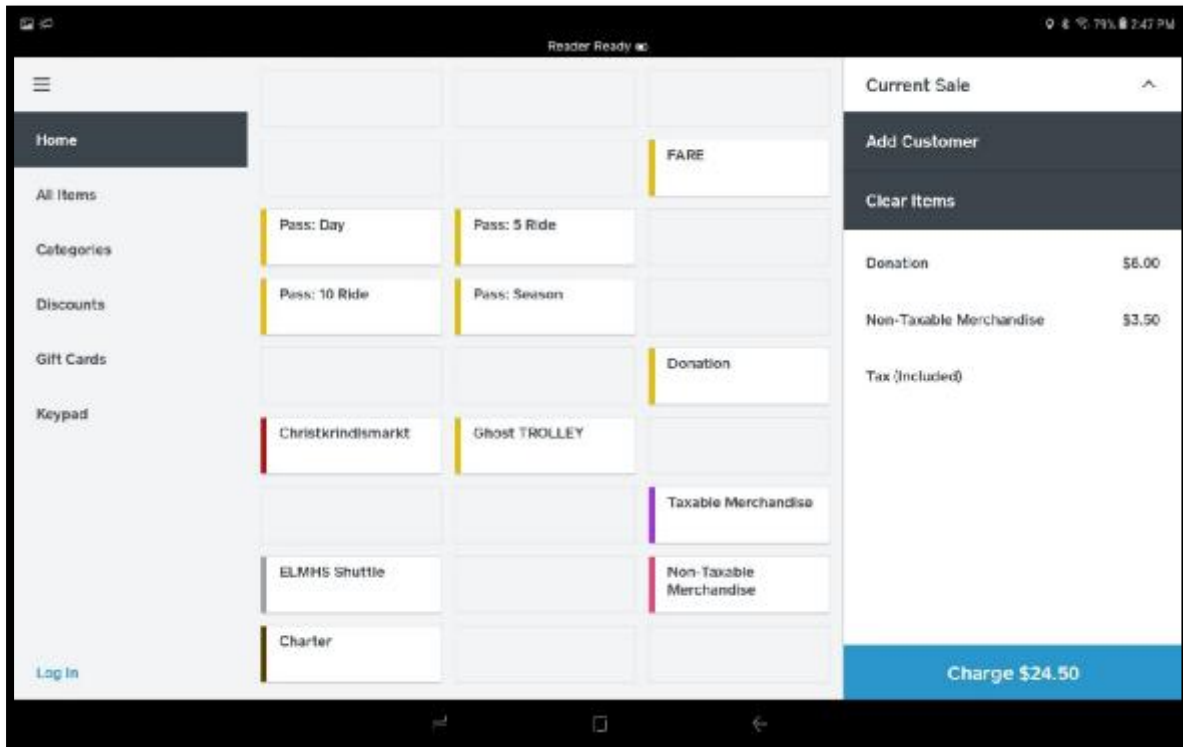
The \$20.00 “Books Used” item has been deleted. The “Charge” field total is now at \$21.36. Touch blue Charge button to finish the sale.



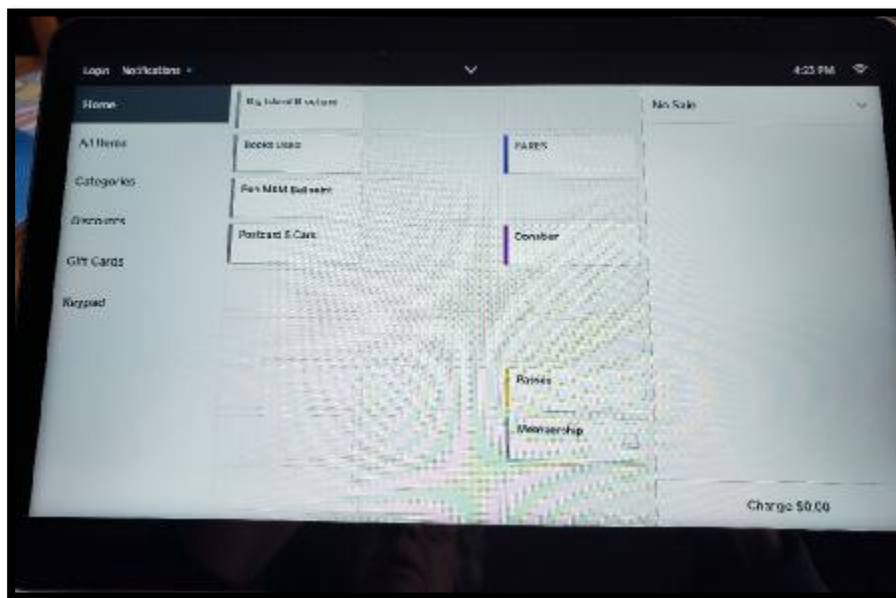
**Clear Total Sale**



Touch "Current Sale" to get the list of options.



Touch "Clear Items" from the dropdown upper right.



