



Photo Credit: Jeff Terry

# MSM Operations Newsletter

Issue No. 23-1  
March - 2023



## 2023 – WELCOME BACK

The start of the 2023 operating season will begin the last weekend in April, weather permitting. 2023 promises to be an exciting year as we continue with the regular operating scheduled fine-tuned in 2022, introduce some new and returning special events, and hope for another strong year with our charter activities. As we have done in the past all operators will be required to take a quiz, which will be done online. For those operators who had less than 10 hours of operating time in 2022 in addition to the quiz, they will be required to complete a hands-on check ride to ensure their operating skills meet the standard to operate the equipment safely and effectively. We hope to complete the check-rides in April so that all operators are eligible prior to the season start.

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.

- At Como-Harriet the regular schedule will be the same as 2022, with service Wednesday thru Friday evenings, Wednesday and Friday afternoons, and a full weekend schedule.
- At Excelsior service will focus on weekend activities as we will not operate during the week given changes to 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.

## START-UP ACTIVITIES

Late March/ Early April

Recertification quiz distributed. If you have not received the quiz, please contact me ([bruce.gustafson@optum.com](mailto:bruce.gustafson@optum.com)) 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 29

Season begins

Before I get into some of the details to start the 2023 season, I wanted to thank some special members who have volunteered to fill needed roles.

- Jerry Draeger has volunteered to fill the open ESL Grounds Foreman position.
- Jerry Betz has agreed to take on the CHSL Grounds Foreman position.

After many years of leading the special event planning for the Museum, Rod Eaton is transitioning away from the position. While several operating members have volunteered to take on specific events, but we need someone to take on Rod's overall management and coordination of the program. If you are interested in the position please contract me ([bruce.gustafson@optum.com](mailto:bruce.gustafson@optum.com)) or Rod Eaton.

Finally, and most importantly, I would like to welcome back all returning Operating crew 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 2023 season.

### 2023 RECERTIFICATION TRAINING

As we have done over the last several years all operators (see CHSL exception below) have been deactivated 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 training (required at both CHSL and ESL). Efforts will be made to combine training with other required recertifications.
3. All ESL operators will be required to recertify on DSR 78
4. 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 2023 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 2022. **(NOTE: This is by location.)**

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. CHSL operators requiring check rides will be active in ShiftPlanning/ Humanity as a "Helper". In ShiftPlanning Helper shifts will be created in April to allow volunteers to pick their check ride sessions. If the identified dates/times in ShiftPlanning do not work for you, please contact me, Bruce Gustafson directly.

Ahlgren, Warren	Hawver, Chris	Prakaashana, Amrita
Barron, Katie	Lerdahl, Mike	Prakaashana, Carl
Betz, Jerry	Malinoff, Mike	Schwarzkopf, Erik
Copeland, Edward	Mayer, Mike	Sparr, Gary
Eide, Pete	Olson, Kyle	Swenson, Zachary
Goens-Bradley, Mary Ann	Penugonda, Adi	Thompson, John

ESL Operators requiring check rides are listed below. Dates and times for check rides will be coordinated by Karen Kertzman by mid-April. Recertification on DSR no. 78 and POS will be scheduled in April for all operators and foremen with the goal to complete both certifications at the same time.

Beamish, Fred	Geiser, Robert
Bender, Todd	Jerry Draeger
Bill Gardner	Krysinski, Brian
Gardner, Bill	

We will be conducting in person meetings at the respective carbarns for Foremen and Operators in late March/ early April. To supplement the in-person meetings there will be a zoom meeting (date and time TBD) later in April.

#### CHSL Meetings

##### Foremen

- Wednesday (3/29) 6:00p – carbarn

Operators. Meetings should take 30-45 minutes.

- Sunday (4/2) 2:00p - carbarn
- Monday (4/3) 6:00p – carbarn

ESL Meetings will be scheduled for early April, weather permitting.

### 2023 OPERATION REGULAR SCHEDULE

#### CHSL

The full schedule, which is effective between Memorial Day weekend and Labor Day is shown below. A reduced (weekend focused) schedule will apply in May and September/October.

