

## Hugh Taylor Birch State Park Volunteer tram driver policy

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### Key contacts:

Ranger Station 954.564.4521, Office 954.468.2791, Emergency – Volunteer Coordinator: 954.655.7182



Tram Driving is a crucial Job Assignment that is operated primarily by Park Volunteers. It is perhaps one of the most important amenities to offer our public and allow them to interact with our team. It assists all people, and we see the importance of this park feature especially with our elderly, disabled or multiple family patrons. Tram Drivers are to be professional and pleasant at all times. Tram Drivers are sometimes the visitor's first contact with a spokesperson in the park. Please read through the below Tram Driver Policies for Hugh Taylor Birch State Park. Be sure, as a volunteer, to attend our Friday or Saturday 10:30am Ranger Guided Walks. These are mandatory training components as a volunteer with the park service, and you will see how this information will directly translate to your position as a Tram Driver.

### **1.0 Tram driver minimum requirements**

- 1.1 All tram drivers must have a current and valid U.S. driver's license. A photocopy of this license will be kept in the volunteers personnel file. The volunteer is responsible for notifying park staff should this license expire and/ or become revoked for any reason.
- 1.2 Tram drivers are required to comply with any restriction(s) indicated on their driver's license at all times while driving the tram.
- 1.3 All tram drivers must be physically capable of following all rules and procedures as outlined in the Hugh Taylor Birch State Park Volunteer Tram Driver Policy and Daily procedures.
- 1.4 Tram drivers are responsible for maintaining control and a safe speed at all times while operating the tram.

### **2.0 Scheduling**

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2.1 When you first express interest in volunteering we would like to be able to offer you this opportunity. Unfortunately, it is very popular and a heavy rotation has quickly developed. That being said, we are working to maximize the rotation to as many folks who are interested within reason. A steady schedule is always best.

2.2 MOST DAYS OF THE WEEK NOW HAVE TWO OR THREE VOLUNTEERS ROTATING BETWEEN TRAM SHIFTS AND INTO THESE OTHER GREATLY HELPFUL POSITIONS. On the weeks that you are rotated off of tramming, we are eager to continue building our team by you operating one of the following other shifts as well.

- a. Ranger Station Attendant
  - i. A very useful shift to help alleviate park staff back onto the field to tend to their special supervisory assignments.
- b. Beach Gate Attendant
  - i. A less stressful yet as useful shift capturing visitation numbers for the park and operating as an information point.
- c. Water Taxi / North Gate Rotating Attendant (small EZ go required)
  - i. Oversight at both the Water Taxi Landing and the park's North Gate Entrance. Assistance to pedestrians entering/exiting the park at the WTaxi. General Security issues at the North Gate.

PLEASE SEE AN EXAMPLE OF THE CURRENT TRAM / R.STAT. / BGATE / WT ROTATIONS. THIS IS A WORK IN PROGRESS. NOTE: beach gate and water taxi shifts are needed ASAP.

