



## **Facilities and Exhibits Improvement Survey**

### **Online Survey Results**

**940 respondents**

**January 30, 2010 – June 30, 2011**

### **Public Input Sessions Results**

**Seven sessions/118 attendees**

**February 16—March 23, 2010**

**Prepared by the Virginia Museum of Transportation  
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**September 1, 2011**

# Virginia Museum of Transportation Facilities and Exhibits Improvement Survey

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## Virginia Museum of Transportation Facilities and Exhibits Improvement Survey January 30, 2010 – June 30, 2011

Online Survey by Survey Monkey, one response allowed per computer  
Total Started Survey: 940; Total Completed Survey: 806 (85.7%)

### Survey Demographics:

- Male: 90.3%
- Female 9.7%
  
- Under 18: 5.2%
- 18-29: 13.1%
- 30-49: 36.2%
- 50-65: 33.1%
- Over 65: 12.4%

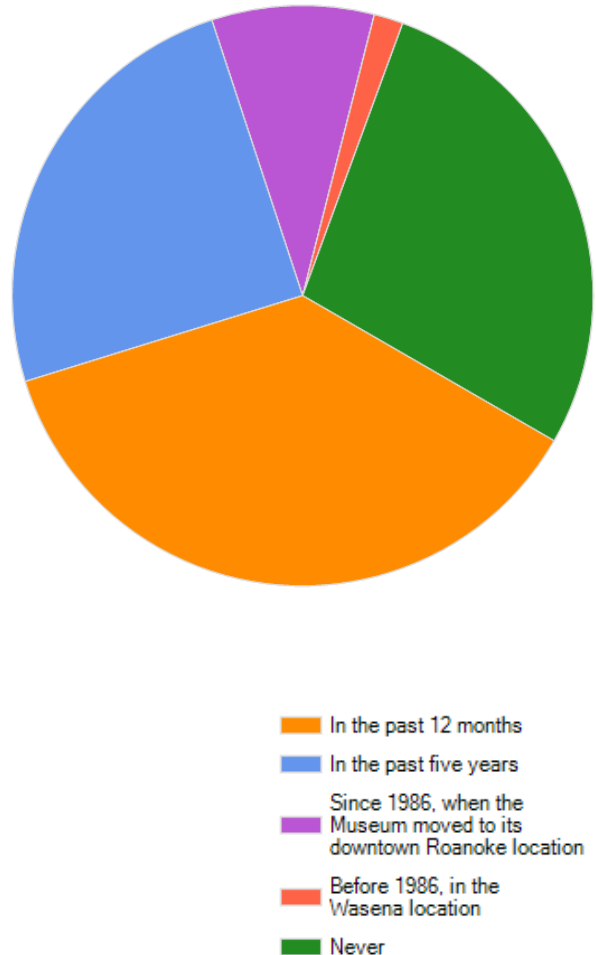
### Respondents from thirty-eight states:

- 47.8% (381): VA
- 7.0% (56): NC
- 6.3% (50): OH
- 4.5% (36): PA
- 3.8% (30): WV
- 2.5% (20): MD
- 2.1% (17): GA, TN
- 2.0% (16): AL
- 1.9% (15): FL
- 1.8% (14): SC
- 1.6% (13): KY, MI, NY
- 1.5% (12): IL, NJ, TX
- 1.1% (9): CA
- 0.8% (6): MO
- 0.5% (4): DE, IN, MA, MN, WA
- 0.4% (3): OR
- 0.3% (2): AZ, LA, MS, WI
- 0.1% (1): CO, CN, IA, KS, ME, MT, NE, SD, VT

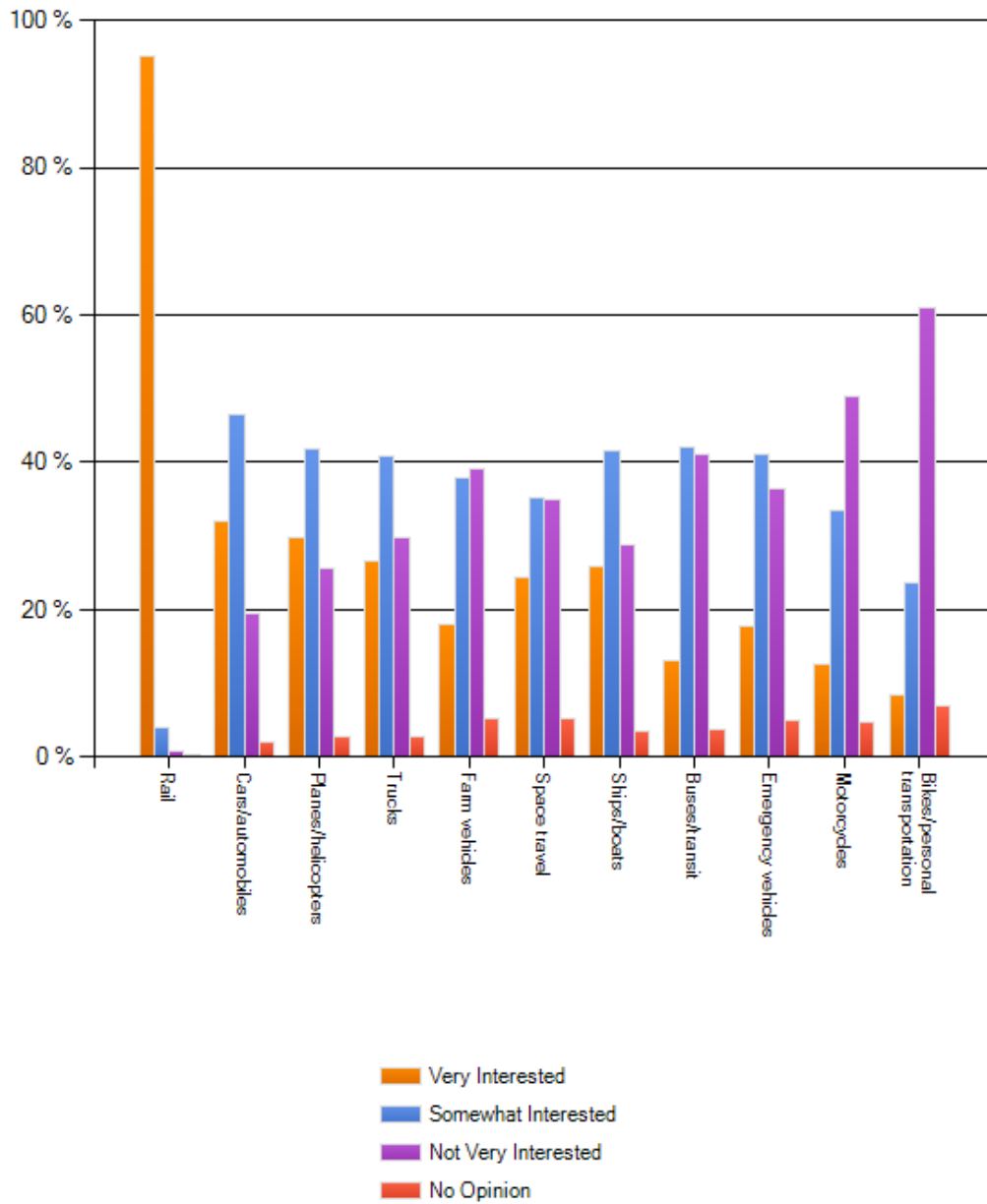
USA 97.6% Other Country 2.4%

- Australia
- Canada
- Denmark
- Germany
- New Zealand
- Northern Ireland
- U.K.
- United Kingdom - Scotland

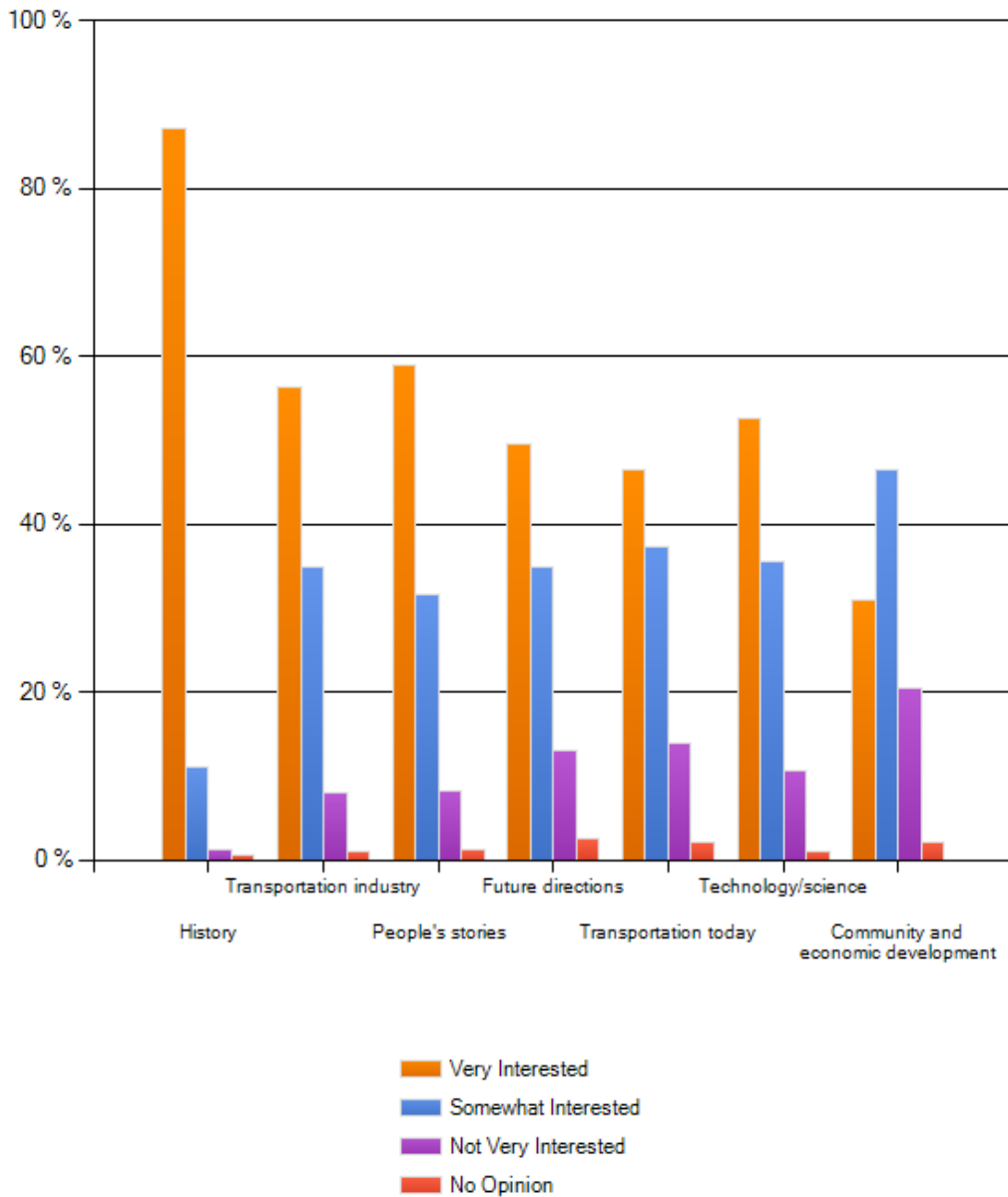
My last visit to the Virginia Museum of Transportation was...



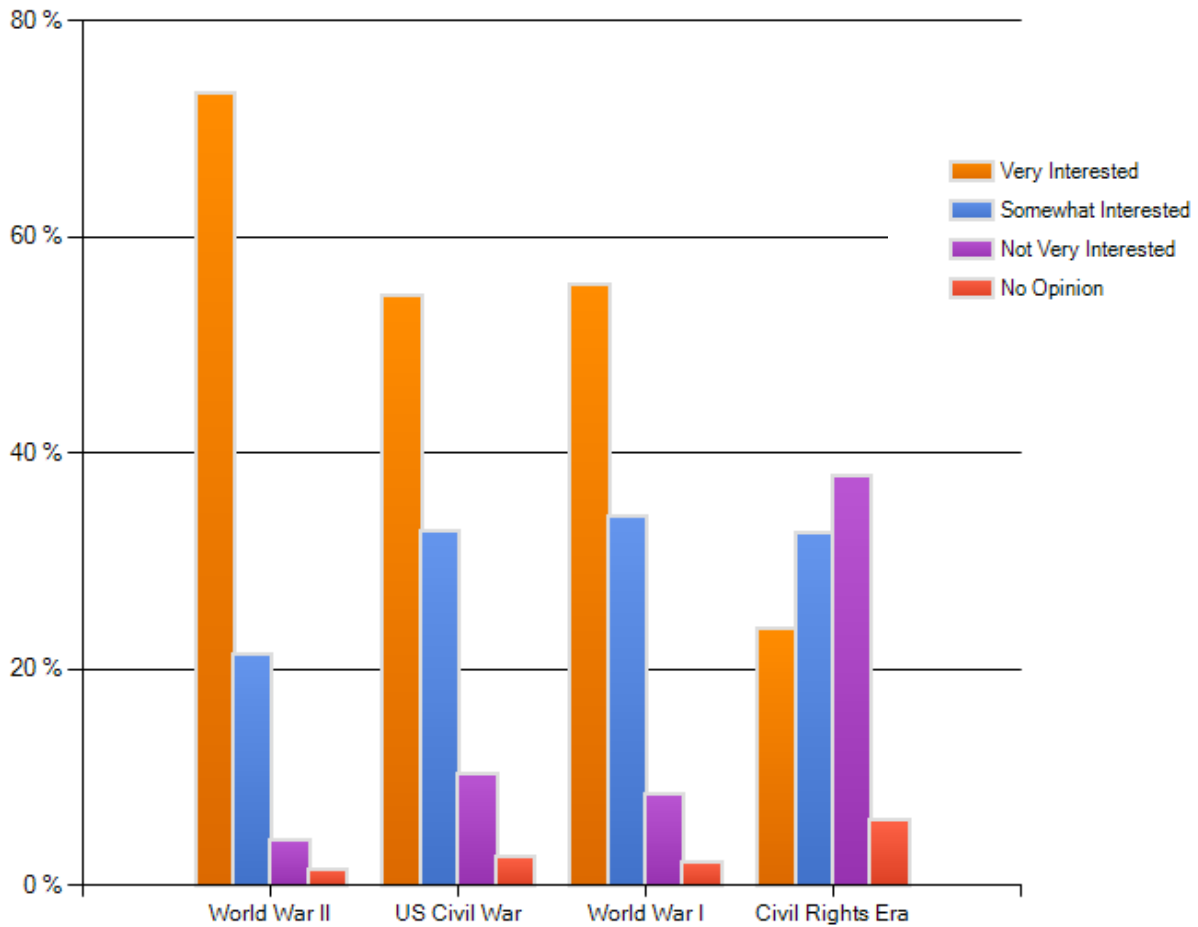
Of the many modes of transportation, I am interested in...



