To All Officers and Employees:

A review of our operations for the year 1939 shows a record which is decidedly encouraging.

One of the indications of the relative efficiency of operation of a railroad is its Operating Ratio, which is the percentage of Operating Expenses to Operating Revenues. For the year 1939 the Operating Ratio of the New Haven Railroad was 73.68%, the best showing since 1933. This could not have been brought about except through the whole-hearted cooperation of the entire organization.

Gross ton miles, a measure of traffic, increased 16.5 per cent over 1938 and were the highest since 1931, while gross ton miles per freight train hour, a measure of operating performance, improved 6.2 per cent and were the highest on record, as were also the average load of 1,971 tons and the miles per car per day of 32.09.

Encouraging and commendable, too, was the record of 93.6 per cent of all passenger trains on time, which is the best performance since 1933.

Our gross revenues increased in 1939 over 1938 $10,338,335, or 14.1 per cent, freight revenue increasing 22.5 per cent and passenger 4 per cent.

All departments have done commendable work and I want to take this opportunity to express the sincere thanks of the management to every employee who had a part in the good record of 1939.

President.
Two-Cent Fare In Coaches Starts March 25
By A. H. Seaver, Passenger Traffic Manager

Effective on March 25 next, coach fares on the New Haven Railroad will be reduced approximately 20% and will be the same as were in effect from June 1, 1936 to July 24, 1938. Examples of the present and new coach fares between important points follow:

<table>
<thead>
<tr>
<th>Between New York and:</th>
<th>One-way Coach Fares</th>
<th>Present</th>
<th>Proposed</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stamford</td>
<td>$ .83</td>
<td>$ .70</td>
<td>$ .13</td>
<td></td>
</tr>
<tr>
<td>South</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Norwalk</td>
<td>1.03</td>
<td>.85</td>
<td>.18</td>
<td></td>
</tr>
<tr>
<td>Danbury</td>
<td>1.61</td>
<td>1.30</td>
<td>.31</td>
<td></td>
</tr>
<tr>
<td>Pittsfield</td>
<td>3.61</td>
<td>2.90</td>
<td>.71</td>
<td></td>
</tr>
<tr>
<td>Bridgeport</td>
<td>1.40</td>
<td>1.15</td>
<td>.25</td>
<td></td>
</tr>
<tr>
<td>Waterbury</td>
<td>2.19</td>
<td>1.75</td>
<td>.44</td>
<td></td>
</tr>
<tr>
<td>New Haven</td>
<td>1.82</td>
<td>1.45</td>
<td>.37</td>
<td></td>
</tr>
<tr>
<td>Hartford</td>
<td>2.73</td>
<td>2.20</td>
<td>.53</td>
<td></td>
</tr>
<tr>
<td>Springfield</td>
<td>3.36</td>
<td>2.70</td>
<td>.66</td>
<td></td>
</tr>
<tr>
<td>New London</td>
<td>3.07</td>
<td>2.50</td>
<td>.57</td>
<td></td>
</tr>
<tr>
<td>Providence</td>
<td>4.65</td>
<td>3.75</td>
<td>.90</td>
<td></td>
</tr>
<tr>
<td>Boston</td>
<td>5.73</td>
<td>4.60</td>
<td>1.13</td>
<td></td>
</tr>
</tbody>
</table>

This new fare means a substantial loss in revenue based on the number of passengers now traveling on the railroad. It is of the utmost importance, in addition to advertising and promotion to be carried out by the management, that all employees make every effort to develop new business to insure an increase in passenger revenue over the present level.

Much can be done by employees in developing rail travel on the 2¢ a mile basis. It is a simple fare, easy to use in figuring the cost of travel, and meets the competitive forms of private automobiles and buses on a most favorable basis. We all know people who can be won over to the railroad, and the new fare combined with our excellent passenger equipment should, with the help of every employee of the railroad, bring excellent results in passenger revenue.

A broad advertising campaign will be carried on to promote the new fares. Billboards throughout the territory will, after March 25th, carry copy aimed at the highway traveler. The business travel market will be covered intensively by direct mail, and our plan calls for the thorough development of this business in the Boston, Providence, Springfield, Hartford, New Haven, Bridgeport and New York areas. All newspapers in the territory will be used, both daily and weekly—totaling 176, and feature copy will appear in these papers for at least a 90-day period. All railroad publications, such as timetables, menus, etc., will feature the 2¢ fare, and special leaflets for principal stations giving sample fares to important stations in the territory will be given wide distribution. Employees should obtain copies of the leaflet issued for their local stations to help them in selling prospects for new travel. All these features will be supplemented by posters and other display material.

While the advertising and promotion campaign will unquestionably develop new travel on the low fare, its effectiveness can be multiplied many times by the cooperation of all employees, not only by serving the public better in their respective jobs, but by making a determined effort to locate new business and to sell it on the values of rail travel.

The present round trip fares good for 60 days will be discontinued and there will be no round trip tickets on sale between local stations after March 24, excepting that the Sunday and holiday fares for popular excursions will be retained as at present.

There will be no change in the fares for travel in Pullman cars.
The New Haven stands third among the railroads of the United States from the standpoint of both passenger traffic and passenger revenue. Only two railroads, the Pennsylvania and the New York Central, carry more passengers and have greater passenger revenue than does the New Haven. However, the proportion of the New Haven's revenue derived from the transportation of passengers is greater than that of any other railroad. For the year 1939 the passenger revenue on the New Haven was 33% of the total revenue. This compared with 17% on the Pennsylvania Railroad and 18% on the New York Central Railroad. It is therefore evident that the safeguarding of this traffic is vital to the welfare of the New Haven. Due to the constant improvement of private automobiles and new super highways as well as the development of the airlines, this revenue is seriously jeopardized and it is imperative that everything possible be done to conserve it.