All items are removed from the “current sale” list. Re-enter the correct items to complete the sale.

## 6. REFUNDS After Tendering

To correct a transaction after it has been tendered **all items** in the transaction must be refunded. Due to tax and reporting requirements, we cannot refund a partial transaction.

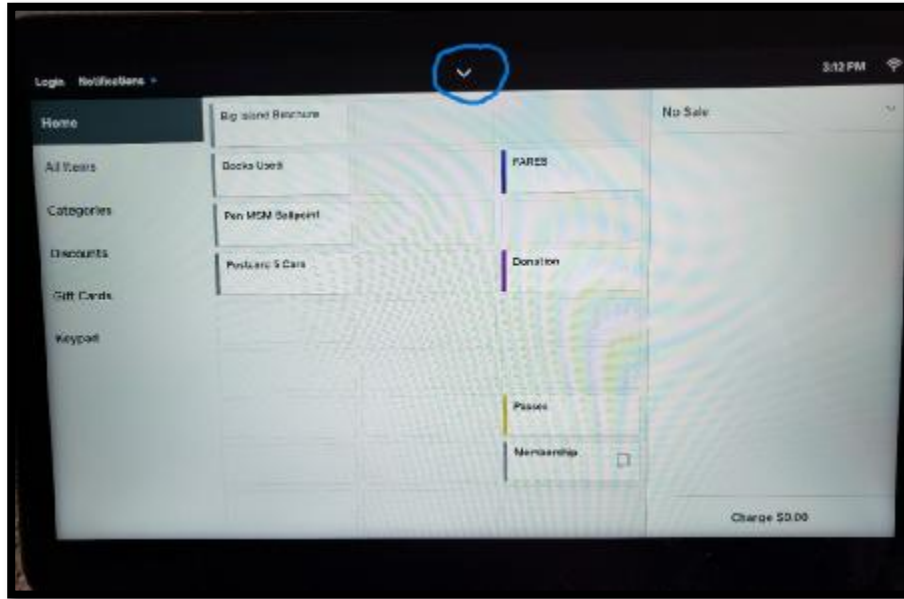
If you are not comfortable doing a full refund check to see if another crew member has more experience with refunds or call Karen Kertzman (612 387 6069).

Because we do not issue paper receipts cash refunds can only be made the day of purchase. A few reasons for a refund could be:

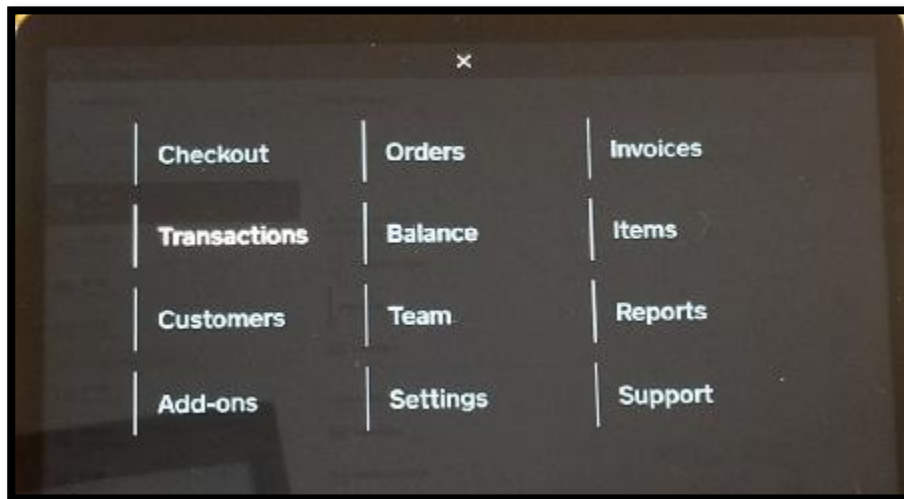
- Ride was canceled after tickets were sold due to a change in weather or mechanical problems
- Customer decided not to wait until the car returns (child problems)
- Customer bought tickets for more people than they intended too
- Customer decided they didn't want the merchandise they purchased
- Customer purchased defective merchandise