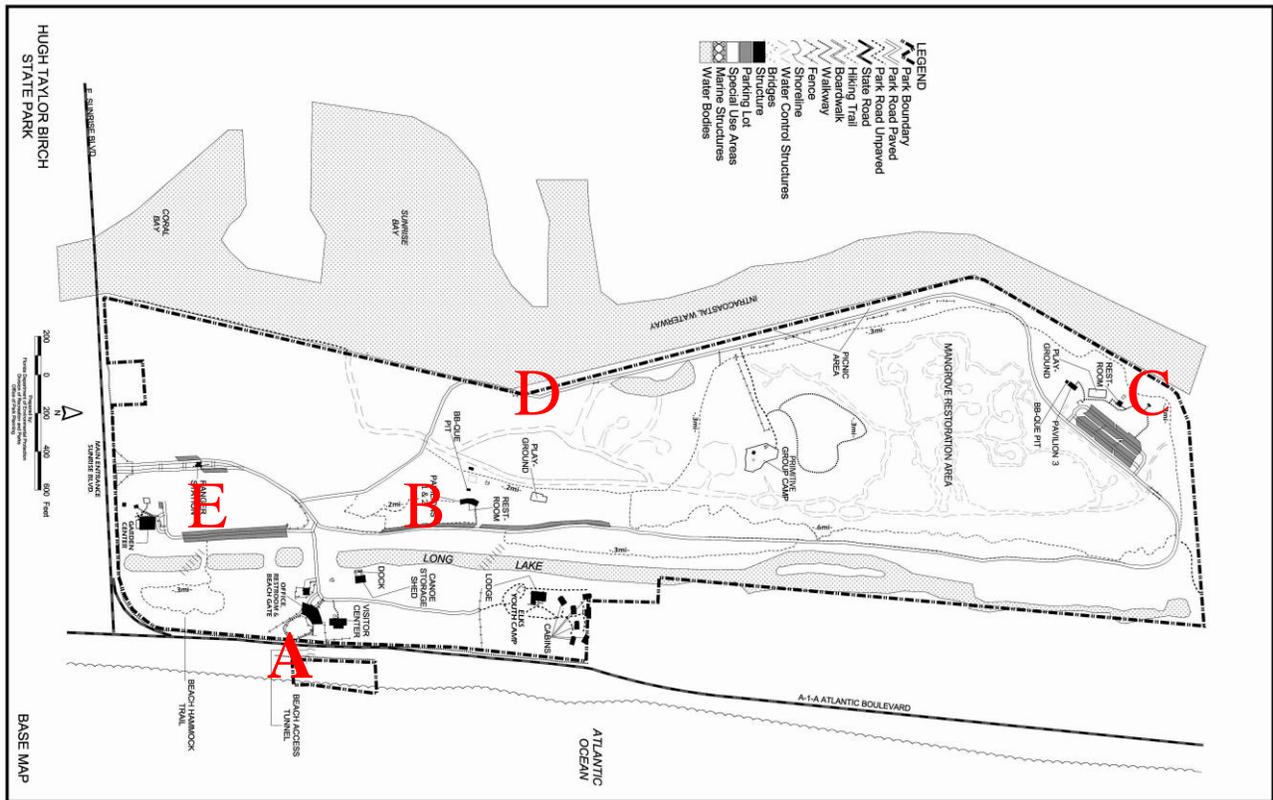
<b>JANUARY 2016</b>						
Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
					NEW YEARS JAN 1	2
					TRM Lars 9a-3p TRM Joe V. 1p-5p  RS Marsha 11a-5p  BG _____	TRM Noel 9a-1p TRM Fran 1p - 5p  RS Kathy E. 11a - 5p  BG Lars 10a - 2p BG Mona 2 - 5
3	4	5	6	7	8	9
TRM Noel 9a-1p TRM Lars 1p - 5p  RS Marsha 11a - 5p  BG _____	TRM Linda 8a - 1p TRM Susan 12a-4p  RS Joanne 10a - 3p  BG _____	TRM Margo 10a - 3a  RS John 10a - 3p  BG _____	TRM Chelsea 10a-3p  RS Marsha 10a-3p  BG _____	TRM Margret 9a-2p TRM Fran 2p - 5p  RS Sharon 10 - 3  BG _____	TRM Katherine 9a-1p TRM Lars 1p-5p  RS Marsha 11a - 5p  BG _____	TRM Annmrie 10a-2p TRM Noel 1p - 5p  RS Kathy E. 11a - 5p  BG Lars 10a - 2p BG Mona 2 - 5
10	11	12	13	14	15	16
TRM Lars 9a - 1p TRM Noel 1p - 5p  RS Marsha 11a - 4p  BG _____	TRM Linda 8a - 11a TRM Joanne 11a-3p  RS Susan 1a - 4p RS Linda 11a - 1p  BG _____	TRM Lars 9a - 2a  RS Margo 9a - 11a  BG _____	TRM Rob K 10a-3p  RS Marsha 10a-3p  BG _____	TRM Sharon 9 - 2 TRM Noel 2p - 5p  RS Margret 10 - 3  BG _____	TRM Fran 10a-2p TRM Lars K. 1p-5p  RS Lars 9a-12p  BG Mona 10a - 1p	TRM Annmarie 10-2 TRM Alej. 1p-5p  RS Kathy E. 11a - 5p  BG Lars 10a - 2p BG Mona 2 - 5BG

