

Surface Service

• MAGAZINE •

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SERVICE THROUGH THE STORM

Congratulations...

FROM

PRESIDENT RICHARDSON

There have been many times when I have felt a boundless pride in the spirit and cooperation of Chicago Surface Lines employees. After observing the superb manner in which our forces fought and conquered the storm of January 30, I want to make that pride known to all.

For that reason I use this medium to express my appreciation for the splendid teamwork of the entire organization, both during the storm and in the clean-up period which followed.

Confronted with the most intense snowfall in history, the service nevertheless functioned extremely well. Had it not been for the interference of other traffic using street car right-of-ways, there would have been even fewer interruptions of scheduled service. Other transportation agencies operating without any street traffic interference found it impossible to maintain schedules. Trains from distant points were hours late and suburban service was not reliable.

In such snowstorms the Surface Lines routes are Chicago's real life lines, for it is to those routes that all traffic flows. If those routes were not kept open by the coordinated efforts of Surface Lines employees, the city would suffer far more than it does.

This sincere appreciation rightfully extends to all departments, for each, in its own way, contributed its best efforts in the fight. If there is special mention due any group it is to the operating forces who displayed rare initiative and intelligence in meeting all emergencies and keeping the cars moving.

A personnel which functions so efficiently is worthy of the highest praise.

GUY A. RICHARDSON,
President.

Surface Service Magazine

A Monthly Publication by and for Chicago Surface Lines Employees

VOL. 15

FEBRUARY, 1939

No. 11

Densest Snowfall Routed

Snow Fighters' Efficiency Sets New Record For Snow Removal

The most efficient snow removal job ever done by Chicago Surface Lines employees made short work of the densest snowfall on the records—a storm which struck Chicago shortly after midnight Sunday, January 29, and raged for some 14 hours January 30, during which time 14.9 inches of snow fell to blanket the city.

The vast network of Surface Lines routes was cleared and operating at near-normal efficiency before midnight Monday, January 30. At the week's end, by contrast, most of the side streets of the city were virtually impassable, whereas all street car lines and bus routes had been operating scheduled service since Tuesday.

Thus, in a systematically planned attack, Surface Lines workers whipped a record snowfall in a manner which brought praise from the press, the public and every official of the system. Though a spectacular victory in many respects, officials were unanimous in declaring that it was a victory won by men who were armed with spirit, co-operation and intelligence.

On Job Early

Chronologically, the story of the snowstorm starts some five hours before the first snowflake fell. About 8 o'clock Sunday evening, when weather reports indicated a severe storm on the way, word was passed from one official to another and thence to the various stations. A night elevator operator in the general office voiced his surprise when Surface Lines executives started arriving at their offices about 10 o'clock. Then telephone calls to the various depots warned stationmasters to hold all men on hand for duty.

At 1 A. M. the first snow-fighting equipment went out, and by 3 A. M. every available piece of equipment was in service.

In the final analysis, officials say, a planned attack and an early start were the factors which

made it possible for Surface Lines men to set the record they did.

2,000 at Work

When the travelling public awoke Monday morning, the Surface Lines forces had been on the job for hours. The snow-fighters numbered approximately 1,500 and they manned 150 plows and sweepers over street car tracks and 70 plows were being used to keep Surface Lines bus routes clear. By Monday noon that force had been supplemented by an estimated 500 men. Many employees worked a 24-hour stretch or more. More than 100 extra tow trucks were hired to tow stalled vehicles from street car right-of-ways.

Had it not been for other traffic using the street car right-of-ways, there would have been even fewer delays in scheduled service. With other streets impassable, however, all autoists who ventured out successfully drove to the nearest car lines. Then as automobiles and trucks became stalled in car tracks street car service was impeded and, in some instances, tied up. Thousands of motorists in every part of the city were stalled during the storm. Automotive traffic further hampered street car service by packing the snow tightly on the street car right-of-ways. When packed hard enough and high enough, the snow could lift a car from the rails and thus cause derailments with further inconvenience to street car patrons.

STALLED—BUT NOT BY SNOW!



Here's how delays were caused. The street cars were doing their jobs until halted by stalled trucks and autos. This typical situation occurred hundreds of times to hamper street car service. The scene above was taken at Lawrence and Kimball avenues.

Is Record Fall

Weather bureau records show the 14.9 inches to be the heaviest snowfall noted in Chicago during such a short period of time. The total fall tied Chicago's third heaviest snow which occurred over a two-day period, January 6-7, 1918. The heaviest fall on record was 19.2 inches over another two-day period, March 25-26, 1930. The second heaviest fall was 16.2 inches over a three-day period, March 7-9, 1931.

Chicagoans ac-

cepted the snowfall with good humor, largely because temperatures remained in the high twenties. Children enjoyed a great day because they were able to play with safety in streets where motor traffic was impossible. The snow frolickers were out in full force for every school in the Chicago area was closed on account of the storm.

Such frolicking, however, played no part in the work of the Surface Lines men who fought the storm. Theirs was a task which had to be handled with dispatch and efficiency. With every employe of every department contributing in one way or another, the force set an unusual record. The snow fighting forces at no time surrendered to the storm even though the rate of fall was better than an inch an hour at some times. That is a record which includes the 1,111 miles of single-way street car tracks and the 154 miles of bus routes. Those miles were cleaned and re-cleaned when traffic churned snow into the tracks and when snow shovelers were thoughtless enough to throw snow back into the streets under the assumption that passing traffic would cause its breakup and quick disposal.

Blizzard Threat Fizzles

Wednesday a second threatened blizzard turned to rain, and for a time street cars were operating in small rivers. A temperature drop that evening froze everything. Thus many streets, other than the street car right-of-ways which had been properly cleared, were in treacherous condition and remained so as late as Sunday, February 12.

Numerous amusing stories cropped up as



SERVICE AS USUAL

State street looked like this at 2:30 P. M., January 30. Street cars furnished reliable transportation while virtually all other means of travel succumbed to the record snowfall.

THE FRONT COVER

The superiority of Surface Lines service during the blizzard of January 30 is admirably portrayed by the two pictures on the front cover of this issue. A careful study of the two pictures will reveal that the clock in the Wrigley Building tower indicates a lapse of only 10 minutes between pictures. The time was midafternoon, when the snowstorm was subsiding. Clock-hands and figures were slightly retouched.

The large picture, taken at 2:30, shows that street car service is proceeding southbound over Wabash avenue at Wacker Drive. The smaller picture, taken 10 minutes later, shows more of Wacker Drive and the impassable conditions which confronted traffic. One stalled car and two lone pedestrians inhabit the usually busy drive.

In a sense the two scenes are typical of all Chicago. Street car right-of-ways were cleared but few other streets were passable. More than a week after the last snowflake fell many side streets were still almost impassable. Surface Lines routes had been open since the day of the storm. Normal service operated on every route within 24 hours after the storm subsided.

The two pictures offer striking testimony to the efficiency of Surface Lines forces charged with keeping the tracks and bus routes open.

usual to highlight the storm. William West, a motion picture executive, told of his trip downtown. Forced to leave a stalled train at Loyola, he boarded a street car at Devon.

"The hardest fight," said West, "was to make my way to Devon. The rest was much easier—and much more enjoyable."

West then related the numerous times when he and other passengers left the car to help the crew push stalled autos from the tracks. Everyone was in high good humor and, taking something from the spirit of the train crew, made up his own mind to whip the storm and get through. And get through they did! It was a long, long trip but the street cars went through when every other means of reaching a downtown destination had failed.

Entertainment, Too!

In one instance where the car was tied up by a stalled truck, West relates, several passengers patronized a nearby store and returned with bread and meats for sandwiches. Those on the car were so well acquainted that when they came to the end of their journey, Mr. West entertained five of them in his office!