- Wednesday afternoon (1:00-4:00p)
- Wednesday evening (6:30-8:30p)
- Thursday evening (6:30-8:30p)
- Friday afternoon (1:00-4:00p)
- Friday evening ((6:30-8:30p)
- Saturday – two shifts (12:30-8:30p)
- Sunday – two shifts (12:30-8:30p)

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

#### ESL

As with CHSL, the full schedule will be in effect from Memorial Day weekend through Labor Day.

- Saturday – two shifts (10:00a – 4:00p)
- Sunday (12:00-3:00p)

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

#### CHSL

We plan to return to a full schedule of special events this summer at Como-Harriet. We are planning partner with Wild Rumpus Books for our monthly PJ Parties, reintroducing our popular Murder Mystery, and will be adding a new event – 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. We will be continuing “All Aboard” monthly Sunday morning rides for neurodiverse families, friends, and folks.

During regular scheduled operations we will have two days recognizing TCL’s motorettes, a weekend aligned with “Doors Open Minneapolis”, and a shift or two with an American Sign Language interpreter on board.

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 are planning monthly Story Time Trolley's with a special theme for each month. For example, 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.

### **HUMANITY/SHIFT PLANNING UPDATE – JIM VAITKUNAS**

**Humanity/Shift Planning (H/SP) Reworked.** The folks at Humanity have given Humanity/Shift Planning a new and slightly different look. While H/SP functions the same, here are some of the highlights.

- Dashboard remains essentially the same.
- You will still click on the Shifts Available button on the left side of your dashboard screen to sign-up for shifts.
- When you click on the Shift Planning button on the top of your Humanity screen you now get a different screen. The default screen shows all qualified operating personnel. If you want to see who has signed-up for a shift you're interested in, e.g., who the Foreman is, you'll need to click on the Employee View drop down menu and click on List View to see the shift schedule.
- Unfortunately, the List View now shows only one day or one week at a time. You'll have to click on the arrows flanking the Today button right below the top, colored bar to scroll through the weeks. Or you can go to the calendar on the left and click on a Monday to get that week's schedule. The calendar runs from Monday to Sunday.
- The old "legacy" view of ShiftPlanning is on the right of the top colored bar of the dashboard screen. Here, the List View will show the schedule for a day, week or month. However, we don't know how long the legacy view will remain on H/SP.
- Your profile page format is essentially unchanged. Please go to your profile page and review it and update if necessary.

**IMPORTANT NOTE.** Until we tell you otherwise, do not click on the Shift Planning information that's next to the dashboard button on the colored bar on your dashboard screen—it is totally not correct. Please go to the Shift Planning "Legacy" button on the far right of the colored bar for the correct Shift Planning information.

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 point-of-contact for this operating season. When the season begins, he will send weekly e-mail blasts to all qualified 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 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.

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

The training team is led by Bill Pekarna, Training Superintendent, and includes Linda Ridlehuber, David Higgins, Andy Jacob, and Jerry Betz. Karen Kertzman will again lead the ESL training team, which also includes Jim Kertzman and Gregg Thomas.

The MSM Training Department will welcome new operator trainees to our orientation sessions on March 26 and 27. Classroom training sessions are planned for April 2 and 3 with on-car training starting at CHSL as soon as the weather permits.

2023 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).

As of March 19, the recruitment activity led by Pat Cosgrove has identified 30 individuals who have signed up for one of the three orientation sessions. This is a very encouraging number of volunteers to start the training process.

## **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 from your operating position inside the streetcars before you move. Mirrors can and should be adjusted to allow the operator an unobstructed view.
- 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:

- 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.



- 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.
- Do not rush the trip. Keep moving the car at a safe and easy pace, **keep end of the line talks to two to four minutes**, and you will find yourself providing an enjoyable experience and keeping wait times at the depot manageable.
- 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.
- 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

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

### ESL

#### ▪ **23E-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.*

#### ▪ **23E-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 carbarn 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 carbarn.*

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

- *It is necessary when leaving the carbarn 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 CARBARN ACTIVITY AND STREETCAR STATUS**

The new tower car is now fully operational. It meets its design criteria and allows the CHSL crew to work on the overhead with greater safety. The Capital City Trolley Museum has offered to take our old tower car. MSM will incur no expense to complete this project. We expect that Capital City will take possession of the tower car at some time in the spring of 2023.

