Please do not release for outside distribution:

RESOLUTIONS

With New Year's Day falling on Thursday, the 1959 business year will have something of a delayed start, as Monday, January 5, will really be the day for most of us to implement our resolutions appropriate to the season.

Railroading continues around the clock and the calendar, and our service is essential over the weekend. But the business world is taking a long relaxation before coming to grips with the process of making, distributing and selling.

So we can take a good look at what our resolutions should be. Try these for size:

1. Be SAFE. With ourselves, with each other and with the patrons of our company and their property and ours.

2. Be CAREFUL. This is a little different from safety. It means exercising common sense in our procedures, in doing our tasks to the best advantage, with the efficiency that cuts costs and improves our operations.

3. Be LOYAL. This means all of us who work for the Pennsylvania. Our individual or organizational decisions can be taken so as to benefit the company, and our enlightened self-interest shows that we can in this way benefit ourselves.

4. Be YOURSELF. Write in at this point the good resolution which fits you. That's the one—or several—which will be kept.

O---HAPPY NEW YEAR---O

Agent Hopkins Takes A Bow

Norman M. Thornton, business manager of St. Andrew's School in Middletown, Del., writes to R. H. Hance, superintendent of stations, in praise of Agent E. W. Hopkins. His letter is good reading so here it is in full:

"Recently a communication reached my desk which is noteworthy because it serves to illustrate a quality too rarely found in today's typical employee, namely - a real sincere interest in one's job.

"Mr. E. W. Hopkins, the agent at Middletown, has sent a personal letter to patrons of the railroad in appreciation of past business and in hope of continuing patronage. In complimenting Mr. Hopkins he informed me that these letters were being mailed on his own initiative and in the interest of his employer, the Pennsylvania Railroad Company.

"We have always found Mr. Hopkins extremely helpful and cooperative in his daily working relationships with St. Andrew's School. I am especially appreciative of his help at vacation time, when it is my personal responsibility to obtain railroad tickets for many of our
students (for example, last week this amounted to over $800.00 worth of tickets).

"As Mr. Hopkins immediate supervisor, and during these times when the public is all too willing to belabor the railroads in general, I am sure that you will be pleased to learn of the genuine efforts being expended by this particular agent in the best interests of his employer."

O---HAPPY NEW YEAR---O

Bouquet

This from President Symes, is a communication from Vice-President Newell to Vice-President Schwab:

"Mr. Symes has advised 'Congratulations on October ratios.' As shown on the Comptroller's statement of December 18th, they were as follows:

OCTOBER 1958

Freight Service, Per Train Mile. .......... 68.40%
Passenger Service, Per Train Mile. ....... 107.07%

You and your people are the ones who produced these splendid results. 'My sincere appreciation.'"

O---HAPPY NEW YEAR---O

Another Job Well Done

How about those Colts!
And how about that Passenger Department!
We mean the team job that was done in handling the three extra trains and eight extra cars that carried 3,600 fans to New York for the game. It was a move that had to be planned in a hurry, because we were not sure that the game would be in New York until the Giants beat the Browns on December 21.

While Frank J. Roth, Passenger Manager, was the Johnny Unitas of our team, he paid tribute to his linemen and backs who rode the trains, sold the tickets, arranged to handle the crowd going and coming, and in all made a wonderful contribution to the greatest sport achievement Baltimore has known since the days of the Old Orioles.

Transportation, Police, Equipment all played major parts in the successful enterprise, and there were very few complaints from the passengers about anything. The trains all ran on time or better, and it was a happy, tired, and well-behaved crowd that arrived back in Pennsylvania Station a little before midnight.

An additional comment---the revenue involved over and above the normal gross of the passenger department is approximately $40,000---divided between more than $35,000 in fares and a little less than $5,000 in dining car department revenue.

O---HAPPY NEW YEAR---O

Railroad Community Committee

We regretfully say good-bye to Al Manola, field man for the
Eastern Railroad President's Conference here for the last two years. He has taken a position as a magazine editor in Washington, and the executive committee of the Railroad Community Committee wished him success at its meeting on Monday. Jim Marine from the Carl Byoir firm was here, but it is indefinite at this time by whom the Baltimore account will be handled.

Meanwhile plans continue for a number of events under the chairmanship of Rene Gunning, of the Western Maryland. Joe Kay, P.R.R., and John Seth, B&O, are handling the Boy Scout Model Railroad races to take place on Saturday, January 10, at the Young Men's Christian Association.

Frank J. Roth, P.R.R., will speak at the luncheon of the Optimists Club of Baltimore, on Wednesday, January 7, on "Taking Care of the Passenger".

Plans to cooperate with the World Trade Week Committee, of which Robert Dale, Canton R.R., is co-chairman, are moving along. This will take place in May, and the program promises to be greater than that of last year, which was a notable success, with railroaders taking leading roles.

Bill Reynolds, Baltimore & Ohio, has been named secretary of the committee, with Mr. Dale advancing to Vice-Chairman. These moves came about when Jacob Hay left the Baltimore & Ohio and Mr. Gunning advanced earlier that had been the normal time of succession.

It has been agreed to change administration in September from now on, so that the chairmanship will not be involved in a December accession.

O---HAPPY NEW YEAR---O

Great Decisions

This is primarily to those in the Baltimore area, though the Great Decisions Committee of Maryland is state-wide and is being progressed at that level. The Railroad Community Committee of Baltimore is one of the sponsoring organizations.

The kickoff meeting, at which Joseph C. Harsch, NBC correspondent who has just returned from England, will speak, is slated for Tuesday, January 6. Posters are attached to many copies of this issue, and more are available if desired.

Our railroad's top management is interested that as many of our people as possible indicate their interest in civic affairs by forming and joining discussion groups to help provide information for the State Department on what people are thinking about the biggest problems of the day in international relations.

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