



February 2011

<http://ptmops.org>

Operations Schedule  
Museum Calendar  
Operating Policies & Procedures  
Operating Orders  
Operations Department Forms

**Look for a new exhibit this season:  
Pennsylvania Streetcar Neighborhoods**



DF Cramer photo

**What's Inside?**

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**Dennis F. Cramer - Editor**

**Operations Department**

Dennis Cramer  
Operations Manager  
[operations@pa-trolley.org](mailto:operations@pa-trolley.org)

Walt Pilof  
Assistant Manager  
[wpilof@comcast.net](mailto:wpilof@comcast.net)

Rick Hannegan  
Assistant Manager  
[ptm42@comcast.net](mailto:ptm42@comcast.net)

David Carpenter  
Chief Instructor  
[dcarpenter8@windstream.net](mailto:dcarpenter8@windstream.net)

Scott Becker  
Jim Herron  
Robert Jordan  
Doug Kirkpatrick  
Ed Lybarger  
Ray Mackenzie  
Jack Samuels  
Chris Walker  
Bruce Wells  
Raymond Windle  
Nancy Young  
Wayne Young

## What's New?

Dennis Cramer

Welcome to what we plan on being a very exciting year at the Pennsylvania Trolley Museum. There are several changes you need to be made aware of and Walt Pilof has already sent one of those changes to you. I am now the Operations Manager and we have put together what I think is a great team of Instructors. I want to thank Walt Pilof for his hard work over the past few years and he is staying on as an Assistant Manager. Rick Hannegan, Operations Manager when I first trained, has agreed to also serve as an Assistant Manager and will be handling the Operations Website. We will explain the scheduling of shifts when you come for training.

On February 26, 2011, Messrs. Becker, Carpenter, Cramer, Hannegan, Herron, Jordan, Kirkpatrick, Lybarger, Pilof, Samuels, Wells and Windle met at the request of Walt Pilof to discuss the upcoming operating season and some of the changes that will occur. One of the first things discussed was the construction project in the original carbarn. Since we are not sure when the work will begin and end, it was decided to make major changes in the operating day. Cars will leave Richfol and go to Arden Loop first. They will return to Richfol and then head to the McClane Loop end of the line with a stopover at the Trolley Display Building. There will be a short tour at that location utilizing just the front of the building. A full tour of the TDB will still be offered at least once a day. Final details of how all of this is going to work are being developed and you will be given instruction when you come for your training session. This is a major change in operations and we are carefully considering the ramifications.

A first for the Operations Department is going to be an Instructors Class on March 4, 2011. We want to make sure we are all on the same page when it comes to teaching you how to operate the cars on the railroad in a safe manner that protects the equipment and the infrastructure. You will receive an outline of those materials at your training session.

Training material is enclosed with this edition of Two Bells. We are offering six different days with fourteen slots on each day. That is far more than we need, but want to give you some flexibility in your schedule. You will select two different days and preference will be given to those living the farthest away. Each session will begin at 10:00 AM and run no longer than 4:00 PM. You will need to **bring a lunch** as we are providing a half-hour lunch break. You will also need to bring your **Training Manual** and **Rule Book** with you. You will take your open book test after your training sessions and it will be graded before you leave for the day.

We have also scheduled two different weekends for New Operator Training. If you know someone who is interested, copy the sign-up form and give it to them. There is information on the museum website for Volunteer Opportunities. <http://www.pa-trolley.org/page39/page39.html>

We will have a season of operating double ended cars on the typical day. With every car going to the Trolley Display building, we do not want you to back pole single ended cars anymore than need be. If you have yet to qualify on 4398 or 1758, we will make every attempt to have that completed when you come for your training.

There will be an order for hat badges placed once we have completed New Operator Training. If you need a new one, or never had one, we will have ordering information ready for you at training.

## What's New? (continued)

You will notice some changes dealing with e-mail. Walt Pilof will no longer be monitoring PTMops@comcast.net. He will be using his home address of [wpilof@comcast.net](mailto:wpilof@comcast.net) To contact me concerning operations, please use [operations@pa-trolley.org](mailto:operations@pa-trolley.org)

Please remember that many of our members wear more than one hat at the museum. All of your efforts are appreciated and we are actively recruiting new members.

