A St. Louis group headed by Mayor Joseph M. Dartt was in New Orleans and Mobile last month to further cement relations between the Mississippi Valley and its two Gulf outlets for foreign trade, and to inspect riverside docking facilities.

In the St. Louis Mayor’s party were: Mr. and Mrs. Frank J. McDevitt, Mr. and Mrs. Paul Neff and Mr. and Mrs. R. E. Stevenson. Mr. McDevitt is President of the St. Louis Board of Public Service; Mr. Neff, President of the Missouri Pacific Railroad and Mr. Stevenson, Assistant Vice-President of the GM&O.

The picture above was made as the party and guests began a boat tour of the Alabama State Docks and waterfront industrial installations at Mobile. From left to right are (first picture) Mayor Dartt; A. B. Jeffers, Chairman Mobile County Board of Commissioners; Mobile City Commissioner, J. R. Mitternight; Clarke Hungerford, President Frisco Railroad; Mr. Neff and F. M. Hicks, Executive Vice-President GM&O (Second Picture) L. W. McLeod, Southwest Manager, Westinghouse Corporation St. Louis; R. C. Crumbaugh, Dist. Mgr. E. I. DuPont Company, Birmingham; Mr. McDevitt; R. D. Hays, General Manager, Mobile Chamber of Commerce; Roy Smith, President, Mobile Chamber of Commerce and I. B. Tigrett, President of GM&O.

The mid-western delegation said that industrial expansion in the South and Mid-west is bringing a heavier flow of World goods through Gulf Ports and forecast an increase in export movements, particularly to Latin American countries, as the World’s economy stabilizes.

Hospital Association To Bear Half Of Prescription Costs

Instead of having to pay the full amount of medical prescriptions filled locally on the GM&O, Missouri Pacific Hospital Association members now will pay only fifty percent on all prescriptions not in excess of $5.00, it has been announced by Hospital President H. J. Mohler. The St. Louis Hospital will pay the other half of the cost.

Mr. Mohler explains that all medicines furnished under the fifty-fifty agreement must be by written prescription of a doctor in the service of the Hospital Association. Please consult your employee bulletin boards for full details.

President Tigrett and Board Of Directors Make Annual Report To Stockholders

Gross revenue of the Gulf, Mobile and Ohio Railroad in 1949 was $73,631,814.18, a decrease of slightly more than $8,000,000 under the previous year, President I. B. Tigrett and the Board of Directors reported to Stockholders on March 11. Net income was $3,818,317, after sinking and other reserve funds. (See Chart on Page 3.) The report said an approximate additional half million dollars had to be taken from savings to meet costs of new transportation improvements and stockholder dividends.

The full effect of the freight rate increase granted last September by the Interstate Commerce Commission has not been felt by the Railroad, the report stated, due to the fact that some of the State Commissions refused to authorize increased intrastate rates in conformity with the intended raise. The States mentioned in the report were Alabama and Tennessee.

Noticeable decrease in tonnage handled by GM&O last year was in the movement of products of mines, which declined more than a million and a half tons below 1948. Forestry products shipped, also, were off approximately 837,973 tons from the previous year. Passenger traffic decreased (Continued on Page 5)
GM&O Honors Illinois Agricultural Leaders

Farm and Home Week at the University of Illinois last month was the scene of three award presentations by the GM&O, in which outstanding farm leaders in the GM&O territory were honored.

On Rural Youth night, Director of Agriculture Forestry S. A. Robert addressed an estimated group of 400 Rural Youth at their annual banquet, and presented cash awards to outstanding members of the group in the counties served by the railroad. Sangamon county had the highest number of points and was awarded an additional county prize of $100 to further Rural Youth activities in that county.

Other presentations, made by General Agricultural Agent A. F. Stephens, were awarded to those agriculturalists for high soybean and corn yields in the 29 counties served by the GM&O.

