

FRISCO OFFICERS MEET MARCH 5

TWO hundred and twenty five junior and senior officers of Frisco Lines assembled in the general office building at Springfield, Mo., March 5, for the annual Claim and Accident Prevention and Better Service meeting, at which problems facing this railroad are discussed and remedies sought and reports on progress since the last meeting made. During the two sessions of the annual conference, morning and afternoon, almost every phase of railroad operation was brought up, thoroughly aired and freely discussed.

The morning session was called to order promptly at 9 o'clock in the general office assembly room, with General Manager Shaffer presiding in place of Vice President Hutchison, who was unavoidably absent. The first ninety minutes of the program were devoted to short talks by various officers, in which they touched upon the activities of their departments during the twelve months since the last annual meeting. Officers who spoke were: Vice Presidents Koontz and Miller, Comptroller Bunnell, Assistant General Manager Sisson and Vice President (Texas Lines) McCarty.

The report of Mr. H. W. Hudgen, general claim agent and director of accident prevention, revealed that during 1927, the Frisco had accomplished a 12.5 per cent decrease in the number of casualties to employes compared to 1926, and had also had a reduction of 12 per cent in grade crossing accidents. Mr. Hudgen praised the co-operation of employes with his department as largely responsible for the reduction.

Understanding and co-operation by employes were also credited by Mr. J. L. McCormack, superintendent of freight loss and damage claims, as

Annual Claim Prevention and Better Service Conference at Springfield Attended by 225 Officials

being largely responsible for the reduction in 1927 over 1926, of \$22,000 decrease in the amount of claim payments. For several years the operating department has carried on a steady campaign for safer and better handling of freight in train and in terminals, and the readiness with which employes helped in the campaign made the reduction possible, Mr. McCormack emphatically stated.

In an interesting review of the agricultural activities during 1927, and a prediction of those activities in 1928, Mr. W. L. English, supervisor of agriculture and refrigeration, sounded an optimistic note.

"We are hoping to move 50,000 cars of perishables this year as compared with 40,000 in 1927," English said, "and if weather conditions hold up for the balance of the spring as they did in February, I believe we will realize this hope."

Amazing results have been obtained from the efforts of employes in the solicitation of freight, Mr. Walter B. Wells, assistant freight traffic manager in charge of on-line solicitation stated. He told the officers present that at every point on the line he found employes ready and eager to respond to the employe-solicitation campaign, and that the solicitation program as carried on as a part of the Frisco Employe Club activity indicated even greater results from this effort in 1928.

Stressing the effects of employe-solicitation even further, Mr. John W. Nourse, general passenger agent, stat-

ed that a great many passengers had been secured through the use of passenger traffic "tip-cards" mailed by employes to their nearest passenger solicitor, concerning a prospective patron. Mr. Nourse, who spoke in the absence of Passenger Traffic Manager Cornatzar, who was ill, urged careful attention to "service" as one of the most vital means of getting "repeat" business for our railroad.

The brief but remarkable history of the Frisco Employes' Clubs was stated by W. L. Huggins, Jr., editor of the *Frisco Employes' Magazine* and chairman of the central committee on Frisco clubs. Mr. Huggins said that when the employe club movement was started on a system-wide scale in November, 1927, clubs existed only at Kansas City, Fort Scott, Tulsa, St. Louis and Oklahoma City. Since that time, a total of 38 clubs have been organized, many of them around the nucleus afforded by the old greater traffic committees. During December 6,227 employes attended club meetings, and the number increased so rapidly that more than 11,500 Frisco people attended club entertainments and business sessions in February.

At 11 o'clock Mr. Shaffer turned the meeting over to Vice-President Koontz, who led a discussion on traffic solicitation and service until adjournment for lunch at 12:15 o'clock. The afternoon session was another one of strictly business nature, and included several additional reports by department heads.

Two interesting reports were those by Messrs. Geo. Moore and P. O. Wood, assistant superintendents of Motive Power. Mr. Wood reported an extensive program of rolling stock repairs and improvements during the year, including the re-equipment of 38 locomotives at the Springfield west shops.

