

KEEP UP THE GOOD WORK.

As result of the Interstate Commerce Commission rate decision, we can at least smile on the eastern part of our face, perhaps allowing a little of it to trickle over to the center; also some of the severe lines on the western and south-western sections of our countenance may be modified, but for the present those sections cannot join in the general genial appearance of the eastern and central.

Unquestionably, the public appreciates that the railroads need money; that the lack of money to the railroads ultimately means lack of money to the public; that lack of money to the public means slowing down of enterprises and industries, which is a hardship upon thousands dependent upon them for a livelihood.

The work of securing a fair attitude of the public towards the railroads has really just begun; it can be easily changed and the utmost tact, good-sense and courtesy is necessary, not only to gain in the favor of the public, but to continue.

It is difficult to realize, but nevertheless true, that the thoughtless action of some agent, or some employe, the neglect of some official or the carelessness of some clerk, will frequently provoke the most bitter enmity of a citizen towards an entire railroad.

We who realize what a small portion we represent in railroad structure, oftentimes overlook this very essential fact.

The Frisco-Man is even recently in receipt of a letter from a farmer violently attacking a railroad of many thousands of miles in extent, condemning it from the highest to the lowest, because an agent of that road treated him discourteously.

It will take time and an infinite amount of patience and tact to make the public realize that, in a business employing so many thousands of men, it is very diffi-

cult to stamp upon all the imprint of courtesy and fair dealing, which the Frisco wishes all of its employes to possess.

The following letter, of which we give the substance, from Superintendent Claiborne, speaks volumes on this text. It states:

I have found a freak railroad agent and I want to tell you about him. I was forced to ask some information from him and imagine my surprise when, instead of looking all over the office two or three times, rearranging all his records and freight bills, spending two or three minutes fooling with the telephone instrument, then coming over to the window and asking me what I said, he got up very promptly and gave me the information desired. * * * * You want to keep an eye on this man for he is a good agent or crazy, I can't tell which.

This is rather an extravagant illustration, nevertheless it is safe to assume that if the gentleman who wrote this letter had been treated discourteously, instead of being a good friend, he would have been a bitter enemy to the Frisco railroad from round house to general office.

It further demonstrates how easily friends can be made, and, in view of the conditions, there never has been a time in the history of railroad service that the public is as receptive to give the railroads a square deal as now. Therefore it behooves all who have the interest of the company at heart, to overlook no opportunity of making a good impression upon the public, and, if this is done, miracles can be accomplished in 1915.

If the railroads could avail themselves of the libel laws, as can the citizen, and bring suits and gain judgment against the thousands who misrepresent and distort facts regarding them, the lack of money would not be so evident.

A large percentage of the unfair, untrue and incorrect statements regarding railroads are born of hear-say evidence, which is not admitted into any court as testimony.

The public have been in the past greedily absorbing salacious gossip regarding the railroads, repeating it with liberal embroidery, until it would be very difficult to convince many honest and fair-dealing men that what they have heard for so many years is untrue.

The time has come, though, for railroad men to equip themselves with more definite information regarding the service in order to deal with these misinformed people and to prove the fallacy of many statements which they make.

The following large sized facts may be of interest and of service to railroad employes:

To quote from an eminent statistical authority, between 1907 and 1913, the receipts of the railroads were reduced by ninety million dollars.

Between and including the same period the pay rolls of the railroads were increased more than 160 million dollars. Add these two items together and you have a cool quarter of a billion dollars going out.

Take a well-known eastern railroad as

an example, on which in 1907, its employes, exclusive of general officers, worked 11,231,231 days, for which they received \$23,754,807.00. In 1913, they worked 11,301,980 days (practically the same time as in 1907) and were paid \$27,793,112.00, an increase of \$4,038,305.00 for practically the same period of work.

These items with a reduction in rates caused a loss in net revenue of \$6,341,305.00.

The net operating income of the railroads in the United States for the year ending June 30, 1914, is the lowest recorded in eight years, except for the panic year. Further, the mileage in 1914, was 253,230, against only 227,454 in 1907.

These are a few statistics which may be of interest and, if further information is desired, The Frisco-Man is at the service of its readers.

These conditions can only be overcome by strong, steady pull all together; by gaining the confidence and assistance of the public.

Cumins' Boy.

News has reached The Frisco-Man of the arrival of a new boy October 23, at the home of J. J. Cumins, assistant superintendent, Northern Division, Fort Scott, Kans.

It is rumored James John, Jr., has entered the service of the Frisco as student brakeman and is about to go to work, but, of course, this statement will have to be verified by the proud parents of the baby.

Time knows no prejudices, makes no promises, keeps no records and asks no questions. You are here for a purpose and each moment you spend foolishly or frivolously is lost for all time simply thrown into the waste-basket of indifference.

