

Store Update: 2024 Caboose Trains

NEW TIMETABLE

Scheduled Operating Days:

Saturdays, Sundays, Memorial and Labor Day May 25 to September 2

Scheduled Departures, daily:

11:00, 11:30, 12:00, 13:00, 13:30, 14:00

Of impact to store personnel, there have been two changes made to the caboose train departure schedule as compared to the 2023 season.

First, departures will start one half hour earlier at 11:00. This is an effort to offer a more attractive time for the significant number of customers who arrive at or near museum opening.

Second, the caboose train schedule will now be the same for every operating day. There will no longer be a different schedule for Saturdays, Sundays or holidays. This change will remove one departure from Saturday and add one departure to Sunday, so there will be no change in the overall total of scheduled departures.

CONDUCTOR TO STORE COMMUNICATION

In an effort to keep store personnel fully informed about the status of caboose train operations, a new reporting task is being added for the caboose train conductor. A white board has been installed in the museum store in a prominent location where it can be viewed by store personnel. This board will be updated by the conductor each operating day prior to museum opening with the following information:

- Current Date (confirms the information is fresh)
- Caboose train status (i.e. 'as scheduled', 'cancelled due to lack of crew', etc)
- Caboose train locomotive (i.e. 'SP2873')
- Number of seats available for cab riders
 - QRR1100 - 1 seat potential
 - WP1503 - 1 seat potential
 - SP2873 - 4 seats potential

This information will assist with the sale of train tickets, cab rides and walk-in RALs

CAB RIDE SALES

To prevent the over sale of cab rides, store personnel selling cab rides are to track all cab ride sales by departure time. Any suitable recording method may be used so long as it allows for accurate assessment of available cab rides throughout the day. If multiple sales personnel are

on duty, use a single recording method that is available to all personnel engaged in cab ride sales.

The total number of available seats for each run will be displayed on the daily update board, mentioned above. Consult the recording of previously sold cab rides for the departure time the customer requests to determine how many seats have already been sold for that departure, if any. Subtract the sold seats, if any, from the total seats available to determine if there are adequate unsold seats to accommodate the sale.

For each sale, note the departure time assigned to the customer's cab ride on the upper right corner of the release form in 24 hour format (i.e. 13:00). Circle the time and initial below the circle. The engine crew will be checking this time.

In the event a customer misses their assigned cab ride time, a courtesy adjustment is allowed to place them on a later departure, assuming there are unsold seats available.

Refunds will not be issued for missed cab rides. Please make customers aware of this prior to completing the sale.

Refunds are available in the event a cab ride sale cannot be honored due to equipment failure, lack of personnel or mistake on the part of the museum (i.e. oversold).

INCENTIVE PROGRAM - CAB RIDES

To encourage the sale of cab rides, a store employee incentive program is being introduced for the 2024 season.

Each day the caboose train is operating, store employees are encouraged to solicit museum visitors to purchase train and cab ride tickets. With the new incentive program, the store employee will receive \$3 for each paid sale of a cab ride they make and process.

Sales will be tracked through the point of sale system (POS). Be certain to use your own POS login for processing all transactions to receive proper credit. Incentives will be periodically totaled and paid out with your regular paycheck.

Any sale paid with gift certificate or later refunded will not be eligible for incentive payment.

This program is provisional and applies only to museum store employees. In this context, 'employee' refers to persons who are regularly paid hourly wages to staff the museum store and does not include volunteers. This program may be changed or eliminated at any time and for any reason.