Mrs. Simpkins: "Listen to me. I'm sick and tired of hearing you talk about 'my car' and 'my furniture' and 'my son.' It's getting on my nerves and you're going to learn to say 'our.' What are you looking for now in that closet?"
Mr. Simpkins: "Our pants."

Detroit Prefers Street Cars

Motor City's Fact-Finding Committee Sees Trend Away from Buses

Detroit, the Motor City, and hub of the country's automobile industry, might be expected to be a strong advocate of buses for local transportation needs. That impression, widely prevalent, received a severe jolt in the recent report of a Fact Finding Committee which found "that peak load crowds are moved by the street cars," and noted that "the trend seems to be away from buses and back to the new type of car."

Council Gets Report

The report of the Committee is contained in the Journal of the Common Council of the City of Detroit and was published January 3. In view of the fact that the street railways of Detroit are municipally owned, the report is especially interesting to those who have long pointed to the supremacy of the street car in handling heavy passenger traffic loads.

In November, 1938, Mayor Richard W. Reading was asked by the Common Council to appoint a "Fact Finding Committee to investigate certain phases of operation of the Department of Street Railways." The Committee appointed by the Mayor was headed by Hugh J. Ferry.

The gist of the Fact Finding Committee's report as given to the Mayor was included in a letter from President John P. Frazer of the street railway department. In it Mr. Frazer emphatically stated that "the Management has at no time recommended to the Commission the complete substitution of motor coaches for street cars."

The following two paragraphs from President Frazer's letter indicate that the Management if not strongly favoring street cars is still not swayed by the hysteria of bus propagandists:

"Substitutions (of buses) have only been made where it was clearly evident that such substitution would be in the interest of economy and service. The Commission has not in the past purchased any motor coach equipment, nor made any capital investment for substitution purposes; nor is any purchase of motor coach equipment contemplated at this time. We wish to make it clear that any motor coach equipment which the Commission may purchase, or may contemplate purchasing in the near future, is only for the replacement of worn out equipment; the improvement of service on existing motor coach routes; or the establishment of service in sections not now served by any facilities.

"We have reason to believe that there has

been some misunderstanding of our intentions in the above regard, and we wish to emphasize that there is not now, nor has there been, any intention of making a wholesale or hasty abandonment of present rail facilities."

Street Cars Necessary

A supplement to the report of the Committee was also made to the Mayor by Professor Henry Earle Riggs of the University of Michigan, a member of the Committee, who said, "It is perfectly obvious that the Department of Street Railways cannot abandon car operation on any of the major lines, because it is evident from facts and from superficial inspection and is made perfectly clear by the traffic study of Commissioner Van Wagoner that peak load crowds are moved by the street cars rather than by other agencies.

"It appears that something more than half of the morning and evening peak load in Detroit is moved by street car and the street cars occupy only about one-sixteenth of the street area of other vehicles."

Those figures are amply backed by statistics appearing in the January, 1939, issue of *Transit Journal*, which show that in cities of over 500,000 population, the street cars carry 53

per cent of the total who use local transportation facilities. Motor coach users were placed at 15½ per cent, and rapid transit users made up the bulk of the remaining traffic.

Such figures correspond with the situation in Chicago where the Chicago Surface Lines carries 77.08 per cent of the local transportation load. The "L", according to most recent computations, carries 16.42 per cent of the traffic and the Chicago Motor Coach company handles the remaining 6.50 per cent.

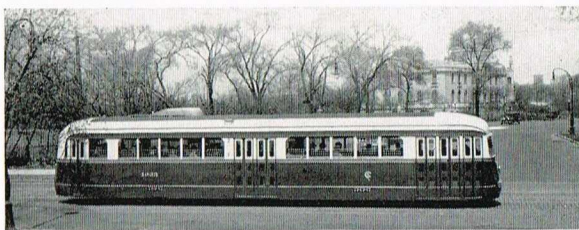
Trolleys Carry More

In the entire United States, *Transit Journal* reports, electric surface railways carried approximately 51½ per cent of the total of 12,663,000,000 transit passengers in 1938. Motor buses carried 27 per cent, rapid transit lines 18 per cent, trolley buses 2½ per cent and electrified suburban railroads 1 per cent.

Professor Riggs' supplementary report, after considering the carrying potentialities of the street cars, further stated:

"The use of P. C. C. cars (the type used on Madison street by the Chicago Surface Lines) has been referred to. . . . I was greatly impressed with the noiseless operation, the comfort, the rapid pick-up of the car and its capacity for making fast time. I was in Pitts-

EVERYBODY'S PREFERENCE!



"Street cars are best"—so reports a Fact-Finding Committee of Detroit. The report speaks highly of such modern cars as pictured above.

burgh some two weeks ago and made inquiry of the former city engineer who tells me that the trend seems to be away from buses and back to the new type of car on the long haul business. He tells me that the P. C. C. cars make better time than the buses from the outlying districts of the city and that it seems quite apparent that they will bring back much of the lost business of the street cars."

That the latter statement is true has been proven by the public response to the new type cars operated by the Chicago Surface Lines on Madison street. Almost from the day the first car went on that street, there has been a steady attraction to the public that has kept the revenue passenger figure more nearly normal than on any other lines of the system.

Surface Lines officials have always been open-minded regarding street cars, trolley coaches and gasoline buses, providing always that the character and the density of the traffic are considered. Officials have always contended that each type has its place.

Street Cars for Heavy Traffic

Street cars for heavily travelled routes are preferred for the far greater carrying capacity they afford. In less heavily travelled areas the trolley bus is preferred, and in thinly populated sections there is a place for the small type gasoline bus which can serve as a feeder to trunk line routes.

One reason for street car preference is indicated in recently compiled figures of the American Transit Association. On a congested thoroughfare, one lane of street cars carries more than six times as many passengers as two lanes of automobiles, according to their figures. To further emphasize the more economical and more efficient use of street space, the study shows that a 60-foot pavement with three lanes of automobile traffic moving in the same direction and unhampered by parked cars has a carrying capacity of 3,700 passengers. If one lane of that same street is turned over to street car traffic the capacity of the street can be increased to 15,630 passengers—a clear indication of the street car's superior carrying capacities.

A bus inserted in the place of the street car would reduce the total carrying capacity of the same street to 11,130, according to the Transit Association's compilations.

EMPLOYEES RELIEF FUND

January, 1939

The Surface Lines Employees Relief Committee received 17 applications for relief during the month of January. After investigations were made, 11 of these were approved for weekly assistance. There were 292 active cases on the relief rolls by the end of the month, 13 having been removed by death or other causes.

Including the \$12,345 spent during the month of January, a total of \$1,260,182 has been paid out of the Surface Lines Employees Relief Fund for assistance of employees since the organization of the committee.

ACCIDENT HINTS APPROVED

Recommend Recent "Public Safety" Article

Accident Prevention officials of the Surface Lines have strongly expressed their approval of an article entitled "Beware the Accident Fortune-Hunter" which appears in the February issue of *Public Safety*, a publication of the National Safety Council. A condensation of the same article also appears in the current issue of *Reader's Digest*.

Though the article deals specifically with automobile accidents, the preventive measures stressed are equally applicable to all street car employees, officials say.

"For your own protection," the condensed story says, "be just as careful after an automobile accident as you wish you had been before it. Otherwise you stand an even chance of becoming one more victim of America's most popular racket, the padded claim for accident damages—one more reason why automobile insurance rates are as high as they are.

"The best preventive, of course, is not to have an accident at all. Insurance statistics, however, predict you will have one sooner or later, and they show that 50 per cent of the smash-ups become a target for the accident fortune-hunter."

