

PASSENGER COURTESY

OUR 56TH YEAR OF PUBLICATION

AUGUST 1960

### • The President's Page

A NOTHER YEAR has rolled around and once again the Erie Veterans gathered at their annual outing at Conneaut Lake Park. This opportunity to spend a relaxing and carefree day with the "Vets," renewing friendships and reminiscing about by-gone days, is one that I wouldn't miss.

Occasions like this, though, make me realize how quickly the years are flying by. But at least I have the consolation of knowing I am not alone in that feeling. Many of the "Vets" I talked with said the same thing. The general comment was "It hardly seems a year ago that we were here at the outing. Time sure does fly!"

I think that's an indication that we're living active and busy lives with lots of work to do and not enough time to do it all.

These are fast-moving days and there's a lot going on. The Erie-Lackawanna merger, for instance, is getting nearer to becoming a reality. The way things are going now, we can expect I.C.C. approval relatively soon.

We will then be joining forces with a group of equally loyal and conscientious railroaders, namely, Lackawanna employes. By the time another year rolls around, we will have had an opportunity to become better acquainted with each other and can look forward to enjoying another day together at what will probably be the "Erie-Lackawanna Veterans" outing.

H. W. Van Willer



Oldest Employe Magazine in Railroad Industry . . . Our 56th Year of Publication

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### THE COVER:

A woman passenger, her hands full, and her heels stylishly high, is helped off Train No. 5 by a typically courteous Erie employe. For who the persons are, and for the importance of courtesy today, see story on Page 5.

#### **OUR OBJECTIVE**

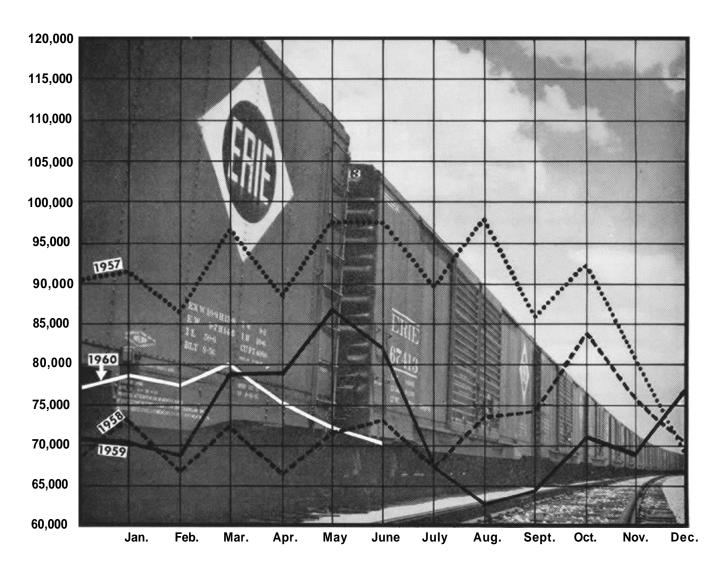
Primarily the Erie Railroad Magazine is published for Erie employes and their families, secondarily for Erie shippers, suppliers, shareholders and others interested in the railroad. The editors try to tell objectively and completely about the progress of the Erie by discussing management's policies, day-by-day practices, problems and plans for the future. Just as important is the human side of the news. Emphasizing contributions to better citizenship and a better Erie, part of each issue is devoted to individual aspirations and achievements of Erie employes on and off the job.

### George C. Frank .... Asst. to President Talbot Harding ...... Associate Editor Muriel Yeagle ..... Secretary John F. Long ...Photographer-Reporter

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### **Business Indicator**



Freight Cars Loaded on the Erie and Received from Connecting Railroads

### Dollar Figures at a Glance

	Amounts	Amounts	Net Income
	Received	Spent	(or Loss)
Month of June:			
1960	\$12,702,403	\$13,796,862	\$(1,094,459)
1959	14,322,348	14,254,723	67,625
Six months ended June 30.			
1960	80,041,194	82,074,403	(2,033,209)
1959	81,413,605	81,574,409	(160,804)
( ) Denotes Loss			

# Helpful, Patient Service Wins Passengers to Erie

### All Must Help to Keep 'Em Riding

By ANDREW G. OLDENQUIST Passenger Traffic Manager

**T** ODAY there are a surprising number of the general public who have never ridden a train, or whose experience with railroad travel is slight. These potential, as well as infrequent customers offer a great challenge to all of us; for no business and no service can continue to exist unless it continually wins new customers.

Winning customers is largely a matter of letting them know what services we have, being helpful and patient, and above all, courteous.

True courtesy is to do the kindest thing in the kindest way, so in dealing with people unfamiliar with train travel, we have to consider carefully the way in which we receive their requests and answer their questions. Once they are aboard the train, the spirit of courtesy and helpfulness increases in importance.

### **About the Pictures**

For the purposes of these photographs a number of railroad employes co-operated with the Erie Magazine. Miss Agnes Gabler, chief clerk to the assistant general passenger agent, played the part of the passenger.

Appearing in other roles, which are their work-a-day roles too, were: Owen E. Blair, ticket agent, Youngstown; Conductor William L. Price; Trainman Delphos S. Wise; Edward J. Smith, waiter-in-charge; Mack B. Thomson and Clarence A. Johnson, porters. Pictures aboard the train were made on No. 5.



FIRST IMPRESSIONS ARE LASTING. Whether by phone or in person, the inquirer begins to make up his mind now whether he'll travel by rail or other means. This is the time to win a customer, perhaps for life. And if his other experiences are happy, it will be for life.

Those of us who have grown up in the railroad business too often take it for granted that everyone is familiar with train travel. That may have been true 30 years ago,

but, unfortunately, it isn't true today.

We can all help, from the first request for information, until the (please turn the page)

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A SMILE AND A HELPING hand for passengers loaded with baggage makes a good impression.



A WORD OF ASSURANCE ABOUT arrival time is always in order when the ticket is lifted.

### **Courtesy**

(Story begins oil page 5)
passenger leaves the property. We
must be friendly and clearly informative with a sincere desire to
look after the passenger's comfort
and needs.

Ticket sellers must guard against the assumption that their customers are conversant with schedule changes, various incentive fares, types of accommodations, dining service and the like. Don't be afraid to volunteer information, but do it in a helpful, friendly manner.

One of the most important steps in selling transportation is sometimes overlooked-and that is proper telephone manners. It is true that no one ever handed money over a telephone wire.

But that does not mean that no one ever decided not to spend money after a phone call. Here is one place where the passenger can be made to feel welcome right from

(Please turn to page 24)



HELPFUL HINTS on how to read the timetable are often appreciated by passengers. Remember, our customers are not railroad people, but even veteran railroaders sometimes are made anxious by lack of information. And no one can be anxious and happy at the same time.



a pillow is softer for a smile  $\ldots$ 



and a melon tastes better for a grin ....



clean rest rooms are a courtesy too ....



 $\hbox{common courtesy calls for help} \dots$ 





and a happy trip is a restful one.



THE ERIE DIAMOND appears like magic as S. Edward Craft, painter, pulls away the masking tape on a locomotive finished with acrylic

lacquer at the Marion Diesel Shop. That's because the yellow color, usually regarded as "trim" is applied before, not after, the green coat.

### Diesels to Gleam Brighter Longer in Acrylic Finish

# New Paint Tried on Eleven Locomotives

NEW FINISH, acrylic lacquer, is being applied experimentally to 11 Erie Railroad locomotives--and if the finish lives up to expectations, the road's Diesels won't have to go to the paint shop so often.

What's more, they will look better. They will hold their colors longer, and the high gloss associated with a locomotive just out of the paint shop will last longer.

No one can be sure yet just how well the paint will do. But the maker is certain he has a better product, especially for the hard service that paints on locomotives undergo.

Acrylic lacquer is not a completely new paint in hard service, although it is new to the locomotive field. It has been applied to automobiles with great success.

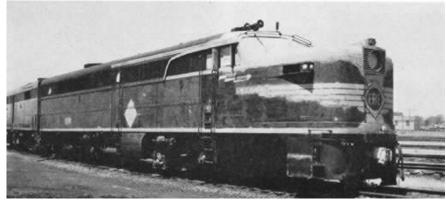
Users report that cars finished with acrylic lacquer seem to gain in luster and polish with use, that they wash easily, and some have found that they do not need elaborate polishing and waxing procedures.

### Prevents Corrosion

Paint on a locomotive isn't there just to look pretty. It has the hard job of preventing the dust and dirt driven against the engine at high speeds from literally eating away the steel underneath. It prevents corrosion of the steel by fumes in factory areas, and from natural rusting that attacks exposed metal wherever it may be.

The manufacturer of the new finish--which is different chemically from any ever used on Erie locomotives before -- approched Chester K. James, superintendent of motive power, and William G. Carlson, assistant superintendent of motive power, with samples of (Please turn to page 24)

FIRST STEP: The locomotive is thoroughly cleaned and old paint sanded down. Here Holton G. Collins, foreman at Marion, and Harold E. Hoptry, painter, are at work.



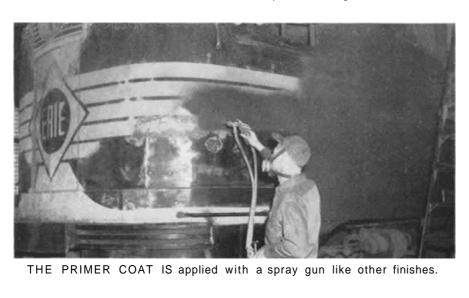
THOROUGHLY SANDED AND CLEANED, this locomotive is ready for the process.



FIRST MASKING IS APPLIED to keep finish off glass surfaces.









FINAL COLOR is sprayed over all. Later the masking is removed to reveal the yellow in all its brilliance.



YELLOW COAT, first to be applied is inspected.

 $\ensuremath{\mathsf{GLEAMING}}$  IN FRESH ERIE colors the locomotive is ready for service again.



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### Final Hearing on E-L Merger Held by ICC

HE LAST MAJOR STEP prior to approval of the Erie-Lackawanna merger took place on July 20 when the full Interstate Commerce Commission heard oral argument from all parties represented in the case.

M. C. Smith, Jr., General Counsel for the Erie, made the opening statement on behalf of the two railroads in which he stated that the merger was urgently needed to produce "a sound, prosperous and healthy" rail system. As both roads are currently operating heavily in the red, he pointed out that the merger is necessary for survival. "Without merger", he said, "the condition of these two railroads is critical and alarming."

