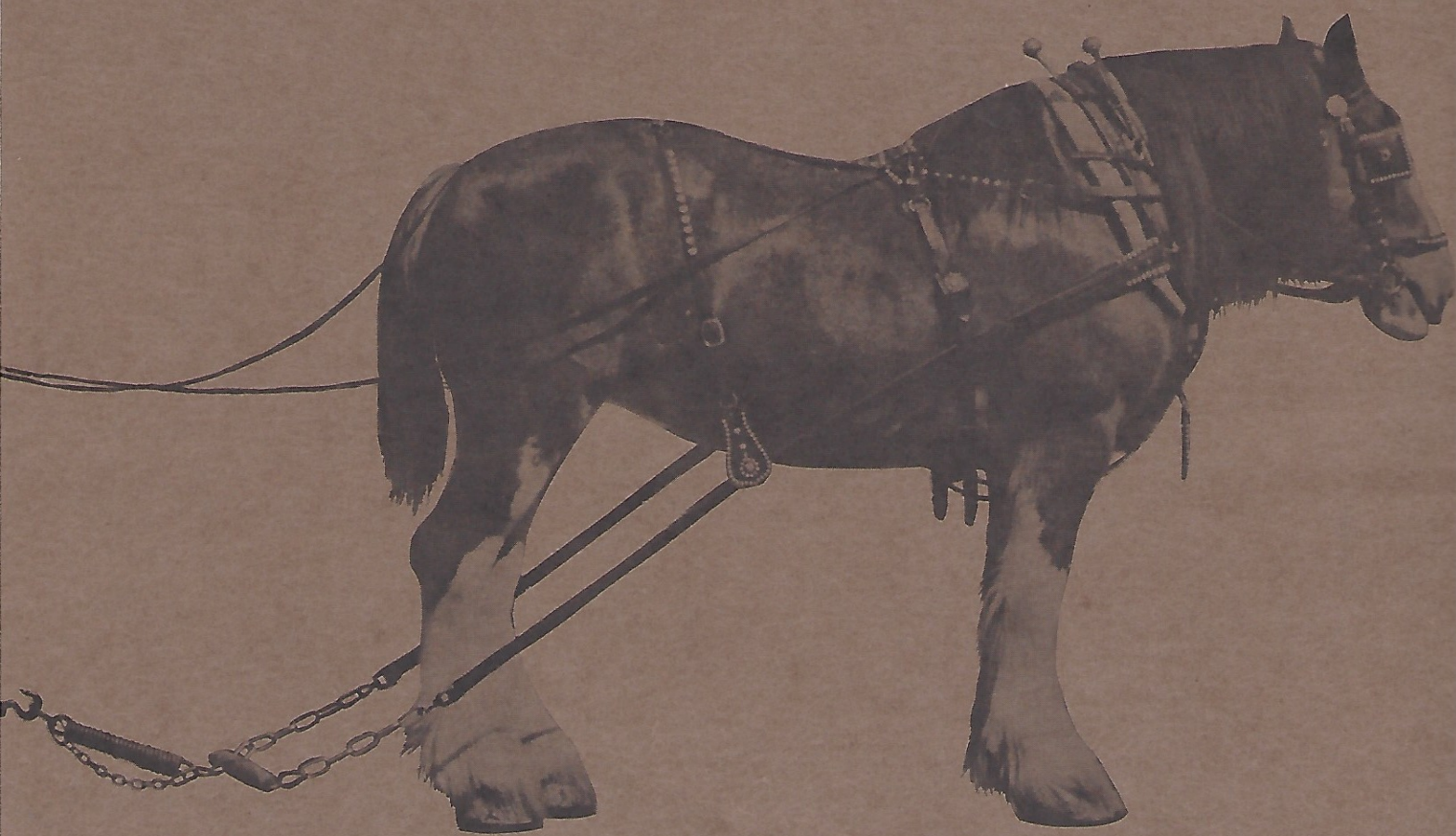


# MAIN STREET VEHICLES



STORY GUIDE AND OPERATION PROCEDURES



A UNIVERSITY OF DISNEYLAND GUIDE FOR MAIN ST. HOSTS AND HOSTESSES

Our Main Street vehicles play an important part in the Disneyland show.

