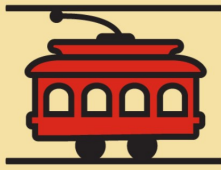


# PA TROLLEY MUSEUM



**Volunteer  
Welcome  
Packet**

## Welcome Aboard!

Thank you for volunteering with the Pennsylvania Trolley Museum!

Since our beginning, PTM has relied on the dedication of volunteers to keep the Trolley Era alive. For many years, our museum was completely run by volunteers. PTM's transformation from a railfan's club to the Arden Trolley Museum to a nationally significant trolley museum could not have been accomplished without their hard work and vision.

Today, our volunteer program- 200+ participants strong- continues this mission to share the stories and technology of the Trolley Era. More than 45,000 visitors each year enjoy a trip to the museum. Here, they are able to enjoy a scenic 4-mile round-trip ride on an antique trolley, take a guided tour of our Trolley Display Building, explore our interactive exhibits, and much more. Everything that they experience is made possible by our wonderful volunteers.

Please take a look through this handbook to learn more about our volunteer program. We're so glad you've joined our team!

## Mission Statement

The mission of the Pennsylvania Trolley Museum is to preserve and perpetuate its collection of historic transportation equipment, artifacts, and archives and utilize the collection and other resources to provide an unparalleled immersive experience that brings the technology and culture of the Trolley Era alive through entertaining, educational, and diverse programming.

## Vision Statement

The vision of the Pennsylvania Trolley Museum is to enhance the knowledge of transportation technology and culture and inspire future generations of innovators.

## Museum Operating Schedule

*January- May and September- December:*

Thursday- Sunday  
10 AM - 4 PM

*June- August:*

Tuesday- Sunday  
10 AM- 4 PM

## Contacts

Name	Information
Morgan Meer, <i>Coordinator of Volunteers and Public Programs</i>	<a href="mailto:mmeer@patrolley.org">mmeer@patrolley.org</a> (724) 288-9256 x6014
Kevin Zebley, <i>Director of Facilities, Safety, and Operations</i>	<a href="mailto:operations@patrolley.org">operations@patrolley.org</a>
Kristen Fredriksen, <i>Manager of Visitor Experience</i>	<a href="mailto:kfred@patrolley.org">kfred@patrolley.org</a>
Jocelyn Farrell, <i>Manager of STEAM and Education Programs</i>	<a href="mailto:jfarrell@patrolley.org">jfarrell@patrolley.org</a>

## Volunteer Information

**Volunteer Opportunities:** Sign up to help at special events, archives work sessions, outreach events, and more on our [Volunteer Sign-up Sheet](#).

After training, you can sign up for shifts as an operator or museum guide on our [Operations Schedule](#). We need volunteers for these roles on both weekdays and weekends, at various times throughout the day.

**Clearances:** Volunteers in Pennsylvania and at PTM are required to have up-to-date clearances. For PA residents, that’s the Act 33 Child Abuse History Clearance, the Act 34 PA State Police Criminal Record Check, and a Child Abuse History Disclosure Statement that will be provided by the Museum during your orientation.

If you’re a PA resident that has lived out of state within the past 10 years, you’ll need a FBI Fingerprint-based Background Check instead of the Disclosure Statement.

Volunteers 17 years of age and younger must complete the Parent/Guardian Consent Form. You can find this form, instructions for completing your clearances, and instructions for out-of-state residents on [our website](#).

**Logging Hours:** Recording your volunteer hours in our system allows PTM to properly recognize your work and also accurately share the accomplishments of our volunteer team. Visit [patrolley.org/timekeeping](http://patrolley.org/timekeeping) to see instructions.

**Keys and Security:** At the completion of your training, you will receive any keys and security codes that you may require for your departments. All volunteers should ensure that buildings are locked and armed when they are the last ones to leave for the day.