For the first six months of this year, the combined net deficit for the two roads was \$5.5 million, Engineering studies indicate the merger will produce savings in excess of \$13 million annually within a five year period. Each day's delay in carrying out the merger means \$35,000 in lost savings, the Commissioners were told.

Lawyers representing parties in opposition also presented oral argument. These included the Nickel Plate Railroad and the New York Central Railroad, who requested the Commission to impose certain conditions to protect them from loss of traffic; a small group of Lackawanna stockholders owning less than 1% of the outstanding shares, who contend they are entitled to a larger share in the exchange of stock; and the Railway Labor Executives' Association, who are requesting broader employe protection than the Commission has ordered in other cases,

In his report dated March 30, 1960, I.C.C. Examiner Hyman J. Blond, who presided over 13 days of hearings in the case last fall, recommended that the Commission reject the conditions requested by the opposition and recommended complete approval of the Erie-Lackawanna application,

No new developments were presented to the Commissioners at the oral argument on the 20th that would indicate there would be any substantial change from Examiner Blond's recommendations.

The next procedural step will be the final decision by the Commission which President Von Willer said he hoped would be forthcoming before September. If so, he indicated work would move ahead quickly on plans to integrate the various operating, clerical and administrative functions of the two railroads into a single system. The new Erie-Lackawanna Railroad Company would then become a reality,

# Urges System of User Charges for Waterways

A system of user charges would relieve the public of mounting government expenditures for inland waterway improvements, Doswell Gullatt, assistant to the vice president--waterways of the Association of American Railroads, has told a Select Senate Committee on Water Resources that knowledge of the fact that the cost of such improvements would be directly charged against the users "would tend to eliminate the demands for marginal and wasteful projects."

The AAR witness emphasized that the cost of government investment in waterways "is paid for by taxpayers from all over the country, most of whom by no stretch of the imagination can be said to have received a benefit therefrom." He testified that more than 92% of waterborne traffic on the Mississippi River system is represented by only 11 commodities.

Noting that expenditures for navigation projects in recent years have exceeded \$200 million annually, Mr. Gullatt said these outlays do little for the public generally. Instead, he went on, they chiefly "benefit small identifiable groups that are able to pay for the benefits they receive."

The Class I railroads total fuel bill for 1959 was \$392,051,000, of which more than \$347,000,000 went for Diesel fuel oil.

### Railroad Men Tour Russian Rail Lines

For the first time since 1930, a group of American railroad observers has toured Russia.

Inaugurating a new industrial exchange program signed by the State Department with the Soviet Union last November, the special railroad group departed for Russia on May 25 to spend 30 days inspecting rail operations and maintenance methods in such important railroad centers as Kiev, Kharkov, Rostov, Baku, Stalingrad, Kursk and Leningrad. The U. S. railroadmen were conducted on their tour by the Soviet Ministry of Railroads.

Headed by Curtis D. Bufford, of Washington, D.C., vice president of the Operations and Maintenance Department of the Association of American Railroads, the 10-man delegation included William M. Keller, of Chicago, vice president-research, A.A.R.; John F. Nash, of New York City, vice president-operations, New York Central System; Paul V. Garin, of San Francisco, manager of research and development, Southern Pacific Company;

Sergei G. Gains, of Cleveland, assistant to the research director, Chesapeake & Ohio Railway; John W. Horine, of Philadelphia, electrical engineer, Pennsylvania Railroad; Frank E. Woolford, of San Francisco, chief engineer, Western Pacific Railroad; Lowell B. Yarbrough, of Decatur, Illinois, superintendent of signals and communications. Wabash Railroad.

A similar delegation of Russian railroad officials is expected to visit the United States.

• • •

For the first quarter of 1960, total taxes (payroll, federal income and all other taxes) paid by the Class I railroads amounted to \$266,237,113 - an increase of \$17,849,934 or 7.2 per cent over the total for the corresponding period of 1959.

### Record Number of Veteran Employes Attend '60 Outing



ERIE VETERANS' PRESIDENT, Harry C. Travis, speaks before the Veterans' Association. Seated left to right, Erie officials, Milton G. McInnes, executive vice-president; Harry W. Von Wilier, president; Paul W. Johnston, chairman of the board, and Frank P. Belling, director of veterans' social activities.



REGISTRATION began early and continued all day on the hotel lawn.

THE SOUND OF MUSIC echoed from the colorful Erie Huntington Band.



### HVW Gives Latest News About Merger

ORE THAN 2,300 PERSONS attended the annual Erie Veterans' outing at Conneaut Lake park this year--a record-breaking number. Previous high in recent years was the 2,200 who appeared last year.

Size of the crowd this year was partly attributable to the new liberal admission requirements for the Erie Veterans Association. This year and next anyone with 15 or more years of service with the Erie may join; previously 20 years' service was required.

As if to encourage the new-comers, the weather was perfect. The sun beamed down all day long, furnishing enough heat to keep things picnic warm without making it so hot that activities had to be canceled.

### Baseball and Egg-Throwing

Athletes from the Western District won the annual ball game, eight to four. However, the annual tug-of-war went to the brawny rope-pullers from the Eastern District.

Other sports included traditional picnic competitions of egg-throwing, balloon-blowing and similar sports.

But the most popular sport of all was visiting. And this year, thanks to the record crowd, there was ample opportunity to renew old acquaintances, and to make new ones. The visiting began in the morning all around the registration desk set up on the hotel lawn and continued all day long.

### Membership Booms

Many of the veterans were from the younger group admitted since January. Membership rolls, systemwide, have risen from 4,505 to 5,275 under the combined impetus of the lowered service requirement

(Please turn to page 25)



EGG THROWING WINNERS displaying unbroken eggs and happy smiles are Mrs. Dorothy Moore (left) and Mrs. Mable Cavill, both of Dunmore.



THE TUG OF WAR was won again this year by the Eastern district team.



OLDEST AT OUTING were William Clark of Cleveland (left) and Charles W. Vincent of Hornell. Clark, a retired structural designer, has more service; Vincent, a retired telegrapher, is the oldest in years.



WESTERN DISTRICT TEAM won the soft ball championship. Here is the victorious team with managers and trophy. J.P. Allison receives trophy from R. E. Kriesien (center).

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VIRGIL A. McALLISTER Leading Signalman Kent

PEOPLE YOU KNOW



All Working for the Erie on Kent and Mahoning Divisions



FREDERICK A. LOUTZENHISER Signalman Mahoning

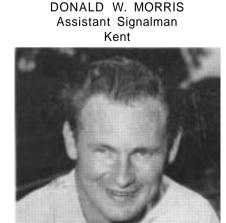


DANIEL J. AUCHTER

RAYMOND A. NELSON Signal Helper Mahoning



HARRY F. HAMER Signalman Mahoning



DALE R. CHESS Signal Helper Mahoning

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ANDREW G. BAIRD Signal Gang Foreman Kent





JOSEPH A. JAKUBISIN Leading Signalman Mahoning



ROBERT J. GIET Signal Maintainer Kent



JAMES E. GUTH Assistant Signalman

ROBERT N. SEABORN Signalman Kent



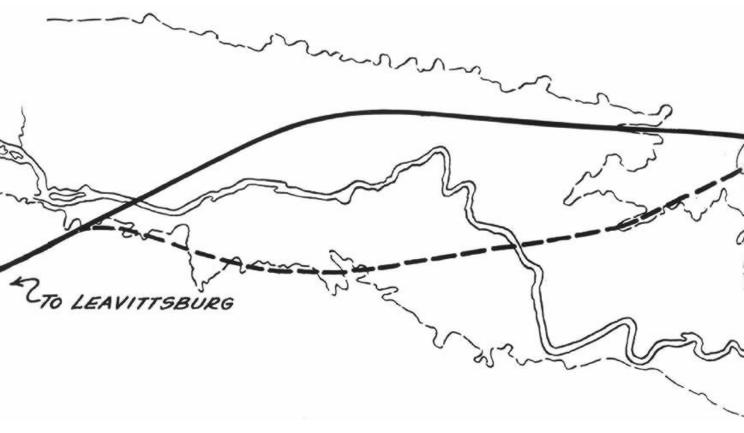
CHARLES L. RHODES Signal Maintainer's Helper Kent



GLENN I. NELSON Signal Helper Mahoning



LARRY R. JAMES Signalman Kent



### Reservoir Project to Shift Erie Tracks in Pymatuning

IRST CONTRACTS for the relocation of tile Erie Railroad in the Pymatuning Swamp area, where the Mahoning division's two districts separate, one to pass westward through North Warren, and the other through Sharon and Youngstown, have been let.

The relocation is part of a \$28,000,000 Federal project to regulate the flow of the Shenango River so that downstream cities and factories can be assured of safety from flood and be given a steady, year-round flow of water for industrial purposes.

First proposed in 1951, the project is scheduled for completion by 1963.

### 720-Foot Dam

Waters of the Shenango are to be brought under control by a concrete dam 720 feet long. Top of the dam will be 68 feet above the present bed of the stream and 66 feet wide across its base.

When the reservoir is full, it will cover 11,090 acres, and will impound 192,400 acre feet of water. Since there are 325,851 gallons in an acre foot of water, the reservoir will hold some 62,693,732,400 gallons.

That is the predicted winter storage, according to the Corps of Engineers, U. S. Army, who have prepared the plans, and under whose jurisdiction inland waterways and flood prevention works fall.

In the summer, when the winter's accumulation of

water will be used by downstream cities, the reservoir will fall until it holds only 29,900 acre feet (9,742,-944,900 gallons of water.

At its winter height, the surface of the water will be 919 feet above sea level.

