

What Railroad Magazine Means to Public

By DWIGHT H. BROWN

President of Missouri Press Association

(Editor's Note—Mr. Dwight H. Brown, publisher of the Interstate American, of Poplar Bluff, Mo., and president of the Missouri Press Association, whose annual convention was held in St. Louis, October 11, 12 and 13, pays the following high and voluntary tribute to the Frisco Employes' Magazine and tells of its value from the viewpoint of a newspaper man and "outsider.")

A lack of understanding of the views and purposes of others contributes as rightly in mischief making with individual, community, state, nation and the world as any other troublesome element. It may properly be placed first in the list.

The lack of better understanding of the views and purposes of business and the views and purposes of the general public in the past has contributed to the woes of business and the public, for business cannot be injured without that injury being passed on to the public.

The establishment of the Frisco Employes' Magazine is just another mighty stride in the direction of understanding of view and purpose on the part of the Frisco System, the great Frisco family and the wonderful empire served by the road.

No constructive thing has been done by the Frisco in years—and many of them are to the credit of the road—which has meant more in making for a system spirit among the men and women who day after day keep its intricate affairs moving and to the dozens of metropolitan cities, ambitious towns and villages and the countryside through which the road passes.

While the magazine is probably designed primarily for the employes and chiefly for the purpose of creating a great hearthstone, so to speak, around which the Frisco family can gather periodically and just frankly talk over things and visit and come to know each other

better, there is still another angle to the publication and that is the public contact and the inviting of the public to occupy the big arm chair for visiting and getting better acquainted in these periodical hearthstone sessions.

Even though the magazine does not have general circulation, it will serve to make Frisco affairs public, the editorial column will represent the soul of the road and the pages the personality.

The Frisco is ties, rails, locomotives, coaches, cars and station houses, but it is more than that. It is men and women from the bond and stockholders to the man at the throttle, at the pumphouse and so on. What opportunity has there been heretofore to really know the Frisco—the Frisco that breathes and lives and has the same heart throbs that we have? The contact has been missing. The magazine gives the public the opportunity to get acquainted with the Frisco in a more intimate way.

Perhaps no class of people will watch the magazine with more keen interest than newspaper folk. And they are those who present the Frisco to the public generally when occasion comes for contact.

The Frisco has been a mighty influence in the building of the Southwest and the people of the Frisco empire are interested in knowing more of the road, of its vast army of employes and its plans and achievements, for in this age there has come about less of the eager listening to the cheap, inflammatory charges of the demagogue and more sincere concern is seeing a policy of fair play accorded those mighty pioneers of the West—the railroads.

FIRST AID TO STENOGRAPHERS

Don't say—I am going in town today.

Say—I am going to town today.

Note—"In" denotes inclusion; "to," direction; hence, "to" is the required word.

Don't say—Come in the house.

Say—Come into the house.

Note—"Come in the house" is a colloquialism, it being permissible only in familiar speech. "Into" is required because extreme is indicated. One may say, "Come in," using "in" as an adverb; but when the preposition is required to indicate entrance "into" is the proper word.

Don't say—There isn't hardly any use. He couldn't hardly come. There isn't hardly a person that would believe it. They haven't only more.

Say—There is hardly any use. He could hardly come. There is hardly a person that would believe it. They have only more.

Note—In the incorrect forms, double negation is expressed.

Don't say—What kind of a man is he?

Say—What kind of man is he?

Note—The indefinite article "a" is superfluous.

Tell the World About the Railroads

By FESTUS J. WADE

President of Mercantile Trust Company of St. Louis

THE railroads of the United States will be the objects of political attack as long as there are radical politicians who must have an issue to ride to public favor. The thought strikes me that the two million employes of the railroads could do much to end this condition. These employes are practically all of voting age, and two million votes would quickly prove where public favor stands—with the railroads, or against them.

The majority of public opinion is, without doubt, favorable to the cause of the railroads, and would give the carriers fair treatment, but a very small minority is making enough noise to sound like a majority. I believe this minority could be silenced for all time if the two million employes, one fiftieth of the population of the United States, would take a hand.

The reason for the passive silence of the mass of American people is easy to analyze. They take the railroads too much for granted. They board a Pullman today in the Union Station and step out tomorrow in New York, after a comfortable trip. It took their great-grandfathers weeks to make the same trip, with all the comfort left out. At meal time they stopped and built a fire. At meal time the new generation steps into the dining car, a first-class restaurant on wheels, and orders according to taste, without giving a thought to the wonder of it. The coffee, the tropical fruits, the sugar and spices, even the bread and meat, are products the railroads have brought in their freight and refrigerator cars.

