

RAILWAY MUSEUM QUARTERLY

arm



Number 5

Published cooperatively by the Tourist Railway Association
and the Association of Railway Museums

Summer 2011



The 2011 ARM/TRAIN Spring meeting was hosted by the Indiana Railway Museum, which ran a special train for the attendees. It traveled 25 miles from French Lick to Jasper, Indiana, where 80-tonner #6 is running around the consist. It included private car Indianapolis. Don Evans photo.

PRSR.T. STD.
U.S. POSTAGE
PAID
MINNEAPOLIS, MN
PERMIT NO. 1096

Address Service
Requested

ARM
1016 Rosser Street
Conyers, GA 30012

McRAIL

Robert D. McCarthy, CIC

Railroad Specialist

35 YEARS OF PROFESSIONAL SERVICE TO:

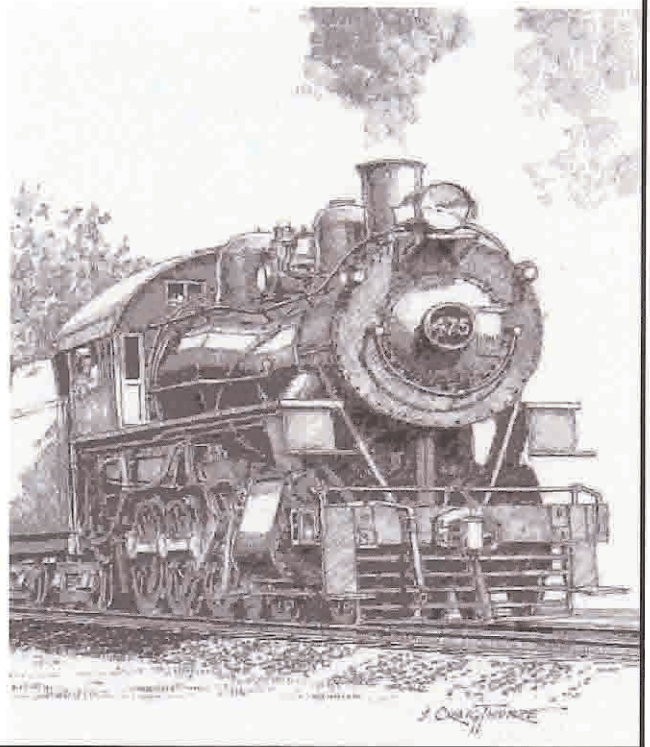
**FREIGHT, EXCURSION & SCENIC RAILROADS, RAILROAD
MUSEUMS, NRHS CHAPTERS, RAIL AUTHORITIES, RAILROAD
CONTRACTORS, EQUIPMENT OWNERS, MFG & SUPPLIERS**

MCCARTHY RAIL INSURANCE MANAGERS, INC

**P.O. Box 243
New Bethlehem, PA 16242**

*Most of our business comes to us
by way of referrals from satisfied
customers. We enjoy working with
railroads.*

**Phone 800-486-6984 OR 814-275-4999
Fax 814-275-1948 bob@mcrail.com
www.mcrail.com**



***McRAIL is pleased to have played a major role in
recent cooperative efforts between ARM and TRAIN
and gladly supports this joint publication.***

Bob McCarthy

WHISTLETIX

The ticketing system of choice for tourist railroads nationwide.

WHISTLETIX CLIENTS, 2011



"The WhistleTix team is great! We use their branded call center and seamless website integration to handle our advance sales. We've been able to increase capacity for our big events about 25% per year thanks to WhistleTix."



"This year, we moved 100% of our Polar Express pre-sales online through our WhistleTix-powered website, and sold out all rides within a few hours."

We'd recommend WhistleTix to any rail operator looking to streamline their ticketing operation for high-demand events."

Welcome to the WhistleTix Family!

Oregon Coast Scenic Railroad
(Garibaldi, Oregon)

Little River Railroad
(Coldwater, Michigan)

American Steam Railroad
(Groveport, Ohio)

Medina Railroad Museum
(Medina, New York)

To see what WhistleTix can do for you, call us toll free at **1-877-WHIS-TIX (877-944-7849)** or email info@whistleTix.com.

ASSOCIATION OF RAILWAY MUSEUMS

The purpose of the Association of Railway Museums is to lead in the advancement of railway heritage through education and advocacy, guided by the principles set forth in "Recommended Practices for Railway Museums" and incorporated in other best practices generally accepted in the wider museum community.

ARM Membership

Membership in the Association of Railway Museums is open to nonprofit organizations preserving and displaying at least one piece of railway or street railway rolling stock to the public on a regularly scheduled basis. Other organizations, businesses and individuals interested in the work of the Association are invited to become affiliates. For more details, or to report address changes, please contact the Association of Railway Museums, 1016 Rosser St., Conyers, GA 30012, or email to scg@lagniappeassociates.com.

Call us at (770) 278-0088 or visit our Web site: www.railwaymuseums.org.

Directors

Richard Anderson, Northwest Railway Museum,
richard.anderson@railwaymuseums.org

Scott Becker, Pennsylvania Trolley Museum
scott.becker@railwaymuseums.org

Bob LaPrelle, Museum of the American Railroad,
bob.laprelle@railwaymuseums.org

Peter Murphy, Exporail,
peter.murphy@railwaymuseums.org

G. Mark Ray, Tennessee Valley Railroad Museum,
mark.ray@railwaymuseums.org

Ken Rucker, National Capital Trolley Museum,
ken.rucker@railwaymuseums.org

Jim Schantz, Seashore Trolley Museum,
jim.schantz@railwaymuseums.org

Eric Sitiko, Oregon Electric Railway Historical Society,
eric.sitiko@railwaymuseums.org

Kyle Wyatt, California State Railroad Museum,
kyle.wyatt@railwaymuseums.org

Officers

President: Bob LaPrelle

Vice President: Scott Becker

Secretary: Ellen Fishburn,
secretary@railwaymuseums.org

Treasurer: Ken Rucker, 1313 Bonifant Road, Silver Spring, MD 20905-5961,
ken.rucker@railwaymuseums.org

Committees

Renewal Parts: Rod Fishburn, Chair,
parts@railwaymuseums.org

Staff

Suzanne Grace, Executive Director, 1016 Rosser St., Conyers, GA 30012 scg@lagniappeassociates.com

Aaron Isaacs, Editor, 3816 Vincent Ave. S., Minneapolis, MN 55410, rmq@railwaymuseums.org

The Association of Railway Museums is a Professional Affiliate Member of the American Association of Museums.

TOURIST RAILWAY ASSOCIATION

The Tourist Railway Association, Inc. is a non-profit corporation chartered to foster the development and operation of tourist railways and museums.

TRAIN Membership

Membership is open to all railway museums, tourist railroads, excursion operators, private car owners, railroad related publishers, industry suppliers and other interested persons and organizations. TRAIN, Inc. is the only trade association created to represent the broad spectrum of what is called "creative railroading".

OFFICERS

President: Rick Burchett, Chehalis-Centralia RR
(360) 570-9191 (home/office)

Vice President: Linn Moedinger, Strasburg Rail Road
(717) 687-8421

Secretary: Syl Keller, Monticello Railway Museum, Monticello, IL (309) 376-3361 (home)

Treasurer: Alan Barnett: Indiana Railway Museum
(812) 936-2405

DIRECTORS

John E. Bush: Roaring Camp Railroads
(831) 335-4484 Ext. 138

Steven M. Butler: San Luis & Rio Grande Railroad
(262) 853-9662 (cel)

Jeffery D. Jackson: American Heritage Railroads
(970) 259-6505

Craig H. Lacey: Heber Valley Railway (435) 654-5601

Richard N. Noonan: California State RR Museum
(916) 445-3145

G. Mark Ray: Tennessee Valley Railroad Museum
(423) 240-1480

Fenner Stevenson: Boone & Scenic Valley Railroad
(515) 432-4249

Meg Warder: Black Hills Central Railroad (605) 574-2222

Erv White: Grand Canyon Railway. 928-607-1493

Frankie Wiseman: Middletown & Hummelstown RR (717) 944-4435 X-18

STAFF

Executive Director: Suzanne Grace (770) 278-0088
scg@lagniappeassociates.org

Editor: Aaron Isaacs (612) 929-7066, aaronmona@aol.com

Webmaster: Bob Harbison (253) 833-2068

Web site: <http://www.traininc.org>

To advertise in Railway Museum Quarterly/Trainline, contact Aaron Isaacs at aaronmona@aol.com.
To download an advertising rate sheet, go to www.railwaymuseums.org/Static/documents/RateCard.pdf

Get MORE out of your **BIG EVENTS** with **WHISTLETIX**



WhistleTix provides ticketing and event marketing solutions **custom built for tourist railroads.**

The WhistleTix team can help you:

Sell more tickets with less work,
with our online ticketing solutions and call center services,

Manage inventory across all sales channels,
so you can confidently sell out without overselling,

Market events more effectively using customer data
and free internet tools like facebook and email, and much more.

Call us today for help with your big events in 2011!



**SANTA TRAINS &
POLAR EXPRESS**

Easter Trains



**Fall Foliage
Excursions**

**Pumpkin Patch
and Halloween**



To see what WhistleTix can do for you, call us toll free at
1-877-WHIS-TIX (877-944-7849) or email info@whistletix.com.

**NOV.
9-13**

**THREE PRE-
CONFERENCE
EXCURSIONS
NOV. 6-8**



**OPEN TO
EVERYONE**

16 SEMINARS

**IT'S THE BIGGEST ARM/TRAIN CONFERENCE EVER
AND A TURNING POINT IN RAILWAY PRESERVATION**

DON'T MISS IT!

To download the conference program or register, go to www.railwaymuseums.org, www.Traininc.org
or

contact Suzanne Grace at ARM/TRAIN 770-278-0088 or scg@lagniappeassociates.com

FINANCIAL HELP TO ATTEND THE CONFERENCE IS AVAILABLE

TRAIN Youth Scholarship: Application available at Traininc.org

ARM Stephen Patrick Stipend for museum volunteers and staff: Application available at railwaymuseums.org

PRESIDENTS' REPORT

By Bob LaPrelle, ARM and
Rick Burchett, TRAIN

This is a follow up to our column in the last issue, to update all of you about significant progress in moving forwards toward the combination of our two groups into a single new support organization for Tourist Railways and Railway Museums. We are working forward following the core premise and decision taken at our joint board meeting last spring:

Fundamental Premise (from Strategic Plan) "By joining together ARM and TRAIN into a new single organization, we will provide better value (more services for less cost) to our members and contribute to the long term sustainability of our industry."

Organization decision (from Strategic Plan) "To create a single new organization (using the simplest possible legal path) by 2012."

On July 14 and 15, our Organization Working Group met to develop more details to the proposal, and to prepare a plan to communicate with the members of TRAIN and ARM in advance of a presentation, discussion and motion of support that will occur at our conference in Chattanooga in November. This working group consists of Bob LaPrelle and Rick Burchett as the presidents of our two organizations, our treasurers Alan Barnett and Ken Rucker, board member (of both organizations) Mark Ray, counsel Bob Opal and executive director Suzanne Grace. Don Evans acted as session facilitator.

The group tackled and worked through many issues, reaching full consensus on an approach to each:

- Organization name** – For now, the new organization will be known as the Association of Tourist Railways and Railway Museums. This clearly describes the new association and its constituents. There will be a contest held to select a name for the publication.

- Incorporation and documents** – A new set of bylaws will be written for the organization. The approach will be to have these as simple as possible so that they enable, and not restrict, the operation of the association. Detail work on these will start following the Chattanooga conference, and they will be ready for review by spring 2012. The simplest possible legal process will be followed to make this work as easy and as cost effective as possible.

- Board Structure and implementation** – The current two boards of directors will operate as one for the purpose of the new organization, while also carrying on the business of ARM and TRAIN in the interim period



The Organization Working Group: (left to right) Don Evans, G. Mark Ray, Ken Rucker, Bob Opal, Rick Burchett, Suzanne Grace, Alan Barnett and Bob LaPrelle.

independently. A single board of 15 directors will be put in place for 2013.

- Membership** – The Association of Tourist Railways and Railway Museums is an umbrella organization that serves a variety of enterprises that operate/preserve railway heritage. This includes railway museums, tourist railways, and trolley museums of all sizes and scope. The goal is to provide support to all those involved in these endeavors to strengthen the industry and help preserve the railway heritage experience for future generations. There will be two classes of membership, organizational (those engaged in the business) and vendor/commercial (those engaged in supporting and selling to the organizations in the business).

- Member benefits and services** – Several of these have already been combined, including our publication, conferences, administration, and regulatory advocacy. Also on the core services list will be museums advocacy, best practices, parts sourcing and sharing, standards, and support on issues of common interest to members or groups of members. Services will also support sectors within the overall membership with special seminars, support materials and more aimed at museums, operating tourist railways, trolley museums and depot museums – to name a few areas of special interest.

- Dues approach** – Organizational membership will have a graduated dues scale based on the organization's financial size (as done today by both TRAIN and ARM), with the goal of having most members pay lower dues than they do today. Vendor/Commercial members will have a fixed fee for membership. A proposed dues scale will be provided prior to the Chattanooga conference.

These are among many items of work done in July, but this will give you a good indication of the direction the new association is headed. We can

report that the boards of both ARM and TRAIN are united in their support for the direction being taken.