First, they are essential to the staging of Main Street, U.S.A. The contrast to the hustle and bustle of our modern world and its streamlined modes of transportation is sharp and penetrating. Suddenly, as a guest comes onto Main Street, the entire mood changes. The years roll backward . . . back to Main Street, U.S.A., circa 1900. It wouldn't be Main Street without the leisurely clop-clop of a horse-drawn surrey, or the chug-chug of a horseless carriage.

Second, they serve as much-needed transportation for our guests. They provide a convenient and colorful way to reach the heart of the Magic Kingdom — or back to Town Square after a long day in the Park.

Third, hosts assigned to operate these vehicles play an important part in answering questions — giving tips and directions — to our guests who are either starting out or winding up their day at Disneyland.

Your role falls into what might be called our “first impression — last impression” group. You can start our guests off on the right foot — in the right mood, and send them away with a warm feeling — and a desire to come back.

We'll give you some tips on handling these anticipation-full-guests-on-the-way-in, and fun-filled-footworn-guests-on-the-way-out later.

First, though, let us tell you the background of the story in which you play your part.





## MAIN STREET, U.S.A.

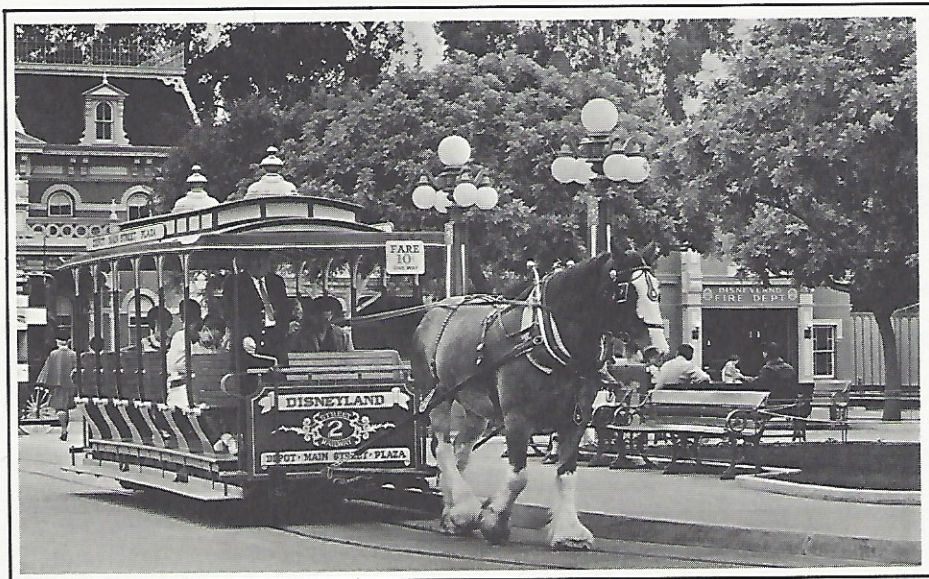
As you found out in your orientation, Walt was reared in the mid-western town of Marceline, Missouri. As with other lands, he wanted Main Street to be a Main Street — authentically recreated to get the feel of a typical small town thoroughfare of the 1900 era with which he was familiar.

Take a close look at your Main Street. Note the results of years of research to determine and design a composite Main Street of the typical small town of the early century. Note the demanding attention to detail designed and built into every nook and cranny by Walt and his "Imagineers" at WED Enterprises.

This same demand for detail is designed into your Main Street vehicles. You'll be asked about these unique conveyances — and you should know the answers.

### THE HORSE-DRAWN STREETCARS

... are composite reproductions of 19th Century streetcars and were built at the Studio Coach Shop. "Imagineers" at WED Enterprises, Walt's planning and designing firm, built our four streetcars by working from photographs of earlier authentic vehicles.





There is no other place in the world where time is deliberately pushed back more than 60 years to make it possible for a guest to re-live (or experience for the first time) the sensations of feeling, seeing, hearing, and yes — even smelling — everything associated with a turn-of-the-century “hay-burning Oatsmobile.”

### THE SURREYS

... are also reproductions from pictures of surreys found in the Standard Vehicle Catalogue. Necessary parts were located — or made — by Owen Pope. Owen and Dolly Pope have operated our Pony Farm since the Park opened in 1955, and did the original design and construction of the surreys. Currently, the Pony Farm is about 6½ acres in size.