**As it applies to transportation, I'd like to learn more about...**



**Transportation has changed our history. I am interested in learning more about transportation's role in the...**

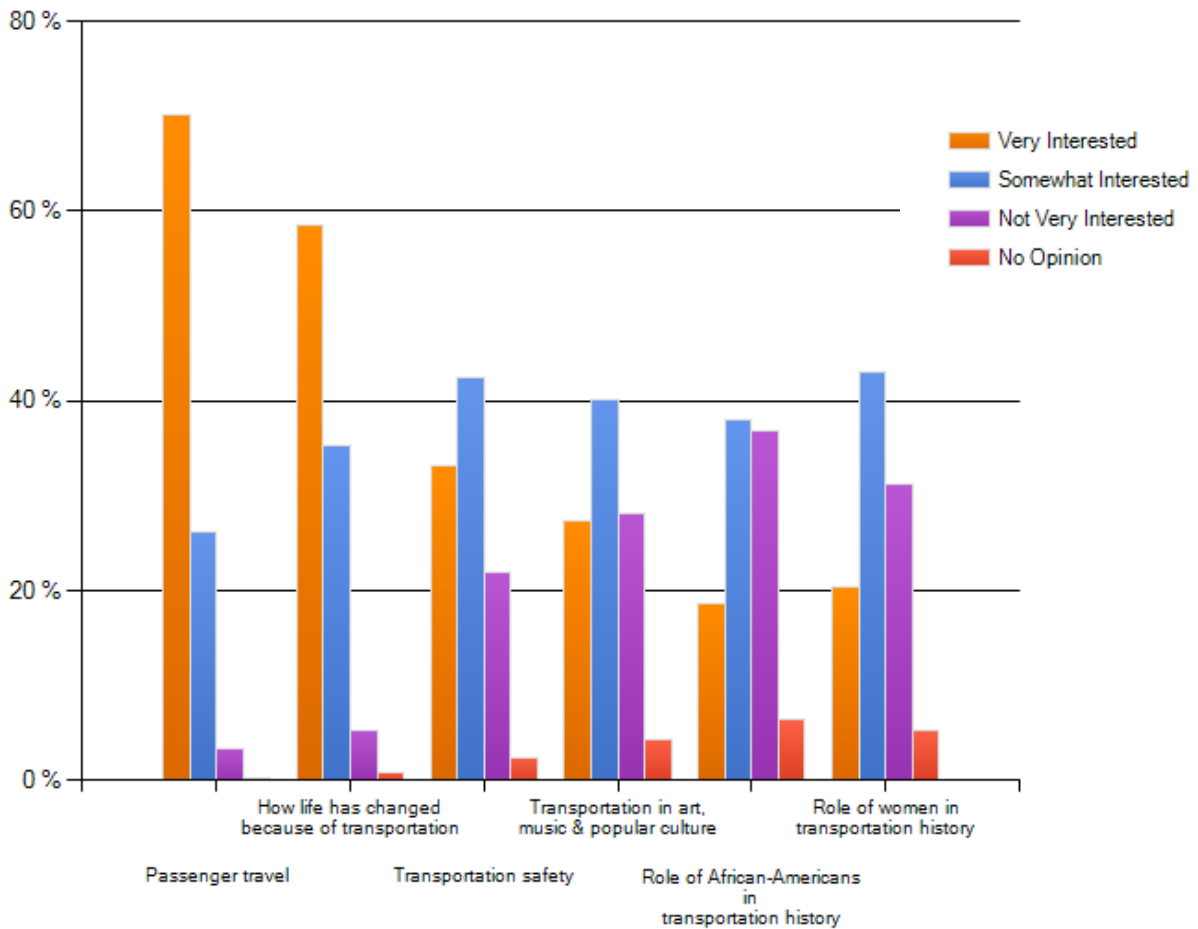


**Comments:**

- any era
- a mix of all periods
- all wars that have taken place
- the Great Wagon Road era
- Settling and commerce of the frontier
- Revolutionary War
- Revolution and Early Republic (canals & turnpikes)
- pre Civil War Virginia-the canals & toll roads
- American Industrial Revolution
- industrial revolution
- the development of rail transportation and its role in settling and developing the US
- RRs - western expansion, Post WW II - Interstate highways
- The Great Depression
- WW I Trench railway systems, and their use on bases back in the states after the war
- post 1945
- 1950-1976
- 1960's-1980's

- Why did you just pick "Civil Rights Era"? I understand why it could be included, but why JUST that era?
- Vietnam War transportation
- Vietnam war
- 1970's
- Gulf War
- post-Gulf War
- Post 9/11 era
- modern day
- modern era
- modern era
- modern era from 1970 onward
- Iraq, Afghanistan
- today's way of getting things moving
- immediate and long term future along Virginia's I-81 and I-77 Corridor
- alternative fuel sources of the future
- dawn of steam to beginning of diesel era
- the golden age of steam
- steam era
- steam era
- steam days
- steam locomotives
- N & W and Southern steam locos
- Norfolk and Western Railway
- bring back the j-611
- C&O # 614
- railroad transition era (1940's-50's)
- transition from steam to diesel
- WWII/Civil Rights as it applies to transition to diesel from steam
- railroad related items
- Railroad post-regulation times
- post World War II auto boom
- Muscle Car era
- all types of racing
- America is shaped by transportation. History has unfolded and progressed around the growth and progression of transportation in its many modes
- From commodities, materials, comforts, to essentials, all are made available to Americans by transportation.
- Generations, how it affected people's lives, jobs, family, careers
- 20th century - change from agrarian to industrial to service/informational oriented economy
- economic development of the country and Virginia
- developing America (food to market, changes in cities, industries, etc.)
- economic development tied to transportation, ex. Danville or Lynchburg from 1830 to 1980
- the development of cities such as Roanoke, Clifton Forge
- development of Roanoke
- history of the Roanoke Valley
- the history of the N&W and how it helped open WV coal mines, and build the city of Roanoke
- effect on (destruction of) Native American cultures
- Appalachia
- influencing American culture
- 1.Modernizing a nation
- 2.Developing and applying new technologies
- 3.Industrial research
- How it continues to do so

**Transportation has changed people's lives. I am interested in learning more about...**

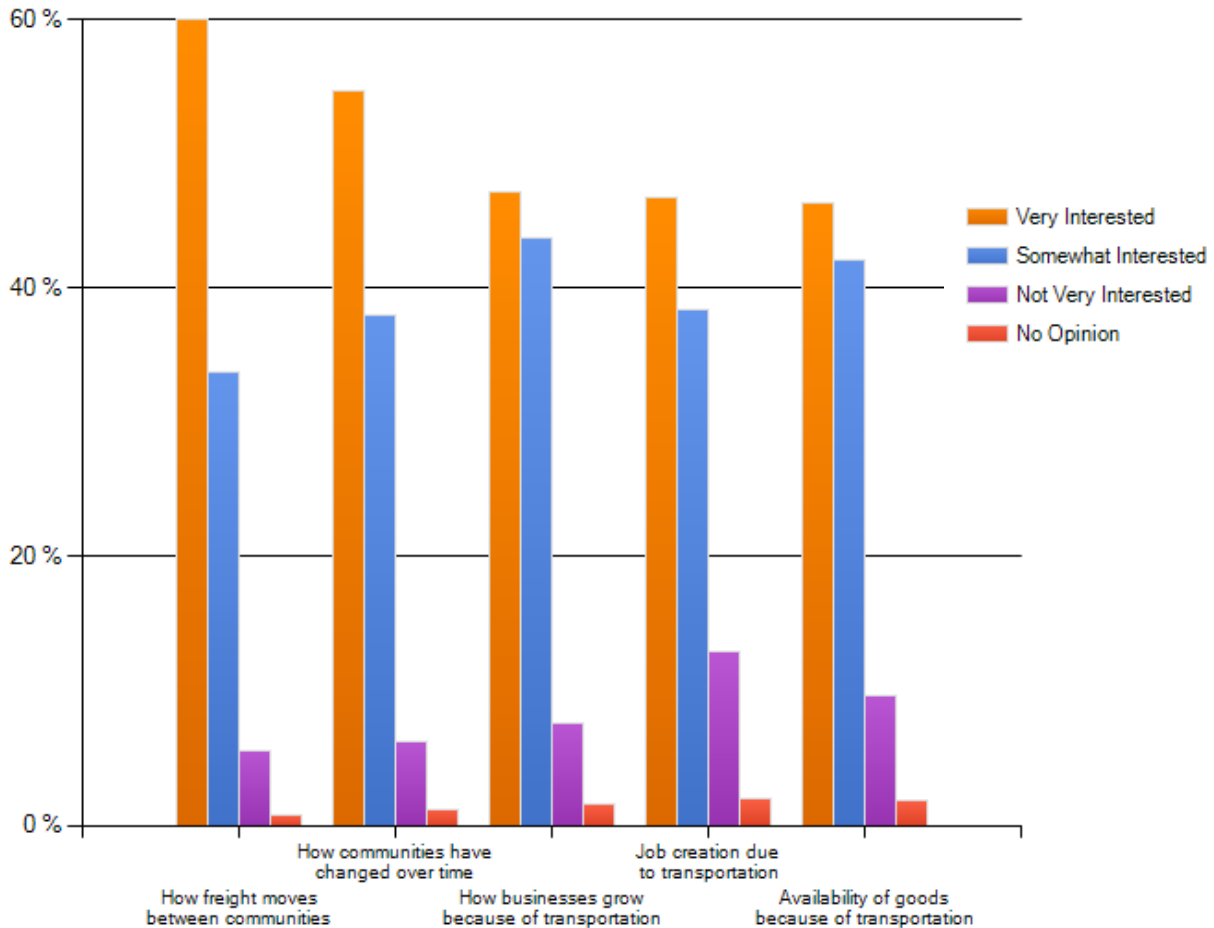


**Comments:**

- how transportation shaped historical events, in other words, “what ifs” and how the current methods of transportation shaped outcomes of battles and other events in history
- Americans’ lives have changed, as people would live in a smaller world, would not experience politics on a national and global level, would not experience social and economic issues beyond their front door without transportation.
- Regional or national productivity and prosperity as a function of transportation
- how transportation accessibility has added to an individual's wealth
- promoting understanding of the five modes of transport
- freight operation
- freight transportation
- transportation workers
- technological advancements aiding transportation

- creating modern day jobs
- future of transportation and society (“green” cars, HOV lanes, CAFE laws, airbags, new fuels, recyclability)
- how the steam locomotive changed transportation
- more emphasis on the role of the steam locomotive
- N. & W and Southern Rwy history
- N&W steam
- let the 611 run again
- bring the j-611 back on the rails
- the realities of working on the railroad
- rail preservation efforts by public, private, and corporate entities
  
- Nascar effects!
- racing and car competition
  
- lecture series
- a transportation museum should be free of political correctness
- hobbies and avocations
- where the collections are in other museums and cities
- other nationalities in America

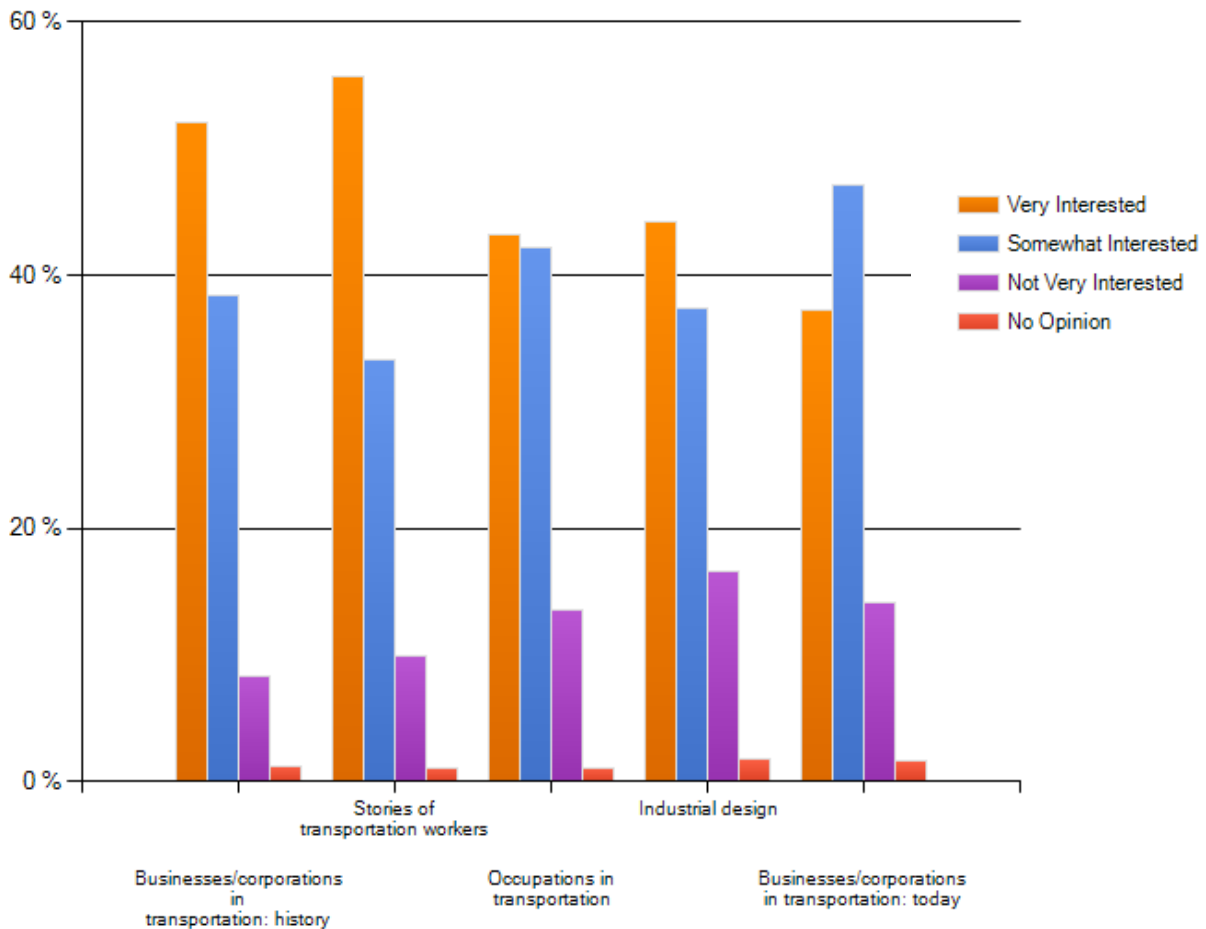
**Transportation has changed communities. I am interested in learning more about...**