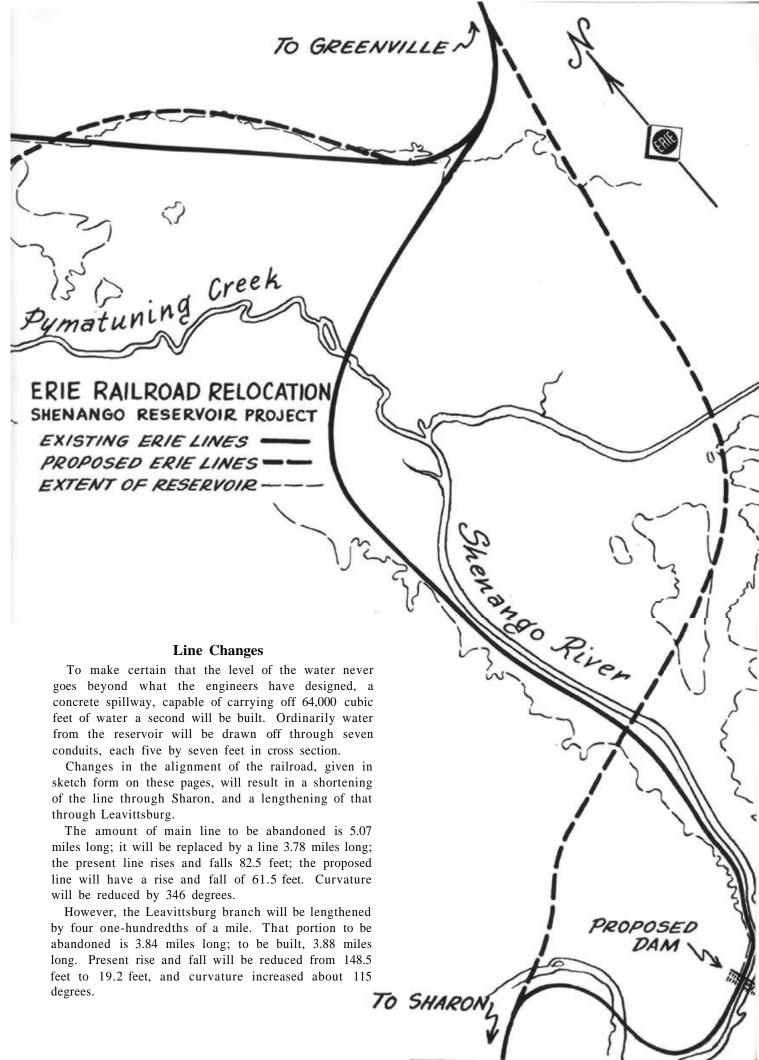
This level is considerably higher than much of the Erie's trackage in the area, so the Erie's civil engineers and those of the Army have worked out new locations for the Erie, which will be completed before water storage begins.

### New Bridges, Too

The Erie isn't the only installation that will be affected. About 15 miles of highways, and numerous power transmission and telephone and telegraph lines will have to be relocated too, and three miles of Pennsylvania track will have to be relocated.

All told, about eight miles of Erie track are affected. New structures will be needed to carry the railroad's main line to Sharon across the Shenango at three places, and the Leavittsburg branch will need new crossings of Chestnut Run and Pymatuning Creek.

Elsewhere in the reservoir area the Erie will be carried across the pool on embankments at an elevation that will keep the rails more than five feet above the level of the water. During the winter, when the embankments are submerged, passengers will have the feeling that they have gone to sea.



### Erie Veterans News

Fellow Veterans,

I am happy to report that we have reached our 5000 membership.

We have the opportunity now as never before to increase the membership of our veterans association, we can make this organization the greatest of all the organizations in the United Association of Railroad Veterans.

There is no lodge or organization, I know of, that has the good times we have in the Erie Veterans, and only \$2.00 per year membership.

Our picnic at Conneaut Lake, United Veterans Party, our own installation in January and above all our chapter meetings are just a few of the many places you can go.

Preparations are now being completed for the convention to be held in Buffalo on October 7th, 8th and 9th.

There will be only one charge made for the convention and the cost will be six dollars.

For this six dollars you will receive a book entitling you to the banquet on Saturday night, the bus ride to Niagara Falls on Sunday, and the Luncheon at Niagara Falls, Ontario, Canada on Sunday.

Fraternally yours, Harry C. Travis President

### Marion

The annual picnic of the Marion chapter was attended by 65 members at McKinley Park.

Thanks to the committee who arranged for a most enjoyable time. They were:

Mr. C. E. Bonecutter, chairman; Mrs. Leo Berry, Mrs. Elston Blair, Mrs. Donald J. Schoonmaker, Mrs. Margaret Bank.

Recent callers at Marion were A. W. Baker, retired superintendent, formerly at Marion, and C. A. Murtaugh, retired master carpenter both of whom reside in Florida.



				YEARS
NAME	POSITION	LOCATION		
Fred I. Andrus John V. Barber	Engineer Engineer	Hornell, N. Y. Hornell, N. Y. Ashland, O. Jersey City	5- 5-60 5-31-60 5-25-60	40 47
Glenn S. Berry	Trackman	Ashland, O.	5-25-60	32
Salvatore Blanco Edward C. Bird	Coach Cleaner Road Conductor	Jersey City	5-25-60	31
George H. Bradigan	Conductor	Ashland, O. Jersey City Buffalo, N. Y. Hornell, N. Y. Ferrona, Pa. Akron, O. Hornell, N. Y. Marion, O. Hornell, N. Y. Marion, O. Cleveland, O. Cleveland, O. Cleveland, O. Cleveland, O. Hornell, N. Y. Kent, O. Avoca, Pa. Hornell, N. Y. Maroulle, N. Y. Maroulle, N. Y. Maroulle, N. Y. Moraville, Pa.	5-25-60 5-12-60 5-12-60 5-12-60 5-11-60 4-28-60 5-31-60 5-16-60 5-20-60 6-21-60	41 43
William L. Brosie	Yard Conductor	Ferrona, Pa.	5-12-60	45
Dennis F. Canty	Car Inspector Icing Inspector	Akron, O. Hornell, N. Y.	5-11-60 4-28-60	39 28
Fay W. Chisholm	Fireman	Hornell, N. Y.	5-31-60	25 45
	Passenger Trainman Conductor	Hornell, N. Y.	5-16-60	45 45
Walter Cronenwett	General Clerk	Cleveland, O.	6-21-60	43
John P. Dagon Donald DeSerio	Road Conductor Car Inspector	Hornell, N. Y.	5-25-60	47
Clarence C. Dickson	Engineer	Marion, O.	5- 5-60	40 43
Elmer C. Eastman George A. Feyock	Engineer Engineer	Hornell, N. Y.	5-31-60	48
Charles Florian	Machinist	Cleveland, O.	5-17-60	43 45
Arthur B. Fowler Arthur C. Gleason	Supt. of Construction Yard Conductor	Cleveland, O.	6-30-60	41
	General Yardmaster	Hornell, N. Y. Kent. O.	5-31-60	47 <b>40</b>
George E. Greaves	General Foreman	Avoca, Pa.	5-31-60	49
Ralph J. Huntley Charles F. King	Engineer Machinist	Hornell, N. Y.	5-31-60	42
Charles H. Kingsley	Section Foreman	Arkport, N. Y.	5-18-60	39 46
Milbert W. Kinger	Operator Leading Plumber	Buffalo, N. Y.	5-23-60	50
Charles P. Mandalari	Carman	Kent. O.	3-28-60 5- 5-60	41 36
	Clerk	Cleveland, O.	6-30-60	44
	Operator File Clerk	Dunmore, Pa. Hoboken N I	5-31-60	42 42
Edward C Mine	Conductor	Buffalo, N. Y.	5-31-60	47
	Machinist Barge Captain	Avoca, Pa.	5-31-60	51
Roger N. Naftzger	Yard Clerk	Kent, O.	5-16-60	32 38
James F. Off	Chief Train Dispatcher Engineer	Dunmore, Pa.	5-21-60	41
Henry J. Powers	Laborer	Marion, O. Hornell, N. Y.	2-29-60	48 23
Glenn M. Putman Edward B. Padomeki	Freight Conductor	Huntington, Ind.	5-31-60	43
Edward B. Radomski Arthur P. Random	Yard Conductor General Clerk	Kent, O. Avoca, Pa. Hornell, N. Y. Meadville, Pa. Arkport, N. Y. Buffalo, N. Y. Dunmore, Pa. Kent, O. Cleveland, O. Dunmore, Pa. Hoboken, N. J. Buffalo, N. Y. Avoca, Pa. Jersey City Kent, O. Dunmore, Pa. Marion, O. Hornell, N. Y. Huntington, Ind. Cleveland, O. Leavittsburg, O. Huntington, Ind. Jersey City Hornell, N. Y. Hornell, N. Y. Meadville, Pa. Hornell, N. Y. Hoboken, N. J. Marion, O. Hornell, N. Y.	5- 5-60	41 43
Paul Edward Schwartz	Chief Clerk to GYM	Huntington, Ind.	6-30-60	41
August C. Shopinsky James A. Soble Lewis O. Stanton	Yard Brakeman Engineer	Jersey City	5- 9-60	25
Lewis O. Stanton	Engineer	Hornell, N. Y.	5-12-60	40 47
Arthur E. Stevens Leo C. Stone Lloyd E. Thomas	Trackman Machinist	Meadville, Pa.	4-26-60	34
Lloyd E. Thomas	Trainman	Hoboken, N. J.	5-31-60	48 50
Roy I Thompson	Machinist Passenger Conductor	Marion, O.	5-13-60	40
Raymond J. Travers	Jt. Pass. Car Inspector	Youngstown, O.	5-31-60	48 31
Clarence J. Walker	Work Equipment Reprman Clerk	Meadville, Pa.	6- 2-60	40
Charles E. Walters	Car Inspector	Meadville, Pa. Meadville Pa	5-31-60	43 38
narry waurie	Conductor	Hornell, N. Y.	5-26-60	42
Arthur H Wraith	Yard master Engineer	E. Buffalo, N. Y. Hoboken, N. J.	6-30-60	46
Margaret K. Young	PBX Telephone Operator			
	Conductor Car Inspector	Hornell, N. Y.	6-30-60	40
Walter Beattie	Engineer	Port Jervis, N. Y	6-29-60	46 43
Justus A. Buesing Roy Burr	Chief Engineer Road Conductor	Jersey City, N. J.	6- 8-60	33
Eugene P. Cheval	Junior Clerk-Messenger	Hornell, N. Y. Port Jervis, N. Y. Port Jervis, N. Y. Jersey City, N. J. Port Jervis, N. Y. Croxton, N. J. Hornell, N. Y. Hornell, N. Y.	6-18-60	44 41
Angelo Chilano Ford S. Coble	Electric Welder	Hornell, N. Y.	6-16-60	41
Anthony P. Cole John P. Conlon	Passenger Conductor Yard Brakeman	Hornell, N. Y. Salamanca N. Y	6-14-60	47 40
	Yard Brakeman Yard Conductor	Hornell, N. Y. Hornell, N. Y. Salamanca, N. Y. Niles, Ohio Youngstown, O. Huntington, Ind.	6-18-60	44
Charles K. Elliott	Engineer Passenger Conductor	Youngstown, O. Huntington, Ind.	6-30-60	47
George W. Ernest	Expense Accountant	Cleveland, Ohio	6- 7-60 6-20-60	43 40
Agnes Ewanik Edmund J. Fahl	Coach Cleaner Passenger Conductor	Jersev Citv. N. J.	6- 3-60	33
Michele Francescone	Watchman	Hornell, N. Y Buffalo, N. Y.	6-29-60 6-15-60	49 38
Richard T. Gill Earl M. Greenland	Engineer	Port Jervis, N. Y.	6-27-60	44
Joseph Harvot	Switchtender Car Inspector	Marion, O. No. Randall, O.	6-22-60 6- 9-60	47 43
Louvern N. Holbert Harrison C. Irwin	Agent	Lackawaxen, Pa. Port Jervis, N. Y.	6-27-60	47
Felice Iuliano	Engineer Track Foreman	Port Jervis, N. Y.	6-22-60	44
Eric E. Johnson	Engineer	Croxton, N. J. Ferrona, Pa.	7-31-60 6-23-60	34 47
Joseph Kalin John C. Kane	Test Rack Operator Brakeman	Port Jervis, N. Y.	6-25-60	42
Thomas E. Kane	Passenger Trainman	Susquehanna, Pa. Meadville, Pa. Elmira, N. Y. Hornell, N. Y.	6-29-60 6-17-60	48 48
Frank W. Karl Everett D. Kellogg	Yard Conductor	Elmira, N. Y.	6-11-60	40
Stanley R. Kingsbury	Passenger Conductor Relief Operator	Buchanan Jet. Pa	5-31-60 6-10-60	49 34
Berton N. Kuhns	Road Conductor	Buchanan Jct., Pa. Meadville, Pa.	5-31-60	44
Alvin C. Lugg	Operator	Hackensack, N. J.	6- 4-60	40

