



MSM OPERATIONS NEWSLETTER

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WHEN YOU ARE FORCED TO CANCEL YOUR SCHEDULED SHIFT

Invariably there comes a time when you will sign-up several weeks in advance to volunteer on a shift and then at the last minute, a minor or major emergency comes up and you have to cancel your commitment. We certainly understand when this situation arises and we'll work with you to fill the gap in the schedule because of your inability to work on the shift for which you signed-up. Here are the basic steps we ask that you follow when you forced to cancel your scheduled shift.

- First, call your assigned Foreman and let him/her know of your situation.
- Next, get out your crew roster and call someone to see if they are willing to substitute for you. Those volunteers who are willing to substitute on short notice are indicated with a red "S" (for Short notice) on the crew roster. If you can get a substitute please make sure to let your Foreman and Jim Vaitkunas (jvaitkunas@msn.com) know of the change in the shift crew assignment.
- If finding a substitute didn't pan out, then try to swap with another Operator on a later day on which you are available. Referring to the latest operations schedule, see which date you could operate instead of the shift that you can't. Then call one of the operators working on that shift and see if they are willing to swap with you. If they agree to the swap, please make sure that **both** Foremen are aware of the swap and also let Jim Vaitkunas know so he can update the operations schedule.
- If all of the above doesn't work and you can't find a substitute for your shift, then call the Foreman again to let him/her know that you had no luck finding a substitute; also let Jim Vaitkunas know.

BOB THE MOTORMAN STREETCAR ADVENTURE

Como-Harriet operators-- In your end of line remarks, please mention our first Bob the Motorman's Streetcar Adventure. This will be a fun hour-long event for families and children. Along the way, Bill and his friends will talk about and demonstrate some basics of streetcar history and technology. There is also musical entertainment and some silliness. Streetcar Adventure runs Saturday, June 12 at 10 am. Tickets are available at Bayers Hardware in Linden Hills and at the Linden Hills station. The tickets in the station are in the drawer beneath the cash register. Tickets cost \$5 and each passenger needs a ticket. Ring them using the Day Pass key. Thanks!

SELLING MEMBERSHIPS AT THE LINDEN HILLS STATION OR ON THE STREETCAR AT ESL

There is a yellow folder stored in the organizer under the cash register or on the streetcar's seat at ESL that contains Museum membership applications and temporary membership cards. If one of our passengers wishes to join our Museum, please take out this folder and ask them to fill-out an application form. When it's filled out, place the application form, along with their check (if that how they paid) into the blue cashier's bag. Please remember to ring-up the membership on the cash register. If you can, write in the "memo" section of the check that the payment is for an individual or household membership. Then you can fill-out the reverse of the temporary membership pass, making sure that the new member's name is clearly printed along with the date the member joined. Also check the block to indicate the level of membership, i.e., individual or household.

PCC No. 322 TRAINING SCHEDULED FOR JUNE 19TH

If you are already qualified on No. 322, and have attended this year's recertification training, then you are all set for this season as far as operating No. 322 goes. If you are not yet qualified on No. 322, our chief trainer Clyde Hawkins has a class scheduled for Saturday, June 19th starting at 9:30 AM. Training requires about one hour of brief instruction and practice. Please call or send an e-mail to Clyde Hawkins to sign up for training on No. 322.

THE LINDEN HILLS STATION BULLETIN BOARD

The public information bulletin board that we hang on the outside of the Linden Hills station during each day's operations is there to provide information to our visitors and to spotlight our Museum and especially to promote the special events we schedule throughout the season. However, this bulletin board is not weather proof and **should not be left out overnight**. The board itself is rather expensive so handle it with care as you put it up and take it down. And please don't forget to put it back inside the station at the end of the day's operations.

