

BELL TELEPHONE NEWS
October 1916

Bell Telephones

AND CONNECTIONS

In the Territory of the Central Group of Companies

SEPTEMBER 1, 1916

	<u>Regular</u>	<u>Connected</u>	<u>Total</u>
ILLINOIS	620,533	274,857	895,390
OHIO	226,948	216,673	443,621
INDIANA	107,104	216,864	323,968
MICHIGAN	247,349	82,352	329,701
WISCONSIN	<u>165,293</u>	<u>143,867</u>	<u>309,160</u>
	1,367,227	934,613	2,301,840

BELL TELEPHONE NEWS

ONE POLICY

UNIVERSAL SERVICE

ONE SYSTEM

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Character in Public Utilities

Address by Nathaniel T. Guernsey, General Counsel of American Telephone and Telegraph Company
Before National Commercial Gas Association, New York

There is no one thing in the affairs of any public utility that is of more far-reaching importance than its relations with the public which it serves. This proposition, like almost every other proposition which is true, is not new. It is as old as business transactions and relations. There is nothing complex in it. It is as simple as self-interest. The notable thing about it is that until a comparatively recent date it has not been given the general recognition in connection with the affairs of public utilities which its importance demands, and which it has received in other avocations.

The men who directed the interests of the public utilities of this country fifty years ago and who had charge of these interests from that time until ten or twenty years ago were not deficient in either business sagacity or experience, and yet, if we are frank with ourselves, we must concede that many of the difficulties which public utilities are now encountering and which have been serious factors in their recent experience have grown out of the failure to give due weight to this almost obvious matter of public relations.

What has been recognized as fundamental in other avocations as long as business has existed has received strangely small attention from public utilities. Ever since there have been merchants or manufacturers, they have recognized the importance of the good-will of their customers; ever since there have been bankers, bankers have taken into account and have been influenced by

the interests of those whom they serve; even in the days when the ethics of the profession would not permit a lawyer to render a bill and he was compelled to accept for his services whatever his client might choose to bestow upon him as an honorarium, the lawyer could not afford to disregard the good-will of his clients; there never has been a time when physicians have failed to recognize the importance of their personal relations with their patients; even the clergyman cannot be indifferent to the feelings of his parish.

The extent to which public utilities in the

past have failed to recognize the entirely obvious fact that the same rule which applies to every other business applies to them, and to govern themselves by this rule is astonishing. It is only recently that the influence exerted upon the business of a public utility by its relations with the public which it serves has been recognized as a factor of almost controlling importance in the success or failure of its enterprise.

The public is not, and in the very nature of things cannot be, indifferent as to the utilities. Services which were only once conveniences have become, especially in the larger communities, absolute necessities. In the more populous cities every citizen is dependent upon each of the utilities. He cannot live without light, or heat, or water, or transportation, or means of communication; and what is true of these centers is true, as a general proposition, although to a less degree, as to the smaller communities, and even as to the scattered farming population. The laws which have been enacted in almost all of the states, creating commissions vested with greater or less jurisdiction in the regulation of public utilities, are a direct manifestation of the public estimate of the importance of the matters pertaining to these services.

The commercial departments of our public utilities are the branches of the organizations which are brought into most frequent direct personal contact with the public. The considerations which have been briefly outlined point



NATHANIEL T. GUERNSEY

influences which tend to prejudice us in favor of public utilities, but not all of our friends are subject to those influences. No one would dare to say and no one can honestly say that these people, that the public as a whole, are not disposed to be honest and fair and equitable.

I further concede that what I have said carries with it the inference that such prejudice as may exist against public utilities may be due to the fact that they have not in their course of conduct in the past been actuated by the high ideals that should be at the basis of every great enterprise. I think that we must grant this. It will not do, if the public are not our friends, to take it for granted that the fault has not been to some extent, at least, our own. Things do not happen in this world. There is always a cause for them, and in our investigations as to the causes of such a condition, we should begin with ourselves.

This does not mean that the utilities have always been in the wrong, or that the public and the representatives of the public have always been right and ready to cooperate with the utilities in an honest effort to work out equitable results. Very often this has not been true. All too frequently, especially in cases of regulatory bodies, politics and prejudices have aggravated the results of lack of information and experience. These conditions, where they exist, make the task of the utilities more difficult. Instead of excusing methods which are not sound, they emphasize the necessity for sound methods.

I am an optimist with reference to the future of public utilities. Why? Because if there is any soundness in what I have said, it means that while we must suffer for what we omit to do, we shall be adequately rewarded for what we do do. The way to success is as clearly defined for public utilities as it is for natural persons. The first great requisite is character. While this is an essential, it will not alone insure success. There must be added to it business efficiency. With these two elements combined, success will just as inevitably result from honest effort in the case of a public utility as it will in the case of an individual. These things compel success. To concede that they do not would be to upset all our fundamental ideas as to our social and economic fabric. No utility and no natural person can have real success without earning it, and no utility and no natural person should ask for real success without being willing to pay for it by deserving it.

These are the things which make me an optimist as to the future of our public utilities. I most confidently believe that the fundamental rules which apply to all classes of business apply to them. I most confidently believe that good management, persistent effort and good character will insure their success, and I believe with equal confidence that they have learned to appreciate the importance of these factors and are concentrating in intelligent ef-

fort to adjust their policies and transactions to them—in other words, to build up character.

The ultimate success of this undertaking must rest very largely with the commercial departments of our utilities. Policies are determined by the executives, but their effectiveness is measured by the loyalty and intelligence with which they are carried out. In this matter of character building no class of individuals is charged with greater responsibility than you who are directly and indirectly brought into personal contact with the units which in the aggregate constitute the public. The representative of the utility who comes into personal contact with the public creates the public conception of the utility, and of its character. The utility must work through the individual. The honesty, the courtesy, the consideration for the consumer, the fair dealing, loyalty and industry of the employé, when persisted in, make the character of the utility, and united with his efforts, make the efficiency which puts the stamp of good management upon it.

Bell Revenues

Revenues of the Bell system invariably increase, says the *Boston News Bureau*. The question as between a period of good general business and prostration is merely how much of a gain there is going to be in total income. This year American Telephone will achieve the greatest gain of any single year in its history.

As the signs are pointing, the company, by the end of next December, will have added nearly \$27,000,000 of the new gross and will show for the year gross receipts of better than \$265,000,000. This means a growth at the rate of 11.3 per cent. against 6 per cent. in 1915. It is necessary to go back to 1907 to find a time when the percentage of growth was as large as it is running this year.

The regularity of gain in Bell Telephone earnings makes it possible to foresee the day when the receipts of this property will cross the \$300,000,000 mark. By the middle of 1918, or two years from now, gross revenues of the Bell system should be running at the rate of \$300,000,000, and for all of 1918 the company will probably show a gross income of considerably more than \$300,000,000.

Contrast this \$300,000,000 with the \$128,000,000 gross which was the aggregate under the first year of the present management and the expansive power and vitality of the telephone industry are given an endorsement which can be approached by very few public service corporations. A 140-per cent. expansion in eleven years is a record of consistency which is decidedly unique.

There is just a chance that by the end of 1916 the Bell system will have a total of 10,000,000 stations. The aggregate will fall not more than 100,000 this side of that figure, and if present growth is even slightly accentuated the station total

should reach the 10,000,000 mark. Back in 1907 the total was around 3,500,000 stations, only one-third the prospective figures for December 31st next.

"Phil and Bill" Promoted

Phil and Bill are going behind the counter at the Congress. For eighteen and fourteen years respectively they have been at the telephone desk at the Congress hotel and have been perhaps the widest known telephone operators in the country.

Although Phil and Bill are known from coast to coast, few persons among the army that call them Phil and Bill know their last name. It is Strauss. The Congress hotel management yesterday decided to reward them.

Phil is probably the better known. The telephone operators of all the big hotels of the country know him by name and voice, although he has seen few of them.

One night in 1904, when Myron T. Herrick was governor of Ohio, Phil saved a life by his quick work. Former Governor Herrick and former Governor Murphy of New York were at the Union League club together and their conversation resulted in Governor Herrick's decision to grant a reprieve to a man sentenced to the electric chair at midnight. Knowing Phil, he took a cab to the Congress hotel, reaching there at ten minutes to the hour.

There were a number of relays. The wires were tangled with various telephonic conversations between Chicago and central Ohio. Every bit of speed and tact and care possible had to be put into operation to secure the connection. At 11:57 some of the lines were still busy, but at 11:59 the governor reached the warden of the penitentiary at Columbus.

When he came out of the booth the governor grasped Phil by the hand and thanked him for an act which, he said, he would never forget.—*Chicago Tribune*, September 15th.

Convention Date Changed

The date of the convention of the Telephone Pioneers of America at Atlanta, Ga., has been changed from October 19th and 20th to October 27th and 28th. The headquarters will be at the Piedmont Hotel instead of the Georgian Terrace, as heretofore announced. The change in headquarters will not, however, affect the reservations arranged for at the latter hotel.

"W. E." in the Movies

"The Education of Mrs. Drudge," a one-reel feature devoted to the electric washing machine and iron, has been produced by the Western Electric Company. Here is the theme of the story: A woman, shackled to the old-fashioned washtub, is emancipated and made happy by the purchase of those great labor saving devices—an electric washing machine and electric iron.

Mr. McGovern Becomes Chief Engineer

Effective October 1st, W. R. McGovern was appointed chief engineer of the Central Group of Bell Telephone companies, succeeding James G. Wray, who resigned September 30th and will hereafter be associated with the engineering firm of Hagenah and Erickson.

Mr. McGovern, who was formerly state engineer for the Chicago Telephone Company, is succeeded in that position by J. S. Ford, formerly building engineer in the state engineering department.

James I. McDonald has been promoted to the position of building engineer, succeeding Mr. Ford. Mr. McDonald was formerly general building inspector in the state engineering department of the Chicago Telephone Company.

Mr. McGovern, the new chief engineer, is a native of Milwaukee and a graduate of Marquette University. He started in the telephone business in 1899 with the Erie system, which embraced the Wisconsin, Michigan, Northwestern, Southwestern, and Cleveland companies. When the construction department of this system was abolished in 1901 he went with the equipment department of the Wisconsin Telephone Company at Milwaukee, running the gamut of traffic, maintenance and construction work, holding such positions as traffic inspector, equipment installer, line foreman, etc., finally working up to equipment engineer and chief engineer of the Wisconsin Telephone Company. His experience in these positions has included most of the work from making blue prints to the engineering and construction of the largest exchanges in Wisconsin, including a part of Milwaukee. When the Central Group was formed in 1911 Mr. McGov-



W. R. MCGOVERN.

ern was transferred to Chicago and appointed to the position of engineer of inventory and appraisals for the five companies. On August 1, 1912, he was appointed to the position of engineer for the state of Illinois, embracing all the property of the Chicago Telephone Company, city and suburban, and the Central Union Telephone Company in Illinois. In 1914, the property of the Central Union in Illinois, having been placed in a receivership, was withdrawn from the state engineering department.

Mr. McGovern is an associate member of the American Institute of Electrical Engineers, a member of the Chicago Association of Commerce, the Traffic Club and the Electric Club.

J. S. Ford, the newly appointed state engineer, is a pioneer in the Chicago telephone organization. In 1893 he had left Cornell University, and, as he expressed it, was "looking for a job and a chance to see the World's Fair at the same time." He accomplished both of these aims by securing an appointment as lecturer in the telephone exhibit at the Fair. He lectured so successfully that when the Fair was over his services were considered too valuable by the company to be dispensed with and he was taken into the regular Chicago telephone organization. For about a year he was chief installer, and later held positions as assistant superintendent of equipment, superintendent of equipment, and superintendent of exchanges. As superintendent of exchanges he was in charge of both operating and maintenance for the entire city property. This position was later changed to that of superintendent of maintenance and equipment work. At the same time the traffic work was transferred to the newly created traffic department.

Mr. Ford continued in this important

work until 1910, when he was made superintendent of plant for the Chicago Telephone Company, and a year later was made general plant inspector of the Central Group of Bell Telephone Companies under the general plant superintendent. He was appointed building engineer for the Chicago Telephone Company in 1912 when the state engineering organization was formed.

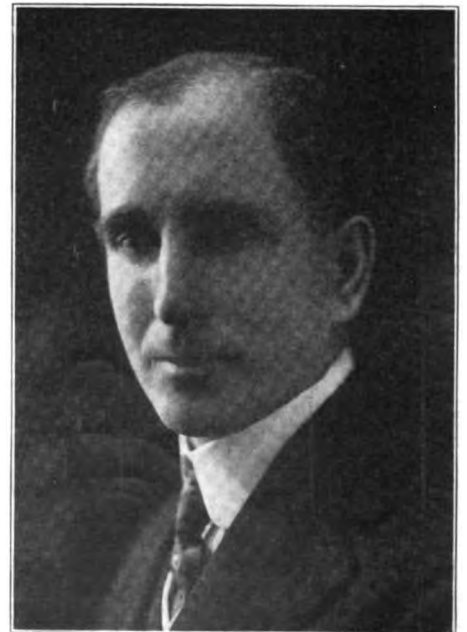
James G. Wray, retiring chief engineer, also dates his telephone experience from the year 1893. He started in one of the lowest positions in the organization. He rose through all grades, finally reaching the position of chief engineer of the Chicago Telephone Company, which position was broadened to take in the five companies of the Central Group when the group organization was perfected in 1911. Mr. Wray is a member of the American Institute of Electrical Engineers, the Western Society of Engineers, the Illinois Engineering Society, the Wisconsin Society of Chicago, and the University Club. He leaves the telephone organization with the most sincere good wishes of all of the officials of the company and the employees, with whom he has come in contact, and who have learned to esteem him during his long period of service.

Hagenah and Erickson, with whom Mr. Wray is now associated, are consulting engineers and railroad and public utility experts. They are at the present time engaged in a number of important investigations and appraisals, in which the wide knowledge and experience of Mr. Wray will be particularly valuable. Their headquarters are in the First National Bank Building, Chicago.

At a luncheon given by some of his former associates in the central engineering department Mr. Wray was presented with a handsome gold watch.



J. S. FORD.



J. G. WRAY.

The Western Electric Company and Its Relation to the Bell System

By H. B. THAYER

President of the Western Electric Company

In order to understand the relation of the Western Electric Company to the Bell Telephone System we shall have to get in our minds a picture of the general conditions which led up to that relation.

The beginning of our business was made by the firm of Gray and Barton in 1869. The Western Electric Manufacturing Company was organized in 1872 and took over the business and plant of Gray and Barton and the machinery, etc., of the Western Union Telegraph Company's shop at Ottawa, Ill. The men who made the new company were General Anson Stager, E. M. Barton and Elisha Gray. General Stager was a capitalist. He was the adviser on business matters of the company and it was he who financed it. Mr. Barton contributed the good management and business sagacity which characterized the following thirty years of his administration. Elisha Gray was an inventor and produced devices which brought considerable profits to the company.

That was before the day of the telephone, the electric light or the electric railway. The commercial applications of electricity were the telegraph, electric call bells and annunciators, fire alarms and other similar uses, most of them in a way related to the telegraph. The company made the apparatus, batteries, insulated wires and supplies which these uses required. The principal product was telegraph apparatus, which up to the time of the company's organization had been largely made by the telegraph company and of which thereafter the company made a part. While there are no available statistics it is probable that at its very beginning the company was the largest manufacturer of electrical apparatus in the country.

The Early Manufacturers

The aim from the beginning was to make things well. In that period telegraph apparatus was made from castings by instrument makers and in the character of the work and the finish it resembled scientific measuring and testing apparatus. Even in that period of high-class workmanship the quality of the Western Electric Manufacturing Company's product was preëminent. At the Centennial Exposition in 1876 five first-class awards were made to the company.

