

# TWO BELLS

VOL. 1

JUNE 14, 1920

No. 2

*A Herald of Good Cheer and Cooperation Published by and for Employees of the Los Angeles Railway*

Edited by J. G. JEFFERY, Director of Public Relations

## DISCOURTESY IS WORST SIN; INSTRUCTION PLAN CHANGED

### MAJORITY GOOD BUT BAD MEN MAR RECORD

By George Baker Anderson  
MANAGER OF SERVICE

The business of a Street Car Company is furnishing car rides to the people. To make such service acceptable it is necessary that it should be safe, regular, and rendered with courtesy to all who ride. Accidents will happen sometimes; mistakes are made by both experienced and inexperienced men; delays frequently are excusable because unavoidable; and other faulty service may sometimes be overlooked; but there are three things which are inexcusable.

The first of these is discourtesy.

The second is passing up passengers in violation of the prescribed rule.

The third is running ahead of time.

#### Insolence Unpardonable

I can think of possible excuses for many violations of rules, but I can conceive of no possible excuse for wilful and deliberate insolence on the part of a conductor or motorman toward a passenger.

I wonder how long a merchant, who hopes to keep business coming his way, would retain in his employ a man found to be showing incivility toward customers? I wonder how long a conductor or a motorman would buy groceries of a merchant who deliberately insulted him every time he came into his store, or even on those rare occasions when the merchant might be feeling grouchy and wanted to take it out on his customer?

I wonder how many motormen and conductors could resist an inclination to smash in the face of

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### Step Lively! Another Dance Due June 26

LIVEN up a wicked hoof, folks!

The next dance for Los Angeles Railway employes is to be held Saturday next week, June 26, at Recreation Hall, near division four. These monthly get-together affairs provide a fine opportunity for you to meet other employes and their families. They are free to every one connected with the railway, his sisters and his cousins and his aunts.

Charlie Means will be in charge of the affair, as usual, and plans some clever entertainment features. Everyone who can should be there with bells on. Your pass is an admission card and you can procure identification cards that will admit your friends and relatives if you cannot accompany them.

### Spot The Car Hog; Ask Him To Move

A dandy suggestion whereby conductors can make their work easier has been handed in by a modest employe of the Los Angeles Railway. His advice to fare collectors reads like this:

"When passengers crowd around the entrance and prevent others boarding and you have said 'Please move up in the car' several times, take a quick glance and spot the 'car hog' who is preventing others moving up. Then sing out, 'You—with the umbrella (panama hat, red hair or other distinction), please move up in the car.' I have tried it and it works."

#### THE RIGHT OF WAY

"How did this accident happen?"  
"It is easily explained. One of them had the right of way."

### ONE LINE WORK GIVES BETTER TRAINING

By R. R. SMITH  
CHIEF INSTRUCTOR

The Instruction Department is very much pleased to find that the new plan of one-line instruction is meeting with such unqualified approval on the part of line instructors.

Under the new system, a trainman entering the employ of the Los Angeles Railway is assigned to one line of his division after he has been given preliminary schooling. He is made efficient on that one line by efficient instruction instead of being "broken in" on all lines of the division and finishing with a hazy knowledge of the whole, but no specific knowledge of any one line.

#### Learns Thoroughly

When he is thoroughly familiar with the line on which he is placed, he is given a car on regular duty. Then as soon as possible in the next few days he begins full training on another line of the division, then goes on it for regular duty. In this way a trainman becomes thoroughly familiar with all routes.

#### Training is Lasting

Such practice as conductors insuing all transfers without punching "direction," giving bells before passengers are safely on car, opening exit gates too soon, careless collection and handling of transportation, not exercising promptness in reporting for work, getting away from terminals, and

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# Editorial Comment

## Co-operate--Help Yourself

“TWO BELLS” offers you a chance to make your work easier for yourself. In addition to the news items, it contains many suggestions that you cannot afford to miss. The article by the Manager of Service carries a message you are expected to study carefully.

We are all human and mistakes are human, but the man in demand today is the one who can exert his mental apparatus to reduce mistakes to the minimum. The message of the Manager of Service is co-operation—to help you help yourself.

That is the new spirit of the Los Angeles Railway. Your help can go toward making this a smooth-running system and on such a system work is easiest for all concerned. Trainmen on the cars see at first hand chances for improvement. They hear the passengers' side.

Suggestions can help make your work easier. And don't forget credits are given for good suggestions.