One of the most perplexing problems in our efforts to retain our present passenger traffic and to create new traffic is the passenger fare. Naturally, there is a great difference of opinion among the railroad managements as to what the basic fare should be. The conditions are not generally the same on any number of railroads or in the different sections of the country, nor are they the same in the same sections. Some roads serve sparsely settled communities with long hauls. Others, like the New Haven, serve densely populated parts of the country with short hauls between many large, important cities. It is, therefore, difficult to set up any general basis of fare which will meet the conditions on all of the railroads.

Prior to the last World War there was no uniformity in the basic fare. During the War, however, under Federal control a uniform fare of 3¢ per mile was prescribed for all railroads. With the return of the roads to private control after the War, the basic fare was fixed at 3.6¢ per mile with an additional charge, known as the surcharge, for travel in Pullman cars, of approximately 50% of the cost of the Pullman accommodations used.

This basis of fares remained in effect generally until the latter part of 1933 when the Western and Southern roads made substantial reductions in the fares in an effort to recapture traffic which had been lost to the rapidly developing highway competition. The Eastern lines made no change in the one way fares but did adopt fares for round trips with varying limits and multiple trip tickets, seeking to find some fare which would hold their traffic without disturbing the basic fare.

The Interstate Commerce Commission in 1935, however, instituted an investigation of the fares in effect on the Eastern roads and after hearings ordered the Eastern roads to adopt, effective on June 1, 1936, fares not to exceed 3¢ per mile for travel in Pullman cars and 2¢ per mile for travel in coaches. These fares were in effect until July 25, 1938 when the Interstate Commerce Commission granted an increase in the fare for travel in coaches to 2.5¢ per mile for an experimental period of 16 months expiring January 24, 1940. This action was taken because of the large increases in the operating expenses of the railroads and the belief that the increase would result in a substantial increase in revenue.

The Commission have recently decided, notwithstanding the petition of the railroads that they be permitted to continue the present basis of fare until they had had an opportunity of determining the effect of the fares without the distortion occasioned by World's Fair traffic in 1939, that effective on March 25 next the fares should be the same as were placed in effect on June 1, 1936, that is, not more than 3¢ per mile in Pullman cars and 2¢ per mile in coaches.

South Boston A. A. Ball On March 25

The So. Boston Passenger Yard A. A. are having their annual get-together and dance on March 25, 1940 in the Crystal Ball Room of the Intercolonial Building on Dudley Street, Roxbury, at 8:00 p.m., and any railroaders are invited to join in the good time.
It's an old, old proverb that it is an ill wind that blows nobody good, and the saying holds true even when the wind is the awful hurricane which visited New England September 21, 1938, costing 680 lives and four-hundred million dollars property damage. For now, on the credit side of the ledger, we may place the splendid new freight house just opened at New Haven, replacing House “A” and old “House B” which was destroyed on that terrifying September afternoon.

The new freight house, modern in every particular, was constructed at a cost of approximately $187,000. The outbound portion was placed in operation in December, the inbound facilities a few weeks later, and Freight Agent Otto A. Weber moved into his new offices about the middle of February, vacating the premises at 154 Water Street which had housed the freight agent’s activities for many years.

The office building portion fronts on Brewery Street, and is a two-story building 100 by 50 feet. On the first floor is a reception room for the comfort and convenience of patrons, the cashier’s office, an office housing the pickup-and-delivery clerk and the over-short-and-damage clerk, and a “valuables” room where valuable merchandise may be kept under lock and key. Upstairs is Mr. Weber’s office, and a large room housing the general clerical forces, and the record room. The building is equipped with the most modern toilet and lavatory facilities, both upstairs and down. There also are vaults located on each floor.

From the rear of the office building the inbound freight platform extends for a distance of 400 feet, the same width as the office portion. Beyond that is the outbound platform extending another 300 feet. The inbound platform is completely enclosed, but easy access is obtained anywhere along its entire length by means of 20 overhead sliding doors, both on the track side and the truck driveway side of the house, any of which can be raised by one man with very little effort. Above the sliding doors, the walls are constructed of glass brick, thus affording maximum daylight along the entire length of the platform, even when all doors are closed.

The inbound platform is blocked off with alphabetical designations, by means of letter signs placed overhead, giving much the general appearance of one of the trans-Atlantic docks in New York City. As inbound freight is taken from the freight cars, it is placed on the platform under the proper alphabetical designation, thus concentrating all freight for a particular shipper in one place and making it very easy for him to find and pick up.

There are four tracks with a total capacity of 17 cars, and the new facility has an estimated capacity of 500 tons of L.c.l. freight a day. At the present time
it is running about 200 tons a day, about sixty per cent inbound and forty per cent outbound. The new freight house serves not only the city of New Haven but the entire surrounding territory from which l.c.l. freight is picked up by the New England Transportation Company. Unloading of cars starts at 5:00 a.m. in order to have all freight delivered by the P & D service by noon, or available for delivery to consignees who choose to call for their own freight. The last cars depart at 8:45 p.m., so that it is possible to receive freight as late as eight o'clock.

The total personnel of the new freight house is approximately seventy-five persons, including clerical, laboring, and supervisory forces.

1993 New Haven Men Retired

As of January 1, 1940 there were a total of 1,993 former New Haven employees who had retired and been granted annuities under the Retirement Act. Of this number 217 have died since their annuities were approved.