Stephens Also Addresses Lincoln, Ill., Retailers

Stressing the importance of 4-H Club work, General Agricultural Agent A. F. Stephens, was the guest speaker at a banquet, sponsored by the Lincoln, Ill., Retailers, which honored 20 outstanding Logan County 4-H Club girls.

Mr. Stephens cited the intermingling interests of the farmer and businessman, and described the community relations program of the GM&O. He also complimented the retailers for their recognition of 4-H club girls and their work.

The Day's Results

Is any one happier because you passed his way?
Does any one remember that you spoke to him today?
This day is almost over and its telling time is through:
Is there any one to utter now a kindly word of you?

* * * *
Did you give a cheerful greeting to the friend who came along?
Or a churlish sort of "Howdy" and then vanish in the throng?
Were you sociable, pure and simple, as you rushed along your way?
Or is some one really grateful for a deed you did today?

* * * *
Can you say tonight in parting with a day that's slipping fast,
That you helped a single brother of the many that you passed?
Is a single heart rejoicing over what you did or said?
Does a man whose hopes were fading now with courage look ahead?

* * * *
Did you waste the day or use it? Was it well or poorly spent?
Did you leave a trail of kindness or a score of discontent?
As you close your eyes in slumber, do you think your God can say
You have earned one more tomorrow by the work you did today?

--E. G. Griffith,
Freight Claims Department
Mobile, Ala.

* 2 *

Highest Masonic Honor Received

By Mobile Accountant

Accountant W. M. Whittington, Mobile, was recently appointed Alabama deputy of the Supreme Council of the Ancient and Accepted Scottish Rite of Freemasonry for the Southern Jurisdiction of the United States.

Mr. Whittington is believed to be the only railroad employe to ever attain this honor, and in his new position will direct the activities of the Scottish Rite for the entire state of Alabama. He has long been a leader in local Masonic circles and received the thirty-third and last degree in 1831.

No Greater Asset Than Efficient, Loyal Employee

Dear Mr. Tigrett:

Some years ago—during the war—we put our elder son aboard the "Annapolus" at St. Louis. For over 30 years the Alton had been my favorite road between St. Louis and Chicago. On this occasion there was the usual war-time crowd, but the gatemen and the train crew seemed to have lost all control. Not only was there confusion, but the evidence of jaded nerves was increasing. The display of rudeness prompted me to say out loud, "I wouldn't ever ride the Alton again if I were paid for it. I wouldn't have anything to do with a road that treats its passengers like this."

A train porter, overhearing me, said he did not blame me for feeling that way; that there is never an excuse for being