## Merit Plan Records Good

A DETAILED check of Merit System records has given added evidence that trainmen are enthusiastic and have made good use of the opportunity to gain a monthly cash bonus which will be paid in a lump at the end of the year.

Of 165 trainmen who gained credits from the date the Merit System was established to June 1, ninety-six citations were for fixing broken trolley wires. Twenty-two men were rewarded for helping at wrecks and twelve for helping with bad order cars.

Twenty trainmen were demerited for miss outs, 11 for oversleeps, 11 for discourtesy, and 8 for transfer trouble. There are several miscellaneous items in both the credits and demerits but the report as a whole shows a good condition.

The number of men receiving credits is almost double the number receiving demerits. It should be remembered, also, that a man whose card shows no demerits for 30 days receives 25 credits and puts his efficiency rating at 105 per cent.

## A-Z-U-R-I-D-E Boxes For One Use Only

The metal boxes on the cars are for the exclusive use of the Department of Public Relations and are intended solely for A-Z-U-R-I-D-E and other departmental publications.

It has recently been observed that conductors and motormen frequently put reports, transfers and other papers in these boxes. Trainmen are expected to leave these boxes for the sole use of the Department of Public Relations.

Motorman A. Pfeiffer is spending a two weeks' vacation in San Francisco. He is expected back this week.

## S. P. Station Line Needs Travel Line

One idea of a travel bureau is Conductor R. Rowe, Division 1, who wears cap badge No. 496 and presides over a Southern Pacific depot car. Handling strangers to the city is his regular duty and he has to know about every street corner in Southern California. He has been with the Los Angeles Railway since April 14, 1911, and handles his lively job in good style.

### USE THE LIBRARY

Be inquisitive. Do you know all there is to know about your work? If you do you are the only one of your kind. If you do not, read the fine books and magazines in your library, room 767 P. E. Building.

## BOTH TRAINMEN MUST WATCH SIGNING

A recent bulletin issued by the Superintendent of Operation directs attention to the fact that motorman and conductor are jointly responsible for seeing that the car is properly signed when taken from the barn for a run. This bulletin also reminds the men that it is necessary that they be sure that they have the right time, that they know where they are going, and the direction in which they move from the barn.

The following significant sentence closes this bulletin:

*“Trainmen will be penalized for any offense against the above.”*

## ONE LINE WORK GIVES BETTER TRAINING

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making of reports, are all the result of poor instruction.

### Credit for Work

Motormen who had been careful to instruct a man saw the work spoiled by the man who did not realize that the proper instruction is one of the most important duties he has to perform.

Under this new plan we will be able to give the instructor who turns out a superior product, not only credit for his work, but “credits” as well.

## Tenor Voice Helps Load Car Quickly

Motorman F. C. Sommer of Division 2 is a live one when it comes to loading passengers quickly. He handles one of the West Jefferson cars with entrance at front and rear. Motorman Sommer embraces the opportunity to exercise his fine tenor voice at a busy corner like this: “Two entrances on this car. You can get on here.”

### CURRENT TOPICS

First Electrical Engineer—Wire you insulate?

Second Electrical Engineer—Couldn't get ohm sooner.

First E. E.—Watt?

Second E. E.—I was out sparking in the park.

First E. E.—I can guess switch girl Mazda?

Second E. E.—See here. fuse go-to get personal I'll socket to you.

Somewhat burned out they leave in search of light refreshments.—Michigan Gargoyle.

# HOW WOULD YOU TREAT REPEATED INSOLENCE?

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any other motorman or conductor guilty of offering an insult to his mother, or his wife, or his sweetheart, or his sister?

## Leads to the End

There is absolutely nothing that I can think of that is so sure to drive business away and to make enemies for the Company and finally result in a trainman automatically classifying himself as utterly unfit for service as discourtesy, insolence, incivility, grouchiness, ugliness—call it what you may; it all comes under one head and all means the same thing to the service, to the Company, and ultimately to the conductor or motorman.

A new set of rules will be ready for all trainmen within a few days. The first rule is Safety; the second is Courtesy. The rule on Courtesy reads as follows:

"Polite and gentlemanly deportment is required of all trainmen in their dealings with the public and one another. Treat all persons alike, regardless of their appearance, race or nationality. Do not enter into a dispute, no matter what the provocation may be, but make a note of the facts and report same. Cap numbers must be given upon request of passengers at any time."

## Complaints Made

We are very sorry that we are forced to admit that there are a few men in the service against whom serious complaints of incivility, even what appears to be intentional insolence, have been lodged.