Among the many steps which can be taken to prevent these racketeers from winning their case, the magazine suggests the following:

First, see to the injured. Maybe they'll say they've just had a bump. Insist that they be examined by a reputable doctor.

Call a policeman or a state trooper. Take his shield number and see that he notes all the essential facts. Don't be soft-hearted if the other fellow was violating the traffic laws.

Third, get names and numbers. Be sure you know how many people were in the car, examine the car's registration plates and the driver's license. Be able to identify him later.

As a fourth step, the magazine directs that the position and condition of the car be closely observed. A rough sketch will often be a big help in a trial months later. If possible, take pictures of the accident.

Round up the witnesses. Few things are more important according to informed officials.

When witnesses' names are obtained keep them to yourself. If you don't allow their names to be known they can't be reached by unscrupulous lawyers.

Wire or phone your insurance company at once; it has facilities for getting essential facts promptly. If you are approached by a "representative" make sure he has proper credentials.

If, in spite of all admonition, the article points out, "you still think the accident is so trivial it ought to be settled on the spot, for heaven's sake get a full release from damages."

Most of that advice, Surface Lines officials say, is applicable to accidents in which street cars and buses are involved.

Speaking of electrical gifts, there's the improvident gentleman who bought storage batteries for gifts because he could charge 'em.

Forsythe Promoted

Named Electrical Engineer As He Completes 15 Years With Surface Lines

Stanley D. Forsythe was named electrical engineer of the Chicago Surface Lines, effective February 15, in an executive order of President Guy A. Richardson. The informal announcement of Mr. Forsythe's appointment was made on the day which marked his 15th year with the Surface Lines.

Mr. Forsythe, 38 years old, assumed the position as one of the youngest major executives of the Surface Lines operating staff. He began his career after graduating from the University of Illinois with a degree in electrical engineering in 1924. During his undergraduate days he was a member of Delta Alpha Epsilon fraternity.

As one of a group of student engineers placed in training by the Surface Lines at that time, Mr. Forsythe first served as a motorman out of Devon station. He spent some four months at that station under R. J. McKinney, now an assistant superintendent of transportation. That training was then supplemented by three months in the car repair shops at Limits, after which Mr. Forsythe served as a clerk at Lincoln depot.

The Electrical Department was the next stop Forsythe made under the training program in force at that time. After serving as assistant testing engineer he worked as a material clerk for the track department, as a draughtsman at Clark and Division, and as a traffic engineer in the schedule department. May, 1929, brought his appointment as assistant electrical engineer.

In his new position Mr. Forsythe will be vitally interested in checking the Surface Lines power costs which have risen over a period of years. The Surface Lines, he points out, is the largest single consumer of Commonwealth Edison power. In recent years the Surface Lines has purchased as much as 12 per cent of the entire Edison company output.

Mr. Forsythe will have direct supervision over the 17 substations of the Chicago Surface Lines and will supervise the construction, maintenance and operation of the trolley wires which cover the 1,165 miles of Surface Lines track and trolley bus routes. Underground facilities and the miscellaneous electrical equipment in the 16 car stations and other buildings of the system will also come under his jurisdiction.

The supervision of the Electrical Department formerly exercised over the Van Buren, Washington and LaSalle street tunnels was transferred to the Engineering Department.

Mr. Forsythe was last mentioned in this magazine when he won a *Transit Journal* award in a maintenance contest sponsored by that magazine. The award was in recognition of a trolley pole-pulling device which Forsythe invented and which is now widely used on traction properties. Though Forsythe disclaims the device is of great significance, it has nevertheless been credited with cutting pole-pulling costs two-thirds.

The new electrical engineer is a member of Power Committee No. 2 of the American



Stanley D. Forsythe

Transit Association and is also a member of the Standing Committee on Power.

Stanley Forsythe was born July 14, 1900, in Johnstown, Pennsylvania. The family moved to Chicago when he was young and he was educated in the public schools of Chicago and graduated from Senn high school.

With amusement Mr. Forsythe relates one unusual experience of his youth. On his eighteenth birthday in 1918 he enlisted in the Marine corps. Governmental red tape slowed up the enrollment papers until November of that year. On November 11, 1918, just as the whole world went wild rejoicing that the World War was over, Forsythe marched away to war! He spent some 10 months in the Marine corps, stationed at Paris Island, South Carolina.

A romance which flowered on the University of Illinois campus was culminated when he and Vernetta M. Davis of St. Louis were married, August 16, 1925. Mr. Forsythe lives with his wife and two children, Merlita, 12, and Tom, 10, in Hinsdale.

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"WE'LL WHIP IT!"

There are many things about the Chicago Surface Lines personnel which are worthy of the highest praise. No one thing, however, is due more praise than the "we'll whip it" spirit with which every employe attacked the snowstorm of January 30.

Although it has been several years since the system had faced a major storm, the energy and dispatch which has long characterized the Surface Lines employes was clearly evident as they fought the elements. Those factors, together with a full measure of preparedness, paid big dividends as the storm increased in intensity.

Preparedness, of course, is always important. But plans are not enough unless capable, efficient, spirited men are able to carry them through to completion. Fortunately for street car riders—and incidentally for all Chicago traffic—the Surface Lines could and did furnish such men.

Those men, fortified with the well-laid plans of the Transportation Department, neither asked nor gave quarter to the heaviest snowfall that ever blanketed Chicago—14.9 inches in 14½ hours. Relentless, tireless and chuck full of a dogged determination to win, Surface Lines men whipped a storm that was tangling a town.

That they whipped it as speedily, as efficiently and as thoroughly as they did will always be a bright mark on their records.

SALES TIP

A business epigram of B. C. Forbes recently struck us more forcibly than the usual catch-phrase does. Mr. Forbes made the following charge to salesmen:

"To qualify as an issuer of orders, get orders."

It strikes us that, with a little revision, that advice is especially applicable to the trainmen of the Chicago Surface Lines, for they are the "sales force" of the system.

In one sense trainmen have a tangible item to sell—a ride for a 7 cent fare. But in a larger sense there is much more that can be sold to the travelling public. They are the intangible things that bulk large in the mind of the satisfied customer. Those things, we think, are the principles of courtesy, the evidence of friendliness, the safeguards against accidents and all the finer qualities which characterize the best Surface Lines employes.

They aren't really qualities we don't possess. They are merely qualities which all of us keep back on the shelf too often. To be downright truthful, we're all probably too lazy to bring them out or we'd keep them on full-time exhibition. Friends all know our best traits but the strangers rarely learn of them. That brings another epigram to mind—"Don't hide your light under a bushel." That's mighty applicable, too. Try "selling" the very best of the qualities you possess. It won't show right away but in time such salesmanship can't help but bring back satisfied customers—"orders" of the type real salesmen get.

TALKING TOO MUCH?

"Tact is a good substitute for talent and will serve a good purpose where even culture will fail. The man who knows when to speak, and when to keep silent, is armed with one powerful weapon for the battle of life."—J. Clifton Ransom.

"Now, my son," said the fond mother, as the boy was starting off to join the Navy, "remember to be punctual in rising every morning, so you will not keep the captain waiting breakfast on you."

Complaint Trend Reversed

**Shows Increase for First Time in Months—
Commendations Also Drop**

For the first time in many months the complaint listing for January, 1939, shows an increase in complaints when compared with the same month a year ago. January, 1939, netted 501 complaints as against the 496 received during January, 1938. The same month in 1938 also brought 59 commendations, while in January of this year that figure dropped to 47.

Oddly enough the complaint listing showed a great increase due to transfer difficulties. Such miscellaneous transfer complaints account for 29.1 per cent of the total number received. There was, however, a notable decrease in the quick starting classification.