There will be several steps that will now happen. In early September, a communications package will be sent to all TRAIN and ARM members with a more detailed outline of the key elements of the proposal. Input will be requested and we will be open to answer questions from members. At the Chattanooga Conference, in Plenary Session A on Wednesday, November 9, a full presentation will be made. Again there will be an opportunity for questions and input. A straw poll for consensus to proceed further will be held.

Following this session, and with the indicated support of the memberships, detailed work will then proceed to create the bylaws and other legal documents, and prepare for the official vote of membership to be held in the fall of 2012.

We encourage all of you to review our plans, ask any questions, and have your delegates in Chattanooga present to hear the presentation and support this important initiative.

WHERE THE HECK IS FRENCH LICK?

By Don Evans

Well, if you were at the ARM/TRAIN Spring Board meeting on April 26th you would know the answer....

The drive from the plane in Indianapolis was quite pleasant, not on a freeway, but rather the rural highway driving I much prefer. Not too interesting as countryside goes, farmland etc. but nice enough. 2 1/2 hours later, I should be getting close.....the countryside has turned rolling hills, I round a corner and—holy cow—what is this?

Suddenly the entire scene is



The Indiana Railway Museum's line passes from one watershed to another via this ex-Southern tunnel south of French Lick.

changed and I am faced with an incredible huge and most elaborate domed building that turns out to be the West Baden Springs Resort (built 1901). Drive on another half mile, and here's another one, the French Lick Springs Resort (built 1902).

So, where the heck (and what the heck) is French Lick? Well, it turns out that in the early 1900's the good (and bad) folks of Chicago needed a place to go where they could do things that were not allowed back home—gamble and drink. They discovered a little corner of Indiana, constructed two great resorts around some hot springs, built a railway to the area that came right to the front door of the hotels for their Pullman cars, and had at it.

Until 1939 that is.....when a new Governor of Indiana determined that continuation of these activities just could not be tolerated and shut them down. In doing so, he also pretty much shut down the town.... The Chicago folks moved their money west and started Las Vegas !

Meanwhile, the spectacular two hotels fell into decline. The West Baden Springs became a monastery and the French Lick Resort continued, but by the 1980's both were shuttered. The West Baden partially collapsed into itself as they deteriorated. The grandeur



We can perform the full spectrum of work on driving wheels: tires, wheel centers, axles, crankpins. Our skilled machinists can and do handle any repair, overhaul, or replacement of these vital components.



Our machinists have overhauled driving boxes by the dozen. Crown brass replacement, new hubliners, shoe & wedge faces overhauled, or completely new boxes are within our abilities.



Shop & Mechanical Services

Contact: Kelly Anderson, VP Shops, Strasburg Rail Road Company
P. O. Box 96, Strasburg, PA 17579-0096
Phone 717-687-8421 • Fax 717-687-6194
E-mail: kelly@strasburgrailroad.com
<http://www.strasburgrailroad.com/mechanical-shop.php>

**We face a multitude of risk
with each mile of track.
With Zurich behind us we can
move ahead confidently.**

Zurich **HelpPoint**

Railroad insurance solutions customized to meet your specialized needs.

Navigating the complex and unique risks of your railroad operations can be a daunting task. Zurich offers more than two decades of railroad insurance commitment together with a customized insurance solution to not only help protect your operations, but give you the opportunity to grow. And, we're here for you 24/7, with access to dedicated railroad claims professionals to help keep your business running smoothly.

Visit us at zurichna.com/railroad or contact a railroad specialist today at 866-860-7292.



Because change happeniz.



of the 1900– 1920 era was gone.

Fast forward to 2000 and things started to look a little different as a local boy made rich came back and decided he would restore French Lick to its former grandeur. Convincing Indiana to grant a casino license, and then spending almost a billion dollars over the next five years, French Lick, Indiana, shines once again. Both hotels are busy with meetings and conferences, the hot springs bubble away, and the grandeur is complete with a full restoration to their original splendor from 1901 and 1902!

To complete the visit, we need to make a visit to the Indiana Railway Museum. Based at the French Lick railway station, the little museum that could has actually relocated three times since it was founded in 1961—50 years ago. Alan Barnett was a founding member and remains the head of the operation today, doing just about whatever job needs to be done (he was engineer on our private train on March 26th. He also is a long time French Lick resident and has worked with the hotels for years.

The museum's best pieces are in the station area and some are open for inspection. However, this is more an operating railroad than a static museum. The train ride is great and the 25 mile line to Jasper, Indiana is a joy. A pair of

80-ton centre cab GE's do much of the work; the line also has an operational GP-9 unit and an Alco S4. Steam locos are parked and not operational.

We get a private train for our group to ride all the way to Jasper and back (regular trains only go about 10 miles through the Hoosier forest to the tunnel and back). GE 80 ton #6 is in charge, and heads our four car train south. In the consist we have one coach, a bar—lounge car, a table car, and the private car Indianapolis. The matched green consist is very nice, several of these cars sometimes serve on the dinner train operation out of Jasper.

The ride is pleasant—we follow the ledge of a scenic valley upgrade to the 2,200 foot Burton tunnel, and then descend and glide south until we reach Jasper. On board, we were well fed and looked after—nice way to travel. The scenery is pleasant, mostly forest (winter bare), several bridges and nice rolling countryside. On the south end of the line, there is active freight service from the BNSF connection south of Jasper to a couple of grain operations. Our 25 mile journey ends at Jasper (Indiana) that is, where the locomotive switches ends for the trip back to French Lick.

But the highlight is the open platform heavyweight observation car Indianapolis (#500 of course!). The car

is privately owned and has been upgraded and restored, meeting Amtrak standards today. Owners David McLure (Vice President of the Indiana Railway Museum) and his wife are aboard. The car was built for the Seaboard Air Line in 1913 by Pullman Standard, and was named Baltimore and assigned to Chairman S. Davies Warfield. Subsequently the car carried the names Southland and then Birmingham until sold to David in 1979.

The car is absolutely beautiful inside and nicely restored, and is a delight to relax in as you roll through the Indiana countryside. But the best view is from a chair on the open rear deck, watching the track recede behind you as you glide along this really nice little railway.

THE REBUILDING OF SOUTHERN #401

By Kent McClure, Chief Mechanical Officer, Monticello Railway Museum

This locomotive was built in December of 1907, one of an order of 25, a product of Baldwin Locomotive Works. It is a saturated engine, equipped with slide valves, 57" drivers, Walschaerts valve gear, and an operating pressure of 200 psi. Two

Railroad Books & Magazines for your Customers

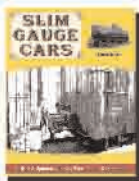
Nothing enhances a memorable train ride or museum visit like a souvenir book or magazine specific to your operation. Carstens offers a wide range of relevant and profitable titles. Call us today.

RAILFAN & RAILROAD

Est. 1906 as *Railroad Man's Magazine*. Now in its 100th year of providing News Photos & Articles of interest to railroad enthusiast

RAILROAD[®] MODEL CRAFTSMAN[®]

Since 1933, the premier monthly for model train fans, each issue is packed with model & prototype railroad information & projects



Two Examples of our Book Offerings



Many museums and operations feature narrow gauge trains, and this new title tells the story of slim gauge rolling stock. Over 70 scale drawings & photos cover equipment from all over N. America.

Great Railroad Photography 2010 features the exciting work of eight photographers spanning the range of style and expression. The stunning photography will capture even the most casual of rail fans.

Call us today
& put more profit
in your gift shop

Carstens
PUBLICATIONS, INC.

108 Phil Hardin Rd • Newton, NJ 07860
Toll free 888-526-5365 • books@carstens-publications.com
www.carstens-publications.com

COUNTRY TRAINS GIFTS FOR RAILROADERS

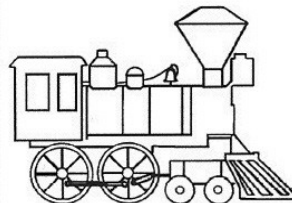
- Herald & Engine Mugs • T-shirts • Buckles •
- Engineer Pin Stripe Hats • Herald Hats •
- Belts • Pins • Copper Cuts • Prints •
- Standard Railroad Signs • Whistles •
- Stickers • Signs • Key Chains •
- Toys • Rings • Plaques •
- Postcards • Suspenders •
- & The Unusual •

Catalog Available

Down load direct from

www.countrytrains.com

or call and ask for a copy on cd or as
a paper version



COUNTRY TRAINS
P.O. BOX 250
14009 S. GARDNER AVE.
ELLERSLIE, MD 21529-0250
TEL 301-759-3605
FAX 301-759-3609
WEEKDAYS 9AM - 5PM
E-mail - ct@hereintown.net

charlesproductsinc.

LARGEST Selection of **Train Gifts**
& **Souvenirs** Available Anywhere!



Call 1-800-CHARLES (242-7537) today for your free catalog,
or visit us online at www.charlesproducts.com!



CPI
charlesproductsinc.

We can also design
custom items for your gift
shop using our talented
art department free of charge!

12290 Wilkins Avenue Rockville, MD 20852 ☎ 1.800.242.7537 📠 301.468.6340 ✉ info@charlesproducts.com

Historic Machinery Services Corporation

P.O. Box 856
Springville, Alabama
SHOP PHONE AND FAX 256 538 6938
WWW.HISTORICMACHINERYSERVICES.COM

- * 33 Years experience
- * Repairs to Operating Equipment
- * Extensive Rebuilding or Minor Repairs
- * Museum Quality Restoration and Conservation
- * Steam Locomotives and Steam Engines
- * Industrial Machinery - metal and woodworking
- * Boiler Work:
 - Form 4 inspections and calculations
 - Repairs and Alterations
 - ASME certified welders
- * Part Replication:
 - From your drawing or old part
 - Injector Nozzles
 - Lever Operated Alemite Crank Pin Grease Gun
 - Washout Plugs, Bronze
 - SB-61 Pressure Part Bronze Castings
- * Portable Crank Pin Turning
- * King & Paxton-Mitchell Rod & Valve Stem Packing



Railway Claim Services

1-800-786-5204

Railway Claim Services, Inc. (RSCI) is the leader in providing independent risk management and claims handling services for the railroad industry. RSCI offers expertise in handling of claims involving employee personal injuries, crossing accidents, derailments, trespassers, railroad passenger claims, and any other situations facing our industry.

RCSI provides risk management property inspections to identify potential exposures and develop plans to eliminate these exposures.

If RCSI is not already a partner in your loss control and claims management programs are you accepting too much risk? Allow us to put our experience to work for you

Find us on the Web at: www.railway-claim-services.com
OR

Randal Little at 800-786-5204

**Railway Claim Services, Inc. has offices
THROUGHOUT THE UNITED STATES**



Looking for that perfect railcar for your railroad or museum? Thinking of selling your surplus railroad equipment to bring in some additional cash?

We can help!

D. F. Barnhardt and Associates

Equipment brokerage services, auctions, appraisals and railroad consulting.

**812 Terry Lane, Key West, FL 33040
704-436-9393, 305-509-7512, 305-509-7513
Fax 305-517-6531
www.trains-trams-trolleys.com/
rjj400@aol.com**

examples of this class exist, with #385 in Whippany, New Jersey, being the other of the two.

From the date of 401's arrival at Monticello in 1971, work was done on a sporadic basis, depending on fund and labor availability. During the mid to late 70's, the tubes were removed from the boiler to further assess the condition of the locomotive. We found the bottom three rows of tubes buried in mud, as well as the blowdown in the bottom of the first boiler course packed full of mud. Under the mud was extensive and deep pitting of the bottom one-third of all three boiler courses. The amount and thickness of accumulated scale was also extraordinary, with both water legs of the firebox plugged with loose scale. The firebox also had some interesting patchwork done at some point in its past, work that didn't necessarily instill a lot of confidence. These discoveries, and the opinions of people with the knowledge and skills to assess the practicality of rebuilding it led to it being relegated to display. For the following 15 years, the locomotive was merely maintained cosmetically.

In 1995, a donor stepped forward with a proposal to return an operating steam locomotive to MRM's stable of locomotives. At this point, an assessment was made of both our 90-ton Alco 0-6-0 #191, as well as #401,

with our Alco 0-4-0 tank engine #1 being out of the equation due to the Museum having outgrown its abilities. We also discussed purchasing another locomotive. In the end, the assessments led to rebuilding 401. In late 1995, work was under way with the removal of 401's drivers. The drivers were sent to Steam Operations Corporation of Alabama, the contractor which maintained the steam locomotives used in the Norfolk Southern steam program. Steam Operations welded up about 14 cracked spokes uncovered when tires were removed, and quartered all crank pins. Driver journal work was done at Bayliss Machine in Birmingham, as well as trueing of the wheel centers to accept new tires.

Careful disassembly continued at MRM's shops in Illinois, with the locomotive being stripped to the frame. While much of the locomotive was rusted or worn to such an extent to require replacement, we made efforts to re-use anything that was still in a suitable condition for re-use. An example is the cab. While all the cab sides and floor were beyond re-use, the quarter round trim, the cab roof, and roof purlins were still in good condition, though the lower 12" or so on both sides of the cab roof were replaced due to rust. The purlins and roof sheet were separated so all the

parts could be fully sandblasted, primed and painted. They were then hot riveted back together. Many old, worn parts, such as the old lead truck axle, were used as raw material to be machined into new parts where possible.

