

THE PENNSYLVANIA RAILROAD SYSTEM



INFORMATION



FOR EMPLOYEES AND THE PUBLIC

Broad Street Station
PHILADELPHIA, PA.

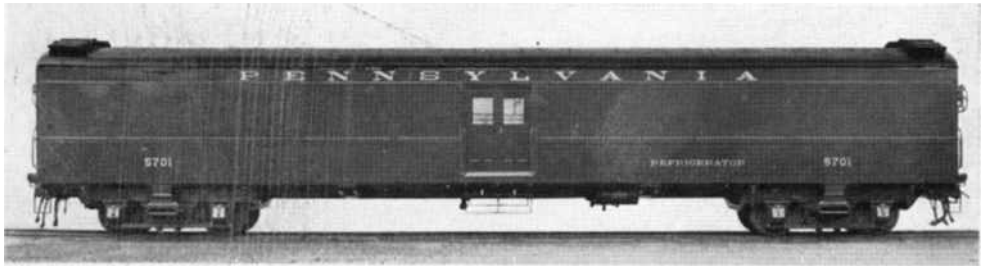
July 3, 1914

Pennsylvania Station
PITTSBURGH, PA.

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Spending \$300,000 to Keep Milk Fresh and Clean



THE LAST WORD IN TRANSPORTING MILK

This solid steel car has its own refrigeration plant. The interior is cool and dry. No ice comes in contact with milk cans or bottles

Every day the Pennsylvania Railroad hauls more than 265,000 quarts of milk and cream into Philadelphia, Brooklyn, Baltimore and Jersey City—an increase of 42,000 quarts a day over a year ago.

Transporting milk so that it reaches the consumer in the best possible condition is doubtless one of the principal reasons for this large increase in the Company's milk traffic; certainly it constitutes an invaluable public service which the Railroad performs.

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The Pennsylvania Railroad has spent \$300,000 for 36 refrigerator cars that are considered the most complete and practical cars ever constructed in this country for handling milk shipments. They are all-steel.

Maximum protection against contamination of milk is provided in the method of refrigeration used in the cars. Brine tanks in each end of the car hold a mixture of salt and ice; they radiate sufficient cold air to maintain a temperature of about 40 degrees,

which is considered ideal for the protection of milk. The refrigeration is absolutely dry. Each of the cars has a capacity of 12,000 quarts.

Prior to November 1, 1911, when the Pennsylvania Railroad established the office of Milk Agent, the Company hauled no milk to Philadelphia from points north or west of Harrisburg, and no shipments of milk from any points on the Railroad were made into New York and Brooklyn.

In the past two and a half years prominent milk dealers of New York, Brooklyn and Philadelphia, co-operating with the Railroad, have located milk shipping plants at 53 stations in the dairy sections of northwestern Pennsylvania, New York and the Delaware-Maryland Peninsula. These plants, which involve an investment on the part of milk dealers of approximately \$453,000, are fitted with the most improved machinery for pasteurizing, cooling and preparing milk for the city markets.

The new refrigerator cars are now being operated in the Pennsylvania's long-haul service from points in northwestern New York

and Pennsylvania to Philadelphia, New York and Brooklyn.

By means of its tunnels under the Hudson and East Rivers, the Pennsylvania Railroad is the only line that has an all-rail milk service to Brooklyn. On its fast milk trains, milk drawn from cows one morning on farms in northwestern New York and Pennsylvania is landed in Philadelphia, Jersey City and Brooklyn in time to be used on the breakfast tables the following morning, after having been transported at a temperature which scientific research has proved to keep milk in the best possible condition.

Safeguarding the Health of Passengers

Last year the Pennsylvania Railroad in its dining cars and restaurants served food to 3,775,000 people. At the present time 10,000 patronize the dining cars and restaurants in one day. For the protection of these people the management takes every precaution against the possibility of anyone with any communicable disease having anything to do with the preparation or serving of food, or having anything to do with the linen, china and silver used in the serving of meals.

The Pennsylvania Railroad has adopted practices in its Dining Car and Restaurant Department that are designed to make even more elaborate the precautions already taken to safeguard the public against disease.

Some years ago the Pennsylvania required every employe engaged in the preparation or serving of food to undergo a physical examination every 90 days, and anyone found to have even a tendency toward a communicable disease was debarred from the service. Later the order was given to examine these em-

ployes in the dining cars and restaurants—there are over 1000 of them—every 30 days. Now the order has gone forth that they must be examined at least once every 30 days.

Just as far reaching as the rule for examining employes is the new regulation governing the inspection of dining rooms, dining cars and kitchens. The Railroad's medical examiners, who are also officers of the State Board of Health of Pennsylvania, will act as inspectors. It will be their duty to inspect dining cars and restaurants from one end to the other. Kitchens, silverware, linens, cooking vessels will be under their scrutiny. Every car and restaurant must be inspected at least once every month.