**Comments:**

- I think it's interesting to note how transportation shaped how communities were actually built. Not just the where, but in design, whether it was in regard to where streets were laid or which way houses faced. The current dominate transport method, whether it be water, trains, or roads, shaped how each community is designed
- Virginia towns and communities being where they are because of horse-drawn coaches, trains, cars
- particularly, how transportation has changed our region
- inventions and innovations developed because of transportation
- also the role of the James River in Eagle Rock when canals were used
- rail vs. truck transportation of goods
- different types of freight transports
- history of trains
- the steam era railroads as a significant employer of various trades
- Erie Steam locomotive!
- bring back the 611 Birmingham to Roanoke
- Let the 611 run again
- how the N&W Roanoke Shops were part of the community?
- N & W Shops and Roanoke

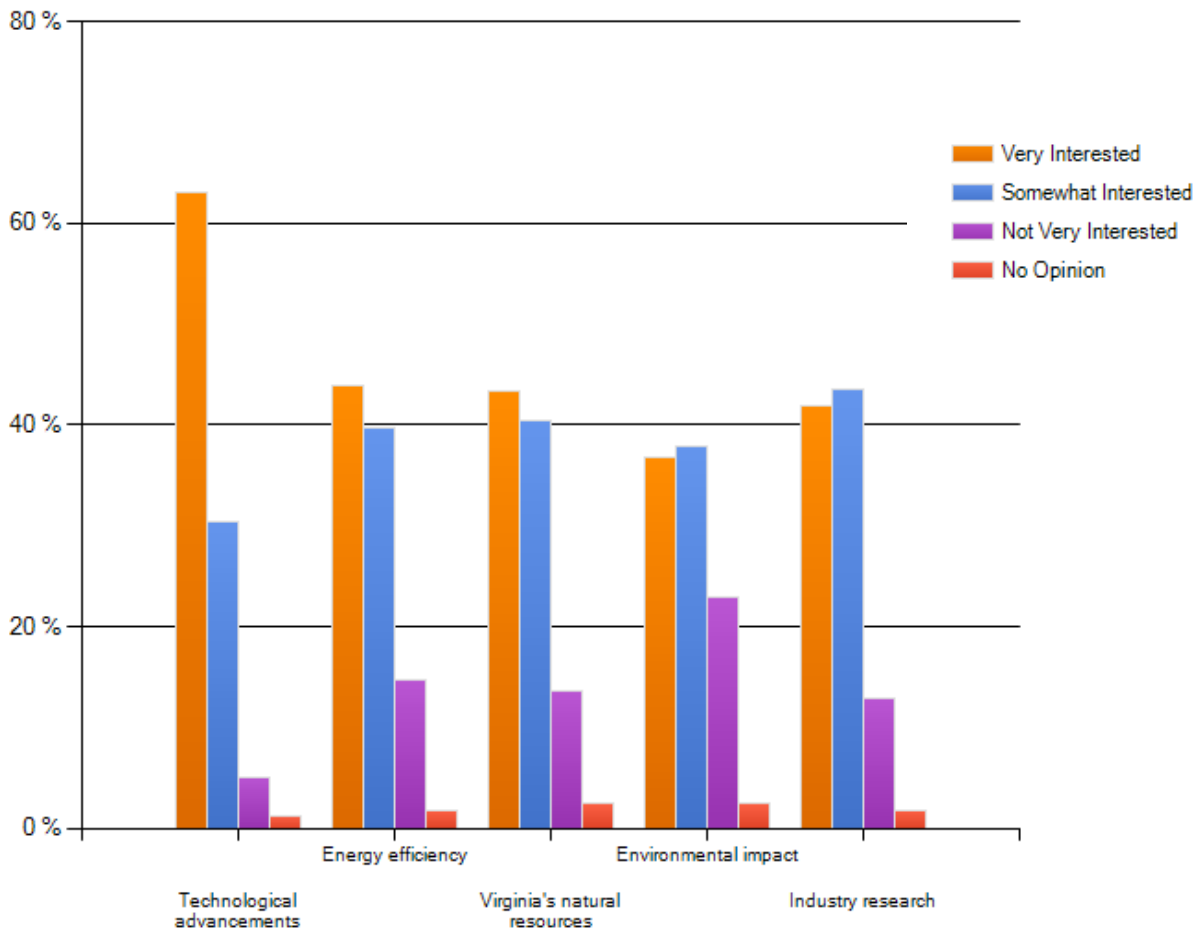
**Transportation is a major industry essential to the success of many others. I am interested in learning more about...**



**Comments:**

- marketing from 1800 - 2000; how transportation provided opportunities for leisure, economic gain, etc.
- in an international context (Europe, South America, Asia, etc.)
- simulators
- the museum should cover the history of the N&W and the Virginian, before and after the merger, and how the railroads and their employees have affected one another
- how and why N & W designed and built their own steam locos
- N&W Steam design
- THE J Class 611 and THE A Class 1218
- do I have to say it again it's been 16 years don't let history go away like that!
- Let the 611 run again

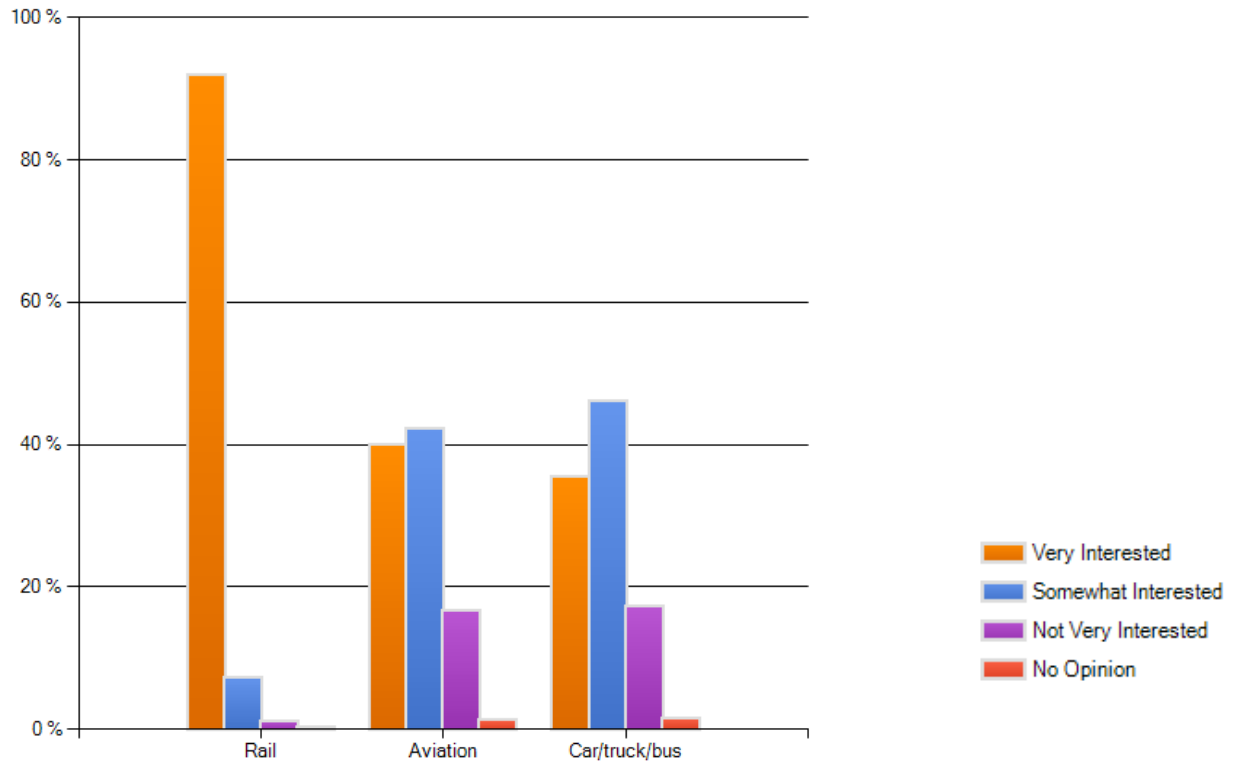
**Transportation relies on technology and science. I am interested in learning more about...**



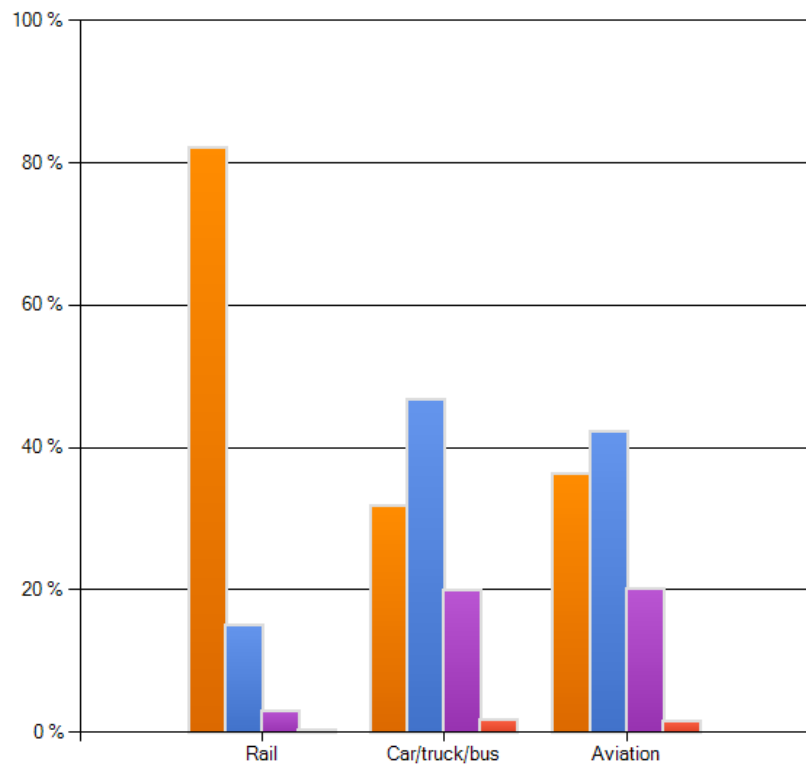
**Comments**

- green technology
- using green fuels for transportation
- bioenergy potential in Virginia
- performance technology
- specifically when trains went from steam to diesel
- diesel fuel
- please pretty please! bring it back it deserves to ride the rails that's what it was built for!

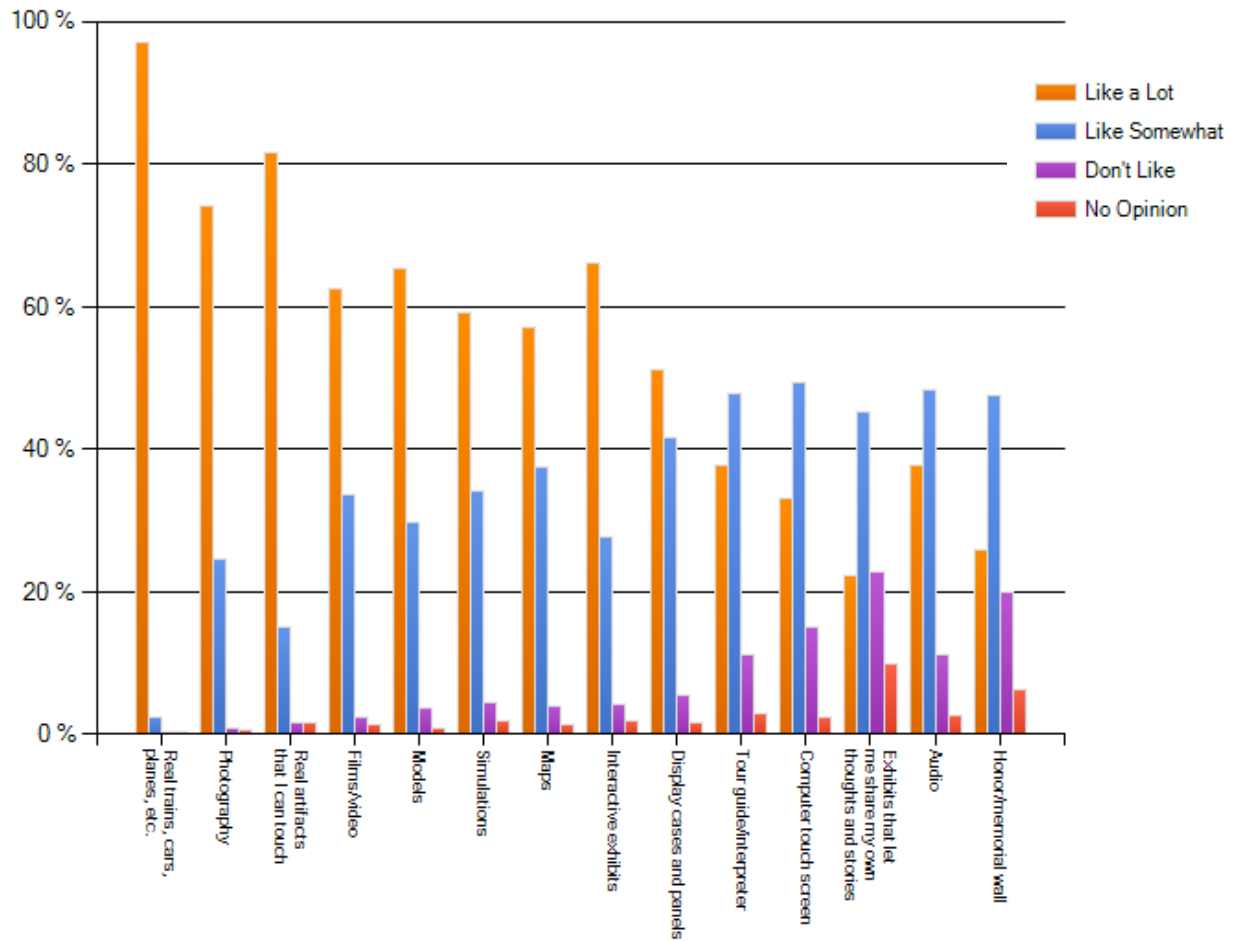
**I'd like to understand how technology worked in the past...**