**Breakroom:** The Tony DeSensi Breakroom and a private restroom are provided for your use in the Welcome & Education Center. Volunteers are welcome to place their belongings in the breakroom during shifts and store food in its fridge during the day (no overnight storage, please).

**Safety:** Your first priority should always be keeping visitors safe. Assist visitors while they are boarding and deboarding trolleys. Politely request that visitors do not stand on tracks or in the way of an oncoming trolley. Do not allow visitors to access maintenance areas without the supervision of a volunteer who is familiar with the space.

Please take note of the locations of the first aid kits in the Trolley Display Building (on the wall to the right of the front door) and in the W&EC (under the desk across from the theater). Guides and operators should also make sure to review the safety and visitor services information in our Visitor Services Training Manual, found on the [Volunteer Resources page](#) of our website (password: Westpenn832).

**Dress:** When interacting with visitors, you'll be encouraged to wear a PTM-branded polo or t-shirt, but you may wear anything neat and appropriate for the event with which you are helping. Operators should wear their uniform as instructed in operating training.

**News:** PTM uses four publications to spread the word about happenings at the museum.

- *Short Turns*, the weekly volunteer e-newsletter
- *Stay on Track*, our monthly public e-newsletter
- *Two Bells*, an operator e-newsletter that publishes occasionally
- *Trolley Fare*, a biannual magazine mailed for free to members and available for purchase in our gift shop

**Membership:** All volunteers are encouraged to become members of the museum, and operators are required to be museum members. Visit the [Membership](#) page on our website to learn more about membership benefits and to become a member.

**Next Generation Committee:** Volunteers ages 14-29 are welcome to join this committee that encourages young individuals to get involved as leaders at PTM. Email [mmeer@patrolley.org](mailto:mmeer@patrolley.org) to join or learn more.

**Trolley Resources:** Being a PTM volunteer means the chance to always be learning new things! Explore the resources below to learn more about the Trolley Era.

- Read about our collection of 50+ historic streetcars on [our website](#).
- Watch videos from our [Trolleyology series](#), our monthly Zoom lectures on various trolley topics.
- Check out this [museum display](#) to learn about how streetcars are powered by electricity.

## Trolleys in Pennsylvania

The streetcar or “trolley” played a vital role in the growth of 20th century American cities and suburbs. Once confined to living their daily lives within walking distance, people could use trolleys to travel much farther to their work and entertainment, as well as to visit one another. The Pittsburgh Railways Company, at its peak, had over 600 miles of track and 2,000 trolleys that serviced it. This high-speed and efficient form of transportation transformed culture, society, and technology until the success of the automobiles brought an end to the Trolley Era.

As trolleys were phased out of cities and towns, organizations nationwide were formed to house, operate, and preserve trolleys. The Pittsburgh Electric Railway Club was formed in 1946 and acquired three trolley cars between 1949 and 1953. With the assistance of the Pittsburgh Railways Company, the three car collection was motored in on the cars’ own power. In 1963, the Arden Trolley Museum opened for visitors at this site, and in 1993, the name of the museum changed to the Pennsylvania Trolley Museum to better reflect the museum’s growing collection.

Today, the Pennsylvania Trolley Museum continues its mission to preserve the compelling stories of the Trolley Era. Our collection now includes over 50 trolley cars. In November 2023, PTM opened our new, 21,000-square-foot Welcome & Education Center. With its new exhibit halls, event space, and classroom, we hope to share the innovation of trolleys with even more visitors in the days to come.