(Continued on Page 10)
in 1949

<table>
<thead>
<tr>
<th>our patrons paid us for</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hauling freight</td>
<td>$62,674,862</td>
</tr>
<tr>
<td>Carrying passengers</td>
<td>5,305,249</td>
</tr>
<tr>
<td>Hauling baggage, mail and express</td>
<td>1,984,338</td>
</tr>
<tr>
<td>Other transportation services</td>
<td>2,720,897</td>
</tr>
<tr>
<td>Rents and miscellaneous income</td>
<td>987,017</td>
</tr>
<tr>
<td>A total of</td>
<td>$73,681,363</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>we paid out for</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping roadbed and structures in repair</td>
<td>$12,993,974</td>
</tr>
<tr>
<td>Keeping locomotives, cars and other equipment in repair</td>
<td>12,723,588</td>
</tr>
<tr>
<td>Running the trains</td>
<td>23,586,090</td>
</tr>
<tr>
<td>Managing the business and keeping the records</td>
<td>2,901,130</td>
</tr>
<tr>
<td>Traffic expense</td>
<td>2,728,861</td>
</tr>
<tr>
<td>Equipment and joint facility rents paid out</td>
<td>3,712,655</td>
</tr>
<tr>
<td>Miscellaneous items and services</td>
<td>1,375,579</td>
</tr>
<tr>
<td>Interest on borrowed money</td>
<td>2,805,358</td>
</tr>
<tr>
<td>Payroll taxes</td>
<td>2,054,362</td>
</tr>
<tr>
<td>Local and state taxes</td>
<td>2,536,449</td>
</tr>
<tr>
<td>Federal income taxes</td>
<td>2,445,000</td>
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<tr>
<td>A total of</td>
<td>$65,863,046</td>
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<table>
<thead>
<tr>
<th>our net income was</th>
<th></th>
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<tbody>
<tr>
<td>Plus depreciation and other items included in above</td>
<td>$3,818,317</td>
</tr>
<tr>
<td>expenditures which do not actually involve an out</td>
<td></td>
</tr>
<tr>
<td>of-pocket expenditure amounting to</td>
<td>4,376,808</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>Thus from the year's operations we had cash available</td>
<td></td>
</tr>
<tr>
<td>for improvements, payment of borrowed money and</td>
<td></td>
</tr>
<tr>
<td>dividends</td>
<td>8,145,125</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>of this we spent on the property for</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>New improvements to roadbed and structures</td>
<td>$1,727,416</td>
</tr>
<tr>
<td>New equipment</td>
<td>1,455,362</td>
</tr>
<tr>
<td>Repayment of money borrowed to buy equipment</td>
<td>2,852,261</td>
</tr>
<tr>
<td>Repayment of bonded debt</td>
<td>658,000</td>
</tr>
<tr>
<td>A total of</td>
<td>$6,693,059</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>we had left for the owners</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>We paid out to or set aside for</td>
<td>$1,452,066</td>
</tr>
<tr>
<td>The Preferred Stockholders</td>
<td>1,417,191</td>
</tr>
<tr>
<td>The Common Stockholders</td>
<td>358,868</td>
</tr>
</tbody>
</table>

| we had to take from savings                                  | $423,743             |
Railroad - Labor Management Conference Stresses Courtesy ... Service

AT A MEETING IN WASHINGTON, D. C., ON FEBRUARY 22, 1939, THE FOLLOWING REPRESENTATIVES OF RAILROAD LABOR AND RAILROAD MANAGEMENT MET TO DISCUSS THE MATTER OF COURTESY, GOOD WILL AND SERVICE TO RAILROAD CUSTOMERS AND TO THE PUBLIC IN GENERAL.

REPRESENTING RAILWAY LABOR:

H. W. Fraser, President.
Order of Railway Conductors of America.
Geo. M. Harrison, President.
Brotherhood of Railway and Steamship Clerks.
G. E. Leighty, President.
Order of Railroad Telegraphers.
T. C. Carroll, President.
Brotherhood of Maintenance of Way Employees.
W. P. Kennedy, President.
Brotherhood of Railroad Trainmen.
J. T. Corbett, Legislative Representative.
Brotherhood Locomotive Engineers.

REPRESENTING RAILROAD MANAGEMENT:

Wm. White, President.
Delaware, Lackawanna & Western R. R.—For the East
F. G. Garley, President.
Santa Fe Lines—For the West
E. E. Norris, President.
Southern Railway—For the Southeast.

At this meeting it was agreed as follows:

Every person is a customer or potential customer of the American railroads and they must all be treated as customers.
The railroad is personified by the railroad employees who meet the public. They think of the railroad according to the impression created by the employees. One of their major responsibilities is to do their job in such a sincere and friendly manner that their actions will generate and maintain cordial and friendly relations between customers and the industry. This way of doing business makes an employee’s daily job a pleasant one. The continued progress of the railroad industry depends upon this very large extent on meritng the good will of customers and the public in general.
The quality of the railroad industry’s public relations depends upon what employees do as well as upon what they say, and actions speak louder than words. To the employee, the work at hand may appear to be only part of his daily routine, but to the customer the manner in which he does his work is an important matter. The customer’s interest is the factor that gives railroad employees the opportunity to earn the customer’s commendation by displaying a friendly and sincere desire to give proper consideration to his wishes.

