



TWO BELLS

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

August 2012

<http://myptm.info/>

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

Washington County Fair August 11-18, 2012



DF Cramer-photo

What's Inside?

- Page 2-3 Operations Concerns
- Page 3 Happy Birthday
- Page 4 Security System Changes
Washington County Fair
- Page 5 Fair Daytime Tickets
- Page 6-7 Notes from Lynne Thompson
- Page 7 Be Part of a Team
- Page 8 Weekend Fill Schedule

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Operations Concerns

The Operations Department encourages you to have a safe, enjoyable experience while volunteering at the museum. However, many of you are losing focus on your job. We have had some problems and we trust, with your diligence, these problems will not continue. Most of you do a great job!

Ability to Take Direction

Instructors and Dispatchers are typically used when there are multiple units on the railroad and for special events. They are in charge of the railroad and often need to give specific direction to keep things operating smoothly. For the most part, their comments and instructions are not personal in nature, but rather designed to keep things running safely and smoothly. Their comments are based upon years of experience.

Read all notices in the substation before selecting a car for use. Many of our cars are currently out of service and several have restrictions. Make sure to follow these directions. We have had bent poles, downed overhead, operators running over chinks, chinks put in the wrong location when parking cars, windows on cars left open, man doors left unlocked, operators not using proper road crossing signals, compressors left on, battery switches left on, operators not going through the changeover procedure on cars 14 and 4398 when parking them at the end of the shift and more. Please pay attention to details.

Barn Doors on Track 11-12-13

Under normal conditions, these doors are to remain closed during the operating day. If for any reason they are left open, the ropes must be put in place. Too many unescorted guests have been found wandering through this building. Keep the door from the public restroom area to the barn area locked and the lights in the barn turned off. Remember to fill out a carbarn closure form at the end of the day.

Three Man Rotation

When three operators are scheduled, only two crew members should be on the car. The third can enjoy a break and then report to the store to start gathering the next passengers. That person then becomes the conductor on the next trip, the conductor from the previous trip becomes the operator and the previous operator goes on break. The conductor should not occupy the front platform. To facilitate things, we are experimenting with 30 minute service on some weekends.

Open Car 1758

Please re-read your car instruction sheet before operating this car. Both crew members are to assist in loading and the conductor must stand on the back platform, facing the passengers, while the car is in motion.

Regarding the conductor's bell. Conductors are trying to make it ring by muscling it and jerking the leather loop in a downward direction. The bell is mechanical. It will not work if pulled strenuously. Do not pull down on the loop. Gentle tugs in the horizontal direction are all that is needed. Very little effort is required. Also, since the bell is mechanical, the wire has to return to its resting position before it is tugged for the second ding.

Pittsburgh Railways 4398

Please re-read your car instruction sheet before operating this car. The deadman pedal on this car and 3756 can only be activated after depressing the hand deadman. When going through the changeover procedure, it is imperative that you hold down the hand deadman before releasing the brakes, otherwise you will put the car into emergency. If that happens, quickly throw the overhead control switch to the left and then back to the right. You will also need to do this the first time the car is pumped up for the day.

Cars with Battery Switches

Cars 4398, 1711, 4004, 2711 and 14 all have battery switches that need to be turned off at the end of operational use for the day.

Happy Birthday

- Chuck Baird August 7
- Ken Fornof August 9
- Alex Bruchac August 12
- Walt Copeland August 12
- Dennis Herburth August 12
- Ed Lybarger August 19
- David Crow August 21
- Bob Frank August 27

Happy Birthday

- Jim Ott September 8
- Frank Bobro September 9
- Bob Alexander September 10
- James Selario September 19
- Fred Schneider September 20
- Jim Grab September 21
- Bryant Schumde September 22
- Jim Herron September 23

Security System Changes

Scott Becker-Executive Director

The West Campus (1 Museum Road where the Car House, Visitor Education Center and Restoration Shop are) has a new security system installed and monitored by Secure US. It is the same system we have at the Trolley Display Building (TDB) at the East Campus

To Operate: Use the last four digits of your old Sonitrol number and hit 1 to disarm or 2 to arm. The keypads are identical to what we have at the TDB. There are Secure US stickers by the keypads with their phone number if you have any problems arming or disarming the system. If you have any questions, please contact Scott Becker.