**I'd like to understand how technology works today...**



### The kinds of exhibits I prefer are...

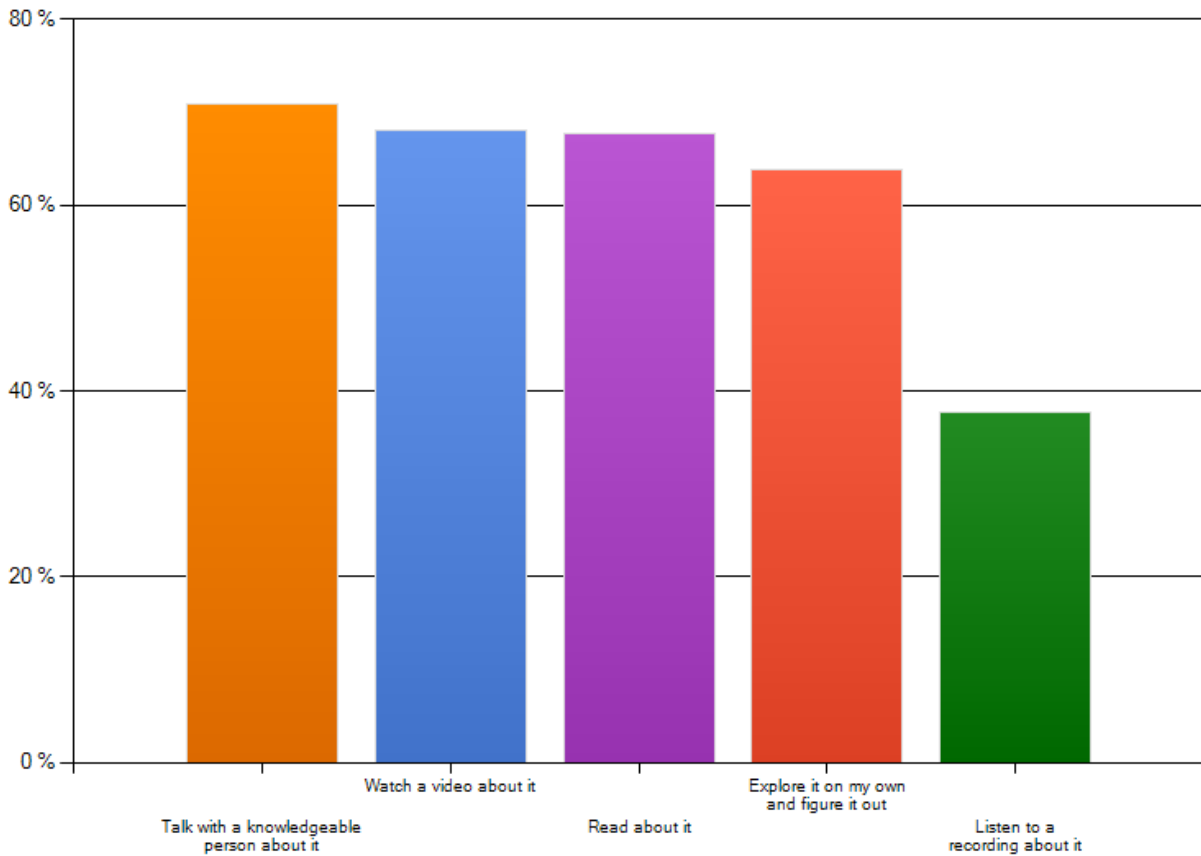


### Comments

- artifacts need to be put into context; how they evolved and their use. Permanent exhibits are good but having space for changing exhibits is essential if you want a museum that can keep the visitor and supporter engaged year after year.
- thoughtful interpretation of an object's place in history
- would like to meet the retired conductors, firemen, porters, etc. and hear their stories
- going in the cabs of locomotives
- MULTI-MEDIA EXPERIENCE
- More video is needed at VMT!
- Film of how steam engines are made
- Key newspaper articles and colorful graphs for films marking the renewal and future of VA passenger rail. That would be dynamite!
- A printed piece I can take with me to gather add'l info
- Model railroads
- HO or N Scale Layouts
- Car Club exhibits featuring specialty/custom/sports cars

- more steam - any Y-6 class in existence anywhere?
- nw 1151 nw wooden box 3nw  
hoppers nw cabooses
- the museum should really strive to collect and preserve N&W history, and if possible save locos from Norfolk Southern and reserve them, at least one member of a class. 2 SD40-2s for example, N&W low hood, and an N&W high hood for example, repaint them to N&W colors and what not. also get N&W's Class A 1218 and J 611 running on excursions again, would be great, with passenger trains if possible.
- you need excursion train rides in this area very much!
- operational exhibits that run on select weekends
- operational pieces of equipment
- moving, ie; steam excursions, also diesel
- operating steam locomotive [like a lot]
- a working steam locomotive.
- live steam excursions
- live steam would be nice and a good attraction!!
- do you not know how fun it is to ride on a old steam engine? I do other people don't let them have the chance y'all can make some money! sounds good huh? bring it back
- excursions please bring the 611 back to the main rails!!!!
- get the 611 and 1218 under steam and moving around outside, charge people for rides!!!! It would work, they will pay and they will come to see them!!!!

**When I want to learn more about an object or exhibit, I prefer to... (choose all that apply)**

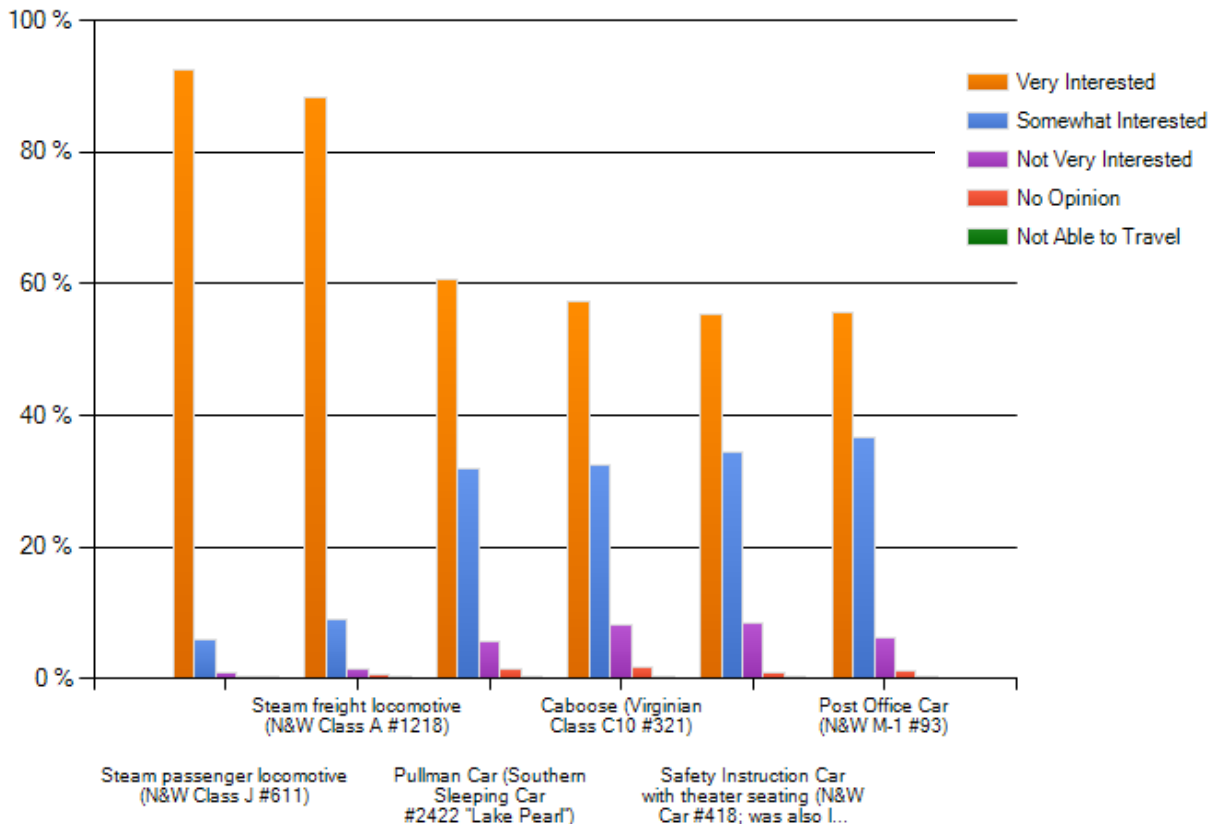


**Comments**

- I would like to see arranged tours of equipment and artifacts, for people who are very interested in specific topics, in the attempt to preserve, but at the same time open up the availability of pieces to individuals who are very interested in certain topics
- combination of tour guide and self guided
- hear a lecture from a docent about it
- knowledgeable tour guides would be great
- I find that the “knowledgeable person” usually has an agenda to push.
- see a real example
- see the actual piece of equipment
- re #12: understand the GG1, explore differences between diesel locomotives
- experience it (riding behind a real engine preferably steam)
- RIDE ON IT INSTEAD OF RUSTING AWAY AT A MUSEUM IT CAN BE A MOBILE MUSEUM
- ride the 611
- excursions please bring the 611 back to the main rails!!!!
- “free” trolley rides downtown from the museum

- use a nearby computer for online web search
- find credible information about it on the internet
- internet
- research on internet
- if there is additional material on the web that I can find later on my own, after seeing it in person, that leads to an enriching experience long after I've left a museum
- speaking on behalf of my children - I'm a homeschooling mom and appreciate museums as a teaching tool!
- Your challenge is engaging the young and the “up to 40 somethings” so as “not to be bored to death”. If you lose them, they will not come back and more importantly they will not recommend the museum to their friends or families. Keep any admission low. You want to make your museum destination, accessible to everyone.
- presentations in more than one media reinforce learning
- just stop and wonder how it all came together
- All the above

One of the Museum's major strengths is its rail collection. These historic pieces of rail equipment are exhibits, and are not for excursions. Much of the rail stock is in need of cosmetic restoration so that it can be opened to the public, or in need of additional interpretation to make it come to life for our visitors. Your answers will help to establish priorities as funding becomes available. If the following were restored, I would visit the Museum to see...



## ADDITIONAL COMMENTS

### Comments about scope

- You have a good start with the collection. Are you developing this museum for the local community, state or region? No matter what the answer you will have to create a niche in which to set yourself apart from all the other museums that deal with transportation history. So many of these are in a days drive of Roanoke. It would be helpful to you to visit these museums and talk to them. To find out what works and what doesn't. You can contact me if you want more thoughts and observations. Good luck and I look forward to see the direction that you take. Regards, Wayne Carey
- Trains! More trains!
- Trains, trains, and more trains.
- Become the Virginia Museum of Rail Transportation and drop the other stuff so you can concentrate on doing one thing really well.
- Please, never forget the 611 and 1218 are the stars of the show and that is where the main focus of the museum should always stay. Thank you.
- Preserve the Rail exhibits outside will grow the museum. You can't be everything to everybody you're in Roanoke concentrate on Rail history.
- My only "real" interest in the Museum is its railroad displays. While I realize that it is about "transportation," I can learn about other modes of transport much closer to Northwest Ohio.
- I feel that since the museum is the transportation museum for the state, then it should represent each type of transportation that has impacted the state. Due to its large number of rail pieces it would be logical to focus on that more. There are some pieces that are at the museum that have little or nothing to do with VA. Maybe those pieces could be moved, swapped or sold to make room for pieces that would fit in to VA history.
- Get rid of the "Junk" that does not pertain to Virginia, Roanoke or the Norfolk and Western History.
- A few well maintained exhibits are far more interesting than a large number of decaying piles of junk.
- I like trains and cars soooooooooooooo wanted to know more about that
- It's hard to focus when you interpret all forms of transportation. You are on the right track just have a plan and don't let people change your path.
- I would suggest that the Virginia Transportation Museum concentrate on rail transportation and to a lesser extent farm transportation because that is Roanoke's history. It is better to let other museums such as Oshkosh and Huntsville concentrate on air and space transportation. In doing so, the Virginia Transportation Museum would offer a truly different experience.
- I think you have a lot of history to build upon. It seems like building upon the history of transportation in our region would be a great focus for the museum. If you try to branch into areas like safety, space travel and boating the exhibits will probably lose a lot of focus. Plus, there are other venues for those types of exhibits. My preference would be for the museum to offer interactive programs, particularly for children that would draw a steady visitor base to the museum.

- Keep our transportation history alive via all media and exhibits, including artifacts and displays of the "tools of the trade"
- the state of va doesn't give very much to the museum .should drop the va name and go back to the roanoke museum. and work within the nw, co vgn, cw railways and local interests. You're housed in a rail building and should be the main interest with regional auto, truck and air in a smaller capacity.
- The state's rail heritage is very important. It has survived as part of both CSX and NS. Also, coal provided the energy that built America, and that is important.
- More on how the railroad helped to develop the coal fields of Southwestern Virginia and Southern West Virginia and stories and history of the coal fields of Southwestern Virginia and Southern West Virginia for if it wasn't for these coal fields the N&W would not had anything to transport. Promote clean coal tech., help save jobs in this large MADE IN THE GOOD OLD USA industry in these areas. Mountain top removal coal mining creates nice and perty mountain top land, land that you can see for miles from, and that can be used by this mountain area, like Southern Gap aka Poplar Gap Mountain Top Mining in Buchanan County, Virginia where level land hardly exist. Thank you
- Aerospace is cool but not very Roanoke. I'd love to see some high caliber stuff that tours the nation. Otherwise tell me something I DON'T know about the trains, the people, the race cars, Curtis Turner, Dale Earnhardt, Tractor Trailers. Get more excursions going, and create some aha moments for visitors.
- The Railroad is the reason that this town is in existence today. I think a large devotion needs to remain on the railroad. Repairing and creating access to the historic rail cars and engines would provide the biggest value to this museum in my opinion. I don't see any need to display any Air Transit as most of this is covered in the Virginia Aeronautic Museum, likewise for boats as they are centerstage at the Maritime Museum. Outside of the rail exhibits I feel it is important that all of the displays in the museum are tied to a story in Virginia and are not just antiques that someone was looking to get rid of in exchange for a tax deduction. Some other worthy/interesting Virginia Transportation Displays: A Volvo display showing the 30 plus year history of that company in the state from Chesapeake to Hampton to Dublin. A display dedicated to James Kline/Kline Kar/Auto Club of Virginia. A Taubman/Advanced Auto Parts Display A Kanawha Canal/Bateaux/Steamship Display An Interurban/Streetcar/Trolley display for NoVA , Richmond, Roanoke
- More emphasis needs to be focused on historical local modes of public transportation: streetcars, jitneys, incline, etc. Many Roanokers never knew these existed here or when and where they operated.
- If the Museum plans to be about transportation in all its aspects, that might be too much for the resources available (leave it to the Smithsonian). If the plan is to highlight transportation and the impact on social and economic development in Virginia, then the exhibits should include information regarding the earliest forms (foot, horse, wagon, rivers) to present day highway, rail, water, aviation and pipeline. Good luck!

- It is my hope that the museum can embrace all modes of transportation comprehensively, but I know that physical and financial resources will most likely render that impossible. Still, the museum's rail strength notwithstanding, at least a cursory glance at Virginia's significant maritime transportation would help to broaden the museum's scope and its attractiveness to visitors.
- Focus on N&W and railroad history, Get out of the Autos, Get historically correct it not a amusement park.
- More exhibits targeted towards young kids - hands-on. Little boys love trains so cater to them with lots of activities and ways to explore the train yard.
- Roanoke is all about rail and that's what the museum should emphasize.
- VMT should be predominantly a railroad museum - first for N&W and then for VGN
- Don't lard up your first class railroad exhibits with a bunch of tin-horn and frumpy busses, rockets, derelict old automobiles, etc etc etc. Concentrate on your valuable core assets.
- Are you a "historical museum" or a "transportation science" museum? \$2 mil is a lot, but don't spread yourself too thin.
- Focus on your rail crown jewels - the 611 and 1218, and N&W history. Need to get rid of A LOT of stuff behind the museum to provide a cleaner and more cohesive look to the story. The rusting smattering of equipment behind the museum detracts from the experience.