Management and workers must all recognize and meet their responsibility for preserving the continuity of a high quality service and be alert in the never-ending search for means to effect still greater improvement. Circumstances may require the use of temporary expedients but any deviation toward lower standards of service can result only in customer dissatisfaction. We are only as good as people think we are, and to earn our customers’ good will and attain the most satisfactory public relations requires more than just good service. It requires also an earnest desire to meet the customer’s wishes in every respect in an energetic and enthusiastic manner, and with courtesy and consideration.
The first impression that a customer gets usually makes our job easy or difficult. Therefore, personal appearance, personal interest and a friendly manner are of utmost importance.

TELEPHONE CALLS

When receiving telephone calls, it is important that answer be made in a friendly way so that the person calling will immediately realize that he is talking to a courteous employee who is anxious to be of service. If the person calling reports trouble or difficulty of any kind, he should be listened to attentively and helped to the best of one’s ability. If he becomes irate and abusive in his conversation, the railroad employee should never lose his self-control. A bad situation may even be improved by maintaining a courteous manner.

A great deal of business must be transacted with our customers only by means of the telephone. The voice must therefore do something more than convey mere words. It must carry with it the personality, courtesy and attitude of the speaker. The well known slogan “The Voice With a Smile Wins” very aptly expresses this thought.

If a customer questions the necessity for certain actions, rules, delays, the situation should be explained to him briefly and never in a manner that appears to be curt. Make him feel that we are trying to serve him.

INTER - EMPLOYEE RELATIONS

The manner in which employees transact business with one another has an influence on the manner in which customers regard our industry. Unfavorable reaction is bound to occur if a customer observes first-hand evidence of lack of cooperation be-

(Continued on Page 9)
Alton Plans Restoration Of Famous Landmark

Long associated with the history of Alton, Illinois is the legend of the Piasa Bird, a grotesque Indian painting first discovered upon the cliffs high above this Mississippi River town by the Explorers Marquette and Joliet.

It was nearly 300 years ago that these voyagers, the first white men to float The Great River from its northern source, came upon the colorful drawing which they described in the journal of their five-months trip as “large as a calf, head and horns a goat, eyes red, beard like a tiger, face like a man’s and a tail which reached over its head and between its forelegs, ending like a fish’s tail.”

For many years thereafter there was much conjecture about the legend behind the Piasa Bird high upon the cliff, until an unfortunate quarrying accident blasted the original drawing away. Since then the Piasa Bird has been once restored only to be erased by time and the weather. Today interested civic leaders are again preparing to reproduce the huge drawing and to revive the legend for its creation first told by The Alton Evening Telegraph in 1896.

According to this venerable old new-

(Continued on Page 8)

Annual Report

(Continued from Page 1)

approximately 16%, due, the report stated, to a greater use of the private automobile and a general downward trend in passenger travel.

Despite the inauguration of the forty hour week in September, which the Company said was instituted without curtailment in train service and with little public inconvenience, operating expenses were reduced slightly more than four million dollars. Total expenses were $35,692,163.77 and the operating ratio, proportion of revenue consumed by total operating expenses, was 76.29% for the year, against 73.77% last year.

President Tigrett told his stockholders that the “property is generally considered to be in good shape and our financial situation sound in relation to the status of the railroad industry.” He said that slightly increased maintenance ratios indicated that “the upkeep of equipment and roadway has not suffered.”

Touching upon national governmental affairs he said, “Any security holder or any citizen, who takes seriously his ownership and citizenship, can but note in wonder our national fiscal policies and our gradual departure from the system of economy under which this nation has flourished so long.”

Twenty diesel electric road switchers, 14 road freight locomotive units and one passenger locomotive unit were received during the year, Mr. Tigrett reported, enabling the Company to “become the first major rail system to completely dieselize.” Also received during the year were 1,350 freight cars and still on order are four lightweight sleeping cars. Seventy-three percent of GM&O freight handling equipment, it was stated, is ten years or less of age. Equipment obligations during 1948 were reduced more than two and one-quarter million dollars, and long term debt, exclusive of equipment obligations, is almost one and one-half million dollars.

