

we believe that they will not be satisfied until they have attained it. Our creed is to get all the business that our service and business methods justify us in expecting; and when this is not accomplished, we shall expect our agents to be able to give good reasons for our failure.

Every agent should know every shipper or receiver of freight in his community.

He should get his full share of the business of each and every one or know the reason for his failure.

He should know what business is not controlled by his people and advise the proper representative.

Time is the essence of success and advance information will often get the business.

His slogan should be——

#### *ROUTING ON THE ORDER FOR THE GOODS.*

Other forms of advices are important when this cannot be obtained, but at best they are supplementary. The *Routing on the Order* will usually bring home the bacon.

Cultivate the Traveling Salesman. He is an important factor and can frequently give valuable information; and if he is a friend of the road, will go out of his way to help, so long as it does not conflict with his duty to his house or his customer.

I am addressing this letter to each one of our Superintendents and should be glad to have these thoughts put before our agents, and shall welcome any criticisms or suggestions that may aid us in bringing about even better results.

#### **Eyes That See**

General Superintendent Motive Power Dunlop has an entirely new and novel theme for dissertation *Eyes That See*.

Of course, Mr. Dunlop's text has never been used before, but he has a series of changes that he rings in that are novel at least in phraseology and point of emphasis. His theory is that the scrap heap is valuable in inverse proportion to its size; that much material on hand can always be used while working and not cast aside to be put in the scrap heap.

#### **Fuel Economy**

It has been suggested that a considerable saving of fuel could be affected on engines waiting at round houses, if a board was placed over the stack. This is particularly of value if the engineer and fireman are not in the cab.

Also, attention is called to the fact that fuel is often wasted by overloading of tenders.

The right kind of purpose makes the time it cannot find.

### **Stub Economy**

*The Frisco-Man* is in receipt of the stub of an indelible pencil measuring just five-sixteenths of an inch in length, used by D. L. Estes, agent, Eldorado, Okla.

The pencil was worn down to the measurement stated through the use of the holders furnished by the stationery department, and that full service was gotten out of it, no one will question.

This is another evidence that suggestions regarding economy in little things are being put into effect by Frisco men.

### **Coppage's Uncle**

Superintendent Transportation Coppage was at one time the proud possessor of an uncle who lived to be 115 years of age.

Mr. Coppage loses very few opportunities of relating an astonishing fact of this kind and rather intimates that this uncle arrived in this country a little prior to the arrival of one Christopher Columbus.

Traveling representatives of the Frisco are repeatedly questioned by the agents all along the line regarding

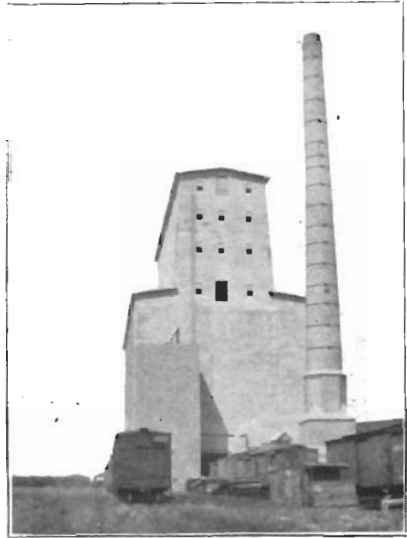


how wheat is unloaded from cars onto the vessels at port.

The accompanying reproductions show how this is accomplished and will, no doubt, prove of interest to all

agents, particularly those located in Kansas and Oklahoma.

The steamer shown in the reproduction is the British ship "Spectator"



and was snapped August 20, 1914, while loading wheat at Galveston, Texas, from the huge elevator shown in the other reproduction. The elevator is owned by the Galveston Wharf Company.

### **Claiborne's Excuse**

At a recent meeting of the superintendents there was considerable discussion regarding items of expense and several of our foremost division representatives were explaining why certain factors were showing an increase.

The general manager called upon Mr. Claiborne regarding one of these factors. Mr. Claiborne arose and began a lengthy explanation of the increase but was interrupted by Mr. Levy, who said: "Why, Cal, you have shown a decrease," all of which goes to prove that it is hard for anyone of us to tell exactly when we are doing well.



That employes in the different departments at Springfield, Mo., seem to vie with each other in making attractive grounds surrounding the Frisco buildings at that point, is clearly evidenced in the number of photographs of attractive gardens that have been reproduced in *The Frisco-Man*.