## **Refunds**

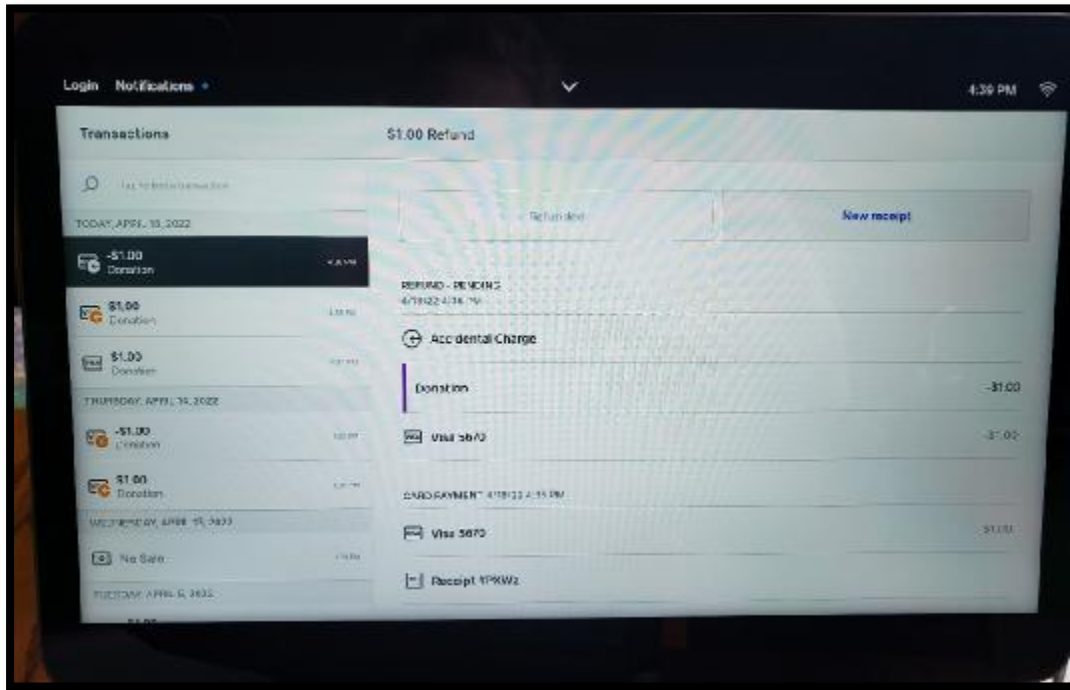
In the top middle of the black border of the Home Screen touch the **V** to get to the options screen.



The options screen will be displayed

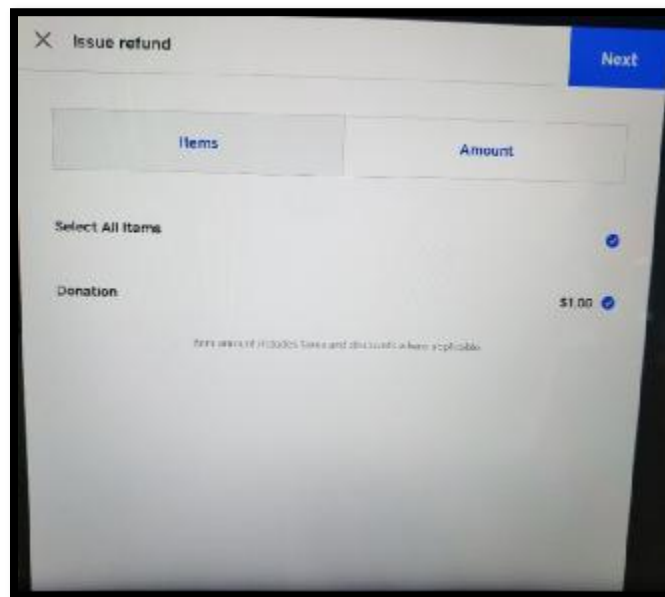


Touch the "Transaction" option to view all the sales for the day and to select the correct transaction. The following screen will be displayed.

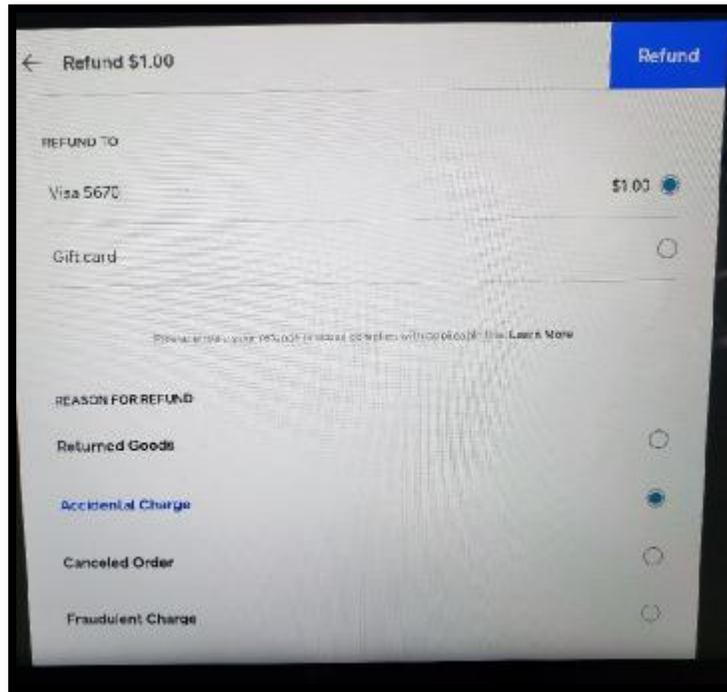


Select the transaction:

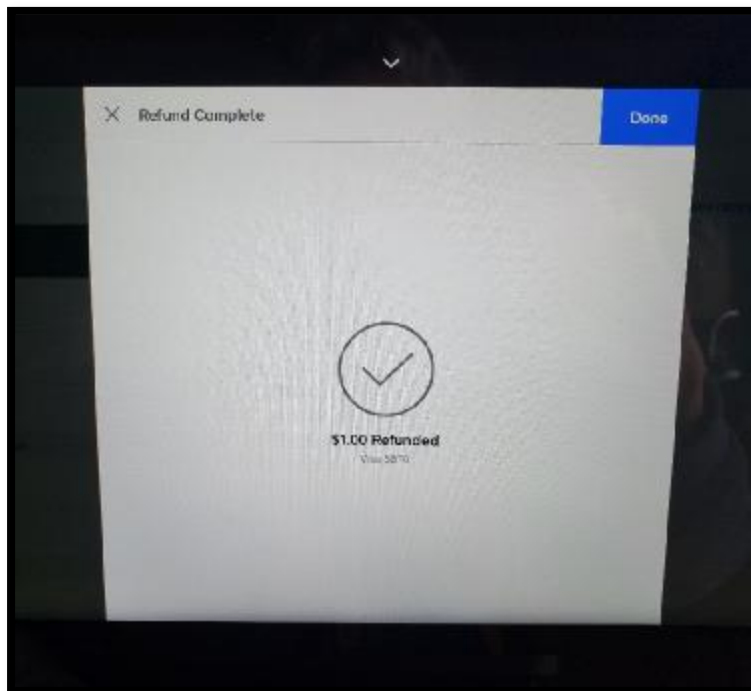
- Ask the customer to swipe, insert or tap the card/phone used in the transaction or
- Scroll down on the left transaction list and touch the line item to be deleted
- The transaction will appear at the top of the list on the right
- Touch "Issue Refund". The following will be displayed:



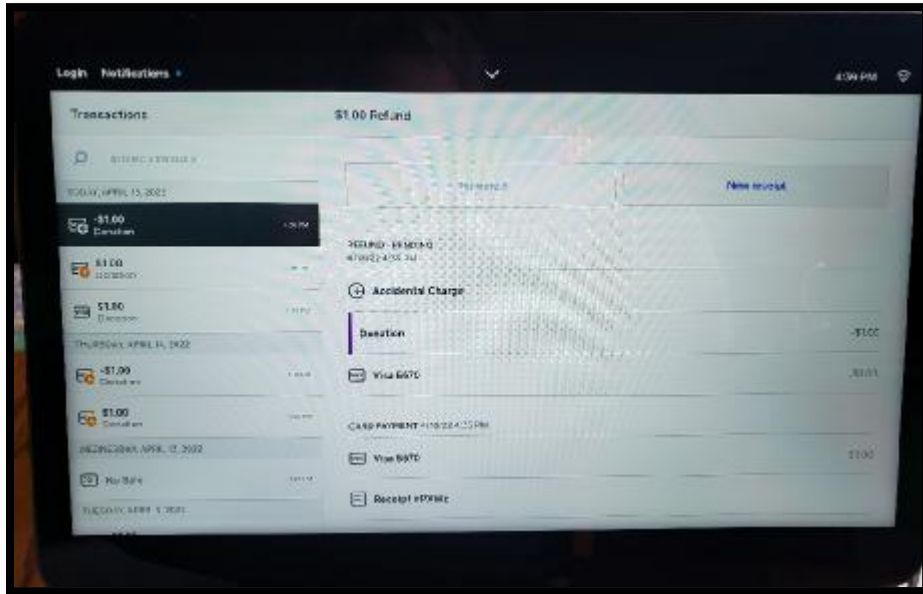
Always select "Select All Items"; touch "Next" for next refund screen



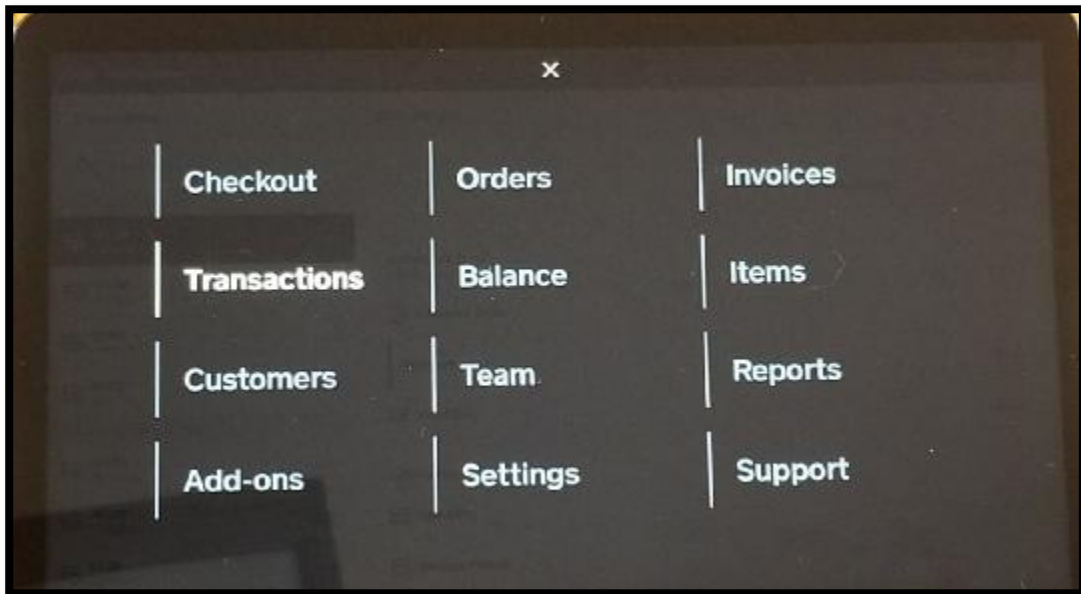
Select a reason for the refund, “Accidental Charge” in this example to get to the next screen



