



Colorado Model Railroad Museum Interested in Becoming a Volunteer?

We appreciate your interest in volunteering at the Colorado Model Railroad Museum (CMRM). It is because of our committed volunteers that our Museum is open for the public to enjoy, and that our OC&E Railway operates well. Your volunteer contribution can help our visitors have an enjoyable, informative and optimal experience.

There are many opportunities to get involved with the Colorado Model Railroad Museum, both during public hours and behind the scenes. You can become as involved as you want, and before you do, here are some important points to consider.

Volunteer opportunities at the CMRM

You decide when you want to volunteer. The following are typical days and times when volunteers are needed:

Maintenance Mondays – 8:30AM – mid-afternoon – Mondays are maintenance days. Everything gets done that is needed in order to maintain the railroad and building, and keep everything working well.

Fridays & Saturdays 10AM – 4PM – An operations briefing is held at 9:15am. Operations begin at 9:30am and run until closing at 4pm. Friday is generally a bit slower paced than Saturday. Saturday is generally our busiest day with visitors. We try to run the railroad operations as if it were a “real” railroad with a dispatcher and engineers. It is important to know in advance who plans to be part of operations. The Crew Caller sends out a “Request for Crews” email each Monday asking for volunteers to commit to the day and time for the coming Friday and Saturday. Please make sure that you respond to the “Request for Crews” email with which day(s) you will be volunteering.

Sundays 1PM – 4PM – Docent volunteers arrive at 11am, before CMRM is open to the public. They make sure the trains are set up on the railroad during computer-controlled operations.

Additional Summer Days – 10AM – 4PM – Between Memorial Day and Labor Day, CMRM is also open Wednesdays and Thursdays. The layout operates on Docent mode and Docent volunteers are asked to show up at 8:30am.

Daily Opportunities – We always need volunteers to be Ambassadors to talk to the public anytime we are open.

Other Opportunities – Occasionally during the year special tours and school field trips are scheduled. Depending upon the group and numbers, we may need volunteers to lead tours or parts of tours. Special tours and field trip programs are coordinated through the museum Director.

For more information about operations at CMRM go to our website: www.CMRM.org. Volunteer training materials are located under the “Volunteers” tab and select OC&E Operations Documents.

Once you have decided how you would like to volunteer at CMRM, send an email with your contact info and the Friday or Saturday you would like to come for the beginning of your training to:

cmm_crew_caller@cmm.org



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What CMRM expects of you as a volunteer

While on duty at CMRM during public hours, you represent the Museum in the eyes and ears of our visitors. With that in mind, YOU may be the person who creates that lasting, important first impression on a visitor, so the museum will help you make it a “good” one.

Operator Training – All operating engineer volunteers are expected to be competent and qualify as an engineer through a basic training program on operations. Once you are qualified, you will be required to purchase a name badge (\$5.00) and a blue OC&E shirt (\$30.00 plus tax).

Appearance – During public hours and for special tours, it is important to present a neat, clean, professional appearance. We expect all volunteers to dress appropriately at all times. Once you are qualified, you will be expected to wear a standard Museum-issued shirt and your name badge with nice jeans or khaki pants. In the summer, khaki shorts are permitted.

- *When you first begin volunteering and are in training, wear a nice polo-type shirt or other shirt with a collar and appropriate pants.*

Attitude – Presenting a professional, positive attitude is as important as a professional appearance. Being friendly and cheerful with the visitors and other volunteers helps everyone have a positive and lasting experience. So plan accordingly. The CMRM is a family-friendly place. If a volunteer is not at his/her best, he/she may be asked to leave the Museum and any profanity is strictly prohibited.

Knowledge – Read the Museum materials, learn the layout and the artifacts, and the back stories behind them. Lots of visitors have great questions, and they expect you to be knowledgeable. If you don't know something when a visitor asks, find out by asking another more experienced volunteer.

Handling Problems – Though rare, misunderstandings can happen among volunteers. If you have a problem with another volunteer, find an opportunity to speak to him/her privately. Never discuss an issue in public. If you feel you cannot speak directly to the volunteer, take the matter to the Day Manager, Railway Manager, Executive Director or President of the Museum Board for resolution.

***Age Restrictions** – No one under the age of 16 is permitted to operate a train at the CMRM. Between the ages of 16-18 a youth volunteer may be certified to operate a train on a case by case basis.

Note: If a volunteer does not consistently demonstrate positive, professional appearance and attitude, they will be asked to leave temporarily or permanently, depending upon the situation.