

a fast mail train pass. When the train pulled into the siding, the passing track was not clear, but it was pulled in far enough so as the switch could be thrown. The operator seated in the bay-window saw the switch turned and that the light showed white; he released the block for the fast mail train one siding east before the conductor reported the train in the clear. The brakeman on the passenger train (to which was attached the private car) failed to go back to protect his train. Only one man on the train knew that the train was not safe and that was the general officer whose car was attached to the train. What did he do? He ordered the brakeman back to protect the train; he ordered him to go as fast as he could, and the brakeman succeeded in stopping the fast mail. What was the result of the investigation?

The operator in the bay-window "supposed" the train was in the clear, as the switch light showed white; the brakeman "supposed" the train was protected by the first siding east; the conductor "supposed" that the brakeman was doing his duty, and the operator would not release the block until the passenger train was in the clear. The fact that there was one man on the train (and that a general officer) who knew that there was danger, was the only thing that saved a wreck.

The question is asked, "Is the operating department the only department that *supposes* things; is that the only department in which we find men who use the term "Suppose so?" Our records show that it is not so.

The agent who receives freight and *supposes* that the billing station has billed the amount correctly is the agent who has trouble in clearing his undercharges, which have been assessed by the accounting department, and, oftentimes, antagonizes the patrons of the road in trying to make the collections. The agent who delivers shipper's order shipments, without taking up the bill of lading, on statement sometimes supported by evidence from the consignee that he has paid for same oftentimes causes trouble.

Recently the agent at B received a shipment of valuable machinery consigned to C, billed shipper's order notify. C, the consignee, showed our agent a receipt for payment of the shipment, and our agent made delivery without taking up the bill of lading. (Claim was filed for the value of the shipment, supported by the original bill of lading.

Investigation showed that the consignee paid the brokers for the machine, who failed

to pay the original shippers; in this case, as in many others, the middle man, or broker, is out of business when the claim is ready for adjustment. The agent *supposed* in this case that he was doing right without knowing that he was, or securing authority for his action.

The ticket agent who routes his passengers incorrectly, *supposing* that the rates will apply via various routes, has his accounts charged with the additional amounts necessary to protect the rate account of erroneous routing.

The traffic representative who quotes rates, *supposing* that they will apply via various routes without knowing it to be a fact, causes serious trouble in the final adjustment.

Recently, a traffic representative of one of our connections solicited and secured a shipment of twenty-five cars for a point on our line and, wishing to befriend an intermediate carrier, had the shipments routed via that line, *supposing* inasmuch as both points were highly competitive that the rates would apply via all lines. The result was, the initial line was responsible for undercharges exceeding \$800 on the shipments in question.

The general office man who *supposes* things and does not know is just as much responsible as the man on the line or the traffic man.

In all departments of work we find men not only using the word "SUPPOSE," but acting on it; and one of the most difficult propositions that we are up against today is to educate the young men to the fact that if they do not *know*, it is not a crime, but never to "*suppose*" anything. Sometimes when we are crowded almost beyond endurance, we find, in many cases, that the extra work is due to "SUPPOSING" or incorrect information furnished by incompetent men.

What is the remedy? It has been suggested if every division officer, as well as every general officer, when he receives a letter or wire where the writer directly or indirectly "*supposes*" anything, would call his attention to that fact, we would have men in all branches of railroad service educated that the word "SUPPOSE" is obsolete.

There is no place in the world for men who do not know what they are doing. A dispatcher who operates trains must know his track is clear; the engineer must know his orders are right; the conductor must know that all trains have passed the junction point before he leaves the station; the operator or signal man must know the block is clear before he releases the block; the brakeman must know his train is protected, and the only

way to know it is to go back far enough to see that it is protected, for the man operating the block may "suppose" it is clear when it is not.

In all departments we must educate men to *know* what they are doing, not only for their own good, but for the good of the company; and not only that the public will

soon learn that the Frisco Railroad is being operated by men who *know* and not men who *suppose*, and as such a railroad will receive its rewards by the increase in passenger and freight revenue: for, today, service counts and the railroad that gives the best service is the railroad that will be most popular and secure the largest share of the business.

