

# THE PENNSYLVANIA RAILROAD SYSTEM



## INFORMATION



FOR EMPLOYEES AND THE PUBLIC

Broad Street Station  
PHILADELPHIA, PA.

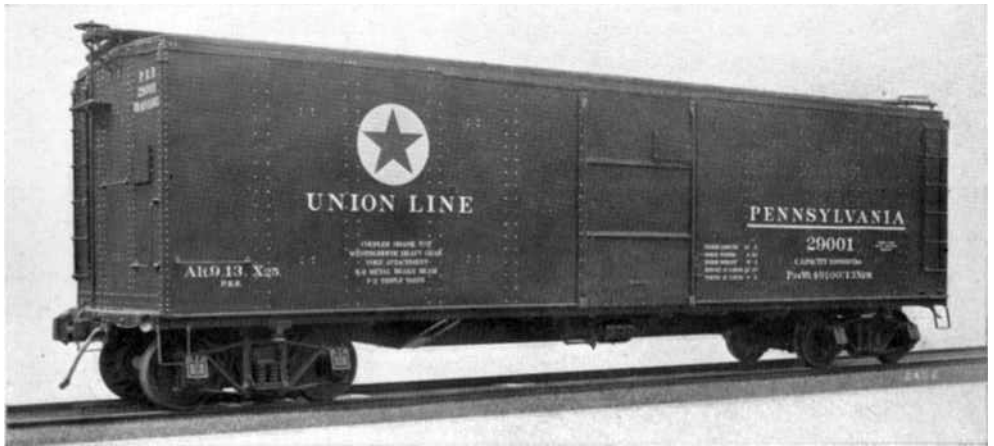
July 20, 1914

Pennsylvania Station  
PITTSBURGH, PA.

II

29

## Improving Pennsylvania Freight Service by Providing All-Steel Box Cars



### ANOTHER KIND OF ARMORED CRUISER

This is the new type of all-steel box car which the Pennsylvania Railroad has just started to build for experimental use on the lines of its system. A wooden box car costs about \$1050. This new steel box car of 100,000 pounds capacity now costs \$1500, although eventually this cost will be materially reduced.

The Pennsylvania Railroad is adding a new feature to its equipment. It is an all-steel box car. It will be to the Company's freight service what the all-steel passenger car is to its passenger service, and the all-steel milk car is to its milk service.

The building of these experimental steel box cars is a part of the policy of the Railroad to provide, for passengers and freight, equipment that will afford the greatest protection against accident, and at the same time insure comfort for passengers and protection against damage for freight.

One-third of all the steel passenger cars in the United States are used by one railroad—the Pennsylvania.

—*The New York Evening Journal, July 8, 1914.*

# Courtesy on the Telephone

By E. W. Riggle, Agent, Verona, Pa.

A good way not only to put ourselves right with the public, but to keep ourselves right, is in the manner of dealing with the public. I do not know what conditions exist at stations generally, but at ours the volume of business transacted over the telephone is a goodly one. One thing I have been in the habit of doing for the last five years is to keep the telephone on my own desk. The majority of calls are answered by myself, and by keeping in touch with the details of the work, I can answer inquiries immediately in the majority of cases without the necessity of having the shipper wait until the matter is looked up. I find that being attentive on

the telephone is one way in which we can show our good will to our patrons and make them our friends. We once had in our employ a clerk who had a harsh and short manner of answering questions, and it, together with some habits he had, made him almost unbearable. I asked him to look up some other position, and after he left I was criticised for my action. This employe was given a position at another station on our division, and later was compelled to leave the service or be discharged, as I now understand the matter. I mean by these remarks that the class of employe has a great deal to do with our standing with the public as a railroad.

Courtesy, in point of meaning, is one of the biggest words in the English language. It deserves a place not far removed from the immortal "mother, home and heaven" trio.

—J. F. West, Lockwood, Mo., in *The Frisco Man* for June, 1914.

## A Passenger Who Appreciated Courtesy of the Railroad's Employes

The head of an advertising agency in Baltimore left a valuable package on a Washington-New York train several days ago. He wrote this letter to the General Manager of the Railroad after the package had been returned to him the next day:

"Last week I left on train number sixty-eight, from Washington to New York, a very valuable package.

"When I went to Mr. Green, the assistant station master at Broad Street Station, about it he wasted no time in unnecessary inquiries, but got after that package in a way that was

as efficient and effective as I could possibly hope for.

"He was unable to get in touch with the train at Trenton, but arranged to have the message conveyed at Newark. I then proceeded to Sea Isle City and explained my cause to Mr. H. S. Townsend there. Mr. Townsend also extended me every courtesy, and the next morning I was made happy by receiving my lost parcel.

"I am writing you this letter in order that you may know of the splendid work of those two men and their disposition to be helpful and accommodating."