### Akron

The Hobo dinner of the Ladies Auxiliary was a huge success. Approximately 130 persons attended.

The ladies thank everyone in helping them on their 1st anniversary.

A hearty welcome to new members Mr. and Mrs. Rollie Monroe, Mr. and Mrs. E. F. Eiseman.

### Buffalo-Rochester By Jan Bender

"Doc" Kennedy was MC for the testimonial dinner of Arthur L. Beatty, former general foreman, who retired after 32 years service with the Erie.

145 friends and co-workers were but a few of his many well wishers.

Jack (Pinky) Whalen, former yardmaster, was similarly feted with Jim Connor MC'ing the ban-Quet.

The 135 guests admired the centerpiece on the speaker's table which was composed of 51 red roses signifying over all years of railroad service to Mr. Whalen's credit.

A picnic was held jointly with the DL&W in Burst's Grove at Broadway and Union.

John Brill, DL&W, was general chairman, with Hank Schultz, Erie, sharing the responsibilities.

Charles Schaeffer is chairman of the activities assisted by:

Mike Redding, games and refreshments; Fred Kern, refreshments; Herb Moyer, kitchen; Tony Marks, ballgame and Frank Halbleib, tickets.

Mrs. Joseph Duane, Mrs. Fred Kern and Mrs. Henry Schultz will be in charge of the auxiliary sponsored "Country Store."

Gordon Sears visited us and informed us that he has moved on to Hammond, Indiana as general yardmaster.

### Latest Chatter About All the Erie Family

Mahoning Division
CLEVELAND FREIGHT
By R. M. O'Connor

Recent vacationers were Jake Tischler, chief rate clerk, Ray Martyne, unclaimed freight Clerk and Bob Hildebrand, OS&D clerk; all decided the best place to relax was at home.

Welcome to **Jim Carter**, our new general-relief rate clerk. Jim graduated from Lakewood High in June.

### POLICE DEPARTMENT By J. O. Sheets

Patrolman M. Banyas reports catching several nice brook trout at Little Sugar Creek.

Patrolman W. C. Hart visited New York City and looked up old friends at Buffalo, N.Y. during his vacation.

Patrolman E. J. Conricote took his cub pack to a ball game in Cleveland.

Lieutanent C. H. Pageler spent his vacation painting his house.

Patrolman E. Matanin and family visited friends in Pittsburgh, Pa.

### M. of W. DEPT. By Catherine Holzbach

Margaret Ann Nemick is replacing Mrs. Frank White on leave of absence as secretary in this office.

Congratulations to Mrs. White on the birth of a baby girl.

Congratulations to Mr. and Mrs. Harry Shay, time and material clerk on the birth of a baby girl, Virginia Irene.

L. R. Henderson, former assistant division engineer, now transferred to Jersey City, was presented a pen and pencil set at a party given in his honor by railroad associates.

Yellowstone National Park and

Lake Glacier were some of the points of interest visited by R. J. Pierce, division engineer and wife while on vacation.

### Allegany-Meadville GENERAL FOREMAN & WRECKMASTER, SALAMANCA Joe Cemane is the owner of a

new car.

**Frank Nolan** spent two weeks vacation visiting friends and relatives in Keyser, W. Va. and Port Jervis, N. Y.

A son was born to Mr. and Mrs. Donald Budzinski.

Mr. and Mrs. Gene Yehl have a baby daughter.

### Marion Division TRANSPORTATION DEPT. AND

M. OF W. DEPT. By H. V. Welker

Eunace Lavonne Barnes and Charles William Coates were married.

Parents of the couple are Mr. and Mrs. William Barnes, he is signal gang foreman and Mrs. C. L. Coates.

Congratulations to Mr. and Mrs. Terry Hippensteel who are the parents of their second child, a son, Timothy Lee. Terry is relief clerk at Huntington.

Best wishes are extended for a happy retirement to **F. J. Spenner**, North Judson, Indiana, former assistant foreman.

T. E. Poe, chief clerk to Trainmaster, Huntington, and family vacationed at their cottage at Big Lake, Indiana.

### HAMMOND CONSOLIDATED OFFICE By Grace Connole

Congratulations to Mr. and Mrs. Andrew Jones who celebrated their 40th wedding anniversary. Mr. Jones is Huntington-Chicago Terminal conductor.

Best wishes to Karl W. Dingle, general yardmaster.

Mr. Dingle was appointed general yardmaster at Kent, Ohio succeeding J. E. Glynn who retired.

Ray Bentley, train yard foreman, and wife spent several days at Cross Lake, Minn. fishing and vacationing. During their stay, they motored to Brainard, Minn., the home of Paul Bunyan.

Roy Helfen, chief clerk, Griffith,

### STILL GREATER PROTECTION--For Cars and Lading

Cardwell Friction Bolster Springs to absorb vertical and lateral forces

Cardwell and Westinghouse Friction Draft Gears to absorb horizontal forces

CARDWELL WESTINGHOUSE CO., Chicago, III.

Ind. and wife spent their vacation touring in and about Washington, D.C.

Roy M. Emrick, son of Mr. and Mrs. Norman T. Emrick, received a Ph.D degree from the University of Illinois.

Roy received an A.B. degree in physics from Cornell University, Ithaca, N. Y. and masters degree from the University of Illinois.

Roy and his wife, Jean, will make their home in Tucson, Ariz., where he has accepted a position as research assistant professor of physics at the University of Arizona.

Lloyd W. Connole, chief clerk and wife crossed the new bridge over Mackinac Straits and watched the ships come into the locks at Sault Ste. Marie, Mich. during their vacation.

The **Connoles** also crossed the border at International Falls, Minn. and traveled to Kenora and Winnipeg, Manitoba, Canada.

### I4TH STREET, CHICAGO By Chris Hardt

Ella Shults, rate desk, native of Canada, vacationed and toured all the beautiful Canadian landmarks of Northeastern Canada with relatives and friends.

Frank Savage, check clerk, visited Fred Bodie, retired check clerk, who is now 86. The veteran misses the companionship of the Erie.

Mary Slater, statement clerk, vacationed in Florida.

Earthel B. Bowden, caretaker, enjoyed his vacation at home of his brother, John, at Paducah, Kentucky.

John Novotny, claim clerk, and wife, Rose, hurried to Colorado Springs, Colorado just in time to welcome newborn grandchild, Judy, daughter of their son, John.

Son, **John**, is an adjuster for Colorado Springs division of Allstate Insurance Company.

### **Stores**

### HORNELL By Lois R. Bossard & Dominie Gallicchio

George House enjoyed his vacation at the lake.

Congratulations to Louise and Art Keefe on their marriage.

Helen Snyder bought a new car.



LLOYD E. RODGERS, track supervisor at Salamanca (left) recently addressed the safety section of the Association of American Railroads at Montreal. Here he goes over his paper after the meeting with Daniel P. Russel, supervisor of the bureau of safety of the Canadian Pacific and chairman of the AAR group.

Birthday greetings to J. F. Duffy, H. E. Snyder, and J. F. Revnolds.

Lois Bossard received her sparkler.

### Kent Division POLICE DEPARTMENT

**R. V. O'Dea**, captain of police, spent his vacation fishing, as well as visiting friends and relatives in Elmira, N. Y.

Patrolman L. E. Owens and family vacationed in New York City.

### AKRON By Besse Westbrook

Charles Loy, retired engineer, enjoyed a trip to Richmond, Indiana to attend a niece's graduation, stopping in Tipp City to visit a son and Russel's Point, Ohio to visit his daughter.

L. H. Silvers, retired conductor and wife motored to Point Pleasant for the Memorial Holiday and enjoyed a week with relatives.

**L. D. Wilson,** trucker and family vacationed in Birmingham, Ala. with relatives.

E. H. Huffman, general agent, with wife and only grandson vacationed in Pittsburgh, Pa. and

Washington, D. C.

Adele Sproat, typist,, enjoyed her vacation with relatives in Miami. Florida.

### MARION By Lucile Osmun

Verna Mae McWherter, clerk in the division freight agent's office, enjoyed her vacation week just taking it easy.

### Lighterage NEW YORK CITY By Regina F. Frey

Congratulations to **Tom** and **Peggy McGowan** on the arrival of a son, **Tom**, jr.

Clarence Gannon has returned from his vacation, he spent it visiting relatives in Kentucky.