The relations between the company and the Western Union Telegraph Company were very close. It had taken over the work of the telegraph company's western shop. When the telegraph company went into the telephone business in opposition to the Bell interests its claims were based principally on the inventions of Elisha Gray, the superintendent of the Western

Electric Manufacturing Company. The telephone apparatus which it used was made in our factory and in its own factory in New York.

The first manufacturing by the Bell interests was in the shop of Charles Williams, Jr., in Boston. Professor Bell's experimental work was done there and the first commercial telephones were made there.

The American Bell Telephone Company acquired valuable patents on some devices used with telephones and developed the manufacture and sale of telephone apparatus by licensing manufacturers under their patents. The manufacturers so licensed were Charles Williams, Jr., Boston, who made all of the Bell telephones and also some sub-station sets and switchboards; Davis and Watts, Baltimore; Gilliland Electric Manufacturing Company, Indianapolis; Post and Company, Cincinnati; and Electric Merchandising Company, Chicago, each of whom made sub-sets and switchboards, but no telephones.

An Outlet in the East

Now to come back to the Western Electric Manufacturing Company. In 1879 the Western Union Telegraph Company gave up the telephone business and in that same year we took over its New York shop. The effect on us of its giving up the telephone business was the loss of a customer actively exploiting the business. The effect of our taking over the New York shop was to give us an outlet in the East and the shop which had made for the telegraph company in the East the telephone apparatus and telegraph apparatus used by the same class of customers for whom we manufactured in the West. We continued at both shops to make telephone apparatus for extensions of the exchanges which the telegraph company had established and made a gradually increasing amount for the Bell companies.

In 1880 the situation then was as follows: On the operating side there was only the American Bell Telephone Company owning the patents and its licensee operating companies. The exchanges were growing and being connected by toll lines. The problems of operation, therefore, were becoming more complicated, and better talent in designing and manufacturing apparatus and uniform standards was becoming necessary.

Now as to the manufacturing side. Charles Williams, Jr., was making the telephones in a small shop in Boston. Post and Company were making the sub-station apparatus generally preferred. The Gilliland Electric Manufacturing Company was developing cheap methods of manu-

facture. E. T. Gilliland was a pioneer in the electrical business at least, in such methods as using punchings instead of castings. These were the three Bell licensed manufacturers who had up to that time contributed something to the art, and I have mentioned their special contributions. The other manufacturers, excluding the Western Electric Manufacturing Company—and there were several—developed nothing which survived.

Our Incorporation

Then there was the Western Electric Manufacturing Company with two shops well situated geographically, skilled in the manufacture of telephonic apparatus—either one of them larger and better equipped than any of those of the other manufacturers. With the talent in telephone designing and manufacturing which we had developed in equipment for the Western Union Company and with the type of switchboard best suited to an expanding telephone business Mr. Vail, then general manager of the American Bell Telephone Company, saw that for the future of the telephone business these elements should be brought together into one strong, well equipped manufacturing organization and that then was the time to do it. As a result of his efforts the Western Electric Company was incorporated in 1881. It took over the business of the Williams and Gilliland shops and made an arrangement which brought in later Post and Company's telephone business.

A contract was made between the American Bell Telephone Company and the Western Electric Company which provided that the manufacturing company should make all of the telephones for the telephone company and that it should be licensed under the telephone company's patents to make other apparatus for the telephone company's licensees and them only. There was created an obligation upon the telephone company to buy its telephones of the Western Electric Company, but there was no obligation upon its licensees to buy anything of the Western Electric Company. The obvious intention was to create a source of supply for the licensee companies but to leave them free to use it or not. This contract was signed in February, 1882. January 1, 1882, there were in the United States 486 telephone exchanges in operation with 70,525 subscribers. These exchanges were operated by 168 separate organizations, some of them individuals and some of them companies.

The Western Electric Company, therefore, had at the outset 168 possible customers for its products in the telephone field. There were several competitors for

the business, particularly switchboards. We obtained our orders through the solicitation of traveling salesmen and by correspondence. During the period immediately after the signing of the contract I had charge of the sales, first in Chicago for two years and after that in New York. I remember very well the difficulties we experienced in getting the business. The company operating in New York City had a strong preference for a type of switchboard known as the Chinnock board made to their order by Bergmann and Company. In and around Albany there was used a type made by the Utica Fire Alarm Telegraph Company. In Philadelphia and St. Louis the Law switchboard was preferred. In Pittsburgh, Cincinnati and Cleveland, one made by C. E. Jones and Brother; in Providence, one made locally. In Michigan, one made by the Detroit Electrical Works; and in the South, the Law switchboard in the larger cities, and local manufactures in the smaller places.

As I have said, we had good shops and high standards of workmanship. We had intimate relations with the engineers of the American Bell Telephone Company, therefore, we knew what the telephone companies required in their service. We had the benefit of the best talent in the country to design the apparatus. We manufactured it well and gave it most careful inspection. We observed it in operation and had the benefit of the experience of the user as well as the maker. We, therefore, gradually made a larger and

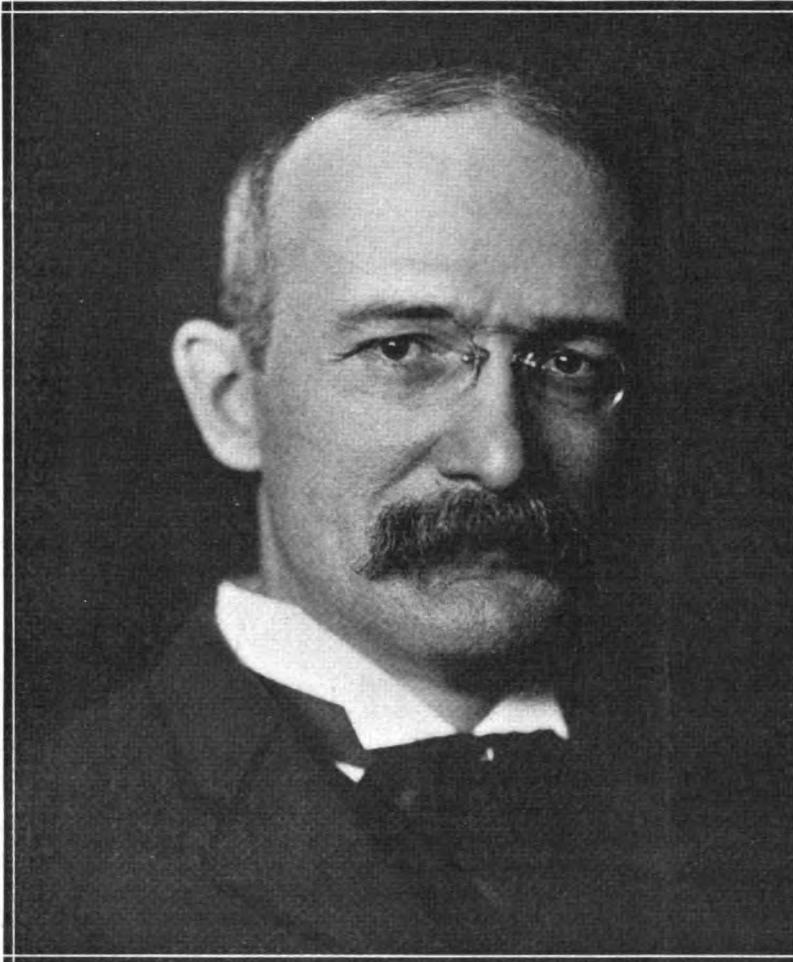
larger proportion of what was used and as we made more were able to employ more economical methods of manufacture and make lower prices, so that in the course of time we came to make a very large proportion of the telephone apparatus used by the Bell Telephone Companies. So much for the history of the manufacturing relation.

The Supply Contract Relation

The company has always dealt in merchandise not of its own manufacture, suitable for use with its own. In the beginning this was probably more for the convenience of customers than for the direct profit involved. This business grew as the manufacturing business grew and for much the same reasons. We cooperated in the work of standardization. We established

good inspection methods. We gave good service and good prices, so that, say twenty years ago, we arrived at a situation in which we were furnishing the Bell Companies a large proportion of their requirements of line material and other material not made by us.

About fifteen years ago the relation involved in what we call the Supply Contract was inaugurated. Assuming a telephone company to be buying fifty per cent. of its requirements of us, it was clear that if we could establish an arrangement by which that business would automatically



H. B. THAYER

come to us on as favorable terms as the telephone company was getting through its purchasing agent, we would save the telephone company's expense in buying and our expense in selling that material. It seemed probable that the same methods applied to the other fifty per cent. would also result in some savings. If we should extend such a plan to several companies we would be able to spread a higher class buying organization over several companies than either company could afford to employ by itself. There would be a more rapid tendency to standardization and therefore to purchases in larger quantities and therefore at lower prices. Carrying the stock and distributing it naturally goes with the buying and a common stock for

several companies could be carried and distributed more economically and more efficiently than for one company only. Also it was recognized that buying, storing and distributing material was a subordinate function of a telephone company, but a principal function of a manufacturing company.

Taking all of the conditions into consideration there was no escape from the conclusion that there was a chance to accomplish great economies and a greater degree of efficiency by our entering into the relation of purchasing agent for the telephone companies, provided that an equitable arrangement could be worked out. We entered into this relation experimentally with one company fifteen years ago and then with others one by one until after ten or twelve years' evolution of the plan all of the Associated Companies adopted it. With each the contract was discussed and changes were made to suit their ideas until finally a standard form was arrived at, taking the benefit of all their views and of their and our experience. At first, with the best intentions, we were distrustful of each other. At first we failed to get all of the economies because each party spent too much money in watching the other and we did not get the efficiency because we had not developed far enough our understanding of the telephone company's problem. Gradually we learned how to do the job and very soon we learned that the plan was efficient in proportion to the confidence which each party had in the other and to the extent to which they cooperated.

The relation as it now exists has been an evolution. There have been different forms of contracts but the changes have followed rather than preceded the changes in the relation. At the present time the contract is valuable only as a description of certain routines and methods of settlement. This relation depends for its continuance upon its value to the partners rather than the permanence of a written agreement subject to cancellation practically at will.

In 1907 the American Telephone and Telegraph Company adopted a definite policy of developing and operating in smaller cities and rural districts through locally owned and managed companies with which

the Bell Companies proposed to connect. In the fourteen years which had elapsed following the expiration of the fundamental patent on the telephone, many companies had entered the telephone field and several manufacturers had developed apparatus for their requirements. The Bell apparatus had been designed always with the principle of adaptability to national service in mind and with reference to national standards, while these local companies had required only adaptability to their local requirements. And because there were many of them with no bond of relationship to each other and because there were many manufacturers serving them, there had been no effort at standardization of their apparatus. Therefore, naturally and obviously there was a great difference in their types with each other and with the Bell types.

They could be connected together but not as efficiently and economically as though they had all been designed to work together. It became clearly advisable that such companies as might ultimately connect with the Bell Telephone System should have the opportunity to buy the Bell standard apparatus and as there was no way of predicting which companies would ultimately so connect it was decided that all should have the opportunity, and restrictions on this company's sales were removed in October, 1907.

This gives the history of and reason for our third relation to the System, a supplier to the connecting companies.

The Worth of Standardization

As to the present situation. The Bell Telephone System consists of twenty-five operating telephone companies covering directly or through connecting companies the whole country. The practice of the Bell Telephone System from Maine to California is very largely standardized. Standardization means that to give any specified kind of service on the same day, the same type of apparatus or material is always used, connected up or constructed in the same way. Standards vary from year to year with the improvement in methods, but new standards must always be workable with the old standards. Standardization effects very large economies in construction, maintenance, stock carrying and accounting and, in fact, all of the activities of a business.

Standardization in the Bell Telephone System is accomplished only after much study and labor. First the telephone companies' officials meet a new condition—possibly an apparent demand for a new kind of service. They make investigations to determine whether the demand is real or only apparent. They study the reactions on other types of service and arrive at a conclusion as to whether it is a demand which good service requires should be met. Having so concluded they consider whether it can be met with standard material and

methods and find that it requires new material. They then inform us that a piece of apparatus is required to accomplish a certain purpose in a certain way and within certain cost limits. Here our relation to the system as manufacturers begins.

Meeting Requirements

We may then design several alternatives using as many parts of standard types as possible and making full use of all of the experience in the use of materials which we have gained in forty years. The most desirable model is selected and worked into manufacturing form. Samples are made and put through exhaustive service tests and finally something has been produced which the telephone company's officials and we are convinced will meet the requirements efficiently and economically. That is sometimes a long and costly process, but it has to be gone through whether the apparatus is to be used in large quantities or small, and whatever the price is to be; and it is only after it has been done that the piece of apparatus is named a standard for a certain use.

You all know the care with which we select and inspect our raw materials, our tools, our work in process and our finished product. Our customers expect and have a right to expect that when they get our manufactures they can put them in any service for which they are designed and use them with a minimum cost of maintenance and with uniform results. As manufacturer we provide what is wanted of uniform quality and at reasonable cost. For the Bell companies we are officially Purchasing Agent and Storekeeper. In this relation we maintain a large organization to find sources of supply, to study the quality and price conditions and transportation costs, besides actually buying and delivering the material.

We receive from the telephone companies along toward the end of the year a rough estimate of the quantities of the principal articles which will be required during the following year. At each of our distributing houses, located at a Telephone Company's headquarters city, the manager considers himself and the Telephone Company considers him to be their man. They tell him their plans as fast as they make them. It is up to him with the help and co-operation of the whole company organization to have the material where it is wanted and when it is wanted. That is easy to say but it takes well thought out methods and systems and careful, conscientious work to accomplish it with continual care to keep on the fine line between too much stock and too little stock.

500,000 Orders

We gather their materials from the various factories, including our own, and distribute them through thirty-four warehouses, which we maintain in the more important cities and distributing centers of the country. We also distribute such ma-

terial direct from the factory to the place where it is to be utilized, as for instance line material which is shipped often from various factories to points along a line under construction. We fill annually for the companies under this contract about a half million orders. Some orders call for a single, small item. Some call for big switchboards. There is no way of estimating the value of the efficiency and economy coming out of this relation because since it first went into effect many other improvements have been working toward greater efficiency and economy.

For instance, when the first contract was made the supplies per station of the Bell System were over \$8. Last year they were less than \$1.50. Applying the difference to the total Bell stations would mean a saving in investment of between \$50,000,000 and \$60,000,000.

Of course, that has not all been accomplished by this relation, *but some substantial part has*. I think that any well informed telephone man would agree with me that the saving in annual expense and annual charges has been very large without making any allowance for a great increase in efficiency. In this way our relation as Purchasing Agent and Storekeeper has grown.

There are about 10,500 telephone companies in the United States; and 5,620 of them were our customers during 1915 for some portion of their requirements. Thus it is that the Western Electric Company has become a supplier to connecting and potentially connecting companies.

A Tremendously Important Function

I could go on and describe the ramifications and details of the work in these relations and give you figures to impress you with its magnitude, but it has seemed to me more important to show you in a more general way that while we perform a tremendously important function in a great national utility—that we are an important factor in it—we have come to that position by doing a good job and then a better job and then still better, so that the telephone companies have each year had more confidence in us and each year have given us a bigger part of the job to do.

A Natural Relationship

You will see by what I have said that there is no mystery in the relation between the Western Electric Company and the Bell System. It is a part of the growth of the telephone service and embodies the most practicable relation between the manufacturing and operating departments of a service which has developed faster and fills a larger field and is more universal in its relation with the public than any other. The development of telephone service to give the greatest benefit to the public required such a relationship as has existed and does exist between us and the operating companies.

