

The Railyard Dispatch

Volume 16, Issue 2

The Newsletter of the Danbury Railway Museum

March - April 2017

2017 DRM Annual Meeting & Election Results

Members gather for annual meeting



President Stan Madyda addresses the members gathered at the annual meeting.

At the annual meeting of the Danbury Railway Museum held on March 15th at the Museum, Chairman of the Board Don Konen acted as master of ceremonies and introduced the four Officers, each of whom gave an annual report. Don called on the speakers in the same order as he does at each board meeting with President Stan Madyda speaking first. Stan was followed by Chuck Sager who said a few words since he wasn't returning to the Vice President's post; Secretary Steve Gould (who also read the absent Jeff Van Wagenen's Superintendent of Operations report); and finally Patty Osmer, Treasurer. Food provided included finger sandwiches, cheese and crackers, spinach dip, several desserts and drinks. Approximately twenty members attended. The following are each speaker's reports:

President Stan Madyda was the first to speak and delivered his annual report, which is reprinted here:

First, I would like to thank the members, Officers and Board Members who have helped in the transition of my assuming the Office of President back in September. I appreciate all the support.

2016 was a very good year for the DRM. The biggest news was the donation of the Mill Plain

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Members Attend Training Sessions & Take Tests

By Jeff Van Wagenen, Superintendent of Operations and Steve Gould, Secretary

On the Saturdays of February 25th & April 1st, DRM members took the safety exam and attended training sessions for operating crew and/or car host/tour guide. The following is what Jeff and Steve had to say about this year's training sessions.

Each year, the Superintendent of Operations administers the rules examination for volunteers who serve in train operations as Conductors, Engineers and Brakemen. This year's rules examination was held on February 25th, with 18 volunteers present for the exam, including 5 first-timers. Additionally, two volunteers having scheduling conflicts on the 25th completed the examination electronically, and an additional first-time participant exam is pending.

There were no rule changes from the prior year, although the exam was revised from the prior year's exam to better cover daily events and to prompt discussion. The exam was administered on a 'closed book' basis. Following completion of the exam, exam papers were distributed to participants, who went in turn to read a question, read the answer given, and initiated a discussion about the correct answer.

I am pleased to report all participants passed the exam. Equally important was the opportunity to get together as a group and review the rules, as well as our experiences from the last operating season. My thanks to all who participated.

On April 1, 2017, Steve Gould, Secretary, conducted the annual Car Host and Tour Guide training session at the Museum offices. Ten volunteers were in attendance. While the Car Host and Tour Guide session was mainly a "refresher course", there were some new areas that were covered that

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New Members

We are delighted to welcome our new members this month. All members, as well as the general public, are welcome to attend the weekly meetings and free programs held Wednesdays, 7:30pm, at the Museum, 120 White Street, Danbury. We invite all members to become involved in Museum activities!

Jessica Hamlin	Ridgefield, CT
Zach Handelman	Ridgefield, CT
Marshall Orcutt	New Fairfield, CT
Chris DiMauro	Danbury, CT
Chris Bishop	Ridgefield, CT
Robert Holland	Stratford, CT
James A. Hadsell	Stamford, CT
Lindsay Turlan	Stamford, CT
Hara Schwartz	Garrison, NY
Nelson De Melo	New Fairfield, CT
Erica Bryniczka	Stamford, CT
Tanriverdio Oender	Danbury, CT
Stacey McIvor	Danbury, CT
Jean Florian	Norwalk, CT

Ten Years Ago

By Michael Madyda

The annual Easter Bunny Express trains were being advertised and run with many happy families coming to see our oversized Easter Bunny.

It was reported that Old Man Winter showed some heart by allowing the Museum to hold the Sweetheart Trains event, in which couples could come and ride our Valentine's Day decorated Budd Car. Even Justin Chapin showed some heart by clearing the snow from the Museum's paths and platforms. This event has since been discontinued.

