



MSM Operations Newsletter

Issue No. 26-1
April - 2026



2026 – WELCOME BACK

Weather permitting the start of the 2026 operating season will begin the first weekend in May. The focus of this edition of the Operations Newsletter will be on start-up activities, focusing on recertification.

The outline of the recertification process includes:

- All volunteers have been deactivated in Shift Planning/ Humanity. Volunteers are reactivated once they have completed the recertification requirements.
- Recertification Quiz. All operating volunteers (excluding station agent only volunteers) will be required to take a recertification quiz, which will be done in-person at the Foremen and Operator meetings.
- Check Rides. All second-year operators and operators who had less than 10 hours of operating time in 2025 are required to complete a hands-on check ride (in addition to completing the quiz) to ensure their operating skills meet the standard to operate the equipment safely and effectively. We hope to complete the check-rides in April and early May. (Accommodation will be made available if you cannot make the scheduled dates/times).
- POS Training. All volunteers are required to complete refresher training for the POS. Pat Cosgrove and Karen Kertzmann will be leading the efforts at CHSL and ESL, respectively.

There are a couple of additional items that I would like to bring to your attention.

- The recertification quiz will be administered live during the foremen and operator meetings at both CHSL and ESL. Dates and times are outlined later in the newsletter. If you cannot make one of the sessions, please contact me (hoyas81@gmail.com) or Karen Kertzman (karenkertzman@gmail.com). While paper copies will be available at the meetings, a copy of the quiz will be distributed electronically in advance of the recertification meetings.
- 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

April	Foremen/ Operator meetings Recertification quiz Check-rides POS refresher training
May 2	Season begins

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 2026 season.

FOREMEN/ OPERATOR MEETINGS

The meetings will last approximately 1 hour, during which time the quiz will be reviewed, and other expectations including safety/ operational plans will be discussed.

CHSL (at the carbarn)

- Foremen Meetings
 - Saturday (4/12) 2:30p; 3:30p
- Operator (Foremen) Meetings
 - Monday (4/13) 6:00p; 7:00p
 - Wednesday (4/15) 6:00p; 7:00p
 - Saturday (4/18) 3:30p
 - *Additional sessions will be held as necessary*

ESL (at the carbarn)

- Wednesday (4/15) 11 to 12:30
- Saturday (4/18) 10:30 to noon
- Saturday (4/18) 1:30 to 3

CHECK RIDES

For 2025 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 2025. (*NOTE: This is by location.*)

CHSL

Operators requiring check rides are listed below. Starting in mid-April (depending on weather) we have scheduled a series of sessions to allow operators requiring check rides to sign up for slots. While our focus is on a subset of the volunteers as listed below, if you are not on the list and would like to practice operating prior to the season, please contact me (Bruce Gustafson).

- **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 select their check ride sessions.** If the identified dates/times in ShiftPlanning do not work for you, please contact me, Bruce Gustafson directly.

Benson, Scott	Leininger, Bob	Schears, Kaiden	Canada, Craig
Maag, Ellie	Simon, Steve	Hancock, Cooper	McCombs, Ian
Smerz, Dan	Harrington, Joe	Parr, Andrew	Thompson, Margie
Kinzel, Sammy	Phillips, Daniel	Lawrence, Griffin	Riehle, Ali

Current Dates/ Times for check rides are shown below. Each check ride is scheduled for 45 minutes.

- Monday (4/20) 5:30-7p
- Tuesday (4/21) 1:00-4p
- Thursday (4/23) 11a-3p
- Saturday (4/25) 2:00-4:15p

ESL

Operators requiring check rides are listed below.

Dates and times for check rides will be coordinated by Karen Kertzman.

Todd Bender	David McCollum	Eric Waters
Sarah Dibble	Steve Thomas	

2026 OPERATING SCHEDULE

The Operating Committee made several changes to the CHSL schedule. The changes are summarized below:

CHSL

- Added Thursday afternoon shift (Memorial Day through August 30)
- Moved PCC to Saturday, both shifts (Memorial Day through August 30)
- Reduced weekend shifts to 3 hours (from 4)

ESL

- Will operate on Thursdays during the summer to support Farmers Market (2-4p). Dates TBD

NEW OPERATOR TRAINING – BILL PEKARNA

The training team is led by Bill Pekarna, Training Superintendent, and includes (CHSL) Scott Benson, Jerry Betz, Linda Ridlehuber, Anja Curiskis, Katie Barron (PCC lead), Andy Jacob and Marion Garcia: at ESL Karen and Jim Kertzman are leading training with the help of Gregg Thomas and Tim Gephart

PCC TRAINING/ RE-CERTIFICATION – KATIE BARRON

Katie will be leading the PCC training this year. Please contact her if you are interested in becoming a PCC operator or if you would like some refresher training prior to the start of the season.

CAR CLEANING – LOUIS HOFFMAN

STREETCARS DON'T CLEAN THEMSELVES!

Have you ever wondered why our streetcars are so clean? We have a cleaning crew every fourth Saturday on April 25, May 23, June 20, July 18, August 15, September 12, October 10, and a pre-Holly Trolley cleaning on November 21. We work from 9:00 a.m. until 12:00 Noon and there's a 10:00 a.m. coffee break with the Saturday morning Shop crew. We wash the windows, polish the woodwork on No. 1300, wipe down the seats and other surfaces, and sweep and mop the floors. In May, we'll wash the outside of the cars. And if there are enough volunteers, we'll even polish brass on No. 1300. Please come and join us! Preferably, you'll sign up on Shift Planning. But if you wake up on one of those Saturday mornings and want to help, come on by!