Group picture of officers attending meeting appears below.



Thirty-six more locomotives will be equipped with boosters and syphons at the shops during 1928, he said. Mr. Moore told of the contemplated construction at Yale, Tenn. this year, of 250 flat bottom gondola cars and of the re-building of several hundred other cars of various types and classes.

Mr. C. B. Rex, assistant auditor, addressed the meeting on "Zone Accounting"; Mr. G. L. Ball, superintendent of insurance, spoke on "Tank Cars and Contents, insurance coverage and insurance generally"; Mr. G. B. Davis, special accountant, spoke on "Carload traffic to and from industries and misrouting of freight", and Mr. Robert Collett, fuel agent, spoke on "Fuel Conservation."

Mr. Koontz again led a discussion of traffic problems in the afternoon, with particular attention to the opening up this summer of the Frisco's rails into Pensacola, Florida.

The meeting adjourned promptly at five o'clock. General Manager Shaffer, announced a morning session of superintendents, assistant superintendents and master mechanics for the following morning, but the business program of the annual meeting was over.

Conventions and annual meetings may be mostly business, but the annual banquet is the "fun session" of most meetings of this kind. The annual banquet of the freight claim prevention and better service meeting was no exception.

Due to the absence of Mr. J. E. Hutchison, vice-president in charge of operation, Mr. J. L. McCormack served as toastmaster at the banquet which was held in the main dining room of the Colonial Hotel.

Declaring that salesmanship is the keynote for the success of any corporation, and that the continued success of the Frisco depended on the salesmanship and co-operation of its employes and officials, Mr. J. R. Koontz, vice-president in charge of traffic, made the keynote address of

the evening to the banquetees.

"We are short of salesmen", he said. "And before we can become

A Resolution!

The following resolution was signed by thirty-two presidents of Frisco Employes' Clubs and the original presented to President Kurn.

WHEREAS, We, the presidents of the Frisco Employes' Clubs of the St. Louis-San Francisco Railway Company, representing approximately eighty per cent of this road's employes, at the first annual meeting of Frisco Club presidents, sincerely realizing the magnitude and force of the varied traffic competition facing our road today,

And, WHEREAS, further, we realize the potential strength of our members in increasing the traffic revenues of our railroad through our constant efforts to secure passengers and freight from our personal friends and our business acquaintances;

THEN BE IT RESOLVED: That we the undersigned presidents of Frisco Employes' Clubs do hereby enthusiastically pledge our support and the support of the club members we represent to aid in every way within our power the efforts of our fellow workers in securing additional traffic for our railroad, and the chairman of the central committee is instructed to send a copy of this resolution to President Kurn and his staff officers.

RESOLUTION PASSED BY ACCLAMATION THIS 5th DAY OF MARCH 1928 at SPRINGFIELD, MISSOURI.

salesmen, we must have a better understanding of ourselves and of each other. We must know human nature. I am sure the only problem which worries most of us is, are we

arrayed now so that we can put it over and sell the commodity which we have to sell—transportation. I say we are, but the only true way salesmanship can be accomplished is in making the other fellow know that you are square.

"We on the Frisco will never expect to secure traffic for our lines over the dead bodies of our competitors, nor will we countenance the employment of cut-throat methods in securing our business.

"This is now and will continue to be a clean railroad and I know you all want to do everything in your power to make it so. I am delighted that the presidents of the various Frisco Clubs are here tonight. We of the official family are indeed earnest believers in this great personnel movement which is sweeping up and down our rails. Through the medium of these Frisco Clubs I am firmly convinced that the employes themselves and the railroad will proff a great deal. Particularly in the solicitation of traffic does this hold true and since transportation is the only thing we have for sale, it behooves each and every employe to do all in his power to increase the revenue of the Frisco through increased tonnage to the end that his job continue and the road progress.

