



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

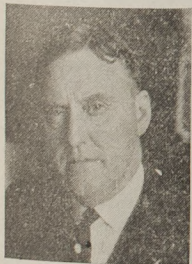
Edited by J. G. JEFFERY, Director of Public Relations

# Employees Association Pays \$100,000 Insurance Benefits

## COURTESY HAS CASH VALUE IN CLAIMS

By C. M. McROBERTS  
General Claim Agent

Courtesy pays large returns at all times and under all conditions but it doubtless brings the biggest returns when things are not moving smoothly and when the ordinary routine of one's work has been disarranged by delays of some character. Most any of us can keep a smiling face and a cheerful voice when things are moving smoothly, but the test is how to act when things are going wrong? Then it is that a cheerful voice and a courteous demeanor pay their biggest returns.



Recently I had my attention called to three cases where a courteous word would have paid big returns to the corporation. In one of these cases a woman had alighted from the car just before it reached its stop. She was elderly and may have thought that the car was standing. Regardless of the manner in which she was hurt, the crew should have been polite and attentive. The conductor very promptly alighted from his car, assisted the woman to her feet, made an effort to determine the extent of her injuries, etc., while the motorman alighted from his car, came back and in a loud and rude tone of voice told the woman that she should not have gotten off the car before it had reached a stop.

### Courtesy Avoids Trouble

The conductor told the motorman to get back on his car while he busied himself getting witnesses. Not content with this exhibition of temper the first time, the motorman again

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## A MAN

He's clean inside and outside;

He looks neither up to riches nor down on the poor;

He can lose without squealing, and win without bragging;

He's considerate to women, children and old people;

He's too brave to lie, too generous to cheat;

He takes his share of the world's goods, and lets other have theirs.

He's—A MAN.

—Partners.

## PICO ST. TRACKS TO BE IMPROVED

The West Pico line is to be improved between Vermont and Western avenues. This is a stretch of about one mile. New ties are to be installed and new ballast will be used. A tile drain at the edge of the ties, will be installed to carry off the water that leaks through from the gutters. This will protect the ties and help to maintain a steady roadbed.

New ties are to be on Wall Street from Fifty-third street to Santa Barbara Avenue.

## Claude Campbell 26 Years in Service

Claude Campbell of the engineering department, who has charge of telephone contracts, has just completed his twenty-sixth year in street railway service. Claude has seen some extensive changes in city transportation and has some interesting photos of old cars and car houses.

## Safety Contest ---Standings---

Coming back with a jump, Division Three, holder of the safety pennant, has taken first place in the fourth interdivision contest with a score of 932 and holds a lead of two points over Division One. Divisions Three and Four tied for low point in the number of accidents last week while Division One piled up a big total, by leading the field in automobile accidents.

Division Four holds third place with a mark of 928 and Division Five is less than a fraction of a point behind and holding fourth rank. Division Two seems to have taken a fancy to the bottom position and has only 917 points. But the men of that section are hoping to pull out before the end of the race.

The scores given above are for the fifth week so the contest is now at the half way point.

"Go on, gal, or I'll bounce you so hard on the head I'll kill that rat. I'll hit you so hard you'll go into a long tunnel."

"Colored man, if you ever starts anything with me you'll be ridin' in a parade tomorrow that you won't know nuffin' 'bout."

## NEW SUBSTATIONS HEAD APPOINTED

F. Warrington, who has been in service for many years will have charge of the new automatic substations, according to an announcement made by L. J. Turley, electrical engineer. Mr. Warrington is at present relief substation operator.

The automatic substation in the Vernon yards will be the first one in operation. Because they largely take care of themselves, automatics will not need the constant attention of an operator but the rounds will be made at least once a day to see that everything is running satisfactorily.

## REPORTSHOWS BIG HELP GIVEN

More than \$100,000 has been paid out as sickness and life insurance by the Los Angeles Railway Employees' Association since it was organized in January, 1917. This figure is announced by C. V. Means, traffic manager and assistant secretary of the Association in a review of the organization's activities.