Bertha Trefry returned from her European trip, full of tales of the places and people she visited.

Happy birthdays to Tom Mc-Gowan, Paul Romeo, Dot Shea, Ed Peterson, Caesar Seville, Clarence Gannon, Ed Vreeland, Harry Mondello, Ann Schreier, your correspondent, and retired members, Herman Miller, Alice Norton and George Ullrich.

Welcome to stenographer, Judith

Bennett, who has joined our ranks.

Frank Sportelly, assistant superintendent, visited Williamsburg, Va. with his small grandson on his vacation.

Frank Kearns spent his vacation in Yuland, New York.

### New York Division PASSAIC, N. J.

Harry Flanagan, OS&D clerk, is expected to take his vacation in Maine doing some fishing.

Mary M. Molinaro spent the weekend visiting her folks in Scranton, Pa.

C. Siems, conductor, is expected to do a great deal of fishing on his long vacation.

John Sees, assistant rate clerk, spent the fourth of July vacation around Callicoon, N. Y.

Marion Kaiser, cashier, enjoyed her vacation in Vermont.

### SUPERINTENDENT'S OFFICE HOBOKEN By Mary A. D. Meyer

Dan Sutherland, retired west end train dispatcher, and Mrs. Sutherland from Largo, Florida visited Mr. and Mrs. Harry Coleman at Big Pond Lake, Huguenot, New York.

Congratulations to Mr. and Mrs. Harold Blom on the arrival of a

baby girl. Mrs. Blom is the former Patricia McCarroll, who worked in this office as a clerk-steno.

Birthday greetings to Ester Del Ghiaccio.

Thomas C. Rooney, jr., former messenger, Duane St. and son of T. C. Rooney, car distributor, rereceived his Bachelor of Science degree in electrical engineering from Newark College of Engineering.

Harold Kerr, yard conductor, Jersey City freight yard, has been presented with a plaque naming him Mr. "V F W" poppy champion in Woodridge, N. J.

Loretta Jean Garland, daughter of W. L. Garland, yardmaster, Jersey City, received her B.S. degree from St. John's University, Long Island, N. Y.

Miss Garland, R.N., is the night supervisor at the Veterans Hospital in New York City.

Joining a group of 300 from the Illini Railroad Club at Chicago, **Bob Collins**, train dispatcher and **Dick Young**, stenographer, visited Colorado.

The party traveled in a special train of dome cars, Pullmans, open observation car and steam power on the CB&Q.

In southwestern Colorado, the

group rode over 600 miles on the remaining narrow gauge (3 ft.) lines of the D&RGW, including a trip over the famous Silverton line to the town of the same name, noted for its authentic "old west" atmosphere.

Visitors to the office were Dan Sutherland from Largo, Florida, Dan Crowley, Jack Dillon, Abe Kleiman, Roy Haslem and Tom Dooley from Florida.

Congratulations to Arthur Mohry, chief crew caller, North Yard, who completed 35 years with the Erie. He and Mrs. Mohry celebrated their 25th wedding anniversary.

Mr. and Mrs. Charles Messino celebrated their 41st wedding anniversary.

Loretta F. Angel, daughter of Joe Angelo, east end dispatcher and Mrs. Angelo, became the bride of Ralph Currie, jr. The reception followed at the Hawaiian Palms, Lyndhurst, N. J. and the couple honeymooned at Bermuda.

Belated happy wedding anniversary to Mr. and Mrs. Harry Coleman

Over 85 were present at the testimonial dinner at Meyers Hotel, Hoboken, N. J. in honor of **Miss Christina McNamara**, file clerk, who retired.

Chris was presented with a purse from her co-workers and friends. Nick De Vito was master of ceremonies.

Welcome to **Robert Wands** as extra relief dispatcher.

(Please turn the page)

### THERE'S MONEY FOR YOU IN NORTH JERSEY...

Come to the outstanding bank in the Erie area of New Jersey when you need extra cash. You get fast service and low monthly payments.



TEACHER GETS WISH. When Sharon Spickelmier, daughter of D. K. Spickelmeir, Marion division signalman, wrote a term paper on government regulation of railroads, her civics teacher, Dale Ware, gave her an A-and also confessed a desire to ride a Diesel. So here are Sharon, Ware (on right) and Engineer Justin Dinius, about to leave Huntington for Chicago.



PATERSON,BLOOMINGDALE,CLIFTON,MT. VIEW,POMPTONLAKES, PREAKNESS,RINGWOOD,BOROUGHof TOTOWA, WANAQUE BOROUGHand WESTMILFORD

New Jersey

Member Federal Deposit Insurance Corporation

August, 1960 21

### Susquehanna Division HORNELL BACK SHOP AND DIESEL SHOP

By R. L. Hammond

William E. Nestor, general chairman of District Lodge #85, I.A.M., retired after 33 years of service.

**Anthony Marino,** laborer, Hornell Diesel Shop, retired after 34 years of service.

M. J. Brunskill, Diesel clerk, has transferred to the maintenance of way department office at Hornell.

We welcome **Paul Nenno** as engine dispatcher's clerk, Hornell Diesel Shop.

Joe Trentanelli's home was badly damaged by fire.

Jerry Parker attended the family reunion at Friendship, N. Y.

# Accounting AUDITOR OF MACHINE ACCOUNTING By Shirley Walker & Rennie Belden

Happy birthdays to Shirley Daugherty, Mollie Gaines, Anne Kiibane, Dennis Kish, Tillie Prell, Mary Reising, Dick Sale and Joanne Zrimsek.

Greener fairways were found by Helen Martonicz at Oglebay Park, W. Va., where she spent several days relaxing and getting in plenty of golf.

Dick Sale put the finishing touches to his recreation room, invited six couples in to enjoy it.

Gladys Smejsik took advantage of our glorious weather and invited friends in for a ham barbecue.

James A. Chenoweth, son of R. D. Chenoweth, methods and procedures analyst, has been appointed to West Point Military Academy by Frances P. Bolton, congresswoman.

Lucille Kilrain's house has that fresh, just painted look, through the efforts of her husband, the help of friends and Lucille's supervision.

Art Ryder has joined the "brush-cut brigade."

Railroad night at the stadium was enjoyed by Lu and Elgin Featherston, Dave Murg, Charlie Halusker and his son, Rennie Belden and her children.

Although Charles Walsh's lemon tree is alive but dormant, he will soon be able to borrow some lemons from **Curtis Clark**, who tells about 18 lemons on his tree.

Mr. and Mrs. Vernon Doyle are the proud parents of a bouncing baby girl, Michelle.

Bernice Batcha spent eight days at "Yardville" five of which were wet ones, but she still managed to come in with a nice tan.

Helen Frankovits had July 4th weekend at Conneaut Lake, Pa.

Marge Gladish came down the aisle to become Mrs. John Vales.

Lu and Elgin Featherston went to Hawthorne, N. J. over July 4th weekend for a family reunion and her sister's birthday.

Carol Gacom spent an enjoyable week in Dallas, Texas.

Many thanks and our appreciation to Bernice Batcha and Dennie Kish for the interesting articles they contributed to this column these past months.

### HORNELL ACCOUNTING BUREAU

By Dianne Harwood

Congratulations to Karleen Russell and Nancy Dieter who became brides.

Retired employes stopped in to visit. They were:

Ed Dressier, John Young, Walter Coston, Hattie Haberli, Jim Sehofield, Tony Ziarnowski and Fred Cortese.

Mr. and Mrs. Bill Cregan, Olga Nazar, Marlene Neu, Dianne, Sandra and Linda Harwood journeyed to New York City.

Carolyn Walter took a trip to California.

George Hussong, Paul Smith.
Ron Truslot, Dick Smith and
Dianne Harwood all have new cars.

Ed Leferink was elected 1st vice commander, and Ron Truslot was elected chaplain of The American Legion.

**Bud Wheeler** was voted a life membership in The American Legion.

Dick Sayles, Bud Wheeler, Ed

Bottomley and Dick Tyson all are managing grasshopper teams.

Tunney Vet is the proud father of a new son.

Birthday wishes go to Edna Metzger, Ed Deegan, W. G. Woodruff, Florence Dennison, Carolyn Booz, Lloyd Angell, Francis Crook, Ben Bayly, Jim Hogan, Phil Shafer, Lorraine Spowart and Loretta Montgomery.

### AUDITOR OF REVENUES By Dick Bruyere

Mary Lou Raynak and Tom Rouge were married and spent their honeymoon in Florida.

Two recent graduates of Miami University, Raymond Austin, son of Eddie Austin and Bethanyanne Adams were married in Portsmouth, Ohio.

Being a native of Canada, Edna Miller decided to honeymoon there when she became Mrs. John Kluska.

George and Donna Hruska announced the arrival of David Michael, their second boy.

Ardith and Stanley Stasiak's new baby boy will be called Ralph.

Judy and Ronnie Steele's first baby is named Jeffrey Ronald.

After a fine meal at a downtown restaurant, the Square Meal Club, consisting almost entirely of transplanted New Yorkers, provided a man for man rooting section for the New York Yankees when they played the Cleveland Indians at Municipal Stadium on Railroad Night.

Al Lamoureux, Fred Beckett, sr., George Huber, Elmer Oberglock, AI Brooks, Joe Braunlieh, Rocco Ramagli, Jim Laggan, Ed Manning, Frank Horack, Frank Gerber and Charlie Kraft were observed to be backing Casey Stengel all the way as the Yankees won the game.

Members present at the dinner but unable to attend the game were club organizer Tony Farina,

### THE ERIE DOCK COMPANY

CLEVELAND. OHIO

### IRON ORE UNLOADING DOCKS

Unloading Capacity 2,400 Tom per Hour from Vessel

#### Ralph Linhart and Paul Hodge.

Frank Horack was congratulated upon receiving the honor of being elected commander of the Portage County Council of the American Legion at a meeting in Garretts-ville, Ohio.

Angie Uranker received a fine tan while vacationing in Bell Harbor, Florida.

Mary Lou Hnatt is driving a brand new car.

**Jimmy Crile's** first car is a '57 model.

A rough Triple A League is providing heavy competition for our Pickwick Lodge team.

One bright spot, however, is **Johnny Graham**, who has come out of baseball retirement and has pitched two wins for the team.

**Ed O'Donnell** is still leading the team with a 500 batting average and three homeruns followed closely by **Jim Petonic** with a 450 average and two homeruns.

