



# BALLAST

- ¶ It looks like first division.
- ¶ Quibbling makes sore spots for future grievances.
- ¶ Don't count the mile-posts of effort.
- ¶ Blessed is the pace maker—he makes others succeed.
- ¶ Loyalty is the highest form of self-interest.
- ¶ One man in a thousand recognizes his own failings.
- ¶ If it were not for old human nature ninety-nine per cent of railway safety appliances would be useless.
- ¶ When you've made a good impression, get away quick.
- ¶ One of the hall-marks of a gentleman is courtesy over the telephone.
- ¶ Success depends on your attitude towards your work.
- ¶ Vanity has a lot to do with making some of us believe in immortality.
- ¶ To lend money to some men is to brand yourself a sucker. Better give it to them and be a philanthropist.
- ¶ No one is entitled to unearned privileges—yet we are often indignant when we don't get them.
- ¶ The world may owe us a living, but we are expected to do our own collecting.
- ¶ Borrowed trouble needs no endorsement.

# LET'S LAUGH

*There are lots of funny things along the Frisco and THE FRISCO-MAN wants to hear about them in order that it may print them in this department.*

## **The Real Thing**

The cub reporter saw a hearse start away from a house at the head of a funeral procession.

"Who's dead?" he inquired of the corner storekeeper, who was standing near his door, gazing at the conveyances.

"Chon Schmidt."

"John Smith!" exclaimed the cub. "You don't mean to say John Smith is dead?"

"Vell, py golly," said the grocer, "vot you dink dey doing mit him—practicing?"—*Ex.*

Devil—"There's a tramp at the door, Mr. Hyde, and he says he ain't had nothing to eat for six days."

Editor—"Fetch him in. If we can find how he does it, we can run the paper for another week."

## **Ethics Among Engineers**

"The train struck the man, did it not," asked the lawyer of the engineer.

"It did, sir," said the engineer.

"Was the man on the track, sir?" thundered the lawyer.

"On the track?" asked the engineer. "Of course he was. No engineer worthy of his job would run his train into the woods after a man, sir."—*Ex.*

## **And A Tiger**

Irishman—Three cheers for home rule.

Scotchman—Three cheers for hell!

Irishman—You are right; ivery one should stick up for his own country.

## **The Sins of the Father**

Tommy came home from school very morose.

"Well, my son," observed his father cheerfully, "how did you get on at school today?"

Tommy said he had been whipped and kept in.

"It was because you told me the wrong answer," he added. "Last night I asked you how much was a million dollars, and you said it 'was a hell of a lot.' That isn't the right answer."—*Ex.*

## **Phonetic R. R. Spelling**

Albert Kern of the Western Union Telegraph Company tells this one: "Some years ago I was agent at a small station in Texas through which the International & Great Northern Railroad ran. One day a typical backwoodsman was standing on the station platform intently watching, perhaps for the first time in his life, an engine switching cars in the yards. On the fender were the letters 'I. & G. N.,' meaning International & Great Northern. He spelled the letters over slowly to himself and then said: 'I-&-G-N? that's a—of a way to spell engine, ain't it?'"—*Disston Crucible.*

## **Poor Engineering**

To learn the tango Harry had an itch.

But all his labored efforts were in vain;

His clumsy hands misplaced the lady's switch,

His awkward feet completely wrecked her train!—*Judge.*

**RAILROAD COURTESY***Agent J. F. West, Lockwood, Mo.*

Courtesy, in point of meaning, is one of the biggest words in the English language. It deserves a place not far removed from the immortal "mother, home and heaven" trio.

Webster defines courtesy as synonymous with civility, urbanity and politeness,—words of great value, but which do not express the vastness nor importance of the parent word "courtesy."

The nod of recognition on the street, the warm hand clasp of the friend, the smile of welcome from our intimate associates, the willingness to smooth over rough places for others as we journey down the path of time, cost nothing, neither time nor money, yet they are a blessing to the recipient.

Courtesy is one of the most important assets of the railroad employe. Its proper cultivation and employment in every day transactions with the traveling and shipping public does more towards the development of freight and passenger traffic than any other one agency.

In these days of competition, rates and service are practically identical via all competing lines, leaving the only inducement to offer in favor of your own line, the treatment you accord the patrons whose business you wish to secure and retain.

The old adage says, "The best way to reach a man's heart is through his stomach," and I do not wish to detract from the fame of the palate of the epicure, but since railroads do not dispense refreshments, nor cater to the masculine element of the human family alone, I believe it is safe to assume that far more friends will be won for the railroads through courteous and tactful treatment of its patrons than by any other method.