The Association has an important social side which sponsors the monthly entertainments and dances at Recreation Hall. The three benefit branches are the Death Benefit Fund, the Wife's Death benefit fund, and the Benevolent or sickness branch.

### \$53,000 Paid Out

The heaviest premiums have been made under the men's death benefit fund which was created in January 1918, one year after the organization itself was formed. In the 43 months this branch has been operative \$53,000 has been paid on 51 deaths.

The benevolent branch was established in February 1918 and has paid \$37,000 to those who have been ill.

The wife's death benefit branch came into being in August, 1918 and has paid out about \$10,000 on 38 deaths.

### No Charge to Join

There is no charge for joining the association and no fees. The death benefit funds are created by assessments of 50 cents in case of employee's death and 25 cents in case of the death of the wife of an employee.

Under the benevolent branch an employee who is sick more than seven days receives a dollar a day. Fifty cents a day is paid for the first seven days, time being computed from the first visit of the doctor. There are no assessments or dues in this branch, the funds being supplied by the company.

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## Editorial Comment

Two Bells Is The Official Paper of The Los Angeles Railway

### You Make Your Friends

WHAT the public thinks of street car service is registered in two places. One is the complaint counter and the other is the "Bouquets" column in Two Bells.

If the complaint department suddenly found that it had no work to do, it would be a sign that something was radically wrong. It is possible that more than half a million people could be carried daily with every one feeling perfectly satisfied with service, but it is not probable.

There are complaints and "kicks." If you can understand the difference between the two. One involves service and the other involves personal tastes on such matters as ventilation. The company cannot control personal tastes.

By far the majority of complaints involve matters of actual service and over these the company has control. Such complaints are welcome because they enable the company to correct errors and give the best possible service. These complaints come from people really interested in good street car service.

On the other side we have people who commend individual trainmen and street car service in general. The company is gratified to note that the number of these "bouquets" is large. They come from people really interested in good street car service.

Now from both sides what conclusion can we draw? It is simply this:

The man who pays a nickel for a car ride is interested in good street car service. He is *OBSERVING* the manner in which the car is handled by the crew or operator, and therein lies the moral of this discussion.

Every passenger is having his thoughts molded as he rides the car. If the actions of trainmen are such that a friendly feeling is developed the passengers will help the work along.

**THE ATTITUDE OF PASSENGERS IS MADE BY THE TRAINMAN IN CONTACT WITH THEM.**

## COURTESY RAISES YOUR STANDARD WITH PUBLIC

(Continued from Page 1, Col. 1)

alighted from the car and repeated his remarks to the injured woman in a loud and insolent tone. His conduct aroused the hostility of his passengers and two of these passengers who had heretofore taken no part in the proceeding, went to the woman and gave her their names.

Claim was filed by this woman, due entirely to the fact that these two witnesses who were passengers on the car gave her their names and urged her to file a claim, saying that they would help her. The motorman's actions resulted in a claim being filed and the company being put to considerable expense and trouble in investigating the claim where no claim would have been filed if the motorman had used ordinary politeness.

### Makes Hostile Passengers

In another case a woman had boarded the car and after reaching the platform the car started in the usual way without any lurch, but the woman, being old and somewhat feeble, and not having secured a firm hold on the gate, was thrown to the floor of the car against the controller box. As a matter of fact the woman was only slightly hurt and then through no fault of the company.

The conductor, instead of rendering assistance in a pleasant and courteous way, as he should have done, spoke to the woman in a rude tone of voice and told her that she ought to know better than to stand on the platform without holding to anything when the car started, and further stated to her that she ought not to be traveling alone, that she was too old, etc.

His talk was so rude and discourteous that two witnesses reproved him for the manner in which he talked and both these witnesses gave the wo-

man their names, and one of them went so far as to come to the office and report the occurrence. As in the case previously mentioned this woman filed a claim supported by the statements of two witnesses that the car started with an unusual jerk. As a matter of fact the car started in the usual manner and the Company was not legally liable for the woman's injuries. No claim whatever would have been made by this woman except for the interest displayed by the two passengers who sympathized with the woman and objected to the manner in which the conductor spoke to her.

