

THE ELEVATED NEWS

SAFETY

SERVICE

SPEED



RELIABILITY

COMFORT

COURTESY

TIME SAVING SERVICE

WERE the U. S. Government to question me with regard to the service given by the Elevated Lines, I would have to say that it is excellent, the best service in the world. It has not been necessary to make a single complaint in a year and a half." —Superintendent Large Industrial Plant

Fast Parcel Despatch

Chicago merchants and manufacturers shipping merchandise to Great Lakes, Waukegan, Kenosha, Racine, Milwaukee and other points on the north shore, will find it to their advantage to ship by the

North Shore Line

Goods picked up at factory or warehouse by motor trucks and delivered at destination within 24 HOURS.

For further information call up Traffic and Industrial Agent, Telephone Central 8280.

Chicago Offices, 66 West Adams Street.

**Chicago North Shore
& Milwaukee Railroad**

The Elevated News

Issued Monthly by Chicago Elevated Railroads

LUKE GRANT, Editor

Room 1240, Edison Building

Volume V

March, 1919



Number 5

Reliability of the Elevated Roads

Chicago is the home of many industrial plants which give employment to hundreds of thousands of men and women. Transportation service is as essential to the successful operation of those plants as is the raw material which they require in the manufacture of their product. Some of the largest plants in the city are located near the Elevated lines and thousands of employes depend upon them to get to and from their work. The managers of those plants are more vitally interested in the character of the service given by the transportation companies than the employes themselves, because irregularity or delays in the morning rush hour would disorganize the entire plant. Employes reporting late are prone to put the blame on the transportation lines, and for that reason managers, superintendents and foremen keep a close check on the movement of trains. A canvass made of a number of large plants in the last two weeks disclosed some interesting facts about the service on the Elevated lines.

* * * *

Almost 100 Per Cent Efficient

Superintendents of great industrial plants on the West and Southwest sides of the city, served largely by the Elevated lines, were asked relative to employes reporting late due to transportation delays. Out of ten firms interviewed, nine declared the service better than 99 per cent efficient. One—the smallest in the group—criticized the service, but a check made at that point showed that comparatively few of the employes use the Elevated and the tardiness complained of probably is due to other causes. The number of employes of that

particular firm which use the Elevated is insignificant in comparison with the other plants.

* * * *

"Best Service in the World"

One of the superintendents interviewed said that his firm in January, 1916, had 10,000 employes on its payrolls. In October, 1918, the employes on the payroll numbered 20,000, which means, of course, that the tremendous increase had to be taken care of by the transportation lines and very largely by the Elevated. This superintendent said: *"Were the U. S. Government to question me with regard to the service given by the Elevated lines, I would have to say that it is excellent, the best service in the world. It has not been necessary to make a single complaint in a year and a half."* That testimonial speaks for itself, for the superintendent in question prefaced his remarks with the statement, "You know I am a 'kicker'." There was nothing about the service he could criticise and he frankly admitted that it was excellent.

* * * *

"Service Par Excellence—Always Reliable"

The superintendent of a large plant on the West Side said the service was "par excellence." No complaint of any kind. "The 'L' is always reliable," he said. "I should say the service is 100 per cent efficient." The timekeeper for another large West Side plant, whose business is to check transportation delays, said: "The service is almost perfect. I would call it about 100 per cent." Still another superintendent of a very large plant on the Southwest side said that there had been no delays for a considerable time past and that from the standpoint of his company, he would call the service "better than 99 per cent efficient." So it was with every one of the firms interviewed, with the single exception mentioned, and it is insignificant as fewer than fifty employes of the firm regularly use the Elevated. Elevated patrons among the employes of the other firms count into tens of thousands daily. When the

superintendents of those plants have only words of praise for the service given by the Elevated lines, it is a safe bet that it is as nearly perfect as it can be made under the present limitations.