### **Comments about facilities and Railyard conditions**

- Love the new aluminum steps halfway down the back loading dock/platform ... much more convenient for visitors!
- I would really like to see, when possible, equipment exhibits after restoration protected from elements. I am a member of C & O Historical Society, and understand the challenges that you are up against. I think that the main objective should be preservation of equipment, whether by VMT or other organization. Thank you for your efforts.
- I wish the museum could enclose all the exhibits in a building similar to the California State Rail Museum in Sacramento, CA so that the exhibits would be protected from weather and be better preserved. A lot of work has gone into fixing up exhibits in the past only to have them ruined by weather. It would also be nice to see the E8(?) locomotives on display. Maybe if enclosed, one side could be left open to see the inner workings while the other side could be completed to see the locomotives how they were in service. I hope you're able to succeed. You have a super collection of artifacts of all modes of travel, which need to be preserved. I love trains best, but other modes in your collection should be saved too. Thanks!
- I wish the museum was bigger so it could display everything better.
- A platform for photographing the NS locomotives that pass by the museum and a radio speaker at the platform to hear the NS workers and hear the trains approach.

- Tell the story of your building. Provide a comfortable place for viewing trains that pass by on the NS tracks. Upgrade the playground so it is not so dangerous and has more contemporary features. like the new one at the zoo. Keep up the good work!
- We need a train watching platform like Folkston Georgia. It really attracts fans and would help VMT. I have ideas, please contact me.
- The VMT needs to clean up all the clutter out back and maintain a better organization and sense of focus, not a hodge podge of various transportation in various states of repair and disrepair. I understand what I suggest will take lots of money but I also give you the ideology of the whole transportation theme. Better organize it and while you're about it, clean it up and have knowledgeable interpreters as well.
- need a bigger place and more stuff
- Needs some uplifting...lighter, cleaner looking, attractive furniture for sitting.
- There are people willing to volunteer their time (and money) out there, but we need both to be asked and the personal touch. This is a tough job but could reap real dividends...

#### **Comments about rail restoration and rail exhibits**

- The museum needs more kid friendly areas. The trains need organization and better signage. We really wanted to see more and have more access to the trains. I would make it a focus to make the interiors of the trains more accessible to visitors because that is probably the most unusual and interesting thing the museum could offer to visitors. Also, it would be nice if there was a schedule of train rides available like they have at the NC Transportation Museum.
- You might want to consider adding to the list to restore is old #4 Virginian Steam Locomotive since it is the only steam locomotive left from the Virginian or consider locating a steam locomotive that is in good enough shape to represent the Virginian Railway if #4 isn't suitable to represent the Virginian Rwy. There might be a chance to find a Berkshire loco somewhere that is more representative of the steam power Virginian Railway had.
- I purchased a 611 brick at the time the museum was preparing for the display of the engine. you have two of the most magnificent locomotives ever built in the 611 and 1218. i hope you're taking excellent care of them.
- Used to live in Lynchburg. Now Norfolk. Visited VMT in the late 80's. Got excited about the J loco and discovered O. Winston Link. Do you still have his collection?
- let people explore the gg1
- when will you fix up the gg1 .
- Any thoughts on cosmetic restoration of your GG-1?
- I wish some of the Museum's rail exhibits could be moved to other areas of the state once in a while, perhaps to the Virginia Science Museum (old Broad St. Station) in Richmond or the Army Transportation Museum at Ft. Eustis.
- I wish you could find the missing parts for the 1218

- The last time I was at the museum was the unveil of 1218. I haven't been back to the museum since I was volunteering with Charlie on the restoration crew between 97 and 99. I was there just about every Saturday working on the equipment for those 3 years while I was a student at VT. What has kept me from coming back was seeing how badly the equipment that we were working on had deteriorated. (NKP bay window for example) Other projects I helped with: NKP GP, VG caboose, 611, dyno interior. (sanding/refinishing the equip room,) N&W #300 (exterior paint repair entire length of roof and cab, N&W 1776, and many others. Between the years of 2001 and 2004 I continued to try to stay in touch with the folks working but was told that help on those projects was no longer needed.
- Would really love to see the Lost Engine either fully restored, or at the very least, gotten out of the elements to further rust away.
- I think that your priorities should be: 1) Stop any ongoing deterioration, 2) Protect equipment from the weather, vandals, etc., 3) Cosmetic restoration, 4) Interpretation of equipment and even the restoration process.
- On the restoration question, I had to answer honestly and put "not able to travel"... but in general am in favor of any sort of non-destructive restoration, but not something like what Steamtown did where they cut a locomotive in half so you could see the inside.
- The most interesting thing to me is to bring the old experience of long distance train travel to life, and see how it compares to air travel today. How would my life be different if I was taking the Twentieth Century Limited to my conference instead of a Delta MD85???
- Have VA Rail News section on your website as well as a display at the museum showing the same thing. Example: The outstanding performance of the new Lynchburg train. The outstanding performance of the VRE. The outstanding safety record of Amtrak in VA- no fatalities in 30 years. Info on what the neighboring states of NC and MD are doing. Norfolk's new light rail project.
- I am interested in any Historic Locomotives
- Restore 611 and 1218. Trust me, it is a good way to get money from supporters of the museum and it also brings in good PR about the museum. I know about this because I volunteer at a museum myself in Baltimore.
- restore more of your equipment
- please restore the n&w 611 and the n&w 1218
- I was unable to attend session. I suggest restoring one of the "lost locomotives" and displaying in next to I-81 or I-581 as a gateway to the city. Possibly on the Countryside Golf Course property, or where the Mill Mountain Star can also be seen in the background. The UP has something like this in Omaha NE on a bluff overlooking I-80. A large steam and large diesel engine, which people can visit and walk around the engines.
- If the following were restored, I would visit the Museum to see... Norfolk & Western 9647
- I would like for the RF&P E8 to be restored.

- 611 and 1218 should be completely enclosed and restored. The Freedom train should be taken care of under a cover. More steam trains should be available. Working rails between the museum and the yard could be used to show a working train.
- You should take the time to take care of the famous trains you have and get them out of the weather and enclose them. You could also use more historical items from railway history such as lanterns, watches, and uniforms worn during the early periods of the railroad.
- n&w 611 should be restored
- While I'm sure 611 and 1218 are the most popular attractions, in my opinion, there are other locomotives and rolling stock in far greater need of preservation. From what I can see 611 and 1218 are kept in pretty good shape, at least as display pieces. I plan on visiting in the very near future and can't wait to see the entire collection in person.
- As a former NS Steam Dept. member, I wish you would open the cabs of the 611 and 1218 so people can sit in the seats.
- Restore the 4-8-0 M2. Get the M 4-8-0 433 from Abingdon Get the 2-8-8-2 Y6a 2156 from St. Louis
- I'm a 4th generation railroader and I think that having rosters from the N&W and it's predecessor railroads on computers would be nice. Also it would be great to have track space to have rides around or close to the museum.
- Too much emphasis is placed on the N&W J and A Class steam locomotives. More attention needs to be put on Virginia(n) locomotives like Ches. Western, E J Lavino, VGN electric. etc. and wooden cabooses subject to deterioration outside.
- Want more exhibits and displays on the Virginian RR.
- I would honestly visit the museum if N&W 611 or N&W 1218 were restored.
- Although you are a "general transportation" museum, your main collection is railroad equipment. Stabilize, preserve, and interpret this equipment should be your #1 priority. Spend your money on actual preservation costs before adding interpretive exhibits.....in other words, pay attention to the actual locomotives and cars, not building something "new" to "tell the story".
- The restoration of the J 4-8-4 would be an event of International importance
- Find an EL-C or a side rod boxcab for exhibit, impressive massive power
- Get the community involved in restoration and general upkeep of the grounds and equipment too where it is reasonable and safe. Maybe something of this nature could be done monthly or bimonthly. It must be well organized. You don't want to turn folks off by having nothing for them to do. I'll be glad to give you more advice via phone. Roanoke is like my second home and I am a dyed in the wool train enthusiast. I enjoyed doing this survey and I hope it accomplishes your desired goal or goals. Robin R. Shavers.

- I grew up in Roanoke, and I am the first person in my family to not work for the Railroad in 150 years. Railroad history is very important to me, and I saw the museum since the early 70s and I feel that more effort is put into the new building than the locomotives. I remember when the NKP 2-8-4 looked brand new in 1980, and it was in terrible shape in 2003. Now it is gone. Please pay attention to the displays more than the building that really houses nothing. I really think it is important to save the locomotives that are not replaceable. The history of Roanoke is tied to the Railroad. That history should be embraced.
- Restoration of present rail holdings, e.g., the pullman car, would be a big benefit to the museum. So many items in the railyard are in need of restoration that it is rather disappointing.
- I would like to recommend the restoration of Virginian class SA 0-8-0 #4 and the Virginian class H-14 coal hopper. So far as I know, this is the absolute last Virginian coal hopper in existence! Thanks!
- You're located in a freight house. A good exhibit would be how freight is handled between truck and rail for example. Handcarts, Forklifts, Marks & Numbers on Packaging, Packaging Itself and history of that.
- I really liked how clean the museum was, however I felt the model trains didn't express the intent of the story the museum is trying to tell.
- I would like to see the museum's rail collection to focus mainly on the railroads that ran in the state of Virginia. The museum has a very nice collection. I hope to be able to have time soon to help volunteer to work on the equipment,
- I wish that visitors and volunteers can fix and work on the trains in the back (next to the rails that come in the fence.
- Primary focus should be on restoration of existing rail stock.
- I would like to see the Virginian locomotives kept up. The Steam locomotive is in need of repair the last time I saw it. It is the only steam locomotive left from the Virginian and the EL-C is the only one in the Virginian paint scheme. It would be nice to see the locomotives that were left at the scrap yard there in Roanoke revived as well as the rolling stock. I know it takes money which we are all a little short on at this time. I feel the equipment that is the most important for us to maintain is the ones that served here in Virginia. Thank you for your time.
- Every Transportation Museum needs a balance and possibly be connected to a Civic Building that can offset expenditures. Unfortunately; most Railfans are unskilled and opinionated. I would not count on their volunteerism to support the Railroad History. I can say this, because I am a Railfan. You may have an opportunity to sell some of the RR equipment to offset spending that will be needed for cosmetic restoration for 611 or 1218. There's nothing you can do about it; you're going to have to make sacrifices to preserve history. If anything; donate RR equipment to other RR Tourisms that could have use of the equipment. This advice is the same for Trucks & Planes.
- It would be a dream to compile all the N&W steam in one place with a roundhouse like at Steamtown.
- Please pursue the acquisition of Y-6a in St Louis for a complete N&W steam family. Mr Moorman has also expressed interest in this !!!

- PLEASE put 1776 on your list of priority projects. Arguably the most recognized diesel in the history of the N&W, and it looks like crap! Forget about getting new items to display, you already have a collection worthy of worldwide attention. But it does not seem to be taken care of for whatever reason. I was last there with my family 4 years ago and was afraid of getting bitten by a snake due to the high weeds! Plus after seeing 1776 as it is, I was nearly sick. Many others feel that way. I will not be back until some effort is made to turn this into a museum and not a weed-covered graveyard. People visit the first time out of curiosity of what you have, and the second time hoping to see some improvements outside (the inside is great!), they do not return a third time.
- I have driven from Chicago, IL to the VMT four times in the past six years to see the Norfolk & Western 611 & 1218. The Museum should have an area to show pictures of the N&W 611 & 1218 being restored in the 1980's to educate people on steam locomotive restorations. Most people have no clue the amount of work to restore the engines.
- I truly enjoy the steam locomotives. I wish I could get there to see N&W 611 and C&O 614 together.
- I think the RF&P E8 should be restored.
- Would like to see rescue restoration on GG1 and various diesels, as well
- I would also like to see the DC trolley restored or given to the National Capital Museum where it would be used

### **Comments about nonrail exhibits**

- I drive a school bus and am the editor of our newsletters. I thoroughly enjoyed the 1934 Dodge wooden school bus. I had returned to the museum several times and was disheartened at not being able to view it again. Each time I was told that the cars only go on display when the weather warms. I would like to be notified when various items will be displayed.
- Motorcycles, Motorcycles, Motorcycles, Motorcycles, and Motorcycles.
- get a better automotive gallery display
- I suggest that your aviation exhibit focus on aviation in Virginia, as I recall it did during my last visit several years ago. Something I read about that interests me was an initiative the state had decades ago that resulted in navigational aids being painted on barn and building roofs -- directions to the nearest airport, I suppose. I remember in the 1970's when I was a kid that there was a grass runway in the cow pasture near our house (Mt. Crawford, VA, area, adjacent I81)....I bet there were lots of these around the state at one time during the 1950's to 1980's. Perhaps your exhibit could show how a mixture of giant airports (like Dulles) and private grass strips mesh together to meet the needs of Virginia's aviators and traveling public.
- Need to bring the automotive part to life. Automotive displays lasting about 6 months each from the Roanoke area cars. There are plenty of cars in the Roanoke area that could be used for this type of display. An annual car show to raise money for the museum. Put the green fire truck in the parade with the Transport. Museum's name on it so people would know that it exists.

- I can't recall whether there was an exhibit about the moonshiners in the 1930s & 1940s in Virginia but I would love to see one if there isn't one already. Moonshiners ran the backroads of Virginia and some became early NASCAR pioneers like Curtis Turner and led to racing growing in Virginia at places like Martinsville.
- I like old Toy cars and trucks. They make great displays

### **Comments about events, activities, and features**

- web camera of railroads
- I think the museum should do more photo shoots like the one that was done with Pete Lerro. It is nice to come the different equipment however to take home a photo to be cherished and shared with children and friends is a real thrill for me. It would be nice to have some old railroaders on hand that would share their stories and allow you to video or photograph them. Children of all ages would be amazed at their stories I know I am and I'm 47
- An important component of developing an understanding of transportation vehicles comes from being able to experience their many tactile qualities, as it relates to one's senses, e.g. sight, smell and touch. These experiences can only come from operation, or multi-sensory simulations. Therefore, I encourage the museum to develop programs to provide these experiences.
- Still wish for Amtrak directly to Roanoke!!!
- I would certainly be more inclined to visit the Virginia Museum of Transportation, if there were direct passenger rail service from the Newport News/Williamsburg area to Roanoke or even an Amtrak passenger special once in a while, similar to what was done from Chicago to the Illinois Railway Museum in Union, IL.
- I would like to see more events for children.
- Perhaps twinning with another railroad/transportation museum in another country to share ideas and to help promote each other, we have an excellent award winning transport museum in N. Ireland & many folk left these shores a long time ago to help open up US frontiers.
- there need to be lecture series and history lectures to draw in people
- Learning about the history of transportation, especially passenger rail, is very important. Being a part of "making history" is equally important. Having a simple graphic representation (newspaper articles, graphs, timelines and/or videos) of recent and future VA Passenger Rail Developments would be key and stimulate public participation. Immediately, I would suggest that you add an option on your webpage Homepage, titled "Current VA Passenger Rail News" that would include a simple 3 column table: Column 1 Heading: Date; Column 2 Heading: Description of News; and Column 3 Heading: How You Can Learn More and Participate. A current entry might be: Under Column 1: July - Dec 2010 Under Column 2: VA Department of Rail and Public Transportation (DRPT) evaluates Roanoke - Lynchburg Connector Bus to connect with successful Lynchburg Train started October 1, 2009. Under Column 3: Check [www.AmtrakVirginia](http://www.AmtrakVirginia) for latest news. Contact DRPT through the website about your interest and questions in the renewal of passenger rail in Virginia.

