



MINNESOTA STREETCAR MUSEUM

COMO-HARRIET STREETCAR LINE

Excelsior Streetcar Line

FROM: Rod Eaton, General Superintendent
TO: All MSM Foremen, Operators, and Station Agents
RE: **General Procedures for Regularly Scheduled Streetcar Operations**
Como-Harriet Streetcar Line and Excelsior Streetcar Line
DATE: May 1, 2010

I. INTRODUCTION

A. GENERAL

The purpose of this memorandum is to instruct all MSM operating personnel in the procedures that we must follow when operating streetcars in regular service on the Como-Harriet Streetcar Line **and** the Excelsior Streetcar Line. Since most of these procedures apply to both railways we felt that it was best to combine what were formerly two separate and somewhat lengthy documents into one, thus avoiding possible confusion and the printing expense. However, some instructions found in these procedures apply to only one line or the other. When that is the case, the section or paragraph in question will contain either **CHSL** or **ESL** in bold letters at the beginning of the section, paragraph or sentence.

These procedures supplement-but do not replace-The Minnesota Streetcar Museum *Rule Book, Sequences of Operation, Foreman Check Lists*, current bulletins, and other material provided by the Safety and Training and Transportation Departments. The *Rule Book, Sequences of Operation, Foreman Check Lists*, current bulletins, and other material provided by the Safety and Training and Transportation Departments govern all regular streetcar movements and are to be followed strictly at all times to ensure consistent and safe streetcar operations. To the extent that there are unintended conflicts between the *Rule Book, Sequences of Operation, Foreman Check List*, current bulletins, and other material provided by the Safety and Training and Transportation Departments and these General Procedures, the *Rule Book, Sequences of Operations, Foreman Check List*, current bulletin, and other material provided by the Safety and Training and Transportation Departments govern.

While these General Procedures are quite lengthy, they also employ common sense. Because nearly 100 volunteers operate on the Museum's two demonstration railways, some of whom operate only once per month, it is important that all aspects of our operation be governed by specific procedures that apply to all of us. This helps to ensure that the experience provided to our passengers and to each of us as volunteers is uniformly courteous, safe, and of consistently high quality. Please read these General Procedures carefully and please let them guide you as you go about your duties. All questions about these General Procedures should be directed to General Superintendent Rod Eaton at 763-576-0608 or rpeaton@mac.com.

The Minnesota Streetcar Museum is a non-profit corporation whose tax-exempt status is based on its educational purpose. Please take the time, using the materials that have been provided to you and those that are otherwise available, to learn about that history and share it with our passengers. Above all, please remember that their fares, their souvenir purchases, their donations, and their "word-of-mouth" advertising to co-workers, friends, relatives, and others are what bring in the money to supplement all of our donated labor. Please be courteous, friendly, and helpful at all times!

B. CREW SCHEDULING

Crews will be listed on the monthly schedule of operations sent to you by mail or by e-mail approximately one week before the beginning of the month for which it is effective, generally by the 25th day of the month. Crew Schedulers will be responsible for recording on the draft operations schedule your stated desires for volunteering on shifts during the month. They will be ready to do this at any time during the month prior to the month being scheduled. **It is up to you** to let the Crew Scheduler for either CHSL or ESL know on which shifts you wish to volunteer. **If you wish to be called each month to be reminded to sign-up for your shifts please let your assigned Crew Scheduler know that.** Otherwise they do not plan to call every volunteer each month as they have in the past. Crew Scheduler phone numbers and e-mail addresses are as shown on the crew telephone roster sent to you.

If you will be away from home during much of the time and/or are difficult to reach, we ask that you call or e-mail the Crew Scheduler beforehand, send him a postcard with your preferred dates, or return the Crew Scheduler's call as soon as possible to ensure that you are scheduled. **Persons who do not contact the Crew Schedulers or respond to their calls will not be scheduled and will be able to operate only where there are gaps in the schedule.**

CHSL: When there is sufficient operating staff, crews of four, including a station agent, will be scheduled. If the fourth crewmember is a qualified operator, he or she will rotate with the crew. When we don't have the minimum of three crewmembers, we ask that the shift Foreman try to recruit a crewmember(s) to allow for safe operation instead of canceling the shift.

