



# 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:** May 1, 2026

### **SAFETY**

Running the streetcars at MSM is a lot of fun, but we must always keep in mind that **SAFETY** is the most important part of our job. We are operating very large, very heavy vehicles near 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. Be aware of the location and contents of the Emergency Response Procedure clipboard on board the streetcar. 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). 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 Operations 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 always followed strictly 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 Operations Departments and these General Procedures, the *Rule Book, Sequences of Operations, Foreman Check List*, current bulletin, and other material provided by the Safety and Operations 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 [hoyas81@gmail.com](mailto:hoyas81@gmail.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 merchandise 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 our donated labor. Please be courteous, friendly, and helpful always!

## **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) 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 medium 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 a 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 specially 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 the weather can change very dramatically and very suddenly e.g., 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 in the southwest corner of the station next to the cleaning supplies. When operations resume, please remove the placard and return it to where it is stored. In the case of service cancellations, this should be done by the next shift or 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 the placard and return it to where it is stored. 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 ESL Superintendent Karen Kertzman.

E.3 **NOTE:** For cancellation of service at CHSL and ESL for weather, lack of crew, mechanical or electrical problems, etc., call or send an email to the following:

- (Primary) **Sarah Dibble** - 612-616-5491 [sarahdibble@live.com](mailto:sarahdibble@live.com)
- (Alternate) **Jim Vaitkunas** – 952-688-7255 [jim.vaitkunas@trolleyride.org](mailto:jim.vaitkunas@trolleyride.org)

## 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. The 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 Lakewood Cemetery stop. 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 [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, straighten the merchandise, 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 the platform near the message board. 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, season and day passes, but merchandise is credit/debit card only. Instructions for making credit/debit card 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, Samsung 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 and Excelsior ticket booth. 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. **All of this is very important for accounting and taxation purposes.** 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 any other point on the railway should ride to the Linden Hills station to pay their fare.

B.2 **ESL:** If there is a three-person crew, the Ticket Booth Agent is responsible for the sale of fares (tokens) and the season and day passes. 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 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 Operations Department or the Special Events Manager.

B.4 Conductors at CHSL and 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. SEASON AND DAY PASSES** The museum sells season passes and individual day passes at both railways. Please see samples of the passes on the last page (page 13) of this Memorandum.

C.1 **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**.

C.2 **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 and legible numbers on the day pass before you give it to the passenger.

C.3 **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.

#### **D: SALES OR RENEWALS OF MSM MEMBERSHIPS NOT ALLOWED**

D.1. **New Memberships are not sold at the depot or at the ESL ticket booth.** If a visitor wishes to join the Museum as a new member, the necessary **MAIL-IN** 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 an addressed envelope and ask them to complete the form and mail it to MSM with the appropriate membership fee. Mention to the prospective member that alternatively they can join MSM online at [trolleyride.org](http://trolleyride.org). MSM's web address is on the membership form.

D.2. **Memberships cannot be renewed at the depot or ticket booth.** 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](http://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 the platform near the message board. Remove the step from the ticket booth and place it at the west end of the streetcar. Take the step off the streetcar and place it at the east end of the streetcar. The appropriate boarding platform for the Excelsior Carbarn, which is stored inside the east carbarn door, should be set out before the streetcar leaves the carbarn 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 carbarn. **Please note that the color brochure does not contain the CHSL or ESL operating schedule.** We will no longer print a general schedule for the 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 Lakewood Cemetery stop. 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 the Linden Hills station basement or in the store in the ESL carbarn.

F.3 At ESL the current year's operating schedule is posted in the ticket booth and the carbarn. Extra brochures are in the cabinet in the merchandise sales area of the carbarn.

#### **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.

#### **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 carbarn donation box. Cash from the ticket booth donation box will be counted and entered on the POS machine at the end of day. The money will be placed with the cash from fares. If a donation is given directly to a crew member, the crew member will put the donation directly into the donation box in the car barn.

#### **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—to make them feel welcome!

### **IV. OPERATING PROCEDURES**

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

A.1 At **CHSL**, standard practice is to make a trip about every 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 **no more than five minutes long**. 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. Always check with the Station Agent or Platform Attendant/Crossing guard to ensure that no one is lefty behind.

A.3 **CHSL:** During regular two-car service at CHSL, the streetcar standing at the Linden Hills station's loading platform should take action 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. **Two streetcars will not 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 car barn 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 car barn.