Refund complete, Touch “Done”



In the top middle of the black border of the “Transaction” screen touch the **V** to get to the options screen



Touch “Checkout” to start next sale

## 7. FOREMEN INSTRUCTIONS

### Beginning of Day

- Uncover POS Register in Karen's Corner
- Retrieve ticket booth POS hardware components from the charging station next to the black cabinet. "A" below, shows the components at the charging station.
  1. Tablet
  2. Hotspot
  3. Card Reader
- Place the red tablet, ticket booth hotspot and card reader in their noted places ***in the black case with the ticket booth cash.***
- Place the black ticket booth cash case on the trolley.
- Upon arrival at the ticket booth power up the red tablet, the hotspot and the card reader.
- Velcro the card reader to the Velcro strip on the top of the Donation Box, Velcro the hotspot to the Velcro strip on the back of the Donation Box



A. The 3 components will be plugged into one unit for charging. Each component and its corresponding cable is labeled with a matching number. Remove cable connection at the component, leave cables plugged into the charging station.



## 7. FOREMEN INSTRUCTIONS (cont.)

### End of Day

- At the ticket booth count the money in the Donation Box. On the red tablet touch the “Donation” item and input the amount of cash from the Donation Box. Place the donations cash with the ticket sales money.
- Remove the card reader and hotspot, on Velcro strips, from the Donation Box at the ticket booth (Donation Box remains at the ticket booth).
- Power off the tablet, hotspot and card reader.
- Return **all three** to the black bag with the ticket booth money red pouch.
- Place on the trolley to return to the carbarn.
- In the carbarn leave the money in the store Donation Box. It will be accounted for at time of cash deposit.
- Place the 3 ticket booth components back on their correct charger. Match the number on the cable to the number on each device (*see “A below”*).
- Count the cash from the ticket booth returning \$100 to the red cash pouch. As close to \$50 in ones and \$50 in fives as possible.
- The remaining cash is the “Fares” sales for the day. Write the “**Fares**” total on daily run sheet.
- Put the cash and the daily run sheet into the pouch for the day (labeled Tuesday, Saturday or Sunday) in the black cabinet.
- Cover the POS store register with the grey box (see B below)



**A.** Ticket Booth Components  
Match the 1's, 2's and 3's as shown



**B.** Store POS Register Cover



# MINNESOTA STREETCAR MUSEUM

## TRANSPORTATION DEPARTMENT

### Excelsior Streetcar Line



### Foreman's Checklist

#### May 1, 2022

VALID FOR ALL ESL REGULARLY SCHEDULED OPERATIONS. THESE PROCEDURES MAY BE MODIFIED FOR SPECIAL OR EXTRA STREETCAR OPERATIONS. CONTACT SUPERINTENDENT OR ASSISTANT SUPERINTENDENT WITH ISSUES OR QUESTIONS.

### GENERAL REQUIREMENTS

A Foreman's responsibility extends beyond opening the car barn, getting the car and ticket booth ready, and when to move the streetcar. A Foreman is also responsible for the following:

- **Safety.** The Foreman is responsible to ensure safety of our guests, our members, and our equipment. In addition to a safety briefing reviewing any Operations Bulletins in effect, the Foreman is required to operate the streetcar on the first run of the shift to check for issues impacting the track and overhead and the streetcar itself. Any safety issues that cannot be immediately resolved should be reported to the ESL Superintendent or Assistant ESL Superintendent (names and phone numbers on ESL crew roster in car barn and in the book on the car).
- **Crew Management.** The Foreman is responsible for the actions of the crew. The Foreman must enforce Museum rules and procedures and, when appropriate, provide coaching to crew members as a reinforcement of Museum rules and procedures. It is also important to make volunteering at the Museum enjoyable for our operators. Ensure the crew members know each other and make a special effort to have new volunteers feel welcome.