# This Engineer Made Friends When His Train Was Late

When William Walker, one of the Enginemen who drive the Pennsylvania Limited on the Lines West of Pittsburgh, was compelled, not long ago, to put his train into Pittsburgh several hours late, because of fog and some trouble with one of his cars, he probably thought that some of his passengers would be "put out" by the enforced delay. It is hardly probable that he imagined for a moment that his slow driving was making a friend of one of the passengers, both for the Company and for himself. But that is just what happened, as this letter to one of the Vice-Presidents of the Railroad shows:

"On 10 September, returning from Colorado, my wife and I took the train leaving Chicago at 5.30 P. M. (the Pennsylvania Limited for Philadelphia), paying eight dollars (each four dollars) extra fare. The train arrived at Philadelphia between two and three hours late, and I was handed refund slips upon which I was paid four dollars. I appreciate the action of the Company. The extra fare was paid for a speed that was not

attained, but I do not want the money, and I take pleasure in enclosing my check to the order of your Company for four dollars, the amount refunded. The Engineer of that train was impeded by fog and by a defective car that dragged on him until he could drop it at Pittsburgh, and I am obliged to him for not racing through the night and the fog and under a disability simply to preserve to the Company extra fares.

"He was prudent and careful, and his action in the matter was doubtless in obedience to the general directions of your Company in such cases. But I do not want to profit by a penalty for a lack of speed that could have been attained only by a lack of care, and I feel that the Company amply earned the money. If there is any way in which the Company can hand the amount to the Engineer it would express my appreciation of his faithful conduct and might serve as an encouragement to the service in general."

The Vice-President to whom this letter was addressed lost no time in seeing to it that the \$4 was placed in the hands of Engineer Walker.

## The Human Railroad

By ELBERT HUBBARD

In the New York American, July 9, 1914

History is mostly a record of fights. Business is a record of boosts.

Business builds, constructs, enlarges, bridges the rivers, tunnels the mountains. Business sets people to work and pays them what they are worth.

The big railroad man takes out the seventy pound steel and puts in one hundred; he creosotes the ties, paints the station, replaces wooden platforms with brick pavements, tears down old structures and builds better, replaces wood with steel, and steel with concrete; replaces dirt with cinders, and cinders with stone ballast.

He gives opportunity to the laborer, encourages genius, helps initiative, joins hands with the inventor, co-operates with the farmers, works for better schools, for school

gardens, for playgrounds, good roads, concrete sidewalks, removes the rubbish, plants trees, shrubbery, flowers, waters the waste places, drains the swamps, knows what the factory men and the business men are all doing along the line; gets in touch with them, clasps hands with them, eats with them, laughs with them, talks with them, advises with them, knows their wants and sympathizes with them in their problems; settles contentions, and settles them rightly.

The railroad is a citizen of every town, city, village or township through which it passes.

It is a taxpayer, and it is interested in everything that makes for human happiness and betterment. Nothing that is human is alien to it. Treat it well.

# American Railroads Nearly Half of All in the World

The United States leads the world in the matter of railroad mileage, having more than a quarter of a million miles of such roads, or about three-eighths of the world's total. Statistics for some other nations are not available later than for the year 1912, but at that time the comparative figures were as follows: Russia in Europe, 38,563 miles; British East India, 33,403; France, 31,144; Austria-Hungary, 28,410; Canada, 26,662; Great Britain, 23,360; Argentina, 20,593;

Mexico, 15,805; Brazil, 13,818; Italy, 10,800.

Not only does this country have the largest mileage, but the service of American railways is concededly superior, and in methods and equipment the roads of this nation have long been leaders in railroad development. Land transportation is better solved in this country, in fact, than in any other part of the world.

—Reprinted from the *Northwestern*, Oshkosh, Wis., June 29, 1914.

## The Main Chance

Reprinted from the Grand Rapids, Mich., Herald, July 1, 1914

*Who says "there's no chance" for the boy "without a pull"?*

In the great Pennsylvania Railroad System there is a corps of 170 ranking officers—BIG men in BIG jobs. Out of this 170, 163 (including the President) started at the bottom. Not NEAR "the bottom." AT "the bottom." Some of them were office boys. Some of them were water boys. Some of them were section hands. Some of them were janitors. ALL of them—163 out of 170—started in with the Pennsylvania in the most ordinary and commonest kind of labor.

Genius and loyalty and capacity and preparedness are their own blessed reward. A thought worth remembering just now when school and college are contributing their fresh young blood to the commerce of America!

Meanwhile, ANOTHER thing! Out of this corps of 170 ranking officers in one of the greatest railroad systems in the world, 142 have been in the service over twenty years.

It pays to STICK!

A rolling stone gathers no moss. Wandering time servers never "arrive."

The builder of a Panama Canal, a great railroad or a huge industrial plant is today a more practical benefactor of mankind than the painter of any picture on earth, and the laborer whose muscle and tenacity and skill makes these modern monuments possible is worthy all the adulation ever accorded the leader of an army.

—B. C. Forbes, in *New York American*, July 9, 1914.