## Station Agent Changes.

J. F. Mitchell succeeds L. M. Duncan as agent at Crestline, Kan., effective February 28.

W. W. Wing succeeds E. B. Moberly as permanent agent at Parma, Mo., effective February 27.

E. W. Summers succeeds W. H. Poggemeier as agent at Boynton, Ark., effective February 27.

W. L. Moffitt succeeds Mrs. J. A. Moffitt as agent at Turner, Mo., effective February 27.

C. C. Caldwell succeeds J. N. Cobb as permanent agent at Fort Sill, Okla., effective February 27.

C. G. Johnson succeeds W. H. Roach as permanent agent at Knobview, Mo., effective February 27.

William Howell succeeds C. C. Pine as agent at Oseuma, Okla., effective February 25.

A. D. Mills succeeds P. E. Doherty as permanent agent at Catoosa, Okla., effective February 24.

C. E. Tracey is appointed permanent agent at Idabell, Okla., effective February 23.

Joseph Henson succeeds R. B. Partlow as permanent agent at Prairie Grove, Ark., effective February 23.

L. G. Denney succeeds S. C. Wagney as permanent agent at Red Fork, Okla., effective February 22.

Leroy Byrd succeeds L. G. Denney as agent at Bushyhead, Okla., effective February 21.

A. S. Lang succeeds R. S. Gruner as agent at Winfield, Ala., effective February 20.

G. H. Turner succeeds G. P. Blowmeyer as temporary agent at Zalma, Mo., effective February 20.

G. C. Roop succeeds A. D. Mills as temporary agent at Conway, Mo., effective February 20.

J. J. Frederick is appointed permanent agent at Taskee, Mo., opened as a ticket office, effective February 17.

S. W. Metcalf succeeds Hy. Moore as permanent agent at Blue, Okla., effective February 17.

A. B. Clark succeeds E. A. McGregor as permanent agent at Old Orchard, Mo., effective February 17.

Jno. E. Fulton succeeds S. W. Metcalf as permanent agent at Arden, Ark., effective February 16.

G. E. Butts succeeds G. H. Turner as permanent agent at Harviell, Mo., effective February 16.

J. L. Fry succeeds G. C. Roop as permanent agent at Webster Groves, Mo., effective February 16.

O. E. Rafferty is appointed agent at Opolis, Kan., effective February 15.

E. E. Shipley succeeds Charles Smith as agent at Quapaw, Okla., effective February 14.

O. H. Collins succeeds W. R. Webb as agent at Norge, Okla., effective February 14.

Charles Smith succeeds J. L. Greenup as permanent agent at Iautha, Mo., effective February 14.

R. L. Zike succeeds J. E. Gilmore as temporary agent at Mansfield, Ark., effective February 14.

T. W. McBride succeeds G. W. Smith as permanent agent at Quincy, Miss., effective February 13.

J. K. Anderson is appointed agent at Ke-noma, Mo., effective February 9.

W. S. Butler succeeds C. V. High as agent at Edward, Kan., effective February 9.

J. N. Cobb succeeds L. E. Hales as permanent agent at Fort Sill, Okla., effective February 8.

J. A. Nelson succeeds R. M. Harrison as permanent agent at Warwick, Okla., effective February 8.

J. H. Atkinson succeeds G. R. Pamplin as agent at Northview, Mo., effective February 8.

O. O. Stires succeeds G. P. Smart as permanent agent at Frisbee, Mo., effective February 8.

J. N. Kennedy succeeds S. M. Keller as agent at Roby, Okla., effective February 8.

Miss Kathleene Deneefe succeeds P. G. King as agent at Dacoma, Okla., effective February 8.

L. B. Hopkins succeeds B. T. Richardson as temporary agent at Koshkonong, Mo., effective February 8.

G. E. Johnson succeeds M. L. Collins as permanent agent at Wheatland, Okla., effective February 8.

C. R. Rodgers succeeds G. C. Miller as permanent agent at McBride, Mo., effective February 7.

Layton Seymore is appointed permanent agent at LePanto, Ark., opened as a freight and ticket office, effective February 7.