In a new field and to a certain extent in

any field, the invention is only a starting stake in a long race. It is rarely complete or even ready to perform service, and not only must the invention itself be made workable, but auxiliary apparatus and facilities must be developed. Following the telephone came the whole field of telephonic development, the subscriber's station, the Central Offices, the connecting lines and subways with all the multiplicity of pieces and devices. These all had to be developed on right lines. Suggestions for improvement do not always originate in the laboratory or in the minds of inventors. They come from the machinist who is building or assembling the apparatus or from the operator who is handling the service, and in the laboratory and workshop they must be all coordinated and fitted into each other and there must be common control and common operation to get the best or even effective results.

Community of interest in corporations is something like blood relationship in individuals. If both parties are disposed to cooperate they get rather closer together than strangers ever do, but if either party falls short in the spirit or acts of cooperation they get farther apart than strangers.

Never get the impression that any part of this job belongs to us and cannot be taken away. It is a good thing for both parties now because both parties are efficient and they cooperate. Whenever either party becomes inefficient and there is no longer cooperation the relation will terminate.

The Western Electric Company is the workshop of the Bell System and the Bell service is the most effective in the world. That relation has contributed to make the Western Electric apparatus the model for the telephone systems of the world. Our efficiency is reflected in the telephone service and the efficiency of the telephone service is reflected in our apparatus.

We are all proud of the Company, proud of what it has done and what it is doing; proud of its methods and proud of its men. We must go on doing better work each year and that means that each man and woman must take pride in doing his or her part the best that it can be done, and we who have the responsibility for distributing the rewards for good service must use all of our judgment to see that they go where the merit is.

More About War Telephones

We have come to learn the importance of the telephone in modern warfare in a very general way, and it is only when some special incident in connection with the telephone systems of the European armies is reported to us by one of our correspondents that we realize to what extent this American invention is being employed.

In giving his personal impressions of a visit he had just made to the British front

in France, Lord Northcliffe recently said of the British telephone system behind the lines:

"It is no mere collection of temporary wires strung from tree to tree. The poles and wires are in every way as good as those of the postoffice at home. Marching with the army and linking up a thousand essential points is a telephone system that cannot be bettered. To-day it would be quite possible for the commander in chief, if he so desired, to call up London from beyond Fricourt. Where necessary the English telephones are linked up with trunk lines of the French government, for which interpreters are placed in the exchanges. The speed of communication is remarkable. It varies, of course, with the amount of business, but I have seen a man call up Paris, London and seaport bases in France, all within an hour."

At all times the armies exert every effort to protect their telephone lines from being severed, but even then it is quite impossible to maintain a network of wires, no matter if they be buried far underground, in the face of an immense bombardment. This, then, accounts for the confusion with which a defense of a series of trenches is conducted in the face of a heavy drum fire which has resulted in destroying all telephonic communication between the men in the advanced positions and the reserves and artillery to the rear.

From London comes the nonchalant remark of an officer, who evidently has been a prisoner in Germany. His statement, which again shows the drastic measures which the authorities employ to prevent their telephone lines from being tampered with, follows:

"I narrowly escaped being shot just after dawn that morning, because the Germans fixed the wire of a field telephone across the window out of which I was looking. The men told us that if the wire was touched the street would be shot to pieces."

An American newspaper correspondent recently obtained an interview with the Crown Prince of Germany over the telephone. In his hotel in Berlin the newspaper man was summoned to the telephone one morning, shortly after he had telegraphed a question on the duration of the war to the Crown Prince. He was informed that His Imperial Highness the Crown Prince was calling from German general headquarters in France. Under the marvelous system of military telephones, by which the Kaiser keeps in touch with every section of the frontiers, it was undoubtedly possible to put the call through without making an appointment for it the day before, as mere citizens had to do before the war.

An aid asked the newspaper man if he preferred to speak in English, and, answering in the affirmative, the reporter was at once connected with the Crown Prince himself, who had telephoned to answer the question.—*Scientific American*.

A Modern Fable

Once upon a time there was a Young Chap who began at the Bottom of a Business. His work wasn't as important as the running of a Railroad or the managing of a Government, but the Young Chap treated it as if it was. From the way he charged into his little Clerical Job you might have thought that it was the Prime Ministership of England.

Right from the very start it was easy to see that he "hated" Work worse than anything else in the World, for he was always thinking up ways to get it done more quickly. He would spend whole evenings fussing and stewing over one little Idea, just to save an hour's time in the day's routine. It got to be so that his desk would all be cleaned up every afternoon by 3 o'clock. The Boss said there was no hope of keeping him busy on that job, so he made him a Chief Clerk.

But that didn't seem to help a bit. The Young Chap had caught a disease known as "System-on-the-Brain" and he soon had things lined up to cram a nine-hour day's work into six hours. The amount of time that the fellow found to read the Company's catalogs and Business magazines was a caution. It got to be so noticeable that the Western Manager said he couldn't stand for any such Loafing as that a moment longer. The Young Chap had to be kept busy, he said, even if they had to make him a Branch Manager. Which they did.

There was a Mountain of work connected with this job, and for about a month the Young Chap didn't get time to eat more than a sandwich for lunch. But he soon fell into his Idle Ways again. By reorganizing his branch department and putting in some crazy sort of a new method of selling goods, that no one had ever heard of before, he found he had just as much extra time at his command as ever.

Finally the Board of Directors heard about his Idle Ways and decided to have a Business Doctor examine him. The Doctor pronounced it an incurable case of Executive Ability. So, as a last desperate resort to keep the Young Man busy, they made him a Vice President.

"How do you do it?" they asked him.

Then he told them that he always planned his work ahead, did one thing at a time, and did that well.—John R. Colter in *Wells Fargo Messenger*.

Man Must Work

Man must work—that is inevitable. He may work grudgingly, or he may work gratefully; he may work as a man, or he may work as a slave. He cannot always choose his work, but he can go about it in a cheerful, generous temper and with an uplooking heart. There is no work so rude that he may not exalt it; there is no work so dull that he may not enliven it. But—he must work.—*N. C. R. News*.

Assignment Methods in Chicago

By TOM MURRAY
Assignment Division, Chicago

In the early stages of telephone development, the assignment of new stations was comparatively a simple matter. The development of the telephone has reached a point where we now have over 440,000 stations in Chicago, or approximately a telephone for every six inhabitants, and telephone service has become a part of everyday life, both business and social.

The first assignment record consisted of a cable book and a good memory. The volume of business did not warrant specialization, as there were but few difficulties, owing to the fact that the "assignment clerk" of the morning would be the "installer" of the afternoon, and the evening operator.

During the period of rapid growth from 1897, assignment methods were changed from time to time to meet the existing conditions. The first system was used for both assignment and directory delivery. It consisted of a cable book, two sets of card records, one filed numerically by telephone or circuit number, the other according to address, and a map of the district drawn to scale of 300 feet to the inch, showing poles and terminals.

To assign an order the clerk would ascertain the nearest terminal by consulting the map, then alternately refer to the cable book and cards, until he found what was considered the most economical bridge. In those days, on account of the limited number of subscribers, instruments were not left in premises for future use.

Every three months the "contract department" would borrow the address cards for the purpose of delivering telephone directories.

The next marked improvement was the

"Block Number" filing system, which consisted of a map drawn on a scale of 100 feet to the inch in half-mile sections, showing the actual plant layout in detail. These maps were in book form twenty-six by thirty-six inches in size, and required extra tables. Each block was given an arbitrary number and all cards for subscribers in this block were filed behind index cards bearing this number. The



TYPICAL ASSIGNMENT DESK

assignment department at this time had the appearance of a wholesale woolen merchant's salesroom and sounded like a newspaper office on election night.

In 1911 the "Tier" system was devised and put into operation, and "proved in" beyond expectation. The increased number of subscribers simplified matters to the extent of making practicable the use of a block unit system of sub-station assignment.

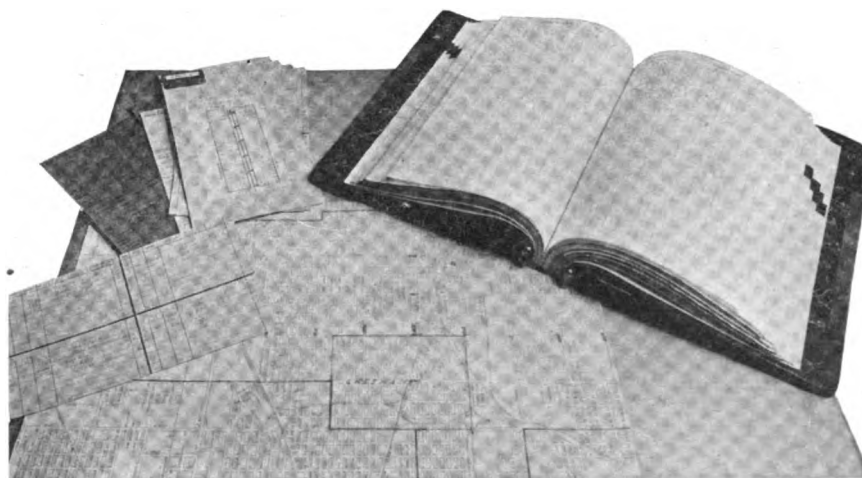
The maps were cut up and pasted to five by ten inch metal index cards, a city block to a card. These cards are geographically filed in tiers by blocks, using the street number as a meridian basis. For

example: A block 300 numbers north and 100 west of the base lines (State and Madison streets) is designated as North 3, West 1, and the card records of all stations located in that block are filed behind this index card. The single and two-party city circuits are entered on a green card, divided into four sections one for each boundary street. Four-party city circuits are on manila colored cards having a capacity of four circuits to a card. Neighborhood service one and two-party circuits are entered on red cards and the four-party circuits on orange colored cards. All cards are arranged in specially built desks, according to exchange districts, two or more exchange districts to a desk. The clerk handling a certain district can refer to block map, consult all cards and figure the most economical bridge without leaving the desk. To facilitate the locating of a desired block card, a key map of the exchange is kept under a desk glass

showing street names and cross-section numbers.

In addition to the above, each desk is equipped with a chart showing the actual layout of the main and intermediate distributing frames. These charts enable the clerk to assign telephone number nearest to a subscriber's cable on main frame and bunching block nearest to multiple assigned on intermediate frame, effecting a saving of jumper wire.

All orders which cannot be assigned owing to lack of facilities, are referred to special assignment clerks, who make a careful survey from records of that particular location, and if necessary make a field investigation. If extraordinary work is required, the facts are submitted to the engineering and commercial departments, and if the case warrants, orders are issued to provide facilities needed. A record is kept by the special assignment clerks of all orders providing facilities, as to the dates referred to the construction department and completed, so as to avoid any delay in



ASSIGNMENT RECORDS



ASSIGNMENT SECTION OF ASSIGNMENT DEPARTMENT

assigning commercial orders after the outside work has been completed.

This system has reduced the number of errors, increased the capacity of the force and simplified assignment work.

Plat Inspection

By **JOSEPH W. WILSON**
Wire Chief, Oshkosh, Wisconsin

Exchange plat inspection, a routine covering general maintenance of exchange plant which was put into effect in Wisconsin in January, 1915, has proved a big success in reducing aerial plant troubles. It provides a systematic manner of going over every piece of equipment, and will in the future lessen the chances of accidents and greatly reduce the aerial plant troubles.

Out of the fifty-two plats at the Oshkosh exchange which were covered during the year 1915, 191 drops were changed on account of tree interferences and height above streets, forty-nine cable terminals were found that needed attention, cables were protected in fifty-nine places from tree interferences and other objects, and four poles were found with decayed cross-arms that needed immediate attention.

For six months in 1914 the line and drop troubles averaged three and one-half per day, and during the corresponding months in 1915 the troubles averaged one and five-sixths, a decrease of very nearly two troubles per day.

All new work is being constructed with great care, especially with reference to protection of cables and wires, where it is impossible to avoid trees and objects that

are liable to cause trouble in the future.

As the work is being put up with the greatest possible care and the existing plant is being repaired from time to time, we soon expect to have our line and drop troubles reduced to an average of one or less per day.

Everybody boost for Plat Inspection; it is a great thing.

La Rue Eats Peaches

Practically the whole population of the town of La Rue, Ohio, ate peaches for a few days recently. Those whose names begin with the letters of the alphabet from A to J, inclusive, ate theirs first. The slightly less fortunate people, with initials from K to Z, ate theirs later.

C. M. Tannyhill is a grocer at La Rue. A couple of months ago he received a car load of peaches. Now peaches, as almost anyone knows, are an extremely perishable commodity and it behooved Mr. Tannyhill to get the fruit into the hands of the ultimate consumer as quickly as possible.

While this problem was perplexing the grocer, he met Manager Kniffin of the La Rue Telephone Company, which is one of the live connecting companies of the Bell System in Ohio. Mr. Kniffin suggested that Mr. Tannyhill employ a special operator temporarily and have her call every household in La Rue and the surrounding district reached by the company's lines. The grocer did it. There are 550 subscribers in the La Rue exchange. By the time the operator reached J in the book the peaches were sold. Two more carloads were then promptly secured and disposed of in the same way to the subscribers from K to Z.

The telephone man who advises this sort of highly intensive sales campaigning, is sometimes met by the objection that the subscribers do not like it. But they liked it in La Rue.

The "Get-Up-Late and Rush-Off" Habit

From the *Philadelphia Bulletin*

A girl who had acquired the rushing habit, says she checked it when she began to realize its consequence, and the story is a very interesting one.

She began in the morning by lagging in bed after being called, and from that time on she was perpetually striving to catch up with the lost time. She dressed hurriedly and carelessly, bolted her breakfast, ran for her car, buttoned her gloves after she found a seat, and reached her place of business in a mood that ignored the present and thought only of the future. Naturally her mistakes were many.

"I lived in that way until I was almost a nervous wreck," she confessed, "then I turned over a new leaf and began the painful climb back to health." She began right by getting out of bed promptly, thus securing time for her cold sponge bath, a few simple exercises and neat dressing. She ate her breakfast in decent fashion and started for her car. Thus far things went well, but she could not rid herself of the idea of hurry which had gone to town with her every working morning for months. We can imagine how she struggled to hold her attention to important facts as they presented themselves, but determination won in the end.

New Type of Test Desk at Hyde Park Office

By C. W. BYLOFF

One of the most interesting of the many developments that have appeared in recent years is the new No. 12 Wire Chief's test desk. The first one of the new type desks to appear in the Chicago Telephone Company's territory was installed at the new Hyde Park office.

Telephone apparatus in general has been improved from time to time; nearly all types of apparatus having been changed in design or replaced by new types since the beginning of the common battery era. The wire chief's test desk, however, has retained the same or nearly the same circuit ever since common battery telephones came into existence. Minor changes, such as the addition of automatic ringing have been effected, but no material change in the design of the testing circuits has been made until recently.

The No. 12 test desk is the last word in wire chief's testing apparatus and is a radical departure from the desks heretofore used, not only in the design of its circuits, but also in its physical appearance. It is built in one-position sections so constructed that any number of sections may be joined in a continuous line. No filing compartments have been provided as it was thought better to build a separate cabinet for filing purposes, as it is thereby possible to meet local requirements more readily.

One of the most interesting changes in the design of the testing circuit is the use of a primary and secondary testing circuit. In the primary testing circuit is in-

cluded all the apparatus necessary for the more rapid routine testing while the secondary testing circuit contains the means for making ringing tests, etc., that usually requires some little time in completing. It is also possible with this arrangement to locate crosses between lines readily without the aid of a second tester.