The Erie Railroad team has a present 4-4 record with **Jim Feeney** and **Tom Nicolay** tied with ten hits apiece.

AI Austin is leading the team in batting averages with a 571.

A recent picnic was a success as Erie Railroad team members and guests spent a fine day in Metropolitan Park.

Ralph Brickner and Bill Broestel was glad to be back after a two week stint with the Army Reserves at Fort Breckenridge, Kentucky.

While working on her music degree at the Cleveland Institute of Music, Paul Hodges' daughter, Nancy, was presented with the Outstanding Student Award for the second straight year.

Nancy uses her talents as organist of the First United Presbyterian Church in Cleveland Heights, and also takes pipe organ lessons at the Church of the Covenant at University Circle.

**Tom O'Neill** predicted it and was right. He broke his first 100 in golf with a 97 at Riverside Golf course.

### NEW YORK STATION By Joe Barry

Louis G. Obermeyer celebrates his golden anniversary with the Erie.

Happy birthdays to Nick Pas-

sarelli, Ed Shanley, Helen Wysienski and to our retired co-worker, Morris Glazer.

Congratulations to the men who celebrate service anniversaries, they are:

Nick Passarelli, 43 years; Bill Massey, 33 years and John Sliwicki, 9 years.

New car owners are Louis G. Obermeyer, John Wilson, John Siiwicki and Margaret Cull.



The number of passengers carried by Class I railroads in February, 1960, increased 1.2 per cent from February of the previous year but decreased 8.8 per cent from February, 1958, while revenue passenger-miles increased 3.9 per cent and 0.6 per cent above the respective 1959 and 1958 levels.

Of the 50,000 boys expected to attend the Scouts' Fifth National Jamboree which will be held at Colorado Springs, Colorado, July 22-28, more than 32,000 will travel to and from the Jamboree by train.

# Praise Earned by Erie Men, Women at Work

Sir

After Mr. Schlegel's and your visit to our plant a complete check and analysis of our relationship. This included a check of the time the cars were in transit from the various shipping points and a discussion with our foreman and men involved in the unloading and trucking here in Cleveland.

The conclusions reached axe most satisfactory. Not only has your estimated time of cars in transit been kept, in some cases it has been bettered. The material has arrived with very little damage and better yet the damage involved was not the railroad but the shipper.

Our men have reported that they have received excellent cooperation and assistance from the men at the freight house. My dealings with Messrs. Schlegel, Cloud and Fogarty have been very satisfactory.

In these days of taxation to provide super highways for tandem tractor rigs, tribute to Jimmy Hoffa and his kind, it is gratifying to be dealing with nice guys. I sure appreciate the change.

William C. Stone, President Copifyer Lithograph Corp. Cleveland 14, Ohio Sir

I have been traveling by rail between Elmira, N.Y. and Hoboken, N. J. for a good many years. Recently, I have been served by Vilnis Bauers.

This young man is certainly a credit to your organization and has gone beyond the necessities of duty in his efforts to be of service. He has added greatly to the pleasure of traveling by rail.

George Bullen General Manager Remington Rand Elmira, N. Y.

Sir

I wish to commend one of your conductors, Ed Gollum, I think, who worked train #7.

I was only a short haul passenger, Wellsville to Jamestown, but I wish to say that he was the most courteous conductor I have ever had the pleasure to ride with.

He greeted me cordially when I boarded; suggested a more comfortable seat than the one I had picked; gave me a discarded morning paper from Bradford.

In fact, he just made me feel that I was guest of the Erie, rather than a paying passenger.

The usual politeness I receive on (Please turn to page 26)

### **Courtesy**

(Story begins on page 5)

the start. This first impression can sell him on looking forward to a pleasant and enjoyable trip.

Conductors and trainmen can do much to put people at ease and reassure nervous or elderly travelers. Some folks can be quite fearful of the possibility of being carried past their station.

Be certain that stations are properly announced and say a pleasant word when the ticket is lifted, together with an assurance as to the time of arrival, this will help to make their trips pleasant and comfortable--as an experience they'd like to do again.

Best of all--a smile. A smile makes friends quicker than anything else---and it's easy.

The nice thing about working this way is that everyone is at ease. Courtesy begets courtesy, and your own day will go faster and be pleasanter if those you deal with look on you as a friend.

I hope that you have all read Information Bulletin No. 686, issued in May by General Passenger Agent, F. J. Wild. If the passage of time has dulled some of its points, I'm taking the liberty of touching on it again:

To help strengthen our passenger business and to prevent a trend away from the railways to the highways and airways we must win new customers and keep the old ones. One way to do this is to make it easy and pleasant for people to do business with us.

It's often the little things that count. The following suggestions will be helpful to raise our sights in providing better service to the public:

- 1) Indicate a sincere desire to be of service.
- 2) Make customers feel welcome and that we want their business.
- Make an extra effort to be helpful.
- Smile---a friendly attitude can go a long way in gaining customers.

Travelers are impressed by the friendliness with which they are greeted when they purchase their transportation and in the way they are treated while on the train.

Railroad travel is safe, comfortable and dependable---but that's not enough. We must also always maintain a helpful attitude in serving the customer and make train travel as easy and as pleasant as we know how.

Indifferent attitudes toward passengers will destroy good will, affect revenues, and nullify the efforts of fellow workers who strive to create good public relations.

The greatest annoyances in traveling by train are often small things that are not necessarily costly to correct. Many times a little thoughtful consideration is all that is needed to make the difference between a pleasant journey or a disagreeable one.

Friendly, helpful, courteous service is one of our most effective ways to encourage people to travel by train. By increasing passenger traffic we can help to prevent further curtailment of service.

Our future depends on the way we meet, greet and treat our travelers. At the same time we will make our work more enjoyable, challenging and stimulating. There is no better personal feeling than to know we have made a friend.

Will we solve this problem? I believe we will, if we accept the challenge and put forth our best efforts to eliminate the stigma of indifference and discourtesy often directed toward us in the press and through letters of complaint. Most important, we will keep our present customers and at the same time win new friends for the Erie Railroad.

As passenger men we must create and maintain the proper attitude among all employes who come in contact with the public. Ticket agents and conductors can help by passing the word along to other personnel who are in contact with the public so that they will also understand the importance of providing good friendly service.

It's up to all of us who meet the public--remember, "It's the Men That Make the Erie!"

• • •

### Locomotives

(Story begins on page 9)

the new paint and asked that it be tried on Erie locomotives.

The samples shown had been exposed for two years, along with standard paint samples, to the combined effects of wind, sun, rain, spray and sand at a spot on the Atlantic coast noted as a rough place for paints.

### Try-Out on Eleven

The standard samples showed the usual pitting, loss of color and other troubles. But the new type of paint was in good condition.

It was decided to try out the new finish on 11 locomotives assigned to passenger service, where the high speeds and regular use, frequent washings plus certain exposure to all that the weather on the Erie has to offer, would make a good and fair test.

Now, as the time comes for their regular beauty parlor treatment in either the Marion or Hornell shops, PE-22 and PA-20 class locomotives are repainted with acrylic lacquer. All told, three of the Erie's 14 PA-20-22 and eight of the PE-22 locomotives will wear the new dress.

### Similar Application

Application follows the same routine as that of former paints used. The old finish is sand-blasted off, a primer sprayed on, the yellow coat applied and masked, and the green coat is then sprayed on, and the masking stripped off-to reveal the distinctive Erie diamond and wings.

Time spent in applying the new finish and drying time are about the same, and the tools are the same, as those used in applying former finishes. However, the new paint costs a little more to the gallon. But that cost is more than offset, the maker claims, by the longer life of the paint.

If they do as well as the manufacturer hopes, the new paints will become standard for the Erie.

• • •

### **Outing**



YOUNGEST VET-E R A N present, William B. Wagner, freight agentyard master at Mahwah, was given a wrist watch by Mr. Von Wilier.



ENJOYING THE SUNSHINE at the outing were, left to right, Mrs. Arthur Price, George J. House, Arthur Price and Mrs. George J. House, all of Hornell.



VISITING was a popular occupation of the day. Here are three Erie veterans from Hornell, left to right, Edward Wallin, Daniel Dailey and Chester Cole.



BALLOON RACE WINNER was Mrs. Myrvin Robeson of Akron (center) surrounded by other smiling contestants.

and an intensive membership drive.

An echo of that drive was the awarding of a \$50 United States Savings Bond to the Jersey City chapter for enrolling the 5,000th member.

### Mr. Yon Wilier Speaks

After a noon-day dinner at Hotel Conneaut on the shore of the lake, the group adjourned to the hotel's Crystal Room, where they heard Mr. Harry W. Von Willer, president of the Erie, speak.

Mr. Von Willer congratulated them on their long service to the railroad, and talked about the effects the forthcoming merger with the Lackawanna will have in improving the railroads' competitive position, especially important in days when business is becoming harder to get.

Mr. Von Willer distributed prizes to the youngest and oldest veterans. Youngest present was William B. Wagner, freight agentyardmaster at Mahwah, N. J., who was born on May 3, 1922 and who has been with the Erie since June 30, 1940.

#### Oldest Veterans

William Clark of Cleveland, who retired in 1959 as a structural designer was the veteran present with the longest period of active service. At the time of his retirement he had worked for the Erie for 54 years, 3 months and 7 days.

A retired telegrapher at Hornell, Charles W. Vincent, won the prize (Please turn the page)

### Outing

(Story begins on Page 12) as the oldest veteran present. He was 83 years, 11 months and 11 days old on the day of the outing and had been employed by the Erie from 1893 to 1944.

Speeches at the business meeting were kept as short as possible.

Harry C. Travis, systemwide veterans president, announced that of the net gain in membership since the first of the year--770 members about 450 came in under the liberalized admission plan, which is in effect as an experimental measure for this year and next. It was pointed out that changes in school leaving age, and the general movement toward early retirement, are both working to shorten the possible length of service.

#### New Officers Named

At the meeting the results of the election were announced. Officers to be installed at the winter meeting of the association to be held at Hotel Hollenden in Cleveland on Jan. 14 are:

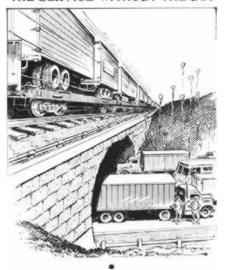
Charles J. R. Taylor, Cleveland chapter, president; John F. Hazzard, Jersey City chapter, first vice president; Leo J. Driscoll, Youngstown chapter, second vice president.