"There is no reason why the clubs should not receive the 100 per cent support of every man and woman on the Frisco. If the clubs progress in the future as quickly, as harmoniously and as efficiently as they have in the past, I do not see why within a period of six months we should not have 30,000 solicitors working actively and successfully for the success of the Frisco's properties."

A most humorous and brilliant address was given by Mr. W. F. Lilleston, recently appointed Frisco attorney for Kansas. Mr. Lilleston aimed many of his humorous comments at Frisco officials, which relieved the tension and strain of the full day of

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FIVE TRAFFIC OFFICERS PROMOTED

THE promotion of five officers of the traffic department of Frisco Lines was announced March first by Mr. J. R. Koontz, vice-president in charge of traffic.

Mr. S. S. Butler, freight traffic manager, was promoted to the position of general freight traffic manager. Mr. J. N. Cornatzar, passenger traffic manager, was given the additional title of director of development. Mr. B. H. Stanage, assistant freight traffic manager, was promoted to the position of traffic manager, and will

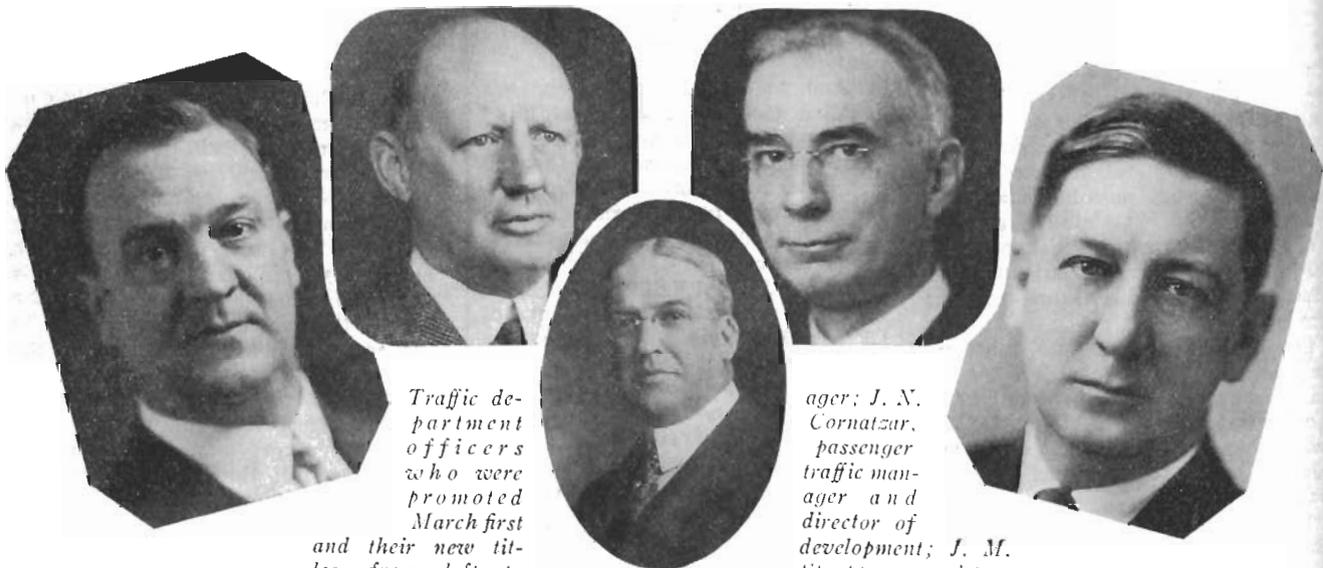
Messrs. Butler, Cornatzar, Stanage, Nash and Strupper to New Positions March First

general freight agent of Frisco Lines; was made general freight agent in 1919, and freight traffic manager in 1920.

Mr. J. N. Cornatzar has been passenger traffic manager of the Frisco since 1920. He began his railroad ca-

and was promoted to general freight agent in 1910. Upon the termination of Federal Control, Mr. Stanage was made assistant freight traffic manager.

