



NORTHERN STAR TRAIN VOLUNTEER RESPONSIBILITIES

ALL VOLUNTEERS

- Make sure all volunteers are wearing a red safety vest, conductor hat (optional but encouraged), radio and two people have a stop sign. All of which can be found in the train ticket booth.
- Test out the radios once they are distributed so that everyone knows how to use them properly. Train driver to initiate this test.
- No volunteers should get on train while the train is in motion, radio driver if you need them to stop.
- Make sure passengers know that no food, beverage or pets are allowed on cars. Passengers can leave any of these items with ticket distributor in booth.
- Passengers with mobility issues can board train by using ramp (ask driver for assistance).

TWO CONDUCTORS (one conductor on each of the trains)

- Work in conjunction with other volunteers to ensure that the next passengers are loaded properly.
- Both conductors need to communicate via radio to the driver once everyone is safely loaded on the train (driver will proceed once he hears from both conductors).
- Once the train departs, the two conductors need to advise the passengers that everyone should be seated during the entire duration of the ride.
- If there are three volunteers, the conductor who is on the front car will need to get off the train once the train is stopped on Fitzhugh St. (driver will advise you) and stop traffic coming from the east on Main St., in conjunction with the ticket distributor. If there are four volunteers, the ticket distributor and the other volunteer will stop traffic going both ways. Conductors will remain on the train.
- Help passengers exit the train and stand near steps of train car while passengers are unloading and see how their ride was and wish them a Merry Christmas.
- Gather any trash or items left in both cars prior to loading the next group.
- Please rotate volunteer shift with ticket distributor and fourth volunteer mid-way through shift.

TICKET DISTRIBUTOR AND FOURTH VOLUNTEER

- Hand out the commemorative tickets to anyone wanting to ride the train. It is their ticket to keep.
- Ensure that any line that is created is on the sidewalk, not on the road where the train will be stopping.
- If there are three volunteers, once the train is stopped on Fitzhugh St. walk over to stop traffic coming from the west on Main St. in conjunction with conductor on train #1. If there are four volunteers, the ticket distributor and the other volunteer will stop traffic going both ways. Conductors will remain on the train.
- Once train is parked safely next to the Veterans Memorial you can proceed back to the line to assist with separating the next group into two groups for each car.
- Communicate to people in line that the train's last ride of the evening is at 8:30pm (or if on weekends when last train ride in shift is) and that no food or beverage is allowed on train.
- At end of shift, make sure all radios are on chargers and other equipment and tickets are returned to ticket booth.
 - Place appropriate "next train" sign on front ticket window.
 - Make sure that the heater is turned off in the ticket booth.

EMERGENCY:

- Watch for pedestrians on the street attempting to hop on the train in motion. If they do, notify driver via radio so that train can be stopped and jumpers will be asked to get off.
- If there are any incidents that occur, please fill out an incident report (located near volunteer release forms in train ticket booth) and have the driver sign it.

If there is an emergency while the train is running, immediately advise the driver via radio to stop the train.