There was an announcement about a membership open forum to be conducted by then President Ira Pollack to meet with the newly elected Board members and to ask questions. It was to provide the membership a chance to discuss some of the Board's goals for the Museum's future, raise concerns and try to solve some of the challenges that the Museum was facing at that time.

Then President Ira Pollack reported on the Board passing a balanced budget. He also thanked former and current Board members and Officers for their service and dedication to the Museum. He stressed that projects must be worked on that have funding behind them and that one of the main priorities is to maintain train service. His main priority for the upcoming season was to stabilize and rebuild the turntable lead switch and stabilize track #42.

Project Leader of the RPO, Bill Britt, reported on the continuing restoration work. He mentioned about finishing the coating of the paper box doors, working on the oval molding that holds the doors in place, getting a "hot" lead for some new lighting fixture globes and the two portable sorting trays receiving one of their last finishing coats of polyurethane.

Patty Osmer reported on many new items (mainly books) being available for sale in the gift shop, including some cool-sounding tee shirts!

Wade Roese reported on many developments with the interior model layouts in "The Yard Inside", including a generous donation of N-scale supplies. Wade also reported about the Tuesday night work crew going to Newtown's Hawley Elementary School to put on an after-school program, in which the kiddies were really enjoying.

Finally, the DRM was a big draw for people at that year's Big E model RR show up in Massachusetts. Almost 21,000 people descended onto the fairgrounds to check out all things trains and helped the DRM match its best sales (including publicizing our Museum)! There were even several photos depicting how extremely busy our booth and members were!

Upcoming Events at the DRM

2017 Easter Bunny Express Trains!

April 8th, 9th, 14th & 15th

Before long, the Easter Bunny will be here!

Ride a vintage train through our ten-acre railyard and visit the Easter Bunny in the spring season-decorated RDC #32 and Bunny event car! Every child will receive a small gift from the Bunny!

Reservations are strongly recommended! You can reserve online at danburyrailwaymuseum.org, or you can call 1-203-778-8337. The \$12 admission for visitors ages 2 and up (under 2 years free) includes train ride, exhibits and displays in our beautifully decorated Station. There will also be a coloring station, play area, operating model layouts, temporary tattoos and more!

Trains will be running every **half-hour from 12:30pm - 3:30pm**. The Museum will be open Friday & Saturday 10am - 4:30pm and Sunday 12noon - 4:30pm.

If you are a member and would like to help during the event and/or for setup/takedown, please contact Sue at the Station on Fridays or Saturdays at: 1-203-778-8337. A train ride to see the Easter Bunny is just the event to brighten up the holiday for families' toddlers and small ones!

May 14th - Mother's Day

Mothers ride **free** with child's paid admission.

DRM Annual Meeting & Election Results, *Continued from Page 1*

Station by Mr. Ed Batista. This is still a work in progress, but we are getting closer to actually moving it to its new home adjacent to where the RPO car is currently located. Once refurbished, this will be a destination for the Railyard Local as well as providing additional exhibit space. I have had many favorable conversations and comments from people outside of the Museum on our efforts to save this historic building.



President Stan Madyda gives his report to the members during the annual meeting.

In February, we completed the 26-month StEPs program. The idea behind the program is to teach museums, libraries, historical societies and sites best practices concerning governance, collections, audience, building and grounds, interpretation and management. What we collectively learned is that we are in decent shape in many of the areas, but there is always room for improvement. We are addressing where improvement is needed.

Work in the yard continues and this past year saw members work on a number of projects including restoration, track maintenance, operations, mechanical and maintenance issues and event set-up and takedown. This coming year, we will have to turn our attentions to the Mill Plain Station as well as the turntable for which we received the \$10,000 H. Albert Webb Memorial Railroad Preservation Award to go towards the replacement of timbers.

The movement of the two New York Central Electrics in Glenmont is progressing. There have been recent developments regarding the Port of Albany's desire to purchase the land on which they sit for expansion. This would mean the rail connection will be restored and a very real possibility of the locomotives moving on their own wheels.

