



The TURNTABLE

February 2012

NEWSLETTER FOR THE PAID & VOLUNTEER STAFF OF RAILTOWN 1897 STATE HISTORIC PARK

Upcoming Events

February 4 9am-1pm
New Volunteer Open House
in Carriage Room

February 7 11:30am
Ladies Luncheon will be
At the National Hotel in
Jamestown
**Note: Ladies luncheons will
now be on the 1st Tuesday
of each month*

February 10 10am-12
Special Shop Tour starts in
the Carriage Room
with Kim Baker and Leroy
Bushart

February 11 9am-3pm
New Volunteer Orientation
@ Jamestown Hall

February 18 9am-3:30pm
"Telling The Railtown Story"

February 25 9am-3:30am
"Telling The Railtown Story"
GCOR Study Hall 12-4pm

March 3rd & 4th 8am-4pm
GCOR Training

March 6 11:30am
Ladies Luncheon at
Hooligans Irish Pub in
Jamestown

March 9 10am-Noon
Shop Tour/ Carriage Room

March 10 9am-3:30pm
"Telling The Railtown Story"

March 17 9am-3:30pm
"Telling The Railtown Story"

March 24 9am -3:30pm
Car Host Training & Pre-
Season Practice Train

Railtown Volunteers Honored

Each year certain volunteers who provide exemplary service are honored with special awards. Every volunteer is honored and respected for their service to Railtown whether the hours are many or few. Those with 84 to 200 hours receive in addition to a certificate, a District Pass to any Capital District Park which includes the Sacramento Railroad Museum, Sutter's Fort, the Indian Museum, the Stanford Mansion and Governor's Mansion. Those with 200 plus hours receive a Statewide pass to all California State Parks (except Hearst Castle). Each park also has its own awards for volunteers who go above and beyond the call of duty and who provide outstanding service. This year we recognized four volunteers for their contribution and "Outstanding Service" to Railtown: Cliff Hughes, Bob Davis and Mike & Shirley Rainwater. David Ethier and Jeanette Foster were recognized for the "Above & Beyond" the call of duty award. Hal Montano received the "Rookie of The Year" award. It is not often that a California State level award is given. We were especially pleased to nominate David Deutsch for the California Poppy award, which was unanimously granted from our HQ office, signed by Cathy Taylor and presented by Paul Hammond and Kim Baker. Well done David and congratulations to all our recipients!



Kim Baker (left) with our award recipients: Mike Rainwater, Shirley Rainwater, Bob Davis, Cliff Hughes, Jeanette Foster, Hal Montano and volunteer coordinator Dave Rainwater



David Ethier is presented the "Above & Beyond" award



David Deutsch receives the California State Poppy Award

Superintendent's Message

The most common question we all get asked these days is "Is the Park closing?" While I know that there are many people working on finding a solution, at this time, we still do not know what the future holds. One thing I do know with relative certainty, is that we are opening for the season on March 31st. Preparing for the opening of the season is where most of our attention is focused these days. Let me take this opportunity to fill you in on some of the details.

Thanks go out to all of you who attended the All-Hands meeting in Jamestown on Saturday the 26th. One of the things I tried to emphasize at that meeting was the importance of "Sharpening the Saw." We all relax and forget things over time, and this is a great time of year to refocus our (continued)

(continued from page 1)

energies, become re-inspired, learn new things and, well, sharpen that saw so we can be sharp when the season opens. Dave has put together another great season of training, and I strongly encourage each of you to attend some of these training sessions.

I also want to thank Kevin Zimmerman. Kevin Zimmerman has tendered his resignation as DSLE and member of the Engine Crew. Kevin has done an outstanding job over the past two seasons. He stepped up to the plate when we most needed him, and provided calm, professional leadership in a job that was not always easy or fun. In addition to working full-time in his "other" career, and being very involved in the raising of his grandchildren, it was a big commitment, and I will always be grateful to him for his very successful efforts. He plans to continue to be involved in the park in some capacity.

As you may be aware, the park is now closed on Tuesdays & Wednesdays, and all of the staff are working Thursday-Monday. Your other DSLE, George Sapp, will be stepping in to take on a greater workload in scheduling, training and supervising the engine crew. George is also hoping to be able to do some more fun things for park visitors on the weekends, such as bringing equipment out of the Roundhouse for display, and doing some maintenance work in public view.

This year will really be a year for us to hunker-down, and reduce costs wherever we possibly can. One of those areas will be in choice of operating equipment. As we did last year, we will be focusing on running steam on the higher attendance days. Many Sundays (not all) will again be "Diesel Days". Steam costs us a lot to run in maintenance costs, but especially in hazmat removal costs. Please remember that most of our visitors are not as disappointed in this as you may be. As we did last year, we will be advertising in advance what locomotives are being operated, and for some visitors, our unique diesels are also an attraction. Learn what you can about them, take a cab ride if you can, and remember that variety is also fun. Let's have another great year!