When a passenger runs across four or five or six trainmen of this kind he gets the idea that one of the rules of the Company must be that all trainmen are required to be discourteous toward patrons. This may be putting it a little bit strong, but a thoughtful man will at once see the great danger that there may be a general impression that discourtesy is the rule rather than the exception, because it is a human failing that we judge a body of men by the worst there are among them. I am sure that an investigation would show that not one man out of twenty on our cars would intentionally insult or affront a passenger.

## Majority Pleasant

What I am trying to get at is that the other nineteen are apt to be judged by one, which means that twenty-three hundred are liable to be judged by one hundred

or so. This is not fair to the very great majority who are courteous, pleasant and considerate.

The shame of it all is that a few men have been proven to be guilty of the nastiest kind of insolence toward old ladies. I want to ask every conductor and motorman in the class that is free from blame for actions of this kind, how they like to be judged, as they are liable to be judged by unthinking people, on account of the things for which they are not responsible.

## Help Your Record

It seems to me that it is up to the nineteen men out of every twenty to see that that twentieth man—the disagreeable, grouchy, insolent fellow who somehow or other manages to get a position as conductor or motorman—is properly disciplined for his misbehavior. I wonder what you all think of it—whether you agree with me or not.

What do you think about it?

I would like to get about 100 letters from the trainmen who condemn this kind of treatment to passengers, telling me exactly what they think ought to be done with men who, after their attention has been called to some complaint charging insolence, which has been investigated and found to be justified, repeat the offense.

How long do you think men of this class ought to be kept in the service? How long do you want to run the risk, you who are rendering fine service in a splendid spirit of courtesy, of being classed with a few outrageously insolent trainmen?

## Change Pennies for Nickel at Fare Box

Pennies deposited in fare-boxes will render it necessary to empty the penny receptacle in the fare-boxes at frequent intervals. Also on account of pennies not registering, the traffic data gathered by the auditing department for information of the management will not be correct. Conductors should be prepared to give nickel in exchange for pennies when passengers present pennies for fare.

## THERE'S A DIFFERENCE

"How can I be successful in life, Uncle Jim?"

"Let me understand you, boy. Do you want rules for being successful in life, or do you merely want a formula for getting rich?"—*Kansas City Journal*.

## Safety Cars Prove O.K. on Trial Trips

TWO more of those comfortable one-man safety cars have arrived and been put in the shops to be made ready for service. Three arrived several weeks ago and have been given test trips, in which they lived up to the advance notices.

A feature that appeals particularly to those who have seen the safety car is the plunger spring system, which is as effective to a street car as shock absorbers to an automobile. A strip of rubber padding, the length of the door, assures a quiet closing and eliminates the jar. These and scores of other points make the safety cars the height of efficiency and add greatly to the comfort of the operator.

## Pool Tables Fixed, Game Boards Coming

The pool tables at all divisions are being put in first-class shape. New tops are replacing the torn ones and where necessary, new cues have been ordered. In addition to this, new game boards will be available for the trainmen to make pleasant the time they spend at the divisions.

## Vacation Photos To Be Exhibited

An exhibition of vacation photographs by the employees of the Los Angeles Railway will be held in the Library, room 767 Pacific Electric Building, November 1 to 16. All employees who use a camera are urgently requested to submit one to three pictures. They may be any size and in any medium, and must be mounted.

Name and department of exhibitor, and title of picture, to be written on the back. Pictures to be submitted to Librarian, Mr. Rees, not later than September 27, 1920. Exhibits will be divided into three classes: Landscape, Marine, Figure Composition. Honorable mention will be awarded in each class.

## FIVE CENTS' WORTH

Investigators agree that street car service gives more for the amount paid than is the case with any other commodity entering into daily life. In spite of this fact no service is subjected to more unfair criticism than street railway transportation.

# Looking 'em Over at the Divisions

## DIVISION 1

Conductor T. R. Graham has been given leave of absence to visit his parents in Montana. He will be away from Los Angeles a month.

Conductor C. F. E. Rainey has returned to duty after spending two months in Arizona for his health.

Conductor J. H. Stanley left last week to spend a month in the Yosemite.

Conductor C. I. C. Stanley stirred up quite a lot of loose talk around the division headquarters about a fishing trip. Such excursions are famous for the stories they develop since the famous exploit of Jonah. It seems C. I. C. S. took along Conductor Ed Urban to carry the bait to the water and carry the fish back to land.