OPERATING AT CHSL WITH A 3-PERSON CREW

A couple of our standard operating procedures are modified when we operate at our Como-Harriet Streetcar Line with a three-person crew. Specifically, the West 42nd Street crossing normally is not guarded by the third crewmember during regular operations. Under most conditions the third crewmember should remain in the Linden Hills station to sell tokens and watch over the station. If the Station Agent judges that the crossing must be guarded for some good reason, they can leave the station to do so. You can easily keep your eye on the station from the crossing and return if you feel it's necessary. When people approach as you're flagging, you just say "Hi" and tell them you'll be at the station to help them in a "just a minute." If you do leave the station, **close the cash drawer** or remove the key which will shut the machine off. But leave the station itself open. Operators are reminded that if the W. 42nd Street crossing is not guarded, the streetcar **must come to a full safety stop when arriving at the crossing going in both directions**. After all auto and pedestrian traffic has cleared the crossing, the streetcar can then safely proceed at dead slow speed. Remember that the Operator must request and receive permission to cross the street when a safety stop is made.

SELLING SEASON PASSES

On our first weekend of operations, a couple bought a season pass for \$49 and really wanted us to issue two cards so they could each carry one. They told us that another museum they belong to issued them two cards. We explained to the couple that those other museums likely are more technologically sophisticated than we are and are able to encode and read membership cards (of course, a season pass is not a membership to our Museum). However, since we basically trust our season pass holders not to give their cards to neighbors and friends, our policy for now is that we will issue two season passes only if someone requests two season passes. This is in keeping with our "customer is always right (most of the time)" policy. However, never **offer** to give the customer two season passes—only do so if they request two. And, remember—do not suggest to a customer that they join the Museum in lieu of selling them a season pass unless, in talking with them, it appears that they might be interested in volunteering with MSM.

ISSUING TRANSFERS AND THE WHITE CASH REGISTER TAPE

Transfers should not be given to someone just because they ask for one, like you would normally do on a bus and did on the streetcar in the old days. We use them for a specific purpose and while we're not too terribly concerned about potential misuse or fraud involving the transfers, it remains our policy to give the transfers only to those passengers who wish to get off the streetcar to return at a later time that day.

Recently at CHSL, we found the complete WHITE cash register tape in the blue cash bag. We don't need the white tape at all. The white tape is the purchaser's receipt. If the purchaser doesn't want the white copy then it can be thrown in the trash. Our finance people only want to see short pieces of the white tape **with remarks on it** if the transaction was messed up in some way so our bookkeeper (Russ Olson) and Treasurer can figure out what happened. And please remember that writing on the white or yellow tape to say there was a problem is only half the solution. If you make an error it needs to be corrected on the cash register itself before the end of the shift and the "X" and "Z" reports are run. Correcting a cash register entry error is done by following the sequence in the next paragraph.

CORRECTING A CASH REGISTER ENTRY ERROR AT CHSL

If you make an incorrect entry on the cash register in the Linden Hills station, but catch your mistake before you hit SUB TOTAL, you can delete the entry by hitting the CLEAR key. If you have entered something and hit SUB TOTAL, you need to RETURN it. An example might be someone who says they would like to buy a book at \$40 and you enter the transaction and hit SUB TOTAL, then they say they don't want the book. A return is essentially the same steps as the original entry, but with the RETURN key hit first. If you haven't yet hit the TOTAL key, hit RETURN, then enter 1 QUANTITY, \$40, BOOK, SUB TOTAL. If that original transaction has ended (you hit the TOTAL key), you can return the book at a later time. Just hit RETURN, 1 QUANTITY, \$40, BOOK, TOTAL. This corrects the cash register's tape. So remember, you can correct an incorrect entry right away, or at a later time (when things quiet down)

MERCHANDISE IN THE LINDEN HILLS STATION

A reminder that all prints and posters we have for sale in the Linden Hills station are in clearly labeled boxes. There is no need to open any of the boxes. The prints and posters are on display on the wall. Also, if someone brings you a T-shirt from the rack to purchase please refill the hanger with one from the supply behind the counter, unless it is one of the 4 T-shirts that are clearly marked as one of a kind.