



***Know Him When You Meet
Him***

The Frisco-Man disclaims any responsibility for the half-tone reproduction herewith of Superintendent of Transportation T. B. Coppage, inasmuch as in answer to our request for a photograph, Mr. Coppage, whose chief characteristic is thoughtfulness and consideration of others, sent in a half-tone.



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MR. ANYBODY

This is addressed to the plain, everyday business man, not in the railroad service, but one whose duties bring him in contact with all classes of employes in several varieties of business, the more the better.

We ask that he will take a few minutes off and recall conversations and dealings he has had this or any day with the officials and other employes of establishments he has dealt with and then we put it up to him if of all the lot he did not receive more genuine courtesy from the employes of the much abused common carriers than from any of the others?

Is it not a fact that either by telephone or personally the rail-railroad employe, the higher the better, is more courteous, gives you

his undivided attention more decidedly and treats you in every way in a manner that you would wish?

Call up the ticket office of the Frisco MR. ANYBODY and see if even the tone used by the Frisco employe answering it is not pleasant and even genial?

Go to practically any station on the Frisco and see if the agent is not attentive and polite, even though he is as busy as a dog with two tails.

What is the reason for this?

The answer is simple—the railroad employe is a man who knows the value of the patronage of the public and has sense enough to appreciate its value both for himself and the company he represents.

A Kink Worth While

General Foreman Crawford, of Monett, is handling with a Brown Hoist from 5,000 to 8,000 tons of coal to engines per month, as well as handling stationary engine coal, cleaning cinder pits, etc.

Recently he was up against it on account of the Hoist's boiler needing flues, but he got his usual wits to working and thought out a scheme of coupling steam from a switch engine to the machine, coaling engines with the hoist and putting in flues in the hoist's boiler at the same time. Saving the Company hundreds of dollars that would have to be spent in shoveling coal by hand.

Little Nemo Lost

Our special correspondent has traced Nemo, the pet bear that escaped from a Kansas City park, to the vicinity of Grandview. Since then we have heard nothing from him and suppose that like other correspondents his messages are being censored.

Nemo is described as a "pet bear," whatever that means, and it is also stated that he is lost, but from all accounts Agent Claiborne and Roadmaster Eibs have not lost any of their bears and see no reason why they should hunt for this particular one that someone else has carelessly mislaid.

It is supposed that a "pet bear" differs from other types in the fact that you can pet him, but neither Engineer Hall nor Dan Gillis agree upon this point, both claiming that anyone petting a live bear is liable to have a few feverish intervals.

However, this little Nemo may at one time or another have been freight on the Frisco and it should be borne in mind that many freight claims are founded upon such tissue as this. Of

course, as an offhand remark, it may be stated that winter is coming and meat is going up and bear meat is said to be particularly nourishing.

Metz-Rider

A publication announcing the marriage of Carl L. Metz, agent, Lowry City, Mo., and Miss Zora Rider of Appleton City, Mo., has been forwarded to *The Frisco-Man*.

The marriage ceremony took place at the home of Mr. Emory C. Cherrington, Lowry City, Sunday morning, August 16, the Rev. Booker Haynes officiating, after which Mr. and Mrs. Metz departed for a two weeks trip to points of interest in Colorado.

Bear Your Own Troubles

Things cannot always go your way. Learn to accept in silence the minor aggravations, cultivate the gift of taciturnity, and consume your own smoke with an extra draft of hard work, so that those about you may not be annoyed with the dust and soot of your complaints.—*William Oster*.

A Quatrain

Carelessness breeds thoughtlessness
Thoughtlessness breeds discourtesy
Discourtesy breeds enemies
Enemies slow down success.

Circular No. 4, issued by General Manager E. D. Levy, announces that, effective August 25, position of Supervisor Passenger Collections is abolished and M. C. Hill is assigned to other duties.

All reports heretofore made to supervisor passenger collections are to be addressed to E. C. Lilley, Inspector Train and Station Service, Springfield, Mo.

Keep It Up

In a recent issue of the *Frisco-Man* an article from an employe at Kiefer, entitled "Ought We To Help," was given the space it deserved—a full page.

This article has been extensively copied, the latest to use it being the T. & P. magazine.

As has been stated, one of the best evidences that employes of the Frisco are thinking men lies in the fact that so a large amount of what they write is copied in other publications.

Claim Cutting

Accompanying circulars to superintendents and all claim preventive committees, G. E. Whitlam, superintendent freight loss and damage claims, sends a most interesting analysis of twelve transportation items which for the fiscal year ending June 30, 1914, totaled about \$4,000,000 and which offer a wonderful field for each and every Frisco man to increase efficiency and reduce expenses thereby.