* * * *

Safety of Passengers on the "L"

The Elevated Railroads are not only reliable, as the foregoing statements of superintendents of industrial plants show, they are the safest of any transportation lines in the world, surface, elevated or subway. That fact is shown conclusively by the records. The Chicago Elevated Railroads have operated for eleven years without a single fatal accident to a passenger on a train. In that period the lines have carried nearly two billions of men, women and children. That record is unequalled for any local transportation company. For the year ended December 31, 1918, the amount expended in settlement of damages, including expenses, amounted to only 1.3 of the gross operating revenue. That is a lower percentage than is shown in any other city operating elevated lines. For example, the last available figures show that on the Brooklyn elevated lines the damages amounted to a fraction over 2 per cent of the gross operating revenue and on the Manhattan elevated lines to 1.9 per cent. Damages on surface lines, are, of course, much higher in all cities, because of the greater danger to passengers and pedestrians. But where fair comparisons can be made, such, for instance, as with the New York subway and elevated lines combined, the advantage is decidedly with the Chicago Elevated lines.

* * * *

Courtesy to Patrons on the Elevated

Courtesy on the part of employes on the Elevated lines is particularly noticeable. Everywhere the desire to oblige and to serve is manifest. In a recent editorial the Herald-Examiner, commenting on the courtesy of Elevated employes, said:

Have you noticed the soldiers and sailors who are serving the people as Elevated guards and conductors? Have you also noticed that they are dignified, courteous, clear in their station calls, and really anxious to serve?

This is but another of the favorable results of experience in camp life. Discipline in the army makes a man respectful of others and of himself. He gives obedience and expects courtesy. These soldiers and sailors of ours will fit in wherever they are put.

That is a fine tribute to the returned soldiers and sailors now at work on the Elevated lines. The facts are, however, that all the conductors and trainmen who have returned from military service are old employees. They had their first training in courtesy on the Elevated lines, and many of them have said they found that training and discipline invaluable to them in the army. It is true that their experience in the army and navy was like a post-graduate course and the Elevated lines were glad to welcome them home again. Incidentally it may be said that every employe of the Elevated lines who left for military duty found his old position awaiting him when he returned. He was placed on the payroll from the hour he reported himself ready for work. The returned employes appreciate the treatment accorded them and they endeavor to show it in their treatment of patrons.

* * * *

Summing Up the Situation

To sum up the situation on the Elevated lines: The service is RELIABLE. That is shown by the testimony of superintendents of large industrial plants whose employes depend on it to get to and from their work. The service is SAFE. That is shown by the records and the extremely low portion of the gross receipts expended in the payment of damages. Patrons of the Elevated lines know that they will reach their destination *on time* and that they will be carried *safely*. The employes are COURTEOUS. Patrons know that they will be

treated courteously by the employes under all circumstances. They know that any questions they may ask will be answered willingly and intelligently. They know that on the Elevated lines they get something more than transportation. They get SERVICE. Such SAFE, RELIABLE, TIME-SAVING SERVICE is worth what it costs. The present 6-cent fare is not enough to maintain such service. The increase in wages, the added cost of materials and higher taxes, have reduced the net revenue for the first three months of operation under the 6-cent fare to the amount of \$339,501, compared with the corresponding months of last year. That is at the rate of \$1,358,000 a year. **CAN THE PEOPLE OF CHICAGO WHO DEPEND ON THE ELEVATED LINES FOR THEIR MEANS OF LOCAL TRANSPORTATION, AFFORD TO DRIVE THEM INTO BANKRUPTCY?**

Used Clothing
Including shoes, blankets, warm underwear, etc.
Will be collected

By
The American Red Cross
For

Liberated countries of Europe
including

Northern France
Jugo-Slavia
(inc.—Servia and Mon-
tenegro)
Roumania

Czecho-Slovakia
Belgium
Italy
Poland



Week of March 24-31, 1919.

These refugees have been in rags and almost destitute of clothing for several years. In many of the countries now, even if clothing could be manufactured and paid for, material is totally lacking. The need is great to a degree that few at home can possibly realize. Every garment furnished will cover a body which otherwise would lack proper clothing, and each garment furnished will actually prevent suffering.