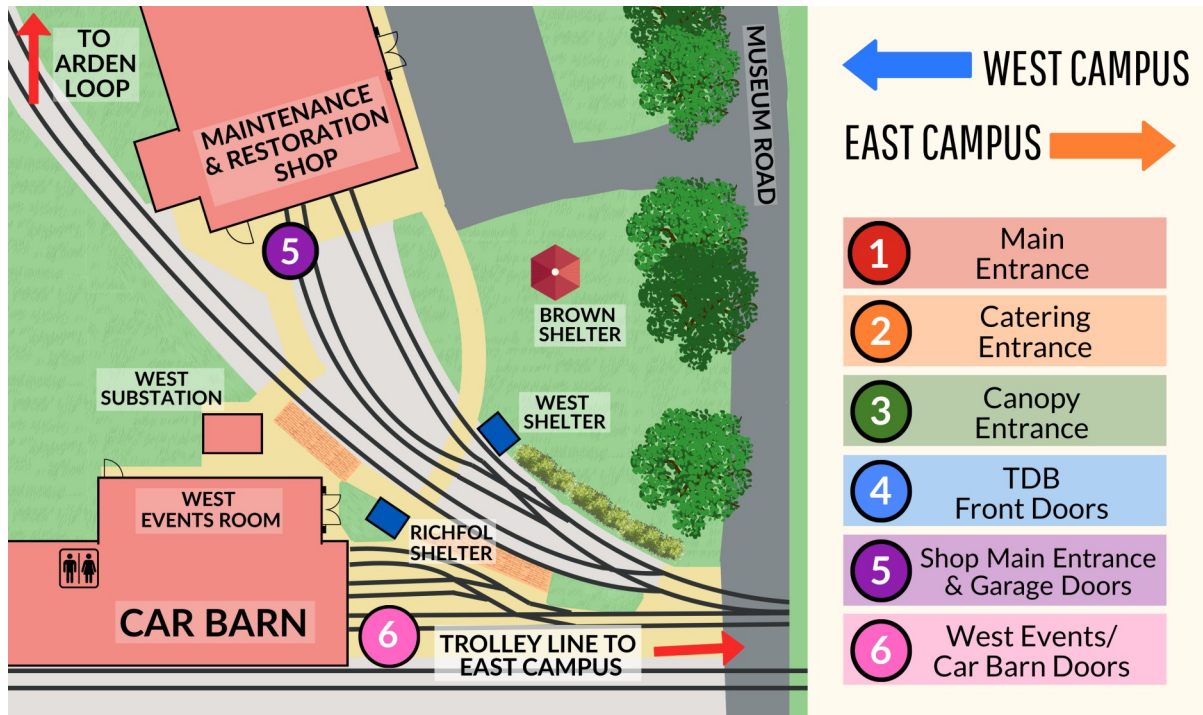
## Helpful Explanations

**Horse Cars, Cable Cars, and Trolley Cars– What’s the difference?** All three of these vehicles can be referred to as “streetcars” since they are passenger vehicles designed to run on rails generally laid in a public street. **Horse Cars** are drawn by one or two horses or mules. **Cable Cars** are propelled by grasping a moving cable in a slot between the rails. **Trolley Cars** run by electricity taken from an overhead wire.

**What is an interurban?** The routes of interurban cars took passengers from city to city. PTM’s interurban cars include West Penn 832 (an orange and red car in our operating fleet) and 274 (an orange car in the Display Building that became a home after its time as a trolley), among others.