To save wear and tear on the ponies, surreys have always been made as lightly and delicately as possible. Because of the great number of guests carried, the wheels are more sturdy than those on most of the catalogue models—another safety factor built into the attraction.





## THE HORSELESS CARRIAGES

... are sometimes called the "1903's," but you could pick any year — 1904, '05, or '06, and be just as accurate. These little cars are of WED "composite" design. On the basis of extensive research, Studio designers created a horseless carriage which was a composite of the design and size of many gas-driven cars of that early period in automobile history.

And our Horseless Carriages are a little bit of everything. The two-cylinder engines are actually not auto engines, but have the horsepower, the sound — and even a slight case of the shakes — as did the originals. WED designers selected today's most efficient two-cylinder water pump engine. Some of the external parts, such as lights, are authentic.



## THE OMNIBUS

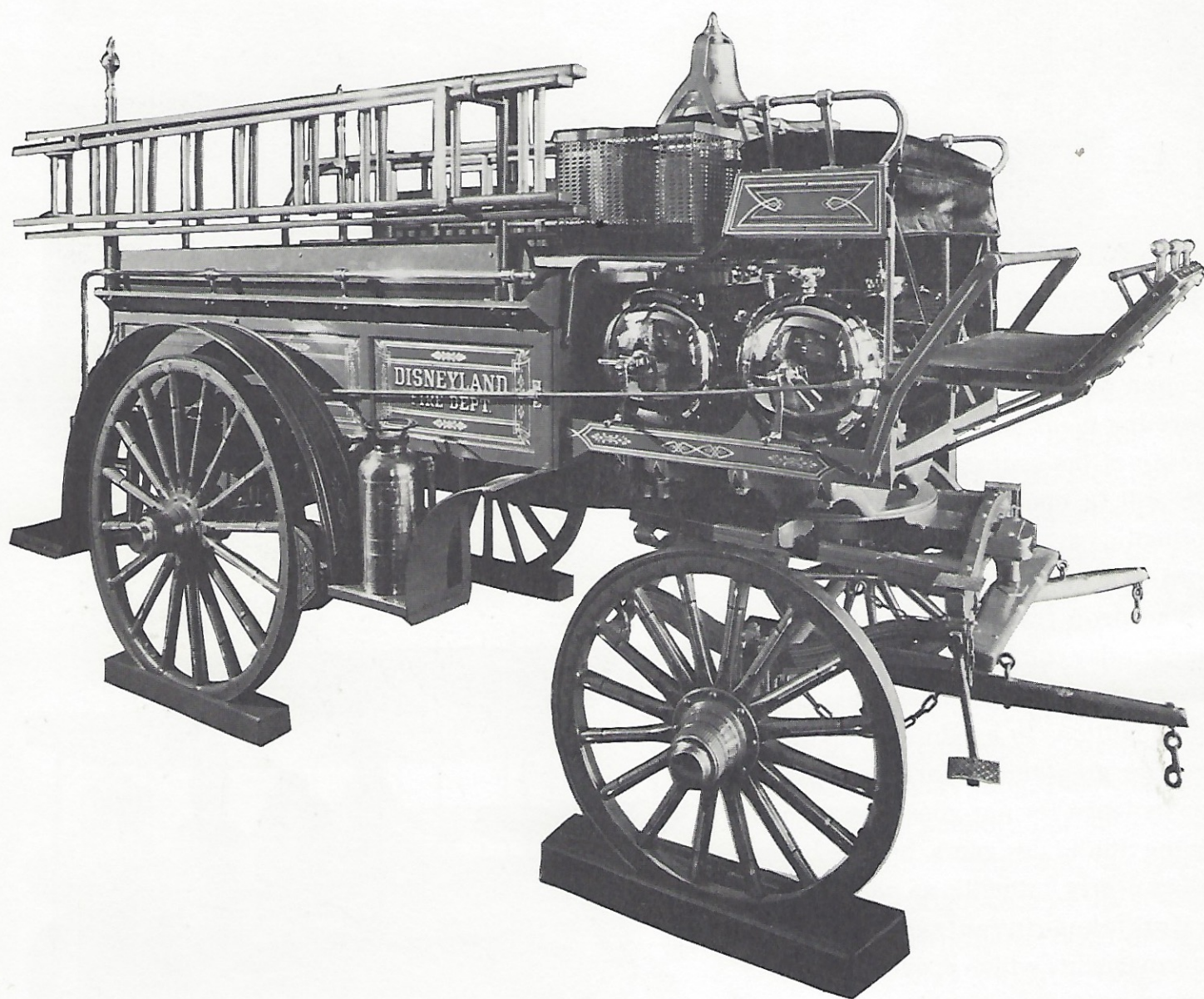
... is a very nearly authentic reproduction of Fifth Avenue busses which were the main mode of transportation in turn-of-the-century New York. Some are still in operation there. Only one authentic part — an old electric klaxon horn — is used.