"Splendid Cooperation"

F. H. Ramsdell
Traffic Manager
New Departure

"For the past month we have had an abnormal amount of cars coming into Bristol and on account of our limited track facilities, it has meant a very close touch had to be kept on the movement of these cars and the placing of same at Bristol.

"We requested the cooperation of the New Haven Railroad to enable us to handle these cars due to the fact that we are handicapped here by not having a switcher and the only switch service which we have is a few hours a day performed by the east or westbound local.

"I wanted to convey to you our appreciation for the splendid cooperation given us by your Mr. Greer at Waterbury and your local force at Bristol."
Better Business Puts Men Back To Work

The way in which increased business is reflected in more men at work is well illustrated in the number of train service men called back into service of the New Haven Railroad or promoted during 1939, during the latter part of which business took such a pleasing upturn.

Ninety-one firemen were promoted to be engineers during the year, 142 firemen were recalled into service, 85 trainmen were promoted to be conductors, 126 trainmen were recalled into service, and a total of 321 new employees were taken on as passenger and freight trainmen, yard brakemen, agents and operators, clerks, and crossingmen.

This should inspire all of us to bend every effort to secure still further increased business for the New Haven Railroad. And it should also inspire us to keep hammering away at every opportunity on the subject of the subsidies which are being accorded other forms of transportation, because those subsidies result in business being taken away from the railroad which could not be handled elsewhere except through charging substantial portions of the costs up to the general public.

Business regained through elimination of subsidies would be just as fruitful in providing additional railroad employment as an increase in business for any other reason.

The following tabulation tells the story by divisions:

<table>
<thead>
<tr>
<th>1939</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>NH</td>
<td>Hfd</td>
</tr>
<tr>
<td>Prov</td>
<td>Bos T</td>
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<tr>
<td>Firemen promoted to Engineers</td>
<td>53 Eng. 18 20 91</td>
</tr>
<tr>
<td>Firemen recalled to service</td>
<td>107 Roster 26 9 142</td>
</tr>
<tr>
<td>Trainmen promoted to Conductors</td>
<td>(Passenger) 7 4 11 5 27</td>
</tr>
<tr>
<td></td>
<td>(Freight) 11 10 4 4 29</td>
</tr>
<tr>
<td></td>
<td>(Yard) 16 0 2 11 29</td>
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<tr>
<td>New Employees</td>
<td>(Pass Trnmn) 0 0 11 0 11</td>
</tr>
<tr>
<td></td>
<td>(Frt. &quot; 31 16 20 0 67</td>
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<tr>
<td></td>
<td>Yd. Brkman 52 8 17 23 100</td>
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<tr>
<td></td>
<td>Agent- Operat. 21 11 13 0 45</td>
</tr>
<tr>
<td></td>
<td>Clerks 5 7 14 0 26</td>
</tr>
<tr>
<td></td>
<td>Crossingmen 3 29 20 20 72</td>
</tr>
<tr>
<td></td>
<td>Made Temporary Repairs</td>
</tr>
<tr>
<td>T. C. Davenport, engineer, and J. P. Dyboski, fireman, both came in for a commendatory letter from Superintendent Paul R. Goulett recently. Copies of the letter have been placed with their respective records.</td>
<td></td>
</tr>
<tr>
<td>It seems that engine 3611 arrived at the Westbound hump at the Cedar Hill freight terminal with grates down in the pan. There was no other engine available to replace the 3611, and Engineer Davenport and Fireman Dyboski made temporary repairs which enabled the locomotive to work through the shift without delay.</td>
<td></td>
</tr>
</tbody>
</table>
| "I am very pleased to get this report," Mr. Goulett said in his letter, "and know that our men are endeavoring to do their part in keeping the important freight moving."
| Tanks between the rails from which railroad locomotives scoop up water without coming to a stop were first used about 1872. |
Save Seven From Icy Drowning

It was from such ice-filled waters as shown above that New Haven Railroaders rescued seven men from drowning. The scenes also give a good idea of the difficulties confronting our tugboat crews in severe winter weather. Upper photo shows New Haven orange float in slip between Piers 38 and 39 East River. Lower left, Hell Gate, looking north from Astoria Cove. Right, the east channel of Welfare Island, looking south from Astoria Cove.

Seven lives were saved by the captains and crews of three New Haven Railroad tugboats in as fine a job of rescue work as has ever been seen, when on January 30, a collision occurred in the ice-filled East River, New York City, between the tug "Harry R. Conners" with two New York City refuse scows in tow, and the tug "Mex-Pet" with an oil barge in tow.

The collision took place off the Brooklyn Navy Yard, and almost immediately the "Harry R. Conners" burst into flames and seven members of the crew jumped overboard, the two barges going adrift. The night was clear and visibility good, according to the report of Marine Superintendent J. E. Benson, and the temperature about 18 degrees.

New Haven Railroad Transfer No. 8, without tow, was some distance behind the "Mex-Pet," southbound to Pier 39 East River. Captain John Alban saw the collision, saw the men jump overboard, and immediately headed for the scene, working his tug into a favorable position, and members of his crew succeeded in rescuing the captain of the "Conners" and five of his crew from the icy river waters.

Capt. John Alban
Meantime, New Haven Railroad Transfer No. 11 in charge of Captain Julius Sikola, was just arriving at Pier 39, and immediately turned about and headed for the scene of the collision, arriving in time to effect the rescue of the chief engineer of the "Conners."

Still another New Haven Railroad tug, Transfer No. 7, took part in the proceedings. Also headed for Pier 39, in charge of Captain John Boles, No. 7 went after the drifting sanitation barges, took them in tow, and landed them at Pier 43 East River.