Freight and ticket agents are salesmen for their company; the commodities offered for sale are transportation, passenger and freight, and the same careful explanation as to rates, routes, service and other features connected with each transaction, should be accorded to the prospective patron of the road, as that agent expects will be given him in the selection of purchases at a local store.

As salesmen, all employes selling transportation should study human nature and endeavor to build up an enviable record for courtesy. This will result in broadening the minds of these representatives; bring into closer relationship the railroads and the public, and popularize the line employing them.

The majority of those patronizing a railroad come in contact with employes in train and station service only, and it is but natural that they judge the officers of the line by the calibre of the men with whom their business is transacted, and public sentiment towards railroads is moulded largely upon the impressions gained while at stations and on trains.

This being true, it is the duty of every employe of a railroad to make honest effort to be polite, painstaking and courteous with everyone, explaining carefully seeming incongruities of any kind; listening attentively to grievances, real or fancied; and using tact, diplomacy and the "soft" answer under all circumstances.

Endeavor to build up your own standard of courtesy, efficiency and pleasantness, and thus you will assist in no small way, in the circles in which you move, in placing the railroads in their proper sphere—the best servants of mankind in existence.

# SAFETY FIRST

At a meeting of the representatives of the Safety Movement of the railroads of the United States, St. Paul, Minn., May 25, W. B. Spaulding, chairman of the Central Safety Committee and president of the organization, delivered the following address:

In the latter part of 1910, or the first part of 1911, I learned from Mr. Richards or some other source of his conception for a "Safety First" movement on the Chicago and Northwestern Road. I thought well of the idea and as I had known Mr. Richards for many years I was confident if such a plan could be successfully carried out it could be done on the Northwestern Road if Mr. Richards was at the head of it. Appreciating the great labor that would devolve upon the man at the head of such a movement and the ability required to make it a success, I waited with interest the result of Mr. Richards' plan when put in actual operation. At the end of a ten months test of this plan, the results obtained on the Northwestern Road in the diminution of death and injury cases was such as to astonish everybody.

The plan was put in operation on the St. Louis and San Francisco Railroad in September, 1911. This railroad has 5,000 miles of track and from 23,000 to 25,000 employees. It was known, of course, that it would take time to get a general idea of this plan and its methods of operation promulgated among such a large number of employes and secure their interest and co-operation in it. At the end of the first ten months, which coincided with the end of our fiscal year (June 30, 1912), a gratifying reduction in the casualty list was shown on just one-half of the ten operating divisions of the road. The other half of the operating divisions showed the same ratio of increase as had been annually occurring for many years before. The decreases mentioned, however, were sufficiently large to effect a net reduction for the whole system of 6.5% for the whole of that fiscal year. It was noted that the decreases had occurred on those divisions on which the employes had taken an interest in the "Safety First" plan of injury prevention and had faith in it as a remedy, and that the continued increase was on those divisions on which the employes took little interest in the plan because probably skeptical of ability to secure results.

A special "Safety First" edition of the employes' magazine—"The Frisco-Man"—was issued. This edition had an attractive cover; was filled with articles on the subject of greater safety, written by many different employes and four of the chief executive officers of the Company. The purpose of the officers' articles was to put themselves on record as formally endorsing the "Safety First" plan of injury prevention and to allay any suspicious the men might entertain in regard thereto. The magazine also contained pictures showing the causes of many of the most frequent injuries to railroad men.

For the twelve months period ending June 30, 1913, which was the first full year after the "Safety First" plan was in active

operation on the Frisco, there was a reduction in the casualty list on every division of the road and among every class of employes except car repairers alone. The reduction was 29%, as compared with same period prior to the inauguration of the "Safety First" movement. During this period there was an increase of 15% in the business handled by the Company. It was known all along that car repairers were taking no interest in the "Safety First" movement. When they were gotten up in the limelight as the only class of employes on the Frisco Road that showed no decrease in injury, but on the contrary showed an increase, the General Superintendent of Motive Power at a general meeting of Car Foremen called their attention to the record and the unenviable light car department men were placed in by it. Carmen thereafter got active and at the end of the next three months showed up with a 50% decrease in injury cases. Our chief executive officers are convinced that the foreman is the biggest factor in the successful solution of the injury prevention problem.