### "Bawl Out" Not Needed

Courteous conduct on the part of the conductor would have gained the sympathy of the passengers, enhanced the standing of the company with the public, and the woman would have had no thought whatever of presenting any claim nor would she have imagined that the company was in any way at fault for her accident.

We recently had a collision between one of our street cars and an automobile under circumstances placing no legal liability whatever on the company. The facts overwhelmingly showed that the auto driver was at fault. The witnesses without exception stated that the motorman was free from fault and that the auto driver was negligent. However, a number of our witnesses commented on the discourtesy of the motorman who—to use a slang term—"bawled out" the auto driver for his carelessness.

The motorman had a chance to raise himself and his co-workers, as well as the company, in the esteem of the traveling public, but instead of that his discourteous remarks might easily have caused some of the passengers to believe that all trainmen are discourteous and they would unconsciously be prejudiced against all trainmen.

### Loss of Temper Costly

These three cases show the true value of courtesy, not only from a standpoint of a better understanding with the public, but cold dollars and cents from a

### Reports Collision and Offers Jitney for Another One

The Editor,  
Two Bells:

Does the following incident justify an accident report?

A buxom young maiden of the East Side, boarded my car with a transfer that was three hours old and we were having quite an argument and she was very angry although good looking.

She drew her face close to mine and with flashing eyes was just telling me where to get off when the car gave a sudden jerk and threw her towards me and our lips met.

I enjoyed it very much and wished to continue the argument but some idle passenger spoke out, "Kiss him bye, bye," and she entered the car.

I then paid her fare myself and must admit I don't mind spending another jitney as far as that goes.

Conductor D. W. Gibbs,  
Division Four.

Flora: "How can I become adept in the shimmy dance?"

Nora: "Walk fast. Stop quick and continue this exercise."

## LIBRARY BOOKS TO HELP PROMOTION IN RY. INDUSTRY

To men aiming to advance in street railway business, attention is directed to three particularly helpful books in the company library.

"Training for the Electrical Railway Business," written by C. B. Fairchild, Jr., is a very interesting work which deals particularly with the office and executive end of the industry. It contains many helpful articles for men on all rounds of the promotion ladder.

"Electrical Railway Transportation," is a book devoted largely to the actual operation of a car. Trainmen can get many useful points from this book which will help make them experts on car operation. The authors are Henry W. Blake and Walter Jackson.

"Electric Car Maintenance" deals with the mechanical end of the street railway industry and appeals particularly to men of an engineering turn of mind.

Claim Department standpoint. I have no doubt there are many annoying things which take place on our cars and which try out the patience of our train crews, but for a trainman to lose his temper at the time of an accident is the very worst thing that could happen to him. A display of temper on an occasion of that kind is sure to result in trouble, not only for the trainman, but for the company he represents.

"I've toiled with the men the world has blessed, and I've toiled with the men who failed; I've toiled with the men who strove with zest, and I've toiled with the men who wailed. And this is the tale my soul would tell, as it drifts o'er the harbor bars—the sounds of a sigh don't carry well, but the lilt of a laugh rings far.

The men who were near the grumbler's side, or, they heard not a word he said; the sound of a song rang far and wide and they hearkened to that instead. Its tones were as sweet as the tales they tell of the rise of the Christmas star; the sounds of a sigh don't carry well, but the lilt of a laugh rings far.

If you would be heard at all, my lad keep a laugh in your heart and throat: for those who are deaf to accents sad are alert to the cheerful note. Keep hold on the cord of laughter's bell, keep aloof from the moans that mar; the sounds of a sigh don't carry well, but the lilt of a laugh rings far."—Anon.

## WEST 9th CAR WILL RUN ON BROADWAY

Special work consisting of a curve from south to west arrived recently from the East and is to be installed soon at Ninth and Broadway. This will permit the West Ninth Street car to run on Broadway instead of on Spring Street, as at present. This change in routing was advocated by engineers of the State Railroad Commission who consider it will equalize the traffic on the downtown streets.

