

another thing that provokes many complaints. The reasonableness of this charge will be appreciated in the light of the following comparisons: With one person in a berth the average sleeping car will accommodate but 27 people, whereas a modern coach has seats for approximately 60 people. Upon the average, a passenger in a sleeping car occupies 13½ square feet of space, whereas a passenger in a modern steel coach occupies but 7½ square feet. The average dead-weight per seat in a sleeping car is 3,250 pounds, whereas the average dead-weight per seat in a modern steel coach is but 1,400 pounds. The passenger capacity of a sleeping car is, therefore, less than half of the passenger capacity of the average coach and the engine load per passenger is more than double in the case of Pullman cars that are completely filled, and still further increased when they are only half filled, as was not infrequently the case when a person with only one transportation ticket was permitted the exclusive occupation of a section. In view of these figures the reasonableness of the increased charge now made for the luxury of a Pullman car at once becomes apparent. It is not necessary to elaborate upon it.

3. *The rule which makes it impossible to reserve Pullman accommodations with-*

out paying for them and another rule, formerly in force, which made it necessary that Pullman tickets not used should be sent to Chicago for redemption are the subjects of many complaining letters. These rules were deliberately adopted in an effort to prevent those who were only *thinking* about a journey that they were not certain to make from preempting the Pullman space that was urgently required by others who were compelled to travel. When it was possible to reserve a berth by telegraph or telephone or buy a Pullman ticket and get your money back at the last moment, it frequently happened that sleepers in which all the berths were reserved in the morning would go out half filled in the evening because the reserved space had not been taken up or had been released so late that it could not be resold. Now that it is necessary that both the railway ticket and the Pullman space must be paid for before a berth can be reserved, only those who are reasonably certain of traveling make reservations, and the Pullman cars are better filled, to the advantage of both the public and the railways. The rule which made it necessary to send Pullman tickets to Chicago for redemption has recently been rescinded and they will now be redeemed at the office of sale provided they are presented long enough before the departure of the trains to per-



KANSAS CITY SHOPS HELPING FRISCO "OVER THE TOP" IN FOURTH LIBERTY LOAN DRIVE.

mit of their resale. Thus tickets on trains leaving during the forenoon of any day must be presented at the office of sale by 5:30 o'clock p. m. on the previous day, and tickets on trains leaving after 12 o'clock noon must be presented at least three hours before the departure of the trains for which they are sold. Pullman space released later will, if possible, be resold for account of the buyer, and when so resold the tickets will be redeemed if sent by mail to the Pullman Co. in Chicago. The necessity of providing Pullman cars for the transportation of our troops on night journeys has made it necessary to adopt these rules, all of which are designed to secure a full loading of the sleepers which are used by the public and thereby release those which are necessary for the transportation of soldiers.

4. *The sale of surcharge tickets for transportation in Pullman cars when no berths or seats are to be had* is one of the things properly complained of that has been remedied. Formerly the Pullman Co., being a separate and independent organization, objected to collecting revenue due the railroad companies. Now that both are under the control of the United States Railroad Administration this difficulty has disappeared, and arrangements are being made in pursuance of which the Pullman Co. will hereafter sell tickets for the transportation surcharge to those, and only to those, who are able to secure accommodations in parlor cars or sleepers. Much of the unnecessary confusion hitherto arising will thus be avoided.

5. *The limit of from 24 to 48 hours now placed upon the use of tickets issued by a few roads that formerly sold unlimited or 30-day tickets for short journeys* has also provoked many complaints. It is natural that those who do not understand why this limitation has been imposed should resent it, but there is a good reason for the new rule. It is to be found in the crowded condition of the trains, which makes it exceedingly difficult for the conductor to be sure of collecting the tickets from everyone in the car, especially when some of those who have no scruples about "beating the railroad" are skillful in evading him. If these dishonest persons could buy unlimited tickets and succeeded, as many of

them do, in riding without surrendering them, they would be able to resell the unused ticket or get a second or third ride free, thus giving them an advantage over their more conscientious fellow travelers. A limited ticket good only on the day of issue makes such practices more difficult, and the rule prohibiting the sale of unlimited tickets has been framed in the interest of the honest as against the dishonest person and is to be commended rather than condemned.

