



# MINNESOTA STREETCAR MUSEUM

## COMO-HARRIET STREETCAR LINE

### Excelsior Streetcar Line

**FROM:** Bruce Gustafson – General Superintendent  
**TO:** All MSM Foremen, Operators, and Station Agents  
**RE:** **General Procedures for Regularly Scheduled Streetcar Operations**  
Como-Harriet Streetcar Line and Excelsior Streetcar Line  
**DATE:** April 23, 2023

### **SAFETY**

Running the streetcars at MSM is a lot of fun, but we must keep in mind at all times that **SAFETY** is the most important part of our job. We are operating very large, very heavy vehicles in close proximity to people and your first responsibility is to protect yourself, your passengers, the public, and fellow volunteers. No matter the circumstances, **NEVER** hurry or rush, always ask yourself, "What is the safe way to do this?" and if you have **ANY** uncertainty about it **STOP** and get help. Foremen and crew members must work together as a team to ensure safe operations

## **I. INTRODUCTION**

### **A. GENERAL**

A.1 The purpose of this memorandum is to instruct all MSM operating personnel in the procedures that we must follow when conducting regularly scheduled service on the Como-Harriet Streetcar Line (CHSL) **and** the Excelsior Streetcar Line (ESL). Since most of these procedures apply to both railways we felt that it was best to combine what were formerly two separate and somewhat lengthy documents into one, thus avoiding possible confusion and the printing expense. However, some instructions found in these procedures apply to only one line or the other. When that is the case, the section or paragraph in question will contain either **CHSL** or **ESL** in bold letters at the beginning of the section, paragraph or sentence.

A.2 These procedures supplement—but do not replace—the Minnesota Streetcar Museum’s *Rule Book, Sequences of Operation, Foreman Check Lists*, current operations and safety bulletins, and other material provided by the Safety and Transportation Departments. The *Rule Book, Sequences of Operation, Foreman Check Lists*, and current bulletins govern all regular, extra and special streetcar movements and are to be followed strictly at all times to ensure consistent and safe streetcar operations. To the extent that there are unintended conflicts between the *Rule Book, Sequences of Operation, Foreman Check List*, current bulletins, and other material provided by the Safety and Transportation Departments and these General Procedures, the *Rule Book, Sequences of Operations, Foreman Check List*, current bulletin, and other material provided by the Safety and Transportation Departments govern.

A.3 While these General Procedures seem quite lengthy, they also employ common sense. Because nearly 100 volunteers operate on the Museum’s two demonstration railways, some of whom operate only once per month, it is important that all aspects of our operation be governed

by specific procedures that apply to all of us. This helps to ensure that the experience provided to our passengers and to each of us as volunteers is uniformly courteous, safe, and of consistently high quality. Please read these General Procedures carefully and let them guide you as you go about your duties. All questions about these General Procedures should be directed to General Superintendent, Bruce Gustafson at 952-220-5870 or [bruce.gustafson@optum.com](mailto:bruce.gustafson@optum.com).

A.4 The Minnesota Streetcar Museum is a non-profit corporation whose tax-exempt status is based on its educational purpose. Please take the time, using the materials that have been provided to you and those that are otherwise available, to learn about that history and share it with our passengers. Above all, please remember that their fares, their souvenir purchases, their donations, and their “word-of-mouth” advertising to co-workers, friends, relatives, and others are what bring in the money to supplement all of our donated labor. Please be courteous, friendly, and helpful at all times!

## B. CREW SCHEDULING

B.1 All MSM operating personnel, including Station Agents and Event Helpers, will use the *Humanity/ShiftPlanning* internet-based system to schedule themselves for operating shifts at both CHSL and ESL. Please read/review the separate memoranda and e-mails sent to you by the Operations Department for details on the *Humanity/ShiftPlanning* system. If you are unable to use this crew scheduling system because you don’t have a computer, or you simply don’t want to use it, you are still able to schedule your volunteering through Crew Scheduler **Bruce Gustafson** for CHSL and ESL.

B.2 **CHSL:** When there is sufficient operating staff, a crew of four, including a station agent, will be scheduled for each shift. If the fourth crewmember is a qualified operator, they will rotate positions with the crew. When we don’t have the minimum of three crewmembers, we ask that the shift Foreman try to recruit a crewmember(s) to allow for safe operation instead of canceling the shift.