The New York Sun next day, in a story about the accident, said that "much credit for the rescue was given by the police to the captain of an unidentified railroad tug, who picked up a number of the crew, saw them into ambulances at the pier at Jackson Street, and then returned to his duties."

We take pleasure in making clear the identity of the rescuers, and congratulate them heartily on a good job, done in thorough New Haven Railroad fashion.

The crew who did such good work assisting Captain Alban were Harold McNulty, 1st deckhand; Charles Johnson, 2nd deckhand; Edward Makalka, floatman; Howard Hook, engineer; Stavas Antanasius, oiler; and Adam Mika, fireman. As Captain Alban approached Pier 39 with the rescued men on board, he called to the pier to send for ambulances and the men were quickly whisked to Gouverneur Hospital.

The crew under Captain Sikola on Transfer No. 11 were Harry Collins, 1st deckhand; Thomas Dolan, 2nd deckhand; Joseph De Franceschi, engineer; Thomas Belulovich, oiler; Antonio Garcia, fireman; and John Claffy, floatman.

On Transfer No. 11 the crew who assisted Captain Boles in picking up the drifted barges were James Woods, 1st deckhand; William Relyea, 2nd deckhand; Henry Gormley, floatman; Leonidas Theodorou, engineer; Ernest Butterfield, oiler; and John Kontus, fireman.

Railway taxes in 1939 totaled $365,000,000, or a daily average of one million dollars.

Expert Seamanship
(From The Master, Mate and Pilot)

A rare bit of seamanship in the handling of a large towboat towing a car float heavily laden was displayed recently in the dangerous and treacherous waters of Hell Gate in the port of New York by Captain P. Bennett, master of the tug "Transfer No. 19," owned and operated by the New York, New Haven and Hartford Railroad.

Tug No. 19 left Oak Point with a heavy float alongside; there was a strong flood tide running and the wind was blowing with strong force from the west. Under the Hell Gate Bridge Captain Bennett saw a scow loaded with sand drifting through Hell Gate in a helpless condition, with no towboat or other help. Captain Bennett turned his boat and float around in these narrow and treacherous waters and went after the drifting scow. After a difficult time, in which he had to maneuver alongside the scow, which had no life aboard her, he managed to make fast to the scow, which had drifted inside Bowery Bay at a point about 300 feet outside the channel, between South Brothers and Rikers islands.

Great care had to be exercised at this point in keeping his tow and towboat in these shallow waters from grounding, but by careful maneuvering he was able to tow the scow to Oak Point and tie her up in a safe harbor. After taking a sounding to determine if she was leaking or sinking, Captain Bennett tied up the scow securely and then proceeded on with his car float, which was consigned to Pier 39, East River.

Housing Project Creates Tonnage

The New Haven Railroad has been handling a substantial tonnage of materials for the Parkchester Housing Project at Van Nest, New York City. Cars started rolling in September 1938, and up to the end of 1939 we handled 79,692 tons in 2,845 cars.
Along the Line

Published by and for the Employees of the New Haven System

LESLIE H. TYLER, Editor
New Haven, Conn.

PRINTED monthly by The New York, New Haven and Hartford Railroad for the information of the men who operate the railroad, in the belief that mutual understanding of the problems all have to meet will help us solve them for our mutual welfare.

Permission is given to reprint in part or in full, any article appearing herein, in which case the following credit line will be appreciated: Along the Line (New Haven Railroad).

All contributions must be in hand by the 15th day of the month preceding date of issue.

It is planned to distribute to all employees on the 10th of each month. The editor would appreciate information of any employees who do not receive copies.

Vol. 10 MARCH, 1940 No. 2

The New Haven system includes 1,863 miles of road in freight service and 969 miles of road in passenger service, on which operate 534 steam locomotives, 129 electric locomotives, 23 Diesel locomotives, 1,489 passenger train cars, including 206 multiple unit cars, 32 diners, 6 cafeteria cars and 17 rail motor cars; a three car Diesel train and a two car Besler steam train; 11,131 freight cars. It also includes 98 steamboats, tugs, carfloats and other types of floating equipment and over 1,200 units of revenue equipment operating on the highways.

WHOSE FACE WAS RED?

At the Boston President's birthday ball January 29 one of the big features was the presentation of a huge birthday cake to the President's son, who turned it over to an American Airlines stewardess and pilot for transportation to Washington. But it seems the cake was too large to go through the plane's cabin door, so it was put on a New Haven Railroad train!

Sound Movies Available
For Showing Before Clubs

The New Haven Railroad has two sound motion pictures which are available for showing before interested club groups, both of which are rated very high in the scale of interest and entertainment.

The latest of these pictures is one which was produced for the primary purpose of attracting into New England visitors to the New York World's Fair from others parts of the country. Entitled "New England—Yesterday and To-day," this film portrays New England historically, scenically, and from a recreation standpoint. It is beautifully done and elicits high praise wherever shown.

The other film is the "Snow Train" picture, which tells the story of the "snow trains" out of New York City. It contains excellent pictures of skiing, from the veriest beginners to the most expert. Picking up momentum as the picture progresses, it leaves one breathless with the beauty of the closing scene after a headlong flight by half a dozen expert skiers down the famous Chin Clip trail at Mount Mansfield, Vermont.

Employees wishing to arrange showings before clubs or organizations should apply for bookings to the Passenger Traffic Department either at Boston, New Haven or New York.

By speeding up freight train service and reducing by one third the time of goods in transit, American railroads save industry $25,000,000 annually in interest on investment in goods, in addition to many other savings, such as insurance, losses through irregularity of service, and the like.