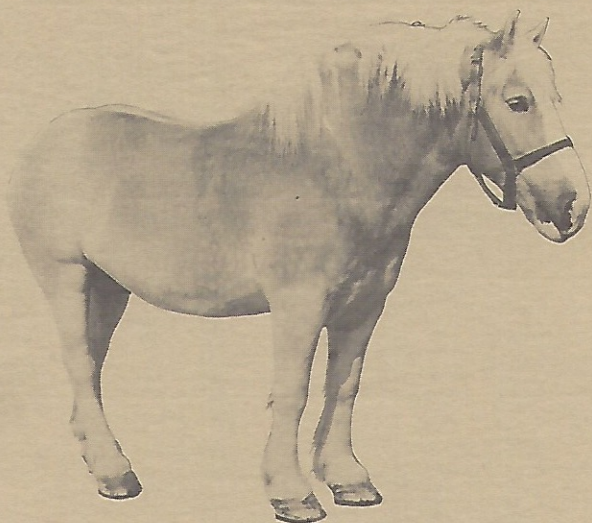
The drop frame chassis is from a modern-day truck, and the bus has both power steering and power brakes. Certain adaptations in height and seating to provide greater comfort, safety, and convenience for our guests were made by the Studio designers, but the busses are as nearly authentic as possible. The motor takes advantage of modern improvements which provide for better operation — and no smog.



## THE HORSE-DRAWN FIRE WAGON

... in the Fire Station at City Hall is authentically reproduced from pictures. The hats, axes, and other props are authentic. The wagon is part of the show, but is not used on Main Street to carry guests.

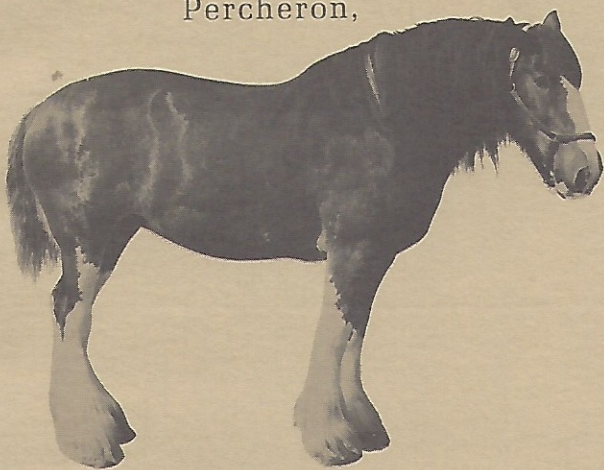




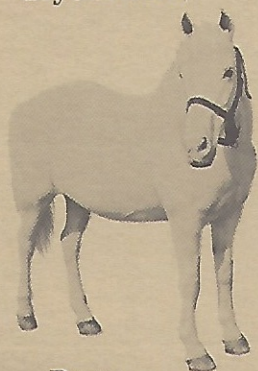
Belgian,



Percheron,



Clydesdale,



Pony

## THE MOTORIZED FIRE ENGINE

...is similarly a composite design of a horse-drawn carrying fire engine of the turn of the century. The primary change we made was to place seats where the hose was carried. The Studio men designed the chassis, then pored through standard catalogues for unlikely, but practical equipment — a jeep rear axle, a three-speed truck transmission, the power pump of a small pick-up truck and standard drive-shaft parts. The bell and the siren are authentic, purchased after considerable search.

