



INFORMATION



FOR EMPLOYEES AND THE PUBLIC

Broad Street Station
PHILADELPHIA, PA.

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Pennsylvania Station
PITTSBURGH, PA.

II

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Some Incidents in This Railroad's Daily Task of Serving the Public

"Is it the duty of the railroad to instruct shippers how to pack their goods in order to secure the lowest freight charges?"

This pointed question was put up to Pennsylvania Railroad freight traffic officers at a recent meeting by one of their number. He wanted to know the Company's policy on the subject, if it had one. If not, he wanted a policy established.

The following case is what brought up the question.

A shipper sent a less-than-carload consignment of bulk freight, approximating 7000 pounds in weight, to the South. The railroad regulations do not permit the loading of less than car load lots of goods in bulk, as when so loaded they may injure other freight in the car. Therefore, as the shipper delivered his goods to the railroad, to be forwarded in bulk, it was necessary to give him the exclusive use of a car, and to charge freight on the basis of the minimum weight for a car, in this case 36,000 pounds.

If however, the shipper had packed the goods in barrels or boxes, he would not have

been charged for the minimum car load weight, but for the actual weight, and the freight charges would have been much less than the car load rate.

But the shipper didn't know the difference. The result was that it cost him some \$200 more for freight charges than he needed to pay, simply because he apparently didn't know about the rates and requirements as to bulk freight.

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Every freight rate is published and filed with the Interstate Commerce Commission. The railroad takes the orders of shippers and must carry out their instructions under the published tariffs or rates. It is not incumbent on the carrier, under the law, to give any advice to the shipper. But when the facts in the case mentioned were considered, this—in the official language of the minutes—is what the Pennsylvania Railroad freight traffic officers—the men who are dealing with shippers every day, trying to help them solve their problems—decided to be the policy of the Company:

"When possible, as a matter of courtesy, shippers should be informed as to the proper method of packing and loading to enable them to get the advantage of the lowest freight charges."

Service

Reprinted from "The Scenic Lines Employes' Magazine," September, 1914

The term "service" as applied to the sale of very common commodities is not clear to some of us—even those who frequently use the term in selling. Here is an interview with a traveling salesman which illuminates the definition :

"A few weeks ago I left Cleveland with my wife and small boy for a vacation on the Ohio farm from which I emanated fifteen years ago. We transferred to a small branch railroad, at a certain small city, a gateway to a lot of Lake Erie summer resorts.

"The station of this branch road was temporarily abandoned when we arrived there about noon, and the ticket office was locked.

"I found the station agent and the baggage man over in a lot some distance away pitching horseshoes with a few of the natives.

"The station agent seemingly resented the interruption when I inquired about our train and where we could leave our grips when we learned that it would not be due for two hours.

"To the latter question he did not undertake to show me ; he merely indifferently directed me to a dug-out or cellar at one end of the station.

"A few weeks before this, in the Pennsylvania Railroad Terminal, New York City," continued the traveling salesman, "I asked the man in the information bureau about a connection for a certain Western Pennsylvania town. This man was not only courteous, but he volunteered more information than I had asked for, telling me of a better way than I had in mind.

"When I took my grips out of the check room, the location of which was indicated to me by conspicuous and well-lettered signs, I handed them to an usher. This official observed a number of unstamped letters and postcards in my hand, and when he learned my train he said :

"You have eight minutes and plenty of time to get stamps over there at the newsstand—the mail box is right beside it."

"For courtesy, can you beat that?"

"Now," commented the traveling man, "while it is obviously impossible to have all the appurtenances in this branch road station for the Ohio summer resort gateway town as in the Pennsylvania Terminal, yet the same common courtesy and little attentions would have been as possible on the part of the station agent as that of the information bureau and the usher of the other.

"The lack of courtesy and attention on the part of this agent may explain why he only had a small station on a branch line.

"This station agent's indifference to me, a patron of his road, is naturally a reflection on the official next above him and so on up through the course of the whole executive organization, and it may also explain why their property is a branch road only patronized by the traveling public as a matter of absolute necessity.

"I didn't pay any more per mile into the ticket window of the Pennsylvania Railroad Terminal than I did into the ticket window of that little Ohio branch road, but the difference in what I got for my money was service."—From "Through the Meshes."

"The people seem to be pretty well justified in their high esteem of the Pennsylvania Railroad. The general excellence of service comes about as near perfection as transportation has yet attained."

—From the Catskill, N. Y., Mail, July 23, 1914.

Six Months' Savings Lost and Found

When Brakeman George H. Knight, of the Maryland Division, found \$100 on a train platform in Broad Street Station recently, he recorded the find in the usual way, but no immediate inquiry was made for it. Two days later a "lost" advertisement about it appeared in a Philadelphia paper. The Company, on the lookout for an owner, communicated with the advertiser, Hans Anderson, and when the latter established his identity the money was returned to him.