### 3.0 Pick up/ Drop off procedures

3.1 Tram drivers may choose safe locations in the park as possible pick up/ drop off locations. **HOWEVER, Tram Drivers are obligated to circuit the park and stop at THE PARK'S DESIGNATED TRAM PICK UP AND DROP OFF AREAS.**

3.2 Tram Drivers are required to stay at the designated stops for no more than **TEN MINUTES UNLESS SPECIAL CIRCUMSTANCES CALL FOR MORE TIME.** These Primary locations will always be on your route. They are the following:

- A. Beach Gate** pick up/ drop off, located eastmost of the concession area
- B. Pavilion 1 & 2**, located ¼ mile northbound on the Main Park Drive,
- C. Pavilion 3**, located 1 mile at the north end of the park,
- D. Water Taxi Stop**, located at the southern roadway of the Intracoastal Waterway.
- E. Ranger Station**, located at the front entrance of the park.



3.3 Guests waiting at the designated pick up/ drop off locations have priority for boarding the tram.

3.4 As a courtesy, guests may be picked up from the anywhere along the paved roadways in the park, but they must be informed:

“You will be happy to take them to the Garden Center (for example) pick up/ drop off, but we must circuit the entire one-way loop and stop at the Designated Tram Areas along the way.”

2.4 Non-filtering/Non-discrimination policy: Tram Drivers are to offer rides to ALL park guests. The park is comprised of a comprehensive and diverse visitation. There can never be a filter on who we pick up, offer rides to or show courtesy to. If there are any questions about safety, please notify the ranger station immediately. Tram Drivers must at all times show tolerance for the diversity of our park visitation.

3.5 ONE WAY LOOP ONLY –

- At NO TIME will a Tram reverse and go against the ONE-WAY designation of the Main Loop Drive. The Tram is operating as any wheeled vehicle and must at ALL times obey the proper road rules.
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3.6 Always stop at Designated drop off/ pick up areas:

- Always stop for a brief moment. Stay no more than FIVE minutes at a time.
- After dropping off guests
  - get off tram to ensure all passengers have fully exited and no one is behind tram,
  - inform guests waiting to board tram that they must wait until you have safely positioned the tram so that they can begin boarding,
  - When backing up tram double check blind spots and use mirrors.
  - **NEVER back up with passengers on the tram, so be sure to position the tram properly before boarding. (Some emergency situations may warrant a need to back up the tram with passengers, but as a general rule NEVER do this).**

□ 2.6 Safety

- **Tram Drivers may check the following locations for security purposes, but can only briefly stay at these locations. Tram Drivers shall not park and remain for any extended length of time exceeding FIVE minutes at these locations unless there is an emergency:**
  - 1. Sunrise Entrance
  - 2. North Gate Entrance
  - 3. Shop
  - 4. Youth Camp Gate

- **NO CELL PHONES OR TEXTING WHILE TRAMMING:** Tram Drivers are not to be on their cell phones for any extended period of time. You may take breaks and talk on your phone, but are not permitted to drive and be on your cell phone at any time. This includes texting. If you must take a call, please pull over into a parking lot, or at a designated tram stop and take/make your call.
- **NO UNDESIGNATED STOPPING:** Tram Drivers may not create their own Tram Stops unless there is an emergency. The road median should not be used for parking. Please locate a parking spot or a designated tram stop to park the vehicle. Take your key with you and attend to another location if you need to for a short period of time – or if there is a low attendance during the day.

3.7 Unless otherwise authorized, or unless training a new Tram Driver, no two volunteers should occupy one tram at a time per shift. The Trams are for park guests. Two volunteers are not authorized to drive one tram during one shift unless authorized by park staff for a project or other previously-arranged situation. Tram Drivers may offer rides to other park volunteers who are moving from one project to the next, or from one site in the park to a project area, or to the shop area.