B.3 **ESL:** When there is sufficient operating crew, all three crewmembers may rotate positions under the direction of the Foreman. If the third crew member is not a certified Operator, that volunteer would not rotate onto the streetcar but remain in the ticket booth at the Water Street platform. The minimum crew size for all operations remains two crewmembers, one of which must be a Foreman.

## C. UNIFORM

C.1 The official **and mandatory** uniform is clean and pressed black slacks (**no** jeans) or skirt and shoes and a clean and pressed gray or white shirt or blouse (**no** t-shirts), preferably with a solid black four-in-hand tie or bow tie. Black shorts and black socks with black uniform shoes may be worn when the temperature is expected to exceed 90 degrees. The Minnesota Streetcar Museum logo patch should be worn on the left shoulder of the shirt and the Twin City Lines logo patch should be worn on the right shoulder of the shirt, each sewn one inch below the seam. An MSM nameplate should be worn on the shirt. Pocket and pin-on versions are available. Uniform caps with "motorman" or "conductor" hat badges are recommended but their purchase and wear is not mandatory. Uniform caps are the only caps which may be worn; baseball caps are not permitted.

C.2 During cold weather a plain stocking cap may be worn (dark, solid color is preferred). A white, gray or black turtleneck may be worn under the uniform shirt in cool weather. When jackets or coats are necessary, they should not have non-MSM patches or designs on them; be plain (dark, solid colors are preferred). Authentic streetcar uniforms and uniform items in good condition, TCRT or otherwise, are permitted and encouraged. Please remember-we are a living

history museum, and we are trying to take our passengers back in time—please dress appropriately. Under all circumstances, you are expected to be clean, neatly groomed, and dressed in clean, pressed clothing.

C.3 Minnesota Streetcar Museum and Twin City Lines patches and Motorman hat badges are available in the Linden Hills Station, at the ESL car barn store, or from our Museum Store [www.TrolleyRide.org](http://www.TrolleyRide.org). Nameplates may be ordered using the form found at our website. Uniform caps are special ordered through our museum store. Uniform shirts of the correct medium-gray hue may be purchased at any local uniform store or from Amazon.com.

C.4 Buttons, pins, or stickers promoting *any* cause, political or otherwise, are strictly prohibited.

#### **D. CANCELLATION OR DELAY OF OPERATIONS BECAUSE OF WEATHER**

D.1 Foremen should not cancel operations on account of weather unless absolutely necessary and then only at the last possible moment. Please remember that weather can change very dramatically and very suddenly—a torrential downpour in the afternoon can give way to a delightful evening. Foremen should pay close attention to the forecast (which can be and are often wrong) **and to actual conditions at Lake Harriet or Excelsior** and should direct his or her crew to report to the car barn unless, at the time the Foreman must leave his or her home for the car barn, the forecast is for poor conditions throughout the shift. If the forecast holds hope-**however slim**—that operations can begin, albeit late, the Foreman and crew should report to the car barn. Please use your choice of the many Internet weather sources.

D.2 **CHSL:** If the start of operations is delayed on account of poor weather or if operations are cancelled (and the crew has reported), please post the appropriate laminated placard on the **inside** of the window of the Linden Hills station door. The placards are located in the southwest corner of the station next to the cleaning supplies. When operations resume, please remove it and return it to the southwest corner of the station. In the case of service cancellations, this should be done by the next day's crew.

D.3 **ESL:** If the start of operations is delayed due to poor weather or if operations are cancelled after the crew has reported, post the sign in the ticket booth window indicating operations have been cancelled. If the Excelsior Lake Minnetonka Historical Museum is open let the volunteers know we are canceling.

#### **E. CANCELLATION OF SERVICE BECAUSE OF LACK OF CREW**

E.1 **CHSL:** If a shift is cancelled because of lack of the minimum number of crewmembers a laminated “Operations are Cancelled” placard, located in the vertical file organizer where the broom is kept in the Linden Hills station, will be placed on the **inside** of the window of the Linden Hills Station door by either the Foreman of the previous shift or the CHSL night watchman (Bill Arends) who lives in the Linden Hills neighborhood. When operations resume, please remove it and return it to the organizer on the shelf under the cash register (this should be done by the next shift or day's crew).

E.2 **ESL:** If a shift is cancelled because of lack of crew, the sign indicating operations are cancelled will be placed in the ticket booth window by either the Foreman of the previous shift or by the Assistant Superintendent, Jim Kertzman.