And then at night: The covered wagon stopped to let the horses rest. This has been replaced by the Pullman, and progress is speeded up from nothing to sixty miles an hour. Slipping between the white sheets as a matter of course, the present generation rings for the porter if anything further in the line of comfort is wanted. What if they had to wake up in the early morning hours and fight off the Indians?

How many times do they consider the money and labor expended in making these things possible? They would know that the train they ride on represents a small fortune—if they gave it a thought. They would realize that the road-bed, grading, bridges, trestles, etc., represented a large fortune—if they were reminded. Ah—there's the rub—if they were reminded.

I saw a headline somewhere, not long ago, that told

the tale. "Our Whispering Railroads," was the way it read, and the story told was an old, old story, about a great industry, a business full of romance and sentiment, but taking it for granted that the world knew its story.

If the farmers knew how much they are dependent on the railroads, would they allow their so-called champions to attack those railroads?

If the mass of people knew how much their prosperity is dependent on the railroads, would they stand idly by and see those prosperity creators mistreated?

If the American people were told, reminded of railroad service, and were jarred out of the business of taking transportation for granted, wouldn't the lot of this great public servant be easier?

Three times yes.

The moral is plain: TELL THE WORLD ABOUT THE RAILROADS.

Be Courteous on the Telephone

Courtesy on the telephone is one of the first things a railway employe should learn. We cannot tell when answering whether it is some minor employe or an official of a large business concern on the other end of the line. Any information desired should be given in a pleasant manner, no matter how we feel, since the person calling is not responsible for our feelings.

The telephone operator is the doorway to the railroad, and every consideration should be given her to enable her to maintain the efficiency of the service. These operators are perfectly normal human beings, and harsh words wound their feelings as naturally as they would those of any other person. As the operators are at all times working under high tension, any irritation impairs their efficiency.

These operators work under a constant nervous strain and when they are questioned as to the working conditions on the switchboard and lines and the amount of business handled, they tell of the treatment given them by the various telephone users. When a complaint against the service rendered by these operators is made, it is usually found to come from someone who is disposed to "treat 'em rough."

It's Real Pleasure to Dine at Sapulpa Now

The epicure who delights in viands cooked to lure and satisfy the appetite; the man or woman who wants meals served quickly, yet with all the splendid service accorded in the highest-priced hotels and cafes; the person who wants food "cooked as mother cooked it"—all these and more will find in the new Fred Harvey dining room and lunch room in the Frisco station at Sapulpa all that can be desired.

The new dining room would do credit to a city many times larger than Sapulpa and is attracting much favorable comment and attention from patrons who find here comforts they never dreamed could exist in a railway dining hall.

The main dining room is, in dimensions, 32 feet wide and 43 feet long and can accommodate a vast number of diners. The lunch room in connection is 25 feet wide and 59 feet long and is as splendidly equipped as the dining room itself. A lunch room for negroes occupies a space 12½ feet by 16 feet. The serving kitchen is a gem of the architect's art, and is broad and capacious, being 16 by 23 feet. The main kitchen is larger,

being 23 feet wide and 43 feet long and it is here that the housewife—whose inspection, by the way is not only welcome, but urged—would find much to delight her practiced eye, equipped as it is with all the latest and most improved devices for the preparation of food as only the Fred Harvey System knows how to prepare it. A cigar stand at one end of the dining room is 10 feet long and 6 feet wide.

In preparing the new dining room, added space was given the waiting room in the station, increasing this by a space 51 feet long and 24 feet wide.

A large sum of money was expended in making this Sapulpa dining room both a thing of beauty and of utility. And in eating here one does not "eat in an eating house." One "dines at a dining room." And there is a vast difference—just the difference which makes the Fred Harvey service and cuisine renowned.

Elbert Hubbard—the Immortal Fra—once wrote of the Fred Harvey System—and it is still true—:

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A Portion of Fred Harvey Dining Room at Sapulpa

Majority of Telegram Errors Due to Sender

By J. H. BRENNAN
Superintendent of Telegraph

A RECENT check of service on all messages filed at the Springfield Relay Telegraph office between the hours of eight a. m. and five p. m. for a period of one week, showed an average elapsed time between delivery of messages to the telegraph office and transmission to destination of but thirty-two minutes with 26 per cent of the entire file being transmitted in one to ten minutes.