The principal testing instrument consists of a combined volt-milammeter having four windings and four scales, viz., a 100,000-ohm winding having an 0 to 120-volt scale; a 20,000-ohm winding having an 0 to 20-volt scale; a 1,000-ohm winding having an 0 to 20-volt scale and a winding of less than 10 ohms resistance having an 0 to 480-ampere scale.

It is possible to measure resistance as high as ten megohms with a fair degree of accuracy, using the 100,000-ohm winding of the combined volt milammeter in connection with the 100-volt test battery. The advantage of being able to measure such high resistances quickly is immediately apparent to one who is versed in the art of locating faulty line insulation, as small leaks can be detected which would not be possible with a less sensitive instrument. The other windings and scales of the combined volt milammeter are used in much the same way that similar scales are used on the older types of desks.

The testing keys are so arranged that the necessary tests for determining whether any trouble exists on a line or not can be made with three movements of two keys. This simple arrangement admits of more rapid routine testing than is possible with the older types of test desks.

The standard 200-volt insulation breakdown test as installed in the No. 12 test desk is connected to a line under test by the operation of a spring-actuated revolving key which automatically places the

breakdown potential on the line, first through a high resistance and then direct so as to avoid unnecessary tapping of subscribers' bells.

The howler is also connected to lines under test by means of a spring-actuated revolving key which graduates the howler from a low to a high tone, it being impossible to connect the howler to a line except when the tone is at its lowest point. This gives the subscriber a warning so that he may remove the receiver from his ear should he be about to use the telephone at the time the howler was being placed on the line.

The test cords between the test desk and the various "B" units are equipped with a disconnecting key at the desk and a disconnect signal lamp at the switchboard so that it is unnecessary to order the test cords taken down over the order wire as the disconnect lamp at the switchboard will light when the disconnecting key is operated at the test desk.

Other refinements of a more or less minor nature have been made, making the new desk a very rapid and efficient means for locating trouble as well as performing all the other functions usually required of a test desk.

Stung Again

Conductor—"What a nice doll you have, sweetheart."

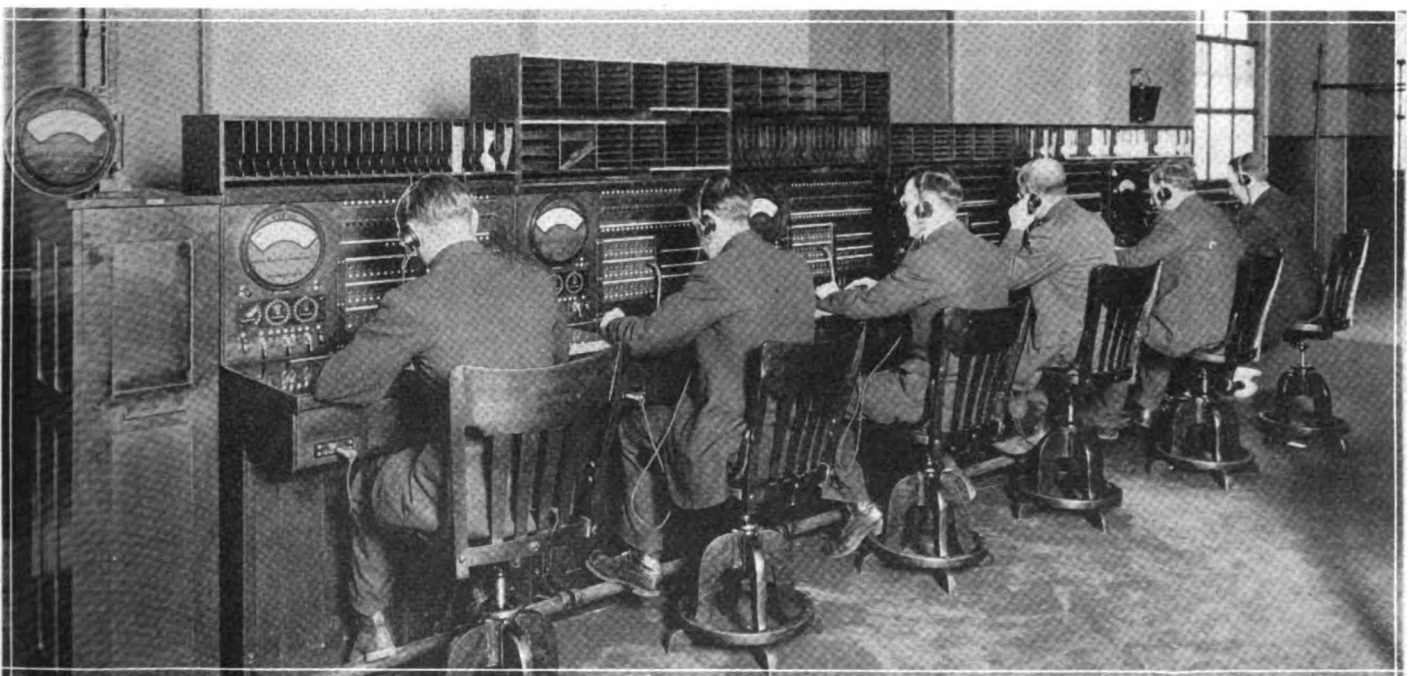
Little Girl—"That's my birthday present. I'm five years old to-day."

Conductor (to Mamma)—"You will have to pay half fare for your little girl."

Mamma—"Why?"

Conductor—"Because she is five years' old. She just told me she was."

Mamma—"Well, she isn't. She was born at 11:45 p. m."



TEST DESK AT HYDE PARK OFFICE, CHICAGO

Life at Margaret Mackin Hall Is Smooth but Not Monotonous

Brief Notes from the Home

So carefully had matters been planned for the reception of the first girl visitors at Margaret Mackin Hall, that life at the newly opened recreation home for women employés of the Chicago Telephone Company, located near Warrenville, Ill., soon took on its normal but by no means monotonous aspect.

The first guests, twenty-nine in number, were given a special serenade on the night of their arrival by the Katyids,



A SNAP SHOT BY ONE OF THE GUESTS. Left to right—Vice-president H. F. Hill, Miss Reuse, superintendent of the Hall; F. A. dePeyster, Traffic Superintendent.

whose music supplied a new sensation for city folks. On the second day at the Hall, all guests entered for a hike around the grounds, which only five kept up to the finish. For that evening a very pleasant musical program had been arranged by Roy W. Sullivan. Selections were sung by William Davies, Rose Mills of Wheaton and Mr. Sullivan, accompanied by Nora Lorine Ohlin, also of Chicago. Appreciation was not half expressed by the hearty handclapping, and it is hoped that this enjoyable evening may soon be repeated.

While falling into the DuPage river is not one of the premeditated attractions, nevertheless several of the guests have been able to prove that there is mud at the bottom of the stream.

During the first week of occupancy of Margaret Mackin Hall, a corn and potato roast took place on the banks of the river, around an immense bonfire. This was the first

affair of its kind that many of the girls had participated in, and they thought that corn cooked in this way could not be enjoyed. Much to their surprise it was so delicious that at one time it was thought possible the gardener would have to be called on for an extra supply. The evening ended with a war dance around the bonfire.

On August 28th, weather being favorable, an enjoyable evening was spent around the grate fire. The girls sang songs, told stories and toasted marshmallows. A most attractive picture was presented. Traffic Superintendent F. A. dePeyster was a guest for the evening.

Dr. McClellan, who is to be a frequent caller, made his first visit in time for breakfast one morning, and gave the girls a very instructive talk on "rest" which is the keynote of the home.

One of the big events during the so-far short existence of Margaret Mackin Hall was a "Stunt Party"—all guests participating. As the participants entered the play room and formed a circle, it was hard to award the prize. Particular mention might be made of "Sis Hopkins," represented by Julia Collins of Toll; colored mammies by Miss O'Connor of Harrison and Miss N. McAllister of Hyde Park; Lady Washington, by Lillian Fact of Kedzie; Baby Doll, by Gertrude Madison of the accounting department.

Fishing has been fine in Warrenville. Ask Oakland Evening Chief Operator Margaret McCarthy; she knows.

When Naome McAllister, one of the first occupants of Margaret Mackin Hall, left to go into the hospital for a few days, she was agreeably surprised by being presented with a handsome handmade boudoir cap, the gift of her many new friends.

Miss K. McDermott, evening chief operator at Kedzie office, a vacationist, entertained her supervisors at dinner during her stay at the Hall, and on the same day was presented by her girls with a beautiful bouquet of American Beauty roses.

The library is very popular, as can be judged by the picture of Miss McDermott,

on the next page, which shows her trying to finish her fifth book before train time.

Weather conditions at Margaret Mackin Hall bring about changes in program, but not postponements. This can be attested by the picnickers who had planned a picnic supper on the bank of the river, but found it necessary to change the location. The picnic was accordingly laid in front of the grate fire on the living room floor, on which tablecloths had been spread and baskets unpacked; a typical picnic lunch, consisting of sandwiches, pickles, cookies, ice cream and coffee was served. Then came popping corn and roasting marshmallows. A very enjoyable evening was spent.

Outdoor sports have been very popular,



IN THE FODDER

but not until the third week of September did the girls feel competent to enter into competition. At that time two teams to play a volley ball tournament were organized. They were named the "Margaret Mackins" and the "Reuses." The enthusiasm shown in the tournament inspired A. G. Seaholm, upon a recent visit, to offer a prize to the winning team. The tournament ended Saturday of that week and was won by the "Reuses." Mr. Seaholm sent a five-pound box of chocolates to the winners. Each team had four players as follows: Margaret Mackins—Misses L. O'Connor, I. Blencoe, F. Poole, A. Flynn. Reuses—Misses M. Lecture, M. Ferry, A. Geipel, M. Ferren.

Several good books have been read to the crocheting class by Miss A. Pattee during her stay at the Hall. The crocheters worked in a circle around the reader.

During Miss Poole's stay at Warrenville she instructed a large class in swimming, this amuse-



A MERRY POOL PARTY

ment being exceptionally popular during the warm weather.

Miss Ingles of Mr. dePeysters's office was a guest for a few days last month at the Hall and volunteered to be teacher to several groups of tennis players; she being authority on tennis, was able to settle many disputes which arose during previous games by amateurs.

The second big event at the Hall was a pantomime entitled "Mary Ann's Beaux." The following is the cast of characters:

Miss L. Wise.....Father
 R. ThomasMother
 G. Madison, M. Lecture, M. MaloneySuitors

The play was directed and staged by Frances Poole, one of the nurses from the welfare department.

Mrs. M. Langan, Main chief operator, was a recent caller at the Hall.

The front cover of this issue of the BELL TELEPHONE NEWS bears a reproduction of a photograph of the entrance of the Hall.

Joliet Gets a Hand

Organization, coupled with efficiency, has been the keynote of success in every well-regulated business.

If you doubt this, ask any captain of industry, any merchant, any shop foreman. They will tell you, almost without exception, that among the organized forces of any undertaking there must be efficient co-operation before satisfactory results can be expected. That is why the word efficiency has taken on such a large measure of importance during the last few years. First the organization—the schedule for conducting the business—and then the encouragement of capable workers who will devote the time for which they receive pay to the interests of those who give them employment.

Just as an illustration. During the recent electrical storm in Joliet, along about two o'clock in the morning, the night telephone operator for the Chicago Telephone Company noticed line trouble in the flashes on the keyboard. She called Manager A. H. White. He in turn summoned the plant lineman, Harry Lewis, and Dan Smith, ca-



MISS McDERMOTT
 Trying to finish one more book by train time.

bleman, from their beds. Before five o'clock that morning a bad break in the cable at Bluff and Marion streets was repaired, and when the people awoke that morning their 'phones were ready for use. They did not know there had been a break.

This sort of efficient coöperation prevented 'phone interruptions to a large section of the city. It is the kind of team play we have been analyzing—the kind that counts, and counts big, in commercial and industrial affairs.—Joliet (Ill.) *News Herald*, August 20th.

A Subscriber's Resolves

The telephone subscriber, at the ending of the year,
 Took down his 'phone receiver and put it to his ear.
 "Hello!" he said, "O Central Girl, connections do not break;
 I have some resolutions I am just about to make."

"Hereafter, when I'm calling for a number I shall not
 Fly into bitter tantrums if the number can't be got.
 Hereafter, when you signal 'Line is busy, call again,'
 I shall not be so foolish as to blame it on you then.

"Hereafter, when the telephone begins to ring full strong,
 I shall answer in a hurry, lest I keep you waiting long.
 Hereafter, when I make a call and am delayed a bit,
 I shall not flash like fury, or act as in a fit.

"Hereafter, when I'm angry when the talking is not clear,

I shall not yelp profanely till I blister up your ear.
 Hereafter, when another on my party line is called,
 I shall not rubber, either, till the line of talk is stalled.

"Hereafter, O! hereafter, Central Girl, I'll try to be
 Just as mild and calm and pleasant as you always are with me."

He Agrees With Us

THE NATIONAL ASSOCIATION OF RETAIL DRUGGISTS,
 OFFICE OF THE CHAIRMAN,
 WILHELM BODEMANN,
 HYDE PARK,
 Chicago, Ill., August 18, 1916.

Editor BELL TELEPHONE NEWS:

Read your item on Telephone Courtesy, page 25 (August issue). You are dead right—the telephone has not improved manners and courtesy.

I have no surplus supply of what passes as every day courtesy, but whenever I listen to a tirade by a patron of my public telephone directed to a telephone operator, I pitch in roughshod; I will not allow telephone operators abused and cursed in our place.

It is the height of ignorance and impudence to accuse an operator of wilfully and maliciously and with forethought giving a user of a telephone a wrong number.

If Mrs. Impudent calls for a number, she will hang on till she has her number, and the telephone operator certainly cannot be anxious to continue the tirade of Mrs. Impudent and will do her best to relieve herself of the impudent nuisance, as it were.

Yours,

(Signed) W. BODEMANN.

Autumn

A haze on the far horizon,
 An infinite, tender sky,
 And ripe, rich tints in the cornfield,
 And wild geese sailing high;
 And all over upland and lowland
 The charm of the golden-rod—
 Some of us call it autumn;
 But others call it God.

—HAYDEN CARRUTH.



A JOLLY LAWN PARTY AT THE HALL



WATERMELONS FROM THE HOME GARDENS

The Care of an Automobile to Preserve Quiet Running

Awarded First Prize in Contest Conducted by *The Motor*, a National Magazine of Motoring

To rid a car of the superfluous noises that develop in use requires systematic care and some devising. This is particularly true of the light car, which lacks the jolt-absorbing capacity of the heavier vehicle. Nevertheless, the light car can be made to run so quietly as to excite remark. Undue noises always mean either poor conformity or looseness; and, if neglected, any parts so affected are bound soon to complain.

In the following table, prepared for the Ford car, are enumerated the more frequent sources of noise, together with remedies that logic and experience have shown to be effectual. Troubles that would probably require adjustment by a professional hand have been for the most part omitted.

Body Parts

Top Support Bow and Bracket Iron.—Play and rattle: Insert spring washer behind prop nut.

Doors.—Rumble: Use rubber-headed nails as buffers; or install "door checks."

Lamps.—Rattle: Tighten bracket bolts. If lenses are loose, press metal frame against lens or fit a thin metal strip between frame and lens.

Windshield and Dash.—Squeaking or vibration: Place a narrow strip of rubber or leather along top of dash as seat for base of windshield; adjust latter evenly, tightening all nuts and screws.

Carburetor Adjustment on Dash.—Chirp: A drop of oil at rod-slot in dash.