Mr. Robt. N. Nash, who is promoted to the position of freight traffic manager, began railroad work with the Atlantic Coast Lines in 1897, as a messenger boy in the local freight office at Wilmington, N. C. He left that road in 1913, with the position of assistant general freight agent to come to St. Louis as assistant to the freight traffic manager. Mr. Nash was



Traffic department officers who were promoted March first

and their new titles, from left to right: B. H. Stanage, traffic

manager; J. N. Cornatzar, passenger traffic manager and director of development; J. M. Strupper, assistant

freight traffic manager; and Robt. N. Nash, freight traffic manager.

have charge of all Interstate Commerce Commission work for Frisco Lines. Mr. Robt. N. Nash, who also held the title of assistant freight traffic manager, becomes freight traffic manager, the position vacated by Mr. Butler. Mr. J. M. Strupper, who has held the position of assistant general freight agent, becomes assistant freight traffic manager.

Mr. Butler, the Frisco's new general freight traffic manager, began his railroad career with the Texas & Pacific at Dallas in 1890, as a clerk in the auditor's office. He joined the Frisco in 1900, in Dallas, and spent the next seven years in the freight department of that railroad in Texas. He has also been general eastern agent for the Frisco in New York City, traffic manager of the Gulf Coast Lines at Houston, Southwestern freight agent of the Frisco at Houston and general agent for the Frisco at Pittsburgh, Pa. He came to St. Louis in 1917, as assistant

reer in 1887, as a telegraph operator at Humboldt, Tenn., for the Mobile & Ohio. In 1898, he was made southeastern passenger agent of that railroad at Montgomery, Ala., and came to the K. C. F. S. & M., as general agent, passenger department at Atlanta, Ga., in 1901. The Frisco acquired the K. C. F. S. & M., the same year, and Mr. Cornatzar was made division passenger agent of that road at Memphis, later filling the position there of assistant general passenger agent and general passenger agent. Mr. Cornatzar's work as director of development will place him in charge of all agricultural, colonization and development work for the Frisco.

Mr. B. H. Stanage, who is promoted from assistant freight traffic manager to traffic manager has been with Frisco Lines for 33 years, beginning as office boy in the general auditor's office in 1895. He entered the traffic department in 1904, as statistician,

made assistant general freight agent in 1919, and general freight agent in 1923. He was again promoted in 1925 to the position of assistant freight traffic manager in charge of rate matters.

Mr. J. M. Strupper, who becomes assistant freight traffic manager, came to the Frisco in 1912, with the freight department of that railroad in Texas, after several years with the Texas Pacific and Southern Pacific Lines. He has been a resident of St. Louis since 1924, when he was promoted to the position of assistant general freight agent. Mr. Strupper will have charge of rate adjustments in the southwestern territory.

All of these officers maintain headquarters in the Frisco general offices at St. Louis, Mo.

A man with a coffin in his truck was arrested for speeding in Chicago. Well, if they're bound to do it, that's the thing to carry.

CLUB PRESIDENTS AT SYSTEM MEETING

MEETING together for the first time in the history of Frisco Employe Clubs, thirty-two presidents of these organizations gathered in Springfield, Mo., March 5, for their first annual conference. Their meeting was held on the same day as the annual claim and accident prevention and better service meeting, but the presidents held a meeting all their own in the office of J. L. McCormack, freight loss and damage claim superintendent.

Before launching into the business part of their meeting, the presidents spent the morning on a tour of the Springfield shops and operating facilities, with J. W. "Doc" Seabough, president of the Frisco Men's Club of Springfield, in charge of the party. The tour gave the club presidents a close-up view of the vast mechanical organization maintained at Springfield as a "service station" for Frisco locomotives and cars.

The afternoon session began promptly at 1 o'clock in Mr. McCormack's office, with W. L. Huggins, Jr., chairman of the central committee on employe clubs, presiding.