Extensive boiler measurements were made, and autocad drawings created of the existing boiler. In August of 1999, MRM contracted with mechanical engineer Matt Austin of Hawaiian Steam Engineering Company for the engineering work required for the new boiler. While engineering for the new boiler was under way, work continued on the frame and running gear. The frame was sandblasted and checked for cracks with the dye penetrant method, with, thankfully, no cracks revealed. We did find the frame bent down badly in the rear, requiring some judicious heating and jacking, then slow cooling to bring it back to where it should be. ALL the holes in the frame for brake hangers, spring rigging equalizers, and rigging attachment points were badly out-of-round/worn, requiring re-boring to bring them back to a usable condition. The same was true for the lead truck center pin hole and drawbar pin hole.

The stage from tearing apart/inspecting, to putting back together was finally reached in 2003 with the installation of the new rear

LOCOMOTIVE & STREET RAILWAY LIGHT BULBS



100W 34V
Long Neck



250W 32V
Locomotive Head Lamp



56W 120V
Trolley Head Lamp



36W & 56W 120V Old Style
Interior Trolley Lamp



Carbon Filament
Lamps



56W 130V
Street Railway



25W 32V
Water Gauge Lamps

CUSTOM MADE TO YOUR SPECIFICATIONS – All Shapes, Watts, Voltages



AAMSCO LIGHTING, INC.

100 Lamp Light Circle • Summerville, SC 29483

1-800-221-9092 • Fax 843-278-0001 • www.aamsco.com

bumper steel and rear cab support sheets. All of the spring rigging was replaced, with the exception of the T-hanger and the equalizer between the #1 driver and the lead truck. New springs, both coil and leaf, were built by Dendoff Spring of Surrey, British Columbia. A new lead truck wheel set was designed and built by Strasburg Railroad at their well equipped shop. Special tools required for some of the boiler work were designed and manufactured by Robert Franzen of Steam Services of America. Robert also provided all of the flexible staybolts for the new boiler. Hollow rolled rigid bolt stock was sourced by Matt Austin of Hawaiian Steam Engineering, who also arranged the mill run of steel for the new boiler, from which the bulk went into Union Pacific #844 during its recent extensive rebuild.

We were fortunate to have both injectors from the locomotive, and to purchase three more identical ones at the auction when NS closed their steam program. These five injectors were delivered to Bernie Watts at Backshop Enterprises, who then disassembled all five, inspected them, replaced parts as needed, and delivered back to us three usable injectors, the remaining two bodies and the remaining worn parts. Bernie also rebuilt a Pyle National M2N dynamo, provided by us, to provide

electrical power on the locomotive (The M2N is a 2KW 32V DC dynamo).

The air compressor was rebuilt in-house, requiring re-boring of the air cylinders, the reversing piston bore, and the main valve cylinder bore. New air pistons were made, using the old low pressure air cylinder piston as the source for the new high pressure air piston, and a disk of cast iron was machined into a new low pressure piston. New valve cages were also machined to replace those worn beyond reuse, while Bernie Watts supplied new valves where needed, as well as gaskets and jackets. New King metallic packing for the pump was provided by Bob Yuill of Historic Machinery Services Inc. The air pump governor was sourced from David Conrad, as were a number of tapered bolt reamers, and piston and valve rod packing. The slide valve seats were faced by Steve Butler, of Midwest Locomotive, then lapped in by our staff.

The mechanical lubricators, terminal checks, steam turret, several original valves, and boiler stop and check valves were all rebuilt in house. The pop valves were also done in house. A known good Consolidated pop valve was borrowed and the spring in it taken to a custom spring winder for testing and duplication. New blowdown rings were required for the pops, as well

as new center stems and spring seats. The rebuilt pops work very well, popping fully open and closed, and with a well controlled blowdown.

The new boiler design was completed and released to the manufacturer in April of 2004. The construction firm was chosen with the help of Gary P. Bensman. There were several competent firms available, with our choice finally being made based on the firm's abilities, and proximity to MRM, to allow trouble shooting trips and inspections while construction was under way. The firm chosen was Continental Fabricators of St. Louis, Missouri. They were excellent to work with, and were willing to do our job at a more favorable rate as a filler project to keep their employees busy during slow spells in their business. The new boiler was completed in May of 2005, and successfully hydrostatically tested to 300 psi at Continental Fabricators for both their ASME inspector and us. The new boiler was coated, inside and out, with Dampney Engineered Coatings specialty high temp coatings used on boilers and pipelines. The boiler was delivered in June of 2005, and placed on the locomotive frame.

Attention turned to the tender in late 2003, with the scrapping of the cistern. Believe me, there was nothing left to save, except the hatch, which we

Risk Management Experts in the Railroad Industry.

Risk Consulting:

- Loss Control
- Claims Management
- Commercial Lines
- Surety Bonds
- Employee Benefits
- Personal Risk

Thomas M. English
tenglish@thomasmcgee.com
 Direct: (816) 843-4480

John P. Minnis
jminnis@thomasmcgee.com
 Direct: (816) 843-4642



Thomas McGee, L.C. is your Trusted Advisor.

www.thomasmcgee.com



IT'S HOW WE ROLL

At AJAX Rolled Ring and Machine, customers are our main focus. In order for AJAX to become your primary supplier, we have initiated lean strategies, enabling us to reduce our lead times and lower our prices. AJAX manufactures rail tires for light rail vehicles, tourist railroads and the mining industry. We manufacture to AAR specifications and materials to A551-Class B, BHT, C, CHT, D and DHT from 16 to 72 inches in diameter. AJAX also offers its customers contour rolling, in-house heat treating and machining to specific requirements, all within a 3- to 6-week lead time, depending on your particular requirements. AJAX is working to ensure a mutually beneficial relationship. We're ready to roll when you are.

CONTACT AN AJAX
REPRESENTATIVE TODAY.

www.ajaxring.com



AJAX



Southern #401 in 1991 and 2010. Photos courtesy Robb Luckow

did reuse. The forward half of the center sill required replacement due to corrosion, and the side sills needed some reinforcement in the same area. All the bracing around the bolster at the front of the tender also needed outright replacement. New trucks were also a necessity, particularly in light of the need for a larger capacity cistern. (The loco was last used as a yard engine, and had one of the smaller tanks used behind these engines in their day.) New draft gear was also required, due to a crack in the gear housing. The new cistern and oil tank were designed in-house, and after being disappointed at the bids for having the tank's construction outsourced, we decided to build it in-house. A package of parts were made up for us by Wayne Metals of Markle, IN., which included everything except the floor, roof, rear and side sheets of the cistern, which we had flame cut as full size sheets at Hagerty Steel in Peoria, IL. We then used Strasburg Railroad's method of applying rivet heads to the tank, which worked out well. The tender was finally completed in 2009.

The lead truck, it turned out, was a microcosm of the entire locomotive. The truck is made up of 79 parts, excluding nuts and bolts. Of those, 59

required outright replacement, with the balance ALL requiring machine work of some sort to bring them back to a usable state. The truck frame itself was twisted, as well as racked, and cracked in five places. After repairing the cracks, we cut the truck frame into four sections, setting the parts up on a surface plate, relocating and squaring them up, and welding it back together. We also welded up all the worn pin holes and bolt holes. We then sent the truck frame to a local forging house, Clifford & Jacobs Forging, for stress relieving and normalizing. Extrapolating this out to the entire locomotive gives one a pretty good idea for the amount of work that ended up being necessary to bring this engine back.

In the Unexpected Developments department, when doing one of the early hydrostatic tests after the boiler was installed on the frame and plumbing complete, a leaky throttle valve had filled the cylinder saddle with water... as we were inspecting on the left side, water was running up out of the saddle and over the sides of the cylinders and into the pit. (The valves/steam chests were not yet installed.) When we got to the right side, there was water running into the

pit, but not up out of the steam passages, but out of the right EXHAUST saddle drain... Hmm, how is water getting from the live steam passages to the exhaust passage without going over the valve seat... this is not good, particularly AFTER you've spent six figures on a new boiler. One has visions of new cylinder saddles, or static displays. Fortunately, it turned out it was the result of a poor casting. There was a void in the casting between the two ports, and the wall was extremely thin on the live steam side. At some point in the past, the wall failed, and the steam was slowly cutting an ever larger hole into the exhaust side. The hole in the live steam side was about 1" x 2", and the hole in the exhaust side being big enough to poke a finger into. The void was far enough out towards the right cylinder to be able to see it, and more importantly, to be able to drill a hole from above down into the void. Said hole was located and drilled, then the void blanked off inside the ports, and filled with an alloy of molten metals that would not shrink on cooling. The repair was water tight when done. The right saddle has further evidence of voids that were open on the surface of the casting, as when it was sand blasted, these areas were dark gray/black, not the expected whitish typical of freshly blasted steel or iron. It appears something was poured into these areas, likely at the foundry, to make the casting usable.

The other unexpected development was the valve gear. We had heard stories when we first purchased this locomotive that it was easily recognized by its "distinctive" exhaust. Now, that wasn't entirely unexpected as the right side radius rod was bent in all kinds of directions, obviously being badly bent at some point, and a poor job of straightening having been done. We straightened this rod as close to straight as we could get, and got its length correct, and checked the other rods for straightness and lengths. We then went about the task of timing the valves. After correcting the right eccentric crank position, we found the new valve rods slightly long, and corrected those. When then checking eccentric rod lengths, the numbers came out to the right side eccentric being 9/16" long, and the left being 5/16" long. Naturally, errors such as those are immediately suspect, and were checked and rechecked several times, and after we could find no other explanations for it, we set up a forge on the welding bench, anchored the rod to the bench, heated a portion of rod in it, and upset it the required amounts for each side. Both came out where they were supposed to be, amazing us. We were pleased upon hearing the exhaust for the first time, as

it came out very, very close to square.

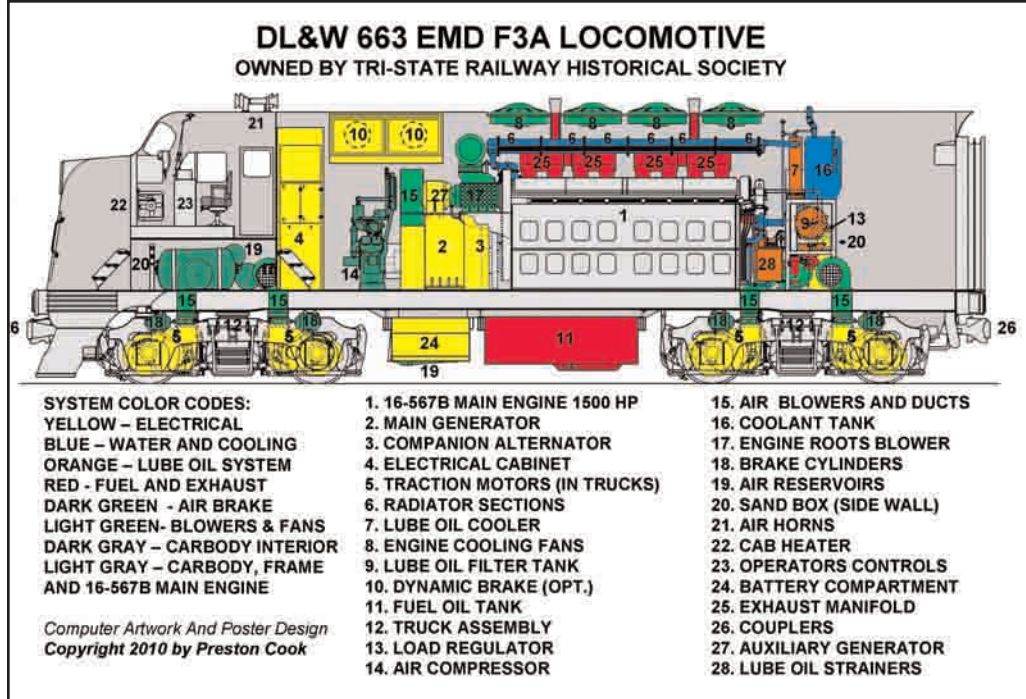
This project, while not yet totaled up, has reached approximately \$500,000.00. This would not have been possible without the abilities and dedication of our volunteers, allowing us to do much of the work in-house. But, when necessary, we didn't hesitate to go to those with the abilities or special equipment to do those things we couldn't. The locomotive has been performing very well, with a relatively small number of the usual punch list items one runs into when doing rebuilds of this magnitude.

