



May 2013

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Log In Required



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Open for
BUSINESS

Daily Routine

Arrive at the museum one hour before you are scheduled to begin your shift.

Punch in on the time clock, sign out a radio and do a radio check, check the board for any important notices.

Put up the flags, weather permitting.

Check the Daily Log to see what cars have been recently utilized. We want to rotate the cars and encourage the use of PCC's in cooler weather.

Unlock the side door to the car house, disarm the security system, turn on the lights in the hallway, and open the door to the car storage area. Keep this door locked during the day. Select your car and open the large front doors.

Turn on the power, get your control handles, move the car out, and close the large doors. If someone is working in the car house requiring the doors to be open, use the ropes. Make sure the lights are out in the car storage area.

Keep the door to the substation closed if no personnel are on the platform.

The crew should make a line check with all operators taking a turn running the car. Review locations of fire extinguishers, courtesy cards, first-aid kits. Discuss emergency stopping procedures amongst each other.

After the line check, chock the car on upper Richfol platform facing Arden.

Run on the timetable. (see page 4 of this issue for more information)

Conductor last on - first off.

Unload passengers for Trib Total Media Trolley Display Building inbound at Allison. Cars do not go up into the yard unless weather or passenger mobility requires it. In that instance, throw the electric switch at Redman Wye on your outbound trip to go up onto Tracks 34 or 35. Keep this building locked.

At the end of the day, put away the car (drain air tank if applicable), close all windows and doors of the car, secure the car house, and complete the car house security checklist.

Take down the flags, turn off the power (make sure the shop is finished), and put away your radio. Look for the charging light. Fill in the Daily Log.

2013 Season Underway

We are off to a great start! Congratulations to everyone who made Bunny Trolley a success. The museum hosted over 3,500 visitors during the 5 day event with the operations department often running a three car schedule to keep everyone moving and the Bunny hopping.

Returning Operator Training is now complete and there are seven potential candidates lined up for New Operator Training. If you work with a student, mentor them in a positive manner. We have a 50 year tradition of bringing new members into our ranks.

The Operations Schedule for April through July is posted on the Operations Website. You may either use the Electronic Scheduling located there or contact Lynne Thompson at the museum.

educator@pa-trolley.org
(724) 228-9256

Operating Orders

Download and print the operating orders from the Operations Website, this is a summation of those orders.

Single ended cars are not to be backed into Tracks 11-12-13, including the throat of that yard.

Cars 66, 78, 1758 are not permitted on Track 13.

New section insulator on shop lead track that leads to Tracks 21 and 22.

Disconnect switch for shop yard located in box near door to shop. Do not throw this switch while the line is under load.

Discontinue use of Day Cards. Keep track of the number of trips and fill in the Daily Log at the end of the day. Multiply each full trip by four (4) to estimate mileage. You no longer need to count passenger loads.

Please check the Operations Website on a regular basis for new or modified orders. These Operating Orders will also be posted in the substation.

SAFETY - COURTESY - PROFESSIONALISM

Timetable 15

The hourly schedule is to be used Monday through Friday and any weekend when there are only two crew members. Weekends add the 4:15 trip. The car leaves Richfol at 20 after the hour and returns at 05 after the next hour. After the TTMTDB tour, make sure you have your passengers loaded and are ready to depart Allison at the top of the hour. This is the point in the schedule that tends to cause the most problems. Keep track of the time while giving your tour.

The operator should stay with the car during the tour.

On weekends, when there is a three (3) person crew, utilize the 45 minute schedule on the timetable. Two of the crew take the car on the first trip and the third member stays behind to get ready for the next trip. That third person will be the conductor/tour guide on the 11:05 departure.

The conductor/tour guide of the first trip becomes the operator on the second trip and the operator from the first trip gets a break until gathering the passengers for the 11:50 departure.

There should never be more than two crew members on the car while in service.

Departure	Crew #1	Crew #2	Crew #3
10:20	Operator	Conductor	Prepare for next trip
11:05	Prepare for next trip	Operator	Conductor
11:50	Conductor	Prepare for next trip	Operator
12:35	Operator	Conductor	Prepare for next trip
1:20	Prepare for next trip	Operator	Conductor
2:05	Conductor	Prepare for next trip	Operator
2:50	Operator	Conductor	Prepare for next trip
3:35	Prepare for next trip	Operator	Conductor
4:20	Conductor	Prepare for next trip	Operator

Each crew member does each job three times.

It is imperative the car returns to Richfol on time to be able to maintain this schedule.

The crew member assigned to “prepare for next trip” should report to the store a minimum of 5 minutes before the **Leave** time to gather passengers and escort them to Richfol platform for the **Departure**.

Raymond Windle #86



I first met Windle while attending new operator training in 1995. He was an Instructor who expected you to do it the right way. Within a few years, he became the Operations Department Manager. In those days, the Operations Manager was also the crew caller and Ray was known for sending out postcards to remind operators of their assigned shifts. He would also call to see if you were available to work, if not, he was not interested in the reason - - like himself, he knew we had other lives.

Under his leadership, the department moved to running on a timetable in a more consistent manner. Both the railroad and museum were growing at this time. Discipline and structure were required. Ray was a stickler for rules and would readily let you know if you were in violation. He was also great at recognizing talent and having others who had that talent assist him. He delegated duties to help the department grow and become more efficient.

Ray was the guy who not only brought the soup every year to operator training but also brought a new level of professionalism.

The Pennsylvania Trolley Museum is a better place because of Raymond Windle. He will be missed.



Signals, Switches and Overhead

Please review your rulebook. Contrary to popular belief, our signals are not just pretty lights decorating some stark poles. They serve a vital function on our railroad and it is your responsibility to understand how they work. Observe them and react to them in a timely manner.

We now have four (4) section insulators on the line. Coast under them!

Electric switches - coast for curve (to the right), pull power for straight.

5 MPH through all switches.

Our Guests

Welcome to the Pennsylvania Trolley Museum, we certainly hope you have an enjoyable experience.

Who is responsible for that enjoyable experience? The daily crew has the single most influence on the visitor experience. You determine whether they tell their friends the good news about us. We all have good days and bad, but you have to leave the baggage in your car when you come to volunteer. Work carefully with your fellow crew members to ensure our visitors have a safe, well informed, enjoyable experience.

Some things have changed this year. Until we are able to recruit more volunteers, the one-hour "Behind the Scenes Tour" of the Trib Total Media Trolley Display Building will only occur on Friday, Saturday, and Sunday. This tour is a \$4.00 per person upgrade.

The conductor/tour guide still gives the short tour on each trip. Under normal circumstances, the service car will stop inbound at Allison and the tour guide will escort the passengers up to the building. The operator stays with the car. Weather and passenger mobility may require you to go up to Track 34 or 35.

Make sure to read the 2013 Tour Guide Manual.

Our visitors want to know:

When did the trolley era begin?

What is a trolley?

Who rode trolleys, and why? Where were they going?

How did trolleys change over time?

You have approximately 45 minutes to introduce our visitors to the Electric Era. So much to talk about and so little time to do it. Stay concise. A good story has an introduction, main story, and conclusion. The advantage we have in telling the stories is the experience of the ride and props we have to help. You do not need to tell the same story each time, but keep it focused on the group at hand. Engage them by asking age appropriate questions. Look into their eyes when you speak to them, that will tell you a great deal about your presentation.

Learn to look at your timepiece without them noticing. You have a schedule keep and so do they. Your crew, the store personnel, and other volunteers on the property are all depending upon you be diligent. Remember:

SAFETY - COURTESY - PROFESSIONALISM