While \$4,000,000 does not represent fifty per cent of the total transportation expenses of the Frisco for the period named yet it is a right neat sum and no one doubts but that those expending it can every day, if not every hour, do something to reducing it or check a trifling waste which in the total means considerable loss.

As an example the loss and damage claims amounted to 3.29 per cent of the *total* transportation expenses for the fiscal year just completed.

The battle cry of the Freight Claim Department is to reduce these claims by at least \$100,000 in this fiscal year.

If this is done, and it can be done easily if all pull together, the percentage (based on the last transportation expenses) will be much less than three per cent.

Talk To Shippers

In this issue appears a heart to heart talk which Local Agent S. L. Oliver had recently with the Business Men's club of Memphis upon the subject of freight claims and the ways in which the shipper can aid in reducing them.

Mr. Oliver has established a valuable precedent and it seems as if it would be a good idea for our representatives at many points, to have meetings with business organizations upon this subject and see if they can or persuade shippers to at least get their freight to the station a little earlier.

Book of Jonah

Under the caption of "Rules and Instructions for the Maintenance and Structures" Chief Engineer Jonah has written a gem.

In fact if there is anything under the Heavens above, the Earth beneath and even the waters under the earth which is not dwelt upon fully and completely in its relations to the title, it is to be found, and as a result there has been a constant stream of requests from other lines for copies of this book.

In fact appropriate to its author—its a whale.

Ice Costs

Superintendent Coppel has undertaken the arduous task of cutting ice and it is stated that he has read from cover to cover all the recent medical authorities which uniformly bear out his assertion that ice water is not healthful.

The Frisco's ice bill is of tremendous proportions and a little economy exercised by everyone along these lines would reduce it materially.

Things In Place

In the accompanying reproduction of the station at Benton, Mo., sent in by Agent Pickard, are several things which appeal favorably to railroad men in all departments.

First we will call attention to the skids in their proper place out of the way and handy, next to the tongue of



the truck hooked up so that it will be impossible for anyone to stumble over it and last, but by no means least, (traffic department please note) the watermelon held firmly but gently by the small boy. Mr. Pickard states there has been an excellent melon movement out of Benton this year.

Beating The Slogan

In a circular issued September 8, 1914, G. E. Whitlam, superintendent freight loss and damage claims, announced that claim payments for August showed a decrease of \$11,584.09. Taking into account the decrease for the months of July and August, and keeping it up, the decrease for the year will amount to \$165,177.12.

Mr. Whitlam states that the showing is very gratifying, and, if continued, will exceed the \$100,000 slogan.

Promotions and Changes

P. T. Dunlop, general superintendent motive power, Springfield, Mo., announces the following changes in the mechanical department, effective September 1:

The jurisdiction of A. S. Abbott, master mechanic, Eastern Division, is extended over the North Side Shops at Springfield, Mo. Mr. Abbott will have headquarters at Springfield.

C. J. Drury is appointed master mechanic of the Southwestern Division, with headquarters at Sapulpa, Okla., succeeding J. F. Long, transferred.

J. F. Long is appointed general foreman of the North Side Shops, Springfield, Mo., succeeding C. J. Drury, transferred.

Seen Elsewhere

Reproductions of the photographs published in the July issue of *The Frisco-Man*, showing the mechanical department grounds and facilities, Pittsburg, Kans.; also the transportation department park at Fort Scott, Kans., were reproduced in the August issue of *The Railway World* with very favorable comment.

Claim Committee

At a meeting in office of Superintendent R. F. Carr, Birmingham, Ala., Saturday, September 5, the Southeastern Division Freight Claim Preventive Committee was organized, composed of the following members:

R. F. Carr, Superintendent, Birmingham; F. G. Faulkner, Asst. Superintendent, Birmingham; M. D. Ross, Asst. Superintendent, Amory; C. F. Kirchner, Asst. Superintendent, Birmingham; J. C. McGlothlin, Terminal Trainmaster, Birmingham; H. Honaker, Master Mechanic, Birmingham; C. M. Storey, Gen. Car Foreman, Birmingham; W. R. Brown, G. Y. M. Birmingham; H. M. Snell, Engineer, Birmingham; W. W. Lane, Switch Foreman, Birmingham; N. S. Gibson, Car Inspector, Birmingham; W. C. Shannon, Engineer, Birmingham; W. B. Sutley, Platform Foreman, Birmingham; T. J. Gaines, Conductor, Amory, Miss.; H. Clarke, Brake-man, Birmingham; C. J. Snook, Agent, Birmingham.