"Bus riding would be much more pleasant if all drivers had as much consideration," said Miss Etta Blewig, 5223 Lakewood avenue, in commenting on the courtesies of Operator Edward C. Kaczmarek, badge No. 710 of North avenue. Miss Blewig was gratified by the manner in which all streets were called.

Motorman John Brennan, badge No. 1243 of 77th, was complimented by Gerard M. Ungaro, 77

West Washington street, for aiding several elderly passengers to board and alight.

Fare Repaid

A fare advanced to Harry E. James, 7043 South Carpenter, was repaid and the courtesy brought praise for Conductor Frank Zellner, badge No. 1404 of 77th.

In a similar instance Frances C. Robertson, Pope and Ballard, 120 South LaSalle street, repaid a fare advanced her and complimented Conductor William Fahey, badge No. 1952 of Kedzie, for trusting her.

Fred O. Saxton, 4700 Beacon street, relates a small incident in which the thoughtfulness of a bus driver saved Mr. Saxton and his wife from a cold wait. The two were standing on the corner of Narragansett and Wabansia avenues waiting for a northbound bus. A southbound bus turning east to make the loop was stopped and a voice asked them to come in out of the cold. That thoughtful act was a courtesy for which Operator Frederick Cochrane, badge No. 3608 of North avenue, was praised.

"With his cheery smile and his hearty 'Good morning, friend,' your conductor No. 11426 (Hans T. Mueller, North avenue) has us all kissing our wives instead of kicking the cat and grinning instead of scowling when we meet each other." That was the unusual compliment of P. Irving, 3856 Octavia avenue.

Courtesy extended to a crippled passenger, Dillard Lloyd, 5120 South Parkway, was appreciated and a commendatory letter appeared

to the credit of Conductor Sharon C. Eriksen, badge No. 3868 of Noble.

"Swell Guy"

Termed "a swell guy," Conductor Harry A. Michael, badge No. 4520 of Kedzie, was praised for several courtesies by Mrs. T. Hodges, 1450 East 73rd street.

Kindliness to those seeking information concerning streets attracted the attention of Mrs. J. F. Ryder, 2828 East 77th street, who wrote with praise for Conductor Paul B. Oschatz, badge No. 5518 of 77th.

Mr. and Mrs. C. A. Purdy and daughter Dorothy, all of 206 North Grant street, Hinsdale, commended Conductor John Podgorski, badge No. 5542 of Elston, for advancing a fare to the young lady.

Help given Mrs. George E. Nash, 6758 Perry avenue, by Conductor Walter E. Baker, badge No. 6128 of Devon, brought a commendation for Baker.

Conductor Mossie E. Peterson, badge No. 6632 of Devon, is "the most congenial conductor I've ever paid a fare to," according to Mrs. Ann Tomz, 1353 Winona street, who praised him for helping her with her small child.

Waits for Patrons

Halting his car so that intending passengers would not be left, Conductor Arvin A. Kreutzer, badge No. 5934 of Burnside, earned the grateful thanks of Mrs. Paul Bodeman, 1853 East 79th street, and the ladies who were accompanying her.

The expert manner in which Motorman Patrick Hoban, badge No. 7061 of Armitage, handled his car in averting an accident brought praise from Earl R. Steen, 1208 Sterling avenue, Joliet, Illinois.

Edward E. Mack, 209 South LaSalle street, also commended the alertness of a Surface Lines trainman whom he credits with averting a serious accident to a small youngster who had boarded a moving car. His praise was for Conductor Thomas B. Quinn, No. 1, badge No. 8234 of 77th.

Motorman Alfred O. Petersen, badge No. 8899 of Devon, was praised by Margaret O'Brien, 3912 North Clark street, for holding his car long enough to enable her to board.

A lost purse was returned to Mrs. G. Crepps, 7520 Wentworth avenue, and she wrote to praise the honesty of Conductor Austin Moore, badge No. 13068 of 77th.

Operator George M. Rozak, badge No. 10700 of Archer, advanced a fare to Anna Southers, 5641 Woodlawn avenue. Miss Southers appreciated the courtesy and returned the money in her commendatory letter.



Appreciates Helpfulness

Mrs. A. H. Balser, Norwood Hotel, Normal boulevard at 64th street, expressed her appreciation for the help Motorman Lester C. Talcott, badge No. 5639 of 69th, gave her with the heavy suitcase she carried.

Motorman Miles E. Pries, badge No. 9933 of Archer, returned a valuable package to J. Diamond, 2300 West Van Buren, and was heartily thanked.

In a similar case, Mrs. C. Engelbretsen, 5838 Patterson, praised Conductor LeRoy D. Wegener, badge No. 3966 of Elston, for returning a purse which had been lost by Mrs. Englebretsen's mother.

After aiding a passenger with some heavy bundles, Operator Francis T. Regan, badge No. 11023 of 69th, was complimented in a letter from Mrs. S. Bergman, 6855 Clyde avenue.

Benny Mikutis, 4407 South Artesian avenue, repaid a fare advanced him by Conductor Leo F. Chamberlain, badge No. 10580 of Burnside.

A brief note from Miss A. Skibbins, 1517 West Cortez, called attention to several courtesies rendered by Conductor Charles Shalusk, badge No. 9312 of Noble.

WOULDN'T YOU KNOW IT? —ONE COMPLAINT ON STORM!

There's a slang expression to the effect that "they'll do it every time." That's a roundabout way of saying "there's one in every crowd," or "you can't please 'em all."

All of that is introductory to the **ONE** complaint of Surface Lines service for Monday, January 30. Of all the thousands who suffered their way through the most intense snowstorm in Chicago's history, only one man had the temerity to criticize the system. We give you—

The Lone Complainant—

"Well another of our corporation's economy plans, a 12 inch snowfall that takes 12 hours to fall or at the rate of 1 inch an hour completely paralyzes Chicago's transportation system. Tear up the tracks and put people to work on a transportation that is not a joke."

We are far too polite to take the liberty of correctly rephrasing the letter of our discomfited complainant. Instead we give you—

The Retort Courteous—

"Dear Sir:

"We believe the criticism of our service during the heavy snowstorm of yesterday, as reported in your letter of January 30, was entirely uncalled for. As a matter of fact, our workmen had the right of way cleared on practically all lines at the start of business, and service was kept moving until other vehicles got on the tracks and became stalled. This is the usual situation in events of this kind, namely that car line streets are the only ones open for operation and are quickly blocked by traffic. This, of course, is beyond our control and we feel that our operating department did a good job in endeavoring to care for our patrons beside the thousands of others who had to leave their automobiles at home.

"Yours very truly,

(Signed)

J. V. Sullivan,
Executive Assistant."

CAR RIDER WINS!

Deals Death Blow to Passing-Up Practices

Out on the west side the street car riders are recounting with considerable glee the "triumph" of one of their number. The story, as it reached Surface Lines offices, runs something like this:

One morning recently a giant of a man, standing well over six feet and weighing possibly 250 pounds, attempted to board a street car at Jackson and Western avenue. He didn't make it—not just then anyway—and it looked as though the street car had run away from another prospective fare. It happens frequently, according to the story some tell.

But this man was of a different pattern than most men. He would not humbly submit to such treatment. Years of rebellion swelled in his heart, as the fiction writers say, and he dashed after the car, and, believe it or not, he caught up with it!

Reaching up behind he pulled off the trolley pole and to the accompaniment of cheers from passengers on the back platform, the street car came to a dead stop.

His chest swelling with the pride that comes from a hard earned victory, the giant casually climbed aboard and paid his fare to an abashed conductor.

Out on the west side they're saying the "revolution has come, fellow street car riders. Victory is ours!"