- The more hands on ability to walk through cars and engines and have either a tour guide or audio to explain the uses, parts, and history the better!
- The 1218 and 611 are awesome. My son loves them. Anything with them would be good. Vintage video?
- Why not more art shows of local photographers who are railfans?
- Visited this winter w/ my son for his birthday (12th). VERY cold!!! We got a group rate (thanks!) but if we hadn't, the rates seemed a bit high. Tour guide was WONDERFUL!!!! (sorry I can't remember his name... older AA gentleman) Kids loved the real trains and anything they could "do" or "mess with". Keep up the good work.
- We became members because we have young children. A focus on kid-friendly, hands-on exhibits would be essential, in my opinion. Also, need to heat the building in winter. At times in winter, I feel it has been too cold to spend much time there with young children (requires keeping coats, hats, and gloves on, even while inside!)
- One way to increase the number of visitors to the Museum would be to ensure that tour bus operators include overnight stops in Roanoke so passengers can visit the various rail-related attractions in Roanoke. Coordinating these Roanoke tour stops with the monthly work sessions at the N&WHS Archives could provide out-of-town Archives workers with a means of getting to and from Roanoke as well as the Archives workers being able to describe Roanoke's railroad history to other tour passengers.
- Keep up the great work! Yours ranks in one of my favorite railroad museums to visit. You have the distinct advantage that rail fans who love today's trains can see them up close while standing next to railroad history. I recommend you get that message out to more rail fans! In fact a railfan week at the museum would be a great idea and I would be there!!! Seeing Norfolk Southern and N&W steam at the same time is a BIG thing!
- I'd like to see more collaboration w/ the Link Museum and VMT.
- One of the biggest draws that I've seen at other rail museums is the Day Out w/ Thomas the Tank Engine days. I also have seen short (30 min) trips with "caboose trains". Anything similar around here would be huge for your museum. I know that on weekends there is very little rail traffic going south (Tanglewood/ Cave Spring area) and no locals work on those days. The same goes for north towards the Cloverdale branch. I also saw lots of hints in your questions about adding race-based exhibits. Just my opinion, but that would turn me off from returning and I think would probably do the same for as many as it might add. History is far more appealing to a greater number of people when you don't try to make it about one specific group. Hope those random thoughts help you a little.
- Facebook fan page with good updates, photos, events, ideas, history
- Have tour guides on hand to give detailed information and stories on the railroad equipment.

- Charles Hardy aka "Chuck" or the "Professor" is the reason why I made two visits in one week. His knowledge of the railroad and engaging personality are what makes a normal "walk through" visit to the museum a special occasion. I would encourage the museum to seek out and employ more "living historians" like Chuck (male or female) who can relate their experiences in various methods of transportation. It's so much nicer to speak directly to someone with his enthusiasm and obvious joy in what he does.

### **Comments about excursions, rides, and restoring equipment to operating condition**

- Both the 1218 and the 611 are historic treasures on rails that should not be relegated to a static museum display. Hopefully, one day these treasures will return under their own power to the rails. Any chance of obtaining the Y-class 2-8-8-2 from St Louis as a loaner exhibit?
- Hope to see 611 and 1218 run in the future
- restore the 1218 and 611 to running condition and take excursions with the help of NS
- I would love to see the 611 and/or 1218 back on the rails under their own power even if on a very limited basis
- get 611 and 1218 back up and running like at Steamtown! You'll get more visitors that way.
- would like to see NW 611 be a part of the new NS steam program!!!
- love to see 611 up and running again!!
- my favorite steam engine is the N&W 611 I was never able to see it run, I hope someday that Norfolk Southern will restore the 611 and run it!
- run the 611 on trips!
- I would love to see steam excursions over the main lines that made the N&W a world class railroad.
- Bring back the 611!
- I would love to see steam make a comeback!!! My family has been in the transportation type work for years. My father was in rail and I work in aviation. We plan on visiting VMT soon!
- work with NS and get return your steam locomotives to the mainline. -Zach Pumphery, Union Pacific Railroad Volunteer, Steam Program
- NS is bringing back the steam excursion program with some of the Southern's engines so you may, along with NS, be able to bring the 611 and 1218 back if the program is a success and have the program back to the way it used to be.
- fix the steam engines and you will attract rail buffs!
- the museum is great. I visit every chance I get. I was born and raised in Roanoke, so it is very special to me. I really wish NS would revive their steam program. Thanks for all the great work you are doing.
- would really like to do another train trip based in Roanoke. Rode the 611 as a child and took our now adult son on the fall foliage trip to Bluefield WV several years ago. That too long in-between trips and would really like another little adventure.

- steam locomotives have played a big role and I can't tell you guys how I see how much we have advanced since the 1960's up. I think you can overhaul the 1218 and the 611 for interpretive programs or even for excursions. To my knowledge and reading on Norfolk Southern's website another steam program is being arranged. Hope to visit soon. Tyler P. Fenderson, Shore, PA Please write back.
- I would REALLY like to see the class J's and A's back. I got a class J in Bachmann form
- if you can afford it, please restore N&W J 611, N&W Class A 1218 to working condition
- I would love to see steam come back to the rails, it would also create a lot of jobs and we need more jobs.
- provide steam power for fall excursions
- I know it may never happen again in my lifetime but, I would love to see N&W 611 running on the mainlines once more along with Southern 4501
- I REALLY would like for the NS to restore the 611 and 1218 to full working conditions to pull excursions for the NS. I believe that it would be a major tourist attraction to see two steam locomotives pulling trains for the railroad. The investment of restoring them would be well worth the effort.
- get the Mighty 4-8-4 J 611 running in excursions you would make so much money you need to do it and Norfolk Southern would do it too!
- I know it's highly unlikely, but for the younger generation who never got to see the famous 611 J in motion, is there any chance of 611 being restored to operational condition? I saw the recent announcement from NS regarding bringing back steam excursions which is excellent, but it would be even more excellent if the excursion roster included a J. I'm only 31, and have 2 daughters who love trains too. It's a shame that we'll never get to see one of the most famous and popular steamers under its own power again.
- please bring 611 back online. You can sell all the rest of the stuff in the museum to get the money if you need to.
- maybe once a decade, restore and run one steam excursion with 611 or 1218.
- love the 611! I took my daughter on that train excursion before it ended and it was awesome! The ride of a life time! Our cousin was the fireman on it and we so had a good time! Please bring her back to the rails
- have people get ready N&W 611 for the new NS steam program.
- convert N&W 611 & 1218 to oil burners
- if Norfolk Southern brings back steam, will the A and the J make a comeback? I remember riding behind the 1218 with my dad back in the late 80's and early 90's and when I see her it brings back very fond memories for me. I wish my two sons ages 16 and 10 could have the experience of these two great machines breathing and living and get a chance to ride behind the A or the J  
LONG LIVE THE KINGS OF STEAM!!!!!!!!!! Thank you all and keep up the great work that everyone of you do. Billy Lemley, Lexington, NC. PS: If I lived closer I would volunteer my time to help preserve history. Thanks
- I would like to see 611 and other exhibits out in the fresh air more often.

- PLEASE, PLEASE, PLEASE get the 611 and 1218 back in action! I grew up riding the excursions and now have a 5 year old son who is missing out. Those were such great memories for so many people, that we are doing a disservice to our future by putting them on mothballs at a museum. It's sad to see them sitting idle at the museum.
- is there any effort being made to return 611 or 1218 to excursion service? Being as 611 is owned by Roanoke and presumably in close to operational condition, what hurdles exist in establishing funding for nonprofit operation?
- bring the 611 back into operation, might not see mainline use, but an annual 'fire up day' just to see her move under her own power and hear that beautiful steamboat-esq whistle blow. Would be a big revenue generator for VMT. I would pay \$\$\$ to come see, also pay \$\$\$ if I could get throttle time within the VMT rail yard or have a chance to blow her whistle!
- would like to see the 611 and 1218 on excursions or at the very least move around on property
- NS steam specials would be nice to have again. Especially since the mainlines are being upgraded to double track in many areas.
- my kids love the museum but would love to take an actual train ride. There are not many opportunities in this area. We have to travel at least 2 hours to see Day Out With Thomas. Why don't you try things like that? Children are your biggest fans!
- I think it would be great if the Museum could someday offer excursions!
- I'd like to see and be part of another rail excursion with the 611!
- always be in favor of steam excursions if the opportunities should someday arise. Restore and maintain the J and other locomotives in running state, that way they could be ready on short notice. There would be nothing dishonorable about being the "off season" home of the J.
- bring 611 and 1218 back alive!!!!!! I'm sick of not hearing their voice shout across the country.
- you should make your rail equipment available for excursions-a living museum is the best museum! I am in the aviation industry-we have museums with strictly static displays (Smithsonian) and many others with flyable aircraft-the flyables are much better. If you have no track available, at least make it possible to fire the engines-very impressive.
- excursions or some moving rail would be so so helpful. I'm sure you know of the short trips the B&O Museum makes. This should also happen at VMT.
- I think it would do a lot for the VMT and for the N&S to return to some sort of excursion program, even a limited one. The visual impact of a steam locomotive in operation is hard to overestimate. The UP does it very successfully, and I have been disappointed in the NS and VMT ever since they shut down the excursion program.

- I got to ride on the 611 on its last trip (or one of its last) from Birmingham, AL to Chattanooga, TN back in 1994 I think. It was just the coolest thing ever. I love all trains and it's like everything is disappearing I wish that it wouldn't there are old trains and excursions on restored trains over in the western part of the U.S. and Canada and Alaska why not in the southeast I'm sure I'm not the only person that feels this way. PLEASE BRING IT BACK!
- I think N&W 611 & N&W 1218 should be put back under steam and NS should start up their steam excursion program again.
- the 611 should hit the rails again!!
- I would really love to see the 611, and 1218 restored to operating condition, like UP with the 3985, and 844. This way, people in the Eastern US can see live main line steam, a 4-8-4, and an articulated. This would balance out the US mainline steam locomotive fleet and add 2 beautiful locos to an arsenal available for rail festivals, and excursions.
- partnering to accommodate more train trips would be great.
- if the N&W 611 would be restored to operating condition, even if it ran 500 feet once a year I would come down to see it in an instant and donate money. Restore & Run 611!
- you guys have a great museum there. I'd love to see N&W 611 and 1218 back out and running as "operational" museum pieces again someday soon!
- wish steam was still with us. ( sigh ).
- it would be wonderful if the museum could have excursions! How about Thomas the Tank Engine day, dinner rides, fall excursions, etc. There is a lot of potential and money in this. We go all over looking for kid-related train rides. Please make this a priority!
- I know that the steam excursion are over, but these engines are great to look at but to hear and feel them and see them work would be even better. That would even go for the diesels that you have.
- If one can find a way to have excursions available for your rail collection I know tickets for the event would sky rocket! I know it's probably not going to happen but if you guys find a way to make it happen I'd be the first one in line for a ticket! Many tickets! :) God Bless Sara (Ironhorse) P.S. Even if excursion runs can't be done...can one at least make the bells and whistles work on the engines for the kids to interact with, that'd be fun for them.
- I had the chance to ride behind the 611 and 1218 when i was 11yrs old in the early 90 and would love to do it again
- I think it would be more of a draw and asset for the city of Roanoke to operate the 611 and the 1218. Much like the city of Portland does with its steam locomotives. The city would own them but the operation and upkeep is done by a volunteer group. Just a thought.....the 611 would bring thousands of people a year if they could ride behind it again and see it under steam at the museum a few times a year.
- bring 611 and 1218 back to steam operations!!!!
- the Museum needs excursions!! Please bring the 611 back to the main rails!!!! There is a huge number of people around the world that are dying to see it run again!!!

- it would be a huge asset to the museum if locomotive 611 or 1218 were to be restored to operating condition.
- steam excursions could be a good source of revenue for the museum-- I think the demand would be great.
- would like to see 611 fired up again either in excursion service, or even just on private property for a few feet.
- if you can't get NS to start back the steam program then, I think your museum should open an exhibit that houses and operates the J611 and A1218 under steam. Give rides up and down a track to everyone and charge for it. No large steam excursion, but just a quick 5 or 10 min ride and a tour of a live breathing 611 or 1218, just think! I would pay whatever the price for that and i know many that would! Let people ride in the cab somehow or behind in an open air flat car to experience what O Winston Link did as he filmed these locomotives!!!! Just think of the possibilities guys!!!! The money you could make for the museum, people would come from far, just to hear these grand giants run!!!! Please let me speak for you! The time is now for you to do something!!! Get these engines back to life! My name is Garrett W. Robson, I would like to help!!!!
- let one of the steamers come alive again!
- Already emailed to get info on a future trip, still would be nice to see the 1218 and 611 run again!
- A train to carry patrons should be a goal (understandably long term). B&O Museum's one mile trip is quite an attraction. And in Roanoke, there is interesting sites to show visitors if a route could be worked out.
- you guys got two magnificent marvels of engineering - the 611 and 1218 - dropped in your lap. Get yourselves organized, get them fired up and out on the road in operating condition. You've already got a great head start with those two beautiful pieces of machinery just sitting there.
- what can I can I say? (live steam maybe). I miss the great Claytor brothers and their sharing of so very much of what built Roanoke and the U S A!!!
- excursions please
- we love the museum but would love to have more exhibits for young children, and access to riding a train.
- I would really like to see at least one of the Great N&W Steam Locomotives running again and would be willing to donate money and time to help on the restoration.
- put 611 and 1218 back under steam.
- restore the 1218 and 611 to running condition and take excursions with the help of NS
- I love this museum, I hope many more things are added to it, and to see several more pieces of rail equipment and locomotives restored to operating condition would be a dream come true
- I suggest more events with N&W class J 611

- I took my family there in 2009. It was so cold we didn't enjoy it as much as we should have and are planning to come back. I appreciated the question about the #611 and #1218 being restored. The #1218 would be awesome to see running. I know it is not likely to ever happen, but just like when you buy a lottery ticket, it is nice to dream for a minute.