At the turn of the century, gas-driven cars were considered a novelty — and a hazard — lacking the reliability of a horse. Motorized fire equipment was merely supplementary to the more respected steam



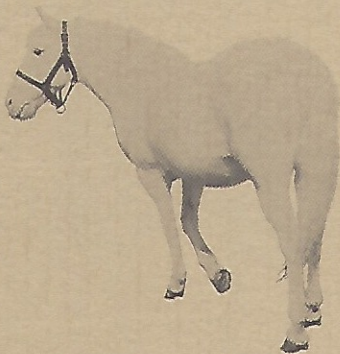
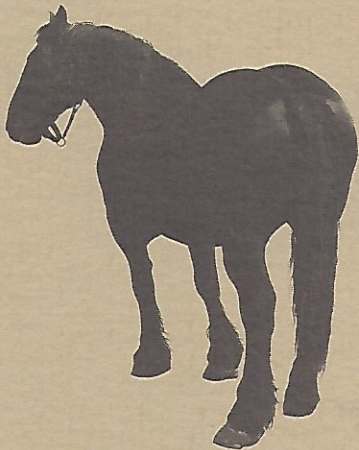
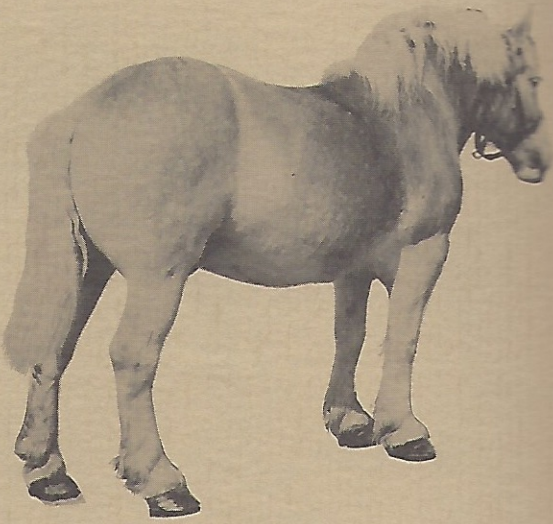
## THE HORSES

... which pull our vehicles were originally stabled at the Disney Studios and were eventually brought to our Pony Farm. The original horse members of our cast were carefully trained under conditions similar to those which they would face when they met our Disneyland audience. In the weeks before the Park opened, the horses pranced around a circular ring for four hours a day, while music, tooting automobile horns, and the laughter and shouts of crowds blared at them from loudspeakers.

Today, each horse receives a minimum of 30 hours special training before he goes "on stage." Each works a four-hour day, five-day week, and is given taxi service to and from the Pony Farm.

The large horses which pull the streetcars are either Percheron, Belgian, Clydesdale, or a cross between Shire and Percheron. The ponies are Hackney, or a cross between Hackney and Shetland.