E.3 **NOTE:** For cancellation of service at CHSL and ESL for weather, lack of crew, mechanical or electrical problems, etc., send an email to Ben Franske ([ben.franske@trolleyride.org](mailto:ben.franske@trolleyride.org)), Rod Eaton, Jim Vaitkunas and Bill Arends. One of these people will place an alert notice banner on MSM's website home page.

## **II. START-UP PROCEDURES**

### **A. REPORTING FOR DUTY**

**A.1 Foremen must have the Silent Knight cards containing the ID numbers for the carbarn and station security systems. If you do not have these ID numbers and trip the alarm, the Museum will be billed for a false alarm and you may be detained by the Police Department.**

A.2 Foremen will report to the George K. Isaacs carbarn or Excelsior carbarn no later than 30 minutes before the start of the shift. The other crewmembers will report to the carbarn 20 minutes prior to the start of the shift unless prior arrangements have been made with the Foreman. Second shift crew should report directly to the Linden Hills Station or the Excelsior carbarn at least fifteen minutes before the start of their shift. After Labor Day, refer to the shift schedule on *Humanity/ShiftPlanning* and Operations newsletters for updated information on September, October, and November operations schedules.

### **B. CHSL: OPENING AND PREPARING THE LINDEN HILLS STATION**

B.1 At the beginning of the day's operations, passengers should be asked to wait on the platform until the Linden Hills station is clear and the agent is ready to sell tokens. The Foreman will supervise the set-up of the station and ensure that the sign is placed on the platform and the sandwich boards placed on 42<sup>nd</sup> Street and at the curb at the north platform. Please do not forget to retrieve and store these at the end of the evening. The Foreman will perform a radio check with the depot radio prior to the first run of the day.

B.2 If you encounter problems with the POS (cash register) system please contact Merchandise Manager, Bill Arends at 612-419-4930 or Information Technology (IT) Manager Ben Franske for assistance 952-200-8945.

B.3 Turn on all interior lights: overhead, display showcase (switch on side beneath the POS machine), and wall display units (switch high up near south window). The video display mounted on the station's east wall should automatically turn on 15 minutes before the start of your shift and turn off at the end of your shift. If the display does not come on automatically or you are running a special shift you may turn on and off the display using the remote control found in the drawer below the cash register. **If you run into technical problems with the video display, please contact museum IT Manager Ben Franske at 952-200-8945 or [ben.franske@trolleyride.org](mailto:ben.franske@trolleyride.org).**

B.4 When time permits, the Station Agent should, if necessary, sweep the floor, clean glass, open windows and screens, weather permitting, and turn on the fan. Station agents should clean glass and sweep the floor as needed during the shift to keep the station clean and neat. Please wipe up spills as soon as possible. All cleaning supplies are in the southwest corner of the station. If not, they are available at the carbarn. The station agent should adjust and wind the clock counterclockwise. Always move the hands forward; **the hands should never be moved backwards**. The key to wind the clock is behind the glass door housing the pendulum.

### **C. ESL: OPENING AND PREPARING THE TICKET BOOTH**

Upon arriving at the Water Street Ticket Booth at the beginning of the day's operations, passengers should be asked to wait near the booth until the crew is ready to sell tickets or tokens. Place one sandwich board at the Water Street curb, place the second sandwich board on 3rd Street across Gary's parking lot. Prepare the ticket booth by opening the ticket window, setting out the framed price sheets/brochures and readying the POS tablet, the cash box, tokens and tickets. The Foreman will perform a radio check prior to the first run of the day.

### **III. STATION and PLATFORM PROCEDURES**

#### **A. ACCEPTANCE OF CASH, CREDIT/DEBIT CARDS AND CHECKS**

A.1 **CHSL: All sales of tokens and merchandise will be by credit/debit card only. No cash shall be accepted.** If a passenger has only cash, then allow the passenger to ride for free.

A.2 **ESL:** Cash is allowed for sales of tokens, passes and tickets (season pass, 10 ride ticket etc.) but merchandise is credit/debit card or phone pay only. Instructions for making credit/debit card or phone pay transactions are covered in the ESL POS manual located in the ticket booth and the car barn store.

A.3 Checks will be accepted for sales of tokens and merchandise or for a donation **for the exact amount of purchase only.**

A.4 We accept Master Card, Visa, American Express and Discover cards, Apple Pay and Google Pay at the Como-Harriet and Excelsior Streetcar Lines. Complete instructions for making credit card transactions at CHSL is covered in the new SQUARE POS (cash register) Manual, which is available on our website and in its own separate binder in the Linden Hills Station. We also accept credit card and PayPal payments for online sales. In addition to merchandise, tokens, passes, memberships and tickets to special events are also available through our online Museum Store.