6. *Ill-kept stations, cars, and lavatories* compose another group of the grievances complained of in many letters that reach the Bureau for Suggestions and Complaints. The investigations which have followed the receipt of these letters reveal not a few cases of genuine neglect and carelessness. Efforts are being made to prevent their recurrence and enforce high standards of cleanliness and sanitation everywhere. It is to be admitted, however, that the shortage of labor makes this difficult, and that while the war lasts immaculate housekeeping is hardly to be expected. One of the letters received upon this subject is worthy of special notice. It came from a woman in a Pennsylvania town where the station was unkempt. The writer said that she knew that the station agent was doing all that he could, but that she realized that it was impossible for him with the help at his disposal to keep things in a presentable condition, and she offered to organize a committee of women who would undertake to sweep out and clean the station daily as a part of their war work. It has not yet been decided whether it would be expedient to accept this offer, but the admirable public spirit that it expresses is entitled to appreciative recognition.

7. *The departure and arrival of trains at inconvenient hours and schedules which are arranged to prevent rather than facilitate close connections between trains on roads that were formerly in competition* are matters that are complained of in still another group of letters, many of which have been helpful to the officials who ever since the United States Railroad Administration was organized have been trying to coordinate the railway time-tables of the various roads.

Now that competition is eliminated, there is every reason why the national time-table should be synchronized as far as possible. Efforts are being made toward this end, but the arrangement of a railroad schedule is a matter of infinite complexity and its rearrangement is even more difficult. There are many communities in the United States where the whole scheme of living has become adjusted to the arrival and departure of certain trains. To change their time would involve almost a social revolution. Then again a single change in a schedule may compel hundreds of other changes at other points or on other roads, and each innovation must be carefully studied. Some improvements have already been made, and ultimately, no doubt, a large portion of the time now wasted in waiting for connections can be saved; but in the effort to attain the ideal in this as in other respects great care must be used to avoid dropping a monkey wrench into the machinery that is already working fairly well.

This about completes the list of what have come to be called "conventional grievances" in the Bureau for Suggestions and Complaints. Of course, it does not include many other things that are complained of, nor does it take account of the innumerable suggestions that are made for the improvement of the service. Some of these suggestions are practicable and have been thankfully adopted. Others, as, for instance, a bachelor's advice that a nursery car reserved for mothers and children should be run upon every train, are impracticable.

Complaints of discourtesy on the part of employes are less frequent than might have been expected and are about equal in number to the letters of commendation received.

The consolidation of ticket offices, which was at first criticized, is now generally approved as the new offices are getting into working order and their convenience is appreciated.

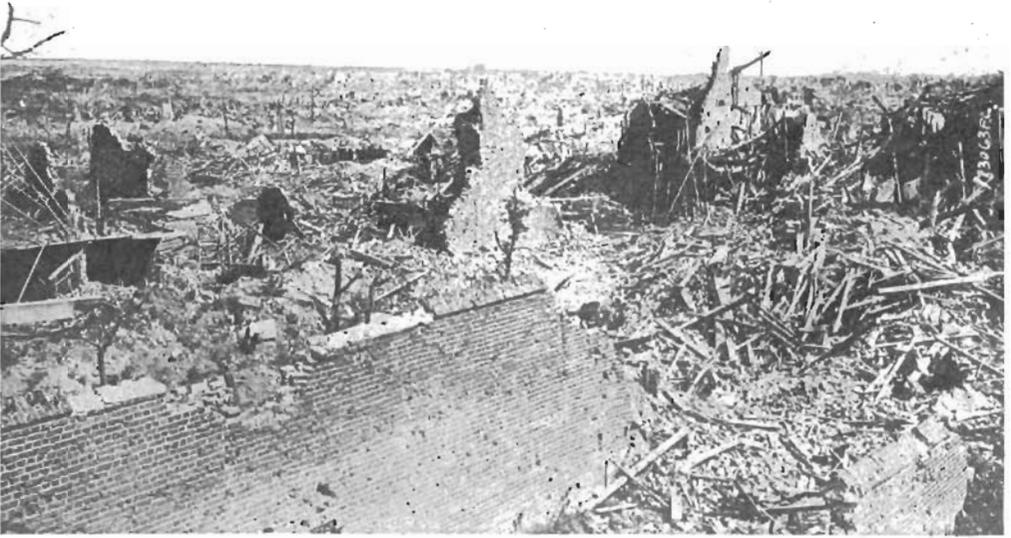
The delays in settling claims for lost or damaged freight and baggage are the subjects of many letters which will, no doubt, lead to a reform in the traditional policy of many claim agents who had been in the habit of trying to save money for their roads by a procrastination which