Kim Baker



Kyle Wyatt



Joe Sparagna



Dave Connery



Joe Von Hermann



BZ Smith

Mark Your Calendars: This Year's Training Sessions Features Many Presenters

This year our "Telling The Railtown" series promises to be better than ever with in depth presentations by a number of presenters. All Railtown volunteers are encouraged to join our new volunteers beginning February 11 at the Jamestown. Paul Hammond, our Railroad Museum Director from Sacramento will kick off our interpretive series. Other featured speakers include Kyle Wyatt (Curator II), Joe Von Herman (State Parks Interpreter III), George Sapp (Railroad Restoration Lead), Lisa Smithson (Curator I), local story teller BZ Smith as well as our own Sierra Railway history experts Dave Connery and Joe Sparagna. Park Superintendent Kim Baker will begin our series with her 'Introduction to State Parks and also present the well filmed documentary "Ultimate Restorations' featuring our #3 steam engine. Our expert tour guides David Deutsch, Dave Connery and Leroy Bushart will give model tours. Bob Gibson and Dave Connery will present our Car Host training and Tommy Johnson will help introduce you to the engine crew operations on train excursion days. Monty Youngborg will talk about the resources available for historical research. John Rand will give a talk on Roundhouse Hosting and Laverne Coon will speak about Greeters (and Ticket Agents). So please join us! We can never gain enough knowledge and we can always improve our interpretive skills.

Training Dates & Times

February 11: New Volunteer Orientation Day 9am-3pm @ Jamestown Hall
Presenters: *Kim Baker, Paul Hammond and Dave Rainwater*

February 18: Telling The Railtown Story 9am-3:30pm @ Carriage Room
Presenters: *Kim Baker, BZ Smith, Leroy Bushart, Kyle Wyatt and George Sapp*

February 25: Telling The Railtown Story 9am-3:30pm @ Carriage Room
Presenters: *Monty Youngborg, Bob Gibson, Dave Connery*

February 25: GCOR—Study Hall 12-4pm@ Jamestown Hall with *George Sapp, Tommy Johnson*

March 3: GCOR—Engine Crew Training 8am-4pm@ Jamestown Hall with *Wayne Penn*

March 4: GCOR—Engine Crew Training 8am-4pm@ Carriage Room (am) Jamestown Hall (pm)

March 10: Telling The Railtown Story 9am-3:30pm @ Carriage Room
Presenters: *Laverne Coon, John Rand, Lisa Smithson, David Deutsch, George Sapp*

March 17: Telling The Railtown Story 9am-3:30pm @ Carriage Room
Presenters: *Joe Von Hermann, Kim Baker and Joe Sparagna*

March 24: Car Host Training & Pre-Season Practice Day w/ Train Ride 9am-3pm @ Carriage Room
Presenters: *Dave Connery, Bob Gibson, Tommy Johnson*

April 21 & May 5: Fire Patrol Workshops 8am-5pm @ Railtown
Presenters: *Anthony LaNotte*

14 Characteristics of A Good Tour Guide

As we go into our training sessions and launch into another year of 'Telling The Railtown Story' to visitors, I thought it would be helpful to keep in mind the following characteristics of what a good tour guide is or does. A good guide: **1)** Speaks loudly and clearly; **2)** Uses good non-verbal communication techniques such as smiling, making eye contact and uses body language; **3)** Acts professionally by being punctual, giving a greeting to the guests, acting courteously and attentive, dresses well; **4)** Prepares in advance by completing a site survey, doing the research and practices; **5)** Provides the necessary information to guests and informs them of the location, time and length of tour **6)** Knows the audience by learning about visitors between stops and uses universally relevant information to make examples more personal; **7)** Helps the tourists learn by themselves by asking questions engaging them in "Guided Discovery" (questions that give hints helping them to figure things out on their own); **8)** Has a "message" for every your (a simple full sentence message, that is hopefully original); **9)** Prepares a structure for every tour, writing an outline which includes introductions, stops and a conclusion; **10)** Uses Interesting language and historical stories related to the message; **11)** Manages the group making sure everyone can see and hear well, assures their safety, and handles unexpected situations; **12)** Relays accurate information and handles difficult questions, being honest with "I don't know" writing down visitor questions and following up with answers; **13)** Evaluates the tour, asking questions at the end, doing a self evaluation and distributing and collecting a tourist survey (yes we do have both of these); **14)** Continues to learn and improve the tour.



RAILTOWN 1897
State Historic Park

PO Box 1250

Jamestown, CA 95327

Return Service Requested



TO:



Depot Store- (209) 984-3953

Volunteer Desk- (209) 984-4408

Docent Site- <http://railtown.team.parks.ca.gov/volunteers>

Railtown Blog- www.railtown1897.wordpress.com



Railtown Paid and Volunteer Staff Contact Information

Newsletter submissions: RailtownNews@parks.ca.gov

(all area codes are 209)

Kim Baker , Park Superintendent	984-4622	kbaker@parks.ca.gov
George Sapp , Railroad Restoration Lead Worker (DSLE)	774-6368	gsapp@parks.ca.gov
Lisa Smithson , State Park Curator I (DER)	984-3119	lsmithson@parks.ca.gov
Ryan Richelson , Maintenance Supervisor	984-3115	rrichelson@parks.ca.gov
Rob Buchanan , Park Maintenance Worker I	984-3115	rbuchanan@parks.ca.gov
Danny Taylor , Park Maintenance Assistant	984-3115	dtaylor@parks.ca.gov
Dave Rainwater , Park Aid & Volunteer Coordinator	984-4408	darainwater@parks.ca.gov
Ron White , Stationmaster and Asst. Crew Caller for Car Hosts	551-7087	rbarryw@att.net
Carl Rudolph , Crew Caller Fire Patrol	586-9905	cakr@sonnet.com
Laverne Coon , Office Assistant and Ticket Agent Caller	984-4408	

Newsletter Available in Alternative Format on Request