### ADVANCE PREPARATION

- One or two days in advance of the shift, email all crewmembers to remind them of their shift and that they need to report at least 20 minutes before the start of the shift.
- On day of shift, bring keys and Silent Knight alarm card with ID numbers for car barn security system.
- **Check position of switches to be sure they are properly set to enter Main Line before entering car barn.**

### AT CARBARN (BEFORE OPERATIONS)

- General
  - Check bulletin board for Operations and Safety bulletins, Out of Service Notices and other instructions. Review these with crewmember(s) before beginning the shift to ensure they are fully understood.
  - Open the correct car barn door to the full width of the door opening.
  - Proceed to streetcar.
- Preparing the Car
  - Check streetcar to make sure controller reverser handle is removed and controls are set for forward movement.
  - Close both air reservoir (air tank) drain valves.
  - Place trolley pole on overhead wire.

- Turn on Electrical Power
  - Turn on overhead traction power switches in proper numerical sequence of 1, 2, 3, & 4.
- Preparing to Move the Car
  - Take reverser handle (key) from assigned space adjacent to power switch #4.
  - Get the black bag from the black cabinet in the southeast corner of the warm barn (ticket booth lock combination on front of bag). **Validate there are \$100 in bills (\$50 in fives, \$50 in ones)**
  - Unplug the red tablet, card readers, and hotspot from the charging station in the warm barn.
  - Place the red tablet, card reader and the hotspot in the black bag with the cash.
  - Get radios and perform radio check to ensure all radios are working properly.
  - Place radios and black bag on the streetcar
  - Prepare Trip Sheet for shift. Clearly print all information on trip sheet.
  - Check status of brochures in rack on streetcar. Extra brochures are under the first store counter.
- Moving the Car from the Car Barn
  - Walk through the laminated “Daily Maintenance Inspection Checklist” located on the car. Note any issues on the defect sheet for follow up.
  - When sufficient air pressure has been reached, the air compressor stops running, remove chock from under wheel.
  - Position an Operator in the car yard watching for door clearance and movement of the trolley wheel as it passes through the wire frogs.
  - Check brakes, ring gong, and move streetcar slowly out of carbarn ensuring it is under complete control and prepared to stop short of any obstruction. Shut power off before the trolley wheel passes over the trolley wire insulator, stopping in the yard with trolley wheel beyond insulator.
  - Clean the streetcar as necessary.
  - Close or open windows as necessary. **Note: 2022 all windows will be open at all times**
  - Place the appropriate car loading platform or step box outside of the carbarn door for loading and unloading of passenger for carbarn tours.
  - Close and latch carbarn doors.
- Moving Through Yard
  - Observe position of switch points in yard before proceeding through them.
  - After passing through switch 3 stop at 1st yellow mark on the rails for 78, 2<sup>nd</sup> yellow mark for 265. Set switch for the mainline and lock in place.
  - Switch trolley pole to mainline wire.
  - With the Foreman still in control of the car proceed east to Old Excelsior Boulevard checking overhead wire, track and right-of-way for obstructions or unsafe conditions. Foreman then continues operating west to Water Street. Be sure to rotate the trolley pole to the trailing position on No.78 for the trip to Water Street.

### **AT WATER STREET PLATFORM — BEGINNING OF SHIFT**

- From the ticket booth place one of the Trolley Ride “sandwich boards” on the Water Street sidewalk and the second sandwich board on 3<sup>rd</sup> Street across the parking lot. If available, place 3<sup>rd</sup> sandwich board with ride information on sidewalk in the front corner of the ticket booth.
- Place the appropriate car loading platforms or step boxes at the Water Street platform for loading and unloading of passengers.
- Place orange cone from Ticket Booth on track as a stopping target for step alignment.
- Open ticket booth (lock combination is on the black bag), set up cash box, POS Tablet, Hotspot and card reader following documentation.
- Start the first trip as soon as there are riders.

## AT END OF SHIFT

- Place tablet, card reader, hotspot and cash back in the black bag to transport to car barn.
- Retrieve sandwich boards from Water Street sidewalk, 3<sup>rd</sup> Street sidewalk and in front of ticket booth. Store them in the ticket booth. Close up ticket booth and place lock on door.
- Retrieve the front car loading step boxes used at the Water Street Platform, place in ticket booth.
- Load rear step boxes on the car.
- Proceed east, stopping before the switches.
- Set mainline yard switch for yard tracks and lock in place. Switch trolley pole to yard wire.
- **Position an Operator outside of the car to watch the trolley wheel as it passes through the wire frogs in car yard.**
- **Stop after passing through the 1<sup>st</sup> overhead frog and check trolley pole to make sure it is on the correct wire. 265 always ends up on the wrong wire after going through the 1<sup>st</sup> frog, check again after the 2<sup>nd</sup> frog. On No.78 stop at the 2<sup>nd</sup> frog and rotate the trolley pole to leading position.**
- Stop short of car barn doors.