In checking the service, no allowance was made for wire trouble or other delays which are not within the control of the Relay Office. Instances may be cited where the Relay Office received a message thirty or forty minutes prior to the closing time of a line office, and, in spite of repeated efforts to raise the line office, it was unable to do so before closing time. The message then laid over until the following morning when the office again opened, resulting in the Relay Office being charged with over 17 hours delay on one message.

This is mentioned to show that the thirty-two minutes' delay reflects the actual operating condition.

It will be interesting to note the improvement that has been made in this respect during the past few years in the seven relay offices on the system.

In order to afford a comparison and obtain closer supervision over relay office service, a unit of performance was established several years ago. This is known as the "Efficiency Rating" and is the mean of the "Per Hour Per Man" and the "Average Delay." The "Per Hour Per Man" represents the average number of messages handled by each operator per hour. A standard number of messages to be handled was then determined and working from that standard, the volume handled was gradually increased from 27 per hour per man to approximately 36, an increase of 33 1/3 per cent expressed in money. This means that the

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Frisco Passenger Station at Sapulpa

Railroad Y. M. C. A. Does Splendid Work

At several points on the Frisco Lines there are buildings, well equipped, with an air of hospitality and good fellowship surrounding them both inside and out and operated with no thought of profit.

These are the Railroad Y. M. C. A.'s.

The railroad man's haven—a place where he may find rest and recreation, as well as "all the comforts of home."

These institutions are doing a splendid work and are richly deserving of the loyal support which is theirs.

Take a trip through one of the buildings with us, having for our guide a young man whose geniality and warmth of welcome at once proclaims him to be one of those friends of railroad men—a secretary of one of the "Y's."

"This is our reception hall and reading room," he points out, as we note a number of trainmen, shop craftsmen and others seated in comfortable chairs, perusing magazines or newspapers, smoking and chatting amiably with one another.

"What's going on in that room?" "Oh, that is one of the educational classes. You know we teach mechanical drawing, blue print reading and designing. Likewise we teach penmanship, letter writing, English and show application of arithmetic.

"Now and then," he continues, "we put on a movie for the boys and get some clean, good pictures in which

they are always interested. We have social nights for the boys and their families and you would probably be surprised to see the interest and enthusiasm shown in these. Not long ago we put on a minstrel show and later a vaudeville night, all of the talent being recruited from among our members. And you will find that there is plenty of real talent among the railroad men, some of it plenty good enough to make good on 'the big time.'"

The dining room and lunch room are next. Here are a number of men seated at tables or at the lunch counter, eating palatable, well-prepared food and wearing a satisfied look which indicates plainly enough that it is food of the type they were wont to receive in their homes.

The recreation room in this particular "Y" is equipped with two billiard tables. There are likewise chess and backgammon boards and other amusements for the men who are availing themselves of all these things offered for their amusement.

In the "dormitory" portion there are trainmen resting from their long runs. The call boy has their names and their room numbers and will call them when the time arrives for them to resume their work. Clean, comfortable cots and beds are provided and the rooms are well kept and well ventilated.

Many of the "Y's" have swimming pools and here the tired trainman or mechanic, after his rest, may find recreation and pleasure and healthful exercise.

A Child's Rules for Safety

Little Miss Dela Nielson, an 11-year-old pupil in the seventh grade of the Bingham, Utah, high school, recently submitted some rules in the National Safety First Contest, which it would be well for "grownups" to follow and pattern after.

Her essay in part is:

"The Safety First man says that eighty thousand people are killed in accidents each year. It is Old Man Carelessness who causes most of these accidents. Other causes are thoughtlessness and too great hurrying, thereby taking a chance. I am but a tiny speck in this great world, but if every small speck will do its best and study how to do better, think how happy the world will be. America will become a Safety First nation.

"In cities where there are crowded sections and streets offer about the only playgrounds, mothers must be in constant terror. Whose child will be next? I can be most careful and make the highways safe by crossing the street at the corner instead of in the middle of the block. I will not cross a street on roller skates. I will talk less and see more. I will never read a paper while crossing the street. I will look where I am going and encourage my friends to do the same. I will be exceedingly careful when playing near a railroad. When I am riding in a car I will do my utmost to see that the driver 'Stops, Looks, Listens,' before crossing a railroad track. That he keeps within speed limits and heeds the danger signals. In this way I can save myself from accidents. I will warn others."