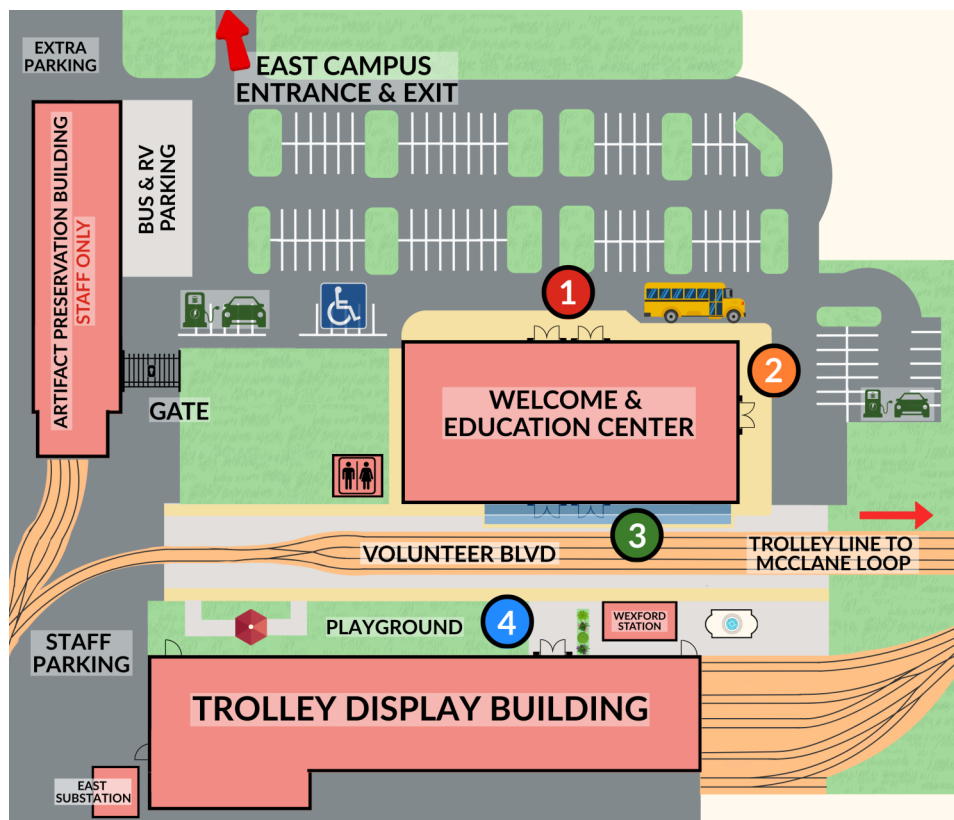
**How did PCC cars get their names?** In 1929, several major trolley companies banded together as the “President’s Conference Committee” to invent a trolley that was faster, quieter, and more comfortable in order to compete with buses. “PCC” cars hit the streets starting in the late 1930s. Just some of the museum’s PCC Cars are Shaker Heights 94 (a yellow car in the display building), 1711 (a red and tan car often used for visitor trolley rides) and 1713, also known as the *Terrible Trolley*.

### Trolley Museum Map



#### West Campus

- **Maintenance & Restoration Shop:** The Reynolds S. Galbraith Shop is the primary area for all trolley maintenance and restoration.
- **Car Barn and West Events Room:** Cars in our current operating fleet usually stay in the car house (also called the car barn). In the same building is PTM’s old events room. Volunteers are welcome to take a break from their work here and use the restrooms and showers.
- **Shelters:** These were often placed at trolley stops that were farther away from city streets to protect waiting passengers from the weather. Our shelters include :
  1. **Brown**, built for the Pittsburgh and Butler Street Railway around 1910
  2. **Richfol**, constructed around 1909 in Canonsburg
  3. **West**, built in 1909 for the Pittsburgh, Harmony, Butler, and New Castle Railway.
- **Arden Loop:** At the northwest end of PTM’s property is the loop named after the village of Arden Mines. A thriving coal patch at the beginning of the 20th century, the community had company houses, a company store, and a post office. The path of the trolley line follows the railroad access to the mine. In the 1920s, the mine closed when there was no more coal.



East Campus

- **Welcome & Education Center (6):** Visitors to the W&EC can explore its two exhibit halls and museum store, participate in educational programs in its classroom space, and enjoy its spacious event rooms and its theater.
- **Trolley Display Building (3):** The TDB opened to the public in 2005. It houses more than 20 cars in its protected environment.
- **Wexford Station (next to the TDB):** This 1908 interurban station is an extremely rare survivor of the Trolley Era. It was built for the Pittsburgh, Harmony, Butler, and New Castle Railway. After its life as a station, the building became a post office, antique store, then a deli, before finally moving to PTM in 2015.
- **McClane Loop:** PTM’s East Campus loop is named after the family farm and school that were located nearby at the turn of the 20th century. The original path of the Washington-Pittsburgh interurban line was located within the loop site until 1953 when the line was abandoned.