### **General comments**

- Thank you for existing!
- We want to see the Museum excel.
- The Virginia Museum of Transportation is in the top three museums of approx 25 that I visited this last year. Your equipment is of key historic importance (esp. #611 and #1218), is key to your region, and potentially draws visitors such as myself from a national level. Your equipment is in excellent condition as you keep it maintained and under cover. Your indoor displays are interactive and educational. Your gift shop is, again, one of the better that I visited, as it is of ample size and arrangement and is inviting to visit. Keep up the good work.  
Andy Fletcher
- Keep up the good work!
- A very special thank you to the museum staff who has worked so hard for many years to preserve these historical machines. I wish you all the wisdom in the world as you make these important decisions about how the museum funding should be allocated. Again, thank you for all your hard work and dedication, without your efforts history would be lost on a daily basis.
- Keep on moving VMT. We love you guys.
- Bring back Phillip!
- Museum is one of the best kept secrets in the Commonwealth.
- I hoping to come down to the 614 before the exhibit ends. Hope you can pull something like this again. Congrats on pulling this off btw.
- We are planning a visit to the museum this weekend and are looking forward to it. I have a young daughter who is really into trains so I am excited to share this with her.
- The museum has made significant progress in the past year or so. Keep up the good work!
- It's a terrific day trip and I need to get out there with others more often.
- My wife and I will be visiting the museum in a few weeks. We're looking forward to it.
- Plan to visit you in March
- My eight year old shares the love of steam locomotives with me. This year we gave him the choice of ANY location to go on vacation. He chose your museum (over Disney) because he wants to see the 611! Rail museums, (Museum of PA, Altoona, Steamtown, Transport in St. Louis) are his favorite destinations.....
- Looking forward to the "Thoroughbreds of Steam" exhibit. So glad that VMT is part of something so historic. I also hope that aviation hall will be able to open this year.
- Enjoyed my visit there a few months ago.

- Keep up the good work, peace.
- Good job. Keep it up!
- If I had more time to spare, I would visit the Museum a lot more often. Plan to come very soon with my husband. I have one question. What happened to the jet fighter that was part of the museum when it was located on Wally Drive?
- We LOVE your museum. We have a 6 yr old son and come there frequently. Keep up the great work.
- Keep up good work. Thank You for history you provide many generations of american people.
- I rode behind both the 611, and the 1218, and hope to visit them again in April!
- Hope to see 611 in the future! Thanks for the survey. Jordan
- I am 12 and I recently went to the museum within the past 2 weeks and I loved it.
- My grandfather and my uncle and my dad work for the norfolk and western railroad
- Came to the museum for the first time to visit the 611. Took multiple train excursions in the early 80's out of Roanoke while a student at VT and was happy to see the 611 again. Very impressed with the museum overall, and really enjoyed the African American History exhibit as well as the outdoor railroad pieces. Keep up the great work!
- I'm very proud of you for keeping the Norfolk and Western 611 in good condition! I will be visiting you someday in the future.
- Hello, What's going on with the C&O # 614?
- Keep up the good work!!
- I worked for the N&W 1964-1973 @ Shaffers Crossing Roundhouse as Electrician
- Give my regards to Charlie and Mr. Dooley for sharing their knowledge with me concerning the N&W and... the local hot dog shop! Bill Capranica
- i was the last person in birmingham to apprentice in steam operations before shut down in 1994. i am still currently employed as an engineer for ns .i havent had a chance to be near the 1218 and 611 since the final days in 94 and around 2000 when the 1218 left the shop but after all this time i will be there to meet with them again after all the years... thanks ever so tim watson .
- You have stimulated interests that I didn't know I had. I particularly enjoyed roaming around outside and just discovering 'new old stuff.' I felt as though I was 10 years old again. Thanx.
- I love steam engines and the N&W especially. Caught a local out of Roanoke every evening going to Montvale. Saw the first K2 that was redesigned like the 600's. My wife was a telegraph operator during WW2. She was in the second group of women hired for that position. Her brother, Richard Thompson was an engineer and two other brothers were conductors, my Dad, John A. Burch, Sr. was in the Roanoke ticket office. If anyone is interested I have several stories to share and a few artifacts. John A. Burch, Jr.
- Good idea doing a survey ~ love the museum ~ nice facebook updates ~ keep up the good work!
- Love the museum, especially N&W exhibits

- It is very distasteful in my opinion to refer to the J and A has artifacts. These massive works of art, bonded men and steel together, to move America.
- Since I was never in the VMT, I would like to visit whenever I am down around that area.
- I am anticipating a trip to the museum in late August & am a 13 year veteran of Norfolk Southern Railway.
- When I come back home to SWVA a visit the VMT and now the Link Museum are always included. My son now 12 enjoys it and we model SW VA RR in nscale in the UK.
- we'll see you week of July 12 - 16 6 year old son rail discovery trip - NW 611 a highlight - next Baltimore for Acela, HS curve, and Natl Model Train Show
- Our whole family travelled many times to ride the 611 and 1218 excursions to Walton and Bluefield. I also rode several of the Roanoke Chapter NRHS' Independence Limiteds. I am a big fan of the N&W and once or twice a year like to head to Roanoke to visit the Transportation and Link Museums.
- Can't wait to come there on Saturday!
- Our plan is to visit the museum, in June, together with our grandchildren who live in VA and do not have a direct knowledge of how the transportation was 50 years ago,
- I visited last in Fall 2008, I have a serious interest in N&W 611, and donated \$611 when the shed was being erected several years ago. I was disappointed to find that the new shed does not attach to the main building, letting lots of weather get to the 611. I was also disappointed that the brick that was to have been placed with my name was nowhere to be found, and no one seemed to be concerned about it, or even know about the program. There were opinions expressed by several visitors I met that the current management was de-emphasizing rail. While I find the other modes of transport of some interest, I believe that rail should be primary. The museum is located at a rail facility.  
Thanks,
- I would like to thank all the fine folks for all their hard work. So other can enjoy the past. Someday I hope to visit
- Thanks for letting us give our input. Good Luck!
- VMT is a great museum I feel guilty about not visiting such a place so close to home. However I do plan to make a visit soon to see the new auto exhibits and the upcoming 60th Birthday of the 611.
- I thought it would be nice if you would offer replicas of the builders' plates of your locomotives in your gift shop. They would make great conversation pieces!
- when I visited your museum last, I only had a short time to the museum was about to close. I liked all the info you had on how the railroad changed Roanoke.
- I really like what you guys do! I would love to volunteer, but I live too far away.
- I am looking forward to a possible visit in the near future. I was fortunate to get a chance to ride behind the N&W #611 on a rail excursion from Roanoke to Pulaski when I was about 11 years old! I would love to see #611 again and #1218 for the first time!
- Planning to attend. I love steam era trains.

- You have a great collection. I build models of some old N&W engines, and visit occasionally to take photos of the originals. Great place.
- Visited on 3/18/2010. Had a great time.
- I worked with the NS Steam program in its last 9 years and am glad than the girls are under cover but would like to see a long tern plan to preserve the two of them for another generation
- I plan to visit the museum in October of this year and am really looking forward to seeing the N&W 611, which is the main reason I will be visiting. I have many memories from riding behind this train when i was young.
- our family really enjoyed your outside trains would really love to see the 611 back to its original glory my little girls want to bring it to our back yard lol
- It's been a very long time since I've visited VMT. When I was 5 years old I fell off of the Blue N&W Alco locomotive. I visited one time after that incident after 611 was put on display. VMT is a great museum and I hope to visit again very soon!
- Keep up the great work !
- I think the railyard is a hidden treasure. I went there for the first time last year and was amazed at how much fun it was. Anything to get the word or rather the picture out to convey what a wonderful experience it is to see the rail cars + up close and personal would be valuable. Also, the front of the museum covers a lot of space and is not very interesting. Maybe more landscaping, some interactive or "okay to touch" exhibits and more inviting entrance would be nice. You guys are great and have accomplished so much in the last year!!!
- I am hoping to go later this year.
- visited VMoT at least once a year. The museum has the best collection of locos and rolling stock I've seen
- Very good survey. Should be helpful to you.
- My \*impression\* is there is or has been bickering between the VMT, Roanoke Chapter NRHS, and/or OWL Museum. True or not, that's the perception. True or not, there should be more cooperation in the Roanoke rail preservation community to be more relevant in the larger community and get more done.
- I think the VMT has the potential to be a leading attraction in Roanoke and I hope that it's able to find the resources to make it a top class museum so it can have that appeal.
- Keep up your good work. Hope this survey proves beneficial.
- a great place to visit. hope it gets even better in the years to come.
- THANK YOU!
- Love the 611! Roanoke is definitely on my to-go-to list.
- I LOVE the N&W railroad.....
- I am a member of the Star City Corvette Club. I participate in High Performance Driving Events (HPDE's) mostly at Virginia International Raceway (VIR).
- I think the people that help at the museum have done a superb job in making it such an assist to the Roanoke valley and of the whole Commonwealth of Virginia.
- You folks do a tremendous job!
- I love the VMT, please keep up the good work!

- The Museum is a real treasure trove. It is a base for the serious railroad fan and the wider public. It spans this spread very well. We'll be back!
- Keep up your good work! Even though I have not been able to visit the Museum yet, and I hope to visit one day, I have a strong interest in railroads old and new in VA and WV, and I enjoy hearing about what is being done at the Museum.  
Doug Harris, New Zealand.
- I was at Norris Yard when they brought the 611 down from Virginia for restoration and there the day she rolled out practically brand new! I had the honor of riding behind her, the 1218 and Southern locomotives before her.  
Thank you for preserving and caring for them so well in your museum!!!  
Sincerely, Marc Haon
- VMT has huge potential. Just takes \$\$\$. Thank goodness Wick has an interest in history!
- I worked for the N&W as an Train Engineer 38 years. Retired in "05".
- I think the future is bright at the museum now. I suggest cutting thru the red tape to get things moving. Don't let too much legalese get in the way of restoration. (it has in the past)
- We've just have to have the state's support in order to continue attracting more out of state visitors.
- Sorry I will be gone Feb 12-21 and will miss meetings
- and i know a thing or two about the N&W railroad and the Southern railroad as well thank you
- Thank you.
- You're doing great!!
- Keep it going!

## **VIRGINIA MUSEUM OF TRANSPORTATION PUBLIC INPUT SESSIONS:**

- February 16, 2010: 24 in attendance; members, donors, volunteers, Roanoke Chapter NRHS
- February 18, 2010: 22 in attendance; focus on rail
- February 23, 2010: 24 in attendance; focus on non-rail
- February 24, 2010: 11 in attendance; board of directors
- March 2, 2020: 12 in attendance; local governments, community organizations
- March 11, 2010: 10 in attendance; NWHS
- March 23, 2010: 15 in attendance; NS Challenge donors  
118 total attendees

Comments in italics included in the MMC Report

Number in parentheses indicate the number of small groups that presented each idea

## **HOW TO COLLECT STORIES:**

- (7) Record retirees, ex-employees/oral histories like National Veterans Project/Storycorps, set up a booth, take their picture so visitors can see who is talking, collect stories from NARBW
- (2) Recruit students (kids or older) to record oral histories
- Vintage/old car owners
- Record stories at special events
- Bud Jeffries has tapes of interviews from the 1970s and NWHS has CDs
- Video: Modern Coal-Burning Steam Locomotive: building and servicing the J
- Video: 3 in Steam produced in WWII: Steam People; Going Home; Modern Coal-Burning Steam Locomotive—1988 Commonwealth Films, produced by Image & Sound Productions for NS, PO Box 26383, Richmond 23260
- Video: Operation Fast Freight

## **STORIES/CONTENT:**

- What a complex industry it was: track, locomotives, cars, signals, communications, storehouse, accounting, maintenance of all of it, vegetation control, safety department
- (7) Roanoke Shops (what was done)
  - (7) locomotive design and technology; N&W J 611 (and others) being built, design and fabrication—use video; premiere technology in history
  - (2) foundry, various shops, tool room, upholstery shop, plating plank
  - Roanoke Designed-Built-Run
  - compared to Baldwin
  - how innovation in Roanoke made western expansion possible
- (10) Explanations of technology:
  - (2) advancement of technology: 6 > 1151 > 1218 > 611
  - (6) How steam locomotives work, How did the railroad get water for steam engines
  - (2) How diesel locomotives work, diesel engines and generators
  - Virginian electrification—locomotives generated power when going downhill

- (3) Transition from steam to diesel and the difference in operating a steam (focus on locomotive) and diesel locomotive (focus on handling the train)
  - (2) story of continuous rail, invented in Roanoke
  - (2) Roanoke Foundries—iron, steel, non-ferrous, bronze, brass, aluminum; running the ladle at night to save electricity; precision of foundry—could crack a pecan without hurting the nut
  - Dispatcher display/simulation (NWHS member Joe Shaw in Christiansburg is a resource)
  - Sheer size of locomotives
  - (2) Use of computers in maintenance, invented in Roanoke; computer diagnostics, remote diagnostics
  - Current emphasis on fuel efficiency
  - Remote control of locomotives by conductors; locomotives with no cab; locomotives that run on batteries (Juniata)
- (10) People stories (who did it)
- (7) Pullman porters/pride of craft/story of the blue blankets and when did they get a room/home life/community leadership/civil rights;
  - (5) trades and how employees were taught to do their jobs; boilermakers, foundrymen, tool & die makers, pipe fitters, machinists, blacksmiths pounded out driving rods, engine carpenters, electricians, upholsterers, plating shop, car inspectors, car repairs, apprentice program—see Louis Newton's Vol 3
  - (2) (steam) engineers, conductors, brakemen
  - Roundhouse employees—foremen, running repair people, car department
  - train dispatch
  - railroad police
  - environmental people, part of the FRA exams—environmental, hazmat, homeland security
  - industrial design—Loewy designed the station, GG1, Studebaker, scenic cruiser, silverside van, buffalo bus?
  - Impact of railroad on employees
  - Employee uniforms—why they had stripes
  - Workers' rights
  - (2) Immigrants who worked here and how did they build the community; promise of a church to immigrant workers from the Mediterranean: St Andrews (Evan Jessee)
  - (2) Women employees; women brakemen and engineers
  - Elijah, Jonah, & ?? Gibson—main hammer man; NWHS has video of Elijah Gibson making driving rods
  - (2) Every employee had a family and many walked home for lunch, family life
  - (2) Stories of real Roanokers who lived since the railroad came—what was their life like?
  - (2) Lifestyle/living at the Hotel Roanoke or along the tracks, give a voice to Link's images, hanging laundry near a rail line
  - (2) Passenger stories, dining car menus
  - N&W Band/Roanoke Machine Works Orchestra
  - African American employees