At the East Campus (Trolley Display Building) the Southeast Man Door (opens onto track 31) can now be unlocked from the outside and has its own keypad for entry. However, you will need to walk across to the north side to get the light switch if you are entering for the first time that day. This is to make it easier for crews bringing tours up from Allison stop. Remember to keep the lights on for the day and the doors locked. You only need to set the alarm after your last trip, but make sure no one else is in the building before doing so.

Washington County Fair

The 2012 Washington County Fair will be held from August 11 through August 18. There are still many shifts that need to be filled for both daylight and evening service. Contact Lynne Thompson educator@pa-trolley.org (724-228-9256) to schedule a date or use the sign-up form located on the Volunteer Page of the museum website. Please only pick slots that have openings.

If you plan on operating during the fair, please read your manual on each car and also the signal system, particularly the section on crossing Main Street (Operating Order 12-05), before your shift. The swift pace of fair operation, especially evening, requires you to be in peak form.

Rick Hannegan has done a great job of keeping us up to date with the Volunteer Webpages and you should visit them regularly to keep up to date with policies, manuals, timetables and events. He has had the listing of Fair activities posted for quite some time. For those of you who are interested in the Fair activities:

http://www.washingtonfair.org/html/fair_schedule.html

For those of us out of town, the member price at the Meadowlands Comfort Inn is now \$90 as opposed to the regular \$120. Mention you are a volunteer at PTM.

County Fair Ticket Procedures 2012

Matt Campbell-Visitor Services Manager

Day Shift (10am to 5pm)

Crew members are responsible for selling tickets at McClane loop.

Here are some procedures and tips:

Sign out a money belt from Business Manager Larry Faloney in the office. At the end of your shift, return the belt to Larry, Visitor Services Manager Matt Campbell, or the evening dispatcher. You must submit all ticket books, including the cardboard backing from an empty book. If you need change or additional tickets, contact Larry at [412-860-4198](tel:412-860-4198) during the day, or Matt at night at [724-747-3703](tel:724-747-3703). You should periodically drop off big bills and excess change in the ballot box in the substation.

- To stay on schedule, board passengers, then sell tickets while in motion. Tickets need not be punched.
- Round-trip tickets are \$2. Children under 3 are free. Coupons should always be collected.
- Paying passengers receive the day's color, while ALL non-paying comps should be issued a yellow ticket for accounting. Even if a parent doesn't want a ticket for a baby, tear the ticket off and discard it.
- **REGULAR VISITORS** will be issued wristbands. Please watch carefully for these passengers and make sure they are dropped at Allison for a tour of the Trib Total Media Trolley Display Building; tour guides are scheduled at the TDB.
- **FAIRGROUNDS PLATFORM:** While idle at the platform, be available to sell tickets if it is not staffed. Passengers can ride either direction. They CANNOT visit the TDB but can upgrade their tickets at the store.

TIP: Help yourself to bottled water in the substation, office, events room, and McClane loop at night



Notes from Educator/Volunteer Coordinator

Lynne Thompson-Educator/Volunteer Coordinator

There are so many things going on right now with the E & I department and under my role as volunteer coordinator that I thought I would take time to catch up with you.

First, we are having a **Tour Guide Training Session** on **Saturday August 4** at 9:30 AM at the museum. All *student operators* should try to attend in addition to anyone who would like to work on their tour giving skills. This session will be about 3 hours in length and will concentrate on the “short” tour. Later sessions will address the extended tour.

Please call me at the museum at 724-228-9256 if you plan on coming.

Second, we need help for County Fair. Besides operating, there are many areas you can help, such as selling tickets or giving TDB tours. Again call me at the museum if you can help.