"Johnny" Costly Youngster.

Misrepresentations by which "Johnny" rides for half-fare after having passed the age limit entitling him to travel in this class, and free when half-fare should be paid for him, are estimated to deprive the American railroads of \$1,250,000 a year, which they are entitled to under the law.

In the midst of our happiness, let us not forget those about us who may be less fortunate than ourselves. There may be some who are in adverse circumstances, with whom the battle has gone hard, and who may be making a desperate struggle for bare existence. Let us seek them out and share with them from our abundance, bringing to ourselves the joy of giving--for "it is more blessed to give than to receive."

COUNT THE CHANGE.

By G. E. Whitlam

Should a friend of yours want to buy a ticket, would you sit in front of the depot and tell him to go in, get one out of the case and then hand you the money? No it would not be right and the Bonding Company would soon be telling the Frisco to find another man.

There are no **storekeepers** in your town selling **eggs, cigars** and other commodities, who would allow their customers to do the counting and take the goods away without knowing the count is correct. It would not be **business-like**.

Then why should an agent allow a drayman, or anyone else, go into the freight room, or in a set out car, and help himself,

doing all his own checking; it is practically the same thing.

Do you know that the amount paid out for loss of entire packages represents about 15 per cent of our total claim payments?

Our station forces are often not as careful as they should be in checking freight offered for transportation and in making delivery of freight.

Each agent should see that proper attention is given the handling of freight at his station.

Think of the amount we have paid out covering loss of entire packages and answer in your own mind the question, "were you responsible for any part of it?"

Credit Sign.

The Frisco-man has gotten hold of a circular issued by Master Mechanic John Forster, to all foremen at Kansas City, directing attention to articles on pages 10 and 11, November issue of The Frisco-Man.

Page 10 contained an article regarding an attractive sign recently erected over the shops at Kansas City, concerning which Mr. Forster says.

"A good deal of credit was given me for that sign, but it was gotten up by more than one party and I would like to see the credit given to the parties to whom it belongs. Credit for the sign is due more than one and names should be mentioned."

Information has just reached The Frisco-Man that M. C. Whelan, foreman of the blacksmith shops, and Foreman Grueninger of the tin shops, were also on the committee appointed to erect the sign with Mr. James Bruce, foreman of boiler shops.

Stub Contest.

In practically every department of the Frisco it is the custom of employes to use their pencils as long as they can, in order that all possible service may be gotten out of them but in the interest of economy, things have been reversed in the office of superintendent transportation and employes in that department are asked to use their pencils as short as they can.

And that this theory is being put into practice by employes of the transportation department, was clearly evidenced in the stub of a pencil received recently from Mr. Coppage, measuring just one-half inch from stem to stern.

Back of every successful institution, no matter whether it is a mercantile establishment or a flourishing manufacturing plant, back of the prosperity to which men point with pride, are certain fundamental laws—the law of right thinking, the law of self-denial, and the law of perseverance.—From the *Railway Age Gazette*.

FROM A VETERAN ENGINEER.

I read the other day where the Czar of Russia stuck his head out the parlor window and called for one of his numerous ministers whose name I'll gamble ends in "itch" -and told him to come in a minute he wanted to talk to him.

After the hired hand had entered the Czar's parlor and put his hat on the whatnot, the Czar told him that, effective at once, all vodka, -which as I understand it is a peculiarly bad thing to apply to the insides -was to be abolished in Russia.

Somehow I never lost much time worrying about the Czar of Russia -he's too far away and where he lives is too cold and there's apt to be too many light and heavy explosives lying around; but it sort of made me gasp to think that one little man could cut out booze or what stands for booze -by a few words in a country bigger than the United States.

I'm not a temperance crank -though I'm strong for prohibition -but there are many thousands of us who could get along a whole lot better if there wasn't anything in the nature of alcohol at hand, and I sometimes wish, for the sake of those who I see so often, that we had a Czar that could do something of that sort.

The article I read went on to explain that Russia would lose many roubles - which is the dollar of that country - by cutting out this vodka stuff but that evidently didn't "feaze" the Czar; he

got on the prohibition platform and when he got there he intended to ride it for all it was worth.

There are good and bad things in everything; there are even good and bad things in our form of government and we all agree there's lots of bad things in autocratic form of government, but when a man can do what the Czar did in an off-hand sort of way and "put it over," it's a bigger thing than raisin' armies, building battle ships and kicking up a ruction generally.

It means that a lot of poor thoughtless devils on this Christmas won't have an opportunity to get drunker than usual. It means, though, that the Russian dollars will **stick in their pants**-if they wear pants **and I don't know whether** they do or not -a little longer than they did before at this time of the year. It means there will be less hang-over's about New Year's day in Russia and more money per capita; that there will be more money to spend, and that **there** will be many Russian women **gargling** their national hymn with more **feeling** and patriotism than they ever did **before**.