DESIGNING INTERPRETIVE POSTERS FOR RAILROAD MUSEUMS

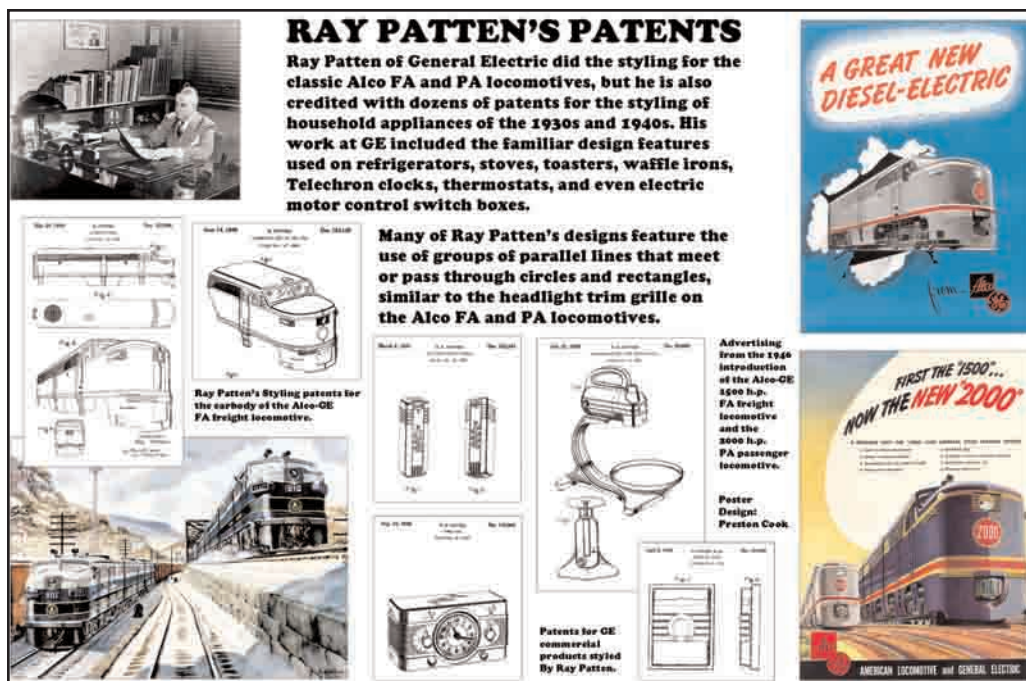
By Preston Cook

With much of the modern world dominated by high tech computer electronics, printed posters may seem a somewhat dated way of communicating information. However, they are quite useful for certain interpretive functions, and are relatively low cost displays that require minimal maintenance once they are printed and framed. Unlike video displays, they do not generate noise pollution to interfere with each other in confined spaces, and unlike electronic kiosks, they do not create a blockage of people waiting in line for access to a viewing screen. They also provide a traditional appearance that looks right at home in most railroad museums.

Posters are particularly suitable for presentation of the kinds of information that would have been adaptable to "distance learning" teaching techniques used in correspondence courses, such as those produced for railroads by the International Correspondence Schools of Scranton, Pennsylvania. This type of teaching was a significant component of railroad employee education programs in the first half of the 20th century, and consequently printed posters integrate well with the display of locomotives and rolling stock from that popular period. Wall mounted display posters were commonly produced for training use by the major builders of diesel-electric locomotives from the 1930s through the 1980s. Many of these manufacturer produced display items featured color cutaway artwork of locomotives as well as mechanical and electrical components. Other widely distributed posters included maintenance and lubrication diagrams of locomotives. With the passing of time many of these paper originals have deteriorated and those that survive intact are often hotly contested items between collections



Cutaway views of locomotives are particularly adaptable to poster presentation. This poster explains the machinery arrangement of an EMD F3A locomotive that runs occasionally at Steamtown. This locomotive's details differ from common depictions of Electro-Motive F3A units, as it does not have a steam generator. This arrangement has been correctly depicted in the poster art.



when they appear in internet auctions. It has become increasingly difficult to find suitable originals for museum display, and in some cases the risk of further deterioration of originals might preclude their wall display and further exposure to sunlight.

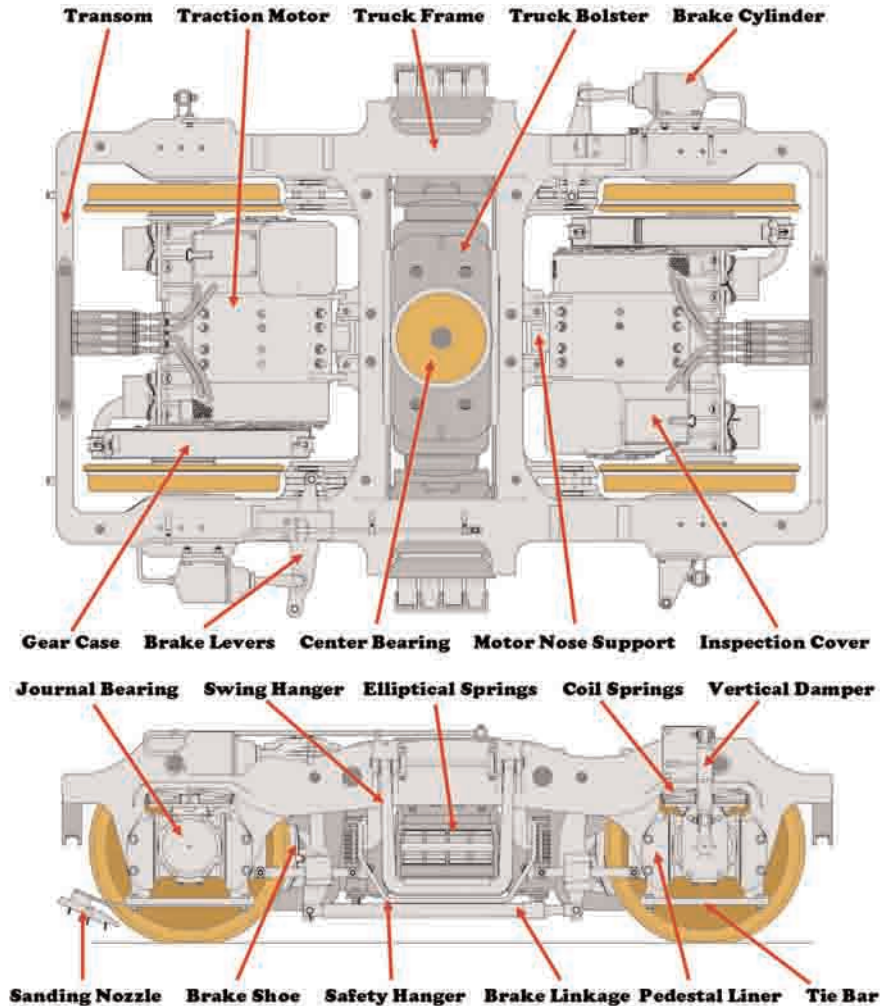
Fortunately, modern computer presentation software provides a convenient way to design display posters locally that can provide a traditional appearance while suiting individual needs as accompaniments for displayed equipment at museums. Topics that adapt particularly well to poster presentation include diagrams

The poster discussing Ray Patten is part of a series covering people who influenced the way railroads looked and operated. It was designed for museums having locomotives styled by Mr. Patten.

Posters are useful for telling the stories of the people who influenced the appearance and operation of the railroads. This poster explaining the role of GE master designer Ray Patten in the styling of the Alco-GE FA and PA locomotives makes use of photos, advertising, Alco-GE artwork, and images of the designer's commercial and railroad patents.

DIESEL LOCOMOTIVE POWER TRUCKS

Diesel locomotive power trucks support the weight of the locomotive, carry the traction motors that propel the locomotive, and provide the suspension systems necessary to dampen movement and follow the track geometry. In the mid-1930s Electro-Motive designer Martin Blomberg developed this four wheeled locomotive truck which proved to be one of the most successful diesel locomotive truck designs and is still widely used. The term "truck" was used to describe these locomotive components long before motorized highway trucks were developed.



Coil springs and elliptical springs provide two separate stages of suspension to help dampen the movement of the truck. Mechanical dampers may be used as well. This type of truck weighs about 39,000 lbs. with the motors and the wheel sets.

Poster design by Preston Cook

Detailed mechanical topics can be explored through the use of posters. This poster explaining the design and function of the EMD F-unit truck designed by Martin Blomberg was produced using diagrams adapted from a variety of EMD maintenance publications and locomotive servicing charts.

and cutaway views of locomotives, rolling stock, and their components, storyboard presentations describing processes like the servicing of locomotives, and displays that tell the history of railroad and industry personalities. It is both feasible and attractive to "customize" diagrams and cutaway views to specifically represent equipment on hand at the museum. I

have produced a number of display and interpretive posters for the museums where I am a member, some of them as offshoots of published articles for magazines and using artwork that was originally prepared for those articles. Poster production is not one of my primary activities, since I work full time as a professional instructor in the locomotive building industry.

Consequently I am offering this article in an effort to provide others with the information they need to produce similar posters locally to meet the needs of their museums.

Planning production of a poster requires sources of information and images as well as knowledge of the history and the talent to be able to use the selected computer software. There are many information sources that are not well known to the general public or the railroad enthusiast community that can be uncovered with a little detective work, and frequently provide diagrams and artwork that have not seen much circulation outside of railroad shops. Particularly useful documents include locomotive parts books, maintenance manuals, operator's manuals, and the Electro-Motive Maintenance Instruction documents. These are often illustrated with cutaway views, but may have viewing quality diminished by the presence of callout numbers and other obstructing text or lines. Some knowledge of the use of computer photo editing software consequently becomes a very useful supplement in the process of designing poster presentations. Other useful sources of images and supplemental information include magazine advertisements, US Patents, sales brochures, and other printed information documents that may be suitable for display.

Most of the equipment manufacturers' publications we have mentioned were originally issued as publicly distributed information and do not carry copyright notices. Their use by a 501C3 non-profit organization for an "educational" application falls under the "fair use" guidelines and generally does not require any permission or licensing. However if your organization wanted to sell any of the images collected from these sources, or products employing those images, they might want to get a more accurate legal opinion of the options for their use. Some railroads are particularly diligent in enforcing licensing requirements for display of their trademarks.

Once you have researched your intended subject and collected the information and images that you feel are suitable for use in preparing a poster, you can begin the scanning and processing of the images that is usually the most time consuming part of any poster project. Regardless of the type of presentation or desktop publishing software that you intend to use for the final layout, the images should generally be scanned in at least a 600 dots per inch (DPI) format, and preferably in 1200 DPI mode. Since the JPEG internet file format tends to degrade with each successive generation of editing, I would suggest

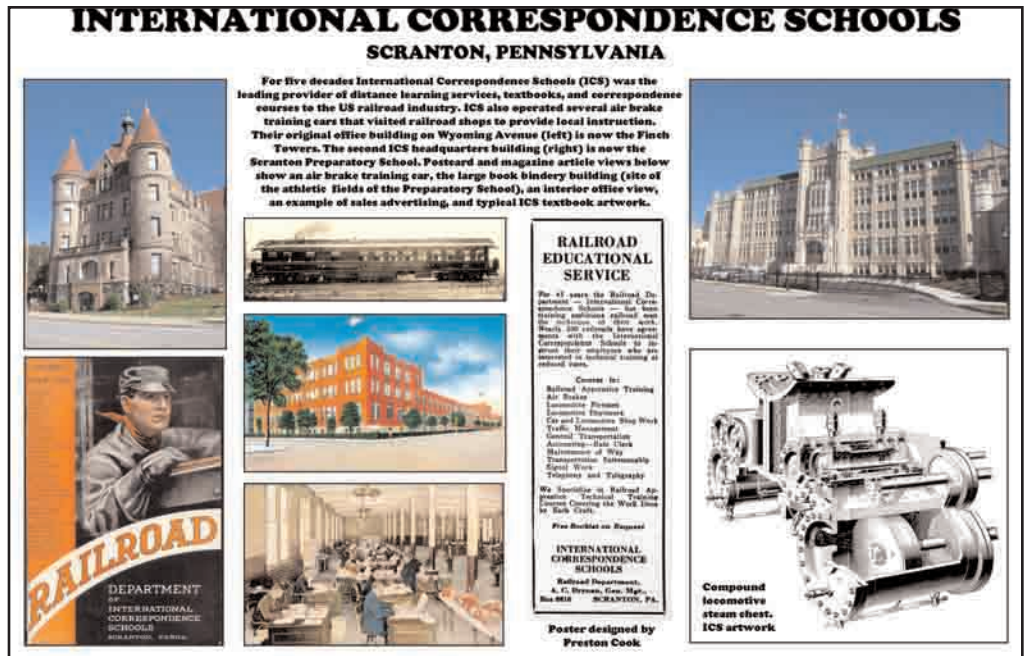
scanning in the TIFF file format, doing your editing, then converting to JPEG (if needed) for the final posting. This will result in rather large image file sizes, but will provide better source files for the editing that will follow. Most poster layouts will be a single page or single slide file, and any good presentation or desktop publishing software is able to work with file sizes up to 100 Megs without difficulty, so larger image files generally are not a problem in producing a display poster.

If you are scanning line art, particularly cutaway views of locomotives or rolling stock, it is particularly important to get the artwork parallel to the axis of the scanner. Having "climbing" lines that change pixel traces as they cross the image is very distracting for viewing and immediately advertises that the image was processed through a scanner. It may require several attempts at scanning in order to get the image aligned properly so that lines do not "climb", but doing this at the scanning phase can avoid a lot of image editing later.

Many images can be scanned in "millions of colors" setting on the scanner, but some black and white artwork may look better when scanned in grayscale mode. If you use grayscale, be aware that you will probably need to change the image mode from grayscale to RGB (red-green-blue) color mode when you edit it and clean it up. Grayscale tends to record everything in shades of gray including any white background, and this can leave a distracting "beard" of gray around the image when you post it onto a page to print, unless you intentionally go in and paint the background to pure white with your image editing software. However, if you are going to put a line frame around all the images on your poster, this step can usually be skipped.

You usually will not need the very expensive professional software like the full-featured Adobe Photoshop for this kind of image editing. I have found that the less complicated Adobe Photoshop Elements software that usually sells for less than \$100 is quite suitable for the image editing work required in poster production. Photoshop Elements is also capable of doing area "painting", allowing you to fill enclosed areas of an image with either gray tones or areas of color. This is ideal for providing some impact to black and white line artwork to get it to stand out better on a poster, or for color-coding cutaway artwork to highlight particular systems or components.