The following were re-elected Rex P. Reebel, Youngstown chapter, recording secretary; Leonard P. Johnson, Salamanca chapter, treasurer; Leslie H. Arold, Cleveland chapter, financial secretary; and Frank P. Belling, Jersey City chapter, director of social activities.

There were 53 Class I U. S. railroad systems originating piggyback traffic in May, 1960, compared with 47 one year ago and 40 in the corresponding month of 1958.

It was on August 28, 1864, that the first permanent Railway Post Office car for picking up, sorting and distributing mail en route was placed in operation on a run from Chicago to Clinton, Iowa.

#### THE SERVICE WITHOUT THE JAM



### Letters

(Story begins on page 23

..... and other trains that I have traveled on is a brusque "ticket, please" and not always please. So congratulations to the conductor and the Erie.

Maurice J. Hoy Cazenovia, N. Y.

Sir:

The pupils, parents and teachers of the kindergarten department of Hancock Central School wish to thank you for the kind attention and courtesies shown them during the train trip to Deposit.

Each year the excursion is eagerly anticipated and greatly enjoyed by all the children as well as adults.

We are now looking forward to next years trip.

Hancock Central School Hancock, N. Y.

Sir:

I wish to commend your company for the fine service given to my son, a member of the Wadsworth Speech Team. Mr. Vernon Danals and Mr. William F. Patterson certainly did a fine job of arranging passenger accommodations for the Wadsworth Speech Team on this trip to San Diego, California.

The members of your company all along the way were very helpful and kind, and the reception in Wadsworth by having your photographer take their pictures was very much appreciated. I personally want to thank you and your

company for these courtesies.

K. V. Giffin Vice President-Cashier The Citizens Bank Wadsworth, Ohio

Sir:

All of us enjoyed the train ride from Binghamton to Susquehanna. We liked the comic books, too.

> 3rd Grade Bell School Kirkwood, N. Y.

Sir:

Went on a trip to Olean with my family and found the Erie a most satisfactory way to travel. The equipment was good, the roadbed excellent, and the men on the Eric Limited (coach) are a friendly and helpful group.

My two little boys are especially interested in trains and received many courtesies on the part of your people, including a personally guided tour of a good part of the train by the conductor, who had 15 more trips before retirement.

train, may the taxes grow smaller and your competitors subsidies disappear.

R. Minerd Scarsdale, N. Y.

Sir

Last week I had occasion to order 3 coach rail tickets, round trip, Chicago, New York, Chicago, for 3 of my Trans-Atlantic passengers, Mrs. Mildred Cox, her son, Mr. Richard Cox and the grandmother, Mrs. Hildur Serverin.

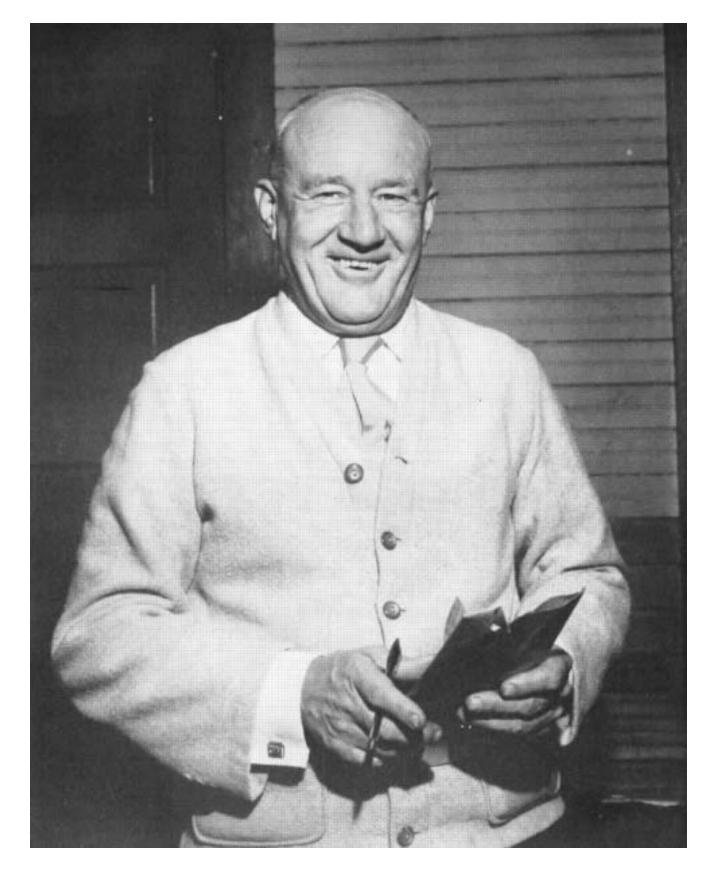
I called the Erie in the late afternoon and had the tickets in the mail the next morning. Excellent service rendered by Mrs. Berlinski.

With the tickets came the nicest letter advising your agent in New York of their eastbound steamship

(Please turn to page 28)

A face of an Erie man, one of a series of those of the men and women who together help make the Erie, appears in this month's magazine. Like previous portraits, this one was chosen at random from the files of John F. Long, magazine photographer.

The picture appears on the facing page.



Michael John Czapleski • • •

• • • general yardmaster, Meadville

August, 1960 27

### Letters

(Story begins on page 23) and also the westbound, and asking that assistance be given them. This party of three were very delighted with this service and so were we.

We wish to thank you and your staff for the excellent cooperation.

Mrs. Mary Y. Ward Drake Travel Service, Inc. Evanston, Illinois

Sir:

I am one of the den mothers who accompanied the Cub Scouts of Pack 74 on the excursion trip arranged by the Erie Railroad Company.

I was so delighted at the outstanding manner in which you arranged the tour that I felt compelled to write you this letter of thanks.

Your organizational ability is to be commended. At no time did we wonder which way to turn or which route to follow. It is no wonder that the boys and their leaders had such a remarkably good time with the marvelous program offered and freedom from worry, in addition.

Congratulations to you and to your men, Mr. Dornan, for a job especially well done!

> Mrs. James H. Rohner Port Jervis, N. Y.

Sir:

On behalf of the many commuters, whom I know personally, and who board your train at 8:07 a.m. from Clifton, N. J. to Hoboken, N. J., I wish to express our thanks to the engineer of the train who averted an accident .....

Later we learned that a bus was stalled on the railroad track and the passengers were being discharged from same when our train was undoubtedly very close.

Your engineer certainly deserves thanks and commendation, and I am writing to you because we feel it is the only way the engineer will ever know how thankful we are. He was indeed on the job and has made us feel safe riding your railroad.

Since it is impossible for us to thank the engineer personally,

won't you please do it for us?

Mrs. William O'Connor
Garfield, N.J.

Sir:

I would strongly recommend that salaries of Donald Campbell, Hoboken division passenger agent, and of W. F. Lightholder, Hoboken passenger representative, be raised substantially. They did a magnificent job in taking care of our school group on its train and ferry boat ride to New York City.

We are indebted to you, too, for your cooperation.

Incidentally, we are Mr. Wilbur Van Emburgh's group. I wish I had a few more men like him.

Thank you and the Erie Rail-road for a memorable trip.

Theo. W. Beiderwieden, Pastor Grace Lutheran School Teaneck, New Jersey



# Your AccidentPolicy WHAT DOES IT PAY?

Today, while you are insurable, see if your protection is adequate in the face of existing conditions.



Railroad Department
THE TRAVELERS
Insurance Company
Hartford, Conn.

### Pioneer Days

Building and operating a narrow-gauge railroad in pioneer days was every bit as exciting as was the construction and operation of standard-gauge lines. This applies particularly to lines which penetrated the rugged mountain areas, carrying food and machinery to remote mining towns and bringing out ore to smelters and mills. These little trains, turning hairpin curves and bow-knot loops on steep mountain slopes, provided grist for legend makers and spinners of yarns.

One old timer liked to tell of the narrow-gauge road in Pennsylvania where some of the curves were so sharp that a conductor could hand train orders to his engineer as the train passed the caboose, or where the engineer could borrow a plug of tobacco from the conductor on one curve and return it to him on the next. And tellers of tall tales delighted in the yarn about the locomotive engineer who leaped frantically from his cab when he saw his own locomotive coming at him around the bend!

Railroads carry passengers, freight, mail, express and baggage. As common carriers, they will carry anything that is movable from any station to any other station on the North American continent. As compared with other transportation agencies, which specialize in the work they do, railroads transport anything, anywhere, in any season of the year.

The railroads of the United States embrace approximately 220, 000 miles of road and 390,000 miles of track. So vast is our railway system that if its tracks were extended in a single line a train rushing along at a speed of 75 m.p.h, would take 217 days to run from one end of the track to the other.

In the 1880s the Cincinnati, Hocking Valley and Huntington Railroad in Ohio, 10 miles long, and with but one locomotive, was owned and operated by John Karshner. It was widely known as the "One Man Railroad."

# Name of Indiana, Erie State, Recalls Red Man's Dominion

The name Indiana recalls the long period when the red men held almost undisputed dominion over the territory west of the Alleghenies and north of the Ohio. Under the flags of France and England and during the first three decades under the American flag, the Indiana country remained largely a hunting ground for the Indians.

With General William Henry Harrison's defeat of Tecumseh at Tippecanoe in 1811 and the defeat of the British and the death of Tecumseh at the Thames of Ontario in 1813, the menace of the Indians was removed and conditions were made safe for colonization

Following Indiana's admission to statehood in 1816, settlers came in increasing numbers, despite its remoteness from markets and the lack of anything but the most primitive means of transportation.

Indiana's growth and development as an industrial state dates from the coming of the railroads. The pioneer railroad of Indiana was the Madison & Indianapolis, extending from the banks of the Ohio, at Madison, in the direction of Indianapolis, the capital city. The first railroad train ever operated in the state ran over a portion of the road in November 1838.

The line reached Indianapolis in 1847. By 1850 there were 228 miles of completed railroad in the state. From that time forward, the construction of railroads was rapid. Mileage increased to 2,163 miles in 1860; 3,177 miles in 1870; and 4,373 miles in 1880. The state's railway network continued to grow year after year through the 1890s and the early years of the present century.