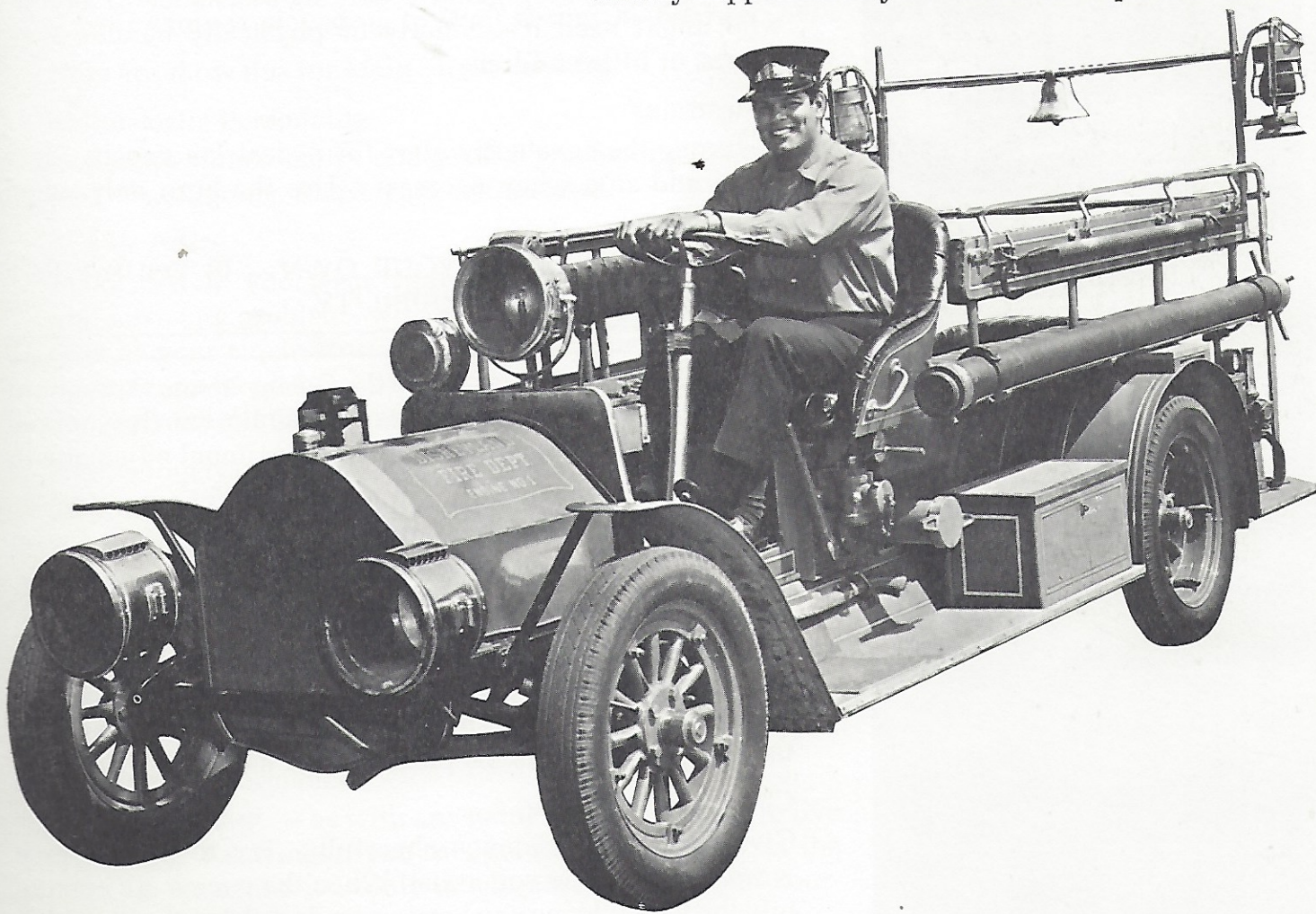
Each horse has his own harness — handmade by Owen Pope — which is thoroughly cleaned after each four-hour shift. Each horse is named, and is clocked in and out when he works.



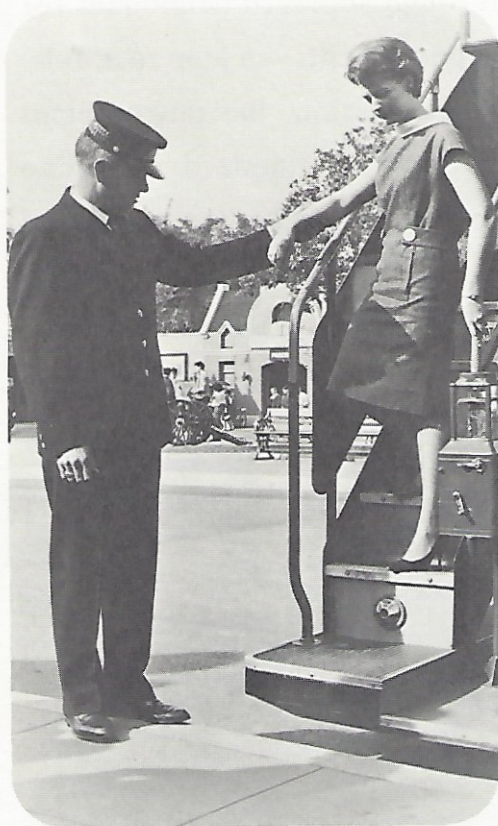
## THE MOTORIZED FIRE ENGINE

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# SAFETY



A Disneyland guest comes here to have fun, not to "watch his step." He expects us to watch for him. It's part of your role to help the guest watch his step. Your responsibility extends to the guest riding on your vehicle — and the guests who are walking — not on the sidewalks, but on the street. Where else?

Here are guest protection rules to follow:

## Vehicle Check

Before taking a vehicle to Main Street, check to make certain that everything is operating properly. Any problems should be reported to your foreman or supervisor. If there is any safety hazard — brakes, steps, or steering — do not take the vehicle on the street.

