



Frisco Park, Amory, Miss.—Just Back of Station Grounds.

CLAIM PREVENTION MEETING

The second regular meeting of the St. Louis Terminal Freight Claim Preventive Committee, in office of Local Freight Agent H. M. Robinson, of the Seventh Street Station, St. Louis, August 20, was full of interest and matters pertaining to the prevention of damage to and loss of freight were thoroughly discussed. The meeting was called to order at 9:00 a. m. by P. W. Conley with practically all members of the committee present.

In opening the meeting Mr. Conley called attention to the fact that rough handling of freight was the subject most thoroughly thrashed out at the previous meeting and as result there had been a notable improvement in the handling of cars, especially at Gratiot.

Mr. Conley read various reports made by Transportation Inspector regarding the condition of cars inspected by him, their condition when they left the various houses, when arriving at Compton Avenue, when arriving at Gratiot, and when placed in the train; also showed the result of investigation of the various reports.

Practically all of the recent circulars issued by superintendent of freight loss and damage claims, upon claim preventive matters, were read at the meeting and gone over in detail.

Those attending this session were:

P. W. Conley, Superintendent Terminals; H. M. Robinson, Agent, Seventh Street Station; M. H. Rudolph, Agent, Broadway Station; E. P. Collins, Receiving Clerk, Seventh Street; T. Brickey, Foreman, Seventh Street; G. L. McIlvain, Foreman, Broadway Station; C. W. Watkins, Receiving Clerk, Broadway; Ben Haley, Switch Foreman; J. H. Hammond, Switchman; C. J. Dockley, Car Inspector; Chris Nelson, Car Foreman; Harry Pierce, Engineer; Walter Brady, Switchman; J. Fellman, Switchman; Joe Maroney, General Yardmaster; T. B. White, Night Yardmaster; W. T. Daugherty, Chief Special Officer. Visitor: G. E. Whitlam, Superintendent, F. L. & D. Claims.

The session adjourned at 12:10 a. m. and the committee departed for the Broadway Station for a meeting with the employes at that point.

In a brief address Agent M. H. Rudolph outlined the object of the claim preventive committee, explaining that similar committees had been formed at all of the large terminals and on practically every division of the road.

He then introduced Chairman P. W. Conley who addressed the assemblage as follows:

We had our first meeting of this Freight Claim Preventive Committee a month ago. The claims paid out by this railroad amount to quite an item annually. We have, as you all know, a Safety First Committee, and we did excellent work, reduced personal injury to our employes, as well as outsiders and have made such a good showing that the General Manager and both General Superintendents have outlined a plan to organize the Freight Claim Preventive Committees which are similarly conducted to the Safety First Committees.

Now then, the question arises: Where is freight damaged; who is doing the damage? While the truckman that takes a truck load of freight into the car says: "I delivered the freight into the car all right." The man that stows it away says: "I stowed it away all right, no damage on my part." The Foreman says it was handled all right, and when it comes down to the yard handling the switchman says: "No rough handling while in my charge." To find out really where the trouble is, who is doing the damage, and to get at the bottom if it, we put on a Transportation Inspector, who starts, say, at Broadway, follows the cars with the Terminal R. R. engine until they get to Compton Avenue. When they get to Compton Avenue, which is the end of the Terminal track, the Frisco takes hold and the number of the engine, name of foreman and engineer is taken by this Inspector and he follows the cars to Gratiot, and he has found that the cars were not being handled properly by the Terminal crew, and also found cars were handled somewhat roughly between Compton Avenue and Gratiot. If he finds a car left Broadway Station loaded correctly; when he gets to Compton Avenue, he opens the doors to inspect contents to see if damage inflicted while in Terminal's possession. He opens cars again when arriving at Gratiot and again when placed in the train, ascertaining in this way where the damage occurred. What we want to do is begin at the freight houses with proper loading, and then give the cars proper handling after they are in transit. I want to say we have accomplished a great deal within the last month. According to the reports read in Mr. Robinson's office we found that

there was about a 50% reduction in rough handling of cars. This transportation inspector starts one night at Broadway, one night at Seventh Street, and another night at Cupples Station and makes reports on the cars he inspects, also as to the handling given. Cupples Station Agent has gone so far as to ask him to come down and show him how to load the freight in order to reduce damage to freight. Mr. Whitlam is trying to reduce freight claim payments this year \$100,000.00 and we ask the assistance of everybody here, both large and small, regardless of what his position, from the messenger to agent, and if we get their assistance I am sure it will aid materially in accomplishing the reduction aimed at.