In fact, it's a pleasant panorama to think about and it's a good thing for us to remember at this Christmas **that one** little man, whatever else may be said of him, had the backbone to tackle total prohibition in a nation in which a large proportion of it's people have not been trained to hold their liquor properly.

Three-fourths of the mistakes a man makes are made because he does not really know the things he thinks he knows. *James Bryce.*

Prevent Loss and Damage to Freight and Avoid Claims

MY AIM IS

IMPROVEMENT OF THE SERVICE

BY

LOADING—No defective cars that would result in damage.

STOWING—Packages properly, giving consideration to weight, shape, size, nature of contents and station order.

TRUCKING—With trucks not loaded too high or too wide so that they are liable to lump against warehouse door or car door and topple over, making certain the freight is so loaded that it will rest secure until it reaches car or warehouse, as the case may be.

CHECKING—Freight carefully to see it is properly marked and packed in accordance with classification requirements, and that shipping ticket or bill of lading is legible and complete.

BILLING—Legibly all articles shown on ticket or bill of lading.

HANDLING—Cars carefully, avoiding carelessness in starting and stopping trains and in switching.

DELIVERING—Freight only to authorized persons, using care to safeguard the Company's interests.

PREVENTING—Loss and damage to freight, thereby avoiding claims.

REMEMBERING—That better transportation means better pleased patrons and more business for the Frisco.

"YOUR CO-OPERATION IS REQUIRED IN ORDER TO REDUCE CLAIM PAYMENTS \$100,000.00"

In its vigorous campaign to reduce freight claim payments to the lowest possible mark, the freight loss and damage claim department has brought into play every conceivable means of interesting the employes in claim preventive matters and of educating them regarding the proper manner of handling freight.

Claim preventive committees are at work on every division of the road and at every terminal; circulars, letters, bulletins, statements, flyers, and literature in every form, has been issued upon the subject, not only as a means of educating the employes in the proper manner of handling their work, but as a reminder of the necessity for constant care in the performance of their duties.

The latest move in this connection was the issuance of the card reproduced above containing rules regarding the handling of freight, the careful observance of which will be of material assistance to all trainmen, enginemen and station employes.

The freight loss and damage claim department has called for the co-operation of all to bring about a decrease of \$100,000 this year. That employes all along the line are responding to this call is shown in the material decrease noted in the statement covering the first five months of this fiscal year as compared with the same period last year.

G. E. Whitlam, superintendent freight loss and damage claims, is receiving a number of communications from agents and other employes daily, instancing where through alertness and watchfulness

of those handling freight, claims have been prevented.

Employes are giving more attention than ever before to the subject of claim prevention and a few of the cases where exceptional interest was displayed are cited in the following paragraphs:

A carload shipment of shorts arrived at Tupelo, November 30. In unloading the car consignees found seventeen 100-lb. sacks so badly damaged and contents wasted on car floor that they absolutely refused to accept them. Clerk Tanner cleaned up the wasted shorts from the car floor, resealed securely all the 17 sacks, and by putting them in such good shape was able to make delivery of the entire lot, no claim being filed.

Very recently, in a shipment of several stoves consigned to Flemington, Mo., damage was noted to one of the stoves, as a result of which the consignee refused to accept same unless we paid him an amount which did not look reasonable to Agent Hill. Agent advised the consignee that we could not allow the amount of damage asked for, and promptly told the consignee that we would pay him the invoice price of the stove and take it off his hands. Agent, by careful handling, was able to dispose of same for the full amount of the claim, resulting in no loss to this road.

Agent Dritt at Springfield received a claim charging us the invoice price on a shipment of rugs. Mr. Dritt took the papers to the claimant's place of business, inspected the invoice, and found that the consignee had been allowed additional discount of \$2.75 on each rug. He promptly secured a reduction of \$5.50 in the original amount of the claim. It is very important that agents watch this closely and determine as far as consistent whether or not the price charged us in a claim is the same as charged the claimant.

A shipment consisting of 12 sacks of bran and 7 sacks of shorts, weight 1900 lbs., arrived at Imboden, Ark., in a wet and damaged condition, apparently worthless. Agent was offered only \$5.00 for the salvage. He, however, instead of recommending sale of the shipment for that amount, or selling without authority, with the assistance of station helpers, completely separated the damaged portion from the undamaged. By handling as outlined, Agent realized \$19.90 from the sale of this shipment, thus resulting in a total loss of only \$1.70, whereas had the offer of \$5.00 been accepted and no effort made to prevent an excessive charge, we would have been compelled to pay out \$16.60. This is the second instance