Col. Harvey D. Gibson,
Red Cross Representative in Europe.
Send all bundles to the nearest local Red Cross Chapter.

DOLLARS AND LIVES

Probably every reader of THE ELEVATED NEWS will recall that his most optimistic hope last year was that the Great War might be terminated by the big spring drive of 1919.

Few really expected the war to end until next summer. But Uncle Sam started on the finishing lap of building an army of 7,000,000 determined American men, who knew what they were fighting for; he appropriated money for enough aeroplanes to blacken the skies over Germany and practically wipe out the German army with the most destructive aerial bomb ever made; he built factories to make enough poison gas bombs—1,000 to every one that the Huns could possibly make—to smother the Kaiser's invading horde; he was turning out ships at a rate that would soon "bridge the ocean" and drive therefrom or destroy every last German U-boat.

What was the result of these gigantic preparations of Uncle Sam to continue the war and wipe out the Hun menace?

It broke the German faith and morale, and caused Germany to do a thing unheard of in history—surrender while it occupied enemy territory. It forced Germany to its knees and made it accept the most humiliating armistice terms ever imposed on a beaten foe.

The statistics branch of the war department, basing its figures upon gradual increase in the number of Americans on the fighting line, officially reports that had the fighting continued another six months, 100,000 more American boys would have found graves in Europe!

This does not include those either wounded or crippled for life.

Our preparation not only saved the lives of more than 100,000 Yankee soldiers, but saved the

Government billions of dollars, which a continuation of the fighting would have forced it to expend.

The money that was spent "scaring Germany to death," is the money we must raise in the Victory Liberty Loan. The duty of every patriotic American man and woman is plain. Subscribe to the Loan!

SEES GRAVE DANGER

The following resolutions have been adopted by the Bangor Chamber of Commerce, Bangor, Maine:

Whereas, The Bangor Chamber of Commerce feels that the country is facing a grave situation in regard to public utilities,

And whereas, it feels that all citizens are vitally interested in the well-being of the public utilities,

And whereas, it feels that on its organization and on similar organizations throughout this entire country rests a grave responsibility in this regard;

Now, therefore, be it resolved,

That the Bangor Chamber of Commerce, realizing that its duty is to study the question, both in the state of Maine and elsewhere, desires to make known to its members and to the citizens of this community the result of its study.

That as a result of that study, the Bangor Chamber of Commerce finds that a substantial part of the funds of the savings banks is invested in bonds of public utilities; that the depositors of mutual savings banks are in reality part owners of every such investment; that the same is true of the life insurance companies, both as to investment and ownership; that the present and future well-being of every community is directly dependent upon the successful running and further development of the public

utilities operating in its locality; that every such community should be anxious to see that the conditions under which such public utilities are operating are such as to allow the companies sufficient revenue to protect properly the public from accidents, to keep their lines in good condition to render efficient service to the public, to make further needed developments, and to guard safely the property ownership of the investing public.

The Bangor Chamber of Commerce feels that a much graver responsibility rests with the public service commissions; that their sworn duty is to see that the public utilities are properly and efficiently run; that they are responsible for the credit, continuity and general well-being of the public utilities; that every public service commission should be upheld and backed where it has recognized such responsibility; that where commissions have not so recognized this duty, the public should insist that they do.

The Bangor Chamber of Commerce urges Board of Trade in the state of Maine to start at once a study of this question, to urge the National Chamber of Commerce at Washington to give space in *The Nation's Business* to this question, to ask the National Chamber of Commerce to urge every member of the national association to study this question and to make known, through publicity in the same channels, the result of this study.

The Bangor Chamber of Commerce also urges the Bangor Rotary Club to take this up with its national association in the same manner. The Bangor Chamber of Commerce feels that an intelligent study of this question by the business men of the country, with a campaign of publicity as to the results of this study, will aid greatly in solving rightly this very grave problem.