New Plant Means More Business

The National Gypsum Company are erecting buildings, constructing two tracks and making other improvements at a total estimated expenditure of approximately a million dollars at Oak Point, which are rapidly nearing completion. It is to be anticipated that the New Haven Railroad will benefit by a considerable increase in tonnage to and from this new plant.
NEW HAVEN R. R. A. A.
HONORS JIM MARTIN

James T. Martin, Assistant to Auditor of Revenue, and for five years president of the General Offices Athletic Association at New Haven, was the guest of honor at a testimonial banquet of that organization (now officially known as The New Haven Railroad Athletic Association) on Thursday evening, February 8, at the Hotel Garde in New Haven.

Approximately two hundred attended the dinner and “Jim,” as he is affectionately known to all his friends, was presented with a beautifully engrossed and illuminated testimonial (hand-lettered and decorated by Louis Miller of the Engineering Department), as well as a Hamilton wrist watch.

Maurice K. Dugan, himself president of the same Association for eight years, acted as toastmaster and made the presentation of the watch, while Leslie H. Tyler, also a past president, presented “Jim” with the testimonial scroll.

Others called upon to speak included Fred W. French, Assistant to Comptroller and President of the New Haven Railroad Club; J. Frank Doolan, Operating Assistant and present President of the Athletic Association; Charles E. Williams, District Passenger Agent; and Elwood Stewart, Secretary of the New Haven Railroad Y. M. C. A.

SPECIAL RAILROAD MUSEUM

During the period December 12 to March 17, THE RAILROADIANS OF AMERICA, in cooperation with the Museum of the City of New York, have on display at the Museum headquarters at Fifth Avenue and 103rd Street, a special exhibit called RAILROADS TO NEW YORK, in which are prominently displayed many relics of the early history of the railroads emanating from the Metropolitan District. The New Haven is well represented in the various items offered. A visit to the museum will prove interesting to those railroad men interested in locomotive and car models and photos of the early days. It is open from 10:00 a.m. to 5:00 p.m. weekdays, except on Thursdays.

Listen In March 19!

Tuesday evening, March 19, four New Haven Railroad dining car stewards will meet four Santa Fe Railroad stewardesses in the “Battle of the Sexes” radio broadcast from Radio City, New York.

Steward Fred E. Brady, in charge of a diner on the YANKEE CLIPPER heads the list with service of nearly half a century. Steward John J. Stone, is next in line with about 22 years’ service. Steward A. F. Rockefeller, and Steward Charles E. Darling (“Chuck” Darling—Boston College All-American football star) have less than ten years’ service with the New Haven, but are two of our most popular and reliable stewards.

These four gentlemen have had a wealth of experience in pleasing the traveling public so far as meal service is concerned, and we are betting they can hold their own when Frank Crummit puts the questions to them.

“I’ve Been Workin’ On The Railroad”

Colonel Edwy L. Taylor of the Connecticut Public Utilities Commission, when attending a recent meeting of the New Haven Rotary Club, was greeted by the singing of “I’ve Been Workin’ On the Railroad” in recognition of his many years of service with the New Haven Railroad.

OUR COVER

This month’s cover picture, showing one of our new streamline electric locomotives hauling a train over our four-tracked electrified line between New Haven and New York, is the work of W. A. Mottram, stenographer in the general offices at New Haven.

It was taken Sunday afternoon, February 11, and shows Train No. 177, The Senator, passing through West Haven. Mr. Mottram used an Eastman Vigilant 2½ x 4½ camera with an F:4.5 lens. The photo was taken about 4:00 p.m., and he used an F:5.6 opening, giving it a 1/200th second exposure, using panatomic X film.
Salesmanship In The Operating Department
By J. F. Doolan, Operating Assistant

From messenger to president, every railroad man or woman must be a salesman for our company. We regard our Traffic Department as our Sales Department but they need us all to obtain, retain and increase business for our company. Railroad service really begins at home. In our communities we should be important people, taking part in worthwhile community affairs. We should be known as railroad men (and this includes the railroad ladies) and avail ourselves of the many opportunities to keep our railroad favorably before our friends and acquaintances. Should anything unfavorable develop it would then be very natural that we shall learn of it and make prompt report to the proper company representative.

The Operating Department has the greatest number of railroad employees and their potential sales ability should be fully used. The agent at the one man station on a branch line is the railroad representative in his community and can be of great value. The Maintenance of Way employees in their work upon tracks, bridges, signals, surveying property for the installation of private tracks, in their many and varied conferences with representatives of local, state and Federal governments, real estate representatives in similar work have many opportunities to create friendly feeling; the Communication and Transmission Department employees who transact so much business by telephone; employees at engine terminals, by showing due regard for neighborhood property by the elimination of unnecessary noise and smoke; inspectors and repairmen by keeping rolling stock in good condition to avoid delays and breakdowns; freight station and yard employees in their numerous contacts with patrons, together with division office and general office representatives of the Executive, Operating, Traffic, Purchasing, Legal and Accounting Departments should make full use of every opportunity to develop Customer Satisfaction.

We may make purchases in a department store and be served by very few employees of that store. How many railroad employees does the average passenger meet on a normal trip?

1. He may have been attracted by an advertisement in a newspaper or poster prepared by the Passenger Traffic Department or perhaps some railroad employee called his attention to our services.

2. He calls the telephone information clerk and expects to receive accurate information in a courteous, businesslike manner.

3. He arrives at the station and is met by a Red Cap who will handle his hand baggage.

4. He calls at the ticket office for his tickets and reservations. They must be correct to avoid any possibility of mistake enroute.