Chances are there is *one* Western avenue crew that won't pass up any passengers for some time to come. Should they look for a moral in this small account they will probably find it took more time to replace the trolley than would have originally been spent in picking up a man anxious to pay for the privilege of riding.

NO FAIR! NO FARE!

Slickers Tap the Till—Subway Out 30 Million Nickels

District Attorney Thomas E. Dewey of New York has indicated that thefts of nickels from subway turnstiles may total \$1,500,000, according to recent dispatches. He estimated that 30 million nickels had been looted from the independent city-owned subway system by turnstile tampering over a period of three years.

Dewey is reported to have confessions from 11 employes whose thefts are said to amount to approximately 3 per cent of the subway system's gross revenue.

The nickels were taken from the subway turnstiles in small amounts and the turnstiles were then turned back in some manner which, for a time, escaped detection.

Despite an operating profit of about 3 million dollars, the city-owned subway in New York had a net loss of about 18 million dollars last year. That loss was the result of charges for interest, depreciation, etc.

On the basis of these figures the transportation board figured it cost the city-owned system 10.228 cents to carry each passenger who paid a nickel fare last year!

BRIDGES HALT TRAFFIC

Time Lost by Openings Totals 219 Days!

A recent report of City Harbormaster William J. Lynch discloses the fact that opening and closing Chicago's 56 bridges over the Chicago and Calumet rivers delayed land traffic a total of 314,889 minutes, or nearly 219 full days during 1938. The spans were lifted 81,118 times in 1938, compared with 79,980 in 1937.

A total of 2,969 openings was recorded for the Harrison street bridge, the greatest number for any single span. The bridge over the Ogden slip north of the Chicago river was opened the fewest times, 214.

In the downtown section traffic waited 106,476 minutes, or approximately 74 days, for the 16 spans from Michigan avenue to Van Buren street. Figures for the downtown bridge openings follow:

	No. of Openings
Adams street	1,319
Clark street	2,232
Dearborn street	2,373
Franklin street	2,206
Jackson Boulevard	1,320
Lake street	1,375
Michigan avenue	1,326
Monroe street	1,340
La Salle street	2,186
Randolph street	1,704
State street	2,861
Van Buren street	2,643
Wabash avenue	2,248
Washington street	1,311
Wells street	2,224

Figures for the average bridge opening indicate that each opening of the Lake street bridge averaged 4½ minutes. Wells street, Wabash avenue and Michigan avenue bridges also averaged in the neighborhood of 4 minutes for each opening. The Randolph street bridge, by contrast, averaged 3 minutes.

OBITUARY

Deaths on the System from January 1, 1939, to January 31, 1939

Transportation—Archer: Raymond Bashelier, employed September 13, 1913, died January 12, 1939.

Blue Island: Henry Pontarrelli, employed July 23, 1918, died January 20, 1939.

Cottage Grove: Thomas J. Davis, employed April 12, 1893, died January 4, 1939; Joseph W. Swanson, employed September 16, 1913, died January 11, 1939.

Devon: Louis D. Klein, employed September 25, 1903, died January 18, 1939.

Kedzie: Fred A. Fischer, employed March 18, 1905, died January 19, 1939; Louis O. Locke, employed March 26, 1891, died January 18, 1939; William Quinlan, employed May 11, 1891, died January 3, 1939.

Lincoln: Peter Thill, employed June 1, 1907, died January 6, 1939.

Noble: Hans E. Lehmann, employed March 29, 1909, died January 19, 1939.

North: Julius Ed Korman, employed January 30, 1900, died January 14, 1939; Ralph N. Jones, employed June 7, 1902, died January 29, 1939.

Seventy-seventh: Harry S. Brittan, employed September 14, 1892, died January 11, 1939; Val James Green, employed October 18, 1933, died

January 4, 1939; Edwin A. Koehler, employed March 10, 1907, died January 31, 1939.

Sixty-ninth: Patrick Carey, employed February 17, 1920, died January 13, 1939.

Shops and Equipment—Archer: Frank Joseph Goldick, employed March 14, 1908, died January 19, 1939.

Devon: Louis D. Lemieux, employed July 2, 1923, died January 29, 1939.

South Shops: Herman Scheunemann, employed July 5, 1912, died January 29, 1939; Joseph Winskus, employed April 4, 1919, died January 9, 1939.

Track—William R. Allen, employed July 4, 1921, died January 18, 1939; James Rose, employed June 16, 1910, died January 5, 1939.

DEATH TAKES MILZ

Regional Supervisor Succumbs February 13

Lambert Milz, 49, for many years a trusted member of transportation department supervisory forces, died early the morning of February 13, at the Lutheran Memorial hospital. Mr. Milz had been ill but a short time. Death came as a result of complications which followed an attack of grippe.

Mr. Milz's service dated back to July 1, 1912 when he started working as a motorman out of Armitage depot. After serving as an instructor for a time he was named an assistant division superintendent on April 16, 1927. He was promoted to division superintendent April 1, 1937. A year ago when transportation department executives were realigned he was named a regional supervisor.



Lambert Milz

Superintendent of Transportation Hall in expressing his regret of the untimely death, said, "Lambert Milz was one of the best. He was efficient, trustworthy and invaluable to the Surface Lines on many occasions. It is unfortunate that so comparatively young a man should be taken from us."

Many a civic and improvement association in the northwest section of the city can testify to the worth of Lambert Milz, for he earned their respect and good will during the years he served the residents of the Armitage-Division territory. His prominence in civic activities enabled him to do much to build good will for the Chicago Surface Lines. He was a member of True Blue Lodge, A. F. and A. M.

Mr. Milz was born in Chicago, May 28, 1889, and lived with his family at 4223 Roscoe street. He is survived by his wife, Mary, two sons, Raymond, 15, and Elmer, who is employed at the Lincoln avenue station of the Surface Lines, and a daughter, Mary Helen, 5.

Funeral services for Mr. Milz were held at the Mee and Ramme undertaking parlors, 3918 West Irving Park Boulevard, Thursday, February 16 at 2 P.M., with numerous Surface Lines employes among those in attendance. The rites were conducted by the Masonic order from the undertaking chapel. Interment was at Mount Emblem.

LINCOLN NO LONGER

Meet Motorman Dunham—Before and After

Motorman Arthur Dunham of 77th used to look enough like Abraham Lincoln to fool some of his closest friends. That was after he grew a beard to "keep my neck warm." His striking likeness to the Great Emancipator was featured in several metropolitan newspapers during that period for every feature writer considered him fair game.

Recently one of those old newspaper clippings turned up and with February and Lincoln's Birthday here, Motorman Dunham seemed worthy of some extra attention. Dunham is somewhat of a Lincoln student and a warm admirer.



It's Motorman Dunham—twice!

That beard of Dunham's was worn from 1926 to 1933. At that time he was offered a job as a Lincoln impersonator at "A Century of Progress." Dunham gave 'em a rather short answer to that when he found that he was to get only a small percentage of the profits from the pictures he was able to sell of himself! Maybe that is one reason for the disappearance of the beard. At any rate, shortly after the Fair opened Dunham showed up for work without his beard.

Motorman Dunham started his street railway career March 1, 1901, with the Chicago City Railway and worked out of the 61st street barn. He remembers that station well, for he had left there only a few minutes—10 he says—before the carhouse robbery of August 30, 1903. Two employes were killed and one wounded that night as three bandits escaped with the day's receipts. The bandits were afterwards caught and hanged.

Back in the old days Dunham worked for 21 cents an hour, so he's had plenty of chance to view the changing scene of local transportation. Things are better now, he thinks.

Mr. Dunham isn't married. He has good reasons, too, but discretion forbids they be uttered here. Too many men might start laughing and too many wives might be provoked.

Mother (on bus): "If you are not a good boy, I shall smack you."