Hood.—Rattle: Tighten spring adjusting nut of each clamp.

License Plate.—Knocking: Metal plates, swinging ones especially, should be well backed with linoleum or leather.

Fenders

Front.—Vibration and Rumble: Tighten supports at frame. Join fender and running board shield with "fender braces." Separation of any noisy contact edges with rubber or leather is sometimes necessary.

Rear.—Rumble, clatter: See adjustments for front fender. In addition, the mud shield on inside of rear fender is liable to knock against the fender support where the latter passes through it. The support rod should be given ample clearance.

Running Gear

Radius Rod.—Vibration: A self-adjusting "anti-rattler" is the only permanent repair here.

Steering Connections.—Play: Snug adjustments, and perhaps the use of "silencers," are advisable.

Speedometer Sprocket.—Whir: Apply grease, not oil. Pound: A pebble or splinter may be found between the teeth.

Springs.—Squeaking and noise: Tighten

clips and adjust leaf retainers snugly. Oil leaves and shackles. Neglect to squirt oil near the top of the spring where it disappears inside the frame cross-member often produces a disagreeable crunching knock.

Differential Gears.—Humming grind: Flush with kerosene and use a graphite grease; if badly worn, a fiber grease.

Brakes

Service Brake.—Chatter: A common annoyance. High-grade white asbestos lining, woven without wire, is recommended for all three bands of the transmission. In any case a change of lubrication from a paraffin to an asphaltum oil, or vice versa, is almost sure to cause harsh action and seizure.

Rear Brakes.—Squeak and grind: Rear shoes provided with wire asbestos lining are preferable from every viewpoint.

Rear Brake Rods.—Rattle: Look for play at end-yokes of rod. Clank or pound: Very deceiving. It will be found that the brake rod pounds against the rear truss-rod of the running board. Wind truss-rod well with adhesive tape.

Controller Shaft and Exhaust Pipe.—Clatter: The long exhaust pipe sometimes clatters against the cross shaft of the brake lever. Wire a sleeve of sheet asbestos around pipe at contact point.

Engine Parts

Exhaust System.—Hissing: Almost invariably a leaking spark plug or loose exhaust-manifold gasket. Loud exhaust: Very probably the manifold coupling nut has worked loose and the packing has been blown away.

Engine Pan.—Rattle: Tighten any loose retaining bolts beneath wooden sill.

Timer.—Squeak: Oil.

Crank.—Rattle: A strap-and-cup holder of leather is the simplest solution.

Fred Lippert in Accident

Fred L. Lippert, a sergeant in the First Illinois Cavalry, at this writing on border duty at Brownsville, Tex., was the victim of a distressing accident September 2nd. Sergeant Lippert, while most painfully injured, was progressing toward recovery when last heard from by his friends in the maintenance department of the Chicago Telephone Company.



FRED L. LIPPERT

Sergeant Lippert at the time of the accident was chief of the military police at Brownsville, an important and difficult post. The accident occurred when Sergeant Lippert, accompanied by Military

Policeman Herbert Oltman and Edgar Bryant, went to a house in the Mexican quarter in response to a call over the telephone for help from a young woman who said that a Mexican was beating a woman. She also described the assailant as being a "bad man" and warned the military policemen to be careful.

"We reached the house about ten o'clock," said Military Policeman Oltman. "Lippert and Bryant went in the front way and I went around to the rear. I came in just as the accident happened.

"Bryant and Lippert had walked up to the Mexican to put him under arrest. The Mexican backed up to the wall and made a lunge for Bryant's gun. Bryant got the gun all right, but the Mexican grabbed his wrist and the gun was discharged. Lippert fell and Bryant ran for a doctor while I picked Lippert up, both of us forgetting about the Mexican.

"The woman reminded me that he had escaped so I left Lippert and gave chase. I saw him running and caught him, but had to knock him out with my club before he would submit to arrest."

The bullet struck Lippert in the mouth and knocked out a number of his teeth.

The First Illinois has its own newspaper *The First Illinois Cavalryman*, published by Colonel Milton J. Foreman, and edited by newspaper men belonging to the regiment. The publication devoted its leading editorial to the Lippert affair, and said:

"The wounding of Fred Lippert, head of the Military Police, brought regret to every man in the First Illinois Cavalry and to his many friends in other regiments. To those who have had the pleasure to be in troops where he has acted as drill sergeant, the regret for the injury to a friend is increased by recollection of the uniform kindness and helpfulness which he always showed to new men and the quiet efficiency with which he conducted the drills.

"Well equipped as a fighter, for there are few if any better boxers in the regiment, Fred Lippert never is a bully, never picks fights and never dodges a fight when he is in the right about it.

"As head of the Military Police, as provost sergeant at the mobilization camp at Springfield, he never was accused fairly of abusing his authority nor of imposing unnecessary hardship on anyone.

"Those men who have been at the two camps, Springfield and Brownsville, hope keenly for his recovery and always will regard with respect and affection, Fred Lippert, soldier, gentleman.

Sergeant Lippert is the owner of a medal, presented to him by Coroner Peter M. Hoffman, of Cook County, Illinois, as a testimonial of the value of his work on the occasion of the *Eastland* disaster in 1915. Lippert recovered a number of bodies from the wreck.

Public Utilities Commission Rulings

By A. R. BONE

General Commercial Superintendent, Chicago Telephone Company

Rules Issued by Illinois Commission in Respect to Telephone Service

1. The lines and equipment of each telephone utility shall be so constructed and maintained as to eliminate, as far as practicable, all cross-talk and noise resulting from leakage and induction, and to insure good transmission over local exchange lines and long lines ordinarily used in the transmission of messages or conversations.
2. On new construction not more than four (4) subscribers shall be connected on any local exchange line and not more than ten (10) subscribers shall be connected on any rural line having a length of five (5) miles or less. On rural lines of greater length this number may be exceeded, but in no case should the number of subscribers on any one line be greater than that consistent with adequate service.
3. Each telephone utility furnishing service, alone or jointly with other telephone utilities, between any two cities or villages, in which exchanges are operated, should maintain, for through traffic between such cities or villages at least one (1) trunk-line, either direct or switched, with which no subscribers' instruments are connected. Where the through traffic warrants it, additional lines shall be provided sufficient to maintain adequate service.
4. Each telephone utility shall make such tests and inspections of its lines and equipment as may be necessary to insure the maintenance and operation of such lines and equipment at a high standard of efficiency.
5. Each exchange shall have sufficient central office equipment to meet all requirements and shall have sufficient operating force to handle the traffic at all times adequately and efficiently. Traffic studies shall be made and recorded at regular intervals by each utility in order to demonstrate to the commission that sufficient equipment is in service and the necessary operating force employed to handle the traffic with reasonable facility.
6. Every telephone utility shall make reasonable efforts to provide for meeting of emergencies such as failure of lighting or power service, sudden increases in traffic, or illness of operators; and should issue instructions to its employes covering the methods to be followed in promptly clearing trouble resulting from storms, fires and other emergencies which seriously affect the service.
7. Any telephone exchange serving more than five hundred (500) city subscribers shall be considered as giving reasonably

prompt service if ninety-four (94) per cent. of all the calls are answered in ten (10) seconds or less. All other telephone exchanges shall answer at least ninety (90) per cent. of the calls within ten (10) seconds. Where the traffic is insufficient to require the entire attention of an operator and the exchange is operated in connection with other work, slower service may be adequate.

8. Each telephone utility shall adopt suitable rules and instructions governing the methods and phraseology to be used by operators in the handling of all calls.

9. Telephone directories of exchanges serving more than one thousand (1,000) subscribers shall be revised, printed and distributed to subscribers semi-annually. Telephone directories of all other exchanges shall be revised, printed and distributed to subscribers at least once each year. All directories should be dated and should contain such instructions as may be necessary to inform subscribers of the action they should take in order to obtain adequate and efficient service.

10. Rules and regulations governing local and toll service shall be printed in all directories. Each public pay station shall be provided with a directory. There shall also be posted in each public pay station instructions for the use of the equipment.

11. Every telephone exchange shall maintain an accurate record of all complaints, interruptions or irregularities of the service, such record to include the date and time the trouble was reported, the nature of each complaint or irregularity, the duration of same, the action taken to clear the trouble, and the date and time such trouble is cleared. All reasonable efforts should be made to eliminate interruptions and irregularities and to properly care for all complaints that arise.

12. For the purpose of assisting the commission in enforcing these standards, each telephone utility shall file with the commission the name and address of the official or employe with whom service complaints and reports of irregularity shall be taken up to insure prompt and careful attention to such complaints and reports. One (1) copy of each issue of the directory shall be filed with the commission at the time of the distribution of such directory.

Reinstatement Charge Upheld

In a case recently contested by a subscriber who had been required to pay a reinstatement fee and who held that it was

an unreasonable and unwarranted requirement, the State Public Utilities Commission of Illinois said:

"From a careful consideration of the subject, we are of the opinion that the regulation of the respondent, the Chicago Telephone Company, providing for the discontinuance of telephone service in case of non-payment, is a reasonable one, and that the requirement of the payment of two dollars (\$2.00) as a charge for reinstatement of service that has been discontinued for non-payment is not unreasonable and should be sustained."

Per Cent. of Gross Receipts

Idaho Public Utilities Commission.

A provision of an ordinance providing for the payment to the city of a certain per cent. of the gross receipts of the company is not looked upon with favor by this commission. There is no reason in justice or equity why the users of the commodity of a certain public utility should be required to pay such a rate as to enable the public utility to pay to the city a certain per cent. of its gross earnings, to be used by the city for general purposes. If funds of that kind are needed a tax should be levied on all of the property within the city's boundaries.

Abolition of Service Approved

The Illinois Public Utilities Commission holds it to be a rule of a telephone company that payment of rentals shall be made within a prescribed period, and that unless payment is made the service may be denied, is a regulation of the permitted character.

Practice of Charging Subscribers for Periods During Which Service Is Suspended for Non-Payment Held Not Unreasonable

District of Columbia Public Utilities Commission.
Walter S. Carter

vs.

The Chesapeake and Potomac Telephone Company

The commission does not find this practice of the telephone company unreasonable or discriminatory and therefore declines to take action requiring the company to omit from its bills a charge for the period of time during which service is cut off on account of non-payment of bills.



Safety First and Accident Prevention

Member National Safety Council
Member American Museum of Safety



IT IS EASIER TO TRY SAFETY FIRST THAN TO TRY TO WALK WITH CRUTCHES

THE GREAT BULK OF PREVENTABLE ACCIDENTS COMES FROM THE NEGLECT OF LITTLE THINGS

ACCIDENTS OCCUR ONLY WHEN YOU ARE OFF YOUR GUARD. BE CAREFUL

Personal care in the conduct of our work would have prevented almost ninety per cent. of the injuries reported by Chicago telephone employes during August. The chart on this page shows the distribution of the accidents. It will be noted that twelve per cent. were caused by tools; that is to say, the injuries reported were received while handling tools. Most of this class of accidents are similar to the following:

"Was drilling a hole through a brick wall and was using a star drill and a ten-pound hammer. In the course of his work the hammer failed to strike the drill, the blow falling on his hand." This was not a serious accident, but was surely preventable.

Another—"Was sawing a lead sleeve with cable saw, when saw slipped and cut thumb of left hand." In the operation of sawing a lead sleeve, the saw is very likely to slip, but with personal care on the part of the individual, the work can be done without injury. This is proven countless number of times each day when work of that sort is being done.

Another preventable accident: "Was lowering tool bag with rope. Tool bag caught on round of ladder, tipped over and a two-inch wood chisel dropped and struck helper below. Two points were involved in this accident. First, with reasonable care a tool bag can be lowered without tipping over. Second, the tools in it can be so secure that they will not fall out.

Almost as many accidents were reported as having been caused by slipping and tripping. This sort of accident is unfortunately so common that it is unnecessary

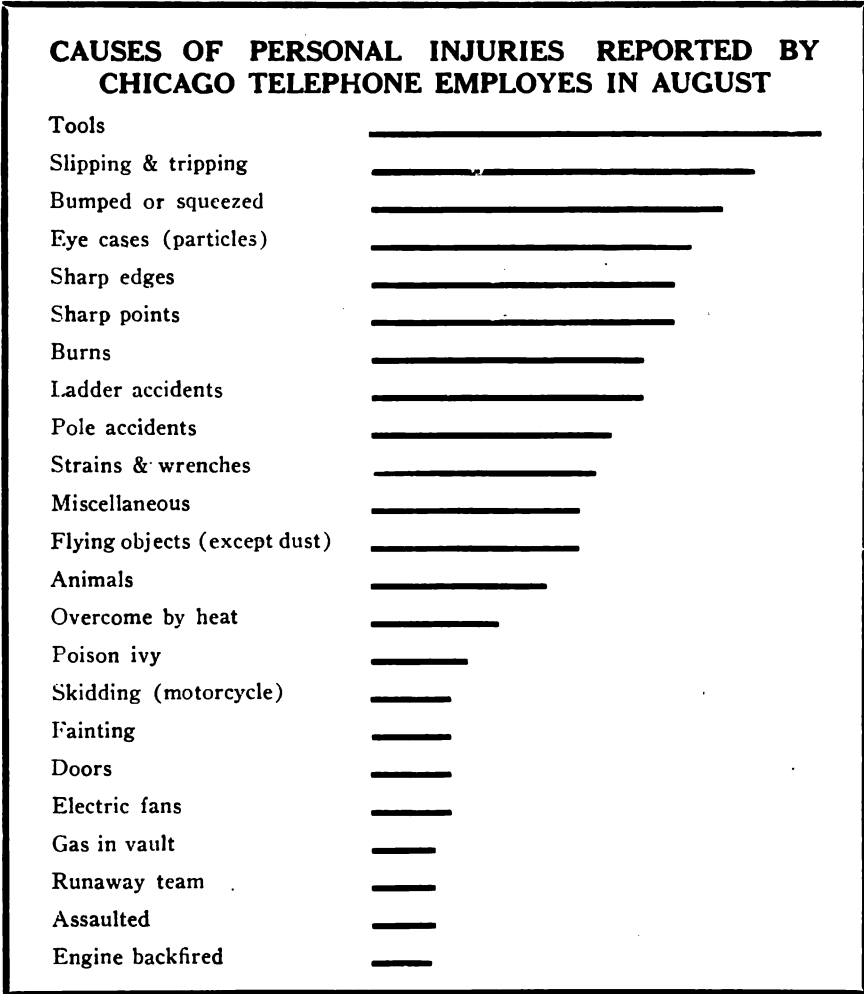
to quote from them. Eight per cent. of the accidents reported were people bumping into objects, or into pipes, posts and one thing or another, or

allowing their fingers or toes to be squeezed between heavy objects, but in nearly every case, personal care on the part of the person injured, before the accident, would have prevented it.

Seven per cent. of the accidents were caused by contact with sharp points, such as pencils, pins, nails, etc., two of the accidents being caused by our men stepping on nails. A particularly important feature of these kind of accidents is, that the wounds caused by them so often become infected. Not only are most of these accidents preventable, but after they have actually occurred we can prevent infection from developing in the wound.

Study the chart showing the causes of the various accidents, consider it carefully and ask yourself, "Am I taking a chance?" "Am I on the job all the time to prevent accidents to myself and others?" There are a

few of us who can answer "yes" to the latter question. Let's get together and prevent the needless suffering caused by carelessness.



to quote from them. The number reported should impress us with the fact that a thing that we can all so readily guard against is furnishing so large a proportion of the total number of accidents. They should not be disregarded because they, apparently, do not cause serious injury, for the records of insurance companies and of the coroners' offices show that many deaths are caused by slipping and tripping accidents, and that many serious, perma-

Slight Wounds

It is unfortunate that many of us have gotten into the habit of ignoring what are commonly called slight wounds, such as any small injury in which the skin is

broken by a sharp or jagged edge, a sharp point or by being squeezed. We have all had such injuries in the past without serious result, but we must always remember that there is a large element of danger in ignoring such wounds.