The Company reported 37 producing oil wells on Company property with net income of $160,537 during 1949. Transportation of the crude oil from the territory “continues to be more important to the railroad than the income from the oil,” the report said.

Gulf Transport Company, the Railroad’s highway subsidiary showed a net income from freight and passenger operations of $23,566.85 a decrease of $4,560.69 under 1948. Total operating revenue was $1,814,508.42.

GM&O operates 2,901.24 miles in seven states and Gulf Transport 1,222 bus highway miles and 2,872 truck highway miles on roads generally paralleling the railroad.

Safe Drivers

The following Gulf Transport Bus and Truck Operators became eligible for and received safety awards during the month of January, 1950, Vice-President J. J. Gillikin reports.

3-year award—Bus Opr. C. G. Roberts.
7-year award—Trk Opr. J. T. Aycock.
In the spirit of homemaking, Miss Evelyn Beare spends an evening knitting.

The hostesses enjoy coffee in their new home with Superintendent of Hostess Service Vera Elvert. Left to right are Miss Melo Blanton, Miss Vida Kernx, Miss Sue Hamm, Miss Phyilla Shinkus and Mrs. Elvert.

Among the chores of housekeeping is the daily washing in a minute washing machine performed by Miss Mary Henry.

The GM&O hostesses, for the first time since the inauguration of the hostess service in 1935, have a home of their own, complete with "bedroom, parlor and cook-stove". These young ladies, who find it convenient when not in St. Louis to stay in a downtown hotel, recently decided to find an apartment with a more homey atmosphere in which to spend their time off duty in St. Louis.

With this in mind, they have moved into a spacious apartment, which they are enjoying converting into a home for all of them.

With their new apartment, the hostesses are acquiring the most domestic hobbies. They point out that they have eaten all their meals at home since having a kitchen available. There is a crocheted afghan under way, knitted argyle socks, photography at home and in nearby Forest Park, and continuous other experiments in home making.

Miss Margaret Hughes, Belhaven, North Carolina spends hours studying the housekeeping magazines which are a part of the hostesses' new establishment. Miss Hughes, with her brother, is buying a farm in North Carolina on which there is an

**Hostesses**

**Notable Passengers On GM&O During Month Of February**

During February and March, the hostesses report that among distinguished passengers on the trains, they found the following:

at Home

old house that they are restoring to its original beauty.

Miss Merle Blanton, Houston, Mississippi, who makes a great many of her clothes, is delighted to find room at last for her sewing machine.

These twelve young ladies, all of whom have college degrees and some business experience before coming to the railroad, are from six states. They range in age from twenty-two to twenty-eight years. The majority of them have teaching experience and one had been an air line stewardess.

Superintendent of Hostess Service Vera Elvert receives approximately 300 applications a year for the positions, almost one a day. In her files are applications from twenty-eight states, carefully screened for the selection of future hostesses.

Although the marital record for Gulf, Mobile and Ohio hostesses since the inception of the service has been good, there have been very few who have found romance on the rails. For, as one of these young ambassadors of good will pointed out on finding a record of forty-seven babies on her train, their time is generally taken up with more pressing matters.

Miss Vera Elvert, (left), Supt. of Hostess Service and Miss Louise McLean, (right), secretary and substitute hostess.
Damaged Shipments Mean Dissatisfied Customers. Let's Reduce Loss And Damage Claims.

Last year our Railroad had to perform 67,901,051 ton miles of freight service in order to earn enough money to pay shippers and receivers for loss and damage to their goods while in transit on the Gulf, Mobile and Ohio. These claims amounted to $6,176,688.84 and were approximately 1.72% of all of our freight revenue.