Conductor E. L. Tree is wearing one of those "und detachable" smiles these days and is willing to argue that the "single blessedness" stuff is not all that it is reputed. Conductor Tree committed matrimony recently.

W. D. Hanley, clerk of the division headquarters, is due back this week from a week's vacation trip to San Francisco.

## DIVISION 3

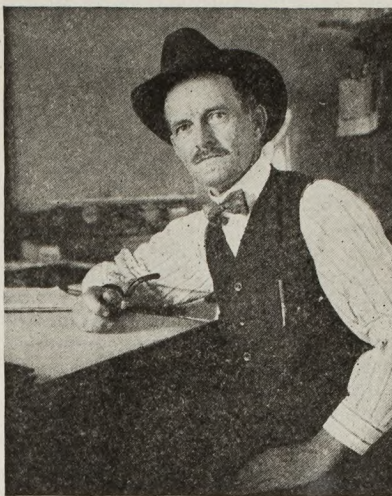
Motorman J. B. Kaiser has joined the "back to the land" movement, but will keep his hands nimble for a controller and air brake. He has become lord and master of a ten-acre domain at Baldwin Park and been granted leave of absence to develop it. He will be back July 31.

Motorman C. R. Meador is leaving next month for a trip to Eugene, Oregon. He expects to be away two months and make it a regular vacation. He has been with the Los Angeles Railway since 1902.

Conductor W. W. Kidd decided they had to show him before he would fall into matrimony—and just that has come to pass. He has left for the "show me" state of Missouri, where he will take a bride and return to Los Angeles about August 1.

Conductor J. A. Morris is a great believer in the simple life, so he is planning an auto camping trip to begin July 1. He will start for San Francisco in gypsy style and admits he does not know where he may finish in a month.

## Who's Who



WAY back in the days of the horse car C. A. "Shorty" Morrison entered the street railway game in Minneapolis. Without telling his age, he almost brought it on himself by confessing he began in 1886.

Eighteen years ago this month he began work in Los Angeles as a car repairer at Georgia and Girard, now Division 4 headquarters, but in those days the shops for the late Los Angeles Interurban line. It was under the wing of the Pacific Electric and was taken over by the Los Angeles Railway in 1910 along with "Shorty."

From then on, he was a dispatcher and was made division superintendent recently when P. C. Tubbs left to tackle the real estate business. He is witty, congenial and a good mixer.

## DIVISION 4

Motorman B. L. Baunds is on a month's leave of absence in the East at one of the government hospitals, where he went to undergo a second operation on his leg as the result of a wound he received while in army service.

Conductor S. T. Cooper has been away for a few days, taking his wife to San Francisco for a visit with a sister.

Motorman H. J. Houghton has been called to Ranger, Texas, owing to the illness of his mother.

Motorman J. T. Salata is taking a month off at his home, 737 Solano avenue, due to sickness of his wife.

## DIVISION 2

Motorman J. W. Bond has gone to Portsmouth, New Hampshire, to settle an estate left by the death of his father.

Motorman H. L. Clayton will spend a week's vacation at Catalina the latter part of next month.

Conductor Chester Park intends to spend the month of July visiting in Susanville.

Motorman P. Fitzgerald is on an annual visit to Murietta hot springs.

Motorman Tom Mooney, a veteran of the daylight shift, who has been with the Los Angeles Railway since 1901, is visiting his son, C. D. Mooney, in Phoenix, Arizona. The younger Mooney was formerly a conductor here.

Switchman Ed R. Forsythe swears by all things holy and a few that are not that some day he is going to shoot a deer.

Motorman J. A. Defty, who has a Maple and Heliotrope car on the day shift, is another veteran of close to 20 years' service. He plans a vacation from August 9 to August 31.

## DIVISION 5

Conductor E. J. Macheret has changed over and become a Motorman. We wish him success.

Our congenial car house foreman, Carl Gordon, and wife made a flying trip by auto to San Diego recently. They report a fine drive, both going via the coast and returning over the inland route.

Conductor E. J. McClain has a 30-day layoff and has gone to visit his sister in Minneapolis and incidentally take in the Mississippi Valley.

Motorman H. L. Parks is now in the dispatcher's office. We are sure he will be able to space them out and give us good service.

Motorman B. F. Butts has a 30-day layoff and has gone to Imperial Valley to pick cantaloupes.

Motorman F. P. Walker made a recent trip to Tia Juana. He says the old town is sure rolling high.

Foreman John Robinson and Switchman William Stoll went deep sea fishing last Sunday and, from all reports, they fed the fish, but did not bring home the bacon.