Once you have completed the scanning and editing of the images you intend to use, the next issue is the selection of the software that you will



The International Correspondence Schools poster was presented to Steamtown NHS and commemorates the role that ICS played in railroad education and its prominent position as a leading business in the Scranton, Pennsylvania area.

use to do the poster layout work. Generally speaking, most well known presentation, desktop publishing, and word processing software packages may provide the necessary capabilities for this job. However, my personal preference is the use of Microsoft PowerPoint as the layout software, due to its widespread use in the general business community and its ability to work with odd sized pages and allow positioning, rotating, and sequential ordering of any element of artwork or text anywhere on the page. My favorite version of PowerPoint is the 2003 issue, which uses entirely text-based menus. I find this one easier to work with (visually) than the newer versions. Consequently from this point on in the article I am assuming the use of PowerPoint, and if you use different software you will need to make suitable adaptations on your own.

To begin the layout of a poster working from a new document in PowerPoint, first select whether you want the page to be in profile (vertical) or landscape (horizontal) orientation. Then under the page setup options, select a custom paper size, and set your paper dimensions to 24 inches by 36 inches, or whatever dimensions suit your preference. I use 24 by 36 for nearly all posters because it is a standard poster frame size, making the frames readily available at office supply stores, and the 24 inch dimension is short enough to allow easy transportation in shorter mailing tubes.

Once you have your page size selected, you will may want to chose a layout template, or select the blank

page if you intend to position all your text manually. My own preference is always the blank page, I do not want all the posters to end up with the text lines in exactly the same places. Using the text insertion tool, position your main title for the poster, then work your way down through the images and components you intend to use, placing and positioning the largest viewing elements first, and working toward the smaller images and text blocks. My preference is to reserve about 1/6th of the poster area at the top for the main title, you generally want it positioned high on the poster so that people can see it over any other folks that may be standing in the way. I have no particular preferences in layout of the elements, I have used two rows of three images and two rows of four images each, straight line arrangements across the poster, and totally random layouts, and all of them can work well. Posters that tell a story in a succession of images obviously have to maintain the proper presentation order, but posters that use a variety of images of differing sizes can often use a very random layout.

You need to be very careful about the choices of fonts for the text. It is best to check with the organization that will print the posters to make sure that their computer has the same fonts that you are using on your posters. If the fonts on the computer used for the layout work are not present on the computer used for the printing, the printing computer will make substitutions of fonts, and you can end up with distorted or improperly fitting

text blocks, incorrect line endings, and with text blocks interfering with images.

Once you have the essential elements positioned, you will want to observe how they interact on the page, and whether any of the images block portions of the text. It may be necessary to make some adjustment with the “move forward” and “move backward” commands until everything is visible without unwanted overlapping. If you plan on putting lines around images, this should be done at this time and then the poster should be viewed again to determine if any images overlap each other improperly. The final step in the layout process should be the insertion of arrows and callout numbers, if they are needed.

Matte printing is generally the best mode for viewing, since poster frames may come with glossy cover sheets that become a blur of reflections if the print is also done on glossy paper. Matte paper is also usually the least expensive of the printing options, with canvas finish papers often being the most expensive.

Once you do a test printing of the poster you may find some elements require adjustment. If you did not have lines around the margins of images, it is sometimes difficult to tell exactly where the edges are positioned on the page if you need to edit and replace them. Getting an exact positioning for a re-edited image can be very critical if you have arrows or number callouts pasted over the top of the image. One trick that works very well for removing and replacing an image is to apply a line margin to the older image on the page, then insert the newly edited version of the image over it. Stretch the new image out so that it is positioned directly over the previous version of the image, right up to the edge lines. Then walk the new version to the right using about four clicks of the arrow key. Highlight the older version and press “delete” so that it is removed. Then highlight the new version and walk it back to the left with the same number of clicks of the arrow key. Finally use the “send to the back” command to position the image behind any arrows or callout numbers that you installed.

Check to make sure that any images that require credits are properly identified, and also consider crediting your design and layout work in the text on the poster. Preparing a poster can be a pretty time consuming project, particularly if it involves a lot of computer artwork development and image editing, and that effort is worthy of at least the degree of recognition that would be afforded to a photographer for the 1/1000th of a second of work it took to produce an image.

ONLINE TICKETING – CUSTOMER BENEFITS

By George & Marcy Williams,
Heart of Dixie Railroad Museum

Many of us rail fans have moved into the computer age kicking and screaming! However, current and future generations have never lived in a world without computers. In fact, with the advent of smart phones and tablets, they’ve advanced beyond having a computer at home to having a computer in every pocket. The Internet has dramatically changed how most products are sold. These days, most people assume that tickets for theaters, shows, and even train or trolley rides are available for purchase online, ideally from your organization’s own website.

We implemented an internet based ticketing system at the Heart of Dixie Railroad Museum five years ago, and each year the number of passengers buying tickets online increases. We are also finding more and more of our passengers actually ordering their tickets on their smart phones while driving to the museum. We’ve learned that there are distinct advantages to an online ticketing system, and we’d like to share them with you:

A ticket office that’s open 24/7

With an online ticketing system, customers have the option to purchase tickets from anywhere, at any time, allowing for a virtual ticket office that’s never closed. A web site is a great way of promoting your organization, but you’re undoubtedly losing customers if they can’t purchase tickets while visiting your site. Very often they’ll make a decision about attending an event the minute they read your train ride description, so make it as easy as possible to purchase tickets right at that moment. If you force them to wait until the next day to call your ticket office, they could forget, change their mind, or find another way to spend their money.

Speed

Another advantage of online ticketing is speed, with ticket purchases now taking only a matter of minutes. If a decision to attend an event at your railroad can only be acted upon when the ticket office is open, or by calling and facing the risk of lengthy hold times, you risk losing business. With an online ticketing system, your customer needs only a few minutes on the internet, along with the relevant personal and credit card details.

No long lines at the ticket window

Another advantage of purchasing rail tickets online is the fact that your customers can avoid long lines. One of

the most unpleasant aspects of the traditional visit to the ticket office can be waiting in a long line before even reaching the window, only to find out that you just sold the last available seat on the train.

Advance planning

Of course, for tourists from out of town, internet booking can make it possible to arrange tickets for a specific event well in advance. Booking before even arriving in the city helps to streamline a busy family vacation schedule.

But it’s not just about making it easier for your customers to purchase tickets. With an internet based ticketing system, you can expect increased sales and attendance, increased efficiency, profits, passenger satisfaction and reduced costs.

An online ticketing system can make it easier for your customers to purchase tickets to your events. But there are additional advantages, such as increased efficiency and passenger satisfaction, reduced costs, and improved sales and attendance.

Save time, reduce workload

An internet-based ticketing system greatly reduces the time you spend answering phone calls, correspondence and other ticket related matters, a huge benefit if you are a volunteer run organization. At the same time, you can give your passengers an enhanced level of customer service by offering them the option of printing the tickets at home, printing a voucher to exchange at the ticket window for a boarding pass, or even storing a “mobile” ticket on their smart phone.

Increase operating efficiency

Here’s a great example from our railroad, the Heart of Dixie Railroad Museum in Alabama. Our biggest event of the year is our North Pole Express. Before we implemented our online ticketing system, we took reservations over the phone for our two departures per night. We had 350 seats to sell per train, and we couldn’t manage anything more sophisticated than simply selling them as general admission (and even then we oversold and undersold trains). So for each departure, we had 350 people all thinking they were going to get a seat in the upper dome car! We spent a long time getting everyone happily seated. Once we installed our ticketing system, we were able to sell seats by railcar and we never oversold. We set up boarding areas for each railcar and drastically decreased the amount of time spent boarding and debarking passengers. In fact, we were able to add a third departure each night, thereby increasing our revenue by 50 percent.

Access your ticket office from anywhere in the world

With the best internet based ticketing systems, you can access the full functionality of your ticketing system from anywhere in the world. Set up events, sell tickets and handle all administrative tasks, just the same as if you were sitting in the ticket office at your depot. If you are a small organization, and especially if you rely on a handful of volunteers, you'll appreciate how this can spread the workload, with everyone having access to the same database in real time.

Better reporting

If you sell tickets online, you can eliminate administrative headaches that come with using other ticketing methods. No more spending endless hours managing sales reporting with calculators or spreadsheets. Need to know the total passenger count for the month for your FRA report? A few clicks and you've got the number. Need to know the total tax/tariff due to the state each week? A few clicks and you've got the dollar figure. Compare revenue for the Easter train this year versus last year. Easily identify which departure time sells best. You get the idea...

Just think of the time you could save! Wouldn't you rather put your efforts into coming up with new ideas, events and incentives for your passengers?

Now let's take a look at the marketing advantages of an online ticketing system.

Increase "brand" awareness

Integrating online ticketing capabilities will dramatically increase the traffic generated by your web site. More people visiting your site means more referrals and more awareness of your organization. Displaying your web address on all publicity materials (brochures, posters, signage, print media, etc.) as the place to buy tickets is much more effective than simply quoting a contact phone number. At the Heart of Dixie Railroad Museum, we've shifted the emphasis in all traditional media to our web address, and de-emphasized our phone number, which has resulted in increased "hits" on our website. And once you have someone looking at your site, they'll be able to see all the events you offer, giving you greater exposure.

Build customer loyalty

Your own web site is your customer's primary choice when looking for event schedules or ticket availability. People assume your website contains the most up to date information and the best deals. Serving your patrons well with a website that's

not only informative, but allows them to buy tickets online, is a great way to build loyalty. And your web site is by far your lowest cost sales channel, plus the one with the highest return.

Reinforce your image

Allow your customers to print their tickets at home, and you can put a customized piece in their hands. Include your logo. Promote upcoming events at your museum. Partner with local merchants such as hotels, restaurants, and other attractions and advertise them (could be a new revenue source for you!)

Strengthen customer relationships

At the core of any ticketing system lies a good customer database with a full record of all purchases. You can use that information to offer special discounts to your best customers, send a free ticket on the customer's birthday, notify large quantity purchasers of special group events, etc.

Take advantage of email advertising

Every email address you collect from those buying tickets on your website is a potential return customer. Email is generally a low-cost marketing tool that can be quite effective. Some online ticketing systems incorporate email "blast" capabilities that allow you to reach out to those who already know how great your museum is. Or, you can download the email list you've developed and send emails through a different service. Or, you can download names and addresses and send brochures or letters through good ol' fashioned snail mail!

Jump into social media

Some internet based ticketing systems will automatically integrate with Facebook, Twitter, and other social media technologies. Although many of us have barely dipped a toe in the pond of social networks, they will become more and more important.

We've outlined some of the advantages offered by an online ticketing system. But how to choose? Ideally you want one that will:

Keep your customers from getting distracted

Be sure your online ticketing system keeps your customers on your site. You want a system that is seamlessly integrated into your own website. Don't risk driving your passengers away by sending them off to a different website that looks different from your own. Don't risk pushing your customers into buying tickets to a totally different event that they may see on a separate ticketing site.

Provide your customers with options

Different demographics are more comfortable with different purchase methods. You want to be able to sell tickets on your website, over the phone, at the ticket window, and even through a third party (such as the local hotel).

Provide yourself with marketing tools

You want to be able to produce customizable print-at-home tickets. You want access to your customer database. You want built-in email newsletter capabilities. You want built-in links to Facebook, Twitter, and other social media tools.

Put revenue in your hands right away

You want a ticketing system that puts all ticket revenue directly into your bank account, not a company that holds your money until after the train has left the station. You want an online system that allows you to determine whether or not you are going to charge a processing fee for tickets, and what that fee will be. The service fee should never be a compulsory amount paid directly to the ticketing system.

Offer low-cost, yet secure, print options

If you want to print tickets for your customers, you want a ticketing system that works not only with expensive thermal printers, but also with low-cost labelwriters or even a standard laser or inkjet printer. At the same time, you want to prevent potential fraud with a system that will produce a unique barcode on each ticket.

Provide the reports you need

You want a ticketing system that easily generates relevant attendance, financial, and accounting reports.

Allow you to "set the rules"

You want a ticketing system that is flexible enough to adapt to the way you run your operation, not one that makes you adapt your policies or procedures to the system.

Stop kicking and screaming about entering the internet age, and start kicking and screaming to implement an online ticketing system at your museum!

THE MARKET BASKET

By James D. Porterfield

Can you top this?

Frank Fowler is a railroad man. His broad and pleasant face offers a sparkling gaze that seldom breaks contact, and a permanent if slight smile. He greets questions with a cocked head and deliberation before uttering a word. An orderly man, he can put his hands on exactly what he's looking for amid

the papers arranged neatly around him on his desk, or boot it up and print it using the computer sitting to his right. It was the third thing he said when we first met that should get your attention: "Last year we showed a 22 percent increase in ridership."

Fowler grew up around trains - his father worked for the Pennsylvania Railroad. When he graduated high school, but was too young at 18 to sign on as a brakeman, he enlisted in the U. S. Army and was assigned to the Rail Battalion. He saw duty here and abroad. When he was discharged he spent several years "booming" - Soo Line, CB&Q, and FEC (this later aborted by a strike as he awaited his physical) - before eventually finding a home with the B&O, then C&O, then CSX, where he rose to hold several senior management positions. Today he is the General Superintendent of the Western Maryland Scenic Railroad (<http://www.wmsr.com/>), a position he's held since 2007.