The turn east will be made at Second and Broadway. No new work will be required at that point.

The work at Ninth and Broadway will be started this month so the new downtown route will be used about November 1.

A new lap of the Spring Street reconstruction job is under way. The two blocks from Fifth to Seventh Street will be renewed with all possible speed. The work from First to Third streets is complete.

## MAJORITY HOLD ASSN. MEMBERSHIP

(Continued from Page 1, Col. 4)

An employe must be a member of the association to join any of the three benefit branches and membership in the association ceases when an employe leaves the service.

### Offers Cheap Insurance

The Association offers a form of insurance which is considered by many of its members to be far superior to any offered by insurance firms. More than two-thirds of the employes are members of the association and some of the branches. To those who are not members, the advice is given to get in touch with your section chairman, superintendent or foreman or write to Mr. Means.

An important warning to members taking leave of absence is given by the assistant secretary as follows:

"Many employees taking leave of absence or away on sick leave, seem to forget the fact that non-payment of Death Benefit assessments is forfeiture of membership in the Death Benefit Branch. Those about to take a layoff should leave a deposit with the Treasurer at Room 906, L. A. Railway Building, to apply toward the payment of assessments which may be levied during their absence, the amount deposited to be proportionate to the time away from the service. It is, of course, impossible to specify a definite amount, but \$1.50 per month should be enough, and if it is not, then the back assessments can be paid on return to work.

### Payments Within Month

The by-laws provide that all back assessments must be paid within 30 days after return to service. Otherwise, membership is forfeited, and a member cannot rejoin the Death Benefit Branch until one year after the expiration of the said thirty days.

The assessment in the men's death benefit branch has been \$25.50 for 51 deaths in 43 months. Under the wife's death benefit branch it has been \$9.50 in 36 months with 38 deaths.

He—"What's your dog's name?"

She—"Ginger."

He—"Does Ginger bite?"

She—"No, Ginger snaps."







# Looking 'em Over at the Divisions

## DIVISION 1

Motorman C. S. Johnson is conned in the Golden State Hospital with a broken leg and would appreciate a visit from any of the boys.

We notice quite a number of old familiar forms around the division again after weeks or months of vacationing with friends in the East or fishing or hunting in the mountains.

Mr Williams, our Division Superintendent, was very successful in his hunting trip, bringing back a huge buck as his prize, which he proudly exhibited to a number of the boys. Motorman A. Anderson and Supervisor Ownby were with him and secured similar trophies.

Motorman J. L. Penny has just returned from a visit to his old home state, Missouri, where he attended the Centennial Celebration held at Sedalia. He reports having the time of his life.

We don't care to tell you all of the experiences of R. W. Brigham on his vacation as it would take up too much of your valuable space but will say he is a good sport and can tell you about some interesting experiences while away.

Mr. Ferguson is getting to be quite a familiar figure around the division and the boys are always glad to seek his information and advice on knotty problems of street car operation.

Our old time friend and co-worker Geo. Feller is again in the Good Samaritan Hospital for another operation. Let us visit Uncle George and help to cheer him along.

Conductor J. T. Shelton resumed duty after a three months' leave of absence. He visited friends and relatives in North Carolina.

## DIVISION 2

Wise old stork still doing business around Division Two. Conductor V. W. Gore reports the arrival of a 9½ pound boy. Mother and baby doing fine. We congratulate you, also thank you for the smokes.

Found: An Honest Man—He is Motorman C. F. Paine, No. 1107, Division Two. Picked up a purse in waiting room and turned it in. There was a wad of coin in it. Perhaps the owner will slip him one of the 5 spots.

Our old friend with the sweet voice is with us again. You all know who he is, T. L. Leyva. Glad to have you with us again.

Conductor T. E. Smith is trying out a job with Uncle Sam. If he likes it he will buy Sam out and give us all a nice fat job.