C. UNIFORM

The official **and mandatory** uniform is clean and pressed black slacks (**no** jeans) or skirt and shoes and a clean and pressed gray or white shirt or blouse (**no** t-shirts), preferably with a solid black four-in-hand tie or bow tie. Black shorts and black socks with black uniform shoes may be worn when the temperature is expected to exceed 90 degrees. The Minnesota Streetcar Museum logo patch should be worn on the left shoulder of the shirt and the Twin City Lines logo patch should be worn on the right shoulder of the shirt, each sewn one inch below the seam. An MSM nameplate should be worn on the shirt. Pocket and pin-on versions are available. Uniform caps with "motorman" or "conductor" hat badges are recommended but their purchase and wear is not mandatory. A white, gray or black turtleneck may be worn under the uniform shirt in cool weather. When jackets or coats are necessary, they should not have non-MSM patches or designs on them; be plain (dark, solid colors are preferred). Authentic streetcar uniforms and uniform items in good condition, TCRT or otherwise, are permitted and encouraged. Please remember—we are a museum and we are trying to take our passengers back in time—please dress appropriately. Under all circumstances, you are expected to be clean, neatly groomed, and dressed in clean, pressed clothing.

Minnesota Streetcar Museum and Twin City Lines patches and Conductor hat badges are available in the Linden Hills Station or from our Museum Store www.trolleyride.org. Nameplates may be ordered using the standard form: go to our website and print out the order form. Uniform caps are special ordered through our museum store. Uniform shirts of the correct medium-gray hue may be purchased at Uniforms Unlimited, 2220 Lyndale Avenue South, Minneapolis, telephone 612-377-0011. Uniforms Unlimited will sew on your shoulder patches for free if you purchase your uniform shirt there.

Buttons, pins, or stickers promoting *any* cause, political or otherwise, are strictly prohibited under any circumstances.

D. CANCELLATION OR DELAY OF OPERATIONS BECAUSE OF WEATHER

Foremen should not cancel operations on account of weather unless absolutely necessary and then only at the last possible moment. Please remember that weather can change very dramatically and very suddenly - a torrential downpour in the afternoon can give way to a delightful evening. Foremen should pay close attention to the forecast (which can be and are often wrong) **and to actual conditions at Lake Harriet or Excelsior** and should direct his or her crew to report to the carbarn unless, at the time the Foreman must leave his or her home for the carbarn, the forecast is for poor conditions throughout the shift. If the forecast holds hope-**however**

slim-that operations can begin, albeit late, the Foreman and crew should report to the carbarn. Please use your choice of the many Internet weather sources.

CHSL: If the start of operations is delayed on account of poor weather or if operations are cancelled (and the crew has reported), please post the appropriate laminated placard, located in the vertical file organizer under the cash register in the Linden Hills station, on the **inside** of the window of the Linden Hills Station door. When operations resume, please remove it and return it to the organizer on the shelf under the cash register (in the case of cancellations, this should be done by the next day's crew).

E. CANCELLATION OF SERVICE BECAUSE OF LACK OF CREW

CHSL: If a shift must be cancelled because of lack of the minimum number of crewmembers a laminated "Operations are Cancelled" placard, located in the vertical file organizer under the cash register in the Linden Hills station, will be placed on the **inside** of the window of the Linden Hills Station door by either the Foreman of the previous shift or the CHSL night watchman (Erik Schwarzkopf, who lives directly across Queen Avenue from the Linden Hills station). When operations resume, please remove it and return it to the organizer on the shelf under the cash register (this should be done by the next shift or day's crew).

ESL: A Method to inform potential passengers that operations have been cancelled because of lack of crew will be developed shortly and ESL operating personnel will be informed of these procedures.