5. If baggage checking is necessary, the same careful attention must apply as at the ticket office.

6. He will meet the employees of the various concessions or railroad-operated salesrooms in the station, the restaurant, newspaper stand, telephone, bootblack, soda and cigar counter and of course, the railroad policeman.

7. The bulletins must be properly maintained and verbal announcements clearly made.

8. When he reaches the train the passenger meets the trainmen, or porter for Pullman cars; assistance with his bags may be necessary and announcements as to the destination of train and location of cars must be given in a clear and positive way.

9. His car is expected to be well maintained, lighted, clean and comfortable.
10. The trainman's announcements of stations or for other purposes should be made distinctly and with a purpose to inform, rather than perfunctorily.

11. The conductor in his collection of tickets or revenue and the imparting of such information as may be required, creates either a favorable or an unfavorable impression.

12. The trainman passes through in his duties of patrolling the train.

13. The passenger may go to the diner where he will be met by the steward, hostess or waiter and be in their charge until he leaves the dining car.

14. Enroute the engineer and fireman have the responsibility to provide a safe, on-time, comfortable and smooth trip.

15. Enroute he will be impressed by clean right of way and stations and at destination he will leave the train crew, once again meeting Red Caps, baggage checkers, train guides, stationmasters and official taxi service before he leaves the railroad premises.

Upon his arrival home or at his destination he will more likely remember those things which did not please him rather than the many which did meet with his expectations, so it is of the highest importance that every employee strive at all times to make a good impression.

In the handling of our freight business a great number of transactions are by telephone. The person-to-person contacts are not so many, particularly for those men in industry who are not in the Traffic Department. But the need for a friendly, efficient, satisfactory relationship is of equal importance. The clerk who checks the sidetrack of a business or industry, the yard or road train crew switching cars into and from these tracks have many occasions to perform satisfactory, friendly service which will help to retain and possibly increase our business.

If we owned a business, we would be glad to serve the customers so well that they would be sure to return and to tell their friends about us. Railroading is just that on a larger scale. If complaints are received, consider them from the viewpoint of that person and make every effort to leave the complainant a satisfied railroad customer. Recently a Division Superintendent called upon a lady who had reported a number of occurrences in passenger train operation through her district. She stated that she did not consider her complaint of sufficient importance to warrant a personal interview by the Superintendent but she did appreciate the attention shown and admitted that our Management must be thoroughly interested in satisfied customers to give complaints such as she made the personal attention of responsible railroad representatives.

Each of us must do his part to keep railroad transportation before the public, our friends and acquaintances, as indispensable to the welfare of our nation and to our respective communities join with others to advance the welfare of our own company.

Daniel J. McAuliffe, George J. Higgins Winners in Auto Safety Contest

During 1940 the Highway Safety Commission of the State of Connecticut conducted a highway safety contest, in which approximately 175 New Haven Railroad employees participated. For the first six month's period, Patrolman Daniel J. McAuliffe of New Haven was the winner, and for the second six months' period the winner was George J. Higgins, General Foreman at East Hartford Enginehouse. Both men received certificates signed by Governor Raymond E. Baldwin and orders for fifty gallons of gasoline.

Bible Class Honors Engineer Shove

Everyman's Bible Class of Norwalk, Conn., honored the late Engineer Fred N. Shove by publication of a resolution in their weekly publication, speaking of him as "one of the most faithful and active workers in the interests of Christianity among men."

Mr. Shove was born August 26, 1867, entered the service September 6, 1888, retired September 1, 1937, and passed away November 22, 1939.
What Happened to Our Revenue Dollars in January 1940

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R. R. Legionnaires Valuable Sick-Bed Service

The N. Y., N. H. & H. R. R. Post No. 119 of The American Legion is performing a valuable service to bedridden railroaders or their families, in providing, absolutely free of charge, the use of hospital beds for as long as necessary. The Post has five beds, such as pictured here, in service. In the photo, from left to right, are A. H. Westphal, Service Officer; C. M. Kelley, Senior Vice Commander; G. E. Miller, Commander; and J. J. Crowley, Past Commander and Finance Officer.
New Haven Model R. R. Exhibit

The New Haven Society of Model Engineers, Inc., operating the "Coast Line Systems," will hold their third annual model railroad exhibition in their headquarters, 223 State Street, New Haven, March 31 to April 14, 7:00 to 10:00 p.m. weekdays, and 12:00 noon to 10:00 p.m. Saturdays and Sundays. An interesting new feature of this year's exhibit is an accurate scale reproduction of our Scherzer Rolling Lift Bridge which spans the Housatonic River at Devon. This working model is a marvelous piece of hand work, with approximately 25,000 rivets, each put in with painstaking care. It took the "Bridge Department" three years to complete the job and the New Haven Society consider it the finest piece of work of its kind in the country.

Any railroaders desiring to visit the exhibition may purchase tickets from Leslie Tyler, Room 306, General Office Building, New Haven.

PLAN CELEBRATION OF NORWICH & WORCESTER CENTENNIAL

The New London Railroad Association, a group of men in that vicinity who are interested in various aspects of railroading, is planning a celebration of the hundredth anniversary of the opening of the Norwich & Worcester Railroad. This club occupies a room on the second floor of our New London railroad station, and while it has a model railroad layout (called "The New London Northern"), does not by any means confine its activities to model building: Many of its members take a serious interest in railroad economics, others are especially interested in railroad history, and some in model building.

As part of the planned celebration of the Norwich & Worcester centennial, the Association hopes to foster a special excursion train to run over the route, with suitable commemorative exercises at each end, including the dedication of a bronze tablet to be placed in Depot Square at Norwich.