#### **B. FARES AND TOKENS**

B.1 **CHSL:** Tokens and other items are sold by the Station Agent and must be rung-up on the station's Point of Sale (POS) machine. Tokens must be given to paying passengers only. However, a token may be given to a child 3 years of age or younger or to pass holders if they request it. Passengers who board at the north platform should ride to the Linden Hills station to pay their fare. **All of this is very important for accounting and taxation purposes.**

B.2 **ESL:** If there is a three-person crew, the Ticket Booth Agent is responsible for the sale of fares (tokens), the season pass and multi-ride tickets. With a two-person crew, the Conductor will be responsible for all token and pass/ticket sales. For accounting purposes, tokens must be given to paying passengers only.

B.3 **Tokens are \$3.00.** Children **three years of age and younger** ride for free, Minnesota Streetcar Museum members with valid membership cards and holders of day passes, multi-ride tickets, and season passes do not need to have a token to ride but they may have one if they request it. Passes are not accepted for the Ghost Trolley, Holly Trolley or other special rides or events. There is no senior citizen, group, or other discount unless you are informed by a bulletin from the Marketing, Public Relations, and Special Events Committee.

B.4 Motormen at CHSL or Conductors at ESL should periodically return tokens to the Platform Attendant (CHSL) or Station/Ticket Booth Agent (ESL) to ensure an adequate supply in the station/ticket booth.

#### **C. PASSES AND MULTI-RIDE TICKETS**

C.1 There are a number of passes and tickets that are sold at both railways. Please see the samples of the various multi-ride tickets and passes shown on the last page (page 13) of this Memorandum.

- **Season Pass.** These are sold at the Linden Hills Station, by the Conductor or Ticket Booth Agent at ESL, or by mail. **The Season pass is good on both demonstration railways** and indicates the year of issue. This pass is good for up to five people in a family including grandchildren and other relatives. Point out the rules and restrictions printed on the reverse of the season pass. Season passes cost **\$60.00.**

- **Individual Day Passes.** These are sold to passengers wishing to ride the streetcar multiple times on the same day and are good on both demonstration railways. Each passenger aged four and older must have their own pass. They are sold at the Linden Hills station (CHSL) or from the Ticket Booth Agent or Conductor at the Excelsior Streetcar Line for **\$7.00**. Please enter the date in large (i.e., legible) numbers on the day pass before you give it to the passenger.
- **Multi-Ride Tickets.** These are sold to passengers who ride often and who desire the convenience of a pass but don't expect to ride enough to purchase a season pass. **Multi-ride tickets are good on both demonstration railways.** These tickets may be used by more than one person provided that the number of rides on the ticket is not exceeded. They are available as follows: **\$12.50 for a 5-ride ticket;** and **\$25.00 for a 10-ride ticket.** Multi-ride passes are also available on-line at TrolleyRide.org.
- **Membership Cards.** All members are entitled to unlimited free rides during regular revenue operations, but not for special events, upon presentation of a valid membership card. Check the label on the reverse to ensure the membership is current and valid.

C.2 Motormen and Conductors are reminded that **they must punch out, cross out or ink out the ride numbers on the multi-ride tickets as they are being used by the purchaser.**

#### **D: SALES OR RENEWALS OF MSM MEMBERSHIPS**

D.1. **Memberships are not sold at the depot.** If a visitor wishes to join the Museum as a new member, the necessary form is in the red folder in the wall pocket near the POS machine at CHSL and in the ticket booth at ESL. Offer the customer a membership form and addressed envelope and ask them to complete the form and mail it to MSM with the appropriate membership fee. Point out to the customer that alternatively they can join MSM online at trolleyride.org. MSM's web address is on the membership form.

D.2. **Memberships cannot be renewed at the depot.** If a current MSM member wishes to renew their membership, advise them to remit payment by mail at MSM, P.O. Box 16509, Minneapolis MN 55416-0509, or renew online at trolleyride.org.

#### **E. ESL: SANDWICH BOARDS AND BOARDING PLATFORMS**

Sandwich Boards, which are stored in the ticket booth, must be set out adjacent to the street at Water Street and on 3rd Street across Gary's parking lot. A car-specific boarding platform for the Old Excelsior Road platform which is stored in the car barn, must be set out on the first trip of the day and retrieved on the last trip. The appropriate boarding platform for the Excelsior Car barn, which is stored inside the east car barn door, should be set out before the streetcar leaves the car barn for the Water Street platform to start the day's operations.