These striking facts lend dramatic emphasis to the importance attached to the campaign which will be launched throughout the country in April to reduce as far as possible this costly and unnecessary drain upon railway earnings.

Sponsored by the National Association of Shippers Advisory Boards and the 35,000 members of the thirteen regional Shippers Advisory Boards, in co-operation with the railroads, the campaign will be continued without let-up for the balance of the year.

Shippers and receivers of freight, as well as the railroads and their employees, will renew their efforts to cut loss and damage claims to the lowest possible point by exercising greater care in loading and unloading as well as handling freight in transit.

The Freight Claim Division of the Association of American Railroads has also prepared a pamphlet for railway employees in yard and freight house operations. Johnny Careful is also featured in this pamphlet. He reminds railroad men of these seven easy-to-follow rules for perfect shipping:

1. Be sure you get what you sign for.
2. Check for legibility and double-marking.
3. Observe all signs calling for special attention in trucking and loading.
4. Call attention to improperly prepared packages.
5. Load carefully to avoid damages, and build loads that will carry well.
6. Keep speed for coupling cars down to four miles per hour.
7. Strive to perform the perfect shipping job for which the railroads are organized and equipped.

DAMAGED SHIPMENTS...

Dissatisfied Customers

Every damaged or lost package is an annoyance to shippers and receivers of freight, as well as to the railroads. Damaged shipments mean dissatisfied customers — and loss of business. Money paid out in settlement of loss and damage claims is a total loss to the railroads. To a very large extent this expense is avoidable through the exercise of proper care.

Conductor Assists Passenger In Return Of Lost Billfold.

Finding that she had lost her wallet on the train when she detrained at Vandalia, a passenger guard, Conductor W. M. O'Hearn, who checked his train closely and discovered the missing wallet, returned it to its owner on the following day. For his interest and diligence, Conductor O'Hearn was commended by Superintendent J. R. Conery.

Alton Landmark

(Continued from Page 5)

paper which is in its 114th year of publication. The Piasa Bird was the Indians' conception of the evil spirit which lived in a huge cave in the bluffs. In the papers first annual Edition the legend was disclosed as follows:

This legendary Piasa would dart out of his cave, seize an unsuspecting brave, and carry him off to quietly enjoy the unlucky Indian as dinner. Hundreds of warriors had tried for years to destroy the monster, but without success.

At length, Ouatoga, chief of the Illini entered into a fastid period to determine a method of destroying the evil demon. As a result, so the legend goes, twenty Illini warriors armed themselves with poisoned arrows and ambushed the manitou, while Ouatoga offered himself as bait to lure the monster from his cave.

As the manitou attacked the chief, the twenty poisoned arrows found their mark and the Piasa died without harming Ouatoga. In memory of this event, the image of the Piasa was etched into the cliff.

To support this legend, the early Alton Telegraph writer reports:

"Near the close of March of the present year (1836), I was induced to visit the bluffs below the mouth of the Illinois river. The cave was extremely difficult of access, but when I finally managed to enter it, I found the floor literally covered with human bones. To what depth they extended I could not say, but we dug to a depth of three or four feet in every quarter of the cavern and still found only bones. How, and by whom, and for what purpose, it is impossible even to conjecture."
Along the Line.

Dallas, Tex.—Miss Edith E. Brown, secretary for the past five years, was married to Wanda W. Vaughn on February 21.

Jackson, Tenn. — Johnny, nationally-known representative for Phillip Morris cigarettes, recently made a trip aboard the G&M's Rebel. In a letter to Conductor H. H. Gooley, Johnny expressed his appreciation “for a very interesting and accommodating trip to Cairo.”

Shugualak, Miss.—The forthcoming marriage of Miss Vernon Ewrod to G&M’s Agent (retired) W. J. Huband, was announced this month. The ceremony will take place on March 29.

Mobile, Ala.—Miss Lorettie Nicholes became the bride of Compartment Operator Tommy H. Jones, Receipts Department, on January 26.