**Reliance-** PTM’s “middle campus” is home to a warehouse for storage, mobile equipment and restoration projects, and the Kathryn & David Black Transit Archives.

## Departments

There's lots to do at the Pennsylvania Trolley Museum! Most volunteers are involved with more than one department, and each department is always looking for new volunteers. No experience in any area is necessary- we'll teach you everything you need to know.

Read more below to learn about our many volunteer opportunities. To get started with something new, email the department head and copy Morgan ([mmeer@patrolley.org](mailto:mmeer@patrolley.org)) on the email.

### Operations

*Department Head: Kevin Zebley ([operations@patrolley.org](mailto:operations@patrolley.org))*

- Operate our trolleys for museum visitors and special events.
- New operator training classes are held twice a year and will be announced in our volunteer newsletter.

### Maintenance

*Department Head: Bernie Orient ([bernard.j.orient@gmail.com](mailto:bernard.j.orient@gmail.com))*

- Keep our trolleys in top shape for our visitors.
- Meets from 8-4 on Wednesdays and Saturdays. Maintenance volunteers are encouraged to attend work sessions a couple times a month, but hours are flexible.

### Restoration

*Department Head: Bruce Wells ([restoration@patrolley.org](mailto:restoration@patrolley.org))*

- Return the trolleys in our collection to their historic beauty and function.
- Typically meets on Tuesdays, Thursdays, and Saturdays

### Archives

*Department Head: Chris Walker ([archives@patrolley.org](mailto:archives@patrolley.org))*

- Assist in the cataloging and care of our vast transit archive. Explore photographs, maps, blueprints, records, and more from trolley history.

### Visitor Services- Guiding, Special Events, Outreach

*Department Head: Kristen Fredriksen ([kfred@patrolley.org](mailto:kfred@patrolley.org))*

- During regular operating days, we need help from museum guides to give tours of the Trolley Display Building.
- We also rely on volunteers to help during our special events like County Fair and Santa Trolley and to promote PTM at outreach events around the region.
- To become a museum guide, email [mmeer@patrolley.com](mailto:mmeer@patrolley.com) to get started. To help with special events or outreach, check out our [Volunteer Sign-up Sheet](#) for upcoming opportunities.

## **Education**

*Department Head: Jocelyn Farrell ([jfarrell@patrolley.org](mailto:jfarrell@patrolley.org))*

- Assist with programs and activities during field trips, scout workshops, and summer camps.
- Topics include American history, electricity, engineering, and transportation. Although we encourage volunteers with similar interests to help, there's no background knowledge necessary- just lots of enthusiasm!

## **Way & Track**

*Department Head: Dan Bower ([danielbower@hotmail.com](mailto:danielbower@hotmail.com))*

- Help with the construction of new track and maintenance of our existing track.

## **Power & Signal**

*Department Heads: Kevin Zebley ([operations@patrolley.org](mailto:operations@patrolley.org)) and Scott Davis ([h.brown21@verizon.net](mailto:h.brown21@verizon.net))*

- Assist in the construction and maintenance of the overhead wire and signal systems.

## **Mobile Equipment**

*Department Head: Richard Rhoton ([rhotond@earthlink.net](mailto:rhotond@earthlink.net))*

- Help repair and maintain the museum's locomotives, forklifts, cranes, and similar equipment.

## **Administration**

*Department Head: Jeanine DeBor, Executive Director and CEO ([jdebor@patrolley.org](mailto:jdebor@patrolley.org))*

- Assist with business activities, legal matters, and publicity.

## **Engineering**

*Department Head: Larry Lovejoy, Director of Engineering ([lovejoy3314@outlook.com](mailto:lovejoy3314@outlook.com))*

- Join our team that volunteers in the areas of engineering, building design, and construction and project management.