Today's WMSR is a seasonal operation, running early May through late December (There is a photo freight shoot in January and another in April). Steam excursions every Friday through Sunday feature a 1916 Baldwin 2-8-0, with an ex-Reading or ex-PRR GP-30 hauling the excursions added on Thursdays from June through

September (this schedule is expanded for October's fall foliage trips). All runs offer coach seating (to a maximum of 600 seats if necessary), and runs on Saturday and Sunday offer a First Class Dining experience seating an additional 125 in two table cars, with overflow accommodated in a dining car. On a Saturday in early June the train hauled 10 cars with 240 coach passengers and 133 First Class passengers. Special events, including 17 Murder Mystery Trains and the holiday-themed North Pole Express, fill out the schedule.

An explanation is offered

After riding the train as a guest of the railroad, a writer asked Fowler to talk about the dramatic growth the operation has shown in a down economy. He settled behind a wrap-around desk in his third floor office in the restored four-story 1913 Western Maryland Railway Station in Cumberland, Maryland, and had this to report:

"Two changes we made had a big impact," Fowler begins. "First, we now partner with a reinvigorated Allegany County Department of Tourism (www.mdmountaininside.com)."

Barbara Buehl, Allegany County Director of Tourism, explains: "In 2003 Allegany County added a 3% tax to hotel/motel charges to raise funds to promote the county.

A portion of that revenue goes to the Tourism Department to market area attractions." This funding allows all attractions in the county to work together to build attendance without having to pay a fee to join the group. "Services needed by the county's team - web design, print copy and the like - are outsourced to local suppliers, further strengthening community ties," Buehl points out. "We have a good team and good partners."

"To take advantage of this," Fowler says, "we turned the design, production and distribution of our brochure over to Barb's team. We'd done it ourselves in the past, and relied

on selling advertising to cover its expenses." That was only marginally effective. "Now we have a slick, clean brochure that is all about the railroad. While there is a fee for this work, the work is also supported by county revenue." The county department also works to promote area attractions - including the WSMR - in print media and through attendance at conventions aimed at tour group operators.

"A second change we adopted," Fowler says, "was to make greater use of the internet in our marketing campaigns." With the Department of Tourism's assistance, advertisements for the WMSR now appear on a number of websites. "The banner ads on the web pages of the Baltimore Sun and WJZ television are especially effective."

Web-based campaigns offer a number of advantages. Their content can be modified quickly. "If I've sold out a Murder Mystery run," says Fowler, "I can change the ad to focus on a future train or to another event altogether." Also, you can determine with accuracy how effective your ads are. At one point in the telephone conversation with Barb Buehl, for example, she could be heard tapping a few computer keys before saying, "In our new Spring Campaign, Frank's train has already had over 1,100 unique visits (A "visit," for the uninitiated, is someone who has spent time on the site, most commonly by having clicked to various pages within the site.), and the campaign's only two weeks old." Further, you can learn quickly where in your marketing area the greatest interest is shown in your content, which may in turn allow you to customize future ads to specific markets.

But wait! There's more!

The WMSR now partners with other attractions in the area as well to build attendance at both. One of the most successful arrangements so far has been with the Allegheny Highlands Trail of Maryland, a segment of the 150-mile Great Allegheny Passage rail-trail that connects Pittsburgh, Pennsylvania, with Washington, DC. For a \$5.00 fee, the WMSR will haul a passenger's bike in the baggage compartment of a baggage/coach combine from Cumberland 16 miles up to Frostburg, the town at the end of its run. From there, the trail offers a leisurely descent alongside the route of the train back to Cumberland. Another example is a partnership with public broadcasting wherein WMSR tickets are used as prizes for contributors during fund raising.

Tanya Wright, WMSR's Group Sales Manager and Special Events Coordinator, has engaged a new caterer for the on-board food service in the



Trains MAGAZINE

Trains 4Kids

Just \$4⁹⁵

Make sure you have this title in stock!

This magazine is designed to ignite the spark of railroading in young people, which will ultimately drive kids back to your railroad attraction.

Contact your distributor or order direct:
Phone 1-800-558-1544, ext. 818
 Monday-Friday, 8:30 a.m.-4:30 p.m. CST.
 Outside the United States and Canada call 262-796-8776, ext 818.
 P12705

First Class section. The value of this move was apparent on the empty plates being carried back to the dining car kitchen when the meal was over.

Greater emphasis is being placed on up-selling in the reservations department. "My catering contract calls for a 25 person guarantee," Fowler says. "If I only have 12 reservations several weeks before the event, I can cancel the run and make a dozen people angry, or go ahead with the run and lose money on the meals. Now word goes out to the reservationists to focus on upgrading those who make a Coach reservation for that date, or to suggest that date to those who call for information."

Fowler, meanwhile, is looking for opportunities to cross promote with other compatible attractions in surrounding states. When his visitor called his attention to several rail attractions in southern West Virginia, he quickly grabbed a sheet of paper to note their web addresses, muttering softly about them being potential partners.

The bottom line

All of this effort has had two effects:

First, the aforementioned 22%

year-over-year increase for 2010. In fact, every category of ridership showed an increase: Murder Mysteries - up 15.1%; Coach - up 20.2%; Club Car - up 12.7%; First Class - up a whopping 37.3%.

Second, optimism about the future. "Despite terrible weather, gas prices, and concern about the economy," Fowler says, "I'd like to show another 5% increase in riders this year." His longer-term goal is to attract 20% more riders overall before seeing his numbers level off.

Some suggestions

If your local tourism agency is not active in some of these areas, work to effect a change in its direction. Meanwhile, seek out your own partners to share printing costs, advertising expenses, and expertise. Scour your volunteer list to identify those capable of managing and measuring an internet presence and of providing social media networking capability. Seek out compatible tourist attractions - both rail and non-rail, such as bed-and-breakfasts, restaurants and other historic sites - within a 200-mile radius and offer to do co-op marketing. This can include anything from making each

other's literature available to offering a discount at your property or event for those coming to you from a partner, or packaging special events that include your partner(s).

And we'd like nothing better than to profile your success in these pages.

About This Column: In each quarterly issue, *The Market Basket* will address critical marketing issues facing those who administer railroad heritage tourism sites. If you have a success story to share, or questions you want answered, contact Jim Porterfield at jamesdporterfield@mac.com; or at 763 Cricklewood Drive, State College, PA 16803. Jim is a marketing instructor at Penn State University, was the Director of Marketing for the New York Institute of Finance and Vice President of Sales and Marketing for SMC Publications Marketing Group.

HERITAGE RAILNEWS

**American Locomotive Company
Heritage Museum, Schenectady, NY**

The new museum opened June 11. The ALCO Historical and Technical Society is leasing 3.34 acres, including an 8000 square foot building in the old

PABCO

We BRAKE for Trains!

**A.A.R. Certified Air Brake Shop
M-1003 Quality Assurance Certification**

Passenger, Locomotive & Freight Services

Servicing Air Brake Systems from 1869 to present

NOW carrying a full line of

**Air Gauges, Railroad-style Ball Cocks,
AAR Approved Air Hose, and Brake Cylinder Grease**

Bill or Mike Jubeck

(412) 278-3600 Fax: (412) 278-1833

PITTSBURGH AIR BRAKE CO., INC.

33 B Sycamore Street ■ Carnegie, PA 15106-2042

www.pabco.biz



Seashore Trolley Museum has restored DC Transit PCC streetcar #1304 (St. Louis 1941) to service. The car had been used by General Electric as a test vehicle at its Erie, PA plant and it had been heavily modified. Seashore photo.

Alco plant complex. The goal is to display products produced at the plant. Besides railroad equipment, this will include World War II and Korean war tanks.

Baltimore Streetcar Museum Baltimore, MD

It's a cliché that there aren't enough visiting railfans to keep your museum or tourist railroad in business, but that doesn't mean fun and profit can't be achieved together on occasion. On February 18-19 BSM put on a Cabin Fever Day event. Trolley museum volunteers from across the northeast were invited for an intensive two days of riding and guest operations. Nine cars were deployed and dinner was served.

Bluegrass Railroad Museum Versailles, KY

The Don Scalf collection of railroad china and glassware has been donated to the museum.

Camp 6 Tacoma, WA

Unable to find a buyer or investor to keep it open, the logging/railroad museum has permanently closed. It operated for 47 years. As this is written, the future of its rolling stock is uncertain.

Cass Scenic Railroad Cass, WV

Cass carries its passengers in converted freight cars and log flats that date from the line's lumber hauling days. Because they are older than 50 years, keeping them in service now requires an annual FRA waiver, which has been received.

Cass has been scrapping and disposing of surplus rolling stock that had been physically isolated by a 1985 flood that severed track between Cass and Durbin. The equipment was

determined to be of no future use to the railroad. U. S. Army 2-8-0 #612 has gone to the Southeastern Railway Museum in Duluth, GA. Two former Chesapeake & Ohio heavyweight diners, two Reading commuter coaches and a Canadian National caboose have been scrapped.

Colorado Railroad Museum Golden, CO

The museum has acquired a Union Pacific diner (ACF 1949), as well as a Rio Grande lightweight combine. Both ran on the Rio Grande Zephyr and the combine was used on the Ski Train as a baggage car. The seats in the passenger section were removed.

Connecticut Eastern Railroad Museum, Willimantic, CT

The museum has constructed a replica of the unique "Gallows Signal" which regulated rail traffic at the Bridge Street crossing in Willimantic. Originally built around 1850, it controlled the crossing of the New Haven and the Central Vermont Railroad. The two-armed signal was in use until the 1950s.

"The lines crossed at grade just west of Bridge Street, where the entrance to the museum is currently located," said museum spokesperson Adrian Atkins. "An employee known as the crossing tender would set the signals and also manually stop vehicular traffic on Bridge Street." The crossing tender worked out of a small building on the northwest side of Bridge Street.

The 26-foot-tall replica has been built as close as possible to the original design, just inside the main gate of the museum.

Connecticut Trolley Museum Windsor Locks, CT

The Windsor Locks Preservation Association has donated \$43,784 to the

museum. The money will help restore a recently acquired Bangor & Aroostook wood caboose, and the "Isle of Safety", an historic streetcar waiting shelter from Hartford, CT. The Windsor Locks Preservation Association was frustrated in its efforts to get help from local and state government to purchase a boarded up building on Main Street in Windsor Locks, and dissolved itself in March. A vote was held among the members to donate any remaining funds to another non-profit preservation organization in the area.

Durango Railroad Historical Society Durango, CO

The society is known for its restoration of Rio Grande narrow gauge 2-8-0 #315 (Baldwin 1895), which has operated periodically on the Durango & Silverton and the Cumbres & Toltec. Their latest project is a permanent home for the locomotive in a building that itself is a surprising survivor. The Silverton Northern was one of three mining roads that fed the Rio Grande in Silverton. Abandoned in 1942, its two-stall engine house still stands in close proximity to D&S rails. It was necessary to building a siding to reach the building. This included the fabrication of a new stub switch, featuring a genuine Harp switch stand owned by the San Juan County Historical Society. Although structurally sound, the engine house needs work. To that end, the historical society is getting a grant to assess the building. In the meantime, it houses #315, a Silverton Northern wood-bodied rail bus, and the truckless bodies of a SN caboose and Silverton Railroad baggage car #5.



The Connecticut Eastern Railroad Museum in Willimantic, CT has built this replica "gallows" signal. CE photo.

Fort Smith Trolley Museum Fort Smith, AR

The museum has received a \$10,000 matching grant from the 20th Century Electric Railway Foundation to refurbish the motors of Veracruz single truck open car #9, acquired from the Lake Shore Electric Museum. Most of the \$10,000 match has been raised.

A library building has been created in a former warehouse located next to the museum's streetcar line. It will also house a display area, gift shop and will double as the depot for Arkansas-Missouri Railroad excursion trains. At press time two ADA-compliant rest rooms and a snack kitchen were under construction. The library has recently received the donation of several thousand 5x7 photographs of steam locomotives by Louis A. Marre.

Great Smoky Mountain Railroad Bryson City, NC

The railroad has created the W.J. Sawyer Educational Foundation as a non-profit to solicit and raise funds to support its steam restoration program. The foundation will seek grants, individual contributions, sell memorabilia and have fundraisers from time to time. Monies raised by the foundation will be used for the restoration and preservation of locomotives 1702 and 722. The railroad will transfer ownership of the locomotives to the foundation and will lease them back.

Hawaiian Railway Museum Ewa Beach, HI

Navy 65-ton center cab diesel #65-00174 has run under its own power for the first time since the Navy donated it in 1974.

Kentucky Railway Museum New Haven, KY

The State of Kentucky has granted \$190,350 to the museum to repair and rehabilitate track and a crossing.

Lake County Historical Society Two Harbors, MN

The Society is receiving a \$200,000 federal grant to cosmetically restore Duluth, Missabe & Iron Range 2-8-8-4 #229 (Baldwin 1943), which is displayed outside the former Two Harbors depot.

Michigan Transit Museum Mount Clemens, MI

The museum has accumulated grants totaling \$30,000 to repair and replace the outer walls and brick facing of the 1856 Mount Clemens depot.