Junior: "You slap me, and I'll tell the conductor my real age."

KEEPING 'EM ROLLING

Division Station Leads January Listing

Division station retained first place in the keep 'em rolling records for January with an average of 11,203 miles per pull-in, a decrease of 32.4 per cent from the previous month's record.

Archer, in second place, had an average of 10,366 miles per pull-in, an increase of 20.1 per cent over December's figures. Aside from that increase only four other stations were able to better December's figures during the first month of the new year. The largest increase was the 33.4 per cent recorded by Blue Island. Burnside was up 11.8 per cent, Armitage 9.0 per cent and Sixty-ninth showed a 6.4 per cent increase.

In a large measure the decreases are traceable to the blizzard of January 30.

Individual records follow:

Rank	Carhouse	Zero Days	Miles Per Pull-In	Pct. Inc. or Dec.
1	Division	12	11,203	32.4*
2	Archer	3	10,366	20.1
3	Lawndale	7	8,903	25.9*
4	69th	2	8,158	6.4
5	Armitage	5	7,348	9.0
6	Devon	2	6,750	13.2*
7	Cottage Grove	1	6,745	11.3*
8	77th	—	6,573	12.3*
9	Kedzie	1	6,454	20.5*
10	Burnside	6	6,273	11.8
11	Elston	5	5,801	7.4*
12	Noble	4	5,298	7.0*
13	Lincoln	4	4,941	22.2*
14	North	—	4,399	28.9*
15	Limits	3	3,913	7.4*
16	Blue Island	3	3,701	33.4

*Denotes Decrease.

Carhouse records for the past six months:

Carhouse	Jan.	Dec.	Nov.	Oct.	Sept.	Aug.
Division	1	1	2	1	1	1
Archer	2	3	4	5	5	3
Lawndale	3	2	1	3	3	2
69th	4	6	9	8	9	11
Armitage	5	9	11	9	11	10
Devon	6	5	3	4	2	5
Cottage Grove	7	7	7	11	8	8
77th	8	8	8	10	13	7
Kedzie	9	4	12	7	4	6
Burnside	10	14	10	2	7	4
Elston	11	11	5	12	12	12
Noble	12	13	13	14	14	13
Lincoln	13	10	14	6	10	14
North	14	12	6	15	6	9
Limits	15	15	16	16	16	16
Blue Island	16	16	15	13	15	15

Departments and Divisions

Accident Investigation

Henry N. Petersen, well known to many employes of the Chicago Surface Lines as an investigator for more than twenty years, died suddenly of a heart attack on February 2, while on his way to work on a 79th street car. Mr. Petersen entered the service of the Chicago Surface Lines in 1917 as a stock clerk, and then transferred to this department in 1918.

He was 59 years of age, and is survived by his wife, Lida, and four adult daughters.

Mr. Petersen was a member of Southtown

Lodge No. 1135, A. F. & A. M.; Past Watchman of Damascus White Shrine, and Past Patron, West Englewood Chapter, O.E.S.

Services were held February 4, at Thoburn M. E. Church, and interment was at Mount Hope.

Accounting

Cupid visited the department recently and chose Miss Elizabeth Lambert of the ledger room as his "target," consequently, her many friends are offering good wishes, on the engagement ring she received from James W. Riesche.

Best wishes for happy birthdays were extended to Misses Virginia Richardson, Mildred Hedstrom and Norma Karlson during the month of January.

On Saturday, January 14, Miss Katherine Orth of the voucher division had the misfortune to be struck by an automobile at Sheffield avenue and Clark street and was taken to the Swedish Covenant hospital, California avenue. We hope she will have a speedy recovery from her bruises.

In last month's issue of the magazine, we made mention of two talented young men in our department, and in this issue we wish to talk about one of our young ladies. Miss Mathilde Walther is an excellent pianist and vocalist and on numerous occasions has played and sung at weddings and banquets.

Mr. and Mrs. John Allen are receiving congratulations on the birth of a boy, weighing 6½ pounds, at St. Luke's hospital, Saturday, January 28.

This article appeared in *The Pullman News*, January, 1939, magazine:

"Some one said that courtesy is a commodity that everyone can liberally dispense. It doesn't cost anything, and the mutual pleasure derived by passenger and employe more than offsets the very little additional effort required to render superior service. Safety is in the same category: it doesn't cost anything to practice it. Very often it is costly if one fails to do so. Safety is a dish that should have a little savoring of courtesy. It will taste much better."

Thomas F. Coan.

Electrical

John Stiglich, maintenance electrician, celebrated his 40th year of married life on January 25. John's service dates back to October 15, 1892. Our most hearty congratulations are extended to Mr. and Mrs. Stiglich.

George Clark of the meter testing department celebrated his seventh wedding anniversary on January 28. Congratulations and best wishes for many more anniversaries are extended.

Clarence Knipper's wife has been seriously ill and is confined at the Lutheran Evangelical hospital of Chicago. Blood transfusions have been administered. Our best wishes for a speedy recovery are extended. Clarence is one of our emergency line men.

Alfred Morf's mother was taken to Ravenswood hospital for an operation on January 13 and is reported on the road to recovery. Al is a foreman in the line department.

Leo Purcell and Robert Dieter of the downtown office were seen bowling a match game in which Leo, an old-time bowler, rolled 101. Robert, in his second time on the alleys, came

through with the same score. Leo, you'd better be looking after your laurels.

Ray Callahan, assistant superintendent of sub-stations, has been nicknamed "Wrong Way" Callahan because he is always on the wrong side of any argument, according to the majority.

Our best wish for a speedy recovery is extended to Michael Cartolano, of one of our emergency line crews at 62nd and Wabash, who has been confined to his home for several weeks.

Superintendent Bill Jones, "the grand old man," suffered a broken left arm in a fall at 82nd and Halsted while making his round of the substations. Mr. Jones completed his inspection at that station before complaining of his injury. When taken to the Garfield Park hospital it was found the break was in the upper arm very near the shoulder. The entire force is pulling for Bill in the hope that he will soon be back on the job. It was tough luck for him, but those who know Bill know that a broken arm isn't enough to keep him down for long.

Billy.

Engineering

Cupid took to the air when Albert Rehling flew to New York City for the New Year holidays to visit the lady of his affection. Al reports having a wonderful time visiting many of the interesting places, including the subway system and Radio City.

Michael Donohue of the building department surprised everyone when he announced his marriage to Miss Irene Kuhr on November 26. To the happy young couple we extend our congratulations and best wishes.

Thomas O'Connell and Roy Melson, chauffeurs, and James Dudas, wreck truck helper, are on the sick list. We hope for their speedy recovery.

Shops and Equipment

South Shops: Our sincere and deep sympathy is offered to the bereaved family and relatives of Herman Scheunemann, machinist, who passed away on January 29, after a long illness.

On Monday morning (the dawn of our 1939 blizzard deluxe) we welcomed John Nelson, machinist, back into our midst from sunny California. A slight change in weather, eh?

Any old irons, any old irons? David Jones, machinist, is, at the present time, collecting old flat irons. He would appreciate receiving any old irons to add to his collection.

Burnside: On our sick list at the present time we have James Fitzgerald, Timothy O'Connell and Walter Grabowski—a visit to these boys at any time will help to cheer them up.

Archer: To the Frank Sherpetis' we extend our heartiest congratulations and every good wish on their coming 31st wedding anniversary.

We extend our heartfelt sympathy to the family and relatives of Frank Goldick, who passed away on January 19, after a short illness.

Elsie S. Frank.

West Shops: We welcome Donald Riess who joined our organization last month to take over the duties of outside mail clerk.

On January 29, Louis Lemieux, car cleaner at Devon, passed away, and our sympathy is extended to his family.