## Seating Check

Never move a vehicle until everyone is seated. Always say, when stopping, "Please remain seated until we are at a complete stop." Watch to make certain that nobody stands while the vehicle is in motion.

## Assistance

Always give boarding and debarking assistance to anyone who might need it — elderly or physically handicapped guests, or little children.

## Pedestrians

If driving, be constantly alert for pedestrian guests. Slow down and stop when necessary. Use the horn only when required.

**GUEST SAFETY — AND YOUR OWN — IS YOUR FIRST AND FOREMOST RESPONSIBILITY.**

# COURTESY



Disneyland courtesy is — like the Disney image throughout the world — an exceptional sort of thing. It's courtesy mixed with an out-going friendliness, and professional efficiency in crowd control.

Here are special courtesy tips for hosts on Main Street vehicles:

## Gentle Reminders

As an example, a horn is a harsh-sounding thing, and should be gently tooted (as a reminder) rather than being vigorously honked (expressing frustration). The same principle applies to giving instructions. Be pleasant, not harsh.

## Cheerful Assistance

Give boarding assistance cheerfully. Try to have a nice word for everyone you assist. When the guests are coming into the Park, "Hope you have a wonderful day," is an added courtesy phrase. When they are leaving, "Hope you had a wonderful time," makes the guest feel your personal attention.

### Pleasant Instructions

Any instructions should be preceeded with a "please"; and "thank you" should be used where applicable.

### Honest Smiles

A smile is essential, but a genial and friendly personality is the Disney style.

### Personal Attention

Never turn your back on a guest while taking tickets and using a counter. This is a job which must be done, but attention to the guest is your first concern.

### Helpful Answers

Finally, in your role, it is essential that you be able to answer — and answer cheerfully — any questions of the guest.

AFTER SAFETY, COURTESY IS YOUR MOST IMPORTANT RESPONSIBILITY.

Disneyland is a gigantic show on a gigantic stage. Upon this stage are many shows. Yours is a show which re-creates Main Street, U.S.A. It's important in your role to make certain that your show is played up to Walt Disney standards.

Here are show tips for Main Street vehicles:

### Enthusiastic Personality

Your appearance, smile, and general personality are important. Be outgoing. Show your enthusiasm.

### Proper Attire

Make certain you wear your wardrobe as prescribed. If you have any problems with your costumes, see your foreman or your supervisor. Remember — your costume is an important part of the show — it is to be in good repair and properly worn at all times.

### Interesting Narration

If your role calls for you to narrate, make it a good one. Know your facts — state them in an interesting way — and above all, give them with enthusiasm.

### Sparkling Appearance

Cleanliness is essential to Disneyland showmanship. Do your part in keeping your vehicle clean at all times. It's part of your role to be a popcorn picker-upper.

### Realistic Performance

Most important — as with any actor — you must try to live your role. Remember, you're a conductor or driver at the turn of the century — only much more friendly and courteous.

LIVE YOUR ROLE IN THE SHOW. IT'S ANOTHER IMPORTANT RESPONSIBILITY.

## SHOW



# CAPACITY



Actually, we lose money on the Main Street vehicles. And yet, they are vitally important to the showmanship of Walt's re-creation of Main Street, U.S.A.

The problem is that we lose our money during peak days and peak periods. This happens when we don't use the full capacity available on your vehicles. At such times, you should make the best use of these things:

Seats — which accommodate the guests.

Seconds — which are available to you for filling the seats.

Because of the audience conditions on Main Street, it is essential that safety be of paramount importance at all times, and under all conditions. We ask, however, that you take all steps to maintain capacity at its proper level.

Theoretical hourly capacity figures were reached by considering all factors — SAFETY, COURTESY, SHOW, and CAPACITY. These factors are not valid, for instance, if too many guests are loaded into any unit. We would be sacrificing safety, as well as courtesy, in an attempt to increase capacity. It's not worth it.

## LAST STOP

We hope that you'll enjoy your role as a host on the Disneyland Main Street vehicles.

You are in a vital spot to be an important "first impression" or "last impression" representative of Disneyland.

Remember to play your role in our early 1900 Main Street, U.S.A. re-creation in a friendly way. At all times, remember these key parts of your role, and in the following order:

- \* SAFETY
- \* COURTESY
- \* SHOW
- \* CAPACITY