Conductor C. R. Preston, (who used to be a great sailor), with a party of friends, went fishing, in a rowboat one day, and we couldn't believe it, when we were informed, that one-half hour after the party left shore, the former great sailor was feeding the fishes.

Conductor E. F. Loyd is the proud father of a big 10-lb. girl, both mother and baby doing fine.

Motorman D. S. Pagliassotti has returned to work again after an absence of four months, the most of which was spent at his old home in Italy. He also visited London and Paris, and reports a very pleasant time on his long journey.

D. E. Fletcher, for several years a Supervisor, has returned to platform service, and is working a run on West Jefferson.

## Who's Who



IN writing Who's Who stories about old timers, it is usually said that "he started at Division One" as a motorman or conductor. For in the old days Sixth and Central was the center of things.

Well this week we have one of the men who helped build Division One so he certainly ranks as a veteran. He is Walter Brown, general foreman of the main shops at 54th Street and South Park.

It was back October 24, 1898 that Walter started as a carpenter when Division One was being erected. The main shops were located at Sixth and Central in addition to the car house and main offices. In 1904 the present shops were opened and Walter was among those present. He is always helpful and pleasant and a mighty good man on the job.

## DIVISION 3

Well I will have to admit that I am a bum prophet. I thought sure that we would be in first place in Safety Contest last week, but instead we fell behind a point, but the best of us fall down at times; but get that but, watch us this week. We have been having an exceptional spell of hot weather and as thoroughbreds do best in the heat, no doubt we will be where we belong this week at the head of the list anyway, that's where Mr. Dye wants you. So hit the ball and keep everlasting at it and incidentally keep the flag.

Conductor Manly Brothers has leased his holdings in the Valley for a term of years and has sent his wife to the country and can be found anytime gayly singing, "My wife's gone to the country, Hooray! Hooray!"

Conductor Geo. Chapman having seen in this paper that Conductor Will Russell had gone into the poultry business would like to state through the column of this issue that he would like to form a partnership with him, he having a flock of five roosters and one hen.

Motorman J. A. McKnight has resigned and is now doing duty on the front end of a gasoline wagon.

Hush! Ex-Motorman McCartney almost got a run. Keep at it Mac, there were only two bid and you were second, next time you ought to win.

Conductor Frank Mead is going around with a smile these days, he having recovered the watch that was stolen from him sometime ago. A hop-head was caught pawning it, he having bought it from a sailor that is supposed to have stolen it.

Motorman Charlie Doughty is now convinced that he is a motorman, as

he has been informed of the fact by Conductor Joe Mechan.

Conductor Harry Birkner has been laid up the past week with a severe attack of rheumatism. We hope to see him on his run again shortly.

Conductor Issac Bewly, who is some bidder, having bid on nearly all of 'em, has at last landed one hundred and six on the Hawthorne Line with Johnny Branwick and Johnny says "Bigorra, I'm delighted. I've had him before and he is some conductor."

Did you get a **Dud** yet? If not don't lose anytime as they are the it in their line at 75th. They ought to sell like hot cakes, and keep yourself looking fit at all times. Fatty Wolfe and Slim Barrett are going to buy one between them.

Motorman A. Johnson took his pay check home the other day and very carefully tore the stub off and laid it on the table and then proceeded to tear up his check into teeny weeny pieces and then discovered that he had torn up the wrong end. He was fortunate enough to be able to gather up the pieces, of which there were hundreds, and pasted them on a piece of paper, eventually cashing same at the bank, but declares he will be more careful in the future.

Los Angeles, Sept. 23, 1921.  
Editor "Two Bells":

I wish to remind the men of Division Three through Russel's column that we have a perfectly good gymnasium on the second floor.

Quite a number of the boys can be seen up there daily. But more could easily be accommodated. It's a shame that others do not take advantage of these apparatuses for exercise. The fellows who come up there for ten or fifteen minutes twice a day note considerable improvement in themselves. (ask Motorman Sanford, Sherman, Liberty, etc.)