3.8 Only designated shifts may operate a tram at any given time. The Volunteer Coordinator and Volunteer Coordinator Assistant work with volunteers to create a Tram Drivers shift schedule. Tram Drivers may drive trams during their scheduled shift only. If a driver has arrived for their shift, please ask your Volunteer Coordinator or Park Staff for any other projects needing accomplished at that time. There is never a shortage of tasks, and we always appreciate the help.

#### **4.0 Pathways**

4.1 Trams are NOT allowed on hiking paths or pedestrian walkways in between parking loops. Trams are NEVER allowed on SIDEWALKS

#### **5.0 Pedestrians**

5.1 Pedestrians always have the right of way

5.2 Maintain a distance of at least one tram length at all times when directly behind pedestrians

5.3 When approaching pedestrians:

- reduce speed,
- use bell to politely notify them of your presence, and
- wait until pedestrians have moved safely to the side and only then pass with care.

#### **6.0 OFFERING DESCRIPTIVE/INTERPRETIVE TOURS**

6.1 Only Tram Drivers who have been evaluated by Park Rangers, and who have completed all FIVE Ranger Guided Walks may officially offer Tram Tours to the public. A synopsis TRAM SCRIPT has been provided to assist with questions and formulating your own knowledge about the park's grounds. This script offers highlights only that might be of interest to the public.

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- 6.2 In order to conduct an official TOUR on a tram, drivers must approach the Park Specialist – Volunteer Coordinator and request to begin a Basic Interpretive training program with the park. For more information, please inquire with your Volunteer Coordinator through email, note, text or phone call (954.655.7182)
- 6.3 The following SCRIPT has been created for your convenience by fellow volunteer Bonnie Gross. Bonnie has been attending the park's interpretive walks repeatedly and is therefore offering a qualified piece for each of us to reference from. Please use this for offering HIGHLIGHTED INFORMATION TO THE PUBLIC.

**PLEASE NOTE THAT THIS IS VERSION JANUARY 2016  
WE RESERVE THE RIGHT TO ALTER AND EXPAND THIS VERSION AS NEEDED  
BY BONNIE GROSS.**

### **Tram tour guide**

**AT THE RANGER STATION:** Welcome. You are visiting a very rare and special place. It is rare because here, surrounded by condos and commerce, was saved the last fragment of **tropical hammock** in Broward County. It is also special because a fascinating man – Hugh Taylor Birch – lived here and donated this 189 acre property so it would be preserved for you to visit. A tropical hammock is a forest made up of a mixture of North American and Caribbean trees and plants that attracts literally thousands of species to it – on land, by sea and by air. We're going to ride the two-mile long paved loop road through the park.

**STOP BY GOPHER TORTOISES.** Look closely and you may see a Gopher Tortoise, a Federally-listed Threatened Species. It is the only tortoise in the eastern United States. It can live up to 100 years and the adults grow to about 10 to 12 inches long. Gopher tortoises dig long burrows – up to 10 feet deep and 30 feet long with lots of tunnels. They don't mind if other creatures share those burrows, which makes them a **KEYSTONE** species, whose burrows can support up to 350 different kinds of animals. We have 18 gopher tortoises in this park.

### **DRIVE INTO BEACH PARKING LOT AND STOP BY MARITIME HAMMOCK TRAIL.**

You park here to go to the beach, kayak on our coastal dune lake or take a short trail through the maritime hammock, which starts here.

What's a maritime hammock? It's a narrow band of hardwood forest that develops on the second row of dunes in from the beach. (The first row is along the beach itself and is covered with sea oats.) Maritime hammocks like this used to line Broward County's beach, but they're all gone except for this one.

At the end of this parking lot is the Glen F. Bates Garden Center, which has been the site of botanical work for 75 years. David Fairchild, the famous American botanist, was here for its opening.