Iodine, one of the best antiseptics known to medical science, should be used without fail whenever the skin is broken. Owing to our physical condition at the time, very often these wounds, which in the past have healed up without trouble, become infected, with very painful results, and always with the prospect of the loss of the member.

The time to apply the iodine is as soon as possible after the injury has been received. If you will use it promptly, the danger of infection will be practically eliminated.

First Aid

A. C. Skafgard, whose picture is shown herewith, had occasion to apply first aid very soon after he had attended one of



A. C. SKAFGARD

our first-aid meetings at Belmont exchange, Chicago. His helper, Thomas Freeman, Jr., had an accident and had severed an artery in the upper part of his right arm. As soon as Mr. Skafgard saw the nature of the injury, he remembered what he had heard at the first-aid meeting, and immediately applied a bandage above the torn artery and stopped the bleeding. As the blood was flowing freely, and no one present at the time of the accident knew what to do, Mr. Skafgard's prompt action undoubtedly prevented the loss of a large amount of blood, which would have been serious, and possibly he saved Mr. Freeman's life.

It is pleasant to know that we have helped another in a dangerous situation, as Mr. Skafgard can testify. We congrat-

ulate him for his prompt and efficient action in this case.

Safety Creed

I BELIEVE in the conservation of human life and limb; the development and preservation of strong, healthy bodies, and unmained; the elimination of thoughtless, careless and reckless acts; the saving of suffering, sorrow and misery.

I BELIEVE in honorable work, intelligently performed.

TO THIS END

I will seek healthful recreation and avoid those things which impair my mind and body.

I will train my mind and my hands that I may perform my duties in such a manner that I will not cause myself, my family nor my fellow man to suffer.

I will instruct the inexperienced, assist the weak, guide the strong, warn the unmindful, admonish the indifferent, and praise the vigilant.

Good Advice About Telephoning

By EDW. A. UHRIG

President of the Milwaukee-Western Fuel Company, Milwaukee, Wis.

Reprinted from *The Transfer*

The manner in which a person uses a telephone indicates his character to a great extent, and makes either a good or bad impression. And this impression is reflected directly upon the establishment from which such message comes.

It is a pleasure to do business with a house which performs every detail in a clean-cut, satisfactory manner; but it leaves a sting to be answered abruptly or discourteously over the telephone. It is a folly to lose one's temper because one does not get immediate connection. This is rarely ever the fault of the telephone operators, who are nearly always courteous and prompt.

On account of additional trunk lines and numerous additional desk 'phones, our telephone switchboard is getting to be an extremely busy proposition and, in order to get the maximum service, it is necessary that each and every one using the 'phones cooperate to the fullest extent and I earnestly request that hereafter you follow these rules:

When calling a person use your telephone directory and get the number of the party you want to speak to, then take off the receiver and ask for "OPERATOR" and, when she answers, give her the number and wait until you get your party.

This method will relieve our operator of looking up numbers and remembering the different numbers that she is asking for and will give her time to devote more attention to INCOMING calls, and absolute-

ly necessary conversation that comes up from time to time.

The idea is to give the maximum amount of service to our INCOMING calls through each individual's taking care of his outgoing calls.

When leaving your desk to go to some other part of the office notify the operator as you go by so she will not be unnecessarily ringing your 'phone, and, when you do not answer, inquire all over the office to locate you.

If you are away from your desk it will facilitate matters very much if you will try and notice, when the telephones ring, whether you are called or not, and, if you are, do not call across the office, asking whether you are wanted or not, but, if you suspect it is a call for you, take the nearest 'phone and ask the operator.

Some persons, seemingly, cannot get out of the habit of talking awfully loud on the 'phone. This, as you know, is not necessary and is very annoying to the other occupants of the office. Should it be necessary to talk loud—or should it be a long-distance call, booth 'phones are to be used in such cases.

On account of so much outside noise, caused by the whistling of boats, passing street cars, etc., when asking our operator for a number or person, be sure and SPEAK LOW AND DISTINCTLY, so she will not have to ask you to repeat, which takes up considerable time.

One very necessary feature of the service is that you ANSWER YOUR TELEPHONE VERY PROMPTLY. You cannot tell who is on the other end of the line—it may be some very good customer who grows impatient if compelled to wait. Do not let him wait and thereby give him cause for complaint. When one is called to the telephone he should RESPOND QUICKLY, and the person calling SHOULD NOT BE LEFT TO HOLD THE WIRE TOO LONG—something decidedly irritating and often unnecessary.

With a view of MAKING OUR TELEPHONE SERVICE THE BEST POSSIBLE, the undersigned is going to follow the above rules in using the telephone and he will appreciate very much your cooperation.

Let us, throughout the whole office, strive to excel in SATISFACTORY TELEPHONING.

A New Way to Telephone

A woman detained at a police court in an eastern city asked permission to telephone three of her friends. The police officials consented but reserved the right to listen in. They heard nothing, but the woman got her message across by using the Morse code, tapping on a table on which the telephone instrument stood. She thanked the chagrined officers and returned to her cell.

Of Interest to Our Girls

Conducted by Mrs. F. E. Dewhurst

A Compliment for the Telephone Girl

In the *Chicago Evening Post* a short time ago Karleton Hackett gave an interesting exposition of the value of distinct speech and pleasing voices in business. He began his argument by quoting the common statement that Americans as a race have the reputation of possessing the least pleasing voices and manner of speech of any of the civilized nations.

Unfortunately the reputation has not shamed us into any special effort to attain something better, and our schools have failed to meet the situation. Most of the work of educational institutions is confined to teaching accuracy in the *written* word, and a graduate's diploma has had nothing to do with the manner in which the student pronounces his mother tongue. His enunciation may be so slovenly that you are obliged to ask your questions two or three times to understand the answer.

"Many a man," he says, "has cursed the stupidity of his stenographer over some ridiculous mistake which made it necessary to rewrite a long letter, when the real trouble was that his own utterance was so thick that the poor girl had had to guess at a large part of the words and simply could not guess them all right."

And then comes the interesting point of the article, which we quote, as it gives credit to the Telephone School, which has devoted so much time to educating girls to speak clearly and distinctly.

"The telephone people were the first to sense the practical value of distinct speech and have been compelled to institute schools wherein their operators could learn at least

the rudiments of voice usage. Even now at least once in a while you get a wrong number, but think what it would be if Mag and Susie were left with their utterance pure and undefiled just as it had come from the family hearthstone? These telephone girls quickly learn to adjust themselves to a double standard and when they go to the dance with Jimmy they return easily enough to the vernacular, so that their social standing in the community shall not be jeopardized by putting on any style, but when they sit down at the operating board they talk very passable English.

"Now, whether Mamie, the golden-haired telephone girl with the sweet voice, always marries the dashing young millionaire, who fell in love with her through listening to her dulcet tones over the wire, may be open to question, but she finds two practical considerations which make it worth her while to pay attention to her manner of speech. If she cannot speak distinctly so that her record is charged with too many wrong numbers she quickly finds herself free to devote her talents to some other line of work, and if she uses her voice badly it grows hoarse with the day's work, she is always catching bad colds, which settle in her throat, and she has to give up her position.

"The practical value of distinct speech and attention to vocal hygiene is recognized in the telephone business, but it has not as yet made much progress in the retail region of State street. Yet they might gain very practical results from turning their attention to the matter. How much time do you suppose is wasted up and down State street in the course of a week by the necessity of repeating questions because you could not

understand what the salesgirl said? In the big stores time is money, and the girl who answers you with muffled utterance so that you do not know whether she said \$1.37 or \$2.59 is costing her employer money as well as driving trade to another shop. Goodness knows that she is not to blame in an enormous number of cases, for the original inquiry was frequently put so clumsily that it would have taken a mind reader to know what was wanted, nevertheless it should be a part of her business to see to it that no time had to be lost through her fault. How much do you imagine this wasted time would amount to in dollars and cents?"

Mr. Hackett does not point out another advantage which has been gained by the education of our girls in enunciation. The girls can forgive his reference to a "double standard" of speech when they think of the way in which they are educating the public by setting a standard, which it is beginning to imitate. The effect of a well modulated voice and distinct speech, together with un-failing courtesy, is not only beginning to be appreciated and the operator respected, but she is educating the subscriber who is imitating her more and more. And just in proportion as the subscriber realizes that he will get what he calls for, if he calls in the same clear and distinct tone which he habitually hears in response, will he be satisfied with the service.

Impudent

"Hello! hello! Central, give me my husband."

"What number, please?"

"Oh, the fourth, if you must know, you impertinent thing!"—*Telephone News.*



STUDENT OPERATORS TAKING LESSONS IN DISTINCT ENUNCIATION

Ladies' Tennis Tournament

The Ladies' Tennis Association of Chicago opened its 1916 tournament with a hundred and eighty entries. There was much interest shown by the players throughout the season, which increased in the semi-finals played at Oakland office and reached a climax the great day when the finals were played on the North Shore.

The champions of the four divisions were Miss A. Pike, Western division; Miss E. Hennessy, Central division; Miss F. Loula, Southern division; and Miss F. Goedee, Northern division.

This is Miss Pike's first season of tennis playing, but she reached the semi-finals by her creditable playing. Miss Hennessy has had several years' experience with the racket, and this year defeated her sister, who came near winning the tournament last year. Miss Goedee was playing in her first tournament, but it is her second season of tennis playing. Miss Loula has only been with the company for one tournament, but has gained much prominence by her athletic ability.

The semi-finals were played on the Oakland courts. These courts were in splendid condition, and regardless of the clouds and occasional showers, a good number of tennis enthusiasts and friends of the contestants were present. Miss Hennessy defeated Miss Pike by 6-1 and 6-0. Miss Loula defeated Miss Goedee by 6-4 and 6-3. Mr. de Peyster presented each of the participants with a manicure case as a prize for winning the division championship.

The finals of the tournament, between Misses Hennessy and Loula, brought together a large gallery of enthusiasts at The Courts, which are located on the lake front near Catalpa street and maintained as a private club by the telephone company officials and other employees living nearby in Edgewater. Each point was watched with intense interest by all, as the players were well matched and the games close. Hyde Park and Wabash rooters encouraged their girls with vociferous applause. Miss Hennessy won the first set by a score of 6-2. Miss Loula did not play in her usual good form until the second set.

At the beginning of the second set, each player was well "warmed up" and de-



MRS. F. E. DEWHURST
Accepting a Challenge from Mr. Seaholm

termined to win. Miss Hennessy won the first game; Miss Loula, the second, and Miss Hennessy, the third and fourth. Then Miss Hennessy lost the next three games, only to win the following two. The score now stood 4-5, with Miss Loula serving. For four games each player won on her serve; then Miss Hennessy took her opponent's serve, the thirteenth game, and

her own, the fourteenth, winning the set, score 8-6, and match, 6-2, 8-6.

General Manager W. R. Abbott presented Miss Hennessy with a fine white sweater as first prize. In his speech he expressed his pleasure in the opportunity of congratulating Miss Hennessy and his satisfaction in the interest shown in the contest.

After the game, a delightful social hour was enjoyed on the lake shore, where hot chocolate and sandwiches were served and appreciated by the large company present. Hearty congratulations were extended to both of the players and the best spirit prevailed among the representatives of the rival offices in spite of the keen interest each side showed in the fortunes of its special champion.

The results of this year show that the game is well established, that the numerous company courts are a good investment, and that next year the winner will have to fight harder than ever before for the coveted place of honor.

Tennis at Milwaukee

The 1916 tennis season of the Blue Bell Athletic Association of the Wisconsin Telephone Company was officially closed on September 16th when L. B. Barnes defeated Ed. Brennan in the finals of a fall handicap tournament for the championship of the club.

The match was taken in straight sets, the score being 7-5 and 6-3.

The results of the matches between those who qualified for the 'semi-finals were as follows:

Ed. Brennan defeated Geo. Crowell, 6-3, 6-3.

R. W. Wheeler defeated E. Gherz, 6-3, 6-3.

L. G. Barnes defeated H. W. Kroenig, 6-2, 6-3.

Ed. Brennan defeated R. A. Wheeler, 6-4, 0-6, 6-3.

L. G. Barnes defeated S. W. Pratt, 6-4, 6-0.

Ed. Brennan defeated H. W. Burr, 6-4, 4-6, 6-4.

Finals—L. G. Barnes defeated Ed. Brennan, 7-5, 6-3.

The tennis germ first made its appearance at the Milwaukee exchange in the spring of 1915. It proved so infectious that a subscription list was circulated and signed by over thirty devotees and boosters of the



TRAFFIC SUPERINTENDENT F. A. de PEYSTER PRESENTING PRIZES TO SEMI-FINALISTS

Miss Hennessy, winner of the Tournament, is the third from the left.



TENNIS COURTS OF BLUE BELL ATHLETIC ASSOCIATION AT MILWAUKEE

great outdoor sport. This provided for the leasing and equipment of four courts. Many of the original thirty-four men who helped to pay for the courts never appeared in action on them. Their generosity, however, was not wasted, as the courts were opened to the girls of the Wisconsin Telephone Company, who made things hum on the clay whenever the weather was right.

The present officers of the Association are: President, L. G. Barnes; vice president, W. D. Hobbins; secretary, John O'Day; treasurer, F. E. Chandler. These men, with W. O. Schilling, F. J. Mayer and C. H. Bullerjahn, constitute the board of directors.

Ideal Bowling League, Chicago

STANDING OF THE TEAMS SEPTEMBER

BER 25, 1916.

Team.	Won.	Lost.	Percent.	Average.
Executive	5	1	.822	780
Comm'l Engr.	5	1	.822	752
Assignment	5	1	.822	707
Maintenance	3	3	.500	679
Traffic	3	3	.500	611
Gen'l Comm'l	2	4	.222	718
Invincibles				
(Gen'l Plant) ...	1	5	.166	622
Relief & Safety ...	0	6	.000	641
High average, Executive, 780.				
High 3 games' average, Executive, 809-1.				
High 1 game, Executive, 856.				

Along about the middle of September (Morn) the upper floors of the Bell Telephone Building at Chicago presented a scene of unusual rush and activity, due to the discovery that all good bowlers in the telephone company were not registered in the Bell League. As the entries in this organization were closed, an excellent opportunity to start a new league and develop some real bowling was seen.

Eight teams were coerced, enticed, cajoled and flattered to sign up, as follows:

W. I. Mizner in the executive offices.

Frank Redmund entered his office force as a team.

H. M. Webber and O'Sullivan French, in course of regular occupations heard about the league and entered a team. Peirce of the Maintenance entered a team backed up by Bennett and Hyatt as star performers.

A. R. Bone said, "Yes, I will enter a team. Luscombe, Ramsay, Clark and Simpson will be my bowlers."

Francis X. Seaholm of the Traffic entered a team of twenty.

Russell of the commercial engineers entered a corps of trusty lieutenants and Blodgett of the assignment, consolidating with Robert Cline's construction force, completed the league.

After considerable opposition and skulduggerous activity, W. I. Mizner, who it is rumored started the league, succeeded in being elected president.

It was a "relief" to find as "safe" a man as H. M. Webber for treasurer, while the office of secretary was handed to the working forces. A. W. Blodgett holds the title.

