

Museum Manager's Report September 6th 2003

Security: Constant vigilance required watching all of the different people who seem to have keys to this facility and equipment. On September 5th, I arrived at the museum shortly after 9:00 am to find a UP vehicle, a City of Portola Vehicle and an oil delivery truck wedged inside the entrance. Everyone said the gate was open but I know it was locked the previous evening. I suspect that the city worker unlocked the gate and left it open to go to the water treatment area and the other vehicles entered on their own.

I understand that the lock on the east end of Earl Spangler's ONW caboose has been tampered with, but not broken. Also evidence that someone tried to break into Vic's SP caboose.

Many cars, locomotives and rooms left open by museum volunteers and workers. Every one seems to think that it is okay to just leave things open. No one seems to understand, or want to take the personal responsibility to lock things up after they open them.

The museum hours are now 10:00 am to 5:00 pm daily. Everyone must be made to understand that the gate and the building must remain closed prior to, and after these hours. Failure to do so gives visitors an open invitation to "just come on in". And they will! Finding visitors on the museum grounds early or after hours requires that I drop what I'm doing and tend to them instead of getting other chores done.

All businesses (and you all say you want to operate this organization like a business) have regular hours. Unless you are a 24-hour convenience store, you must close and lock the facility when you are closed. This is basic common sense.

Business hours have not been posted on the fence at our entrance. Also there was no telephone number listed. This is a gross oversight that has been corrected.

Strongly recommend security cameras be acquired, mounted and used. We have 5 Million dollars of equipment here. There is simply no way to watch all of it, all the time. I have spoken with Wayne Monger in regards to the donation of surplus security cameras from ACE.

Likewise, security lighting was donated to this organization and still sits unused. This lighting should be installed and connected to motion sensors as soon as possible.

Revenue: See attached financial reports. I have no other reports to compare these to. Hopefully, these reports will establish a benchmark, which we can refer back to in the future.

Injury report: Savannah Long, female age 8, 4' Tall, 70 lbs, fell through the handrails of engine 608 and fell to the ground below. She landed on her left shoulder and side of head. Luckily, she only sustained minor abrasions and bruises, which I treated with antiseptic and an ice pack. Patient was already walking back toward engine house with her mother when I was informed. I checked for head injury (eyes), broken arm and ribs. Nothing indicated. Parents and grandparents where satisfied with treatment and she was released to her parents. Given a RR museum teddy bear and the family was given a comp cab ride in the passenger train.

Recommendation: Nothing specific. Mother and Grandmother admitted they did not see her fall, so they obviously were not watching the child when it happened. We are certainly not going to modify all of the handrails on all of the engines to prevent children from falling through them. But, I think we need to analyze just how much access we should allow to equipment. (See Below).

Visitor access: In the last two months, I have been made aware of numerous problems in regards to visitors having access to the cabs of operating locomotives. Battery chargers have been knocked over, lights have been

turned on, lube pumps have been left on, strobes have been activated and various switches have been flipped and switched. Some engines have broken switches and levers due to gross over use by visitors. All of this has caused batteries to be drained and potential damage to internal equipment.

Given the shortage of batteries, I have spoken with Steve Habeck, Rod McClure and Norman Holmes in regards to having the cabs locked on all operational locomotives.

In my visits to other railroad museums, I have never seen the unadulterated access to locomotive cabs that we allow here at PRM. Many cabs are open for the visitors but they are set up with ramps and ladders to the cab and most of the controls and switches are protected by Plexiglas or other barriers.

I would strongly recommend that we close up some of our equipment and specifically set up access to certain equipment, which we want to use for display. This will require the semi-permanent relocation of some equipment and installation of ladders and ramps. Signage will have to be installed and sprucing up of these cabs can be done for a nominal cost.

Simply put, I don't think we can continue to allow everyone access to every thing we have here. Equipment will be broken, parts will be stolen and we run the risk of more injuries to visitors. I know we have a reputation of being a "Hands on" museum. But I think we need to set some boundaries. With careful consideration, I think these actions would enhance the visitor experience and also provide a safer environment for our visitors.