The CHSL crew has ordered 48 replacement brake shoes for TCRT 1300 and 1239 from Smith Foundry. Each car uses 16 brake shoes (8 per truck), but individual shoes are replaced on an “as needed” basis. There was a significant price break to order this quantity. We have decided to use a different material (grey cast iron) to improve the overall life and operation of the shoes.

#### **TCRT 1300**

Car 1300 supported most of our regular season, fall season operations, and special events at CHSL during 2022. The car completed its standard annual maintenance regimen over the winter. No major problems were found that need to be addressed as a result of this annual maintenance. Several clerestory windows have been repaired.

#### **TCRT 322**

Car 322 has completed its annual maintenance checks and lubrication protocols. Other annual maintenance items unique to a PCC car (voltage regulators, battery status, etc.) were completed over the winter. No major problems were found that need to be addressed because of this annual maintenance. The crew is repairing some rusted areas on the car body and working to restore the exterior surface of the car.

#### **TCRT 1239**

The shop crew has completed modifying or reproducing all the parts they can to replicate the Baldwin #5 trucks that were originally under the car. We next need to coordinate fabrication of new gears, turning the wheels to the correct streetcar profile, assembling the truck components, installing the completed truck under the car, and making all the necessary electrical and pneumatic connections. This project has seriously fallen behind its original schedule and expected completion dates. A meeting will be held on February 11 to review the project’s progress to date with our contractor. We will identify what needs to be done to finally get the project completed in a timely manner and who we will work with to make it happen on a schedule that is acceptable to us. We are trying to sell the GE 57 motors that were previously on the car but have had no takers so far.

### **ESL CARBARN ACTIVITY AND STREETCAR STATUS**

Track #3 has been realigned in the cold portion of the carbarn. A new drainage culvert to help drain water from the track yard was installed under the tracks in front of the carbarn doors. Concrete was installed around track #3 to provide a complete concrete floor in the cold portion of the ESL carbarn

#### **DSR 78**

The car continued to support regular revenue and charter service as needed during 2022. The car has gone through its annual maintenance regimen over the winter. No major problems were found that need to be addressed as a result of this annual maintenance.

#### **DSR 265**

The car supported most the ESL's regular operations, special events, and charter operations in 2022. The car has completed its annual maintenance regimen over the winter. No major problems were found that need to be addressed as a result of this annual maintenance.

#### MVPS (Winona) 10

Rework of the car's 100+ year old GE-800 motor continues at Swiger Coil in Cleveland, but, due to several factors, the pace is slower than originally expected. In July, the commutator was refurbished by ICC Continental in Marysville, Tennessee. Swiger Coil has fabricated a new rear baffle to screw onto the armature. This baffle was damaged by AC Electric (the company that we originally contracted to repair the motor). At their suggestion, Swiger is now providing weekly updates to MSM to monitor their progress and get the project completed. In addition, Tim O'Donnell has offered to be our "eyes and ears" at Swiger to monitor and report on their progress. Tim is an acquaintance of Aaron's through HRA who lives in the Cleveland area, worked at Cleveland RTA, and worked with Swiger during his career. The car certainly will not be ready for revenue operations until sometime later in the 2023 operating season.

#### MESABA 10

Several years ago, we acquired two Japanese trucks that closely resemble the trucks that were originally under the Mesaba 10. The ESL crew straightened the truck frame, removed the old grease from the gear boxes, cleaned the major components, and prepared the trucks to be mated to the car. Mesaba 10 now resides on its own trucks in the cold area of the ESL carbarn. Additional clean out work continues in preparation for starting some restoration work later in the summer of 2023. The long-term plan continues to be to restore sections of the car as a part of creating a display to show our patrons how the on-going restoration process happens.

### 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.