The above cuts are of two more "beauty spots" to be found at Springfield. The cut to the left shows the west end of the store house and the grounds surrounding it, while the cut to the right shows office of Superintendent Simms.

### **Smile Mac**

One of our staff correspondents caught Superintendent O. H. McCarty, of the Northern Division, unawares recently at Hillsdale, Kans. That's the reason he's not smiling.



*The Frisco-Man* has been informed, however, that the picture herewith reproduced is a true likeness of Mr. McCarty on the job—sleeves rolled up and all—ready to make things hum.

### **Courtesy Pays**

The following communication from Mr. H. E. Lipe, of the Southwestern Telegraph and Telephone Company, to E. W. Dorriss, of the ticket office at Houston, Texas, complimenting Frisco employes, is gratifying to the management, as it evidences the efforts our trainmen and other employes are exerting to make passengers comfortable while on Frisco trains:

Dear Sir:

I take this means of showing my appreciation in behalf of my wife and her brother for the grand services and courtesies shown them by all employes while on their sad journey from Houston to Bonnets Mill, Mo., with their deceased father leaving here on August 28.

Every attention was shown them by the entire train crew to make things as pleasant as possible for them and when arriving at Saint Louis on Sunday morning, August 30th, they were met by representatives who did not leave them for one minute until everything was completely arranged for their departure over the Missouri Pacific to their destination.

As this train does not stop at the above point regularly, arrangements were made through your kindness which allowed them to arrive at a most convenient time of day and on this run they were also shown very kind attention and the dining car steward going so far as to grant them special service in order that they may have their dinner enroute.

Courtesies of this character will make friends by the thousands and it shall never be forgotten by us, only wishing that we were in a position to thank you more heartily than by this letter.

### Who—se?

The two Frisco men shown in the accompanying reproduction hardly need a "know them when you meet them" introduction to the majority of employes along the line, but for the benefit of the possible few who might not be so fortunate, *The Frisco-Man* regrets it is not at liberty to publish names.

It was only under a solemn promise not to divulge the names of either of



the parties shown that our staff correspondent was able to secure the photograph, and, realizing that it would be *The Frisco-Man's* loss if he didn't, the arrangement was consented to.

However, the promise was made for the October issue only and should any of the "unfortunates" send in correct guesses as to whom the parties shown

in the reproduction are, *The Frisco-Man* will be pleased to publish same in its November issue.

The picture was taken in front of the Locomotive Supply House, South Round House, Springfield, Mo.

### Back From Vacation

In an article published on another page, attention is directed to an interesting talk made by Superintendent C. H. Baltzell of the Ozark Division, in which he highly commends physical training for every man in every vocation of life.

The accompanying reproduction is an example of what Mr. Baltzell has accomplished with one of our employes



after a few months' instruction in physical culture.

Of course we all know Mr. Baltzell is a thorough, all round athlete himself, but inasmuch as *The Frisco-Man* has been requested to refrain from publishing the name of the person shown in the reproduction, we will have to leave it to our readers to guess who this particular protege of Mr. Baltzell's is.

### Tons Per Train Miles

Superintendents Carr and McCarty are keeping close tab on each other on train mile tonnage and at last accounts Mr. McCarty was in the lead.



The order and cleanliness that prevails at the Reclamation Plant, Springfield, Mo., has elicited considerable commendation and persons visiting the plant are at once impressed with the neatness of the place and the attractiveness of the grounds surrounding it.

Despite the fact that old material from all over the line is collected and brought to the plant to be reclaimed, it is a model of neatness and order and all employes seem to pull together to help make conditions ideal in every particular.

The above reproduction is a striking example of what is to be found at this plant. The photograph speaks for itself and it is unnecessary to direct at-

ention to the systematic manner in which the different material is piled.

It will be noted, too, that no material, tools, or articles of any kind, are to be found lying around the ground where persons are likely to stumble over them, nor is refuse of any kind strewn through the yards surrounding the buildings. This is one of the best evidences that Safety First is being put into practice at the plant.

What has been accomplished at the Reclamation Plant can be brought about at every other round house and shop on the Frisco and it would be well for those at other points to follow the well-regulated system of neatness and order to be found there.



Station at Oklahoma City, Okla., and Park Surrounding It.