This past year, we have had two students from Western Connecticut State University working with us in the Library and on exhibits. One is taking a full internship with us and will be doing an oral history on the founding of the DRM, while the other student is helping catalog and display our 3-dimensional objects as an independent study. Another project we are undertaking is working with the Archivist at WestConn to get the word out on the internet as to what we have in our Archives and Library. There have been a number of good workshops in the past year on collection management and best archival practices.

Thanks to the good work of Chuck Sager, we now have an enhanced security system installed in the yard and station. As stewards, it is our obligation to make sure our collections both inside and out are in a safe, protected environment.

In closing, I would like to thank the members for all they do to continue to make the DRM an important and enjoyable destination. Some of us are on-site on a regular basis while others support the Museum through membership and donations. It all goes towards our future growth.

Next was Steve Gould who gave the Secretary's report.

1. Election Results: 78 ballots received vs. 285 sent out. (As comparison, our membership has shrunk as we sent out 348 ballots in 2016). That equals a return rate of 27.9%. In 2016 the return rate was 18.7% (2015 – 18.3%; 2014 – 22.6%). The lowest return rate occurred in 2005 when we had only a 17% rate of return. Election results



Secretary Steve Gould presents his report to the members during the annual meeting.

are as follows:

President – Stan Madyda; Vice President – Jim Teer; Secretary – Steve Gould; Treasurer – Patty Osmer; Directors - Jose' Alves, Justin Chapin, Pete McLachlan and Mike Madyda.

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DRM Annual Meeting & Election Results, *Continued from Page 3*

Two ballots were disqualified as members put a name and address on the ballot. Votes from three ballots for Vice President were not counted as members voted for both candidates. We received \$1,175 in donation checks.

2. We received two grants in 2016 (\$1,000 from Savings Bank of Danbury for the Library; and \$1,000 from Amherst Railway Society for the bay window caboose) and we were notified of a third grant (\$10,000 from Mass Bay RRE for timber replacement on the turntable) that would be awarded at the Amherst Railway Society train show in January 2017.
3. We submitted the Tonawanda Valley restoration for an Award of Merit from the CLHO. We received an "Honorable Mention" award. Stan Madyda, Gerry Herrmann, Wade Roesse, Art Slothower and Steve Gould attended the awards luncheon in June to accept the award.
4. Informal group called "Ride with Me Henry", made up of 14 rail enthusiasts from four or five different states, visited the Museum for a tour on July 14th. We met them at the Metro-North Station and gave them a very full yard tour, thanks to Dave Fuller and yours truly. They were so pleased that we have received numerous donations to projects from members of the group.
5. We had a successful Danbury Railroad Days event in August with a new program: Hands on the Throttle, developed by Tom McCullough working with Justin Chapin. It was quite popular and we plan to do it for this year's event. Also, we have a few more surprises the Events Committee is working on.
6. We had a group of Scottish railfans visit the Museum in September.
7. I did a Public Service Announcement (PSA) for the Museum at WPKN studios located on the University of Bridgeport campus in October.
8. Four grant applications were filed: \$10,000 Mass Bay RRE, which I covered above; \$10,000 Amherst Heritage grant for Mill Plain Station, which we did not receive; \$2,900 Amherst Heritage grant for CN #756 repair/repaint; and \$3,800 Meserve Foundation for extra security cameras and computer.
9. In November, we had 3 Boy Scout troops (two from Westchester County and one from New Jersey) visit to work on their Railroading Merit Badge. Thanks to Tom McCullough (Merit Badge Counselor), Don Konen and Dave Fuller for their participation.
10. Henkel Industrial Adhesives did an adhesive bonding demo on December 16th, using a bracket they constructed to fit railroad couplers. Our 44-tonner (Dave Fuller, engineer and assisted on the ground by Justin Chapin) pulled the Rail Yard Local consist using just the adhesive for a number of moves in the yard. It was quite a remarkable demonstration.....and it was bitterly cold, too!! They videoed the demo for a planned marketing campaign.

Then Steve Gould gave Jeff Van Wagenen's annual report of operations for 2016 since he was absent (*please see the Superintendent of Operations report in the previous issue of The Railyard Dispatch*).



