



June 2017

<https://pa-trolley.org/operations-department>

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



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Dennis F. Cramer Editor

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## Instructors/Dispatchers

There have been several changes to the Operations Department recently. Both Jeff King and David Moffett have been added to the Instructor list. Both of them have extensive experience in professional transit and will be a welcome addition. We have also added several Dispatchers to help us with keeping things running smoothly. Scott Becker, Alex Bruchac, Chris Golofski and Tim Moffat have been actively involved and there will be days they will be in charge of the railroad.

The department wishes to thank Scott Becker, Rick Hannegan, Jack Samuels, Chris Walker, Nancy Young and Wayne Young for their service to the department as Instructors. Their service to the department has been greatly appreciated.

Dave Carpenter requested he be named Chief Instructor Emeritus since the majority of the planning for training has been handled by myself for the past few years. On a personal note, Dave has been one of two instructors still serving since I trained and both he and Bob Jordan have been very helpful to me and active in the department for many years. I am honored to consider both of them friends. If you see either one, thank them for their dedication to our museum.

## Keeping a Positive Public Image

There is no doubt we have a very positive public image. All one needs to do is read the comments posted on various social media to realize we are appreciated. We need to make sure that continues to happen.

There are times we will disagree. There are times you may be given an order from a Dispatcher that you may not agree with. There may be times an Instructor corrects an operating deficiency. There are times you may hear something that you may not agree with. These are part of participating with a group of individuals who need to think of themselves as a group. Those of us in the music world do it regularly. The individual gives way to the needs of the group.

We hope any corrections, disagreements, dissention, etc happen in private. Instructors and Dispatchers have been trained to correct things discretely. If you are working with another individual and you notice something, please do the same. Obviously any action needed to correct a dangerous situation should be addressed immediately, but most issues should be discussed out of the earshot of our visitors. That includes radio transmissions. If you are given an order by a Dispatcher, comply.

If you feel you need a mediator, we have Instructors, Dispatchers and paid staff to help. But please remember – Let's always put our performance face on when dealing with the public. They are the reason we are here!

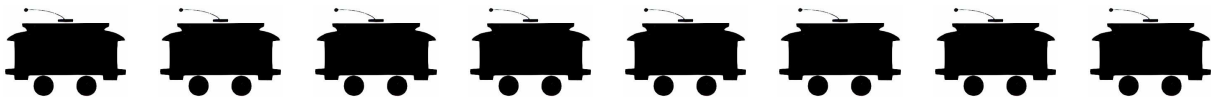
## Safety at Crossings

Kevin Zebley

Crossings and loading platforms need to be treated with the utmost care. Even though they make up a small percentage of the trolley line they are our biggest liability. When approaching these spots you need to have situational awareness and your car under control. Keeping our crossings and platforms safe must be one of your highest priorities. We need to compensate for a public that is not normally around trains and trolleys, and that might not fully understand the importance keeping off the tracks or stopping at a crossing.

North Main Street crossing is our busiest crossing and has the fastest moving automobiles. This crossing does have a warning system of flashing lights and a bell. This system is activated by overhead contactors. When approaching North Main Street crossing it is your responsibility as an operator to ensure that the crossing is functioning properly. Make sure that the lunar indicator is lit and that the lights are flashing before you enter the crossing. The crossing lights should be activated before you reach the whistle signs. If the crossing fails to activate you have some options. You can approach the crossing at a slow speed ready to have your conductor get out and flag the crossing or you could have your conductor watch the rear of the car and back up to try to go through the contactor again to activate the crossing. If a problem is encountered it is extremely important to radio this in so that it may be fixed. In addition to making sure that the warning system is working properly you need to make sure that people on the road are aware of the crossing and are stopping. As you are about to enter the crossing remember to have your car under control with your hand or foot on the break. Continuously look up and down the road to make sure automobiles are stopping.

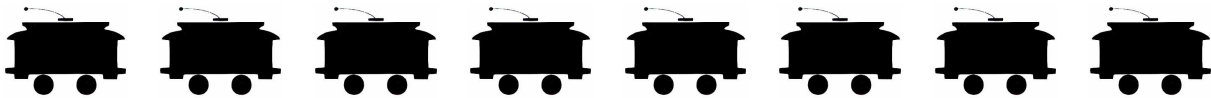
Museum road crossing is now regulated by a permanent slow order. We have replaced the red half-moon safety stop with a green half-moon slow order. This slow order needs to be closely followed. Remember that a slow order is for 5 miles per hour; the same speed a man can walk. In addition to the 5 MPH speed limit, it is even more important that you're traveling at a speed in which you are able to stop before you reach the road if you notice a vehicle is not going to stop. Also remember to ring your bell for the crossing. In conclusion keep it slow and keep your eyes looking up and down the road to avoid an accident.



## Passenger Loading Areas

Kevin Zebley

Loading areas on our railroad need to be treated with the upmost care and vigilance. Unlike at the road crossings where people are protected in an automobile, people at our loading platforms are out in the open. We as a group have done a good job of negotiating this but I would like to point out some tips to remember. Always keep your speed manageable and have you hand or foot on the brake ready to stop in short notice. Watch for children running around, because you never know if they are going to change direction and run out on to the tracks. If you are on the platform keep an eye on our customers. Never let people on to the tracks. As a car is approaching have people stand as far back as possible and ask parents to hold the hands of their children. When coming into Richfol Platform for a stop, bring the front of the car up to the crossing sidewalk. This prevents our guests from falling onto the tracks as they go to cross and makes it easier for them to pose pictures. Every bit of prevention we can do to keep out guest safe is well worth it.