#### **F. BROCHURES**

F.1 Minnesota Streetcar Museum color brochures are available aboard each streetcar and in the Linden Hills station or Excelsior car barn. **Please note that the color brochure does not contain the 2023 CHSL or ESL operating schedule.** We will no longer print a general schedule for a given operating season. Rather, at CHSL our schedule is posted on the station's bulletin board, inside the station on the clock wall and inside the bulletin board at the north platform. The schedule is also posted on our website and is updated as the schedule changes.

F.2 Please ensure that the brochure racks are fully stocked. Additional brochures are located in storage containers on the Linden Hills station floor and in the station basement.

F.3 At ESL the 2022 operating schedule is posted in the ticket booth and the car barn. Extra brochures are located in the cabinet in the merchandise sales area of the car barn.

## **G. CHSL: MERCHANDISE SALES**

All sale merchandise is in the display cabinet or on the shelves. Please take a few minutes to keep the merchandise neat and tidy for the next shift, organized by size, and restock as necessary. Please report shortages to the Foreman so the station can be restocked for the next shift from the supply in the station basement. The Foreman should report merchandise shortages to Bill Arends.

## **H. ESL: MERCHANDISE SALES**

All merchandise for sale is either on display or in the white 3 drawer cabinet in the store. Report any merchandise shortages to Karen Kertzman.

## **I. CHSL: DONATIONS/DONATION BOX**

Donations by cash or check will be placed by the passenger directly into the donation box on the sales counter. **DON'T** ring it up on the POS machine. Donations made by credit/debit card should be rung-up on the POS machine.

## **J. ESL: DONATIONS/DONATION BOX**

Foremen are not responsible for emptying the donation box. If a donation is given directly to a crew member the crew member will:

- 1) either note the donation on the Daily Trip Sheet and place the donation in the cash box; or,
- 2) put the donation directly into the donation box in the car barn, but then don't show amount on the Daily Trip Sheet.

## **K. PLATFORM PROCEDURES**

K.1 Both **CHSL** and **ESL**. Please see the *Rule Book* and *Sequence of Operations* for safety-related procedures and rules.

K.2 **CHSL**. When not engaged in safety-related activities (flagging the West 42nd Street crossing, assisting passengers boarding and leaving streetcar, ensuring that passengers and other persons stand back from track, etc.), the platform attendant should be available to answer passenger questions about the streetcar line and the museum. Circulate and visit with our guests—make them feel welcome!

K.3 **ESL**. When not engaged in safety-related activities (assisting passengers boarding and leaving car, ensuring that passengers and other persons stand back from the track, etc.) the crew should be available to answer passenger questions about the streetcar line and museum. Circulate and visit with our guests—make them feel welcome!

## **IV. OPERATING PROCEDURES**

### **A. SCHEDULE/DEPARTURES**

A.1 At **CHSL**, standard practice is to make a trip about every 15 to 20 minutes. This can be done while complying with the Museum's Rule Book and Sequences of Operations so long as the end-of-the-line talk is kept to a reasonable length. This ensures that passengers do not spend an excessive amount of time aboard the car waiting for it to leave.

A.2 When passengers are boarding the streetcar at the platform, the Conductor should pay attention to passengers arriving at the station and be aware of those in the station purchasing tokens. If the streetcar has at least one passenger on board, no one is inside the station purchasing tokens, and no one is visibly approaching the platform, the Conductor should alert the Motorman it is time to depart. If in doubt check with the Station Agent or Platform Attendant/Crossing guard.

A.3 **CHSL:** During two-car regular service at CHSL, the streetcar standing at the Linden Hills station's loading platform should begin procedures to start its northbound run as soon as the southbound streetcar appears in the Glen area to the north. The car standing at the platform should proceed north and wait until the southbound car clears the north switch, unless told to hold at the platform by the shift Foreman or Starter. Remaining at the platform longer than necessary results in a lopsided schedule and in some cases has resulted in the returning car holding south of the 42<sup>nd</sup> Street crossing because the other car has not yet cleared the Linden Hills station platform. **In no case will two streetcars occupy the Linden Hills platform at the same time.**

A.4 **ESL:** A regularly scheduled round trip should take no more than 25 minutes, including the carbarn tour. The first trip starts as soon as there are passengers at the Water Street Platform. A round trip should be made even if there are no passengers aboard the streetcar without a stop at the carbarn.