G. O. Beasley is appointed permanent agent at Pochontas, Ala., effective February 6.

H. Stephens succeeds C. A. Matthews as agent at Wichita, Kan., Union Stock Yards, effective February 5.

J. M. Crawford succeeds A. Frech as permanent agent at Stanton, Mo., effective February 6.

W. Youkey succeeds J. E. Gilmartin as temporary agent at Sherwin, Kan., effective February 6.

C. W. Miller succeeds W. E. Lohr as agent at Webb City, Mo., effective February 4.

## Local Freight Office Force—Oklahoma City.



*Left to right:* C. E. Burke, chief inspector; G. L. Turner, yard clerk; W. K. Dudley, cotton clerk; Miss Jessie Mills, abstract clerk; R. J. Mills, 740 clerk; R. Cannedy, register clerk; J. V. Scott, accountant; J. L. Love, cashier; G. P. Finley, expense clerk; L. A. Schooler, operator; R. C. Mills, agent; Miss Myrtle Dunn, stenographer; A. Young, car clerk; G. W. Cooper, O. S. & D. clerk; G. W. Murtef, assistant cashier; E. A. Parkins, chief clerk; C. B. Hughes, claim clerk.

## Minute Numeral Dial.

See elsewhere in this issue an illustration of the new Minute Numeral Railroad Dial. The designer of this important invention contends that large black hour figures on a watch dial tend to obstruct the quick view of the minutes. The hour could readily be read by the relative position of the hour-hand if there were no hour figures on a dial.

On the new "Safety Numerical Dial" the minute-hand points direct to the minute or minutes, presented in figures, insuring correct reading. This dial is the standard of the Santa Fe, and it is argued, with evident good reasons, that it should be the standard on every railroad for the safety and protection it affords.

## Traffic Meeting.

About fifty traffic officials of the Frisco met at Springfield, Mo., March 3 and 4, for the purpose of discussing with superior officers and with one another railway matters of interest to that department.

The meeting was presided over by Vice-President W. B. Biddle, in charge of traffic, and was devoted to the internal workings of the traffic department, special attention being given to the handling of various kinds of freight, with regard to tracing, etc. Freight Traffic Manager J. A. Middleton assisted Vice-President Biddle in leading the discussion of the subjects handled.

A number of social diversions were planned by the members of the Springfield Club for the entertainment of the railroad officials, including an automobile ride over the city.

The following attended the meeting:

W. B. Biddle, vice-president in charge of traffic, St. Louis; J. A. Middleton, freight traffic manager, St. Louis; E. D. Levy, superintendent of transportation; E. K. Voorhees, general freight agent, St. Louis; W. C. Connor, Jr., traffic manager of Texas lines, Houston, Tex.; W. C. Preston, general freight agent of the Texas lines, Fort Worth, Tex.; F. C. Reilly, general freight agent of the C. & E. I., Chicago; E. T. Wilcox, assistant general freight agent, Memphis; F. C. Dunbeck, assistant general freight agent, Kansas City; Charles Hall, assistant general freight agent, St. Louis; O. M. Conley, assistant general freight agent, St. Louis; B. W. Redfearn, general perishable freight agent, St. Louis; D. L. Ewing, general agent, Pittsburg, Pa.; C. S. Hall, commercial agent, Cincinnati; J. M. Kirk, commercial agent, Louisville, Ky.; W. T. McNamara, commercial agent, Detroit, Mich.; R. E. Buchanan, commercial agent, Chattanooga, Tenn.; C. A. Forrest, commercial agent, Atlanta, Ga.; D. F. McDonough, division freight agent, Birmingham, Ala.; J. H. Doughty, commercial agent, Memphis; A. H. Stevens, general agent, Denver; J. W. Gantz, general agent, St. Louis; E. S. Stephens, general agent, Chicago; E. F. Edgecomb, commercial agent, Kansas City; E. C. Hogg, division freight agent, Joplin; Roy