Lillian Hultquist.

Around the Car Stations

Archer

Motorman Thomas Kalato and Conductor Larry Prendergast went to New York on their vacation and sent us a postal from the Metropolitan Museum of Art, New York City.

The boys of Archer extend to Motorman A. G. Keiner their sincere sympathy on the death of his wife. Funeral services were from St. Mary's Church and interment at St. Mary's cemetery.

J. F. Fox is the proud father of a daughter who will answer to the name of Barbara Ann Fox.

Motorman Rudolph Hemzack, taking his vacation in Florida waters, sent a card from Miami, Florida. He claims to have picked 182 coconuts from one tree, believe it or not.

Conductor Robert L. Twaddell is spending his vacation days at Petoskey, Michigan, hunting rabbits and reports plenty of cold and lots of snow.

Conductor Joseph C. Smith is the proud father of a baby girl born recently. Take notice, boys, how Joe is throwing out his chest.

Sincere sympathy is extended to Motorman J. J. Green on the death of his son, Val James Green, a motorman from 77th street depot, who died January 4, after a short illness.

Motorman Richard H. Powers reports the arrival of a son at his home on the morning of the snowstorm Monday, January 30.

We regret the death of one of Archer's early pioneers, Alex Innes, who died February 1 while on his run. Alex was a loyal and faithful worker and had many friends among his co-workers. The funeral service was from the home of his sister, Monday, February 6. Sincere sympathy is extended to his family.

Motorman R. H. Bashelier, another of Archer's veterans, passed away on January 12, after a short illness. The funeral was from his home January 15.

The mother of Motorman James M. Walsh passed away on January 20. Sincere sympathy is extended in this bereavement.

Devon

The recent blizzard proved that no odds are too great to withstand the onslaught of steady concerted action. C. S. L. employes proved once again to the public that "we keep 'em rolling." The public in turn never before displayed such a genial attitude of understanding and tolerance as they did while the service was temporarily disrupted. Ironically enough, it seems misfortune is a greater mediator of good will than any other factor.

Unless "Pop" Jensen raises his bowling average within a short time, he's considering his wife as a substitute. If "Nigger" Buhlman would take off those heavy rubbers and wear bowling shoes instead, he could do much better.

John Joyce, who wasn't able to stand the boys' queries of "when are you going back to the old country?" called their bluff, by going to Ireland for a four months' sojourn. He says,

however, next to Killarney he likes Devon depot.

We regretfully announce the deaths of Conductor Louis Klein who passed away January 18, and Louis Lemieux who died January 29. To the members of their families we express our sincere condolences. Sympathy is also extended to John Simko on the death of his father and to Motorman Finnegan on the death of his mother.

John W. Binder.

Division

Since Conductor Roy Hansen made the news last month he wants to be in again. This time he would like to have everyone know of his well trimmed moustache. He stated that it is the nicest one of the depot. Would you call that competition, Conductor Joseph Wronski?

We are glad to report that Motorman Charles Schoer has recovered from his recent illness.

Motorman and Mrs. Art Bach luckily missed the big storm as they were sojourning in California.

Congratulations and happy birthday to Lillian Mary Hofsteadter, daughter of Motorman and Mrs. Patrick Hofsteadter. Miss Lillian had her 10th birthday on February 8, and celebrated at a party on the 11th with her parents, friends and relatives.

Zephyr.

Kedzie

Conductor Carl Voelker has taken a 30 day leave of absence and is driving to Arizona, Mexico and eventually hopes to reach the west coast. A pleasant trip, Carl, and beware of the Hollywood stars.

Conductor Abe Prescott has forsaken Chicago for the sunny climate in California, while Conductor George Sims left for Hot Springs, Arizona, to take the baths. Motorman William Porter also decided it was too cold in our city and hied himself to Texas. To all we wish a pleasant journey and a safe return.

Motorman George Woodville has entered the field of matrimony. Sincere wishes are extended for the health and happiness of Mr. and Mrs.

Conductor Julius Kuta also decided that the married state was the best in which to live and so joined the ranks of benedicts. Here is wishing you lots of luck and happiness.

The following trainmen report new arrivals at their homes: Conductor William Kennedy, a baby girl December 13; Conductor John Hester, a baby girl December 15, making five boys and two girls who give cheer to the Hester domicile; Conductor Franklin Little, a baby boy December 24, and Conductor Leo Sharpe, a baby boy February 1. Congratulations to these proud daddies.

Conductor Louis Locke died January 18, and Motorman Fred Fischer died January 19, both veterans of this station. To the families of the above we extend our deepest sympathy.

Our sympathy is extended to Conductor Ernest Haggstrom in the loss of his wife who died January 16 and to Conductor Eugene Flynn whose wife died January 20.

Motorman James Reynolds, whose hobby is to take pictures, went to the Sand Dunes in Indiana on his day off to take some wintry scenes of the Dunes. Lucky for him he did not choose the day of the blizzard.

Clinton Sonders.

North Avenue

Monday seems to be a hard day lately for us engaged in the business of transportation, for on two successive Mondays we've had to contend with considerable snow. The blizzard that commenced about 1 A.M. January 30 was all that we expected and then some. Just last night the writer heard one passenger remark to another, while riding on this car: "If it were not for the car lines this town would have been tied up for a month." This sincere and grateful compliment from the public makes us feel we did more than just keep our lines going, and I include it in my notes so that the men who did that job may know the people are well aware of their service, and appreciate it.

Two of our well liked men have passed from this life since our last notes, and to the relatives and friends of Motorman Julius Korman, and Conductor Ralph Jones we extend our heartfelt sympathy. Motorman Korman passed away after a long illness, and Conductor Jones went quite suddenly. Conductor Jones finished his run on Grand avenue at night and passed away the following morning.

Conductor George Gersch suffered an appendicitis attack a few days ago. Hope to have a favorable report on him for the next issue.

It was with a great deal of pleasure that we saw Conductor Sam Amundsen in the trainroom while picking. Sam looks well and hopes to be back on the job soon.

Bus Operator Wilbur Lakofka announces the birthday of his little, or is he Big Boy, Donald.

A very amusing little incident was observed the evening of the first big snowstorm. Four little girls were seen at the door of the train room, and after much whispering and excited consultation with themselves trooped in and up to the clerk's window. A little later Mr. Brookman was being waylaid by them with a request that they be allowed to have the prairie south of the depot flooded for skating. The little ladies were heard in spite of the fact that even then he had his hands full with a roaring snowstorm. The youngsters seemed quite happy as they went their way.

H. W. Coan.

Seventy-Seventh

Members of Seventy-seventh Street Credit Union returned a vote of confidence in the majority of their directors and elected to retain practically the same administration for another year. The directors are: J. J. Mahon, President; Arthur Feltz, Vice-president; J. F. Matern, Treasurer; J. F. Farrell, Clerk, and W. F. Gill, C. E. Stone, F. E. Reiechs, J. J. Behen, and F. Holzhauser. The organization has made remarkable strides in its first year, proving conclusively that it has fulfilled an urgent need for this type of service. We hope the unselfish efforts of directors and committeemen will be as fruitful next year.

A lot of things account for a man broadening out on top and bottom as he grows older, but there is no more delectable method than the way Operator Brownlow has accomplished this. The secret is pork chops, knedlicky and zelly (dumpling and sauerkraut to you), a famous Bohemian dish—and we ought to know because it hasn't done our respective waistline any good, either.

A fiftieth wedding anniversary was celebrated last month by Conductor and Mrs. Gilbert J. Graper. Both of them were born, raised and married in this city, and the memories of their entire lives and happy union can safely be passed on to son, daughter, and five grandchildren as authentic history of Old Chicago. Robust and in excellent health still, they will undoubtedly add a few interesting pages to the history of New Chicago as well.