A.5 **The platform gates on streetcar No. 78, when open, must be firmly 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 No. 265's rear seat.**

## **B. PASSENGER COUNT**

B.1 **Please count all passengers on the northbound (CHSL) westbound (ESL) 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 Water Street.**

## **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. Whistles are not to be sounded after 8:30 PM or after dark, whichever comes first, or before 8:30 AM, unless an emergency demands their use.

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. The foot gong should also be rung when the streetcar passes every other line pole proceeding south towards the Isaacs car barn and travelling north from the Isaacs car barn towards West 42<sup>nd</sup> Street.

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 car barn, the library walkway, the LMHS gate area, the bicycle path crossover, Morse Avenue, the ESL car barn and the path at Old Excelsior Blvd. In all cases, please remember that we operate very close to private homes. Please use common sense and always be respectful of our neighbors. 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. Please remember that we operate very close to private homes and alongside a cemetery. Please use common sense and always be respectful of our neighbors and when you observe a burial or visitation at Lakewood 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 upon leaving. *Streetcar No. 78's gates must be firmly latched in the open position while passengers are getting off the streetcar, and re-boarding.*

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

E.1 At **CHSL** 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 the Lakewood cemetery stop during single car operations or at the Isaacs carbarn during two-car operations. At **ESL**, a 2 two minute or less 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 For **CHSL**, a sample talk is provided on page 11. We have also provided 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 prohibits 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 jeopardizes 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 the trip sheet clipboard and at CHSL in the Linden Hills station in the plastic wall pocket adjacent to the POS machine position and in the ESL ticket booth's agent binder. 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 Lakewood Cemetery 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 With the schedule change for 2026, from May through August the last streetcar run will be made as follows:

- Wednesday-Friday afternoons at 4:00 PM
- Wednesday-Friday weeknights at 8:30 PM
- Weekends and holidays at 7:00 PM

If necessary, in the last 10-20 minutes of an afternoon's or evening's operations, the Foreman will adjust the waiting time of the car at the Linden Hills station to allow for the 4:00 PM, 7:00 PM or 8:30 PM departure. In other words, using the afternoon's last run time as an example, don't depart at 3:50 PM and then have patrons show up at 3:55 PM (5 minutes before end of ops) and turn them away. If there are no passengers at 4:00 PM, then the car can be put away. Do not end operations any earlier than 4:00 PM, 7:00 PM or 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 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 Foreman's cabinet.

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

### **D. LATE ARRIVING PASSENGERS**

Passengers arriving after the last trip of the evening that 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 close-down operations. Crewmembers must ensure that no passengers are in the carbarn while a streetcar is being moved into it.

## **VI. CLOSE UP PROCEDURES – ESL**

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

A.1 The Shift Foreman must ensure that:

- (1) the two sandwich boards at Water 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 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 black bag with the POS components and the cash 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 or Superintendent of Operations.

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.

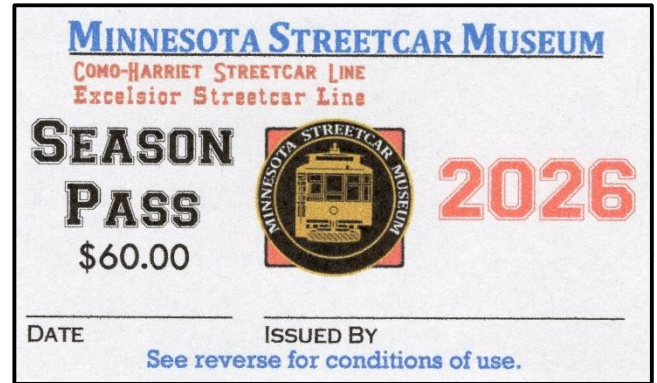
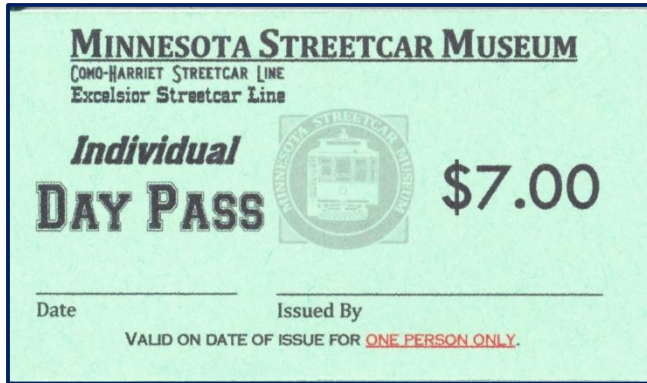
Brief historical tidbits – please consult the multi-page document previously sent to you.

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 preserve Minnesota's electric railway history.

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

## SAMPLES OF PASSES



**NOTE:** All passes 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 or carbarn.