A.5 **The platform gates on streetcar No. 78, when open, must be latched in the open position.** Gates must be closed and fully latched prior to moving No. 78.

A.6 **Passengers are not permitted to ride in the front or rear platform of any streetcar while the car is moving. However, passengers may sit on the rear seat of No. 265.**

## B. PASSENGER COUNT

B.1 **Please count all passengers on the northbound trip, whether or not they have paid a fare, and no matter their age.** Entering the passenger counts onto the trip sheet aboard the streetcar is an important task for the Conductor. By the numbers entered on this sheet we can determine:

- (1) the number of revenue passengers which is obtained from the farebox count; and,
- (2) passengers who are riding but did not purchase a token (children, volunteers, members riding on MSM membership cards, day passes, season passes, or multiple-ride tickets).

B.2 These numbers form the basis of the statistical analysis that we do throughout the operating season, so accuracy in taking the headcount on each run is important. **ESL: To ensure an accurate count, count passengers on the westbound return trip to the Water Street platform.**

## C. USE OF BELLS AND WHISTLES

C.1 Bells and whistles are safety appliances and should be used sparingly and only for safety purposes. This includes the mandatory two or three rings to signal that the streetcar is about to move.

C.2 **CHSL:** The Operator will produce a series of foot gong rings as the streetcar crosses West 42<sup>nd</sup> Street, passes through the Linden Hills Station platform area in either direction, arrives at Linden Hills Station, approaches the Berry Bridge from either direction, and proceeds from West 42<sup>nd</sup> Street to the south end of the line.

C.3 **ESL:** The Operator will produce a series of foot gong rings as the streetcar crosses the bicycle path and Morse Avenue and passes the Excelsior Carbarn. In all cases, please remember that we operate very close to private homes. Please use common sense and be respectful of our neighbors at all times. The whistle on No. 265 should be used very sparingly in deference to our neighbors who live on Third Street with a couple of exceptions. It has become customary to toot the whistle when the streetcar comes to a stop at the Water Street platform and when operating under the Mill Street bridge headed west.



C.4 **CHSL:** The only exception to sounding the whistle is when passing under the William Berry Parkway Bridge where one or two ***short*** toots of the whistle on the ***northbound trip only*** are customary and traditional. In all cases, please remember that we operate very close to private homes and alongside a cemetery. Please use common sense and be respectful of our neighbors at all times, especially later in the evening when young children are being put to sleep and when you observe a burial or visitation at the cemetery.

#### **D. ESL: CARBARN TOUR**

D.1 All trips will include a carbarn tour (unless ridership is light and the passengers do not wish to take one). However, check the operations bulletin board as in some cases carbarn tours may be suspended. All crew members from the streetcar will participate in the tour activities. The recommended carbarn tour will:

- (1) explain that the Minnesota Streetcar Museum's volunteers perform all maintenance and restoration work on the Museum's fleet of historic streetcars;
- (2) tell visitors, briefly, about the streetcars stored in the carbarn, using information contained in the Minnesota Streetcar Museum brochure and other sources;
- (3) encourage sale of streetcar merchandise; and,
- (4) draw attention to the donation box in support of all the historical work being done to preserve the streetcars.

D.2 The motorman must remove and take the controller's reverser key when leaving the streetcar to conduct the carbarn tour and make sure that the carbarn door is locked when completing the carbarn tour unless volunteers are working in the carbarn and it has been established that they will lock up upon leaving.

***Streetcar No. 78's gates must be secured in the open position while passengers are getting off the streetcar, and re-boarding.***

#### **E. END-OF-THE-LINE TALK**

E.1 The Motorman (or the Conductor if the Motorman prefers and the Conductor agrees) should deliver a brief but informative end-of-the-line talk at Lake Calhoun during single car operations or at the Isaacs carbarn during two-car operations. At ESL, a very brief end-of-line talk will be given at the Old Excelsior Boulevard end. Please don't provide details that are in our brochure but refer our passengers to the brochure and note its availability.

E.2 Also, please tailor your talk to the conditions. If the car is full of noisy or unruly children, keep it brief and continue the run after thanking the passengers for riding with us.

E.3 A sample talk is provided on page 11. We have also provided you a document with end-of-line talk scripts that you can use. Generally, your talk should last **about two or three minutes at the longest**. Please do not solicit questions unless ridership is very light both aboard the streetcar and at the station. But if questions are asked, please answer them as best-and as briefly, as you can.