## AT CARBARN (AFTER OPERATIONS)

- Open car barn doors to the full width of the door opening.
- Sweep out streetcar before entering car barn and perform any other needed cleaning.
- Moving Car into Car Barn
  - No. 78: Before entering car barn ensure trolley pole points toward the car barn
  - No. 265: Foreman backs the streetcar into the car barn from the rear end of the streetcar
- **Perform a running brake test before entering car barn. Turn off power before trolley wheel passes over insulator.**
- Stop at yellow mark on track
- Shutting Down the Car
  - No. 265, **remove key**, set rear air brake handle in lap position, and fold up. Set control transfer lever at the front of No. 265 for forward movement.
  - No. 78, remove key, set **both control transfer valves** for movement out of the car barn.
  - Place chock under streetcar wheel.
  - Place reverser handle (key) in its space next to power switch #4.
  - Turn traction power supply off by throwing switches in proper sequence of **4, 3, 2 & 1.**
  - Open both air reservoir (air tank) drain valves
  - **Remove** trolley wheel from wire and place on wooden runner.
- Final Shift Wrap-up Steps
  - Take \$100.00 (\$50 in fives and \$50 in ones or as close as possible) from ticket booth cash and place in red pouch in the black bag (seed money). Return the black bag to the black cabinet in the warm barn. The rest of the cash is the total fare/donation money for the day.
  - Update the cash fields on the trip sheet and place the form and money in the correct days blue cashier's pouch in the black cabinet in the warm barn.
  - Plug in the tablet, card reader and hotspot at the charging station next to the black cabinet.
  - If streetcar mechanical problems were identified during the pre-operations check or during operations, complete a defect report and place it in the defect report slot in the warm barn.
  - Take in loading platform from outside of rear door of car barn.
  - **Close car barn door and secure it following door 1 or door 2 closing instructions noted on the doors.**
  - Turn off all interior lights in warm and cold barn.
  - Close the door between the warm and cold barn.
  - Arm the security system, close the door and exit to parking lot with the whole crew.



# MINNESOTA STREETCAR MUSEUM

## TRANSPORTATION DEPARTMENT

### Excelsior Streetcar Line



### Foreman's Checklist

#### May 1, 2022

VALID FOR ALL ESL REGULARLY SCHEDULED OPERATIONS. THESE PROCEDURES MAY BE MODIFIED FOR SPECIAL OR EXTRA STREETCAR OPERATIONS. CONTACT SUPERINTENDENT OR ASSISTANT SUPERINTENDENT WITH ISSUES OR QUESTIONS.

### GENERAL REQUIREMENTS

A Foreman's responsibility extends beyond opening the car barn, getting the car and ticket booth ready, and when to move the streetcar. A Foreman is also responsible for the following:

- **Safety.** The Foreman is responsible to ensure safety of our guests, our members, and our equipment. In addition to a safety briefing reviewing any Operations Bulletins in effect, the Foreman is required to operate the streetcar on the first run of the shift to check for issues impacting the track and overhead and the streetcar itself. Any safety issues that cannot be immediately resolved should be reported to the ESL Superintendent or Assistant ESL Superintendent (names and phone numbers on ESL crew roster in car barn and in the book on the car).
- **Crew Management.** The Foreman is responsible for the actions of the crew. The Foreman must enforce Museum rules and procedures and, when appropriate, provide coaching to crew members as a reinforcement of Museum rules and procedures. It is also important to make volunteering at the Museum enjoyable for our operators. Ensure the crew members know each other and make a special effort to have new volunteers feel welcome.

### ADVANCE PREPARATION

- One or two days in advance of the shift, email all crewmembers to remind them of their shift and that they need to report at least 20 minutes before the start of the shift.
- On day of shift, bring keys and Silent Knight alarm card with ID numbers for car barn security system.
- **Check position of switches to be sure they are properly set to enter Main Line before entering car barn.**

### AT CARBARN (BEFORE OPERATIONS)

- General
  - Check bulletin board for Operations and Safety bulletins, Out of Service Notices and other instructions. Review these with crewmember(s) before beginning the shift to ensure they are fully understood.
  - Open the correct car barn door to the full width of the door opening.
  - Proceed to streetcar.
- Preparing the Car
  - Check streetcar to make sure controller reverser handle is removed and controls are set for forward movement.
  - Close both air reservoir (air tank) drain valves.
  - Place trolley pole on overhead wire.

