

Oil Men With Aggregate Wealth of \$100,000,000 Ride Frisco Special

*Years Ago Frisco Took Them, Penniless to Tulsa—August 9 It
Took Them Back to Bradford, Pa., Millionaires*

WHEN the "Colonel Tulsa", special Frisco all-Pullman train, pulled into Union Station, St. Louis, at exactly 7 o'clock on Sunday morning, August 9, \$75,000,000 or \$100,000,000 of the wealth piled up by Oklahoma's oil gushers, was represented in the seventy-five oil men and their families aboard.

The "Colonel Tulsa" is an epoch-making train in Frisco history, in the history of Oklahoma and also of Bradford, Pa.

It is a story that will interest everyone in that the Frisco has played a prominent part from beginning to the present—and the end is not yet in sight.

A good many years ago when the oil fields around Bradford, Pa., pioneer oil town of the nation, were turning out thousands of barrels of the "black gold" a day, the first faint rumblings of another great field—the "Mid-Continent"—were heard in the West.

One by one, the citizens of Bradford who were laborers in the oil fields or employed in Bradford stores, started for the land of plenty then opening in the Middle West.

They alighted in Tulsa—Mecca of the Mid-Continent fields—from box cars and brake beams, and took what jobs afforded a living wage until they could get the start they desired.

Most of those early-day Bradfordites rode on the

"Colonel Tulsa", Frisco special from Tulsa to St. Louis, on the first lap of the journey to Bradford on August 9. They were returning to Bradford to "put on a party", the greatest party Bradford ever had—the first home-coming week for former Bradfordites.

A reporter for the Magazine chatted in the observation car of the "Colonel Tulsa" with them while photographers from St. Louis newspapers busily arranged a picture outside.



Between \$75,000,000 and \$100,000,000 is represented by the group of Oklahoma oil men in the picture above. They were photographed at St. Louis en route on the special Frisco train, "Colonel Tulsa", to Bradford, Pennsylvania.

The Tulsans were clad in lavish cowboy costumes and brilliant Indian get-ups, and the guards at the Union Station gates had their hands full holding back the crowds that pushed forward for a look at the strange assemblage.

In a chair on the observation car of the "Colonel Tulsa", surrounded by other wealthy oil operators, sat W. G. Skelly, multi-millionaire head

of the Skelly Oil Company. Skelly came to the Mid-Continent fields from Bradford as a producer of decidedly limited means.

"Barney" Horrigan, another who made a fortune in oil, was a Bradford plumber until the move west. He was attired in a colorful Indian costume at the station.

E. M. McEntire, who had charge of the publicity on the trip, ran a men's clothing shop in Bradford until
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Agent C. O. McCain of Paris, Texas, Wins Better Service Contest for August

Personal Letter to Paris Shippers Pronounced "Highly Commendable" by Committee on Awards—No Women Contestants

ONE day recently Agent C. O. McCain, of Paris, Texas, sent out a personal letter to the heads of all business firms in Paris who use the Frisco Lines. In that letter Agent McCain did a little heart-to-heart inquiring. He was sure Frisco service was superior to any other, but he wished to be additionally sure that the business men of Paris realized it. If any of them were disgruntled, Agent McCain wanted to know about it—and corrective measures would be used.

"Are you getting the service on the Frisco to which you feel you are entitled," his letter read. "Have you any suggestions to offer which would enable us to better serve you? Are we overlooking anything, do you think? Please let me ask you, as a personal favor, that you write me whether or not you are pleased, especially from a local standpoint."

And because of that letter, the committee on awards for the August Better Service Contest, awarded Agent McCain the coveted gold button for his coat lapel.

"That sort of personal work is what we need among our employes who are dealing with, meeting with, and serving the public," the committee report stated. "Agent McCain has done a piece of Better Service work that is highly commendable from every standpoint. It is particularly to his credit that the answers to his letter offered only commendation; however, that was not considered in awarding him the prize. His efforts to get to the bottom of any discontent, and keep to the surface the good service, were the points considered."

"I feel that the success of our work, like that of any other business man, is largely dependent upon our ability to win the good will of those whose business we handle," Agent McCain wrote in his letter to H. F. Sanborn, assistant to Mr. Koontz, vice-presi-

dent in charge of traffic. Mr. Sanborn is acting chairman of the Better Service Contest Committee. "Only by continued good service can this good will be retained, once it is won. The success of an agent lies in his ability to organize his force with the object in view to satisfy the patrons. At the non-competitive point we should exercise just as much care as at the point where there are several competing lines, I believe, because the non-competitive point shipper today may be

Only one more month remains for those who wish to wear the coveted gold Better Service Contest buttons, to win them via the "suggestion" method. Beginning with the November issue of the Magazine, another plan will be introduced, with a working basis which will provide awards on another project. The name "Better Service Contest" will still be held, but the present contest has served its purpose, the committee believes, and the other plan is now in process of completion. Send in your suggestions to H. F. Sanborn, assistant to the vice-president, St. Louis, on or before September 15, for the September contest.