If you have a couple of lines of space, give the idea prominence. I know the new fellows who are not as yet acquainted will appreciate this distinctive feature of our division.

Sincerely,  
C. E. PASCAL, Conductor.

## DIVISION 5

Motorman J. Saffous was secretly married last week. The newlvweds will be home to their many friends 5424 10th Ave.

Motorman L. Hienzman, familiarly known as "Hienie," was united in marriage at 8:00 P. M., Monday. A number of the boys went out to chavvari him and his bride about 9 o'clock. But "Hienie" had left about five minutes before the boys arrived. They started after him in an automobile but the machine broke down, enabling "Hienie" to get away from his pursuers. Alright "Hienie" you foiled us, but beware we are waiting patiently for you. Better clear yourself and pass the cigars to the bunch.

Conductor P. Flynn is to be "secretly" married, but we are wise, Pat old boy.

The pinocle sharks of this division will challenge any two players to a series of games. Ask E. J. Knapp or W. D. Stephens. Sh. They were beaten two games out of three last week by two professional players. Take them on, they are easy!

Motorman J. H. Hewitt two weeks ago left a feather cushion on a Hawthorne car. Now Mr. Hewitt suggests that the crew turn same in to lost article department, whereupon he will be able to secure it, as he has been

## DIVISION 4

Owing to the fact that the office force here and also the switching force have each been cut down one man, Clerk Ellis and Switchman C. E. Robinson will return to the "road."

Several of the boys have inquired about Conductor G. H. Drinkwater. This will inform them that G. H. has overstayed his sixty-day leave and automatically resigned. We understand he is doing well in the "selling" game.

If the L. A. Railway Co. were his parents, Conductor R. S. Bliss would become of age next Tuesday (Oct. 4) for on that date he will begin his twenty-first year of service. Mr. Bliss is not only a very active conductor but is a mighty hard worker for the Co-operative Association. After succeeding in writing up all the regular men for the association, he laid off of his run last Thursday and wrote up thirty-two of the extra men. He says, "If you think the Co-operative Association is not there with the goods ask the widow of some trainman"

Operator E. W. Moore is on a thirteen-day vacation and Motorman L. J. Cyr is taking a thirty-day rest.

Say fellows, what do you think of this? Conductor Allan Budne, better known as "Abie" called me aside the other day and gently knocked me down to the fact that he had laid off on the 22nd, and got married. As he talked, his countenance took on an expression which was a blend of unparalleled happiness and anticipated trials. The lucky girl was Miss May Silberman. They will leave soon on a honeymoon trip to Catalina.

Last Friday afternoon our division was honored in being visited by Messrs. Geo. B. Anderson, J. B. Hayner and R. A. Pierson. After "looking 'em over" for a while one of these was overheard to say, "A fine bunch of boys." The word passed along and now we just cannot help feeling a little swelled up.

Motorman T. H. Speed and Operator M. Michaels went to Tia Juana recently by auto expecting to return in two days, but owing to auto trouble (?) they returned a day late. Speed had had an accident a couple of days before they started on the trip and we have an idea he was trying to forget his troubles down there.

Motorman Geo. Mozier left for Tia Juana on Saturday last, expecting to return Sunday evening, but his "Stude" stalled and he also arrived a day late. (These Tia Juana trips are sure hard on our suspicions.)

to the lost article department several times already.

Our Foreman John Robinson has returned to L. A. He reports a wonderful trip to England. He will be on duty Monday, Oct. 3rd.

We have the following men still on sick leave: W. H. Murphy, A. M. Miller, Ben Gardener, F. F. Fishder, E. Muller, C. R. Zoll, R. H. Harris, G. E. Moore, A. Johnson. These men would appreciate it very much if the boys would call and see them. Their addresses may be procured from our acting foreman W. E. DeMuth or any of the clerks in the office.

W. H. Stoll, switchman, has a small Rogues gallery in his office. He only has two important pictures and he would like to get a few more. Where is your picture, Bill? I didn't see it there.

G. T. Grant is our stenographer. He is just pinch-hitting for a while.