Robinson, division freight agent, Wichita; H. C. Conley, division freight agent, Oklahoma City; C. E. Wynne, Jr., division freight agent, Fort Worth; W. B. Wells, commercial agent, Dallas; H. C. Franks, commercial agent, San Antonio; J. W. Kelly, general agent, Milwaukee; D. H. Hillman, general southeastern agent, Nashville; Ches. L. Rogers, general agent, Nashville; I. Benson, commercial agent, Indianapolis; G. H. Kummer, commercial agent, Salem, Ill.; W. C. Smith, general agent, Springfield; E. Gingenbach, assistant to Mr. Biddle; C. S. Bathers, assistant to Mr. Middleton; C. E. Whitelam, chief clerk to E. D. Levy, and C. H. Miller, chief clerk of merchandise bureau.

## Death of Veteran.

It is with deep regret THE FRISCO-MAN chronicles the death of Charles A. Cramer, one of our veteran engineers in point of service.

Mr. Cramer was born in Cincinnati, Ohio, May 10, 1854. He came to Springfield in September,

1890, and entered the service of the Frisco as locomotive fireman, in which position he remained for eight years. He was promoted to engineer in 1898, and ran the switch engine in the North Side yards until October, 1908, when, because of ill health, he was compelled to resign.

He continued in ill health until the time of his death, February 22, 1911, the immediate cause of which was rheumatism and heart trouble.

Mr. Cramer is survived by a wife, two sons and a daughter, the daughter and one son being in the employ of the Frisco at Springfield.

Mr. Cramer had many friends in Springfield among the railroad men, as well as many who had runs into Springfield from points on the line, who extend deepest sympathy to members of the family.



## Watch Insurance Plan.

Many are the times when on your run you have met another train on a close time order, and you were glad and thankful to have a watch you could depend upon.

Railroad watch inspection is responsible for the present high standard of railroad watches—it has been the governor that has made high speed and close running schedules possible.

While it has done these things and increased your safety, it has unfortunately compelled you to carry a watch of a higher grade than you might otherwise carry, and when improvements in watches have come you have had to secure one of the improved watches.

The South Bend Watch Company, manufacturers of the Studebaker Railroad Watch, have taken it upon themselves to lighten this burden for the men who must have standard watches at this time or in the future by insuring the Studebaker against any changes in time service specifications for a period of five years.

In the event any changes do take place they agree by a written certificate, which accompanies every Studebaker sold to a railroad man, to supply a watch without further

charge, which will meet requirements in exchange for the Studebaker you are at the time carrying, and which is covered by the certificate you hold. To illustrate: If you carry a Studebaker watch and hold a watch insurance certificate upon it, and should go to work for another railroad where a different grade of watch is required than upon the road where you are now employed, the South Bend Watch Company would exchange watches with you, supplying a watch to meet the requirements of the railroad on which you are employed without charge.

This step taken by the South Bend Watch Company is a radical departure from the customary conditions under which railroad watches have been sold, and you will do well to carefully read their advertisement which appears in this issue.

The Studebaker is accepted in service by all chief time inspectors, and is a thoroughly reliable timepiece in every respect.

We believe it is to the interest of every railroad man who is or will likely be required to carry a standard timepiece, to look into this watch insurance plan and give it his careful consideration.

## The Hewitt Supply Co.

C. M. HEWITT, President

### HEWITT BABBITT METALS

### Standard Metallic Packing Rings

### RUBBER GOODS

### CHICAGO GRAIN DOORS

303 Railway Exchange - Chicago

## Coleman Resigns.

W. L. Coleman, division freight agent, Tulsa, Okla., has resigned, his resignation becoming effective at once.

It is Mr. Coleman's intention to move to Salina, Kan., where it is believed he will enter the hotel business.

Mr. Coleman has been connected with the Frisco at Tulsa for about two years, and outside of railroad circles was well known in that city.

## Livingston Coal

Is mined at Livingston, Illinois, on the  
**FRISCO, C. & E. I.**

Largest commercial mine in Illinois, having loaded 102 cars in 8 hours.

Insist on getting Livingston coal from your dealer  
so the Frisco, C. & E. I., will get the revenue.

## RUTLEDGE & TAYLOR COAL COMPANY

ST. LOUIS, MO.

CHICAGO, ILL.