**BEACH LOOP. POINT OUT HOW YOU GET TO THE BEACH. Remind visitors of sunscreen and, in summer, to be mindful of sea turtle nests.**

**PAUSE AT TERRAMAR.** This was the home of the man who made this park possible – Hugh Taylor Birch. Birch was a very successful lawyer from **Chicago**. He became general counsel for Standard Oil Company and lived on Michigan Avenue. But he loved nature and wanted to acquire land in a place where he could get away from city life. On a trip to Florida to stay with Henry

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Flagler, the founder of **Standard Oil** and the builder of the Florida East Coast Railway, Birch sailed south and found this area when it was largely wild and uninhabited.

**Between 1894 and 1920**, he purchased hundreds of acres of land between the Ocean and the Middle River for between \$1 and \$4 an acre. He didn't move to this particular property right away. He purchased several parcels, beginning near Las Olas Boulevard and moving north. Eventually, he gave some land to his daughter, Helen. She and her husband Frederick Bartlett, built a house that is now across Sunrise Boulevard called Bonnet House. You can visit it. Hugh Taylor Birch lived with them there for many years.

In 1940, when he was 90, he had this house built for himself. Two years later, he donated 180 acres and **three miles of beautiful beach** to the state of Florida. He **died in 1943**. The park opened in 1954. His home is now our visitor center, which is being remodeled.

**POINT OUT THE COASTAL DUNE LAKE / RESIDUAL SLOUGH.** This body of water is Lake Helen, a fresh water lake that extends a mile through the park, though old maps show it was once six miles long. A fresh water slough forms over thousands of years, with sea levels rising and falling and dunes forming. Starting as a salt-water inlet, land eventually forms to cut it off from the ocean and over many years and much rain, the slough is converted into fresh water. Today it's home to a variety of birds – herons, ibis, moorhens well as turtles and fish, such as bluegill, sunfish and catfish. The aquatic plant growing here is the Bonnet Lily, after which the Bonnet House is named.

**LEAVE BEACH LOOP.** During tour, point out several trees as you see them and to space out your narration. Good specimens of these three occur at various points.

**SEA GRAPE:** One key tree in our hammock. . In fall, sea grape trees have edible fruits and they're well adapted here, as they are very tolerant of salt and wind. Sea grape trees provide the primary protection to the Tropical Hammock, and the leaves have been used for a variety of things such as clothing, roofing, parchment, even plates.

**STRANGLER FIG.** Here's another maritime hammock feature, a Strangler Fig. It's in the ficus family, and it starts out sprouting in the cavity of a tree and eventually its roots will smother the host tree. See if you can spot more of these trees as we go.

**GUMBO LIMBO:** You can pick this one out by its shiny reddish bark. The gumbo-limbo is jokingly referred to as the Tourist Tree because the tree's bark is red and peeling, like the skin of sunburnt tourists. It's well-adapted to the beachfront because it is wind and salt tolerant. In Caribbean islands, branches are used to create "living fences" because branches of all sizes will grow into trees if planted in the ground with no preparation.

**PAUSE AT SOUTH PICNIC AREA.** This is a popular picnic area, with restrooms and a playground. There are two special trees here: A huge ficus tree that it is said Helen Birch planted 75 to 100 years ago. It's so big, children play hide and seek in it. And there's a large, several hundred-year-old live oak tree, a native tree, one of the oldest in the park and said to be Hugh Taylor Birch's favorite tree.

**PAUSE AT PATH TO TRAIN TRESTLE ON RIGHT.** There's a trail here, a beautiful green tunnel through the trees, which you can explore. You'll see what's left of a railroad trestle over the lagoon. From the 1960s to the 1980s, a miniature train ran through here.

**PAUSE AT START OF TRAIL ON LEFT.** This trail takes you through more tropical hammock, but also transitions to the west into mangrove habitat. It's called a transition between ecosystems – an ecotone.

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**AT THE CURVE AT THE NORTH END:** Now we're going to have a dramatic change in elevation – as dramatic as it gets around here. Just a foot or two of elevation change in South Florida can result in a different habitat.