Minnesota Streetcar Museum Minneapolis, MN

The museum has received a pair of \$10,000 grants from the 20th Century Electric Railway Foundation and the

Winona Foundation to rebuild a power truck for Winona streetcar #10 (St. Louis 1913). The truck's two motors are being rebuilt thanks to earlier grants from the same foundations.

The extensive collections of deceased former members James Kreuzberger and William Cordes have been donated to the museum. The Kreuzberger collection includes numerous book, photos, models and Duluth Street Railway documents. The Cordes collection consists of 60 boxes of color slides and movies.

Museum of the American Railroad Frisco, TX

The Museum of the American Railroad held a groundbreaking at its new 12.34-acre site in Frisco, Texas, on May 31. The event kicks off the initial construction phase of extensive grading and site preparation, along with the installation of nearly one mile of trackage. BNSF has agreed to provide the switch connecting the museum to their main line at no cost. Engineering was provided by Arlington-based Lunsford Associates, which donated a portion of their services to the project.

Northern Ohio Railway Museum Chippewa Lake, OH

Although it interprets the traction history of northern Ohio, the museum has never run a streetcar under wire. That will change soon—the goal is to accomplish it this year. For some time supplies have been stockpiled. Overhead materials from New Orleans were salvaged following Hurricane Katrina. More were acquired from the Pennsylvania Trolley Museum and the Lake Shore Electric sale. Installation will be funded by a pair of \$10,000 challenge grants from the 20th Century Electric Railway Foundation and an individual museum member. As of early June, much of the match had been raised.

Northwest Railway Museum Snoqualmie, WA

The world's first underground power generating station, opened in 1898, is located at Snoqualmie Falls. Puget Sound Energy owns it and in 2010 began a major reconstruction of the plant. Unfortunately, efforts to construct a retaining wall above the water intake did not go as planned. Soil conditions and other factors caused movement of the hillside, which also supports the museum's railway. Train service was immediately suspended and additional geotechnical investigation began. Changes in construction techniques, longer soil anchors, some clean ballast for the railroad, and two years of monitoring are among the mitigation measures that have been adopted. In late March 2011

rehabilitation of the railway began. Crews from a commercial track company dismantled the track, excavated and replaced the old ballast and rebuilt the track. Puget Sound Energy paid for the work. Train service resumed April 2, 2011.

Orange Empire Railway Museum Perris, CA

In 2008 the Scouler Company of Ontario, CA donated former U. S. Air Force 80-ton center cab diesel #1601 (GE 1951). It has now been transported to the museum. It was originally built for the Army.

Los Angeles Railways PCC #3072 (St. Louis 1938) has been acquired. The late Jack Richer bought it in 1963, transported it to his ranch in the Owens Valley, and ran it back and forth on a short piece of track powered by batteries. The car is complete, but weathered.

Pacific Locomotive Association Sunol, CA

The association has acquired Pickering Lumber home-built wood cupola caboose #04. It was built in the 1940s on the steel underframe of a short log car.

Pacific Southwest Railway Museum Campo, CA

Readers may have heard about the Modesto & Empire Traction replacing its long-lasting fleet of GE 70-ton diesels with new gen sets. One of these retired units was originally built in 1955 for the San Diego & Arizona Eastern, where it replaced steam on the San Diego-San Ysidro part of the railroad. It has been purchased by the museum.

San Diego Electric Railway Association, San Diego, CA

The Association is restoring vintage PCC cars for operation as a downtown shuttle on the tracks of the San Diego light rail system. The first restored car is #529 (St. Louis 1945). The car was built for St. Louis and later sold to San Francisco. Upon retirement, it was one of a group of cars that went to Lake Tahoe with the intent of starting a heritage trolley line there. The car has been completely rebuilt and sports a pantograph for LRT operation. Restoration of a second car is beginning.

Western New York Railway Historical Society, Buffalo, NY

The society has accumulated 45 pieces of rolling stock over the years, including Pennsylvania Rail Road 2-10-0 #4483 (Baldwin 1923) and a string of former Empire State Limited coaches. These are currently scattered at several open air sites. That is about to change.

The society is creating what it calls



The Wabash Valley Railroaders Museum in Terre Haute, IN has preserved Haley Tower (top), with its pistol grip interlocker, and Spring Hill Tower (middle and bottom), with its armstrong machine. They've also built a railfan observation platform, and restored Pennsylvania Railroad N6b caboose #981741, built by subsidiary Vandalia Railroad in 1900. Jim Vaitkunas photos.

the Heritage Discovery Center, to be located on 35-acre former Buffalo Color Corp. site in South Buffalo. The company, once one of the world's largest producers of food and clothing dyes, went bankrupt in 2003. The plant was closed and abandoned. In 2009, Honeywell International agreed to remediate the property and the New York State department of Environmental Conservation designated the property as an official Brown Field Opportunity Area, making it eligible for tax credits to aid in the cleanup.

The site is divided into four major areas. The society will be leasing each of the areas as the remediation is completed. Area E and Area C are on schedule to be completed by March 2011 and the Society will take over those properties at that time.

On Area E, South Buffalo Development and the City of Buffalo will leave four large concrete foundations from the old food dye buildings in place so new car shop and equipment storage buildings can be erected on them. This will greatly reduce construction costs. Plans are to erect the first building by the end of 2011 and lay the first track.

In Area C three large structures totaling over 125,000 square feet have been saved from demolition for re-use as the main museum display buildings. These are the former Power House, Ice House and Engineering offices, all brick buildings built in 1917.

Areas A and B are located along South Park Avenue and the Buffalo River. Demolition work will be completed later this summer and environmental cleanup is expected to be completed by April 2012. There are five buildings that will be preserved in these areas.

The association has purchased two parcels within the site. One contains a 22,000 square foot, two-story office building, and three acres of paved parking lots. The building was built in 1985. It will house offices, temporary museum displays, meeting rooms and a gift shop on the first floor.

Because the site is so large, the goal is joint occupancy with a number of other technology museums, including the Steel Plant Museum and Industrial Heritage Museum. The result will resemble Brooks Powerland in Oregon.

To help fund the project, the society has formed a for-profit development corporation to take advantage of the tax credits associated with the brownfield and historic buildings rehabilitation. These credits provide a minimum of 20% (and in certain aspects up to 60%) in refundable tax credits for every dollar spent building the museum property over the next ten years. The plan is to sell the

credits to private investors seeking tax saving investments.

Wiscasset, Waterville & Farmington Railroad Museum, Alna, ME

The museum has extended its right of way 1400 feet through the acquisition of perpetual leases on two land parcels. A portion of right of way that already has track was under a lease that was to expire in 2025. That parcel has been purchased for \$10,000, ensuring permanent occupancy.

New Jersey Transit PCCs Move

With the help of the Friends of the New Jersey Transportation Heritage Center, three of the Newark PCC cars have found new homes, with car 5 going to the Seashore Museum, car 6 to the Rockhill Trolley Museum and car 10, which is en route for heritage use in San Diego, currently being stored at the Baltimore Streetcar Museum, pending a possible rehab elsewhere before it goes west. Also removed from the former City Subway (now known as Newark Light Rail) was snow sweeper 5246, which is being given temporary secure storage at BSM for the Friends of the NJTHC. Car 6 has already been thoroughly checked out at Rockhill and was operated there for the first time on May 21. It is planned to finish repainting and other minor work and have the car enter service this fall. Cars 5 and 6 left on April 12, while car 10 and snow sweeper 5246 left on April 14. All were moved by Silk Road Transport.

RAILWAY HERITAGE CALENDAR

Compiled by the NRHS

September 7 - 9, 2011: Narrow Gauge Convention

Location: Hickory, NC

Event Type: Convention

For more information:

<http://www.tarheelpress.com/ngc/>

Event Status is firm.

September 8, 9, & 10 2011: Southern Pacific Historical & Technical Society (SPH&TS) 2011 Annual Conference

Location: Double Tree Hotel, Portland-Lloyd Center, Portland, OR

Event Type: Conference

For more information: www.sphts.org/

Event Status is firm. Registration will begin in July 2011.

October 7, 8 & 9, 2011 The East Broad Top/ Rockhill Trolley Museum- Fall Spectacular Weekend

Location: 421 Meadow St., Rockhill Furnace, PA 17249



Relay Ties and Rail

Nevada Railroad Materials, Inc.

David Woodard

917 East Country Hills Drive
South Ogden, Utah 84403
phone 801.621.5544

cell 801.389.2846
email: davidw@nevadarail.com
fax 801.393.5958



Rock Island 4-6-2 #886 (Alco 1909) and a Milwaukee Road open platform branch line combine at the Wheels O' Time Museum in Peoria, IL.

BOILER TUBES - FLUE TUBE

2.000" OD - 2.250" OD
5.000" OD - 5.375" OD - 5.500" OD

Tubes are available in :

WELDED .750" thru 5.50" OD

ASME/ASTM SA 178 Grade - A

SEAMLESS .750" thru 4.50" OD

ASME/ASTM SA 192 / SA 210

COPPER & STEEL FERRULES

ANDERSON TUBE COMPANY, INC.

1400 Fairgrounds Road

Hatfield, PA 19440

800-523-2258

215-855-4147 fax

Contact : Rick Witte

RickWitte@atube.com

www.atube.com

All Tubes are Made in the U S A

Event Type: Event
 For complete event schedule, visit
www.ebtrr.com or call 814-447-3011
 Event status is firm.

October 13-15, 2011: Train Collectors
 Association Eastern Division York
 Meets

Location: York Fairgrounds, 334
 Carlisle Ave., York, PA
 Event Type: Meeting
 Event status is firm.

October 15, 16, 22 & 23, 2011: New
 River Train Excursions-Collis P
 Huntington Chapter of NRHS
 Location: Huntington C&O Depot
 located at 935 7th Ave. in Huntington
 Event Type: Excursion

Website:
<http://www.newrivertrain.com/events.shtml>

Event status is planned.

October 20 - 23, 2011: B&O RR
 Historical Society - Annual
 Convention

Location: Youngstown, OH
 Event Type: Convention
 Contact information: www.borhs.org
 Event Status is proposed.

October 27 - 30, 2011: NRHS Fall
 Conference

Location: Wilmington, DE
 Event Type: Meeting
 Event status is firm.

First Class Railroad Pins and Patches

SUNDANCE MARKETING, INC.

PO BOX 4017 PORTLAND, OR 97208

503/233-1998

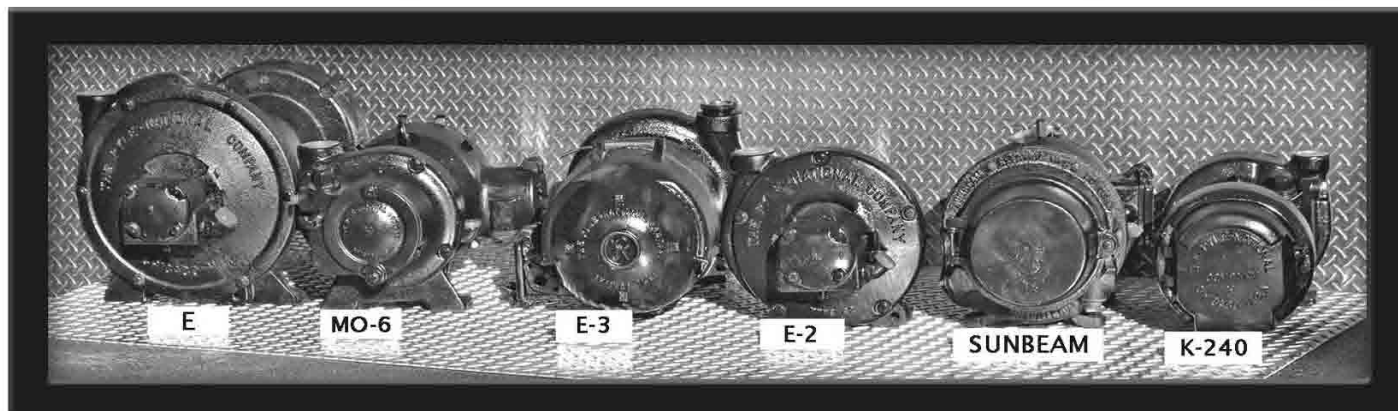
www.sundancepins.com



The Boone & Scenic Valley Railroad in Boone, IA has painted its ex-Lake Superior & Ishpeming RS1 (Alco 1951) into one of the numerous Minneapolis & St. Louis color schemes. B&SV photo.

BACKSHOP ENTERPRISES, INC.

These Dynamos Completely Rebuilt & Ready For Delivery...
Over 400 Different Dynamo Parts In-Stock all Made to Original Drawings.



We have Thousands of Original Drawings to make any Replacement Parts for any Pyle National Dynamo.

Call Bernie Watts @ 303-424-6882 or bernie@backshopenterprises.com

5160-B Parfet St., Unit 1, Wheat Ridge, CO 80033

"ALL ABOARD"

**ORDER YOUR CUSTOM
BRASS SOUVENIRS HERE!**

**CUSTOM DESIGN
FOR YOUR MARKET!**

YOUR PHOTO



OUR ARTIST'S RENDITION



YOUR COMPLETED ORNAMENT



**SEND
US
YOUR
PHOTO**



**WE'LL
SEND
YOU
THE
ORNAMENT**



**24K Gold Flashed Brass
SOUVENIR TICKETS**



**24K Gold Flashed Brass
ORNAMENTS**

YOU CHOOSE!