Mr. Conley was followed by G. E. Whitlam, superintendent freight loss and damage claims. Mr. Whitlam gave figures showing the enormous amount of money the Frisco is spending each year for freight claims, and urged that St. Louis employees join with others all along the line who have to do with the handling of freight, in an effort to reduce this charge \$100,000.00 in the next fiscal year. Mr. Whitlam's address in part follows.

The object in organizing Committees over the System is to reduce our Claim payments. The meetings are strictly educational. Things that are causing claims, or are likely to cause claims are handled by the Chairman and no discipline will take place. There is one thing you must bear in mind: the success of these Committees depend upon the postal cards, and the number of postal cards you send in, to know what employes are careless and causing claims. The first committee organized was on the Northern Division, May 1, and we now have sixteen of these Committees.

We cannot make the reduction intended, \$100,000.00, neither can we make a success of these Committees unless the men will co-operate with us, and do it willingly. It is a Frisco matter, not a claim department matter, and every employe on the Frisco Railroad who has to do with the handling of freight can help out. No one man can make this a success on a large railroad like the Frisco, where there are 15,000 men handling freight, and it is necessary to have the men co-operate in order to make a reduction. We do not get a cent in return for the \$500,000.00 we pay out every year. We do get the good will of our patrons if we pay claims promptly, but get nothing for the \$500,000.00 paid out. If we reduce this amount we will have that much more money to spend for improvements of various kinds needed.

Now the thing for all of us to do is get into this work earnestly and see if we cannot reduce our freight loss and damage payments \$100,000.00. In other words this means 10,000 less claims at \$10.00 per claim, two OS&Ds to a claim, and you can figure out that there is going to be a

big saving in stationery—I figure about \$25,000.00 per year, and this should mean that we would increase our business because we will be ahead of our competitors. You should not look only at the \$100,000.00 side of it, I want you to look at the other side of it too—all the employes who have to handle these claims and OS&D correspondence.

We have inaugurated at most of the stations on the system what is known as "Surprise Test," which means that we mislead on purpose a number of shipments each week and let the way-bills travel in the right direction. By this means we aim to locate the employes who are inclined to be dishonest, because we have a record of the loading of such shipments and if they are not reported over, or sent to proper destination, information is immediately sent the Chief Special Agent who works on the case.

Another item, and one which Mr. Conley mentioned, is the rough handling of cars, which cost \$70,593.82 last year. We are now checking merchandise cars at the platforms when ready to be closed, also watching the handling in the yards, and Mr. Conley is advised of any rough handling in the terminals and handles for correction. Rough handling in transit is handled with the General Superintendent, and we feel that plan is going to help us reduce our rough handling account.

We have a statement showing the performance for July this year, compared with last year, and the start of this year shows we have decreased our claim payments \$2,488.83. Comparing July figures with the average claim payments per month last year we will show a decrease of \$11,439.85. Our claim payments have not been over \$26,000.00 for the past three months. June and July, and am sure August will not be over \$26,000.00. If we can keep our claim payments around \$25,000.00 and if our freight earnings do not materially decrease our ratio will be 810. In other words we will pay out in freight claim payments 1% of our freight gross revenue.

Errors of employes of various kinds shows \$9,440.72. This I think should be reduced over one half this year as it is something the employes have in their own hands.

I have a statement here showing specific cases where we have been compelled to pay claims and responsibility. This statement shows Broadway Station responsible for \$9.45. Broadway stands highest as compared with other stations. In other words to date Broadway Station has been the means of paying \$9.45.