II. START-UP PROCEDURES

A. REPORTING FOR DUTY

Foremen must have the Silent Knight cards containing the ID numbers for the carbarn and station security systems. If you do not have these ID numbers and trip the alarm, the Museum will be billed for a false alarm and you may be detained by the Police Department.

All crew must report to the George K. Isaacs or Excelsior Carbarn no later than fifteen minutes before the start of the shift. Foremen must report no later than thirty minutes before the start of the shift. Second shift crew must report directly to the Linden Hills Station or the Excelsior Water Street platform at least fifteen minutes before the start of the shift. After Labor Day, refer to the Operating Notes with September, October, and November operations schedules.

B. CHSL: OPENING AND PREPARING THE LINDEN HILLS STATION

The Foreman will unlock the door, disarm the security system, turn on the lights including display and showcase lights, turn on the cash register, and place the platform appliances on the platform. The sandwich boards should be set out - one at the curb on West 42nd Street and the other one, stored on the streetcar, on the curb at Richfield Road at the north end of the line. Please do not forget to retrieve and store these at the end of the evening.

The station agent should sweep the floor if needed, clean glass if needed, open windows and screens, weather permitting, and turn on the fan if needed. Station agents should clean glass and sweep the floor as needed during the shift to keep the station clean and neat. Please wipe up spills as soon as possible. All cleaning supplies are in the center, lower cabinet and more are in the basement. If not, they are available at the carbarn. The station agent should adjust and wind the clock. Always move the hands forward; **the hands should never be moved backwards.** The key to wind the clock is behind the glass door housing the pendulum.

III. STATION and PLATFORM PROCEDURES

A. FARES AND TOKENS

CHSL: The Station Agent is responsible for the sale of tokens. Tokens and other items should be sold by the station agent and rung-up on the station cash register. For accounting purposes, tokens must be given to paying passengers only. All tokens and other items sold aboard the streetcar, including tokens sold to passengers who boarded at Lake Calhoun, should be run through the cash register at the completion of each trip. Please—all of this is very important for accounting and taxation purposes.

ESL: The conductor is responsible for the sale of fares, the season pass and multi-ride tickets, and souvenirs. For accounting purposes, tokens must be given to paying passengers only.

Tokens are \$2.00 and children **under age four (three and under)** and Minnesota Streetcar Museum members with valid membership cards and holders of day passes, multi-ride tickets, and season passes do not need to have a token to ride but they may have one if they request it. Passes are not accepted for the Ghost Trolley, Holly Trolley or other special rides or events. There is no senior citizen, group, or other discount absent a bulletin from the Marketing, Public Relations, and Special Events Committee or the Senior Superintendent for special events.

CHSL: Motormen should return tokens to the Platform Attendant or Station Agent to ensure an adequate supply in the station at all times.

B. PASSES AND DISCOUNTS

There are a number of passes and tickets that all volunteers should be aware of. NOTE: Please refer to the last page of this Memorandum for samples of the various multi-ride tickets and passes.

- **Season Pass.** These are sold at the Linden Hills Station, by the Conductor at ESL, or by mail. **The Season pass is good on both demonstration railways** for up to two adults and four children living in the same household at all times. The cost of a season pass is **\$49.00**.
- **Multi-Ride Tickets.** These are sold to passengers who ride often and who desire the convenience of a pass but don't expect to ride enough to purchase a season pass. **Multi-ride tickets are good on both demonstration railways.** These tickets may be used by more than one person provided that the number of rides on the ticket is not exceeded. They are available for **\$17.00 for a 10-ride ticket** and **\$43.00 for a 25-ride ticket**.
- **Individual Day Passes.** These are sold to passengers wishing to ride the streetcar multiple times on the same day and are good on both demonstration railways. They are single-use passes; each passenger aged four and older must have their own pass. They are available at the Linden Hills station or aboard the streetcar at the Excelsior Streetcar Line for **\$5.00**. Please ensure that you enter the date on the day pass before you give it to the passenger.
- **Membership Cards.** All members are entitled to unlimited free rides upon presentation of a valid membership card.