- Desegregation of transportation in Roanoke
  - (3) Hobos
  - “Real Americana”
  - Ghost stories
  - Coal docket, CE Pond, Pilcher
- (10) Railroads built Roanoke
- (6) railroads were Roanoke’s first industry—why did the railroad locate here (ie location); start of Roanoke Station
  - (4) how Big Lick became Roanoke and grew with the railroad; weave Roanoke’s history through the Museum
  - (4) Stories of the presidents: Kimball, RA Smith, H Pevler (blue locomotives and cabooses), Stuart Saunders, Robert Claytor, John Fishwick, Wick Moorman and their influence on the development of Roanoke
  - (2) Industry/Economic development—what other businesses started here
  - Bridge trestles were built in Roanoke for NW and others by Roanoke Iron & Bridge and American Bridge—Pearisburg and Oakvale WV
  - Impact of railroad on the public
  - Impact on Roanoke’s skyline
- (6) Notable rail events/activities, including
- (3) All the mergers that led to the Norfolk & Western and then to Norfolk Southern; Lost railroads of the Shenandoah Valley
  - (2) Transportation’s affect on Civil War, WWII
  - (2) Hauling coal; coal was the reason Virginian was built
  - N&W MC2 1151 “lost engine”
  - 1922 strike
  - N&W GP-9 521 pulled the last run of the Wabash Cannonball
  - Cypress log roadbed through the Dismal Swamp, by William Mahone, former civil war general
  - Virginian passenger train to Norfolk
  - Dramatic train wrecks draw attention
  - Hauling cars from Detroit to Winston-Salem
  - Turkey Bottom
  - Changes over time in RR safety regulations
- (6) Other rail facilities
- (5) how freight was handled in Roanoke through this building
  - Shaffers Crossing
  - Depots
  - Hotel Roanoke, railroad restaurants, and impact of Pullman cars on railroad hotels
  - Railroads connected communities: include references to N&W facilities outside VA so tourists see themselves here
  - Explain the mainlines adjacent to the Museum
- (6) Development of transportation over time: foot, horse, wagons, canals, rail, street cars, cars, buses, dump trucks, to interstates; explain the timeline
- Other modes:
- (4) Public expects rail/appreciates inclusion of other modes

- How rail connects with other modes
- (5) “Car Club Alley” rotating exhibits supplied/curated by individual car clubs, consecutively to focus on one make OR simultaneously to focus on decade
- (3) Auto racing; NASCAR developed from Franklin Co; dirt track/drag strip; Curtis Turner; Jimmy Johnson
- (2) Auto manufacturers in VA: SteamCar Dalton; KlineKar (Richmond); Piedmont Motor Co (Lynchburg); Piedmont, Bush, Alsace & Lonestar
- Impact of the auto on America
- Cabs—studebaker
- Lots of Corvettes
- Model T exhibit
- Henry Ford’s visit to Roanoke
- (2) Roanoke had 1st life-saving crew organized in the USA; EMS
- Pinewood Derby cars
- Evolution of auto dealers in VA
- Automotive art
- Rt 1, 11 and 220
- Smart Road technology
- Engine analyzer
- Auto-truck engines
- Trucking industry in VA
- Oren Firetruck Mfg
- (4) Buses and trolleys, streetcars in VA and Roanoke; cable car up Mill Mountain, bus stations, impact of trolleys on Roanoke’s development; partner with Commonwealth Coach & Trolley Museum
- (2) Early aviation in VA
- NASA Langley
- (2) Maritime; Bateaus, barges and locks
- Military
- Horse and wagon
- Bicycle
- SnowCat—Lynchburg Airport Chandler’s Mtn

(2) NWHs archives; Other Rail groups in the region—displays for each Rail Heritage Region partner; excursion stories

VMT Hall of Fame

### **EXHIBITS/HOW TO TELL THE STORIES:**

(8) Quality not quantity; pare down collection

- *Develop a collections policy for what stays and goes*
- (2) Catalog Museum archives and display the best pieces
- (6) Acquire N&W Y6A (*also recommended by MMC*); also the 2-8-8-2 Y3 Richmond engine from the IL Rail Museum
- (4) Find appropriate homes for certain equipment: Nickel Plate, Wabash diesel, EMD FT B unit; NS tool car, MW heavy weight, GG1, junk vehicles out back, big crane; Sell surplus items on ebay
- Too many buggies/wagons

- Remove Main Street
  - Keep loaning equipment as Museum ambassadors
  - Remember who we are, don't compete with others
- (8) Maintain what we've got in good cosmetic repair *following AAM and Association of Railway Museum's recommended practices*
- (2) 1151—restore it so people can see work in progress and video the restoration for future exhibit; finish one side and place mannequins working on it on the other as an “exhibit in progress”
  - Stabilize the day coach
  - Virginian 4 needs special attention
  - CTC Boards
  - Facelift of African American exhibits
- (18) Make equipment come to life
- (16) Add simulators; simulator car to provide rail experience; more interactive, hands-on displays, flashing lights, things to do, things that move, computers, bells and whistles, hands-on tools; McGuire simulator in Dover DE; can we get the simulator in the NS 27 exhibit car?; 611 should make noise; fans should blow wind in your face
  - (12) Films and videos; play Claytor films; motion-activated
    - (4) Introductory sit-down movie about the museum/equipment; by Bev; include all museums in the Roanoke Valley
    - (2) Near the front door; in a front window
    - in a bus
    - In the theatre car
    - (2) YouTube (make money); credit railfans
    - Video stations near exhibits
    - Videos of steam
    - Video of 611 when it gets moved to Link
  - (10) audio productions of stories; headsets, cell phones, press a button, charge \$5 for an audio tour
  - (6) Improve staging and interpretation; develop a logical path through the museum (follow the tracks, yellow brick road); *develop interpretive master plan*
  - (6) Interpretive signage needs to be on all exhibits: clear, readable from a distance, well lit; more narrative; hang from ceiling
  - (6) Mannequins in the locomotive cabs; working on the locomotives; in the shops, loading and unloading trucks, sitting in cars, in a superintendent's office
  - (4) Use new technology; use computers and electronics in displays; holograms like at the B&O; animatronics like Disney
  - (4) Use real artifacts, memorabilia, and models; use a representative pattern sample (steam engines and VGN); operating steam whistle
  - (3) Play music from car radios, match cars and music; play music in the background
  - (3) Lake Pearl—use to interpret Pullman porters and civil rights
  - (2) Open more rail stock to the public, more friendly barriers
  - Video of engineers' view of the route
  - Watch dispatchers working in real time/watch them dispatch real trains on the

- mainline; ask NS for signal equipment from the Randolph St Tower, the X Tower in Lynchburg, or the JK Tower (visit the Harrisburg Tower to see the exhibit by the Harrisburg Chapter NRHS); put Armstrong levers in a tower
- Add a sound system in the Rail Yard—recording of conductor making announcements, whistle, conversation between the engineer and firemen, other crew; add sound to VA Caboose and N&W caboose
- Put a transit exhibit in a bus depot or station setting
- (3) Make rail equipment into trains
  - (2) 521 or 611-tender-RPO car-NW 1418 baggage car-Lake Pearl-Safety car-Research car
  - 6-coal cars-N&W caboose
  - 4-Virginian hopper-Virginian caboose
  - 1218-dynamometer-depressed center flat car-Virginian hopper-scrapyard hopper
  - C&W 10 + 662 coupled cab to cab
- (3) Authenticity: accurate colors, numbers, lettering, markings
  - Find out the background/facts about the equipment
  - SD 40-2 Tuscan
  - 1776: dark blue with silver edge to the wheels
- (6) make front more inviting—scream transportation; put more trucks (exhibits) across the front of the building; grab attention as you come through the door
- (5) Exchange exhibits with other museums; bring back Car ONE from the Science Museum of VA; *become Smithsonian Affiliate*
- (4) Changing exhibits, including exhibits for other modes of transportation
- (3) Historic photography, professionally framed and matted; photos of employees doing their jobs
- (3) Put an exhibit into a truck, trailer or bus to take to schools statewide
- (2) Use dioramas
- (2) Include more exhibits women will like, like traveling Titanic exhibit with gowns from the movie; keep women visitors in mind
- (2) When exhibits (equipment) don't change, change the stories often to keep it fresh
- Refresh circus exhibit
- Base exhibits on SOLs
- Mount a car on a wall like in NASCAR restaurants

## **PROGRAMS:**

- (13) special events/speakers
  - (8) Cruise night for car enthusiasts, car clubs, car shows, antique car show
  - (6) Regular programming/special events/lecture series, 1-2 times per month to drive repeat visitors
  - (3) for non-rail modes of transportation particularly (anticipating exhibits will focus on rail)
  - (3) Train Festival, with writers, art, history; “Old Trains Week”—costumes, nostalgia, art, local involvement
  - (3) Provide demonstrations, not just docents talking; Practical how-to programs: how to change a spark plug, change a tire; Train restoration instruction

- (3) Photo/art/automotive art contests; Fisher car body design contest youth and adult categories—offer prizes
  - (3) Special programs for members; member workday with appreciation dinner
  - (3) Music festival featuring railroad music, gandy dancers, folk music, live performers
  - (2) model train shows and memorabilia shows, with dealers/sales
  - (2) Exhibit opening night programs
  - (2) Speakers of national prominence; Tom Hoover (Chrysler), industry insiders
  - Big events in spring and fall, small event in summer
  - Outreach/Speakers Bureau
  - Recognition for donors and volunteers
  - Date nights; drive-in movies in the parking lot
  - *Collaborate with other museums and rail partners in programming*
- (13) costumed interpreters/guides/re-enactors/storytellers—Civil War, porters, engineers, conductors
- (15) Involve young people—programming (and exhibits) to attract younger visitors and get them enthusiastic
- (7) K-5 school programs-SOL-based; train volunteers; collaborate with others to make a “full day” for schools
  - (3) middle and high school, photography programs for high school, walking tours for middle school
  - (4) Thomas the Train, Bob the Builder, Polar Express, Hogwarts Express, Little Engine That Could; create a persona for #34 (EJ Lavino Baldwin tank engine)
  - (4) reading/storytelling for children
  - (4) Scout programs
  - (3) give free child with paying adult or 20% off coupons to schools; kids free days
  - (3) model railroad building classes for youth; models kids can operate
  - (2) be a place for fun and learning: “can you imagine...”; fun family experiences
  - (2) get grant to bring schools to the Museum
  - (2) sleep-overs/Night at the Museum—rent Red Cross cots
  - Summer camp and after school programs
  - church youth groups
  - can kids participate in restoration—sanding?
  - Provide an audio talk for school groups to listen to on the bus while they are being “transported” to the museum
  - Include stories that are childhood memories, from a child’s point of view
  - Involve them with music
  - expand/promote birthday party program
  - Halloween programs
  - Young Engineers/Aviators/Drivers
  - *Hire a director of education and form a teachers advisory board*
  - *Teen volunteer program*
- (8) virtual tours, podcasts, audio tours (headsets, bluetooth, cell phones)

(8) Rides on the Belt Line; excursions—rail or bus, focused on history; something that moves on the Museum's half mile of track—handcars; train ride to Hanging Rock—use existing rail lines and acquire necessary right-of-ways

(3) Seniors programs, coordinate with local retirement communities, for groups that come often (retirement communities), only let them tour one portion of the Museum at a time

(2) Produce a weekly show on local PBS station to highlight the galleries; special story programs on NPR

(2) Participate in off-site events: parades, car shows, Motor Madness

Offer tours of NRHS restoration facilities, like Disney's shop tour

### **FACILITY:**

(14) Fix HVAC and energy efficiency:

- (5) by installing second set of roll-up doors; storm windows
- (3) by incorporating radiant heat in the floors
- (2) insulation
- (2) by adding solar
- by lowering the ceiling
- by building a building within the building

(8) Acquire Brandon Parking lot; improve parking, Close Norfolk Ave

Add/renovate:

- (5) extend Claytor Pavilion, side and both ends; get older equipment, especially 1151, Lake Pearl, and buses under cover
- (5) renovate/use half of the west end for exhibits
- (5) bigger, modern bathrooms
- (4) railcar maintenance facility; live storage/live conservation
- (3) special needs accessibility; elevator to second floor
- (3) better lighting of exhibits
- (3) rewire, improved electrical
- (2) security system
- (2) out of sight/controlled storage
- (2) catered event space
- (2) Balcony/observation deck for watching trains
- (2) Library or archives; reading room
- sprinkler system
- Make the entrance more attractive and screen newspaper trucks
- larger, more accessible education space
- remodel and expand
- Space for changing exhibits
- Facility for NWHS
- Hotel/convention center

(4) Offer meeting space to clubs with A/V equipment

(3) Maintain exterior integrity and freight station appearance inside; historic building designation

(2) Examine space utilization; maintain exhibit flexibility

Enter/exit through gift shop

Move the museum to the Roanoke Shops  
Use local talent for design and construction

### **GUEST SERVICES:**

Add:

- (14) food service: vending machine or railcar or trolley diner with railroad menu items; snack bar; popeyes chicken in a caboose out front; food cart; dining car, mini food court; Victoria Station or railway theme restaurant like the Depot in Staunton or Bedford serving a light lunch 11-3, “historic” food: malt and a hot dog, arrange box lunches for groups
- (9) provide a shuttle with wheelchair access from Market and downtown parking garages and from the far end of the building /zoochoo to Taubman/golfcart or Model Ts or unusual vehicle like Hoop-do Rides in Blacksburg
- (4) joint tickets, partnering with Link, Taubman, Center in the Square, civic center, “conquer the city” attraction card
- (4) Tourism/hotel packages; day trip packages, work with Hotel Roanoke
- (2) work with other rail organizations, packages, joint memberships with other organizations
- (2) open/lower front admissions desk (not behind a window)
- (2) better directional signage
- (2) more places to sit
- Help develop a rail fan trail from PA through VA to NC and TN
- Offer discounts for car club members
- Challenge or puzzle “issued” to each visitor—discover a secret item by following a series of clues through the Museum
- Tours of the Railwalk, explain the experiences with trains going by
- ATM machine
- Free Day for local residents once a year with special programs to introduce them to the museum
- drawing for model train sets
- Put a brochure in stands at restaurants statewide
- Change sign on I-81 so it doesn’t say VA Museum of Trans
- Christmas card of the 611
- Wrap something promotional around a vehicle
- Railcam
- Encourage visitors to take AMTRAK

Web site:

- Put NWHS pictures on the web site
- link to all VA car clubs
- links to other train museums
- include audio descriptions of VMT and primary exhibits
- (2) oral histories/storytelling online
- Include samples of audio from exhibits to draw people in for more
- plan your visit more detailed
- hire a web master

- use social media

**OTHER INCOME:**

(7) Building maintenance: Solicit contractor/business sponsorships of the building/other dedicated, sustainable maintenance funding; *research grants for maintenance*

(2) Lease unused space (*also MMC recommendation*)

(2) More weddings, event rentals, kids parties

Be marketable

“Adopt-an-exhibit” program

Expand fundraising

Change the museum name from “Virginia” back to “Roanoke”

**NO CATEGORY FOR THESE COMMENTS:**

Gary Snead owns Harris Hardwood buildings by Bridge St

Borrow great ideas from other museums

Focus and don't get spread too thin