In opening the meeting, the chairman described the new club movement as embodying two prime motives, first, the encouragement of friendship and good fellowship among employes, and second, a 100 percent cooperation upon the part of all employes for all matters that will tend to better their railroad, including employe solicitation of traffic. He also asked club presidents to name their clubs "Frisco Employes' Club", as the "Frisco Employes' Club of Fort Scott, Kansas," and not "Frisco Greater Traffic Clubs" or "Frisco Booster Clubs", in that these names limit the club's activity and do not give the full purpose of the organizations. He also

Heds of 32 Frisco Clubs, in Conference at Springfield March 5, Discuss Club Plans and Problems

conveyed to the club presidents the thanks of officers of the Frisco for the splendid activity among their members in solicitation of freight and passenger traffic.

Many important matters were

from the traffic department accompany the Club representative.

The procedure of the Tulsa Club is unique in that the traffic department gives to the club president a list of shippers who could give the Frisco more business. The president then turns this list over to a committee, and the firms are allotted two or three men to a firm, who will make calls at set intervals. This method was unanimously agreed to be one of the best suggested.

Mr. Murl Calvert, switchman for

the Frisco at Wichita, and president of the Frisco Employes Club of that city, stressed the importance which the men who are directly in touch with shipments daily, might do to get traffic. "A careless switchman can run away more business than forty men can get", he said, "and on the other hand, he can get a great deal, due to his close contact with shippers."

Mr. Fay Warren of the Tulsa Club said, "We find our social meetings of great benefit and I feel that they will benefit each and every club. We meet men in busi-

ness, day after day, work with them, talk to them, but we never meet their families. Then the Frisco Clubs were organized. These men brought their families to the first party—I brought mine—my fellow workman brought his. We all met, and I got handshakes that I had been waiting ten years to get."

The presidents were in favor of each club financing its own way by parties, dances or entertainments of various kinds.

The matter of issuing club pins was brought up, but due to the great number of accident prevention pins in circulation, it was thought best to abandon that idea at this time, as the

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Presidents of Frisco Employes' Clubs and Central Committee members who attended first annual conference in Springfield, March 5, are, kneeling: Chester C. Kratky, St. Louis; J. E. King, Okmulgee; J. J. Charles, Monett; W. L. Huggins, Jr., Chairman, Central Committee; Fay Warren, Tulsa; N. R. Chamblee, Dora.

Standing, from left to right: D. L. Estes, Oklahoma City; W. Estes, Muskogee; R. J. Slagle, Jonesboro; H. L. McDuffie, Sherman; W. L. Osborne, Thomas; H. W. Miller, Thayer; J. O. Armstrong, Ft. Scott; Loretto O. Connor, St. Louis; C. F. Staton, Vernon; John Burch, Kansas City; Martha C. Moore, Associate Editor, Frisco Magazine, St. Louis; F. C. Bymaster, St. Louis; Marie Arnold, Springfield; E. L. Workman, Sapulpa; Ila Cook, Chaffee; E. E. Carlock, Ft. Smith; Murl Calvert, Wichita; D. D. Moxton, Joplin; J. C. Graylee, Amory; H. M. Cloud, Neodesha; M. A. Jennings, Birmingham and Luther Booker, Carbon Hill.

Other presidents not appearing in the above picture include: A. G. Anderson, Blytheville; A. T. Lancy, Clinton; J. J. Bernard, Enid; W. O. Moore, Ft. Worth; F. A. McClaren, Henryetta; C. E. Wright, Hobart; C. M. Sasser, Hugo; Lester Shrader, Lawton; W. M. Bernard, Salem.

brought up in the meeting, and each president left with added enthusiasm to make his or her club better and bigger.

There seemed to be a slight misunderstanding in regard to the solicitation of freight and passenger business by the employes. A great deal of time was given to the discussion of this phase, and the conclusion was reached that the employes should cooperate fully with the traffic department, in securing business which they might easily secure through friends or acquaintances. It was unanimously agreed that when the question of rates and routings were involved, it was advisable to have a trained solicitor

COMPLETES 40 YEARS WITH FRISCO

ON March 7, 1888, R. L. "Rudy" Klein entered the employ at Seventh Street Freight Station, St. Louis, as warehouse trucker. On March 7, 1928, he celebrated his fortieth year of service with the title of general foreman with an unbroken record. During the entire time he has had but one week's vacation, (and it rained all during his stay) and he has had one foreign line pass, used for company business.