Recently the Association established its own publication, called "The Waybill."

COVER PHOTO CONTEST

As announced in our February issue, a prize of $5.00 will be awarded each month to any employee submitting a photograph which is adjudged worthy of using as the cover picture.

Naturally, the picture should have some distinct railroad connection. Last month we had a photo of one of our 1400's in action. This month we have a train hauled by a streamlined electric locomotive. This does not mean, however, that to win, the photo must have a train in it. Next month it might be a photo of railroad men at work—in a signal tower, at the throttle, making a train inspection, oiling a locomotive, in the dispatcher's office, in the roundhouse, in the shops, ballasting tracks; it might be a photo of a bridge, a building, a freight yard, an engine terminal; or, again, it might be a beautiful scenic view of some place along the New Haven Railroad.

There is no set closing date for this contest. Of course only one picture can be chosen each month, but all other photos of merit which have been submitted will receive consideration for subsequent issues. All such photos will be placed in our file of "cover suggestions" and each month choice will be made of the best photo in that file, irrespective of when it may have been submitted, and the employee who submitted it will receive a check for $5.00.

IMPORTANT. Send prints, not negatives. They will not be returned. If your picture is chosen as a likely cover picture, you then will be asked to send the negative so that we may make a suitable enlargement, after which the negative will be returned to you.

Please identify your photos as to place, date, time, train number, names of persons, or other pertinent data. Also, for the benefit of our camera fans, it is suggested you mention type of camera, lens, opening, exposure, etc.

Send your pictures to: Leslie H. Tyler, Editor, ALONG THE LINE, New Haven, Conn.
Diogenes!

Diogenes, the legendary figure with a lantern in search of an honest man, can cease his search if he will visit the New Haven Railroad. Twice recently this again was demonstrated at the South Boston passenger yards. One of the incidents was the discovery of a pocketbook, containing a sum of money and a ticket to New York, on one of our cars, by William W. Mayeski, carman helper. Mr. Mayeski reported his find and the pocketbook soon was in the possession of its owner.

A. L. Ralston, General Mechanical Superintendent, in a letter of commendation of Mr. Mayeski's action, commented that "of course the handling of this matter is just what we expect from all of our employees and impresses patrons with our desire to run honest and efficient service." Nevertheless, a good mark has been placed to Mr. Mayeski's record.

The other instance was when Frank Hannon, carpenter, while making repairs to a seat which was binding, discovered that the cause of the binding was a wallet which was caught underneath. The wallet contained $46.00 in money, some railroad tickets, and other valuables. Ownership of the wallet was traced and the owner was overjoyed at getting it back.

The railroads in the World War period from May, 1917, to December, 1919, moved an average of 492,405 soldiers monthly, yet the total troop movement in that period amounted to only about six per cent of the total passenger miles.

For each pound of fuel consumed in freight service in 1939, the railroads moved 8.9 tons of freight and equipment one mile, compared with 5.8 tons in 1920.

The average tonnage of freight transported per train in 1939 was approximately fourteen per cent greater than in 1920.

Carried Lame Woman Down Stairs

MRS. EARLE S. DURHAM
New Haven, Conn.

"I want to call to your attention one of your employees who deserves notice by the Company.

"A Conductor, Ed- dy Fox I think of Pelham, who was on the excursion train from New York to Springfield.

"He was most courteous to us on the trip to Springfield, helping my mother who had a very lame knee. While in Springfield my mother had a severe fall seriously hurting again both of her knees. Mr. Fox was very kind to her on the train to New Haven, and when we reached New Haven, he and the brake- man carried her down the long stairs so she could get to the waiting room.

"It is so seldom now that one meets even ordinary courtesy that when someone goes out of their way to be kind, I'd like to have them know it was greatly appreciated."

Used Auto to Help Passengers

MRS. PARKER S. GOSS
Wabou, Mass.

"I wish to inform you of the courtesy extended me by your trainmaster W. Z. Halliday of Stamford. My daughter and I made the stupid mistake of getting off the N.Y. local train at Cos Cob instead of Larchmont. If it had not been for Mr. Halliday's kindness in seeing that we reached our destination, I don't know what would have happened. It was night and as you know that station is rather foreboding after dark. He put my fears to rest and arranged for us to get to Larchmont in a commendable manner.

"I think you should be congratulated at having such a fine man in your employ."
Two Added to Half-Century Service Roster
Two Others, Now Retired, Also Get Pins

Two new names were added to the half-century service roster during the past month, and two other men, now retired, were awarded the diamond emblems because investigation has shown they had completed fifty years of continuous service prior to retirement from active duty.

In addition, it has been discovered that two names were omitted from the list printed in the February issue of ALONG THE LINE, through error. These men were Charles H. Hempstead, Assistant Secretary of the Company, and Frank D. Wilde, employed under the Division Accountant at Boston. We hasten to extend our apologies to them both. Our apologies also to “Bill” Nye, number one man on the roster, and Agent at Lee, Mass., for so many years, for locating him on the Hartford Division instead of the New Haven; to Nelson E. Nickerson, Agent at Stamford, for giving his middle initial as “N”; and to Max Kohn for listing him as New England Steamship, whereas he now is part of the New Haven Division.

The new men added to the honor roll during the past month were John James Shanley, Locomotive Engineer, New Haven Division; and John T. Dorigan, Per Diem Bureau Head in the office of the Superintendent of Car Service.