As to the relative value of an organization with or without a Central Committee, that has been broached in the discussion here today. My knowledge and experience is with an organization headed by a Central Committee. I can discern some advantages in such an organization not possessed by an organization without a Central Committee. As is known, the division committees eliminate all causes of accidents within their power to eliminate and refer all others to the Central Committee which acts to the limit of its authority and beyond makes similar reference to the General Manager with recommendation. Our General Manager told me he would be afraid to turn down a recommendation made by the Central Committee, and the proof of his statement is that whenever he has differed with the Central Committee he invariably appeared personally before it to give his reasons, that they might be discussed and their soundness or unsoundness passed upon by the whole committee. The Central Committee obtained easily from the General Manager on one occasion the expenditure of \$4,000.00 for re-wiring a shop that the head of the mechanical department had been unable to secure; another instance further illustrates the value and power of a Central Committee: A division committee's recommendation was referred to a sub-committee consisting of the two General Superintendents and the Chief Engineer because operating question was involved and their expert opinion was needed; they made an adverse report; other members of the Central Committee, not experts, requested their reasons. When given, the non-experts commenced shooting at their reasons

# SAFETY FIRST

and soon had them so full of holes that this sub-committee withdrew their adverse report and filed one favoring the division recommendation. I think that in this way the Central Committee plan is of value in that it can prevent any one officer who might misjudge or for other reason stop an expenditure or a change in method that would promote safety.

Mr. Richards:—Does it occur to you that by having these general officers on the Central Committee you make them stand for "Safety First"?

A: It certainly does. They are much more interested by reason of their membership on the Committee in having the "Safety First" plan make the best showing possible. It is only human nature. If they were not on the Committee they would not pay as much attention to the success of this plan. Being on the Committee, their views are broadened and when out on the road instead of confining their attention to operating matters they remember the injury prevention scheme, investigate its progress and display their personal interest in its success.

Question: Don't you know it goes still further than that? Doesn't it mean more to a section foreman who is acting on one of the division committees to know that his General Superintendent is on the safety committee?

A: I think it does. That is very natural.

The postal card for reporting defects in things and dangerous practices among the men is in use on the Frisco. It is believed that men have finally become convinced that no report, whatever it may be, made in the interest of safety will be used for disciplinary purposes. The good faith of the officers is pledged accordingly.

In regard to the use of pictures: We use all sorts of pictures both for stereopticon exhibition and for printing in employees' magazine. We may know well that there is a risk of injury in some practice we follow but continue it because we have always been skillful enough to keep from getting hurt, but when we see a picture of that risk and along with it the figures showing that several hundred men have been killed or injured in a single year doing the same thing an impression is apt to be made on our minds that could be made in no other way and we are apt to think that possibly many of those who met with disaster doing that thing were just as skillful as we are and the decision comes that we better quit it. We all like concrete cases. I will give a couple bearing on the value of the use of pictures.

In that special "Safety First" edition of the "Frisco-Man" there were a large number of pictures printed showing many of the most frequent causes of injury to railroad men. A Frisco switchman told me that his wife after reading all the articles on safety examined the pictures and read the accompanying memorandum; that he watched her, curious about the result; that when she had finished she came over to

him and looking him square in the face said "Look here, do you do things like this?" He said he just took one look at her face and answered "Not me. I wouldn't think of doing such things." I said "Tom, if your wife ever happens to ask you that question again, I will bet when you make the same answer you will be a heap nearer to the truth." He said "You are right about that." That switchman has been one of our most active "Safety First" workers—so active that the St. Louis Terminal Committee passed a special resolution of appreciation of his activity and effectiveness. His wife will never know what a revolution her question and the expression he saw in her face produced in her husband. It made him realize in a way that he had never realized before the obligation he was under to her to protect himself from injury.

While standing at the exit of a building in which I had made a safety talk illustrated with stereopticon views, two women passed out. I heard one of them say to the other "Well, if I ever catch Bill doing the things shown in those pictures it will be 'tally ho' for him."

The Frisco uses a specially engraved "Safety First" pay check. This check has a blank coupon extension on which is printed each month a safety epigram or sermonette. These serve to keep the "Safety First" idea prominently before all employees and their families.

Some of our division committees hold their bi-monthly meetings at different towns along their division in order to cultivate the acquaintance of the citizens and enlist their co-operation in injury prevention work. They frequently have mass meetings with the citizens at night and safety talks are made and stereopticon views shown, illustrating safety subjects in which the public is concerned, such as the trespass evil, boy train hopper, etc.

In connection with the injury prevention movement on our road, a Frisco Women's Safety League has been organized and a Women's Department established in the Frisco magazine. There is no specific thing for this league to do as a body. The idea is to concentrate the influence of the women for greater safety. The members of this league frequently attend the division committee meetings and in this way learn how their influences can best be used. Their presence at the committee meetings is helpful.

I also believe that a great many men who can be reached in no other way can be reached through their labor order, and I therefore favor taking steps to have all railroad labor organizations formally endorse the "Safety First" movement. It is an easy matter to demonstrate that the physical preservation of their members is of greater benefit and importance to these orders than to the railroads. The labor men I have talked to on this subject agree with my view and say the endorsement of all the local lodges can be secured.