



INTERESTED IN BECOMING A VOLUNTEER AT THE COLORADO MODEL RAILROAD MUSEUM?



We appreciate your interest in becoming a volunteer at the Colorado Model Railroad Museum (CMRM). It is because of our committed volunteers our museum is open for the public to enjoy, and that our OC&E Railway operates well. Your volunteer contribution helps our visitors have an enjoyable and informative experience. You can become as involved as you want as there are different ways to volunteer!

Here are typical days and times when volunteers are needed:

Maintenance Mondays: 8:30am to mid-afternoon. Mondays are maintenance days to perform what needs to be done to keep the railroad working well and the building ready for the public. We are always closed to the public on Mondays.

Fridays & Saturdays: 10am – 4pm. An operations briefing is held at 9:15am and trains begin at 9:30am and run until closing at 4pm. Fridays are a bit slower paced than Saturdays which is generally our busiest day of the week. During these days, 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 Chief Dispatcher sends out a “Request for Crews” email asking for volunteers to commit to the day and time. Please make sure you respond to the “Request for Crews” email with which days you will be volunteering.

Sundays: Noon – 4pm. Docent volunteers arrive at 11am before the public arrives. 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, the CMRM is open on Tuesday, Wednesday, and Thursday as well as Friday, Saturday, and Sunday. The layout operates on Docent mode Tuesday, Wednesday and Thursday, and Docent volunteers are asked to arrive 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 by our Museum Director. Depending upon the group and number of visitors, we may need volunteers to lead and/or help with tours.

For more information about operations at the CMRM, please go to our website: www.cmr.org. Volunteer training materials are located under the “Volunteers” tab. Please select OC&E Operations Documents. Once you have decided how you would like to volunteer at CMRM, please send an email with your contact information and the Friday or Saturday you would like to come for the beginning of your training to:

tours@cmrm.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.