



TWO BELLS

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

April 2010

<http://ptmops.org>

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



Valley Dailey
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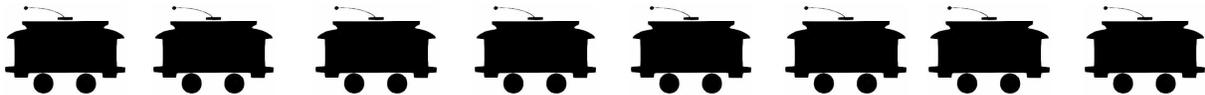
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Some Points to Remember

I want to thank Bruce Wells for suggesting these changes to this article which appeared in the October 2009 issue of Two Bells.

Operators should remember that notching up to full series *and* then *quickly shutting* off is the desired way to control speed. *Operators should coast as much as possible in their operation of any car. On and off the first point is OK when operating in yards and inching a car, otherwise multiple points are preferred, particularly around loops and wyes.* Operation of the car for long periods while not in full series or full parallel overheats the resister grids *and wastes* electric power.



Being the Leader

I spent my entire career working with relatively large groups of people in a classroom, at outdoor events and from the stage. I can provide a few insights on how to prevent problems from happening and keeping your group on task. After all, you are the person in charge and our guests look to you for guidance. Introduce yourself and welcome them to the museum. Tell them, in capsule form, what you are going to have them do for the next 45 minutes. Be very direct in where you want them to go, when to stop and when to move on. They expect your leadership, be the leader. Learn to project your voice, not yelling, and to speak clearly.

Have a definite story to tell. You might want to practice this at home and record yourself. This is a painful process of self evaluation, but one that will make you a better leader. Listen for the number of times you say “ah” or “uhm” and verify you are actually telling a story that makes sense, not just a collection of rambling facts. Be honest with your performance. Time yourself. You may also want to

Being the Leader (continued)

ask a fellow museum member to shadow you and give feedback on your overall performance later in private.

Keep your eyes and ears open the entire time you are with a group. You need to be able to spot potential hazards and deal with them before they occur. Hazards can be anything from the out of control child with an oblivious parent, the very young, the elderly, open windows on the car, to the weather. Once again, tell our guests what you want them to do as a group, which includes keeping together. You have better control when they are in a tight knit group.

You can learn to spot potential problems before the group gathers. Emphasize safety. Not running, stepping over the rails and respecting the antique equipment are all things we assume. Do a quick overview of your group and make sure to point these out if need be. Let the elderly or infirm be aware it is okay to stay on the ground while you do a car barn tour. Just be sure to stay near the front of the car so they can hear you. Let them know what you expect in a positive manner.

Keep alert, do not let yourself get distracted. Learn to scan the area for potential hazards as you speak. Maintain eye contact with your group, that will keep them focused on you. Make sure to give them time to ask questions, make observations and take photographs. Keep track of time, that is the conductor's job while on the ground and on the streetcar.

You are the teacher, leader, performer; the professional. Learn to look the part. A neat uniform and appearance will do a lot to set your status as all of the above. Treat your fellow museum associates with respect in front of the public and keep your attention to the public. They are helping to pay our way. If you act in a professional manner, the guests will notice this and give you the respect and attention you deserve.

Some More Points to Remember

- Review your training manual before coming to the museum.
- Be considerate of your fellow crew members, be on time.
- Fill out a new timecard and punch in.
- Check the board for notes on track conditions and available cars.
- Turn off your cell phone.
- Review any operating orders posted by the Operations Department.
- Put up the flags; check the restrooms and trash cans.
- Check the public areas, would you want to bring your family here?
- Do a radio check and announce: "WPLD754 Pennsylvania Trolley Museum on the air," if you are the first person to broadcast for the day.
- Check in with the store operator.
- Clear the aisles in the carbarn.
- Turn on the power.
- Sweep out the service car if needed.
- Select a car that all crew members are qualified to operate.
- Drain the air tank if applicable.
- Make a service run with all operators taking turns running the car.
- Always greet the guests at the store to begin the tour.
- The ride is part of the tour.
- Always give a safety speech. Safety First and Always!
- Do not try to talk to the entire group while the car is in motion.
- The conductor should not occupy the front platform.
- The conductor is the last on and the first off - - - Always.
- Run on time. Thank our guests for visiting.
- The operator on a two man crew should report to the store at the end of the run to become the next docent.
- Keep radio communication to a minimum.
- Fill out a carbarn closure sheet at the end of the day.
- Turn off the power.
- Make sure all doors are locked.
- Make sure you, your fellow crew members and the guests have had a great day at the Pennsylvania Trolley Museum.