- Turn on Electrical Power
  - Turn on overhead traction power switches in proper numerical sequence of 1, 2, 3, & 4.
- Preparing to Move the Car
  - Take reverser handle (key) from assigned space adjacent to power switch #4.
  - Get the black bag from the black cabinet in the southeast corner of the warm barn (ticket booth lock combination on front of bag). **Validate there are \$100 in bills (\$50 in fives, \$50 in ones)**
  - Unplug the red tablet, card readers, and hotspot from the charging station in the warm barn.
  - Place the red tablet, card reader and the hotspot in the black bag with the cash.
  - Get radios and perform radio check to ensure all radios are working properly.
  - Place radios and black bag on the streetcar
  - Prepare Trip Sheet for shift. Clearly print all information on trip sheet.
  - Check status of brochures in rack on streetcar. Extra brochures are under the first store counter.
- Moving the Car from the Car Barn
  - Walk through the laminated “Daily Maintenance Inspection Checklist” located on the car. Note any issues on the defect sheet for follow up.
  - When sufficient air pressure has been reached, the air compressor stops running, remove chock from under wheel.
  - Position an Operator in the car yard watching for door clearance and movement of the trolley wheel as it passes through the wire frogs.
  - Check brakes, ring gong, and move streetcar slowly out of carbarn ensuring it is under complete control and prepared to stop short of any obstruction. Shut power off before the trolley wheel passes over the trolley wire insulator, stopping in the yard with trolley wheel beyond insulator.
  - Clean the streetcar as necessary.
  - Close or open windows as necessary. **Note: 2022 all windows will be open at all times**
  - Place the appropriate car loading platform or step box outside of the carbarn door for loading and unloading of passenger for carbarn tours.
  - Close and latch carbarn doors.
- Moving Through Yard
  - Observe position of switch points in yard before proceeding through them.
  - After passing through switch 3 stop at 1st yellow mark on the rails for 78, 2<sup>nd</sup> yellow mark for 265. Set switch for the mainline and lock in place.
  - Switch trolley pole to mainline wire.
  - With the Foreman still in control of the car proceed east to Old Excelsior Boulevard checking overhead wire, track and right-of-way for obstructions or unsafe conditions. Foreman then continues operating west to Water Street. Be sure to rotate the trolley pole to the trailing position on No.78 for the trip to Water Street.

### **AT WATER STREET PLATFORM — BEGINNING OF SHIFT**

- From the ticket booth place one of the Trolley Ride “sandwich boards” on the Water Street sidewalk and the second sandwich board on 3<sup>rd</sup> Street across the parking lot. If available, place 3<sup>rd</sup> sandwich board with ride information on sidewalk in the front corner of the ticket booth.
- Place the appropriate car loading platforms or step boxes at the Water Street platform for loading and unloading of passengers.
- Place orange cone from Ticket Booth on track as a stopping target for step alignment.
- Open ticket booth (lock combination is on the black bag), set up cash box, POS Tablet, Hotspot and card reader following documentation.
- Start the first trip as soon as there are riders.

## AT END OF SHIFT

- Place tablet, card reader, hotspot and cash back in the black bag to transport to car barn.
- Retrieve sandwich boards from Water Street sidewalk, 3<sup>rd</sup> Street sidewalk and in front of ticket booth. Store them in the ticket booth. Close up ticket booth and place lock on door.
- Retrieve the front car loading step boxes used at the Water Street Platform, place in ticket booth.
- Load rear step boxes on the car.
- Proceed east, stopping before the switches.
- Set mainline yard switch for yard tracks and lock in place. Switch trolley pole to yard wire.
- **Position an Operator outside of the car to watch the trolley wheel as it passes through the wire frogs in car yard.**
- **Stop after passing through the 1<sup>st</sup> overhead frog and check trolley pole to make sure it is on the correct wire. 265 always ends up on the wrong wire after going through the 1<sup>st</sup> frog, check again after the 2<sup>nd</sup> frog. On No.78 stop at the 2<sup>nd</sup> frog and rotate the trolley pole to leading position.**
- Stop short of car barn doors.

## AT CARBARN (AFTER OPERATIONS)

- Open car barn doors to the full width of the door opening.
- Sweep out streetcar before entering car barn and perform any other needed cleaning.
- Moving Car into Car Barn
  - No. 78: Before entering car barn ensure trolley pole points toward the car barn
  - No. 265: Foreman backs the streetcar into the car barn from the rear end of the streetcar
- **Perform a running brake test before entering car barn. Turn off power before trolley wheel passes over insulator.**
- Stop at yellow mark on track
- Shutting Down the Car
  - No. 265, **remove key**, set rear air brake handle in lap position, and fold up. Set control transfer lever at the front of No. 265 for forward movement.
  - No. 78, remove key, set **both control transfer valves** for movement out of the car barn.
  - Place chock under streetcar wheel.
  - Place reverser handle (key) in its space next to power switch #4.
  - Turn traction power supply off by throwing switches in proper sequence of **4, 3, 2 & 1.**
  - Open both air reservoir (air tank) drain valves
  - **Remove** trolley wheel from wire and place on wooden runner.
- Final Shift Wrap-up Steps
  - Take \$100.00 (\$50 in fives and \$50 in ones or as close as possible) from ticket booth cash and place in red pouch in the black bag (seed money). Return the black bag to the black cabinet in the warm barn. The rest of the cash is the total fare/donation money for the day.
  - Update the cash fields on the trip sheet and place the form and money in the correct days blue cashier's pouch in the black cabinet in the warm barn.
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  - If streetcar mechanical problems were identified during the pre-operations check or during operations, complete a defect report and place it in the defect report slot in the warm barn.
  - Take in loading platform from outside of rear door of car barn.
  - **Close car barn door and secure it following door 1 or door 2 closing instructions noted on the doors.**
  - Turn off all interior lights in warm and cold barn.
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  - Arm the security system, close the door and exit to parking lot with the whole crew.