Operations: No problems. My compliments to the Operations Department.

RAL's: As instructed, we have been cramming in every RAL we can into the schedule. This has resulted in seven hours of operation on some days. My compliments to Norman Holmes for almost single-handedly taking care of more than half of these rentals through July and August. We are still getting an occasional RAL who was confirmed earlier in the year but was never scheduled on the calendar. No shows occur about once every two weeks. I have had to give some refunds to people who were charged twice for the same session. Some of this money was found in some of Jan's old records.

Building Maintenance: Kitchen repairs are still ongoing and I hope to complete these next week. The paint storage area was cleaned up and organized by Keith Smith. The hallway to the women's restrooms was finished by Jay Knudson and will be complete after a final coat of paint. Display room floor, and hallway floor was repainted. Men's room needs serious consideration. The commode is cracked and the room needs repainting. I would suggest paneling this room with smooth paneling that could be glued to the masonry. This would be cleaner and easier to clean up. Ladies room still needs a few spots repainted and touched up. Another four panes of glass have been replaced in addition to the 50 repaired in July. Have noted three water leaks, two in the shop and one in the ladies restroom. Switches and other tools on display on south side of building repainted. Work continues on this project. Various minor cleanup and fix up projects on going.

Safety: Most of the "Heywood" holes have been filled. Additional fill material applied to front entry way as the rails were extending 3-4" high in most areas. Need additional fill in track four at crossing to shower car to eliminate tripping hazards there. Oil spills are being cleaned up more quickly using the oil dry supplied by Ron Berrysford. Shop swept out while equipment visiting Truckee. Light bulbs replaced in women's rest room and gift shop. Broken ceramic socket on East Two end of building needs replacement. Several shop lights need replacing.

Community relations: Have attended several Railroad Days planning meetings and Downtown Merchants Association meetings. Local merchants realize what an important financial impact the museum has on this community. Several have asked to advertise in the Trainsheet and have come up with an idea to include a single

page insert into the newsletter highlighting certain types of businesses in the area with each issue. Visitor's bureau and chamber of commerce calling more frequently to schedule tours of the museum.

Pumpkin Train: The museum has no fund raising events scheduled in October. In the same vein as the annual "Santa Trains" I have floated the idea of starting an annual "Pumpkin Train". The merchants association and the city love the idea and have thrown their support behind the idea. We have tentively scheduled the event for October 25th. Basically, we charge \$1.00 a person at the gate. A train ride out to the balloon track area where kids can pick out a pumpkin and then ride back to the parking lot or picnic area. Inside the shop building local service groups will have booths with kids activities. I want to set up the lounge and baggage car into a who-done-it mystery train (static) basically set up like the game of Clue. Later, after the sun sets, we would once again run families around the balloon track which would be filled with costumed volunteers, skeletons, etc. Operation would probably run from 3:00 pm to 7:00 pm. Train crews needed. Inside volunteers and tour guides needed also.

We may not make a bunch of money on this event this year. But BAERA at Rio Vista grossed over \$30,000 on their 5th annual event last year. So this has a lot of potential and with the better weather, should surpass "Santa Trains" in attendance. This year we start slow and concentrate on the local community and see were it goes.

Railroad Days: Need a second sales site next year. Also need to keep refreshments/snacks and ticket sales separate from gift shop sales. Also need an information booth, which can also handle member services (memberships, etc).

Positive comments on every aspect of the event at the museum. But we need to do more of our own advertising next year. We can't rely on Shirley or the city to advertise our events and agenda. I think we could have done even better this year had our events been better advertised.

Signage: Numerous complaints from visitors concerning poor signage to the museum. Obviously, we need to repaint "Railroad Museum" on the roof next spring and work with the city to improve signage to the museum. Frank Brehm has worked in a map to the museum into the new brochures.

Historical: Numerous contacts with local people and organizations to work together on historical aspects.

Looking forward to getting the gift shop up on the web and getting back to doing more projects around the museum now that the summer rush is over.

Respectfully submitted,

John Walker