



July 2017

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The Busy Operator

Kevin Zebley

I know from watching operating crews that we are asking a lot from our volunteers. The decision to implement the current timetable was made to provide the best possible visitor experience. That being said, I completely understand how hard it can be at times to keep up with running 2 cars and giving tours. You do have some options to try to make things easier. One suggestion is to use safety cars such as 4398, 5326, 2711, 1711, 78, 14, or 4004. It is perfectly acceptable to run safety cars with one operator to give someone a break. You do not have to have every car going out with 2 operators. You could chose to have an operator sit out for either the tour or ride trip as long as that car is a safety car. If it is too difficult for your crew to run two cars or the weather makes it unpleasant for the visitors to transfer cars, you may run the timetable using only one double ended car. This might also be necessary if there are special car movements where having a car sitting at Richfol would tie up the line. If you are operating on a day with extremely poor weather you might want to load the car in the Founder's Car Barn and give tours in the Founder's car barn. As always use your best judgment and try to keep on time.

Inform our Visitors

Kevin Zebley

People always want to know what is going on. This starts from the time they walk into the store and buy their ticket. The operator's part usually starts as visitors are walking up the sidewalk to Richfol. If you see patrons walking up, greet them, inform them what car will be leaving next and what time it will depart. Let them know if it is a tour car or ride car. It is important to ensure visitors experience both the ride and the tour. Once on the car, go over the safety rules and explain the trip that they are about to take. If it is the ride car inform visitors, "The trip will take approximately 18 minutes and we will travel four miles before returning to this platform, at which time we will transfer to the tour car." Always include something interesting about the car they are riding.

If you are on the tour car, tell visitors, "This car will be taking a short trip to our Trolley Display Building for a 20 minute tour and then will return here where you will be able to transfer to the ride car or visit the museum store" Always explain to visitors at the end of a trip what their options are and when the next car will depart; you may also inform them their tickets are valid all for the entire day.

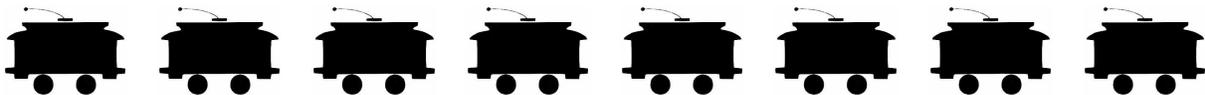
If something on your trip does not go as planned, inform the visitors of what is going on. This does not mean share all the details, but it is fine to tell visitors why they're waiting. You may explain passing sidings and why you must wait to meet a car or if the pole comes off the wire how it is the same as unplugging an appliance in your home. Always keep comments positive, stay calm and put on a friendly face for our visitors.

Building Lights & Doors

New LED lights have been installed in the Trolley Display Building and Founder's Car Barn. These lights are instant on and instant off. Please turn the lights in the TDB and Wexford Station off between tours, unless someone is working in the building. There is no reason to leave the lights in Founder's Car Barn on during regular operation. Make sure the lights are on in the hallway to the restrooms and the side door to that hallway from outside is unlocked. The door from that hallway to the trolley storage area should be kept locked. Keep the ropes up after moving cars in and out of the building. The door to the substation should be kept closed if no one is near it. The TDB & Wexford Station must also be locked between visits.

HAPPY BIRTHDAY

Fred Cooley July 6
Steve Kuznetsov July 10
Jack Demnyan July 21
George Gula July 21
Jack Simich July 25
Stan Koepke August 2
Ken Fornoff August 9
Tim Sheffield August 10
Alex Bruchac August 12
Walt Copeland August 12
Dennis Herbuth August 12
Ed Lybarger August 18
Bob Frank August 27



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.*

Barrows Electric Shops Company Picnic

Jack Demnyan

It seems that means of entertainment during the Trolley Era often were communal: people enjoyed each other's company and had fun together. The June 14, 1920 Barrows Electric Shops company picnic held in Wildwood is such an example. While it's likely the case that Barrows used the Butler Short Line out of convenience, one might suspect a preference for the electric interurban given their own company motto "Things and Doings Electrical." The ad is from the 1917 Pittsburgh Jewish Community Book accessed from the University of Pittsburgh's online database.

Another aspect of the Trolley Era lost to most people is how quickly one transitioned from city to country before modern day suburbia blurred the transition. Barrows Electrical Shops had their day in the country in Hampton Township - a mere 16 miles from their Wilkinsburg shop.



All images from collection of Jack Demnyan

THE PITTSBURGH JEWISH COMMUNITY BOOK

We Wire Your Home

Furnish Your Lighting Fixtures, Electric Washers, Ironers, Cleaners, and all other Appliances

Our Motto—Maximum Service—Minimum Cost

	
Shop No. 1	Shop No. 2
American Electric Co.	Barrows Electric Shop
10 N. Diamond St. E. Northside	(Formerly Clelands) 1012 Wood St.
Pittsburgh	Wilkinsburg
Established 1911	Established 1895
Cedar 796	Franklin 1020

Barrows Electric Shops Inc.
THINGS AND DOINGS ELECTRICAL