The celebration was a complete surprise to Mr. Klein. The day of his fortieth anniversary in the service of the Frisco Lines began like any other day, but his fellow employes felt some recognition should be given the man who had served so faithfully.

During the noon hour C. C. Mills and J. W. "Uncle Billy" Morrill held an accident prevention meeting. Mr. Klein stood with his men in front of the speakers' platform deeply interested in the program and the well given suggestions for the prevention of accidents. Mr. P. W. Conley, Superintendent of Terminals at Tower Grove, Mo., was asked to make an address, but instead of dealing in accident prevention, he pulled from his pocket a neatly wrapped package. The employes, rose to their feet and centered their attention on Mr. Klein.

"You have here in your midst, a man who has had forty consecutive and loyal years of service with the Frisco Railroad. He started at 1:00 o'clock March 7, 1888, and I don't mind telling you he has been tried, and he has proven true. He has been found to be an A-1 foreman, and as good an employe as you will find on the Frisco System.

"Mr. Klein, your fellow workmen have thought so much of you that they want to present you with this

R.L. "Rudy" Klein Presented With Watch by 7th Street Station Employes, March 7

watch, as a token of their esteem on the day of your completion of forty years' service with the Frisco. You are on time—you started at 1:00 o'clock, forty years ago and at 1:00 o'clock today, we wish you prosperity and happiness throughout your remaining years of service.

And then he handed to Mr. Klein the box which contained a 19 Jewel Hamilton watch, with the inscription on the case reading, "Presented to R. L. Klein, Sr., by employes of freight department of the Frisco Railway as a testimonial of his forty years of faithful service, 1888-March 7, 1928."

Mr. Klein, completely surprised, stepped to the platform and opened the box. "I have always made it a practice not to accept gifts", he said, "but I will accept this one, and am deeply grateful to all of my fellow workers for the sentiments which they have expressed in their talks and in this gift."

"Rudy" Klein was born at St. Genevieve, Mo., April 10, 1867. His father was the editor of the St. Genevieve Free Press and during his early years he assisted his father in his shop. When his parents moved to Chester, Ill., Mr. Klein secured work on a Government tow boat which operated between St. Louis and Cairo, Ill. In March, 1888, he came to St. Louis and

R. L. Klein (holding watch) surrounded by his friends at Seventh Street Station, St. Louis, following the ceremony.

secured a position as a warehouse trucker or freight handler at the Seventh Street Station, and began his service on March 7. He has held various positions since that date, but received the title which he now holds, in 1916. During his service he has worked

under seven agents, namely, F. W. Ferguson, Howard Raney, A. H. Mace, H. M. Robinson, J. W. Gantz, H. G. Snyder, and E. W. Miller. Mr. Miller, the present agent, and Mr. P. W. Conley, who presented the gift, could not speak highly enough of the loyalty which Mr. Klein has always shown.

"I don't know just why I have remained so long in one position, unless it has been that I have always worked for the man who was agent at our station, and for the welfare of the company. I would not know anything but railroading, and I don't care anything about a vacation. Just working for the good old Frisco is good enough for me. My wife does not care to travel, and outside of one fishing trip which I made, and one trip to Chicago for the company, I have not traveled.

"I like all kinds of sport and I am particularly interested in our Frisco Best Service baseball team at this station. Long ago I used to be a pretty good fisherman—but I'm fishing for freight to be shipped via Frisco Lines now."

Mr. Klein feels that the two greatest changes in railroading during his forty years' service are the campaigns launched in the interest of freight claim prevention and accident prevention. Forty years ago, two auction sales were held each year to dispose of hundreds of dead freight shipments and today the shipments are so well handled, these sales have become a

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