—W. L. H., Jr.

a competitive point shipper tomorrow. If he is satisfied with us, he will continue to use our line. I am convinced that the public is favorable to the railroads in just such measure as the employes of the railroads impress the public. That is our job, because of the patron, the railroad IS its employes."

The fact that McCain has the good will of the business men of Sherman was genuinely reflected in the hearty responses he received from many of them.

"We find your freight and passenger service the best to be had here, and we are glad to give your company any business possible, coming our way," J. E. Osburn, head of the Osburn Motor Company, wrote.

"We have been highly pleased with the service and appreciate greatly the many accommodations which have been afforded us," wrote W. Horn, Paris manager for Armour and Com-

pany. "Switching service, especially, has been good and the products we have routed over your line have reached us in exceptionally short time."

"Our relations with you have been pleasant and very satisfactory," James D. Gee, president of the National Hardware & Stove Company, wrote.

"Frisco service is ne plus ultra and then some," J. R. Roach, manager of the Lamar Chevrolet Company wrote Mr. McCain, "and we have no suggestions to make for further improvement except that we would like to have you and other Frisco employes come in for a look at our new cars—all of which arrived here over your good railroad."

"We wish to assure you that insofar as the Southland Cotton Oil Company is concerned, your service is 100 per cent perfect," wrote James R. Gill, department manager of that concern.

A promise of several cars was contained in the letter from R. C. Lane, general manager of the Paris Grocer Company in his letter which pronounced Frisco service at Paris "excellent".

"We are getting excellent service in and out of Paris via Frisco rails," wrote J. C. McGill, vice-president of the Conner Manufacturing Company, "and we sincerely appreciate your efforts to make things pleasant."

Honorable mention in the August contest was awarded George W. Higgins, agent at Tuttle, Okla.; J. A. Sanderson, operator at Cedar Gap, Mo.; F. A. Thomas, agent at Butterfield, Mo.; and A. E. Mills, passenger brakeman of Springfield, Mo.

None of the Frisco's ladies entered suggestions in this month's contest. And with the sun pounding down with terrific intensity during the entire month, particularly in the south, the ladies can't be greatly blamed for their laxity.

Frisco Texas Employes Are Learning to Swim Under Expert Tutorship

LIFESAVERS!

That is the proud distinction which is claimed by Marshall R. Evans and Joe B. White, Ft. Worth accounting department employes, who last year successfully passed the rigid tests of the Red Cross Lifesaving Corporation, and

one hundreds yards, using one stroke. Break the following holds four consecutive times: front strangle, back strangle, body scissors and wrist lock, all in the water and usually with a husky opponent who resists violently. Demonstrate the following 'carrys': cross chest, arm lock, head carry, hair

have learned to swim: L. L. Burton, Paul T. Mosier, R. D. Ward, Mattie Pitchford, Lois Sheppard, Lillian James, Henry Keller, Manette Brightwell, Ruby Long, B. L. Morgan, Joe Tomlinson, P. N. Davis, Jessie Arterbury and Ivan Stephenson.

Two of the young ladies, Mattie



No. 1—Miss Ruby Long, star pupil in the swimming class is a Fort Worth local freight office stenographer.
 Nos. 2 and 4—Part of the Frisco Swimming Class at Fort Worth, Texas.
 No. 3—Lifesavers Joe B. White (left) and Marshall R. Evans (right).

in July of this year passed their re-examinations with flying colors.

Some idea of their accomplishment may be gained from an outline of just a few of the Red Cross requirements

"Swim one mile, free style; recover a ten-pound weight from a depth of twelve feet, four consecutive times; float one minute; tread water one minute; disrobe in water and swim

carry, tired swimmer's carry; and on land, the fireman's carry and saddle-back. Demonstrate Shafer's system of artificial respiration; and write an essay on life saving and precautionary methods for safeguarding swimmers!

A Frisco swimming class was organized a few weeks ago by Evans and White, and the following employes

Pitchford and Manette Brightwell perhaps owe their lives to the training and quick wit of their instructors. Each brought a girl safely to shore when it seemed they were going under for the last time. On another occasion, Marshall Evans again earned the right to his title when he swam twenty-five yards to the rescue of a young girl who was floundering helplessly.