## Keeping on Schedule

Kevin Zebley

This year it is extremely important to try keep on schedule. Remember that the ride car leaves 20 minutes past the hour and the tour car leaves 45 minutes past the hour. Keeping your car moving is one of the easiest ways to keep on schedule. This does not mean that we want you going extremely fast but rather get up to your normal speed in a quick manner. Remember to notch up your controller in a timely manner. This means normally spending about 1 second on each resistance point. You want to run your car in full series or full parallel and coast as much as possible while keeping your normal speed. If you get your car up to speed sooner you are covering more distance at a faster speed making it easy to keep on schedule. If you do get off schedule during regular operations it is best if you are able to notify the store what time the next car will be leaving and if it is a tour car or a ride car. During special events keeping things moving can be even more important. When approaching your leaving time start you safety talk so that ready to leave on time. A 2 or 3 minute late start can easily create a chain reaction when there is more than on car on the line. Make sure to do your part in keeping things run smoothly. More important than any schedule is safety, so if something is not safe do not do it. Also do not forget that switches need to be treated with the upmost care. When approaching a facing switch point make sure that you are looking to make to see that the points are fully closed.

## Contacting Lynne

Lynne Thompson

If you need to contact Lynne, the direct dial number is:  
724-884-0285 or 724-228-9256 ext. 302.

*I prefer emails for scheduling volunteers; it helps for me to have things in writing.*  
My email is [educator@pa-trolley.org](mailto:educator@pa-trolley.org).

## Nametags

Lynne Thompson

Has your nametag worn out or have you lost or broken yours?  
Are you a new operator and need name tags?

Please contact Lynne Thompson  
at [educator@pa-trolley.org](mailto:educator@pa-trolley.org)

I need to know how you would like your name to appear and your operator number. Your operator number is usually your membership number. Some people have membership numbers that differ from their operator number. Please indicate what type of nametag you would like. We can order straight pins, two prongs with backs, over the pocket nametags, and now magnetic ones.

We do not charge for nametags however, if you would like to make a donation to help defer the cost we will gratefully accept them.

Even if you have told me in the past that you need a new name tag please respond by email so that I sure to have your correct information.

Thanks so much!



### HAPPY BIRTHDAY

Katie Imler May 7  
Jeff Coyne May 10  
Don Bailey May 12  
Jonathan Muse May 13  
Sarah Wells May 13  
Brett Freithaler May 24  
Chuck King May 28  
Kyle McGrogan May 28  
Ray Lonabaugh June 8  
John Swindler June 13  
Bruce Wells June 14  
Kathryn Black June 17  
Bob Powischill June 20

## Operation Reminders

We are here to make a positive experience for our visitors.

Open the doors to the Founders Car Barn, but make sure the ropes are in place after moving the service cars out.

Make sure to unlock the side door of the Events Room for restroom access.

Open Brown Shelter.

Make sure to lock all doors at the end of the day.

Lock the TDB and Wexford after each tour.

Crews no longer go to the store to pick up passengers.

Make sure a crew member is at the end of the blue line when preparing to load.

Make sure to encourage visitors to view the video and displays.

[Pennsylvania's Trolleys in a Changing Landscape](#)

[Transportation of the Past and Present](#)

[Trolley Kids Corner](#)

Check with Lynne if you need a break.

Ride Car can be any car - Tour Car must be double ended.

Put any handles not needed to secure the car in the ammo box while parked.

Close the doors on any car parked outside.

Keep the door to the substation closed when you are off the platform.

Keep radio chatter to a minimum.

If there is a Dispatcher on duty, all communication goes through that person.

Run on time.

Situational Awareness - stay focused on the task at hand

## Instructor Day

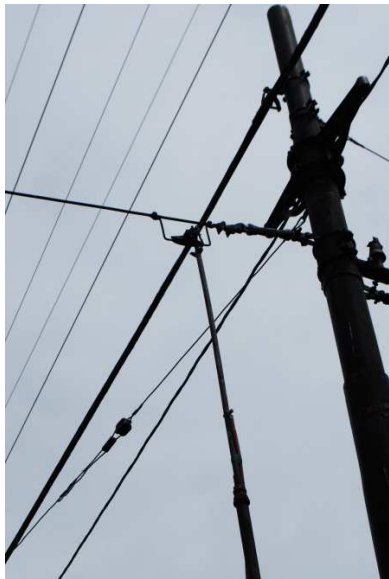
On May 27th, Instructors and Dispatchers met for a day of meetings, training and a little experimenting. We held discussions about some current issues such as possible new day cards and a change of summer uniform. We also reviewed running the GE locomotive and towing both a PCC and Pittsburgh Railways car (M210). The experimentation came from various rumors over the years as to how much power B73 could provide if we ever had a major power outage. Bob Jordan had just completed a multi-month job of replacing some very worn materials on the diesel and this meeting was the perfect time to find the answer. Once Bob placed the bugstick on the overhead and had the ground attached to the rail, he started the locomotive. After letting it warm up, Kevin Zebley turned off the substation. Bob has a diode in place on the locomotive to prevent any electricity from working back into it's system should the substation come back on. PCC's 4004 and 2711 were on the line when the switch was made and as each operator accelerated, the locomotive responded by increasing the output. We also operated 2711 and 4398 with no issues. B73 can easily handle two power hungry cars. We need to make sure this valuable piece of equipment is preserved.



S Becker, L Thompson, T Moffat, W Pilof,  
C Golofski, L Wells, D Carpenter,  
B Jordan, K Zebley, A Bruchac



Towing 1711  
B Jordan, K Zebley



Bugstick on wire



B Jordan, D Carpenter  
B73 interior



B73 interior



A Bruchac, C Golofski,  
S Becker, J King,  
L Thompson  
89 instructor review

A Bruchac, B Jordan,  
K Zebley  
B73 powering the  
overhead

D Cramer photos