Mobile, Ala.—Mr. & Mrs. B. J. Puckett, Jr. are the parents of a son, Barry Vance, born February 8. Mr. Puckett is a clerk in the rate department.

Laurel, Miss.—Miss Dorothy Selph was married to James H. McLeod on January 31. Miss Selph is the daughter of Trainmaster W. F. Selph, New Orleans.

Mobile, Ala.—Miss Sally Ann Haywood, Turnersburg, N.C., became the bride of Freight Traffic Agent Tom McCown on February 22.

St. Louis, Mo.—Friends of General Agent Eugene Quirin, Mobile, regret to learn that he is hospitalized at the Missouri Pacific Hospital.

Retired

Clerk Veda Adele Mead retired from the service on February 2, after 32 years of railroad service. She was formerly Utility Clerk in the office of Agent R. T. Kingman, Kansas City.

Engineer Charles W. Bowser, Murphysboro, died on February 9, following 40 years of service with the G&M. Mr. Bowser began his rail career in 1911 as a fireman and was promoted to engineer in 1916. Prior to his retirement, Mr. Bowser had been ill for several months. In writing of his retirement, Superintendent J. C. Miller said, “Mr. Bowser has a good record and he was one of the best engineers I have ever seen insofar as handling his train was concerned. Since I have known him, he has done a perfect job . . .”

Agent S. Schmee, Williamsville, Ill., retired from the service on January 1, after 29 years of railroad service. Prior to his retirement he had been ill for some time and at the present time is at the Missouri Pacific Hospital in St. Louis.

Deceased.

Engineer Otto R. Brewer, Bloomington, died at his home on February 9. Mr. Brewer, who entered the service in 1908, had been retired since April, 1948. He is survived by his wife, Mrs. O. R. Brewer.

Conductor W. H. Martin, Dwight, Ill., died at his home on February 8. Mr. Martin entered service as a brakeman in 1897, was promoted to conductor in 1900. He is survived by his wife, Mrs. W. H. Martin.

Terminal Locomotive Fireman T. Edwards, Chillico, died on February 15. Mr. Edwards had been a G&M employee since 1931.

Truckler Alfred Fant, Laurel, died on February 28, after 29 years of service. He is survived by his wife, Pieliee Fant.

Retired Section Foreman W. A. Gray.

Brooksville, Miss., passed away on February 27.

Telegraph Operator (Retired) J. P. Downey, Carlinville Ill., died at his home on January 30. Mr. Downey, who had been with the G&M for more than 30 years, is survived by his wife, Mrs. Vena Downey, Carlinville.

The Editor Thinks

(a little late)

Out Loud

Golly Day! How are we going to answer this one? Roy Lapp and his Kansas City Traffic Boys work hard and line up a train-load of tractors—and then you give two of the shippers wrong titles in your News’ article.

Let’s see … (scratching head) … you could apologize to Massey Harris BRANCH MANAGER A. CHECKA OF KANSAS CITY AND FIELD ENGINEER HARRY C. SMITH OF RACINE, who wrote some of their fellow employees are editors or they have a fountain pen that leaks and they have ink on their hands . . . they might feel kindly towards editors.

I tell ya what I’ll do! I’ll plead guilty as Heck … I’ll admit how really sorry I am … ask BRANCH MANAGER A. CHECKA OF KANSAS CITY AND FIELD ENGINEER HARRY C. SMITH OF RACINE to give the G&M another train-load of tractors just for me . . . so that I can prove to that Assistant Vice-President Lapp that I know how to correctly write-up a big freight movement.

Railroad Labor—Management Conference Stresses Courtesy . . . Service (Continued from Page 4)

... between employees. Unsatisfactory internal relationships indirectly affect our customer relations by lowering the general efficiency of the service we provide. It is only through the concerted efforts of all individuals, groups and departments that efficient operation of the business can be attained. Unless we have efficiency of operation, efforts to obtain the customer’s goodwill are as a result affected.

