

Northwestern News

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YARDMASTER---MAN IN THE MIDDLE

"...to bring about better performance through better understanding." This is the appropriate aim of the Training Seminars for Yardmasters which will resume on September 20 at Fort Wayne, with two meetings.

For the yardmaster is truly the man in the middle, coping with departmental supervision over him, operations of his own forces and the train crews, and at the same time cooperating with sales and service and other departments. Perhaps of even greater importance, he often is the direct contact with shipper and consignee, and his acceptance or rejection can affect a decision to use the Pennsylvania or some other company.

The programs will last two hours, and those of the 68 yardmasters and assistants in the Northwestern Region who attend will do so on their own time. The program, as announced by R. E. Pinkham, superintendent of transportation, will include seven subjects:

1. History of the program, including definition of a yardmaster and his responsibilities, how he is judged, and the basis for selection, training and appraisal.
2. Labor relations.
3. Safety program, and requirements of the book of rules.
4. Freight sales and service, and loss and damage prevention.
5. Explosives and excessive dimension cars.
6. Coordination with the M. of E. department, movement directors and train dispatchers.
7. Car service rules.

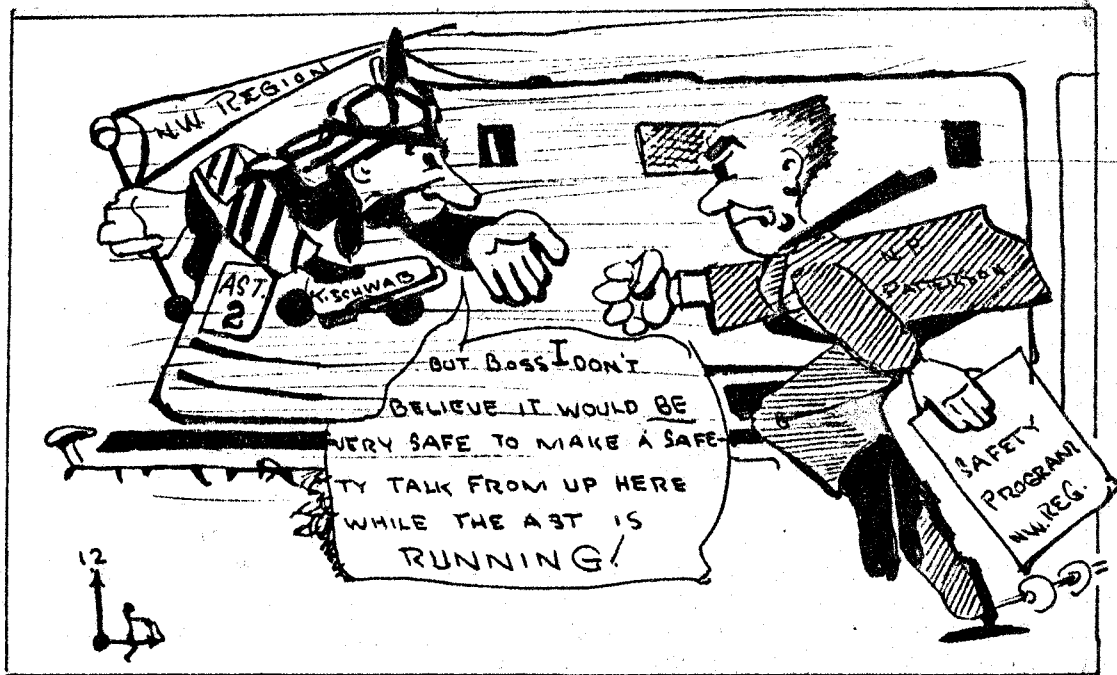
The schedule of time and place for these meetings at the various terminals will be announced shortly.

Indicative of the importance of this activity is the fact that all of the staff of Vice-President and Regional Manager H. W. Large have been asked to cooperate in some phase of the program, presenting subjects at the sessions which are related to their departments.

Target is "to improve yard efficiency through the improvement of transportation supervision." We all have a stake in that.

O---DON'T ONLY PREACH SAFETY---PRACTICE IT!---O

That's a good lead into the accompanying cartoon (purely fictitious, of course), in which N. P. Patterson, superintendent of personnel, appears to be suggesting an unsafe practice to his supervisor of personnel, K. F. Schwab, in the former's zeal to shout the word about safety.



Nothing like this takes place, of course, but cartoons are noted for their effective placing of truth in a pictorial capsule, with emphasis derived from absurdity. Here the emphasis is on practicing safety, not only preaching it, and if you have been encouraged to read this, our mystery cartoonist will be very happy indeed.

O---PASSENGER DEPARTMENT---OUR SHOWCASE---O

Bouquet

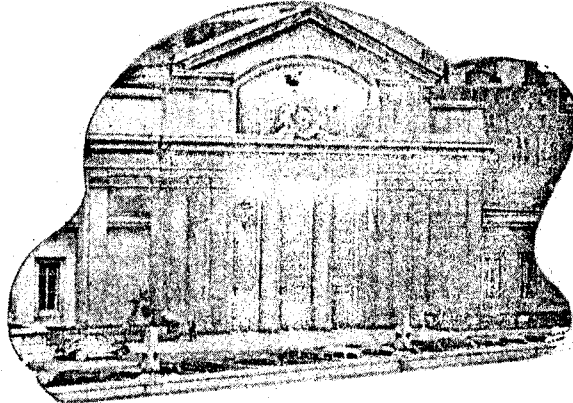
This to Cliff Nelson, regional passenger office manager, from Mrs. Robert Jacks of Fleetwood, Pennsylvania, and relayed by E. J. Finnegan (the greatest name in transportation and our regional passenger manager).

Mrs. Jacks writes:

"Thank you for all you did to make my husband's trip home pleasant and comfortable. Everyone connected with the Pennsylvania Railroad went out of his way to be helpful. Our trip home was far easier and more relaxing than we anticipated, thanks to the expert manner in which it was handled..."

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TERMINAL



TOPICS

Elwood, Indiana - J. N. Strecker, foreman in the shipping department of Continental Can Company, wrote his thanks to R. W. Walker, who was station agent at Fort Wayne, for special service that enabled the company to deliver a consignment to Falstaff Brewing Company so as to meet its production schedule.

"Service is all too often a neglected portion of our relations with our customers, and it is a distinct pleasure to come in contact with a man who takes justifiable pride in rendering good service," the customer wrote.

Maybe a series of such comments would have a bearing on why Mr. Walker was promoted to Philadelphia. He was, you know.

Chicago, Illinois - Mrs. Grenson sent a card of thanks for assistance in her trip to Trenton for a funeral, and the man who arranged it was so anonymous that we had to do a little detective work to find out. It was Paul J. Harges, chief clerk to the Vice-President and Regional Manager, who said he had helped arrange for her to ride No. 48.

Fort Wayne, Indiana - Harold H. Dauler, claim agent here, is able to relax now, since his tour of duty as department director for agricultural products at the Indiana State Fair came to an end on Wednesday. He is another stalwart citizen with a desire for anonymity, because -- while he was not mentioned in our item about the award of a gold pass to the Indiana Fair made to Jerry Howard last month -- we know he had a big hand in all the procedure.

Chicago, Illinois - Jim O'Neill, traffic management specialist of the Defense Subsistence Supply Center (formerly Quartermaster Corps) in Chicago, sends word that the regional Army commanders are going to be indoctrinated in the use of TrucTrain for perishables -- in a meeting here in a couple of weeks. He wants (and will get) some colored slides on the operation.