**WHEN YOU ROUND THE CORNER,** point out how it changed to a mangrove swamp. Mangrove swamps are found in tropical and subtropical tidal areas -- where the low-lying land meets the water. Florida had vast areas of mangroves, but much of it is gone now because it occurs at just the point most popular for development – waterfront property. Mangroves help protect the coastline from wind and waves (like during hurricanes). They are also the breeding and nursery grounds for a many marine organisms including shrimp, crab and many fish species. They are federally protected. If you bought land with mangroves, you can't just cut them down or even trim them without a permit.

**PAUSE AT NORTH PICNIC AREA.** Here's another picnic area and playground. This whole side of the park overlooks the **Intracoastal Waterway**. Originally, this was a brackish (mix of salt and fresh water) and lined with mangroves. The water in it flowed south from the Lake Okeechobee region. In the first half of the 20<sup>th</sup> century, it was dredged and completely changed to establish Port Everglades and a navigable waterway. Now the Intracoastal Waterway is an inland passageway all along the Atlantic Coast from New Jersey to the tip of Florida.

Most of the western land in the park is the result of the dredging of the Intracoastal. With the opening of the inlet at Port Everglades in 1928, the Intracoastal became completely salt water, and any fresh water species were pushed further inland. If you're lucky, you can see manatees pass by here in the winter. (All the islands of land you see across the way were manmade via dredge-and-fill.)

**PAUSE ON ROAD AT THE CULVERT.** If you had come to this park 15 or 20 years ago, this area would have looked different. There were hundreds of Australian Pines here, an exotic species that blows over in high winds that was introduced to Florida in 1920s. Starting in 1999, the park removed the invasive Australian pines and expanded the mangroves canals. You see this culvert? It now allows the tides to flush in and out of the mangroves. There are now 60 acres of mangroves. Look for the natural predators here -- wading birds, raccoons or opossum. (No, there are no alligators.)

**WATER TAXI STOP.** The Water Taxi is like a trolley tour. You pay one fare (**\$25 adults**) and you can hop on and off all day. There are **18 stops** including many hotels and restaurants in Fort Lauderdale and Hollywood. Taxis come every 15 to 30 minutes.

**DRIVE THROUGH HARDWOOD HAMMOCK.** The canopy here is formed by **Live Oak trees**. The oak tree is like an ecosystem unto itself. Its bark provides a place for air plants to take residence, which, in turn, provide a habitat for many species: insects, reptiles, amphibians, birds and mammals. Note the resurrection ferns growing on the branches. [**Good place to point out gumbo limbo too.**]

If you want to learn more about the park, join a ranger-led nature walk every Friday at 10:30 a.m. On Fridays and Saturdays, there is an animal presentation at 1 p.m. in front of the visitor center.  
**THANK YOU FOR VISITING.**

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## 7.0 Youth restrictions

- 7.1 Children under the age of 16 should be accompanied by an adult when riding the tram.
- 7.2 Children cannot be left on tram unattended
- 7.3 Children under the age of 14 are NOT allowed in the rear-facing back seat unless an adult is seated next to them.
- 7.4 Children participating in park sponsored school programs, summer camps or other programs are not allowed to ride in the tram unless specifically approved by park staff.

**8.0 Tram capacity** – the tram is designed to carry a maximum of eight adult passengers including the driver.

**9.0 TIP Boxes** located on the Trams are Strictly for tips to be donated to the Friends of Birch State Park. At no time are park staff or park volunteers permitted to accept tips. This is a direct violation of the FL Park Service code of ethics. Park Volunteers observed accepting tips may have their positions permanently terminated.

## 10.0 Carry on items

- 10.1 Guests are responsible for all items carried onto the tram.
- 10.2 Any item brought onto the tram must fit safely inside the framework of the tram without impeding other passengers.
- 10.3 No carry on items are allowed to stick out from and/or be allowed to drag behind or beside the tram.