The first games were rolled Monday, September 18th, at Bensinger's Madison Street alleys, starting at 6 p. m. Taking the results as a basis, the members are good telephone men. The alibis were such things as a sore finger, Charley Horse, slippery floors, too much smoke, out of practice, "first time in a year," shoes and all the usual alley kicks, such as poor pin setting, bum alleys and balls, short runways and blinding lights.

An average of 100 was a cause of elation while 132 secured by Mr. Bone put

him in the aristocrat class, which only a few were able to attain. But the after effects must have been serious, as neither Mr. Bone nor Mr. Redmund, who also got into that class, were able to appear at the second performance.

Nobody knows what happened to the Maintenance Department team after the eventful first night, as Jack Riddel refused to state why the balance of the team or Peirce, Hyatt, Bennett and Norton did not show up the next Monday night, even though this team is extensively advertised as smooth rolling.

Ramsey and Holden could not be blamed for staying away, but Webber and Niven showed the stuff they were made of by being able to "come back."

Of course such bowlers as Thurston, Robson and Mizner ran true to form with better than 170, this average easily leading the league.

The foul line was apparently ignored and a paid attendant earned his money in pushing the ball and putting up the signals, and it looks as though foul line maintenance will be heavy.

Riots were averted by the prompt action of the "cool heads."

The results (not counting lame backs), are shown in the table at the head of this article.

Billiard Tournament Proposed

Chicago Telephone employes who are billiard players are planning a tournament for the fall. A meeting will be held at the club rooms at 5:15 p. m. October 12th at which plans will be discussed. A. L. Neisler, of the construction department, is promoting the contest.

Southern Construction Wins City Championship

On September 23rd the Southern Construction baseball team, winners of the pennant in the Plant Department League, Chicago, played Central Construction, winners of the pennant in the Inter-Department League, for the championship of the Chicago Telephone Company.

The Southern Construction boys were the victors, by a score of 13 to 5, in a game which was full of "pep" from the bang of the gong until the game was called in the ninth inning, on account of darkness.

After the fourth inning, Southern Construction was never headed and splendid hurling by McInerney and receiving by Scott, together with good support, was a little too much for the Central boys to withstand. Detloff, who finished the game for Central, after Shindle was disposed of, pitched a nice game but it was then too late. Timely hitting by the Southern boys, coupled with bad fielding errors by the Central team, defeated the Inter-Department favorites.

South Construction had a great season, being defeated only once and that in an extra inning contest which went to Hyde Park, the score being 5 to 3. The good pitching of both McInerney and Dzierlinga, the steady hitting and fielding by the team in general and the extra good management were the causes of the unusual success of the Southern Construction team this year.

C. W. Kenniston, enjoying his first year as manager of Southern Construction team, did something that his four predecessors failed to do and that was to "bring home the bacon."

Outlaw Bowling League

The Outlaw Bowling League of Chicago opened its third annual season at the Palace Bowling Alleys, 141 North Wabash avenue, on Tuesday evening, September 19th, and will continue to bowl on Tuesday evenings until April 3, 1917. This league, which was formerly composed of ten five-men teams, is now composed of fourteen three-men teams.

The officers elected for the season 1916-1917 are: W. H. Bang, president, Sub-

urban Traffic; F. A. Mitchell, vice president, Suburban Plant; O. W. Krueger, treasurer, Suburban Commercial; A. J. Olson, secretary, Suburban Plant.

Bowling Starts in Detroit

Detroit pin shooters got into action for the season Wednesday evening, September 27th. The opening game was made the occasion of an outpouring of telephone men quite representative of the employees of the company. Several executives and department heads were present and mingled their shouts of approval with those of numerous men from the ranks, thus creating a truly vociferous body of rooters and putting the right kind of "pep" into the contests.

three straight from Accounting. Construction outrolled Plant in three games and Maintenance lost two to the Installers. Barrington, of the Maintenance, took honors in the games between the last two, rolling a high score of 198.

The season will extend over a period of twenty-eight weeks, beginning September 27th and ending April 4th. The league consists of eight teams of five men each, under a slightly different arrangement than existed last year. Instead of having one team from the commercial superintendent's office and another from the Detroit commercial as last season, there is this year but one team representing the commercial department. The same is true of the accounting department, one team of that name being on the schedule this season instead of the Revenue Accounting and Plant Accounting of the season of a year ago. There will also be a team to represent the plant department, others being the same as last year, namely: Engineers, Construction, Maintenance, Traffic and Installers.

The growth of the company has brought many new employees to the Detroit offices among whom some excellent bowling material has been unearthed. The dope is that the teams will be considerably stronger this season and that the competition will be much more keen than last year. Most of the stars of a year ago are again on hand to heave the pill more skillfully than before, having started training several weeks in advance of the season. With an abundance of good material, the boys

feel that the Detroit league will be able to make a showing that will rank well with the best among telephone men in the middle west.

An unusually good line of prizes is offered this season. The League is putting up \$80 in cash prizes and the Sweeney-Huston Company is offering additional awards. League prize money will be apportioned as follows: High individual score, \$5; high individual average, \$10; high three-game record for any team, \$10; high team record for any one game, \$5; team winning first place during season, \$20; second, \$15; third, \$10; fourth, \$5.

The Sweeney-Huston Company offers a silver loving cup to the team winning first place; one hundred and twenty-five ten



SOUTHERN CONSTRUCTION BASEBALL TEAM
 Top row, left to right—Thomson, Kenniston (manager), McInerney, Gerdes. Middle row—Anderson, O'Connor, Doyle. Bottom row—Scott, Wickstrand, Benson, Cosgrove.
 Absent when picture was taken—Mensch, Dzierlinga

Bowling in these initial games indicated that the boys are in good shape and that some real skill will be shown on the alleys this year. The Commercial aggregation, which copped the pennant last year, was in excellent form in the opening series, taking three games from Traffic. Ellis of the Commercial bowled 227, high score for the evening. Stevens, of the same team rolled 206. The Commercial boys will be strong contenders for first place this season, judging from the showing they made the opening night. Clarke, of Traffic, took position with the stars when he rolled 196.

The Engineers gave evidence that they will bear watching this year. They took

MICHIGAN STATE TELEPHONE COMPANY BOWLING LEAGUE—SCHEDULE 1916-17

6 to 8 p. m.		8 to 10 p. m.	
Alleys 1 and 2.		Alleys 3 and 4.	
Sept. 27th.. Accounting-Engineering	Traffic-Commercial	Plant-Construction	Installation-Maintenance
Oct. 4th.. Engineering-Commercial	Accounting-Traffic	Plant-Installation	Construction-Maintenance
Oct. 11th.. Engineering-Traffic	Accounting-Commercial	Plant-Maintenance	Construction-Installation
Oct. 18th.. Engineering-Construction	Accounting-Plant	Commercial-Maintenance	Traffic-Installation
Oct. 25th.. Traffic-Maintenance	Engineering-Plant	Commercial-Installation	Accounting-Construction
Nov. 1st.. Accounting-Installation	Traffic-Plant	Commercial-Construction	Engineering-Maintenance
Nov. 8th.. Accounting-Maintenance	Commercial-Plant	Traffic-Construction	Engineering-Installation
Nov. 15th.. Traffic-Commercial	Accounting-Engineering	Installation-Maintenance	Plant-Construction
Nov. 22nd.. Accounting-Traffic	Engineering-Commercial	Construction-Maintenance	Plant-Installation
Nov. 29th.. Accounting-Commercial	Engineering-Traffic	Construction-Installation	Plant-Maintenance
Dec. 6th.. Accounting-Plant	Engineering-Construction	Traffic-Installation	Commercial-Maintenance
Dec. 13th.. Engineering-Plant	Traffic-Maintenance	Accounting-Construction	Commercial-Installation
Dec. 20th.. Traffic-Plant	Accounting-Installation	Engineering-Maintenance	Commercial-Construction
Dec. 27th.. Commercial-Plant	Accounting-Maintenance	Engineering-Installation	Traffic-Construction
Jan. 3rd.. Accounting-Engineering	Traffic-Commercial	Plant-Construction	Installation-Maintenance
Jan. 10th.. Engineering-Commercial	Accounting-Traffic	Plant-Installation	Construction-Maintenance
Jan. 17th.. Engineering-Traffic	Accounting-Commercial	Plant-Maintenance	Construction-Installation
Jan. 24th.. Engineering-Construction	Accounting-Plant	Commercial-Maintenance	Traffic-Installation
Jan. 31st.. Traffic-Maintenance	Engineering-Plant	Commercial-Installation	Accounting-Construction
Feb. 7th.. Accounting-Installation	Traffic-Plant	Commercial-Construction	Engineering-Maintenance
Feb. 14th.. Accounting-Maintenance	Commercial-Plant	Traffic-Construction	Engineering-Installation
Feb. 21st.. Traffic-Commercial	Accounting-Engineering	Installation-Maintenance	Plant-Construction
Feb. 28th.. Accounting-Traffic	Engineering-Commercial	Construction-Maintenance	Plant-Installation
Mar. 7th.. Accounting-Commercial	Engineering-Traffic	Construction-Installation	Plant-Maintenance
Mar. 14th.. Accounting-Plant	Engineering-Construction	Traffic-Installation	Commercial-Maintenance
Mar. 21st.. Engineering-Plant	Traffic-Maintenance	Accounting-Construction	Commercial-Installation
Mar. 28th.. Traffic-Plant	Accounting-Installation	Engineering-Maintenance	Commercial-Construction
Apr. 4th.. Commercial-Plant	Accounting-Maintenance	Engineering-Installation	Traffic-Construction

cent cigars to the team making the highest one-game record and a like amount to the team making the highest three-game record; silver watch fob, individual high three-game record; same for individual high one-game record; gold watch fob, individual high average for season.

The various teams have elected captains as follows: Accounting, George Macfarlane; Construction, E. L. Dietsch; Engineers, M. C. Locke; Installers, C. Wardell; Maintenance, J. F. McCormick; Plant, H. G. Pope; Traffic, Fred Clarke; Commercial, C. S. Slack.

Marriage by Telephone

Mark Twain once wrote what he considered a parody on the uses to which the new-fangled toy called the telephone might be put and made his hero meet a girl and court her by long-distance telephone. Courting by telephone has become common since then, but marriage by the same method is somewhat rare. However, it has been done, and now that the ice is broken, it may be utilized to the same resulting benefit of the telephone companies.

A couple out in Wyoming were all ready to be made man and wife when they learned that, owing to the immense snowdrifts, the clergyman who was to perform the ceremony could not arrive. It meant postponing the ceremony until spring, and that was not to be thought of, says an exchange.

The minister at Pinedale, forty-five miles away, was called up and asked if he would marry the couple by telephone. Being assured that the license was procured and the witnesses were on hand, he told the couple to join hands, and then began: "Dearly beloved, we are gathered together

here," and so on through to the finale, "I pronounce you man and wife." He could not exercise his time-honored function of kissing the bride, but he heard the groom perform that rite so enthusiastically that it was audible over forty-five miles of wire. The telephone tolls were thirty-six cents, but the minister will have to wait until spring for his fee.

A Private Utility

In addition to being a public utility, the telephone is sometimes a private utility as well.

An installer under Foreman Pierce, of the exchange of the Central Union Telephone Company at Akron, Ohio, recently completed the rewiring of a subscriber's basement and the operations resulted in an installation according to standard specifications, replacing a festoon of wires strung across the basement. As the work was about finished the subscriber came into the basement and complained that the installer had removed her wash line.

Pole Full of Hickory Nuts

The linemen for the telephone company made a strange discovery when they removed a pole on West Walnut street last week. The pole was known to be faulty and it was decided to remove it and replace it with a sound pole. When the pole was felled, a small hole, presumably the work of a woodpecker, was found in the top, but whenever the pole was moved the men heard a strange noise, as though something was rattling inside. They decided to cut it open to find the cause of the noise and upon doing so discovered the pole was hollow for quite a distance from the

top, the cavity being entirely filled with small hickory nuts. When the nuts were taken from the pole and measured it was found that there were six gallons of them. Mr. Brassfield, manager of the telephone company, says that his force of men will testify to the truthfulness of the story, and he has the nuts to show to any one who doubts it. Whether or not the nuts were stored there by the woodpecker or by a squirrel or both remains a question.—*New Vernon Plain Dealer.*

Telephones for a Shark

The telephone operator at the Hotel Majestic in New York was puzzled when a strong masculine voice called over the wire:

"Hello, Majestic, I want to speak to a shark, please."

"Off a little," the operator said to herself.

Then she replied, aloud:

"Sorry, sir, but the head porter has just taken all the sharks for a stroll in Central Park."

"See here," came the voice. "I'm in earnest. I want to talk to a shark."

In despair the operator connected the anxious inquirer with the desk.

The clerk listened for a moment and then called:

"Boy, page Mr. A. Sharke of Hamilton, Ohio."—*Milwaukee Sentinel.*

Not Wanted

"Please, ma'am," said the maid, "there is a man at the door with the new telephone directory."

"Tell him to go away," replied her mistress, "I haven't read the old one yet."—*Sunday World.*

Girls' Social Club

"Where is Miss Effie Brown?" asked Father Walsh of St. Paul's Cathedral, Buffalo, New York, as a party of nearly one hundred Detroit girls were about to enter his church the morning of September 10th, for a special sermon previously arranged for as a part of the Buffalo trip of the Girls' Social Club taken that week-end. "Here I am, Father," spoke up a young girl slight of build who was standing right before him. "Well, I expected to see a woman and not a little girl," replied the clergyman as a smile spread over his face expressing at once surprise and admiration.

Upon the slender shoulders of this same Miss Brown rested the whole burden of the responsibility of conducting one of the greatest and most successful undertakings of the kind ever attempted by any organization of employes of the Michigan State Telephone Company. She conceived the idea; presented it to the general manager for approval; argued it into his favorable consideration; worked out plans in detail and then furnished the inspiration for carrying them into successful execution. It was an excellent exhibition of the amount of driving power that can be stored up in one slight feminine form.

The Girls' Social Club owes its life and existence to Miss Brown. Impressed with the social affairs of the traffic department, she determined last winter to attempt to get the girls comprising the clerical force in the various offices together for similar purposes. The response was quite hearty and girls had some pretty good times. During the summer season, interest lagged and the skeptics seemed to be winning the upper hand. "I decided that we would have to make a big splash to stir up the proper amount of interest in the club," said Miss Brown, "and I thought there was no better way of doing it than by taking a trip to Buffalo and Niagara Falls. It seemed to me, too, that it would be an excellent 'ad' for the company and would do good all round. I have never had any experience at a thing of this kind, but I could see no reason why we could not go ahead, anyway. I got everyone who was willing to help, to do so. Whenever I heard of any of the girls 'knocking' our plans, I went to them and put them to work. Each one did her part splendidly and thus it happened that we had such a successful and delightful trip."

That is the inside story of how 102 members of the Girls' Social Club came to board the Steamer *City of Detroit III*, the afternoon of September 9th to start for Buffalo and Niagara Falls. But better than that, they are the inside facts of what transpired to put a lot of "pep" and "ginger" into the lagging interest of this young organization and to put every member right on tip-toe.

The trip was free of charge to all members and cost others who cared to join at the eleventh hour only one-half the regular fare. Lack of funds? That was a trifle easily brushed aside. Miss Brown was able to negotiate a loan to cover expenses. The money could be raised and the treasury reimbursed by giving a bazaar later in the fall. The girls thought it a capital idea. They gave her solid backing and now every one of them is working tooth and nail to make the bazaar a great money-making enterprise.

