



## TWO BELLS

The occasional newsletter of the  
Operations Department of the  
Pennsylvania Trolley Museum

December 2011

<http://myptm.info/>

Operations Schedule  
Operating Policies & Procedures  
Operating Orders  
Operations Department Forms  
Log In Required



DF Cramer photograph

### What's Inside?

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Dennis F. Cramer - Editor

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## 2012 Operator Training

An Operations Department planning session was held in early September to put together materials for the upcoming 2012 operating season. All operators who have gone through operator training must pick one of the five (5) dates listed below to requalify for the 2012 season. Each class will run from 10:00 AM until 5:00 PM. The cost will be \$10.00. New rulebooks are planned.

Any person wishing to go through operator training for the first time or anyone who has not qualified in at least two (2) consecutive years should pick one of the three (3) day sessions listed for New Operator Training. The operator must attend all three days and the cost is \$50.00 which includes a training manual, do-cent manual, rulebook and hat badge.

### **Returning Operator Training 10:00 AM-4:00 PM**

Saturday March 24    Sunday March 25  
Friday April 13    Saturday April 14    Sunday April 15

### **New Operator Training 9:00 AM-4:00 PM**

Friday April 20    Saturday April 21    Sunday April 22  
Friday April 27    Saturday April 28    Sunday April 29

If you have topic suggestions for Returning Operator Training, please forward them to Chris Walker, Operations Manager.



# PENNSYLVANIA TROLLEY MUSEUM OPERATOR AND DOCENT TRAINING 2012

147 SHERWOOD DRIVE, KITTANNING, PA 16201

724-548-5225

trombone@windstream.net

**Enrollment begins February 1, 2012**

**Requalification** for returning **maintenance** and **revenue operators** and those **student operators** who are actively working toward revenue status will be conducted in March/April. Returning operators will pick a date, as well as a **second choice**. Class size is limited to fourteen (14) operators. The cost is \$10.00. Preference will be given to those living farthest away from the museum. If you are 65 or older, you must submit a certificate of visual acuity every other year. Please circle your first and second date choice and your operating classification. (Regular-Maintenance-Student)

**New operator training** will be held in April over two weekends; you pick one of the three (3) day sessions. You must be eighteen (18) years of age and a current Voting Member. Class size is limited to six (6) and the cost is \$50.00. Any **former operator** who has not operated for two (2) consecutive years must requalify as a **new operator**. This training includes the docent training. If you are 65 or older, you must submit a certificate of visual acuity every other year.

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Mail to: **PTM Operator Training, Dennis Cramer, 147 Sherwood Drive, Kittanning, PA 16201**

**Make checks payable to: Pennsylvania Trolley Museum**

Contact [ysm@pa-trolley.org](mailto:ysm@pa-trolley.org) to use a credit card

**PLEASE PRINT**

Name \_\_\_\_\_ Member Number \_\_\_\_\_

Address \_\_\_\_\_ Phone \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Cell Phone \_\_\_\_\_

Email \_\_\_\_\_

**RETURNING (\$10)**

**NEW (\$50)**

Sat Mar 24 10:00-4:00

Apr 20-21-22 9:00-4:00

Sun Mar 25 10:00-4:00

April 27-28-29 9:00-4:00

Fri Apr 13 10:00-4:00

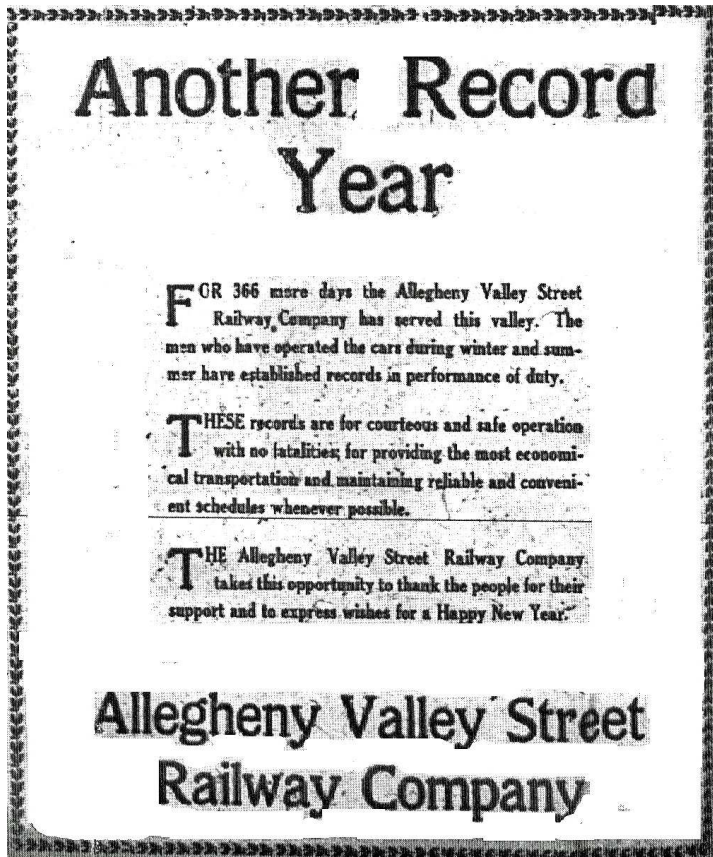
Sat Apr 14 10:00-4:00

Sun Apr 15 10:00-4:00

**OPERATION CLASSIFICATION  
R M S**

**THERE WILL BE A 30 MINUTE LUNCH BREAK  
ALL TRAINEES SHOULD BRING THEIR LUNCH**

**RETURNING OPERATORS  
BRING YOUR RULEBOOK & TRAINING MANUAL WITH YOU  
Rulebooks may be printed from the Operations Website**



Valley News Dispatch December 31, 1928

### Year in Review

2011 was a year of change in operations at the Pennsylvania Trolley Museum. Public operations changed directions this year, literally. Since the museum began public operation, normal direction of travel began toward the north on the original interurban line. This changed in 2011 when we also instituted hourly mini-tours of the Trolley Display Building. Now every customer gets to experience one of our greatest assets.

Due to popular demand, we went back to small group operator retraining in the spring of 2011. This will continue in 2012 and the registration form is included in this issue.

County Fair operations were tweaked and we started offering Park-n-Ride from McClane Loop during both daylight and evening operations.

We offered a fall New Operator Training class and had one of the best years in the past several with the recruitment of new operators.

Your cooperation and spirit helped us through changes in both operations management, visitor services manager and educator/volunteer coordinator. Each of you did your part to continue to provide our guests with a high quality museum experience. We have a team that will continue to challenge us to maintain and improve that experience.

Changes will continue as we move forward. It is what keeps us fresh. It gives our guests (and us) a reason to return. The museum is now closed for the season. Keep up to date by checking in to the Operations Website. Happy Holidays!