## 11.0 Radio protocol

- 11.1 The park radio should be used for official park communications only.
- 11.2 Volunteer drivers are responsible for monitoring the radio for safety advisements and other communication from park staff.
- 11.3 When communicating on the radio:

### TIPS WHEN USING A TWO-WAY RADIO

**12.0** Less is more. Be brief and efficient;

**13.0** Repetition rocks. Repeat back information you receive to confirm that you heard the correct information.

**14.0** No privacy policy. **Be aware that conversations are not private** and may be heard by others. MAKING A CALL

- 14.1
- 14.2

FIRST HOLD DOWN THE ACTIVATION BUTTON AND COUNT TO TWO.

- Identify who you are first (i.e. “Volunteer tram driver or “Tram Number THREE”)

- Then identify the person you are trying to contact (e.g. “Ranger station = BASE”, “Ranger Mark = Birch 4”, “Visitors Center = Administration”, etc.).
- Wait for a response first before continuing with your communication. If there is not response, check that your radio is on, turned up, and attempt again.
- Speak at a normal conversational tone and very clearly and volume using common everyday language. Do not use slang. Do not use idle talk or joking.
- The ranger station is designated as BASE. It should be notified immediately via radio for any emergency.

EXAMPLE - Here is a typical radio conversation:

You: "Birch Base, Birch Base - This is Tram One - Come in, Over"  
(Birch Base is their call sign, Tram One is your call sign)

Recipient: "Tram One, This is Birch Base, Go Ahead, Over"

You: Say your message and then say: "Over"

Recipient: "Roger, Over"

You: "This is Tram One, Over and Out"

Did you notice how at the beginning and end of the transmission you pronounce your call sign? Because there can sometimes be many people listening on the frequency, pronouncing your call sign, and the call sign of the party you are calling, lets everyone know who the transmission is for. Communicating this way might feel a little odd at first, but you will soon get use to it. With practice it will start to feel natural.

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## EMERGENCY CALLS

If you have an emergency message and need to interrupt others' conversations:

- Wait and listen until you hear "Over".

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- Press PTT and say "BREAK, BREAK, BREAK, Tram Number and your Name, I have emergency message for (recipient's call sign), Do you copy, Over".
- Think before you speak.
  - Decide what you are going say and to whom it is meant for.
  - Make your conversations as concise, precise, and clear as possible.
  - Avoid long complicated sentences. If your message is long, divide it into separate shorter messages.
  - Do not use abbreviations unless they are well understood by your group.

### SPEAKING THE LANGUAGE

<u>General Terms</u>	<u>Meaning</u>
Radio Check	What is my signal strength? Can you hear me?
Go Ahead	You are ready to receive transmission.
Stand-by	You acknowledge the other party, but I am unable to respond immediately.
Roger or Ten Four	Message received and understood.
Negative	Same as "No".
Affirmative	Same as "Yes". Avoid "yup" or "nope" as they are difficult to hear.
Say Again	Re-transmit your message
Over	Your message is finished.
Out	All conversation is finished, the channel is clear for others to use.
Break, Break, Break	You are interrupting in the middle of communication because you have an emergency.
Read you loud & clear	Response to "Radio Check". Means your transmission signal is good. Also use "Read you 5-by-5".
Come in	You are asking the other party to acknowledge they hear you.
Copy	You understand what was said.
Repeat	Used before you repeat something.

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The phonetic alphabet helps when there is a difficulty in understanding particular words.

Following is a list showing the international phonetics used for the alphabet:

A - ALPHA	H - HOTEL	O - OSCAR	V - VICTOR
B - BRAVO	I - INDIA	P - PAPA	X - X-RAY
C - CHARLIE	J - JULIET	Q - QUEBEC	W - WHISKEY
D - DELTA	K - KILO	R - ROMEO	Y - YANKEE
E - ECHO	L - LIMA	S - SIERRA	Z - ZULU
F - FOXTROT	M - MIKE	T - TANGO	
G - GOLF	N - NOVEMBER	U - UNIFORM	

**15.0 Smoking policy** – Smoking is NOT permitted on the tram.

**16.0 Weather**

16.1 If there is rain or bad weather prior to your scheduled shift, please contact the park to confirm if tram service will be operating. If you have not been informed otherwise, please show up on time for your scheduled shift.