Likewise, if you've ever wondered why some windows are smudged, the windowsills look like a lot of sweaty arms have been on them, or there are unsightly spots on the floor, it's because we have cleaning crews only once per month. We rely on you, our operating volunteers, to pitch in between those Saturdays. So, if three hours of cleaning on a Saturday morning isn't your thing, you can still help! When you're operating the streetcar and you notice smudged windows (especially the bulkhead windows), dull wood, a spot on the floor, etc., please remember that there's a bucket with basic cleaning supplies on each streetcar. If there's a quiet spell with no passengers, please tidy up and keep the cars looking good! If you see something, do something!

And a reminder to foreman to please remember to sweep the streetcar at the end of each day before backing them into the carbarn. This, at least, keeps the floors clean-ish.

Car Cleaning dates (CHSL)

Cleaning is from 9:00 a.m. to 12:00 noon.

April 25	May, 23	June 20
July 18	August 15	September 12
October 10	November 21	

SAFETY – JOHN DILLERY

While not a requirement, it is prudent to make sure that you (our operators) are capable of the physical demands of operating a streetcar and ensuring the safety of our guests. As such, it may be useful to schedule your annual medical and vision exams in MSM's off season.

OPERATIONS BULLETINS IN EFFECT

Both Locations

- **26CE-1 - Cancellation of Operations Due to Excessive Heat**

It is MSM policy operations will be cancelled when the heat index reaches a dangerous level. A shift should be cancelled if the heat index is 95 or greater, which is reflected by the green line in the heat/ humidity chart below.

As with other weather-related cancellations the Foreman will decide to cancel a shift. They should check local weather conditions using websites such as NOAA or Weather Underground to get the latest heat index info.

When the Foreman cancels a shift due to heat, the procedures are the same as a rain cancellation. Foremen are responsible to:

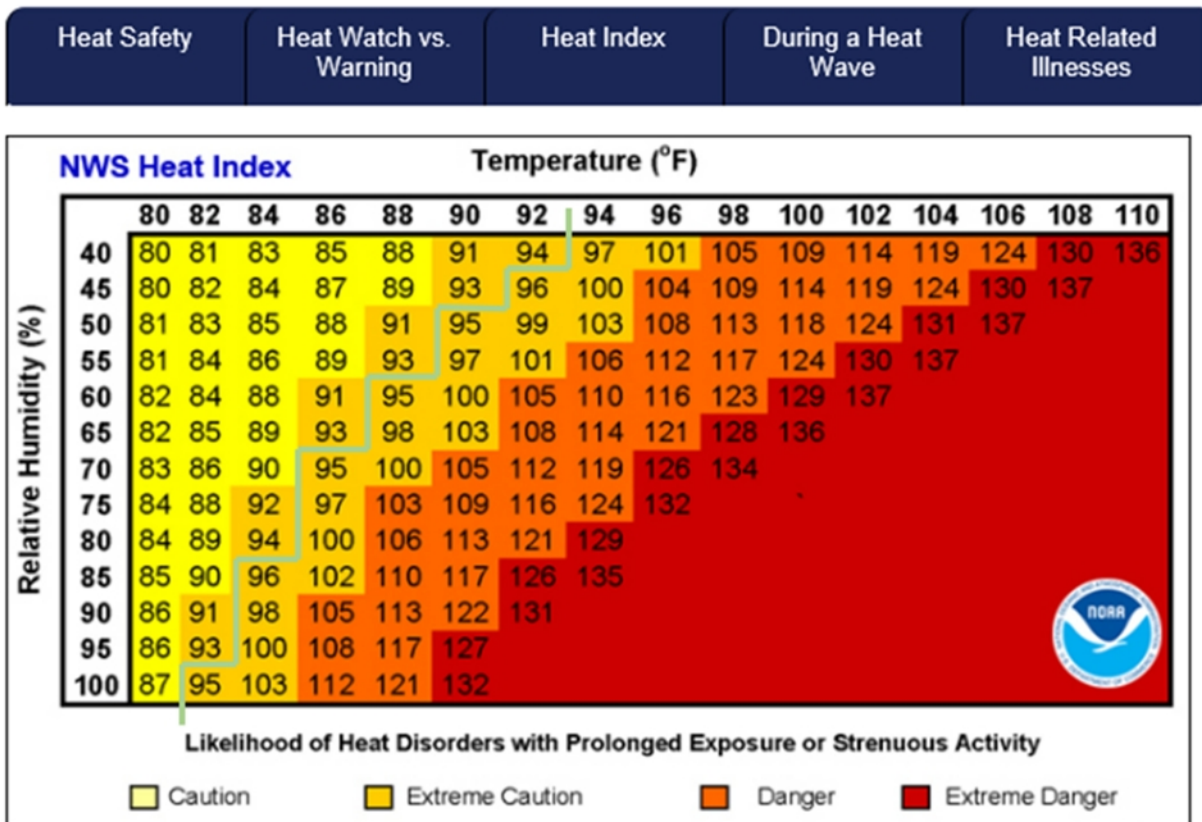
CHSL:

- 1) *call your crew*
- 2) *contact Rod Eaton or Ben Franke to post the cancellation to our website*
- 3) *if possible, place a sign in the depot door indicating the reason operations are cancelled*

ESL:

- 1) *Call your crew*
- 2) *Call Karen or Jim Kertzman*

When temperature and humidity rise, it is critical that volunteers drink plenty of water, slow down, and watch yourself and others for any signs of heat exhaustion.



CHSL

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

ESL

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