often wore the claimants out. Mr. McAdoo has ordered that just claims shall be promptly paid, and that unjust or dishonest demands shall be resisted and the claimants prosecuted where there is any evidence of criminality.

Concurrently with the increase in passenger travel there has naturally been an increased amount of baggage to handle, but the comparatively small number of letters reporting "lost trunks" encourages the belief that the baggage men have succeeded in meeting the strain to which they have been subjected. It may not be amiss, however, to express the hope that the American public will soon realize that it is a war duty to travel with as little baggage as possible when travel is necessary. Handling heavy baggage is a duty that can only be performed by strong and vigorous men, and delay in the transportation and delivery of heavy trunks is almost inevitable when the number of such men available is constantly being decreased by the draft.

Generally, and with few exceptions, the communications reveal a wide-spread desire to co-operate with Mr. McAdoo and the United States Railroad Administration in the effort that is being made to improve railroad efficiency for the winning of the war. To this everything else must be subordinated, and in comparison with this everything else is trivial. Our soldiers must be carried in comfort on what, for some of them, will be their last journey in their own country. While they are risking their lives for our protection on the battle fields and in the trenches of Europe, they must be kept liberally supplied with everything that they may require. Our allies must be fed. Our wounded must be brought back and tenderly carried to the homes and hospitals that are ready to receive them. The Bureau for Suggestions and Complaints was primarily organized to promote the efficiency with which the railroads may serve the Nation in the doing of these things.

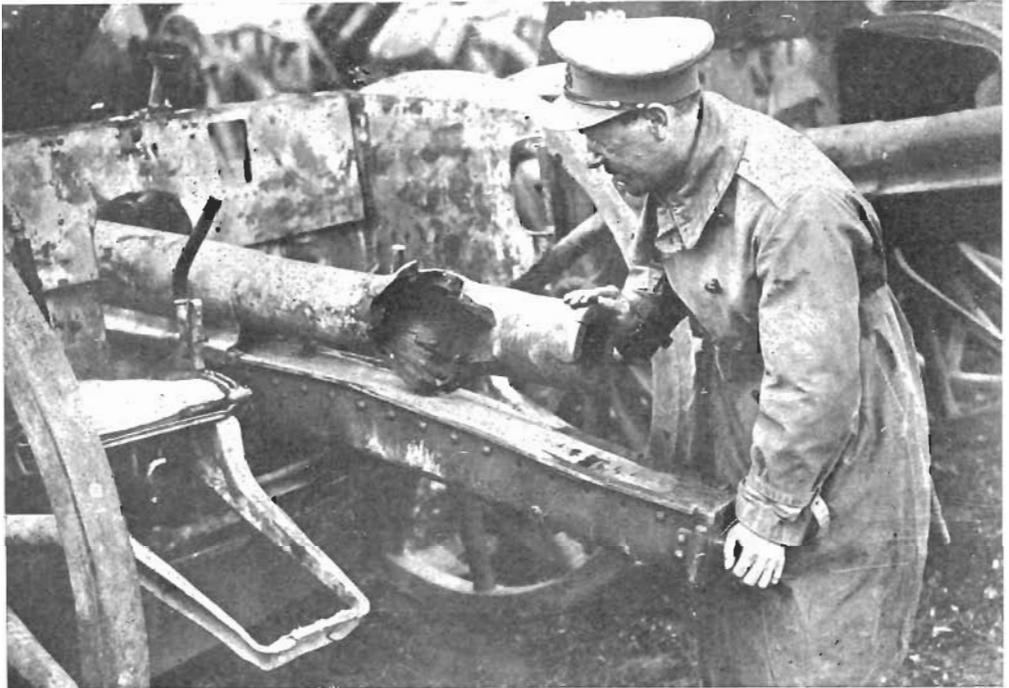
If it shall have exalted the convenience or comfort of the individual to the disservice of the country or a civilization that has become militant in the assertion of right and the protection of humanity, then it had better be discontinued.