The fundamental principles upon which we rely to produce good customer relations apply equally as well to our personal contacts with our associates on the job. Personal efficiency combined with courtesy and consideration will gain the cooperation of fellow-workers. Then jobs will be easier and more pleasant as a result.

In short, in all transactions with our customers and others who may become our customers, we must continue to bear in mind that we are working for them and that it is our obligation to serve them efficiently and courteously.

Remember that a shipper wants his goods delivered in good order and in the least possible time, and that a consignee wants the same thing. Do everything possible, therefore, to avoid delay and if delay is unavoidable minimize it to the greatest possible extent. If the railroads don’t do this, their competitors will.

Treat every passenger or prospective passenger as though he were a father, mother, wife, brother or sister, son or daughter. Remember the Golden Rule: “Do Unto Others As You Would Have Them Do Unto You.”
Commendations

Superintendent W. H. Forlines commended Station Porter Luther McGee, Booneville, Miss., for continued watchfulness of trains passing, and the discovery of a tank car of lead leaking and reporting the matter to Agent McCullar. Agent McCullar reported the matter to the dispatcher, which fact made it possible for the car to be repaired at a minimum loss.

Operator J. A. Marland, Dwight, has been commended for his discovery of a hot brake shoe on a car in Train No. 3. Superintendent B. V. Bodie, in writing of the event, expressed appreciation to Mr. Marland for signalling the crew so that the train could be stopped before any damage resulted.

Switchman W. I. Rudd, Glenn Yards, was commended by Superintendent of Terminals R. F. Jeter for his alertness in observing a loose auxiliary reservoir in a train which was moving out of the yard.

Fireman C. E. Crowell, Venice, was complimented by Superintendent S. G. Thomsen for the discovery of a broken flange on a car in a passing train.

Conductor E. C. Metz, Brakeman G. E. McAmis, Shatol, were commended by Superintendent J. R. Conerly for their replacement of a drawbar which had dropped from a car as the result of a lost cross key. Engineer P. T. Morris and Fireman J. Callahan assisted in the replacement of the draw bar, which was discovered by Operator P. J. Null and Fireman W. G. Ross, both of Mexico.

Brakeman H. McGrow, Bloomington, was commended for his discovery of a dragging brake shoe, and assistance to the crew in adjusting the brake, refilling the journal box and replacing the play.

Engineer T. D. Estes and Fireman J. F. Clemens, both of Jackson, Tenn., have been complimented by Superintendent W. H. Forlines for temporary repairs to their engine, which prevented an engine failure and avoided further delay.

Conductor H. J. Goolsby, Mathisen, Miss., was complimented by Superintendent W. R. Moore for his cooperation in placing a bad order car on the rear of Train No. 33. Mr. Goolsby was at Mathisen with a work train at the time.

Car Foreman L. F. Booser, Artesia, has been commended by General Superintendent P. E. Bridges for his handling of a car in Train No. 30 which had a broken journal. Also commended for his assistance in this work was Assistant Trainmaster F. D. Allman, Artesia.

Towerman A. C. Carlson, Jr. has been commended for his discovery of a hot box on a train which was passing his station.

Section Laborer Hurbert F. Richardson, Alto Pass, for his discovery of a dragging brake beam in Train No. 29 as it passed him on his way to work.

No Greater Asset
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discourteous no matter how great the crowd and the rush; that he believed his road did not mean to treat people that way, and he himself was out to convince people of his road's goodwill. In just a moment—by the tone of his words and his sincerity as much as by what he said—he had mollified me, and I felt kindler again towards the Alton. I asked him his name; he said he was Jim Saunders. In the daily rush I forgot his name but did not forget his kindliness.

The greatest asset any railroad can have—as you well know—is men like Jim Saunders. As long as you employ people like that, my family and I will continue to use your road. May I ask you to pass on this word to Jim? Thank you.
Paul A. Wolbs, Pastor.
St. John Church
Manchester, Mo.