Happiness and Sorrow Go Hand-In-Hand Through Union Station

Huge St. Louis Structure Requires Large Force to Wait on Travelers— Many Peculiar Happenings All in Day's Work

PROBABLY no other one place in the world holds such a colorful variety of romance, such happiness, such sadness and such anxiety beneath its roof, as the mammoth station of a big city, and the St. Louis Union Station, located on the corner of Eighteenth and Market Streets, is no exception.

Its corps of workers are busily engaged from morning until night, directing and explaining to the traveler the ways of the new city, the time of arrival and departure of trains, and millions of other inquiries directed at them daily.

F. W. Dunard, Frisco depot passenger agent, whose office is in the Union Station, is perhaps one of the most important of employes. "Judge" Dunard they call him, and anybody in the station can sight him to you.

He is a man of pleasing personality and is necessarily in touch with every activity around the station and city. It is his duty to inform the traveler of anything to his interest.

"We have some one hundred and fifteen inbound trains, and one hundred and fifty-two outbound trains daily, through this station. I should estimate that 30,000 people pass through here a day, and, of course, this calls for a vast amount of work on the part of every employe in the station."

His Many Duties

And his duties are many. There are eighteen consolidated lines entering this station on the thirty-two tracks. Each of them have two station representatives, who look after the traveling public for their road. Mr. Dunard assists in securing berths, inspects equipment, finds lost baggage and directs and aids in any way that he can in the interest of the Frisco Lines.

"I consider myself a salesman," he said. "I sell transportation and Frisco service. St. Louis, Mo., is the terminal from which the famous 'Texas Special', the 'Meteor' and the 'Memphian' depart, and on some of these trains the competition is keen. Besides these famous Frisco trains, St. Louis is the starting terminal for the 'American', the 'National Limited', the 'Sunshine Special', the 'New Yorker', the 'Night Hawk', the 'Sunflower', the 'Scenic Limited', and the 'Chickashaw'."

Mr. Dunard is very familiar with all classes of equipment and spoke of inspecting some new salon-buffet cars which had come in on one of the eastern trains.

"People are demanding more and more in the way of luxurious travel. These cars, operated by the Pullman Company, are fitted up for every comfort of the traveler," he remarked.

Our Trains Heaviest

According to Mr. Dunard, Frisco trains nine and ten are the two heaviest loaded passenger trains which ar-



F. W. DUNARD

rive in St. Louis Union Station. "There never is a day but what we have all we can do at the station to take care of those two trains."

To handle the volume of business

There is probably no other employe on our railroad who comes into contact with the rawness and the delightfulness of human nature as often in twenty-four hours as F. W. Dunard, depot passenger agent at the Union Station, St. Louis. Dunard, during his years of service, has learned human nature to such a splendid degree, that he can "figure you out" to a fair fraction if he comes in contact with you during a day's business. And it is a favorable thing for humanity when Dunard says, from his wealth of experience: "There is a preponderance of 'good folks' in this world—the bad ones are in the minority." We present this interview with a great deal of pleasure.—W. L. H., Jr.

passing through the station daily, there are employed twenty-six ticket sellers, pullman and railroad combined, which does not include the agent and chief clerk. Approximately 150,000 tickets are sold through this office a month. These men are hired by the Terminal Railroad Association.

The "red cap" boys are in charge of J. H. Clifford, station master. These boys are not paid a regular salary, but are dependent on the money given them by the traveling public. They work much harder and are more ambitious when they are working on their own efforts.

"You should be here some Tuesday and Thursday morning to see them in their drills," Dunard says. "They have army regulation drills, directed by a member of the Terminal Railroad Association. Some of them have been here a number of years. Robert Ebert, head usher, has had thirteen years' service in this station, and Joe Banks, the 'veteran' red cap, has twenty years to his credit."

"We have about 1,800 passenger cars come into this terminal a day," he estimated, "and we have sixty-five boys who meet them."

Many Queer Incidents

Mr. Dunard related a trying experience in which Joe Banks played the hero. A woman came into the station some years ago, and asked Joe to take care of her two children, one about a year and a half old, and the other four years. Joe performed the task nobly for some two hours and then he began to worry about the returning mother, for she did not come. Feeling that something was wrong, he turned the babies over to the Travelers' Aid and later found that the mother had deserted them.

"Just the other day," Mr. Dunard continued, "one of the red caps was bringing an old lady from the train in a wheel chair, and when he got her inside the station, he found her dead. These red caps have to be able to cope with any situation.