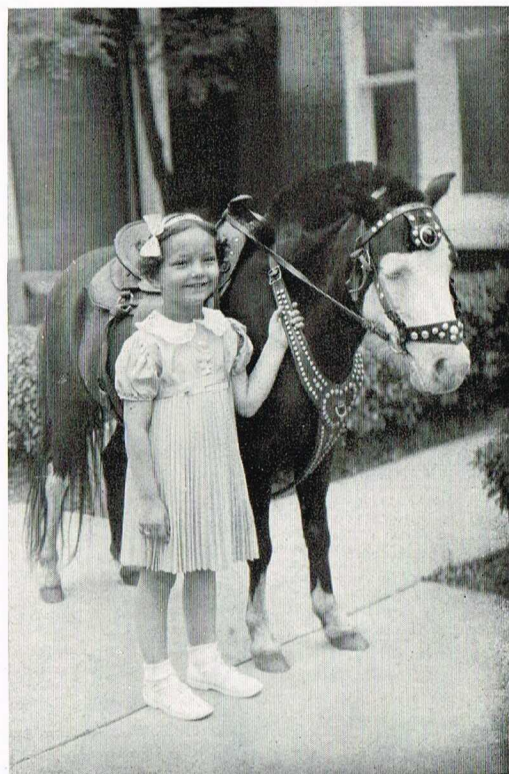
A young fellow who has only forty or more years to go to approach the above record is Conductor Harold Ericksen, who recently rejoiced in the arrival of a second son.

Condolence is extended to the following men on death in their families: Conductor Robert O'Connor, his brother; Motorman F. J. Lang, his sister; Conductor Tom McGrath, his sister; Conductor Paul Reynolds, his wife, and to the family of Conductor H. S. Brittain.

The family of Conductor J. D. McGovern is happy to announce a contribution to the recent imposing list of blessed events; theirs is a baby girl.

In transit, we'd say, the running time between a good and a bad frame of mind can usually be shortened by the addition of a little humor.

W. F. Story.



Just by way of contrast with the recent blizzard this summery scene is reproduced. This happy youngster is Dorothy Arbeiga, 5-year-old daughter of Motorman Joseph Arbeiga of Blue Island.

Journalistic actions of this type may be compared to the cards vacationing friends send you saying—"Wish you were here—."

Praise from the Papers

AS WE SEE IT

By E. K.

When a nostalgic urge for some faraway childhood scene caused us to wish for a snow storm a couple of weeks ago, one that we could "talk about, write about and long remember", we hardly expected to get such a generous slice of uncontrolled fury that swept down from the frozen north to lay our city low in its paralyzing grip. In fact as we are one of those individuals who seem to get their wishes in "reverse" we didn't even expect a blanket of snow to make the winter authentic. So when we awoke on the day of the big storm and found ourselves gazing in fascinated wonder at a whirling mass of blinding snow, saw buried autos and "pedestrianless" streets, our first moment of utter disbelief was succeeded by a feeling of panic. Snowbound! Business at a standstill! Places to go and no way of going!

Almost at the precise moment that our imaginative mind was picturing the worst we heard the unmistakable and familiar sound of a street car making its way down old historic North avenue! A little slowly to be sure, but nevertheless surely and what was of vast importance—SAFELY! We gave a rousing cheer then—and we give another now for the Chicago Surface Lines!

Their equipment, cars and men, made the grade in one of the worst storms of years.

With traffic still being impeded and slowed up because the average side street is, after more than a week, a shambles of ice and snow, we find the Surface Lines giving us uninterrupted service and a path for all other traffic wherever their lines operate.

Again, as in the past, the street cars have proven to be a reliable and safe method of transportation. And we would feel that we were remiss if we did not give a "hand" to the motormen and conductors for their unfailing good nature and readiness in helping stalled auto owners clear the right of way. They render efficient service cheerfully and promptly.

As we see it, the Chicago Surface Lines and its men are due for a rising vote of thanks!

Lincoln Park:
Monmouth's Club
Hotel Officers

At a meeting held on Monday night the following officers of the

Street Cars Prove Best in Blizzard

The street cars did it again!

By far the best service rendered by any transportation company during Monday's blizzard was given by the Chicago Surface Lines.

While other transportation agencies were unable to cope with the situation, most of the street car lines serving Lake View were kept open throughout the storm.

The Chicago Motor Coach bus service in Lake View was completely demoralized. Occasionally a bus would get through on either Diversey or Addison, but, as a rule, it would be completely filled and unable to accommodate more passengers. The Chicago Motor Coach company and the Chicago Park district had snowplows out on most of the boulevards, but it was not until late in the day that a measure of adequate service was provided by the buses.

The elevated line serving Lake View and Ravenswood was out of service for many hours due to a serious accident at the Damen avenue station. Before the accident, trains had been running slowly and far behind schedule.

On the other hand, the street car lines were doing a fine job. At 7:30 in the morning, during the height of the storm, the Belmont cars were still going through, albeit slowly. On Western and on Ashland, the main arteries, car service was slow but it kept moving. Extra street cars and extra crews were put to work along all the lines and thousands of regular passengers, plus the many thousands who could not use their own cars or other transportation, were carried safely to work.

Along Lincoln avenue and other car lines work-cars with gangs of shovelers plied up and down the line, clearing troubled areas.

The major trouble encountered by the street cars was caused by stalled automobiles and trucks blocking the right-of-way.

W. A. Hall, traffic superintendent of the Surface Lines, announced that the storm was one of the worst the street car system has had to contend with in recent years.

Yet, in the late afternoon, when other transportation facilities were still floundering in the drifts, the street car service was fast returning to normal.

Transportation observers declared that the work of the Surface Lines in the blizzard proved that substitution of motor buses for street cars is impractical.

The Index Say-So

A paper without opinion is without character

Thanks to the Chicago Surface Lines

Cussing at the Chicago Surface Lines is a popular pastime in normal times, but there has been good reason for a conspicuous absence of it the past few days. Most of us who had any place to go and succeeded in getting there can thank the street car company, whether we took a car or not.

To the surface lines in its herculean efforts to keep its cars moving, goes full credit for saving the city from a complete tieup as a result of the snow storm. Milk, food and fuel deliveries would have been impossible without their aid in plowing a way through the snow piled streets. In fact all business would have suffered almost complete paralysis if it had not been for the car lines.

By comparison, the city has done nothing to meet the emergency. The loop has probably received plenty of attention, but to those of us who live and work outside of that favored section it would appear that the city does not own a single snow shovel. It will be up to us to break our own way through every street where there is no carline, and it may be weeks before the sun makes them safe. Meanwhile, thanks to the surface lines.

CALUMET INDEX FEB.2,1939

SURFACE LINES SPEND \$300,000 TO REMOVE SNOW

The City of Chicago has been spending \$42,000 a day to move the snow off the streets, but that's only a part of the cleaning bill run up by the blizzard last Monday.

President Guy A. Richardson of the Chicago Surface Lines estimated today that his company has spent from \$300,000 to \$400,000 clearing the 1,100 miles of tracks and 150 miles of street routes for feeder buses.

That figure, officials said, did not include the damage to equipment or the loss in revenue. The Surface Lines pays the city \$365,000 a year for cleaning and snow removal, but gets its own crews out to work when snow falls. Almost all of the outlying streets which have roadways cleared are those with car tracks, and the work there has been done by the company.

The Surface Lines has spent \$18,500,000 for snow removal since 1907, officials said.

LINCOLN-BELMONT BOOSTER FEB.1,1939

CHICAGO DAILY NEWS FEB.4,1939

NORTHTOWN ECONOMIST FEB.8,1939