WELCOME TO RETURNED SOLDIERS

The Chicago Elevated Railroads gave the returned soldiers and sailors, employees of the lines, a real welcome home, at a reception held in the banquet room of the Auditorium Hotel on the evening of March 4. About 250 employees who were in the military service of the country have returned to their former positions. About 400 are still in government service, but their old positions are awaiting them when they are released.

Britton I. Budd, president of the Elevated Railroads, acted as toastmaster and seated on one side of him was Samuel Insull and on the other W. S. McClenathan, secretary of the Elevated Employees' Union. Mr. Budd in welcoming the soldiers and sailors home said that it was the policy of the Elevated Railroads and of every other company with which Mr. Insull is connected to place immediately on the payroll all employees who were in the service of the country.

At the speakers' table were ranged the heads of the various departments of the Elevated lines and the executive officers and representatives of the Employees' Union. The keynote of the speeches from both sides was a continuation of the harmonious relations between the companies and their employees, so that the public may be given the best service possible. After telling of the wonderful achievements of Illinois in the recent war in the way of increasing production, with an almost total absence of strikes or labor difficulties of any kind, Mr. Insull said: "The question arises if we can do that in times of war, why cannot we continue to do it in times of peace? If employers and employees can co-operate when our common country is menaced by



Reception to Our Returning Soldiers and Sailors, Auditorium Hotel, March 4, 1919.

a foreign foe, why cannot we continue to co-operate after that menace has been removed?"

Some of the returned soldiers attended the reception on crutches and others supported themselves on canes. A few came direct from the government hospital at Fort Sheridan and all were happy at the prospect of re-entering the Elevated Family Circle.

OUR COURTESY COLUMN

Since the last issue of THE ELEVATED NEWS letters have been received from patrons commending the following employes:

Platform Man A. J. Beckett, Madison and Wells streets, for entering station on a cold day and announcing approaching trains.

Oak Park Conductor John Ellis, badge 6091, for entering his car and notifying a patron at the station he wished to get off.

Metropolitan Trainman J. J. Fitzgerald, badge 4117, for efficient calling of trains and stations while doing platform work.

Oak Park Trainman W. M. Wallace, badge 6149, for exceptional efficiency in calling stations.

Oak Park Trainman Theodore [name obscured], badge 6202, for holding his train a moment to permit a passenger in a hurry to get aboard.

Northwestern Trainman A. B. Coole, badge 1031, for clear enunciation of stations and courteous treatment of passengers.

Northwestern Trainman Tony Spata, badge 1606, for politeness and for finding seats for passengers.

Northwestern Trainman W. H. Schroeder, badge 1581, for informing a passenger at what station to get off and how to reach his destination.

Northwestern Trainman George Benedeit, badge 1431, for cour-

tesy to a lady passenger in directing her how to reach her destination.

Northwestern Conductor Louis Brachle, badge 743, for finding seats for passengers, calling stations distinctly and strict attention to duty.

South Side Station Agent Miss B. Muldoon, Parnell avenue station, for courteous manners.

South Side Trainman W. J. Schuler, badge 2010, for finding seats for women and looking out for the comfort of patrons.

South Side Trainman George Griffin, badge 2753, for calling stations clearly and finding seats for standing passengers.

South Side Trainman Michael Conway, badge 2585, for clear enunciation of stations and general ability in handling passengers.

South Side Trainman Patrick Kerwick, badge 2017, for finding seats for passengers in adjoining car and assisting from his train a child carrying a parcel.

FASHION NOTE

Women's skirts are to be longer and tighter. Well, let them. It's easy to board an elevated car. Floor level with the platform.

She walked into the office of the judge of probate and asked: "Are you the judge of reprobrates?"

"I am the judge of probate," was the reply.

"Well, that's it, I expect," quoth the old lady. "You see, my husband died detested and left me several little infidels, and I want to be appointed their executioner!"

"Vat's the matter with the cars?" inquired Abe.

"Not enough juice," answered Pat in a rich brogue.

"Is dot so? Vell, there's plenty of Irish"

When in a hurry use the "L."