Anderson stated that he had been a cook on a sailing vessel, but had been discharged at Norfolk, and had come to Baltimore and then to Philadelphia. He said that the one hundred dollars represented the savings from a six months' cruise. He only inserted one advertisement, as he said his friends had ridiculed the idea of his being able to recover the money in any way.

Warning Passengers Against Danger

People who insist on standing on the platforms of moving passenger cars place in jeopardy their own lives and the lives of others.

It is the intention of the Pennsylvania Railroad to put a stop to this practice if it is possible. The officers of the Pennsylvania Railroad have even gone to the point of writing a letter to the general managers and superintendents of the various industries around Pittsburgh, requesting them to post notices in their factories, warning employes of the danger of standing on the platforms of moving cars.

The following general notice to passenger trainmen has been posted on the bulletin boards of the Pittsburgh Division :

"Your attention is called to the fact that concerted effort on the part of every trainman is necessary, at once, to keep passengers from riding on platforms or steps of cars between or approaching stations.

"A letter has been sent to all industries, requesting that all employes be warned of the danger and of violations of the rules for safety, by riding on platforms.

"This practice, now common, will be broken up by concerted action alone. If, in any case, assistance in enforcing the rule is desired, you will report to this office at once."

Making Friends for the Railroad

The kind of treatment passengers and shippers receive in the ordinary day-to-day affairs from those on the Railroad with whom they come in contact largely determines the number of friends made for the Railroad that day.

This letter from a passenger to the Superintendent of the Erie Division shows how the leaven works :

"Please accept my congratulations on having in your employ a conductor of the caliber of man (name unknown to me), who handles your train arriving at Harrisburg 10.50 P. M., Wednesday, July 1st. . . . Without being unduly in evidence, he got us seats on his train, got us into a sleeper at Sunbury, exchanged for lower berths the upper berths which were all we had been able to reserve, straightened us out on our mileage and extended to us, as a matter of course and custom, apparently without effort, the little courtesies which the traveling public feel that they are entitled to expect, and which they do not always get."

The passenger referred to Conductor Frank Burns.

Another Passenger's Money Returned to Him

One hundred and twenty-eight dollars in a pocketbook left on a ticket counter in the Pennsylvania Station, Pittsburgh, several days ago, was returned to its owner when Ticket Clerk Grinder, who found the purse, recognized a man walking through the station as the one who, after buying his ticket, had walked away leaving his money behind him. The passenger identified himself properly and the money was returned to him before he had discovered his loss.

Making Traveling a Pleasure

This letter tells its own story:

"Permit me to call your attention to the courtesy of your clerk, J. C. Simpson, at Scottsdale, Pa., in forwarding to me my spectacles, which I carelessly left in the waiting room on Tuesday. His thoughtfulness, in obtaining my name and address from Mr. —, with whom he saw me talking, is, in my opinion, commendable. It is such incidents as this that tend to make Pennsylvania Railroad traveling a pleasure."

Some Don'ts for the Clerks

By R. L. WHITE

From "Railway Age Gazette," August 7, 1914

Don't throw the pins away when you clear up your desk. Chances are they still have the sharp point and can be used again.

Don't throw the letterhead and blind copies in the waste basket because you made an error in date or salutation. Tear the good bottom portion off; it makes admirable paper to "figger" on.

Don't sharpen the next pencil as you would whittle a stick. There is a difference between the two. Watch the man who makes the pretty point on the pencil.

Don't use a large envelope for mailing the next man's mail to him when small or medium size would suffice. A suit of clothes costs more than a pair of trousers.

Don't ever use more than one envelope for one time of mailing to one party. It takes you just as long to address the extra envelope or envelopes as it would to get all mail together. Think of the mail clerk, the train baggageman and the man who opens two or more envelopes when one would have sufficed.

Don't throw the rubber bands on the floor. Bands cost one railroad in this country fifty thousand dollars a year. If you doubt the high cost of rubber bands buy one box.

Don't throw the pencil away because it is half used up. A pencil lengthener can be used and permits usage to the last inch.

Don't throw carbon paper away until it has "served full time." *Don't* leave carbon paper on top of your typewriter to be blown to the floor by the janitor's broom.

Don't use the printed letterheads or printed forms for scratch paper. Scratch paper is far cheaper; it requires a printer to feed to the printing press.

Don't throw away the top sheet of the writing paper pad. Oftentimes it is not the least bit soiled.

Don't throw away your old file records without recovering the file; it can oftentimes be used again.

Don't fail to turn off the electric fan when you leave at night. The motor wears out the same as you do.