E.4 Finally, our code of conduct and rules prohibit you from interjecting or discussing your personal political opinions on public transportation or any other issues with which some of our passengers may disagree. This refers to comments about elected and appointed officials and government policy towards and support of public transit in the State of Minnesota or the United States. First, this is simply inappropriate given the Museum's educational and historical mission, which such comments do not serve, and its non-profit tax-exempt status (which is predicated on being non-political). Second, it may jeopardize the Museum's valuable non-profit, tax-exempt status that saves the Museum thousands of dollars per year and also jeopardize its reputation.

## F. INCIDENT REPORTS

F.1 In the event of an incident in which there is or is alleged to be damage to Minnesota Streetcar Museum property, to another person's property caused by Museum property or volunteers, or injury to a member of the public, passenger, or a volunteer, **you must complete an Incident Report. This is mandatory and very important.** The forms are located aboard each streetcar on one of the clipboards and at CHSL in the Linden Hills station in the file organizer under the cash register. Follow the instructions found on the form for sending the incident report to the General Superintendent.

F.2 **IMPORTANT.** If the incident is serious, e.g., significant damage to a streetcar or to one of our buildings, or a passenger or volunteer is injured to the extent that emergency medical services were requested and they responded, the Museum's General Superintendent, Superintendent of Operations, Superintendent of Training and Superintendent of Safety **should be immediately contacted and informed of the details of the incident.**

## V. CLOSE-UP PROCEDURES – CHSL

### A. RETRIEVE SANDWICH BOARD FROM NORTH PLATFORM

When the last trip of the day stops at the Richfield Road (north platform) the crew will retrieve the sandwich board from the curb and place it on the streetcar.

### B. CLOSING THE LINDEN HILLS STATION

B.1 For the months of May through August the last streetcar run will be made at 8:30 PM. If necessary, the Foreman will adjust the waiting time of the car at the Linden Hills station to allow for the 8:30 PM departure. In other words don't depart at 8:18pm and then have patrons show up at 8:20pm (10 minutes before closing) and turn them away. If average runs are 15 minutes round-trip, a car should not depart after 8:15 PM so the car can depart for the last run of the day at 8:30 PM; if an average round-trip takes 20 minutes, then a car should not depart after 8:10 PM. In any case, a car should be ready to depart at 8:30 PM with any passengers who want to ride. If there are no passengers at 8:30 PM, then the car can be put away. Do not end operations any earlier than 8:30 PM unless dictated by poor weather conditions or other compelling safety considerations.

B.2 Station agents should begin closing the station after the last trip of the evening has left. The Foreman should notify the Station Agent before leaving the station that a particular trip will be the last trip. At this time, the station agent should:

- (1) close and lock the windows, including the storm windows;
- (2) turn off the ceiling fan and turn off the electric heaters (on cold days in the fall and winter);
- (3) sweep the floor, empty the wastebasket and clean the glass;
- (4) bring into the station all the platform appliances, including the sandwich board, setting them on the floor mats so as not to mar the floor; and,
- (5) place checks received during the day into the utility drawer below the POS machine.

B.3 The shift Foreman must make sure that the station agent has done **all** of the things listed in the previous paragraph, activate the security system, turn off the lights, and close and lock the station door.

## **C. CLOSING OPERATIONS**

C.1 Foremen must follow instructions contained in the ESL or CHSL Foreman's Checklist.

C.2 **CHSL:** The standard car controller reverser handle and the PCC reverser handle are to be removed from the streetcar and placed on the storage rack located on the side of the wooden cabinet in which the Treasurer's Lock Box is located.

C.3 **ESL:** The controller reverser handles will be placed in the space provided next to power switch No. 4 located in the maintenance and restoration shop.

## **D. LATE ARRIVING PASSENGERS**

Passengers arriving after the last trip of the evening has departed should be given the opportunity to ride for free to the carbarn. Please be sure to inform any such passengers that they must walk back to the Linden Hills Station from the carbarn. All such passengers must leave the streetcar before it enters the carbarn. But the Foreman or an operator, with the permission of the Foreman, may take the passengers on a guided tour of the George K. Isaacs Carbarn and Shops provided that the tour does not interfere with closing down operations. One crewmember should ensure that passengers do not enter the Ready Barn while the streetcar is being backed in.