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A PART OF GERMANY'S DEBT TO BELGIUM.

The path of retreat of the "Peacemaker." A general view of Lens, after the Germans had surrendered the City to the advancing British troops. British Official Photograph.



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TAKING THE "I" OUT OF KAISER.

This photograph shows a direct hit made by British fire on German gun. This weapon was later captured by the Canadians in their advance.

The American Red Cross Christmas Roll Call



ALTHOUGH armistice terms of such drastic conditions have been accepted by Germany and her allies, and the people of the world have ceased fighting, there is much to be done before our heroic armies are permitted to return home, and although they have fulfilled their obligation, our obligation does not cease until every American citizen in our fighting forces has been safely brought home and given employment.

Accordingly the plans for the money raising campaign of the American Red Cross, in what is to be known as the Christmas Roll Call, is to go on, at the close of this year.

The Christmas Roll Call is for every American who wishes to see the Allies establish democracy firmly in the seats vacated by the autocracy of Europe. Unless the forces that have brought about the defeat of Prussianism are looked after in the future as in the past, the fruits of victory may be seriously hampered. Because of its experience and the facilities afforded it by this and other allied governments, the American Red Cross is peculiarly qualified and equipped to act with intelligence and promptness.

President Wilson, who is President of the American Red Cross as well as of the Nation, has said of the former: "I summon you to the comradeship."

Among the Red Cross personnel may be found the names of hundreds of men and women whom money could not hire—men and women who have sacrificed their personal fortunes, their careers, and their flesh—and blood unflinchingly. And it is because of such men and women, and because the American people have backed their Red Cross so loyally and well, that its work stands before the world as a great monument which will endure through the ages—a monument upon which will be inscribed the names of the millions of Americans who built it.

We all know what war is, with the Red Cross to lessen its horrors. Try and imagine what war would be without it!

Last year the American Red Cross called the Roll of the Nation, and when

its Christmas campaign was over twenty million members were enrolled. Nor did that include the eight million youthful citizens who constituted the Junior Red Cross. And while the last response of the nation was magnificent, this year it should be overwhelming. Every month the war grows upon us, and every month our duty mounts with it. The twenty million signers of last year should swell into the forty of this.

To gain an idea of what this organization has done for the benefit of suffering humanity and the winning of our cause, one has only to ask any soldier who has been at the front. If that is not sufficient, ask any man, woman or child of France, Belgium, Italy, Serbia or Roumania. Its essentiality can no longer be disputed. It is one of the great, moving forces for the triumph of our ideals.

The hand of help which the American Red Cross extends across the seas is the hand of the average American man and woman. No matter where our soldiers may be, whether they are enroute to the battlefield or crawling out of the mud of the trenches, that hand is there. It both feeds and clothes them. It reaches into the hospitals where they lie suffering, gives them medicines and cools their foreheads with the touch of kinship and love. It is the hand of the mother, the father, the sister, wife and sweetheart that the sufferer feels. It picks up the mutilated and, as near as man can do, makes them whole. It restores the walls of destroyed villages, leads the homeless refugees to safety and shelter, lifts the orphan from the dust, and buries the dead. And every man, woman and child who belongs to it and works for it is a sinew of its hand.

In this Christmas Roll Call not only are the names of the adults being sounded. More than for anything else this war is being waged for the younger generation and the generation which are to follow. And the youth of this country will respond with all their boundless virility and enthusiasm. With their fathers and brothers in the trenches and their mothers and sisters in the second line, the young people of the land will back them up with all their power. And the