Motormen and Conductors are reminded that **they must punch out, cross out or ink out the ride numbers on the multi-ride tickets as they are being used by the purchaser.** Otherwise the purchaser would be able to enjoy a ride that they did not pay for.

C. ACCEPTANCE OF CHECKS AND CREDIT CARDS

Checks will be accepted for sales of tokens, merchandise or to join MSM **for the exact amount of purchase only—NO CASH BACK.**

Credit cards. We do not accept credit or debit cards at our demonstration railways for purchase of streetcar ride tokens, to join our Museum or for merchandise purchases. This is because of the bank fees added on to each purchase (3-4%) that we would have to pass on to our customers. However, we do accept PayPal payments for merchandise sales on our website.

D: SALES OF MSM MEMBERSHIPS

If a visitor wishes to join our Museum, **please have them fill out a membership form.** These forms are located in the yellow folio located below the cash register at CHSL and in the rear seat of the streetcar at ESL. Temporary MSM Membership cards are also located in this folder (sample on page 11). Put the **completed** membership form in the cashier's bag. Then fill out and issue the new member their temporary membership card. Indicate on the application form whether the new member paid by cash or check. If a check was written for the appropriate dues amount, please indicate on the memo section that the check was for a new membership.

E. ESL: SANDWICH BOARDS AND BOARDING PLATFORMS

Sandwich boards, which are stored on the streetcar, must be set out immediately adjacent to the street at both the Water Street and Old Excelsior Road platforms and retrieved at the end of the shift. The boarding platform for Old Excelsior Road, which is stored on the streetcar, must be set out at Old Excelsior Road on the first trip and retrieved on the last trip. The appropriate boarding platform for the Excelsior Car barn, which is stored inside the east car barn door, should be set out before the streetcar leaves the car barn for the Water Street platform.

F. BROCHURES

Green Minnesota Streetcar Museum brochures are available aboard each streetcar and in the Linden Hills Station or Excelsior car barn. **Please do not give brochures to passengers aboard the streetcar except upon request.** Never, however, refuse a request for a brochure.

Please ensure that the brochure racks are fully stocked. Additional brochures are located in storage containers on the Linden Hills station floor and in the station basement. At ESL extra brochures are located in the black cabinet next to the shop door on the east (Bridge) end of the shop.

Museum membership application forms with information about the levels and benefits of membership are available in the Linden Hills Station in a special membership folder located under the cash register. At ESL there is a similar folder located on the seat of the operating streetcar.

G. CHSL: SOUVENIR SALES

All sale merchandise is located in the cabinet or on the shelves. Please take a few minutes to keep the merchandise neat and tidy for the next shift, organized by size, and restock as necessary. Please report shortages to the Foreman so the station can be restocked for the next shift from the supply in the station basement.

Information about new merchandise items or price changes will be next to or on the shelves under the cash register. Please check for updated information before you begin duty. Checks are accepted with pre-printed address and telephone number. We do not accept credit cards for sales at the Linden Hills station or at Excelsior. Information about items available and costs is available in the station and on the streetcar at Excelsior. A reference guide for cash register operation and a price sheet are kept by the register.

H. ESL: SOUVENIR SALES

All sale merchandise is located in the rack at the east pole side end of streetcar No. 78 (may be moved to the west gate side end) and on the rear platform of No. 1239 when installed. These include postcards (\$0.25) and will include Big Island brochures (\$3.00).

Additional items may be for sale in a display case to be installed in the Excelsior Car barn. Information about these items or price changes will be made available. Please check for updated information before you begin duty. Checks are accepted with pre-printed address and telephone number and drivers license. We do not accept credit cards.