Here is a case of carelessness in handling a shipment of glass which cost us \$50.95.

Here is a case of failure to take seals on car stock which cost \$50.00.

Here is a case of failure to notify conductor to pick up live poultry \$115.00.

Here is a case of failure to check when transfer was made cost \$150.00.

I want to say in connection with transferring shipments that when a car arrives at a station damaged you must determine, as far as you can, the cause of the damage. If a car arrived at a station with the bracing all knocked down indicating damage in that car fry and arrive at the cause. Same thing applies to anything irregular. If we do not get a good check on anything

irregular we have to pro-rate for full amount of damage whether or not the full damage occurred on other lines.

On July 14, we issued circular No. 14, calling attention to 37 items noted which cause loss and damage claims. You no doubt have been asked questions many times what causes freight Loss and Damage Claims. There are a great many causes. If you will get a copy of this circular and digest it, it will help you. We state in this circular—"I wish each of you would study these causes carefully and conscientiously and ask himself the question 'Am I giving the best that is in me to bring about a decrease in Claim Payments, or am I doing just enough to get by?'"

Another circular was issued on July 16, calling attention to the fact that we want to make a \$100,000.00 reduction there is only one part of this circular I want to mention and that is we figure we have 25,000 employes on the Frisco Railroad and 15,000 of them handle freight received from the time received until arrival at destination. If each man will prevent a \$5.00 claim this fiscal year there is a reduction of \$75,000.00. All we ask you to do is to prevent one \$5.00 claim.

We have been trying to get this Freight Claim Prevention idea before our patrons and have sent out circulars to them, as we feel they are interested in this movement.

Another thing in connection with this Freight Claim Prevention is the fact that we are going to advertise it heartily to keep it before the men. We are going to have suitable inscriptions on the stationery, signs for various places; in fact there are signs at a great many places now with the inscription "Prevent freight loss and damage and avoid claims." At Memphis they have two electric signs. We are also going to put stamps on all correspondence sent out from our office. Superintendents will do likewise. Stamps of various descriptions, so that you know when you receive a letter there is a Freight Claim Preventative Committee. We are also going to get out a button similar to our Safety First button, and we are going to get up stickers for way-bills to draw conductors attention.

You know it pays to advertise, don't care what you are advertising. Just now we are going to sell this Freight Claim Prevention to our employes and when we do this, and they get interested in the proposition I do not think we will have any trouble reducing our claim payments. Safety First for the fiscal year ending June 30th, 1914, reduced personal injury claims \$200,000.00 or 30%, why cannot we with the aid of these Freight Claim Preventative Committees do likewise.

Those attending the session were:

E. Buedinger, J. A. Sandt, W. E. Garvey, G. Reither, P. Hale, C. O. Layton, A. E. Kuhn, A. Zeiss, F. H. Weisel, C. Ezli, A. Pfaff, C. Halter, Ben Claus, Jr., Leo Meehan, J. J. Collins, T. S. Schweller, J. J. Crowley, F. Rice, F. Butler, Wm. Scheuk, A. Welsh, E. R. Noerner, H. R. Palmer, J. Helms, Miss Butler, Miss Carmody, Miss H. Dickson, B. F. Nixon, W. V. Ferguson, E. H. Odger, T. N. Barry, F. Knussman, E. Dinnie, A. Ziegenheim, F. P. Looney, C. W. Hupert, B. LaTourette, E. L. Butler, C. Kischwitz, Elmer Pleimann, Henry D. Hoerr, Roy Pettie, H. LaTourette,

M. Morris, G. P. Orter, Geo. Potts, D. Carter, W. C. Plummer, Louis Roster, M. Dower, J. S. Babbitt, Miss Jost, Miss M. Looney, Miss E. Voelker, J. B. Hanagan, F. Smith, E. N. Hatunby, E. Pleiman, J. Ganby, C. Gerties, F. Anton, H. Stunkel, C. S. Simmons, R. Allen, C. Morton, K. Herlehy, Bernard Furwig, W. Saunders, Leonard Snow, E. Farrell, H. Snow, F. C. Kenton, T. H. Beckstedt, J. C. Nietzger, T. Kelly, W. V. Pettigrew, L. A. Richards, Miss Auwander, Miss A. Cook, Miss M. Kirkpatrick.