Also, I would like to address some reminders for us all. Let's begin with safety first. We are using 1758 (the Open Car) quite a bit this summer. Remember all the extra safety measures that must be taken with this car. We cannot be lax with giving safety talks. Make sure that children on this car are not sitting on the outside. Demonstrate boarding and disembarking the car. Make sure that your passengers are leaving on the correct side. Also, conductors must be on the rear conductor's platform, not sitting with the public. This is important; besides being able to see everyone, it is where the emergency brake, megaphone, bell and horn are located. You must also be facing the passengers from the back of the car, not sitting and looking backwards. If you are thinking I am mentioning this because it relates to you, do not think I am singling anyone out. These are on-going issues that more than one of us has committed, including myself. Although, I am focusing on the Open Car, we all know that safety is our number one concern. Let's make sure we are doing our safety talks relating to all cars and making people aware that we are a working railroad.

Another thing we need to pay close attention to is warmly greeting the visitors and gathering them at the Visitor Education Center. Introduce yourself; explain where you are taking them. Not just, “Come on we are leaving.” As silly as this may sound, think about each visitor as how you would like someone to treat your family.

Continued on Page 7

January, 1922

ELECTRIC TRACTION

71



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Be a Team

As stated earlier in this document, we have been having issues with details being overlooked. Work as a team with your other crew members.

- Is the chock removed?
- Did we drain the air tank at least twice a day?
- Is the trolley retriever properly reset after a dewirement?
- Did we lock the doors?

Work out a way with your crew, before you begin public operation, that you can check each other discretely without drawing public notice. None of us is perfect and we can all learn from each other. Be considerate, but observant.

Notes from Educator/Volunteer Coordinator (continued)

The next topic is tour guides (formally called Docents). We are getting more volunteers, which I am sure some of you have noticed. Please read over the Crew & Docent (Tour Guide) Duties section in your in your docent manual. Tour guides are not there to just ride the car and take the extended tour if we have one. Please welcome them and make them feel like a part of the crew. We have more people interested in being tour guides only. If you know of anyone who would be interested please contact me. This is a great way to get your family involved, perhaps a family member would be interested in giving tours while you operate.

As always please feel free to contact me with any of your comments or concerns or ideas. My email is educator@pa-trolley.org and you can call me at the museum at 724-228-9256.

Experimental Weekend Timetable

Chris Walker-Operations Manager

We are experimenting with a new level of service for weekend operation. This doubles our current level of service, provides us with more flexibility and gives the visitor 15 minute service. This also gives our operators more opportunities to perform the various jobs we ask of them. It only works when there are 3 operators working the weekend shift.

As with all service, make sure to run on time.

PENNSYLVANIA TROLLEY MUSEUM

OPERATIONS DEPARTMENT

WEEKEND SERVICE "FILL SCHEDULE"

EFFECTIVE JULY, 2012 (to be used as needed)

PREVAILING TIME

RICHFOL	McCLANE	ALLISON	RICHFOL	ARDEN	RICHFOL
1000	1006	1010	1015	1020	1025
1030	1036	1040	1045	1050	1055
1100	1106	1110	1115	1120	1125
1130	1136	1140	1145	1150	1155
1200	1206	1210	1215	1220	1225
1230	1236	1240	1245	1250	1255
100	106	110	115	120	125
130	136	140	145	150	155
200	206	210	215	220	225
230	236	240	245	250	255
300	306	310	315	320	325
330	336	340	345	350	355
400	406	410	415	420	425
430	436	440	445	450	455

CREW ROTATION

Three operators will normally be assigned when this schedule is utilized.

Below is an example of the rotation crews should follow:

Operator 1	Operator	
Operator 2	Conductor	Takes TDB tour group at Allison INBOUND
Operator 3	Conductor	Conductor from previous trip; returns with TDB tour group at Allison INBOUND

With this rotation, there will always be a tour being held at the Trolley Display Building.

Conductors will switch off at Allison.

If using a one-man car or if a relief is available, crew members may take a break upon return to Richfol from Allison (before the car proceeds to Arden Loop and return).

Conductor then becomes the operator for the next trip (leaving Richfol at the top and bottom of each hour).