I. CHSL: DONATIONS/DONATION BOX

Foremen are not responsible for emptying the donation box nor are cashiers responsible for depositing it. If a person wishes a receipt for a donation please hand-write one on a transfer. Please store the donation box on the floor behind the counter for security when the station is not open. If a donation is given directly to the Station Agent, the Station agent will:

- 1) either ring the donation up on the register and then place the donation in the cash drawer **and not in the donation box;**
- 2) or, place the donation directly into the donation box and **NOT** ring it up on the cash register.

J. CHSL: PLATFORM PROCEDURES

Please see the *Rule Book* and *Sequence of Operations* for safety-related procedures and rules. When not engaged in safety-related activities (flagging the West 42nd Street crossing, assisting passengers boarding and leaving streetcar, ensuring that passengers and other persons stand back from track, etc.), the platform attendant should be available to answer passenger questions about the streetcar line and the museum. Circulate and visit with our guests—make them feel welcome!

IV. OPERATING PROCEDURES

A. SCHEDULE/DEPARTURES

Neither the Como-Harriet Streetcar Line nor the Excelsior Streetcar Line operates on a set schedule. But our standard practice is to make a trip about every fifteen to twenty minutes. This can be done while complying with the Museum's Rule Book and the Sequences of Operations so long as the end-of-the-line talk is kept to a reasonable length. This standard practice ensures that passengers do not spend an excessive amount of time aboard the car waiting for it to leave.

The Operator should signal for permission to depart when there is at least one person aboard the car, no other potential passengers are in sight, or the car is full. **Please do not wait for the car to fill up.** Once the Operator has been given permission to depart, the Motorman or Conductor should not permit additional passengers to board the streetcar.

Passengers are not permitted to ride in the motorman's cab or on the platforms of any streetcar at any time while the car is moving. However, passengers may sit on the rear seat of No. 265.

CHSL: When operating with two cars in regular service at CHSL, the streetcar standing at the Linden Hills station's loading platform should begin procedures to start its northbound run as soon as the southbound streetcar appears in the glen area to the north. The car standing at the platform should proceed north when the southbound car clears the north switch, unless told to hold at the station platform by the shift Foreman. Remaining at the platform longer than necessary results in a lopsided schedule and in some cases has resulted in the returning car holding south of the 42nd Street crossing because the other car has not yet cleared the Linden Hills station platform.

ESL: **The gates on streetcar No. 78, when open, must be secured in the open position.** Neither streetcar No. 78 nor streetcar No. 1239 may operate with open gates.

B. PASSENGER COUNT

Please count all passengers, whether or not they have paid a fare, and no matter what their age. Entering the passenger counts onto the trip sheet aboard the streetcar is an important task for the Conductor. By the numbers entered on this sheet we can determine: (1) the number of revenue passengers which is obtained from the farebox count; and, (2) passengers who are riding but did not purchase a token (children, volunteers, dogs, members riding on MSM membership cards, day passes, season passes, or multiple-ride tickets). These numbers form the basis of the statistical analysis that we do throughout the operating season, so accuracy in taking the headcount on each run is important. **ESL:** **To ensure an accurate count, count passengers on the eastbound trip to Old Excelsior Road.**

C. USE OF BELLS AND WHISTLES

Bells and whistles are safety appliances and should be used sparingly and only for safety purposes. This includes the mandatory two or three rings to signal that the streetcar is about to move.

CHSL: The Operator will produce a series of rings as the streetcar crosses West 42nd Street, passes through the Linden Hills Station platform area, arrives at Linden Hills Station, and proceeds from West 42nd Street to the south end of the line.

ESL: The Operator will produce a series of rings as the streetcar crosses the bicycle path and streets and passes the Excelsior Carbarn. In all cases, please remember that we operate very close to private homes. Please

use common sense and be respectful of our neighbors at all times. The whistle on No. 1239 will be used very sparingly, mostly in an emergency, in deference to our neighbors who live on Third Street, with two exceptions. It has become customary on Thursday afternoons for the Motorman to toot the whistle when approaching the Water Street platform to alert potential passengers at the farmer's market in Lyman Park (the area directly to the south of our Water Street platform) and on Saturday when the flea market is operating in Lyman Park.