Another innovation the Dining Car and Restaurant Department has made is the method of handling food at commissaries. Heretofore, meats and poultry, without any protection against dust, have been carried from commissary refrigerators to dining cars in baskets. The new system requires that every piece of meat or poultry be enclosed in an air-tight paper bag before being taken from the refrigerator.

To Sell Surplus Real Estate

The Pennsylvania Railroad and its affiliated lines are endeavoring to sell, as fast as purchasers can be found, 647 pieces of real estate it owns but does not need for present use, or for providing railroad facilities to take care of the probable growth of traffic in the very immediate future.

The above action of the Company follows instructions from the Board of Directors. By disposing of this property the Railroad will save in taxes, cost of up-keep, and interest on the amount of money invested. The sale will also make available additional funds for improving the Railroad's general service to the public.

The land which the Railroad will sell was acquired with other property it had to buy for improvements, such as changes in line and the elimination of grade crossings.

The Real Estate Department of the Company is posting notices in stations telling that the Railroad has land to sell. One form of bulletin says:

"The Railroad Company has property for sale in this vicinity.

"The Station Agent will furnish name and address of the Agent of the Real Estate Department in charge of the property, who, upon application, will be pleased to furnish plans and complete details of the property."

Another form of notice that is being used carries a small map of the particular piece of land.

Since January 1, 1914, the Railroad has sold 100 properties for approximately \$1,000,000. The properties for sale at various points on the Railroad range in size from small city lots to tracts of 200 acres.

Making It Hard for Accidents to Occur

In a great organization with more than 150,000 employees, it is obvious that only by most exact statistics and study of typical conditions can comprehensive provision be made to remove the causes of accident. It is not enough to ascertain that an accident was due to a collision. Why this collision? It is primary causes—tendencies—that must be studied and removed.

In its endeavor to make employment on its lines as safe as human ingenuity can provide, the Pennsylvania Railroad is seeking to make it harder all the time for employees to do those things which its carefully analyzed statistics prove to be the contributing causes of accidents.

The latest step taken in this direction is a general order just issued prohibiting train employees from manipulating the lower hand-brakes on freight cars by means of brake clubs. The reason for this was that investigation proved that the careless use of clubs on the lower brakes—or "tunnel" brakes, as they are called in railroad parlance—resulted in one employee being killed.

Reports are rendered even to the smallest details of every accident to an employee of the Pennsylvania Railroad. As a result of the very careful analysis which these statistics receive to arrive at the fundamental causes of all accidents, suggestions and orders designed to eliminate the possibility of a recurrence of these causes are being issued constantly by those in charge of the operation of the Railroad.

Two Ticket Clerks Who Rendered Real Service

Several days ago a man, who was in a great hurry to catch his train, left \$10 on the ticket window in Pennsylvania Station, Pittsburgh. By telegraphing the conductor of the train the passenger was to take, the Ticket Clerk learned the name and address of the owner of the ten dollars and immediately sent it to him.

In a letter acknowledging receipt of the ten dollars and sending a reward, the passenger said :

“I consider this prompt and honest action another feature of the splendid system of the Pennsylvania Railroad. Moreover, it is a demonstration of the integrity on the part of its employes.”

To the above the Clerk replied :

“While I appreciate the motive which prompted your action, yet I must decline to accept the reward ; this is in harmony with the policy of the Company and of my own. I consider the high tribute you paid, both to the Company and myself, as of more than sufficient reward for the small service we were able to render.”

A few days before the above incident oc-

curred, another man, afraid of missing his train, when buying a mileage book at the ticket office in the Pittsburgh Station, tendered the Clerk three new \$10 bills, two of them sticking together. As soon as the Clerk discovered the mistake, he rushed out to the train, but found it already moving out of the station. The conductor of the train was immediately instructed by wire to locate the particular mileage book that had been delivered to this passenger. The passenger was found without any trouble and the money returned to him.

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Such incidents as these are of daily occurrence on the Railroad. They go to show that while ticket clerks, bureau of information clerks, baggagemen, gatemen and all of the other employes whose business it is constantly to come in contact with passengers may sometimes appear cross and discourteous, they are anxious to serve the public faithfully and by so doing to render the Company the best service of which they are capable.

“Just how careful and courteous employes of the Pennsylvania Railroad are usually is not realized until a passenger appeals to them for assistance. Many would say they are merely following orders when helping passengers out of plights; but there are various ways of following the letter of the orders. Some trainmen follow the spirit.”

—*The Pittsburgh Post, May 18, 1914.*