Treasurer Patty Osmer gives her report to the assembled members during the annual meeting.

Next, Patty Osmer gave her financial report (*please see pages 6 & 7 of this issue*). 2016 showed a significant increase in net ordinary income compared to 2015 and there was a slight decrease in our two most expensive categories, insurance and utilities.

Finally, Don addressed the members and gave a few closing words about the Museum and getting more people involved.

applied to both.

Steve indicated that three major volunteer groups interact with the public on a daily basis: Front Desk/Gift Shop volunteers, Car Hosts and Tour Guides. They are the “first line” when it comes to basic customer service and guests to the Museum can walk away with a positive or negative impression of the Danbury Railway Museum depending on how each group interacts with guests. A list of 15 customer service skills, developed by Gregory Ciotti for businesses, are directly applicable to Car Hosts and Tour Guides. Examples of these skills include:

1. Patience: Especially needed if customer is confused or frustrated. Great service beats fast service every time!
2. Clear Communication Skills: When you are relaying important points, be clear to the customer. Keep it simple. Leave nothing to doubt.
3. Ability to “Read” Customers: Look for subtle clues about a customer’s current mood, patience level, personality, etc. Also, do they want detail or just basic facts?
4. A Calming Presence: “Keeping your cool”. Do not let a heated customer make you lose your cool. Be a “rock”.
5. Goal Oriented Focus: DRM goals and customer happiness can work hand in hand, resulting in good service.

Steve suggests if you want a copy of all 15, contact him at GouldSL@aol.com and he will e-mail the list to you.

After reviewing Car Host and Tour Guide responsibilities, the discussion revolved around how to make the Rail Yard Local or yard tour an experience to remember. Steve suggested make the tour your own by using anecdotal stories about each of our pieces. An example: in the New Haven or Maine Central caboose, you can ask a science question to kids, asking why is ice stored on the top shelf of the ice box and food below (cool air lowers while hot air rises). Also, the CN caboose is a “green car” as well as a “red” car since it has a chemical retention toilet. A suggestion was made to have all of these anecdotes written down and shared with all other car hosts to use if they want.

All in all, Car Hosts and Tour Guides are now equipped with the tools to make every guest to the DRM feel welcome.

Central New England Tour Visits the DRM

By Sue Teer

On April 2nd, 58 folks on the CNE tour that day (an annual outing following the line of the Central New England Railroad) made a stop at the Museum. There was a planned lunch brought into the Museum followed by a train ride and brief tour. Many of the visitors are members and friends so it was a really upbeat and friendly group that visited us that day. The tour, headed by Rosie and Joe Mato, usually do a spring tour each year.



Above photos courtesy of Sue Teer

DRM Annual Financial Report

By Patty Osmer, DRM Treasurer

Fund Results for Year 2016

GENERAL OPERATING FUND

The General Operating Fund is what is used to pay the Museum's day-to-day bills. Each January, a balanced budget is approved by the Board of Directors. Income above and beyond normal operating expenses are budgeted to go into Asset Restoration/Preservation and Improvements.

			2016 % of Income/ Expense
INCOME	2016	2015	
Events	\$40,647	\$46,801	30.7
General Admission	\$56,695	\$47,148	42.8
Sales (less cost of goods)	\$20,435	\$20,987	15.4
Membership	\$11,994	\$11,650	9.1
General Contributions	\$1,286	\$2,471	1.0
Interest Income	\$158	\$157	0.1
Other	\$1,275	\$400	1.0
GROSS PROFIT:	\$132,490	\$129,614	
EXPENSE			
Accounting/Legal/Insurance	\$22,197	\$25,576	17.87
Advertising/Printing/Postage	\$13,724	\$15,295	11.05
Asset Restoration/Preservation	\$5,465	\$4,128	4.40
Exhibits	\$616	\$938	0.50
General Maint. & Supplies	\$11,501	\$11,827	9.26
Locomotive Operations	\$4,981	\$5,369	4.01
Misc (Misc, Fees, etc)	\$5,507	\$8,816	4.43
Utilities (Gas, Electric, Tel, Refuse)	\$37,088	\$39,460	29.86
Yard/Maintenance Equip/Rental	\$6,370	\$12,913	5.13
Security System	\$3,000	\$4,650	2.42
Acquisitions (Station, Caboose)	\$13,750	\$8,010	11.07
TOTAL EXPENSES:	\$124,199	\$136,982	
NET ORDINARY INCOME(LOSS):	\$8,291	\$(7,368)	