16.2 If it begins raining during your shift contact park staff via radio to determine if tram service should be suspended.

16.3 In the event of lightning or severe weather conditions immediately suspend tram operations and seek the nearest shelter until the conditions are safe enough to resume operation.

**17.0 Returning, Maintenance and general Courtesy:**

17.1 Volunteers are expected to sweep, lightly spray off and wipe down their trams following use. Please do not drench floor boards as this may adversely affect the wiring in the systems. Please remove all debris, trash, rubbish. Ensure that the tram is ready to go for your next colleague and our park guests.

## **Hugh Taylor Birch State Park Volunteer Tram Driver Daily Procedures**

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### **All Shifts**

1. Arrive at Park Shop 10 minutes prior to shift.
2. Get appropriate Tram keys. (As of April 2015 – keys are still located within trams. Expect keys to move to a designated area within the Shop Lounge).
3. Sign out the appropriate Tram number, your name and time, on the Sign out White Board.
4. Clickers. (As of April 2015 we do not yet have clickers for the trams. Expect us to obtain clickers. When this is the case:) - Reset the clicker to zero and use it to keep track of the total number of passengers. At shift end, record the total number of passengers on the Log Sheet for the shift (i.e. AM or PM).
5. Pick up a Tram Log Sheet located on a clipboard and sign in. (As of April 2015 we do not have designated clipboards for the tram log sheet. Expect these sheets and clipboards shortly).
6. Begin trips around the Main Loop Drive and stopping at Designated Stops as defined in the Volunteer Tram Drive Policy.
7. Make a round trip about every 15 minutes at a minimum (depending on day's traffic).
8. If you leave the Tram for a break, always take the keys and radio.
9. At the end of your shift, clean the tram with a broom, then park the Tram. If you have issues parking the tram, locate the Field Ranger. All volunteers are responsible for sweeping trams and plugging them into the same chargers where they were found. If the location for parking the tram is obstructed, please locate a field staff ranger to assist with relocation of equipment, etc.
10. If you experience any problems with the Tram please make a note on the daily log sheet and notify someone on the Ranger Station and Field staff. Return the log book to the appropriate location.
11. Remove money from the box leaving one dollar, put money in cash box inside the Shop Lounge. Volunteers are to never take personal tips for their own. This goes against FPS ethics in the workplace standards and can be a cause for termination of volunteer service.
12. Record your time on your Time Sheet in the Volunteer Log at the Ranger Station.

### **AM Shift Specific**

1. Get radio from Park Shop (coming soon). Turn on and request "radio check from the Tram". Someone will respond with "loud and clear....". If you do not get a response, wait a minute and try again, if still no response, please report the problem to the Ranger Station.
2. Check out available Tram.
3. Get the clicker and a Daily Log Sheet and clipboard and fill in appropriate information.
4. At the end of your shift, if you encounter the oncoming shift driver, give him/her the clicker, clipboard/Log Sheet and the radio. If the oncoming Tram is in the garage, leave these three items in the Shop Lounge.

### **PM Shift Specific**

1. Get radio from Park Shop (coming soon). Turn on and request "radio check from the Tram". Someone will respond with "loud and clear....". If you do not get a response, wait a minute and try again, if still no response, please report the problem to the Ranger Station.
2. Get the clicker, Log Sheet and radio per #4 in 'AM Shift Specific'. Fill in your information.
3. Check out available Tram.
4. At shift end, in the Shop Lounge, return Log Sheet and set it under the cash box. Turn off radio and put it in the charging station.

Its OK to wait a minute or two at each Designated or Undesignated stop in case someone might show up, however, the tram should 'keep moving' as the general rule.

### **Key contacts:**

Ranger Station 954.564.4521, Office 954.468.2791, Emergency – Volunteer Coordinator: 954.655.7182