

**2019 Polar Express™**  
**Volunteer Position Descriptions and Boarding Information**

**Boarding Stations:**

- Akron Train Volunteers report to Botzum Station at 5:00 pm. Akron Head End Crew report to Fitzwater at 3 pm. Akron Trainmen report to Fitzwater at 3:30 pm.
- Rockside Train Volunteers report to Fitzwater Maintenance Yard at 5:00 pm. Rockside Head End Crew and Trainmen report to Fitzwater at 4 pm.
- All Santas will report to the Peninsula Depot: Akron Santas, 6:45 p.m.; Rockside Santas, 7:00 pm
- **Boardings for the Charity Runs** follow: on Saturday, December 10, 10 am departures:
  - Akron Charity Train Volunteers report to Botzum Station 8:15 am; Head End Crew report to Fitzwater at 6:30 am; Trainmen report to Fitzwater at 7 am.
  - Rockside Charity Train Volunteers report to Fitzwater at 8 am; Head End Crew and Trainmen report to Fitzwater at 7 am.
  - Santas for the Charity Trains report to Peninsula Depot at 10 am.

**Position Descriptions: Full descriptions will be distributed at training**

**Trainmen** duties are assigned by the Conductor. You must be qualified to volunteer in this position. There are three Trainman Trainee positions on each train. All Trainmen are asked to board the train at Fitzwater.

Upon arrival, you will be assigned to a car. One of your duties is to punch tickets, however, **DO NOT PUNCH TICKETS DURING THE STORY**. This year punching tickets is a part of the show! Tickets will be punched to music, after the Welcome and Safety Speech.

Trainmen will be asked to turn the lights off and on in their assigned cars when instructed to do so by the Conductor. Therefore, a radio is a must! If you do not know how to operate the lights in your particular car, please see the Conductor prior to departing Fitzwater. Trainmen will assist the program volunteers when necessary and available.

After passengers exit the train, the trainmen will help clean the train and dispose of the leftover cocoa. The cocoa containers must be taken off the train each night. Please see the Conductor with any questions you may have.

**On Train Volunteers:** Akron volunteers report to the Café Car to receive assignments; Rockside volunteers report to the Crew Room to receive assignments.

**Leaders** facilitate the program in their car by creating a festive atmosphere for riders. Leaders welcome passengers, facilitate seating, create name tags for children, lead songs, and use appropriate techniques to engage visitors.

**Assistants** work with Leaders to facilitate seating and create name tags for children.

**Leaders** and **Assistants** work together to ensure a festive atmosphere through personal interaction, song and the use of appropriate techniques to engage visitors. Assistants follow Santa with bells for each rider and ensure that Santa moves through each car in 20 minutes.

**Servers** start pouring cocoa while passengers are boarding. Servers will begin serving cookies and cocoa to passengers once the train leaves the station. Before arriving at the North Pole, volunteers will collect all trash in bags provided. Once the car is cleaned up, all volunteers assist in creating a festive atmosphere in your car.

- **Leaders** are invited to dress as elves or chefs. **Servers** should dress as chefs. **Assistants** can dress as elves, chefs, or stewards.
  - Chef costumes include the following: black shoes, black pants, white chef jacket\* and white chef hat\*.
  - Steward costumes include the following: black shoes, black pants, white button up, red vest\* and red bowtie\*.
  - Elf costumes are festive Christmas garb fully provided by the volunteer.
  - \*Notes costume pieces that will be provided by CVSR.

- Things to consider when putting together your onboard costumes:
  1. Leggings are not allowed as pants.
  2. Shoe soles should have traction on them, as the aisles can get slippery in adverse weather conditions.
  3. It is important to consider how your costume will feel moving up and down the aisles, as they are not very wide,
  4. The program requires volunteers to be on their feet significant amount of time, so supportive shoes are encouraged.
  5. Excessively thick costumes are not advised as the train cars are heated. Note that doors may be propped open while passengers are boarding.
  6. A lightly colored undershirt is required when wearing a CVSR provided chef jacket.

**North Pole Volunteers** are responsible for playing the role of Santa's helpers at the North Pole and are encouraged to wear their most festive elf costumes. CVSR will have some costumes available. North Pole Volunteers will check in at the 3-bay garage across from the Lock 29 driveway by 7 p.m. where they'll receive their assignments. Once the train pulls in, volunteers will move in a clockwise position to ensure all train cars can see elves. The final train will depart by 8:15 p.m.

**Santas** will walk through designated train cars greeting and talking with the passengers. An Elf will accompany Santa through the car with a supply of bells to be given to all passengers. Lots of pictures will be taken and you may be asked to autograph a copy of *The Polar Express*<sup>™</sup> book. By cutting 15 minutes off the trip, the time that Santa will spend in the car is slightly less than in past years. This means that at no point can Santa sit down with the passengers. This limits your time and will make it impossible stay on schedule. The trains will not slow down arriving into the station to allow Santa to finish with passengers, as it has in the past.

Important - Keep moving through the cars at a quick pace. Santa will have 21 minutes per car. The volunteer assisting you will keep note of the time and let you know if you need to speed up or slow down. Just be relaxed, jolly and have a good time!

**All Santas** should report in street clothes to the Peninsula Depot where you can change into your Santa suit. Your street clothes will be placed in a red Santa bag that will be provided by CVSR. You will take your clothing bag onboard with you and give it to the Trainman. The Trainman will take your bag to the end of the car where you will pick it up on the way out and carry into your second car. The Trainman there will take the bag to the end of the car. Once you have completed your assigned cars, you will arrive at a dressing area where you can get out of your suit and change into your street clothes. You will remain in your designated changing area until notified that you can exit.

Santas on the Rockside Train will be transported at the end of the evening from Fitzwater Maintenance Facility back to the Depot. Akron Santas will be dropped off in Peninsula on the way back to the Fitzwater Maintenance Yard at the end of the run.

A detailed Santa SOP will be given to you at training.

Santas who do not have their own costumes will need to make arrangements to obtain one from Sherri Lemley prior to the first scheduled trip

**Pedestrian Traffic Control – Peninsula** will help to keep pedestrians from entering the North Pole while the trains are in the station. Traffic Control Volunteers report to Peninsula by 6:30 pm.