- Color or no color
- 24K Gold Flashed
- Lacquered Finish
- Bronze
- Silver
- Copper

We also have:

- Bookmarks
- Thimbles
- Bells



**24K Gold Flashed Brass
COLOR MAGNETS**

*Contact Us
For A Free Catalog!*



JACKSON PACIFIC INC.

9775 S.W. COMMERCE CIRCLE #C-2
WILSONVILLE, OREGON 97070

PHONE: 1-800-545-7077
1-503-685-9181

FAX: 1-800-467-7809
1-503-685-9494

E-MAIL: customerservice@jacksonpacific.com WEBSITE: www.jacksonpacific.com

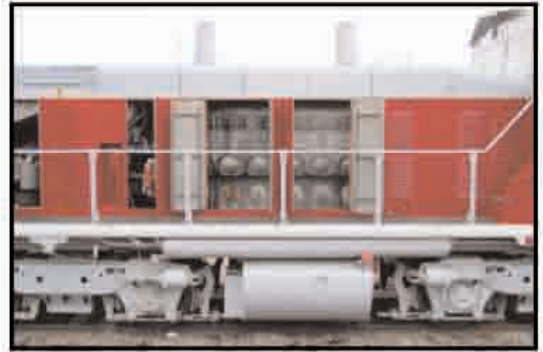


ALL ORIGINAL DESIGNS © JACKSON PACIFIC INC. ALL RIGHTS RESERVED

"I thought you guys only did track!"

We also get under the hood!

Stone Consulting, Inc. can provide mechanical inspection and appraisal services that fit every need from refinancing, purchase appraisal, mechanical acceptance, fleet analysis and rebuilding and budgeting plans. We have done client projects for steam and diesel locomotives, vintage and Amtrak-qualified passenger cars and historic rolling stock for museum purposes.



Give us a call.



Stone Consulting, Inc.

324 Pennsylvania Avenue West, P.O. Box 306, Warren PA 16365

Phone: 814.726.9870 Fax: 814.726.9855

stone@stoneconsulting.com www.stoneconsulting.com

SERVICES

- Inspections
- Project Scope Creation
- Project Management
- Engineering Services
- Research
- Turn Key Restoration
- Operations
- Logistics / Site Management
- Machining / Casting
- FRA Form 4's



*"Turning
Back
The
Hands
Of
Time"*

AFFILIATES

- **Lubrication Specialties Corp.**
Green Velvet Cylinder Oil
LSB Steam Boiler Treatment
- **Tennessee Valley Railroad Museum**
Shop Services / Support
- **Lunar Tool / Listerhill TMC**
Engineering Support, Machining,
Welding, Fabrication, Assembly
- **Coastal Inspection Services, Inc.**
Industrial & Marine Nondestructive
Testing since 1981
- **Backshop Enterprises**
New and Rebuilt Steam Driven
Air Compressors and Dynamos

OUR MISSION

Steam Operations Corporation endeavors to provide superior management and restoration services for steam locomotives and related historic railroad equipment with an overriding responsibility to the integrity of the equipment and the needs of the client.

LET OUR NETWORK BUILD YOUR PROGRAM

Telephone: 205-908-6104

P. O. Box 101981, Birmingham, Alabama 35210

Email: General Information: Scott@steamoperations.com

Engineering: Mark@steamoperations.com

Website: www.steamoperations.com

Irwin Transportation Products

An Affiliate of Irwin Car and Equipment Company

9953 Broadway, P.O. Box 409, Irwin, PA 15642
724-864-8900 724-864-0803(Fax)



Industrial Mill “SHARON COULPER”

We have stocked inventory available at our Irwin, PA facility. Emergency Shipments are available.

Replacement components are available as a stocked inventory item.

“Reduced Willison” Coupler and Components:

Replacement Components:

Lock	36977
Lock Lever	36976
Spring	36975
Pin	20593-1



Other “Maintenance of Way” Components are available



“Keeping your operations on track with quality products, support and service”



Western Railway Museum recently fielded an all-interurban photo freight. Sacramento Northern steeple cab locomotive #654 (GE 1930) leads Central California Traction boxcar #2001 (Holman 1910), a flatcar from SN predecessor Oakland, Antioch & Eastern and SN caboose #1653 (built as a boxcar by Pullman in 1916, rebuilt as a caboose by Western Pacific in 1937). WRM photo.



Licensing Family Train Ride Adventures with MEMORIES THAT LAST A LIFETIME!

©2011 PLAIN'S Windows LLC







www.polarexpressride.com



PEANUTS™ THE
EASTER BEAGLE EXPRESS



THE LONE RANGER®
TRAIN RIDE



PEANUTS™ THE GREAT
PUMPKIN PATCH EXPRESS







*Leading the industry in licensing rail-related
special events, event marketing and merchandising.*

Call or email today to plan your next event!
Jon Schlegel (954) 551-5849 • raileventsync@gmail.com

© 2011 Classic Media, LLC. THE LONE RANGER and associated character names, images and other indicia are trademarks and/or copyrighted by Classic Media, LLC. All rights reserved.

THE POLAR EXPRESS
TM & © Warner Bros. Entertainment Inc.
(S11)

TRANSQUIP^{COMPANY}

Authentic Railroad Uniforms

Designed Yesterday — Available Today

Our uniforms are manufactured in authentic configurations honor the heritage of our American Railroads.

Manufactured in standard sizes of Wool Blend Tropical Fabric in either Navy Blue or Black.

Also available - conductor caps and other railroad uniform accessories.

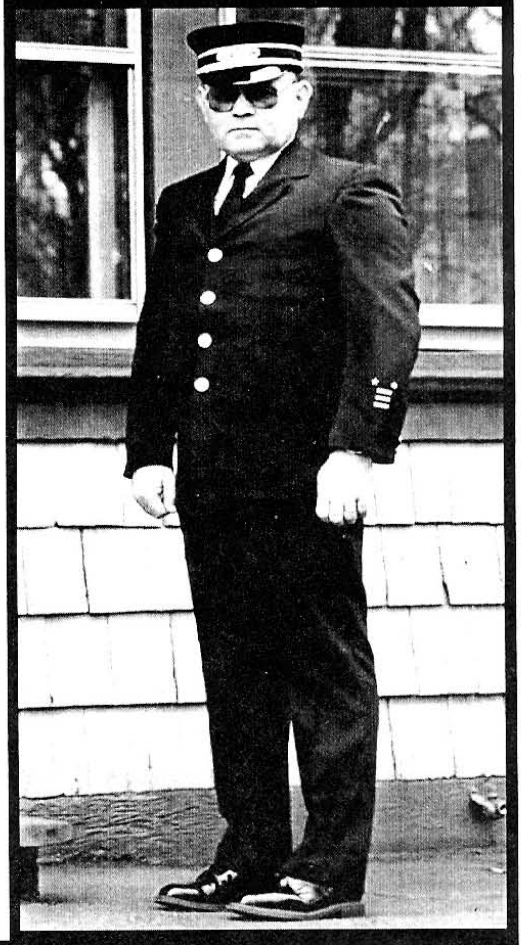
For further information, please contact:

Transquip Company

91 Blue Jay Road • Chalfont, PA 18914-3101

Phone: (215) 822-8092 • FAX: (215) 822-6383

Toll Free: (888) 542-7455 WWW.transquip.net



NEW PRODUCT—ENGINEER'S VEST

Antique Railroad Hickory Stripe Fabric

For several years our customers have requested a railroad vest appropriate for Engine Service. We are pleased to announce that we now have that product available!

This product is made of 100% cotton denim fabric in an antique hickory stripe. The vests have four pockets and buttonholes in the V neckline to support your pocket watch. The vests are unlined.

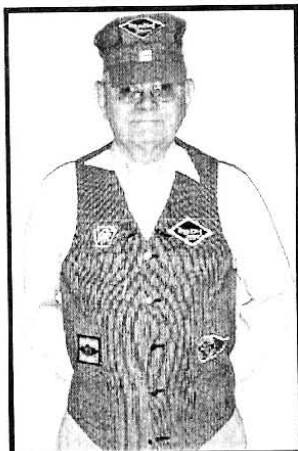
Sizes 36-50	\$65.00 ea.
Sizes 52-54	\$68.00 ea.
Sizes 56-58	\$71.00 ea.
Size 60	\$74.00 ea.

(All pricing considered F.O.B.
Delivered to any destination in the
Contiguous United States.)

Quantity pricing available with
The purchase of 12 or more vests.

For those that wish to add their favorite
railroad patches we have the following
railroad patches in stock at \$5.00 each.

Amtrak, B & O, Canadian National,
Canadian Pacific, Conrail, EMD, Katy, L & N,
Lehigh Valley, Nickel Plate Road,
New York Central, NY, NH & Hartford,
Pennsylvania RR, Reading Lines, Soo,
Southern Railway, Western Maryland (wing),
Western Maryland (rectangle).
Others available upon request.



Proud Members of the

American Heritage Railways Family



America's Premier Tourist Rail Operator

Historic, coal-fired,
steam-powered trains
travel through the
San Juan Backcountry wilderness
of Southwest Colorado.

Durango & Silverton Narrow Gauge Railroad

Durango, CO

888-872-4607

www.durangotrain.com



Diesel excursions through the
heart of the Great Smoky Mountains.
Adventure through a remote corner of
Western North Carolina with a
ghostly tunnel and a
high breathtaking trestle.

Great Smoky Mountains Railroad

Bryson City, NC

1-800-872-4681

www.gsmr.com

Historic steam excursions through
the scenic piney woods of East Texas
featuring Lone Star Class
premium service.

Texas State Railroad

Rusk & Palestine, TX

1-888-987-2461

www.TexasStateRR.com



www.AmericanHeritageRailways.com



HMBD
insurance services

Railroad Division

We Specialize in the Railroad Industry!

Freight

Class I, II, III &
Passenger Railroads.

Excursion/Scenic

Including Tourist
Operations of all
types.

Museums

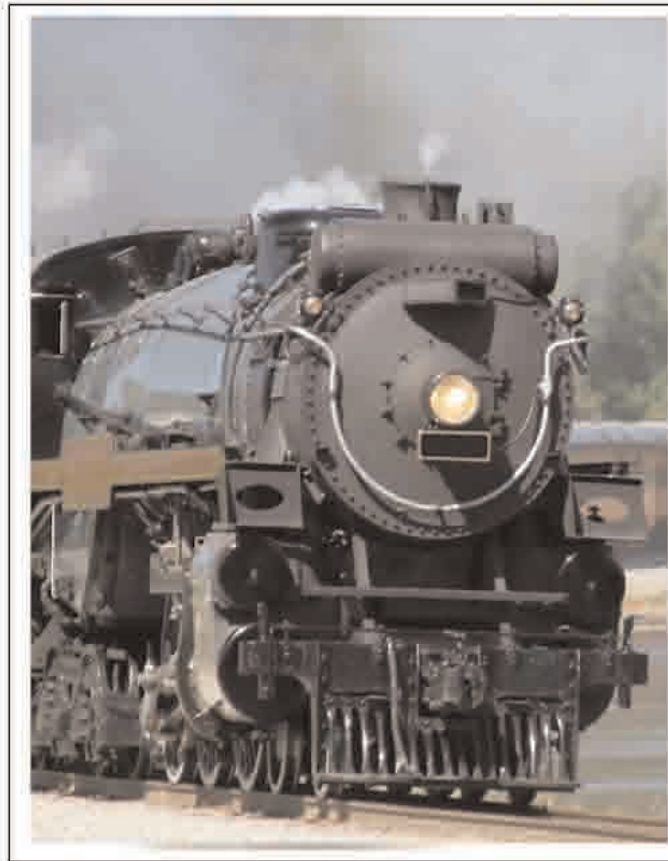
Including those
operations with train
rides including both
steam and diesel
locomotives.

Suppliers & Mfg

Including all types of
Suppliers & Mfg's and
Contractors for the RR
Industry.

We are members of:

- ASLRRA
- TRAIN
- ARM
- RPCA
- NRHS
- NRC



- **Railroad Liability Insurance**
- **Rolling Stock & Property Insurance**
- **Excess Limits**
- **Leased Railcar Coverage**
- **Directors & Officers Liability Coverage**
- **Volunteer Accident**
- **Commercial Automobile**

Come visit us on the web at:

www.hmbd.com

For more information Contact:

Dan Roddy or
Vivian Sundin
Railroad Division
HMBD Insurance Services, Inc.
800.272.4594
danrod@hmbd.com

The HMBD Advantage:

- *Insurance Professionals in your industry.*
- *Access to all Carriers who insure RR Operations.*

Passengers may now proceed to reserve tickets.

"Having the ability to upgrade our guests
to Dinner on the Santa Express Train,
led to a ridership increase from
5,000 to 14,000 passengers in one year."

— Mark Greksa

Owner of the Royal Gorge Route Railroad



"Turnstile fulfills all our ticketing needs.
It is our one-stop-solution for on the
ground events in conjunction with
train rides, movie tickets for outdoor
screenings, concerts at the
Palace Theatre, community plays,
and even ticketed wine tastings."

— Joey Schlapkohl

*Internet Communications Manager
Grapevine Convention & Visitors Bureau*



FREE INSTALLATION. LOW COST. EXPONENTIAL SALES.

RESERVATIONS FOR RAILWAYS.

CALL 1.866.834.1141 OR E-MAIL SALES@FULGEN.COM TODAY FOR A FREE DEMO! OR VISIT US ONLINE AT WWW.TURNSTILERESERVATIONS.COM