The committee met in office of general Yard Master, Chouteau Avenue, at 6:30 p. m. with the following employes present:

J. Sullivan, Switchman; C. Horn, Switchman; R. Leunox, Switchman; W. Wittenbrink, Switchman; F. Godman, Asst. Yardmaster; C. Reynolds, Car Inspector; H. Carmelich, Switchman; W. Hartford, Switch Engineer; J. Quinn, Switch Foreman; W. Hengist, Switch Engineer; W. H. Harris, Light Yardmaster; F. Whitaker, Switch Foreman; G. Hirschman, Switch Engineer; W. Wittington, Road Fireman; T. B. White, Asst. Yardmaster; E. DeRuelle, Switch Foreman; W. Wilson, Switchman; W. Wier, Switchman; J. Wrest, Switchman; W. Johnson, Switch Engineer; A. Harvey, Switchman; J. Pugh, Switchman; W. Jones, Switchman; B. Bean, Switchman; C. Richardson, Switch Foreman; O. Davis, Switch Foreman; J. Farar, Switchman; B. Haley, Switch Foreman; F. Fetter, Switchman; W. E. Weber, Switchman; G. Blackwell, Switchman; J. Hammond, Switchman; A. Schmedike, Switch Fireman; S. Moore, Switch Engineer; B. Fisher, Switch Fireman; T. Harrington, Switchman; G. Langenbacher, Switch Engineer; J. Jahraus, Road Fireman; A. Ador, Switch Fireman; O. A. Cauley, Switchman.

Both Mr. Conley and Mr. Whitelam addressed the evening sessions with talks along the same lines as those made before Broadway Station employes.

Particular emphasis was laid upon the rough handling of freight, and upon this subject Mr. Conley said:

"I personally will have to admit that most of the damage is in rough handling. All the records show it and reports of the Transportation Inspector also show it, and we ask you all to reduce this rough handling. See if we cannot make a reduction that will be noticeable we ask you all to lend a helping hand. What we want are reports from everybody, just as in with the Safety First campaign send in the postal cards. The man sending in the most cards will get the most credit. There will be no censure whatever the campaign being strictly educational."

The next meeting of the Committee will be held Tuesday, September 22, 1914.



Little Miss Louise McIntire, through her father Mr. W. C. McIntire, of Birmingham, Ala., sent to *The Frisco-Man* the two photographs reproduced above, showing the attractive flower beds to be found in the yards surrounding the round house at Ninth Avenue and Nineteenth Street, Birmingham.



While Mr. McIntire is not a Frisco man, the neat and attractive appearance of the yards at Birmingham interested him to such an extent that he had pictures taken of same and forwarded them to us.

Little Miss Louise may be seen in the reproduction at the left, pointing her finger at the words "Frisco."

James Beshear, Jr.

The new engineer who has qualified for service at Springfield, Mo., is none other than James Beshear, Jr., four months' old son of Engineer James Beshear, who has been in the service of the Frisco for the last fourteen years.



Since the arrival of James, Jr., it has been noted that the ten-hundreds have nothing on "Jim" when it comes to a question of covering the distance between the roundhouse and his home, after he comes in off the road—and can you blame him?

Birthday Party

The accompanying reproduction shows the little folks who enjoyed the birthday party given recently by little



Miss Florence Elizabeth Doggrell in the Railroad Park at Amory, Miss.

Florence Elizabeth is the daughter of Engineer C. L. Doggrell of the Southeastern Division.

Boreleigh (at eleven-fifteen p. m.)
—When I was a boy I used to ring doorbells and run away.

The Girl (yawning)—And now you ring them and stay.—Boston Transcript.