Presentation of the emblem to Mr. Shanley was made by Superintendent Paul Goulett in the office of Trainmaster W. P. Libby, Jr., at Bridgeport. Mr. Shanley was a native of Hartford, born June 19, 1867, and began his railroading on the New Haven Division in December 1889 as a fireman. A year later he was set up as an engineer and has been employed in this responsible capacity ever since.

Presentation of the fifty-year emblem to Mr. Dorigan was made on March 1st by Stanley F. Mackay, General Superintendent of Transportation. Present at the informal ceremony was Harry W. Dorigan, Executive Assistant to the Trustees and a nephew of the recipient. The official date of Mr. Dorigan’s entry into the service is March 1889, though actually he had some additional service prior to that time. He was clerk and operator at Walpole, Mass. and Mansfield, Mass., transferred to the Car Accountant’s office at Boston, and in 1890 was made Chief Clerk to the Superintendent of Car Service. He handled a number of special assignments, including the supervision of loading and routing freight; movement of company fuel from the mines in 1915; and from 1918 to 1920 he had charge of the Embargo Bureau. From 1920 to 1922 Mr. Dorigan was inspector for the Car Service Bureau, and in the latter year was placed in charge of the Per Diem and Mileage Bureau.

The two retired men who have been awarded diamond pins are Arthur E. Campbell and Michael F. Welch. Mr. Campbell entered the service of the New Haven as a mail carrier at the Hyde Park station in August 1881. In December the same year he transferred to the Auditor’s office of the New York & New

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Superintendent Paul R. Goulett presenting diamond service emblem to Engineer James J. Shanley, as half-century man Peter Hunt looks on benignly.
One Every 2 Hours 26 Minutes!

A review of the record for the year 1939 in the Safety Department shows that we had a personal injury to an employee on duty for every two hours and twenty-six minutes in the year.

Expressed in another way, not quite ten employees were injured every calendar day.

While it is very true many of the casualties were of a minor nature, others were of a major character, even resulting in death.

Looking at it from any angle we must admit the number is too large. Too many employees are being permitted to take undue risk in performing their work. Too many chances are taken.

It is not to be inferred here that all injuries are chargeable to lack of care yet an analysis of many of the major cases leads one to believe that if confronted with an identical case, injury could be prevented.

And if they could or can be prevented, do you, as an employee, know any good reason why they should not be prevented.

Every two hours and twenty-six minutes an employee will be injured during the coming year unless the performance of last year is changed and the only way it can be changed is for each employee to feel and believe he can be a factor in accomplishing a change.

Feeling and believing is faith in oneself.

Faith in oneself is the foundation of accomplishment.

JOHN J. SNAVELY,
Supervisor of Safety.

England, as messenger and clerk. He took a job as passenger brakeman and baggagemaster in April 1883, and transferred to the Central New England & Western Railroad in January 1891. In May the same year he went over to the Old Colony Railroad, transferring to yard switchman in January 1892. January 1, 1899 he was made train director at Tower No. 1 of the Boston Terminal Company; was promoted to assistant manager in October 1916. On January 16, 1930 he became chief clerk to the Terminal Superintendent, continuing in that position until December 31, 1939, at which time he retired from active service.

Mr. Welch was born at Newburgh, N.Y. January 17, 1873, and entered the service as a section laborer at Newington, Conn., April 7, 1889. He transferred to freight brakeman September 15, 1889 for the Central New England, transferring over to the New Haven March 30, 1893, and returning to the C.N.E. in July. He later was promoted to freight flagman, then freight conductor July 8, 1900, continuing in that post until his retirement May 31, 1939.
Excursions To N.Y. Flower Show

Thirteen trains are being lined up as special excursions to the New York Flower Show in March, running from Hartford, New Haven, Bridgeport, Springfield, Winsted, Waterbury, Norwich and Pittsfield. This, an increase of three trains over last year is another evidence of how business may be built up through sound merchandising.

The first flower show excursions were operated in 1936, when four trains from Hartford-Berlin, Meriden-Wallingford, New Haven-Bridgeport, and South Norwalk-Stamford carried a total of 3,092 passengers in 46 coaches.

Our Passenger Traffic Department get in touch and cooperate with all the Garden Clubs and similar groups throughout the territory, with the result that most of them send big delegations. In 1937 five trains carried 4,785 passengers; in 1938 there were eight trains with 7,693 passengers; and last year the flower show business had increased to a total of 8,524 passengers carried in ten special trains.

The dates of this year’s excursions are March 13 and 14. The regular Sunday excursion fares apply for the round trip. Here is an excellent opportunity for all employees in the territories covered by these specials to pass along word to their friends. Full details as to schedules and fares may be obtained from the local agents or from the Passenger Traffic Department.

1-Day Fares For Boston Show

Special reduced rate round-trip one-day “coach travel” fares will be put in effect on Friday, March 15, from stations in Massachusetts to Boston, on account of the 69th Annual Spring Flower Show. Tickets at these special fares must be used going and returning on March 15.

February Snows Cost Quarter Million

This photo, submitted by Track Supervisor A. Pescosolido, shows Engine 2306 in flanger service, stalled in a snowdrift a quarter-mile west of Quinebaug on the Southbridge branch on February 20. The succession of snow storms starting February 14 cost the New Haven Railroad from $250,000 to $275,000.
Typical of the many big loads which daily are being handled as a matter of course by The New Haven Railroad is this pair of transformers, pictured here as they were spotted on the bulk delivery track at Brewery Street, New Haven. Weighing approximately thirty tons apiece, and 15 feet 5 inches high, they were easily unloaded by our track crane onto special heavy duty trucks for transfer to the plant of the Connecticut Light & Power Company in New Haven.