## **VI. CLOSE UP PROCEDURES - ESL**

### **A. STORE SANDWICH BOARDS AND BOARDING PLATFORMS**

A.1 The Shift Foreman must ensure that:

- (1) the sandwich boards at Water Street and 3rd Street are properly stored in the ticket booth;
- (2) Boarding steps at the West end of the streetcar platform (towards Water Street) are stowed in the ticket booth. Boarding steps at the East end of the streetcar platform (towards Old Excelsior Blvd.) are stowed on the car.
- (3) At the carbarn, the car specific boarding steps are placed inside the carbarn.

A.2 The ticket booth should be closed and locked-up while the streetcar is on the last run of the day. The crewmember in the booth can continue to sell Season Passes, Multi-ride Tickets and Individual Day Passes for future use but no single-ride tokens. All materials inside the ticket booth will be stored in the covered bin, the booth will be padlocked for security. The money bag/pouch will be given to the Foreman after the last run.

### **B. LATE ARRIVING PASSENGERS**

Passengers arriving after the last trip of the day has been completed should be given the opportunity to ride for free to Morse Avenue. Please be sure to inform any such passengers they must walk back to their destination whether it be Water Street or one of the parking lots.

## **QUESTIONS AND CLOSING COMMENTS**

Questions, comments, and suggestions about operating procedures should be directed to the General Superintendent.

Thank you for volunteering and for adhering to these procedures. While these procedures are very lengthy and may appear daunting, they are simply common sense. By reading and following these procedures you will ensure our passengers a uniform, high-quality experience during their visit and make the work of your fellow volunteers on the next shift easier by leaving the premises neat, clean, and ready for the next day.

Please remember – the Como-Harriet Streetcar Line and the Excelsior Streetcar Line is **you**, it is each of us. Please make a good impression on our passengers and fellow volunteers and, above all, please have fun.

## **SAMPLE END-OF-THE-LINE TALK**

Welcome aboard the (Como-Harriet)(Excelsior) Streetcar Line. Nearly 100 volunteer members of The Minnesota Streetcar Museum operate this electric railway. It's the last small bit of track of an extensive public transit system that once took Twin Citians everywhere that they wanted—or needed—to go and saw more than one thousand streetcars operating over 523 mile of track stretching from Stillwater to Lake Minnetonka.

The brochure available (in the Linden Hills Station), or as you leave the streetcar from the conductor, will tell you a little bit about the history of this line, our sister streetcar line in (Excelsior)(Lake Harriet), and about our fleet of historic streetcars, including No. [ ] upon which we are riding today. You can find out more from the exhibits in the (Linden Hills Station)(when you take the carbarn tour). We also have a number of souvenir items for sale (in the Station)(in the carbarn), as well as a donation box. Donations and merchandise sales help support the continued operation and maintenance of this line.

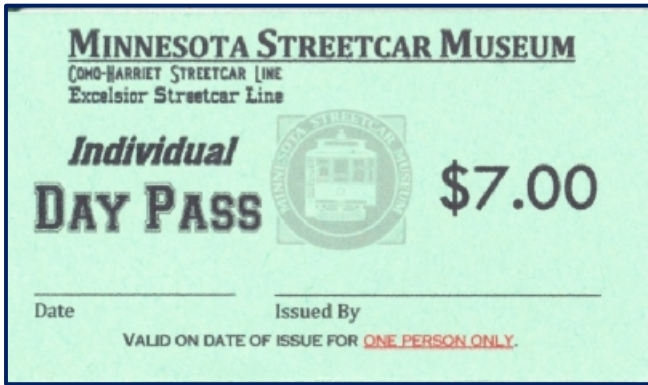
[Brief historical tidbits – please consult the multi-page document previously sent to you.

[Please mention upcoming special events such as special operations to Lakewood Cemetery on Memorial Day, “Early Bird” service on Memorial Day, Independence Day, and Labor Day, Excelsior Crazy days, Excelsior Apple Days and the Halloween Ghost Trolleys and Christmas trolleys as appropriate. Please look for other information in *Streetcar Currents*.]

We're a membership organization and are always looking for volunteers. Please ask the volunteers you meet today if you have questions about membership or how you can volunteer to help us.

For your safety, please stay seated and keep all parts of your body completely inside the car at all times. After the car has come to a complete stop, please exit through the rear door/gates (motion to rear). Thank you for riding with us today, have a safe and pleasant trip, and please come and see us again.

# SAMPLES OF PASSES AND TICKETS



**NOTE:** All passes and tickets must be signed and dated by the station agent at CHSL or the ticket booth agent at ESL.  
**REMEMBER:** New or renewal MSM memberships **will not be sold** at the Linden Hills station or the Excelsior ticket booth.