There are many Special Events scheduled throughout the year and I encourage you to make your plans accordingly. Bring your friends to the Volunteer Open House to show them why you enjoy your museum.

<a href="#">Volunteer Open House</a> .....	April 2 : 9:30 until noon
<a href="#">Bunny Trolley</a> .....	April 16-17, 22-23
Boy Scout Merit Badge Workshop.....	May 7
<a href="#">Operator for an Hour</a> .....	May 30
Open Car Celebration.....	June 11
<a href="#">Funday Sunday</a> .....	June 12
<a href="#">Operator for an Hour</a> .....	June 19
<a href="#">Anything on Wheels</a> .....	June 26
<a href="#">Funday Sundays</a> .....	July 10
<a href="#">Operator for an Hour</a> .....	July 16
<a href="#">Funday Sunday</a> .....	August 8
<a href="#">Kids Camp</a> .....	To be determined
<a href="#">Washington County Fair</a> .....	August 13–20
<a href="#">Operator for an Hour</a> .....	August 21
<a href="#">Antique Trucks &amp; Trolleys</a> .....	August 28
Grandparents Day.....	September 11
<a href="#">Operator for an Hour</a> .....	September 17
<a href="#">Operator for an Hour</a> .....	October 2
<a href="#">Pumpkin Patch Trolley</a> .....	October 7-9, 14-16, 21-23
<a href="#">PA Arts &amp; Crafts Christmas Festival</a> ..	October 14-16, 22-23
<a href="#">Trolley Rails and Spooky Tales</a> .....	October 21-22, 28-29 (evening)
<a href="#">Operator for an Hour</a> .....	November 5
<a href="#">Veterans Ride Free</a> .....	November 11, 12, 13, 14
<a href="#">Santa Trolley</a> .....	November 25-27 December 3, 4, 10, 11, 17, 18
<a href="#">Trolleys &amp; Toy Trains</a> .....	Friday thru Monday November 25 thru December 19

There are also many Birthdays and other Special Events scheduled for the upcoming season. Keep track of these on the Operations Website. <http://ptmops.org>

Please be patient with us as we make this transition. The Operations Department has done a fantastic job of presenting the Electric Era to our visitors for over 45 years and we continue to build on that tradition with your help and understanding. You are a major part of the Visitor Experience and we appreciate your efforts in making the Visitor Experience one in which they will want to come back again and again. Word of mouth from our visitors is some of the best advertising we have--Keep up the great work.

Two truths in life are:  
Change is inevitable. People resist change.

# PENNSYLVANIA TROLLEY MUSEUM OPERATIONS BULLETIN

FROM THE DESK OF THE OPERATIONS MANAGER  
147 SHERWOOD DRIVE, KITTANNING, PA 16201  
724-548-5225      [operations@pa-trolley.org](mailto:operations@pa-trolley.org)

## OPERATOR AND DOCENT TRAINING 2011

Requalification for returning 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.

New operator training will be held in May over two weekends. You must be eighteen (18) years of age and a current Voting Member. Class size is limited to six (6) and the cost is \$20.00. 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

**PLEASE PRINT**

Name \_\_\_\_\_ Member Number \_\_\_\_\_  
Address \_\_\_\_\_ Phone \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_ Cell Phone \_\_\_\_\_  
Email \_\_\_\_\_

RETURNING (\$10)		NEW(\$20)	
Fri Mar 25	10:00-4:00	Apr 29-30-May 1	9:00-4:00
Sat Mar 26	10:00-4:00	May 20-21-22	9:00-4:00
Sun Mar 27	10:00-4:00		
Fri Apr 8	10:00-4:00		
Sat Apr 9	10:00-4:00		
Sun Apr 10	10:00-4:00		

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

**RETURNING OPERATORS  
BRING YOUR RULEBOOK & TRAINING MANUAL WITH YOU**