CHSL: The only exception to sounding the whistle is when passing under the William Berry Parkway Bridge where one or two *short* toots of the whistle on the *northbound trip only* are customary and traditional. In all cases, please remember that we operate very close to private homes and alongside a cemetery. Please use common sense and be respectful of our neighbors at all times, especially later in the evening when young children are being put to sleep and when you observe a burial or visitation at the cemetery.

D. ESL: CARBARN TOUR

All trips will include a carbarn tour (unless ridership is light and the passengers do not wish to take one). However check the operations bulletin board as in some cases carbarn tours may be suspended. The recommended carbarn tour will (1) explain that The Minnesota Streetcar Museum's volunteers perform all maintenance and restoration work on the Museum's fleet of historic streetcars and (2) tell visitors, briefly, about the three streetcars stored in the carbarn, using information contained in the green Minnesota Streetcar Museum brochure and other sources.

The motorman must remove and take the controller's reverser key when leaving the streetcar to conduct the carbarn tour and make sure that the carbarn door is locked when completing the carbarn tour unless volunteers are working in the carbarn and it has been established that they will lock up upon leaving. ***Streetcar No. 78's gates must be secured in the open position while passengers are getting off the streetcar, and re-boarding.***

E. END-OF-THE-LINE TALK

The Motorman (or the Conductor if the Motorman prefers and the Conductor agrees) should deliver a brief but informative end-of-the-line talk about our Museum at Lake Calhoun or the Old Excelsior Boulevard end of ESL. Please don't provide details that are in our brochure. Simply refer our passengers to the brochure and note its availability on the streetcar and in the station.

Also, please tailor your talk to the conditions. If the car is full of noisy or unruly children, keep it brief and continue the run after thanking the passengers for riding with us.

The recommended talk is found on the last page of these General Procedures. Generally, your talk should last **about two or three minutes at the longest**. Please do not solicit questions unless ridership is very light both aboard the streetcar and at the station. But if questions are asked, please answer them as best-and as briefly—as you can.

Finally, our code of conduct and rules prohibit you from interjecting your personal political opinions on public transportation or any other issues with which some of our passengers may disagree. This refers to comments about elected and appointed officials and government policy towards and support of public transit in the State of Minnesota. First, this is simply inappropriate given the Museum's educational and historical mission, which such comments do not serve, and its non-profit tax-exempt status (which is predicated on being non-political). Second, it may jeopardize the Museum's valuable non-profit, tax-exempt status that saves the Museum thousands of dollars per year and also jeopardize its reputation.

F. INCIDENT REPORTS

In the event of an incident in which there is or is alleged to be damage to Minnesota Streetcar Museum property, to another person's property caused by Museum property or volunteers, or injury to a member of the public, passenger, or a volunteer, you must complete an Incident Report. **This is mandatory**. The forms are located aboard each streetcar on one of the clipboards and at CHSL in the Linden Hills station in the file organizer under the cash register. Follow the instructions found on the form for sending the incident report to the General Superintendent.

IMPORTANT. If the incident is serious, such as significant damage to a streetcar or one of our buildings or a passenger or volunteer is injured to the extent that emergency medical services were requested and they responded, the Museum's General Superintendent, Board Chair and other appropriate Department Superintendents **should be immediately contacted and informed of the details of the incident.**

V. CLOSE UP PROCEDURES -- CHSL

A. CLOSING THE STATION

For the months of May through August the last streetcar run should occur no later than 8:30 PM (give or take a few minutes) or dusk whichever occurs first. Obviously we don't want to make the last run at 8:30 when dusk occurs around 8:15 PM, which it does towards the end of August. Our intent is that the last streetcar run of the second shift departs the Linden Hills station at 8:30 PM, give or take a few minutes. This will result in the car returning to the station at approximately 8:45 and put away in the barn no later than 9:00 PM. Do not end operations early unless dictated by poor weather conditions or other compelling safety considerations.