Fund Results for Year 2016

TEMPORARY RESTRICTED FUND BALANCE

Temporary Restricted Funds are accounts where monies are earmarked for a specific purpose. The majority of money in these funds comes from donations or grants.

INCOME

Donations & Grants \$17,201

EXPENSES

\$3,844

FUND BALANCE AS OF 12/31/16:

1402	\$13,675.03
1455	\$9,616.83
Burro Crane	\$4,183.08
Coach Repair	\$2,000.00
D&H Caboose	\$1,575.00
Electrics	\$6,736.90
Jeff Scott	\$2,380.96
John Ivansco	\$615.00
Library	\$17,262.39
Meserve - Video	\$415.31
Mill Plain Station	\$1,350.00
Model Layouts	\$3,171.71
NH Box Cars	\$774.75
NH Caboose Paint	\$250.00
NH Cab Roofwalk	\$1,000.00
NYCHR Caboose	\$2,335.87
RDC	\$11,581.04
RPO	\$294.99
Rutland Misc	\$971.00
Rutland Boxcar	\$3,823.01
Shop	\$50,448.42
Tamper	\$2,475.00
Tonawanda Valley	\$4,883.25
Tools	\$200.00
Track	\$1,158.13
Turntable	\$1,220.39
TOTAL:	\$144,398.06

Gandy Dancer Awards – 2017

By President Stan Madyda

The Gandy Dancer's Award is given to members "For Outstanding Service and Dedication to the Danbury Railway Museum." In 1996, the late John Flower first presented the awards to five deserving members who were instrumental in our early successes.

The 2017 recipients are:

Dan Foley – Dan has been involved with the DRM since its beginnings and served on the Board for many years, some as Chairman. One of Dan's early tasks was Accession Manager and spent many hours tracking down pieces of rolling stock that would be appropriate to our collection. Dan has also worked in the Library, handles the Wednesday night programs, served on the By-Laws Committee, and along with his wife Noreen, could always be counted on to help at DRM events and as car hosts.

Chuck Sager – When Chuck visited the DRM table at the Amherst Show several years ago, he immediately became hooked. He like trains and here was an opportunity for him to become involved with the museum. He quickly qualified as conductor and engineer. He served on the Board and as Vice President, the Nominating Committee and chaired the Restoration Committee. He lends his support and knowledge wherever he can and was instrumental in researching and acquiring our improved security system.

John Silbert – A member since 1996, John has served for many years as our webmaster taking what we had early on and transforming it into what we have today and beyond. John has served on the Board and



Dan Foley

Marketing Committee. He was a key person in bringing the "Day Out with Thomas" event to the Museum. In addition, he was present at many of our events and train excursions helping wherever there was a need and assisting in lining up dealers for the train shows we once had. Congratulations to this year's recipients and thank you for your service to the DRM.



Chuck Sager

MUSEUM CALENDAR

Important Announcements:

Note** - Wednesday night meetings and programs are scheduled to start at **7:30pm.

Due to a lack of presenters on Wednesday nights, there will no longer be any listing of presentations in the newsletter. All presentations will be emailed to you through our new email service. You may also call the Museum during open business hours to find out what's on Wednesday nights.

Board of Directors meetings will still take place the **third Thursday of each month at 7:00pm.** Museum members may attend these meetings.

Museum hours: Wed-Sat 10-4; Sun 12-4

View the newsletter online at our new website:

www.danburyrailwaymuseum.org

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Contact Information

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