"Joe Banks came running up one day with the exclamation: 'Migosh—a fellow over there just lost his wife and he give me a dollar to find her! I told him not to worry, that was one thing you couldn't lose, she'd come back,'

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Special Agent Must Not Play Favorites With Police Department Personnel—Allender Says

All Employes Should Give Sharp, Crisp Facts to Officers in Reporting Crime—Co-operation Is Highly Essential

IT IS, I think, of high importance to help as much as possible in having your force working on that case—and perhaps the police have some bit of information that matches up with the case you report to them. But the other purpose is, in my estimation, of the greater importance. It lets the police know that you are considerate of their worth in cases of that kind, lets them know that you are depending upon them, is the simplest and most conclusive refutation of the belief they may entertain that, "these railroad fellows don't think we know how to catch thieves".

Go to Local Officers

So, do not insult the intelligence or ability of your local police by waiting until you have exhausted every possible lead before reporting your troubles to them. It strikes me that this is one of the big reasons why relations between police and special service departments are not closer; the special service departments have been too prone to seek the assistance of the police only as a last resort.

In furnishing information to police departments, the special agent must be careful to see that the information gets into the proper hands. By this we mean that in ninety-nine out of one hundred cases the proper person to receive reports from the special agent is the chief of police, the chief of detectives, or the district captain. The special agent must never play favorites. He must consider the police department as a whole rather than the officers as individuals. Police departments are continually changing, officers are being promoted, there are shifts in the force, rearrangements, etc. It follows that the special agent who plays favorites will be able to maintain his prestige only as long as his favorites occupy places of authority. The direction of police departments frequently changes over night, and to guard against the possibility of his good standing with the police department being swept away, the special agent must remember that the police department as a whole is engaged in

the same work he is trying to do, and that in order to aid them or secure their assistance he is not obliged to show especial favoritism to any one officer or group of officers.

Keep in Touch With Headquarters

The special agent, if he and his force are to be on the lookout for bits of information of value to the police, must keep in touch with matters at headquarters. This does not mean that he needs, or should attempt to

Although the accompanying article, which is Part II of an address given by Samuel Allender, chief special agent of the Frisco Lines, to a meeting of special agents in Chicago July 8, concerns itself with the "what to do" of the special agents' job, there is much for the railroad employe of other departments. It is an able and learned outline of what every railway employe should know if he is interested in his railway to the extent he should be. Occasions arise from time to time when police protection is desired immediately and forcefully. No one has advance information of a condition of this kind. It is plunged at him and his reaction must be immediate and correct. In this outline of a special agent's work, Mr. Allender, former chief of police of St. Louis, has put forth crisply the results of his many years in the work of protecting the public. It is applicable to the work of protecting railroad lives and railroad property and should be read by every employe of the Frisco System.—W. L. H., Jr.

gain, an intimate knowledge of each case the police are handling; but he will be in a better position to aid the police if he has a general understanding of the progress of the department from day to day.

But he will want to guard against the possibility of becoming regarded as a "hanger-on" at police headquarters. Many police departments have, in effect, closed their doors to railroad special service departments because of the thoughtless tactics of some special agents who seemed to labor under the belief that a police station was a place to loaf, gossip and idle away one's time smoking.

The special agent must pay close attention to keeping an up-to-date, detailed list of the goods he is short. While it may seem that we are dealing in platitudes here, yet there are many, many special agents who do not keep such a list in a manner calculated to be of service to the police in time of need. Some special agents

trust to memory, others commit the information to writing—and forget where they put it. Others—and here is the fault most common—keep a list of shorts, but content themselves with merely listing the commodities, failing to secure the all-important information with respect to brands, sizes, colors, marks, etc. When the police department calls the special agent, asking, "Are you short any ABC brand shoes?" the special agent should be able to say "Yes" or "No", and if the answer be in the affirmative, he should be able to turn to his record and immediately make positive identification (insofar as positive identification can be made in such a case) or be able to say, "The shoes are not ours".

Give Sharp, Crisp Facts

That is what the police department expects of the special agent, and he will be aiding the police in the degree that he is able to fulfill their expectations in that respect. Sharp, crisp facts; any police official will tell you that his department could wish for no greater assistance.

The special agent in the smaller cities may be able to render invaluable service to the police by locating among his own force something which the police department does not possess. Perhaps the special agent has a special officer who is a linguist; or he may have a man familiar with police characters in some other city; or he may have a man especially proficient in the science of photography; or he may have a fingerprint man; or one who is an authority in some one of the many branches of learning into which the police are obliged to dip from time to time. If such a man is found, his assignment should be arranged in such a manner as to permit of his assisting the police if wanted. Know the capabilities of your force in lines other than police work.

How to Co-operate

Here a question arises. It is a question which is difficult to answer except in a general way. It is: To what extent should the railway police officer assist the municipal police in

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