Station agents should begin closing the station after the last trip of the evening has left. The Foreman should notify the station agent before leaving the station that a particular trip will be the last trip. At this time, the station agent should:

- close and lock the windows, including the storm windows;
- turn off the ceiling fan and turn off the electric heaters (on cold days in the fall and winter);
- sweep the floor and clean the glass;
- bring into the station all the platform appliances, including the sandwich board and the bulletin board hanging on the station's outside wall, setting them on the doormats so as not to mar the floor;
- and, when the streetcar has returned, the Station Agent should give all cash and the changer to the Foreman.

The Foreman must make sure that the station agent has done all of the things listed in the previous paragraph, close down the cash register and print out and prepare the appropriate reports, activate the security system, turn off the lights, and close and lock the station door.

The Foreman must check with each crewmember to ensure that all Minnesota Streetcar Museum funds have been turned in and are in the blue bag.

B. CLOSING OPERATIONS

Foremen must consult the Foreman's Checklist. **Note that controller keys and PCC reverser handle are to be removed from the streetcar and placed on the bottom of the wooden cabinet in which the Treasurer's Lock Box is located. ESL: The controller keys will be placed in the space provided next to power switch No. 4 located in the maintenance and restoration shop.**

C. POST-CONCERT TRAFFIC AND TRANSFER HOLDERS

CHSL: Foreman must be alert for concertgoers towards the end of the evening and should, if safety permits, make an additional trip if there are a sufficient number of concertgoers wishing to take a streetcar ride. If a passenger holding a transfer who boarded at Lake Calhoun arrives, every effort shall be made to return that passenger to Lake Calhoun.

D. LATE ARRIVING PASSENGERS

Passengers arriving after the last trip of the evening has departed should be given the opportunity to ride for free to the carbarn. Please be sure to inform any such passengers that they must walk back to Linden Hills Station from the carbarn. All such passengers must leave the streetcar before it enters the carbarn. But the Foreman or an operator, with the permission of the Foreman, may take the passengers on a guided tour of the George K. Isaacs Carbarn and Shops provided that the tour does not interfere with closing down operations. One crewmember should ensure that passengers do not enter the Ready Barn while the streetcar is being backed in.

VI. CLOSE UP PROCEDURES -- ESL

A. STORE SANDWICH BOARDS AND BOARDING PLATFORMS

The Foreman must ensure that the sandwich boards at Water Street and Old Excelsior Road, the boarding steps at Old Excelsior Road are stowed aboard the streetcar and that the carbarn boarding steps are returned to the carbarn before ending operations.

B. FOREMAN TO COLLECT ALL MONEY

The Foreman must check with each crewmember to ensure that all Museum funds have been turned in.

C. LATE ARRIVING PASSENGERS

Passengers arriving after the last trip of the day has been completed should be given the opportunity to ride for free to the carbarn. Please be sure to inform any such passengers that they must walk back to Water Street from the carbarn. All such passengers must leave the streetcar before it enters the carbarn. But the Foreman or an operator, with the permission of the Foreman, may take the passengers on a guided tour of the Excelsior Carbarn provided that the tour does not interfere with closing down operations.

QUESTIONS AND CLOSING COMMENTS

Questions, comments, and suggestions about operating procedures should be directed to the General Superintendent.

Thank you for volunteering and for adhering to these procedures. While these procedures are very lengthy and may appear daunting, they are simply common sense. By reading and following these procedures you will ensure our passengers a uniform, high-quality experience during their visit and make the work of your fellow volunteers on the next shift easier by leaving the premises neat, clean, and ready for the next day.

Please remember – the Como-Harriet Streetcar Line and the Excelsior Streetcar Line is **you**, it is each of us. Please make a good impression on our passengers and fellow volunteers and, above all, please have fun.

SAMPLE END-OF-THE-LINE TALK

Welcome aboard the (Como-Harriet)(Excelsior) Streetcar Line. Nearly 100 volunteer members of The Minnesota Streetcar Museum operate this electric railway. It's the last small bit of track of an extensive public transit system that once took Twin Citians everywhere that they wanted—or needed—to go and saw more than one thousand streetcars operating over 523 mile of track stretching from Stillwater to Lake Minnetonka.