Today, thirty-one railroad and switching and terminal companies operate approximately 7,000 miles of railroad within the state. These railroads give employment to more than 35,000 citizens of Indiana. Together with their families, these

employes comprise around 120,000 of the state's population. Every city and important town in Indiana shares in the railway payroll, which amounts to more than \$180 million annually.

Every year the railroads spend around \$130 million in Indiana for fuel, materials and supplies, water, electric power, rentals, telephone service, and other operating requirements.

State and local taxes paid by the railroads in Indiana amount to approximately \$15 million annually. These taxes help to maintain state and local highways, to provide state and local police and fire protection, and to support state and local institutions, including the public schools. This is over and above the much larger sums which these railroads pay in taxes to the Federal Government.

Altogether, the railroads of Indiana spend around \$325 million a year within the state for wages, materials, supplies, fuel, services and taxes -- expenditures which contribute immeasurably to the prosperity and well-being of every community in the state.

. . .

Crushed stone for commercial purposes and Railroad Ballast

Plants located on the Erie Railroad at Marion and Lima, Ohio

THE NATIONAL LIME AND STONE CO.

FINDLAY, OHIO

### Times Change

When Lord Cornwallis surrendered at Yorktown, General Washington wanted to get a message as quickly as possible to the Continental Congress in Philadelphia. He called Colonel Tilghman, one of his trusted aides, and said: "I want you to make the quickest possible trip to Philadelphia and notify the Congress." The distance was somewhat less than 300 miles. By the most rapid means of travel then available, Colonel Tilghman arrived at his destination 7-1/2days later

### Helpful Hints for Shipping Freight

Shippers and railroad men will help to promote efficiency in railway operations by keeping in mind the twelve steps which must be taken in procuring, loading and dispatching a carload freight shipment. These steps are:

- 1. Shipper orders a car through local agent.
- 2. Agent notifies yard office.
- 3. Yard office selects the car.
- 4. Car is inspected by the car inspector.
- 5. Car is switched to track or industry for loading.
- 6. Car is loaded by shipper.
- 7. Shipper informs agent that car is ready to pull.
- 8. Agent notifies yard office.
- 9. Shipper delivers bill of lading to railroad.
- 10. Car" is switched from loading point to assembling yard.
- 11. Car is switched into a train.
- 12. Road movement begins.

### Railroad Facts

According to statistics compiled by the United Nations, the railroads of the United States handle about 45% of the world's railway freight traffic.

In the last fifteen years the railroads have invested \$15,564,000,000 in additions and betterments to their properties--an average of \$2,-840,000 a day.

29

"Δ" Grade Crushed Stone. properly pared and screened clean for all purposes.

Quarry at Huntington, Ind., on the Erie Railroad

Ask Us For Prices

THE ERIE STONE COMPANY TOLEDO 4, OHIO

### **COMMERCIAL TRUST** COMPANY

OF

**NEW JERSEY** 

**COMPLETE BANKING FACILITIES** 

Six Offices in Jersey City Three Offices in Bayonne

> Member Federal Deposit Insurance Corp.

### Losses in the Erie Family

#### NAME

- \*Aughton, Irving John \*Babcock, Ira Lee \*Baker, Lawrence \*Bastion, Vergil Elias
- \*Bastion, Vergil Elia \*Bullis, Berton Milo
- \*Daly Michael Ioseph \*Davis, Leslie Napoleon \*Dennis, Joesph Edwin \*Downs, George Seldon \*Dragovich, Michael
- \*Dugan, Mary Margaret
- \*Ferguson, Earl Corwin \*Fisher, William Harold
- \*Garland, Francis Raymond
- \*Gear, Guy Raymond \*Geary, John Harry Geddis, Robert Lawrence
- \*Gillis, Thomas Owen \*Guenther, Harry Martin \*Harm, William Alfred \*Hanrahan, Edmon Jerome
- Hays, Samuel Thomas Helmick, David \*Henry, Dale Wilson \*Herron, Matthew William
- \*Horton, Benjamin Harrison \*Hubler, Edwin Lafayette \*Iwinski, Anthony Kirby, John Henry, Jr.
- \*Kramer, Charles Ameil \*Landphier, Mabel Louise \*Lynch. Michael John Joseph \*Magruder, Howard Benton
- \*Mason, Harry "Walter McGarry, Peter \*Meany, Michael Francis \*Miller, Ardo Floyd
- Murray, James Leo \*O'Neil, Raymond Lawn \*Painter, Christ Daniel \*Reach, Andrew Lawrence
- \*Ryan, Daniel Matthew \*Schlund, William Frederick Schunk, Arthur Benjamin \*Serfilippi, John
- \*Shorter, Lawrence Hasbrouck \*Simione, Nick \*Steinhauser, Joseph John
- Suriani, Frank \*Tarapacki, Louis \*Tracy, Ralph Waldo Whiting, Earl Glenn \*Yakic, Joseph
- \*Retired Employes

occ	UPA	TIC	N
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Boil	ermaker	
Con	ductor	
Trac	kman	
Yard	d Condu	ctor
Loc	omotive	Enginee

- Patrolman Section Foreman Yard Brakeman Engineer Marine Fireman
- Sr. Payroll & Voucher Clerk Road Conductor Yd. Brakeman & Ex. Yd. Condr
- Engineer Engineer Asst. Manager Stores
- Section Foreman Conductor Blacksmith Yard Conductor
- Machinist Wk. Eq. Repairman Conductor Engineer
- Chief Clerk Laborer Carman Trucker
- Crossing Watchman Clerk Yardmaster Engineer
- Crossing Watchman R&D Clerk Brakeman Engineer
- Asst. Chief Dispatcher Road Conductor Engineer Trackman
- Yard Conductor Yard Conductor Car Inspector Car Inspector
- Agent Laborer Checker
- Boilermaker Boilermaker Agent Electrician Machinist

### LOCATION

Cleveland, O. NJ&NY Railroad

Jersey City, N. J.

LOCATION	OF DEATH
Port Jervis Shop Susquehanna Division	6-16-60
Susquehanna Division	4-11-60
Marion Division	2-23-60
Kent Division	6-19-60
Mahoning Division	6-14-60
Jersey City, N.J.	4-27-60
Kent Division	3-30-60

DATE

4-23-60

4-16-60

- Chicago. III. N. Y. Division 6-5-60 Croxton. N. J. 3-7-60 Marion Division 4-10-60
  - Mahoning Division Hornell, N. Y. Marion Loco. Dept. 5-60 5-22-60 Mahoning Division Mahoning Division Hornell, N. Y. Susquehanna, Pa. 5-16-60 6-21-60 4-15-60 4-14-60
  - Meadville Shop 6-19-60 Mahoning Division Mahoning Division 6-11-60 6- 6-60 2-25-60 Rochester Division
  - Jersey City Shop Brier Hill Shop Susquehanna Coach Shop Chicago, Ill., Marion Div. 4-17-60 6- 5-60 4-21-60 Mahoning Division N. Y. Division Jersey City, N.J. Meadville Division
    - 5-10-60 Mahoning Division 28th St. Stn., N. Y New York Division Y. City 3-29-60 4- 6-60
  - Marion Division Salamanca, N. Y. Mahoning Division Allegany Division N.Y. Division 5-26-60 4- 2-60 6- 6-60 4-11-60
  - Hornell, N.Y. 4- 5-60 Port Jervis, N.Y. E. Buffalo, iN. Y. 5-31-60 6-20-60 5-29-60 Kent, O. 5- 2-60
  - Montclair, N. J. Brier Hill Shop Weehawken, N.J. 6-18-60 6- 2-60 Hornell Shop 6- 5-60
  - Buffalo Shop 6Closter, N.J. 5Meadville Program Car Shop 6Cleveland Shop 6-6- 1-60 5-25-60

THE LUMBER **COMPANY** 

SAINT LOUIS, **MISSOURI** 



### **RAILROAD**

### **ACCESSORIES** CORPORATION

SIGNAL AND TRACK DEVICES Chrysler Building NEW YORK 17, N. Y.

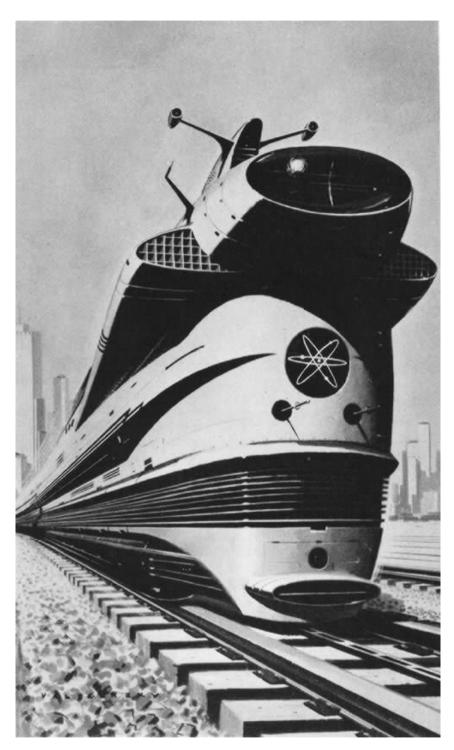
### FRANK SPENO RAILROAD BALLAST CLEANING CO.

Incorporated

306 North Cayuga Street, Ithaca, N. Y.

30 Erie Railroad Magazine

# Will atomic energy power tomorrow's railroads?



Some day you may see a train like this--powered by the energy locked up in the atom.

Possibly the locomotive will have its own nuclear reactor. Or perhaps it will use electricity generated at atomic power stations. But this much is certain. Of all forms of land transportation, railroads offer the greatest opportunities for the efficient use of nuclear energy.

Railroads are constantly exploring exciting possibilities like this. Such progressive thinking is important to all of us--for we're going toneed railroads more than ever in the boom years ahead.

Clearly, it's in the national interest to give railroads equal opportunity and treatment with other forms of transportation. America's railroads -- the lifeline of the nation-- are the main line to your future.

**ASSOCIATION OF** 

### **AMERICAN RAILROADS**

WASHINGTON 6, D. C.

## NOT TOO HIGH FOR THE ERIE



This is electricity in the making-for the home, for industry--a giant transformer on the move from the manufacturing plant to its destination. It stands almost 18 feet above the rails and weighs 220,000 pounds.

Not every railroad could handle this oversize shipment. But the Erie has always been known for its extra high and wide clearances, its super strong bridges- an important service to shippers with unusual, loads. This is another example of Erie's leadership in dependable transportation service in the thriving industrial area between New York and Chicago.