The green brochure available (in the Linden Hills Station), or as you leave the streetcar from the conductor, will tell you a little bit about the history of this line, our sister streetcar line in (Excelsior)(Lake Harriet), and about our fleet of historic streetcars, including No. [] upon which we are riding today. You can find out more from the exhibits in the (Linden Hills Station)(when you take the carbarn tour). We also have a number of souvenir items for sale (in the Station)(in the carbarn), as well as a donation box. These help support the continued operation and maintenance of this line.

[Brief historical tidbits – please consult *Electric Railways of Minnesota*, *Twin City Rapid Transit Pictorial*, old *Minnegazettes*, *Twin City Lines*, *Twin City Lines in the 1940s*, *Como-Harriet Story* or station exhibits for material. You should also consult “Motorman Bill’s” columns in the *Currents*.]

[Please mention upcoming special events such as special operations to Lakewood Cemetery on Memorial Day, “Early Bird” service on Memorial Day, Independence Day, and Labor Day, Excelsior Crazy days, Excelsior Apple Days and the Halloween Ghost Trolleys and Christmas trolleys as appropriate. Please look for other information in *Streetcar Currents*.]

We're a membership organization and are always looking for volunteers. Please ask the volunteers you meet today if you have questions about membership or how you can volunteer to help us.

For your safety, please stay seated and keep all parts of your body completely inside the car at all times. After the car has come to a complete stop, please exit through the rear door/gates (motion to rear). Thank you for riding with us today, have a safe and pleasant trip, and please come and see us again.

SAMPLES OF PASSES AND TICKETS

The Minnesota Streetcar Museum
 Como-Harriet Streetcar Line
 Excelsior Streetcar Line

10 Ride Ticket \$17.00

1 2 3 4 5 6 7 8 9 10

Date Issued by

The Minnesota Streetcar Museum
 Como-Harriet Streetcar Line
 Excelsior Streetcar Line

SEASON PASS \$49.00

Date Issued by

The Minnesota Streetcar Museum
 Como-Harriet Streetcar Line
 Excelsior Streetcar Line

25 Ride Ticket \$43.00

1 2 3 4 5 6 7 8 9 10 11 12 13 14
 15 16 17 18 19 20 21 22 23 24 25

Date Issued by

The Minnesota Streetcar Museum
 Como-Harriet Streetcar Line

Individual \$5.00
Day Pass

Date Issued by

VALID ON DATE OF ISSUE ONLY.

MINNESOTA STREETCAR MUSEUM
 Como-Harriet Streetcar Line

**FREE RIDE
 COUPON**

This coupon entitles up to five people within the same household one free ride on one date on the historic Twin City streetcars at the Como-Harriet Streetcar Line.

The above free ride coupon is included in the welcome booklet provided to all new residents of Linden Hills. The booklet is provided to the new residents by the Linden Hills Neighborhood Council.

MINNESOTA STREETCAR MUSEUM
 Como-Harriet Streetcar Line
 Excelsior Streetcar Line

**TEMPORARY
 MEMBER'S
 PASS**

We Make Minnesota's Electric Railway History Come Alive!
 NAME OF NEW MEMBER AND DATE OF ISSUE OF THIS TEMPORARY PASS IS SHOWN ON THE REVERSE.

**TEMPORARY
 MEMBER'S PASS**

Member's Name

Date of Issue

Membership Level: Household Individual

THIS TEMPORARY MSM MEMBERSHIP PASS IS VALID FOR THIRTY DAYS FROM THE DATE OF ISSUE SHOWN ABOVE.

FOR MORE INFORMATION ON THE MINNESOTA STREETCAR MUSEUM GO TO OUR WEBSITE: www.TrolleyRide.org
 OR SEND AN E-MAIL TO: INFO@MSMUSEUM.ORG