When this party of 102 jolly telephone people boarded the boat to start on the trip, they were bent on having a merry time, and every one of them declares she had it. They were more than delighted to have Mr. and Mrs. G. M. Welch aboard to serve in the capacity of chaperones. The general manager and his wife seemed to enjoy the novelty of the trip equally well for he beamed his best while Mrs. Welch had many a kind and complimentary word for the girls and made friends of them on every hand. Unable to resist the lure of the lake and river trips this summer, Mr. Judy and Mr. Findeisen, Detroit traffic chiefs, managed to break into the company of the Girls' Social Club and the girls were by no means sorry that they did, for these jolly gentlemen always contribute a goodly share to the merriment that prevails on such occasions.

One might well say that there was not an idle moment during the entire trip, for even after the sand man was supposed to have completed his rounds ripples of laughter and merry chatter resounded from one and then from another part of the boat as various members of the party became the butt of some clever little joke.

From the sound of this story, one might well imagine that Miss Hayes, social secretary, was in the crowd, and sure enough she was. The girls called upon her to give them the benefit of her experience and she readily assented. She took it upon herself, accordingly, to give every-

body aboard, the general manager, Messrs. Judy and Findeisen included, a good-night kiss. The hour of eleven had arrived, the time when all were supposed to be in their state rooms. Then Miss Hayes began her rounds, accompanied by the porter carrying a lot of packages. Gently Miss Hayes rapped at the various state room doors announcing she had come to give a good-night kiss. If one refused to open, the master key in her possession did the trick. In each instance the door was opened and to the surprise of the inmates a pound box of kisses was thrown into the room. Something special and really good was prepared for Mr. and Mrs. Welch. No response greeted the rap at their door. Miss Hayes entered quietly and deposited at their bedside a big basket of luscious fruit and delicious candy. Mr. Judy and Mr. Findeisen were also recipients of special favors. They suffered several convulsions of laughter when they received a basket with what seemed to be at first glance two little rag dolls, but which, upon closer investigation, proved to be a couple of bottles with "something good to drink."

Exercising her ingenuity to the utmost, Miss Hayes was able to spring a most clever surprise on Miss Brown by presenting her with a beautiful vegetable bouquet. With the aid of the chef, she had cut up some raw beets in such a way that they had the appearance of fine American beauty roses. Tied together with leaves, carrots, etc., interspersed in liberal quantities, it was a truly artistic creation, delightful to the eye if not to the sense of smell. Miss Brown prized it highly, and took it home.

Miss Finan, treasurer of the club, opened the door to her state room following several stern commands. She always does just what she is told. To the dismay of the inmates, a big burly porter entered. He dropped a basket of pretty flowers and beat a retreat. Miss Finan appreciated the bouquet despite the consternation its presentation had caused her.

Thus the night wore on into the wee small hours before the last voice was hushed and the ship, except for its crew, was completely wrapped in slumber. Sunday morning dawned bright and clear. Everybody was feeling fine despite the late hours that had been kept the night before. Arrangements had been made to have the party attend early services at St. Paul's Cathedral, Buffalo. The Misses Williams and Dunigan, of the New York Telephone



GIRLS' SOCIAL CLUB READY TO START FOR BUFFALO

Company, met the party at the boat and escorted them to the church.

When services had been concluded, special cars were brought up to take the party to Niagara Falls and around the famous Gorge route. People along the way could not have been left in doubt that it was a jolly party aboard the car. Big banners proclaimed who they were. For the benefit of the general manager, a self-appointed guide announced the arrival at a well-known chocolate house where coconut biscuits of exceptionally good variety might be obtained. A somewhat dilapidated old house was declared to be a nurses' home and headquarters of Miss Beryl. In a little while the girls found themselves gasping in amazement at the wonders of the great Niagara. The trip around the Gorge was thoroughly enjoyed and concluded in time to permit members of the party to inspect some particular place or to tarry a little longer at the side of the mighty cataract.

The hour for dinner arrived with all once more safe aboard the good ship *City of Detroit III* steadily ploughing her way back. Appetites had been whetted to a keen edge and it was a hungry horde that

sat down to dispose of the delicious chicken dinner that had been prepared especially for the occasion. A large part of the dining room was reserved for the members of the club. It was plainly a Detroit telephone crowd that was aboard, for at each table was a delicious cake with the name of one of the Detroit telephone exchanges written upon it in colored sugar.

Through the kindness of Captain Simpson, the girls were able to make a complete inspection of the good ship on which they were riding, from the topmost deck and the pilot house to the engine room below, all of which was carefully explained by their genial guide and to their perfect understanding.

The girls felt greatly indebted to Gladys Butcher for the excellent entertainment she rendered both Saturday and Sunday evenings. A. J. Peckham also came in for a share of the girls' good will. He had taken an active interest in the project and so the girls took the trouble to inform him of the progress of the trip. He received a wireless sent when the boat was in the middle of Lake Erie, bearing the words: "Party success. Best regards from all. Steamer *City of Detroit III*, Girls' Social Club." A similar message was sent to Mr. Bradshaw.

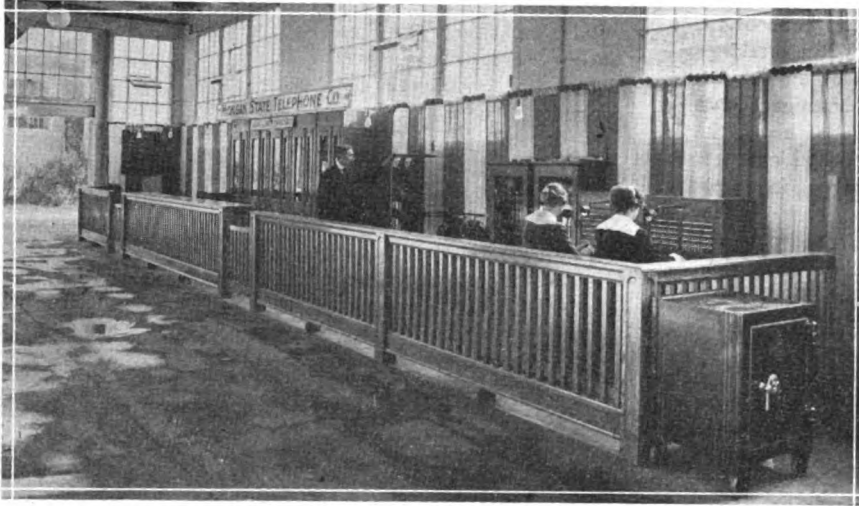
Monday morning found the girls back—M

at the Detroit pier, from which they had started the preceding Saturday afternoon.

Michigan State Fair

Telephone service at the state fair was of the variety this year that won the approval of the public and praise from the management.

The Michigan State Fair was larger than ever before in every respect. The crowds were greater, as the weather was perfect, and consequently the demands made for telephone service exceeded previous records. Additional equipment had been installed for this year's exposition and everything was in first-class shape. Manager



TELEPHONE EXHIBIT AT MICHIGAN STATE FAIR

Dickinson of the state fair association said it was the best service that had ever been rendered on the ground. Long-distance calls were given special attention and the effort to put through calls without loss of time won many friends for the company, many out-of-town people and some from other states declaring they were given better service on the grounds than they got in their own towns. Margaret Wood, traveling traffic supervisor, was in charge of the exhibit and the satisfactory results obtained are largely due to her efficient methods.

The pay-station board located in the Main building had a two-position board—Hemlock 4100 to 4114—fifteen trunk lines. There were also five automatic pay stations—Hemlock 4130 to 4134, inclusive—where the public could place local or long-distance calls. Five fine French booths had been installed for this purpose, which added greatly to the appearance of the exhibit.

There was plenty of equipment to take care of everything. There were times when the operators on the building board had all connections up, but they did not have to refuse a trunk line to the central office at any time.

There were sixty-one terminals on the ground this year against fifty-six a year ago, and thirteen pay stations. Thirty-two terminals were given over to the state fair

association. Mr. Wells, installer on the grounds, and his assistant did excellent work and kept everything in good order at all times.

Miss Wood compliments the Hemlock office very highly on the good service rendered. Together with Miss Cahill, chief operator at the Hemlock exchange, she discussed the probable demands that would be made for service and Miss Cahill agreed to do everything in her power to maintain a high standard of service. How well she did this may be judged from expressions of satisfaction. The operators at the Hemlock office cooperated splendidly with those at the grounds and there was united effort to please the public.

Rules

The important part of a rule is the spirit of it. This is gained by understanding the wisdom and necessity of the rule.

No rule seems hard when we see it is wise, worked out from experience and made necessary by existing conditions.

Older employes should be very particular in the observance of rules, so as to set a good example to the younger employes.

Ignorance of rules or instructions cannot be considered sufficient excuse for failure to comply with them. Know all the rules of the company, and live up to them. Follow out the spirit, as well as the letter, of their advice.

REMEMBER—You have the power to change rules at any time, when you can prove to your superiors that there is any real objection to them.—*Au Sable News*, published by Consumers' Power Company, Au Sable, Mich.

Private Ownership

The United States has the most efficient and complete system of railways of any of the great countries of the world, and though the wages of railway employes are much higher, freight rates are much lower than in any of the other leading commercial nations.—*Public Service*.

Quick, Watson! Spirits of Ammonia

A colored girl called in from Mrs. Seymour's telephone:

Operator—"Number, please?"

The Girl—"Ah, don' knows no numbah."

Operator—"Whom do you want?"

Girl—"Ah don' knows his name."

Operator—"Well, what do you want?"

Girl—"Ah wants a quarter's wuth o' po'k chops."—*Southwestern Telephone News*.

Brief News Notes from the Field

Items of Interest to Michigan Telephone Employees Gathered from All Parts of the Territory

Julius H. Moeller, Correspondent, Detroit.

Extensive Detroit Improvements

Estimates for new work amounting to over \$1,000,000 were approved by the board of directors of the Michigan State Telephone Company at their regular quarterly meeting Thursday, September 21st, at the offices of the company in Detroit. These are in addition to estimates of a similar character which were approved three months ago exceeding \$1,000,000. About three-quarters of this expenditure is for plant additions, necessary to meet requirements in Detroit. The amount covers the purchase of land, erection of buildings and installation of switchboards and all kinds of telephone apparatus.

The company is doing an unusually large amount of construction work in Detroit this year. Recently ground was broken for the erection of a new exchange at the northwest corner of Whipple and Van Dyke avenues, to be known as the Lincoln office. It will be the fourteenth exchange in operation in Detroit.

The new Lincoln exchange will be an unusually attractive building, probably the most handsome telephone building in Detroit. It will be constructed of red face brick and trimmed with white Bedford stone. With all floors and supporting pillars of reinforced concrete and metal doors used throughout, the building will be as fireproof as construction engineers can make it.

The building will be a three-story structure, but of a height often used for a four and sometimes a five-story edifice, because of the unusually high ceilings on each floor. The main floor will be four feet above the grade line, giving a large, airy basement for battery room, engine room, cable vault, etc. Plant offices and equipment will be located on the first floor. On the second floor and extending the entire length and breadth of the building, except for a small room to be used for hospital purposes, will be the exchange proper with switchboards containing sixty-six operators' positions, including both A and B.

On the third floor will be located the usual accommodations for the convenience and comfort of the operators, including a spacious rest room, café, kitchen, lockers and toilet.

The building will have 53½ feet frontage and depth of 136½ feet. There will be an unusually attractive entrance with wainscoting of marble, extending throughout the lower halls. The interior finish will be of birch, harmonizing with the switchboard equipment.

Construction of the Lincoln exchange will relieve the congestion in the Hickory office, which has resulted from the wonderful growth of the east side. For further relief an addition forty by eighty feet in size is being built at the Hickory office. This will give the Hickory office frontage of about eighty feet and will make it one of the largest exchanges in Detroit. Switchboard capacity will be installed to provide for anticipated growth ten years hence.

The new building now in process of construction, together with additions being erected, calls for the installation of 169 additional switchboard positions in the city of Detroit, requiring the services of approximately 400 additional telephone operators.

Work on the new East office, which is being built on Congress street near McDougall, has been retarded somewhat because of a shortage of labor and materials. It was placed under roof late in September. Besides the construction of these two new buildings, the company is erecting additions to existing exchanges or plans to do so shortly. A second story is now being added to the North exchange, providing 2,800 feet of additional floor space. A third-story addition to the Walnut exchange was completed in the spring. The engineering department, even with its in-

creased forces, is kept extremely busy preparing plans and specifications for the extensive improvements and additions being undertaken in Detroit.

Death of John Gilchrist

JOHN GILCHRIST, aged eighty-one, manager of the Citizens Telephone Company at Schoolcraft, died at his home August 23d.

Mr. Gilchrist was one of the oldest telephone men in the state and among the best known in



JOHN GILCHRIST

the independent field. He has filled all of the executive offices of his company, always working for the best interests of both stockholder and subscriber.

As head of the Citizens company at Schoolcraft, Mr. Gilchrist was one of the first among independent company officials to see the advantage of making his company a connecting company of the Michigan State Telephone Company. He was a pioneer in the connecting company field and without question one of the most ardent advocates of the connecting company plan. Under his management, the Citizens company at Schoolcraft has operated along Bell principles and cooperated in every way with the officers and managers of the Bell company.

Mr. Gilchrist was born in Vermont and came to Michigan just before the civil war, when his northern sympathies forced him to flee from Missouri, where he had previously settled. He served with the Twenty-fifth Michigan and was promoted to a captaincy for meritorious service. Following the war, he engaged in the lumber business and ranked as one of Michigan's foremost men of affairs.

Accidental Death of Miss Creedon

News of the accident which resulted in the death of Mamie Creedon, private switchboard operator at the Hotel Statler at about ten o'clock the evening of Labor Day, September 4th, was

received with much sorrow throughout the traffic department, but especially at the Main exchange, where Miss Creedon had worked until a little over a year ago.

Miss Creedon had reported in to the Main night chief operator at 9:40 p. m. and was just getting off the Fort street car to go to her home at 296 McKinstry street, when she was struck by an automobile. She died shortly afterwards.

Miss Creedon entered the employ of the Michigan State Telephone Company about 1901 and was an operator at the North exchange. She remained there for five years and five months and was holding the position of night relief chief operator when she left to take care of her invalid father. After a little over seven years her father died and on May 29, 1914, Miss Creedon returned to the Main office. Miss Creedon is survived by two sisters and a brother.

An Ingenious Farmer

"Telephone communication between Bay City and Saginaw was broken off this morning and business between the two places became congested," reported the *Bay City Tribune* in its issue of August 16th.

"Manager Saunders was at his wit's end to account for the interruption. He called for one of Daunt's taxicabs to make a hurry-up run over the route to determine if possible what was the trouble, and in fourteen minutes he had located the cause.

"Three miles south of Bay City the wires run along what is known as the Telephone Road. At the top of one of the poles was perched George Granger, a farmer, who was cutting the wires for the purpose, he said, of lowering them to within five feet of the ground so his wife could use them for a clothesline.

"Mr. Saunders was so impressed by the farmer's ingenuity that he simply removed the ladder which the farmer had used to climb the pole and drove away, leaving the tiller of the soil at his work. A report from the Saginaw road received late in the afternoon said the farmer is still up in the air."

Miss Hayes Surprised

The girls who work in the Detroit telephone exchanges take special pleasure in being able to spring the unexpected on Miss Hayes, social secretary. Many of the good times that the girls enjoy are made all the more pleasant by the thoughtful consideration that Miss Hayes, who manages these affairs, bears for each individual, and the girls in turn like to do those things now and then that give Miss Hayes direct evidence of their appreciation.

The girls in the Hickory office learned by chance that Miss Hayes celebrates the anniversary of her birth some time around the middle of September. They were uncertain as to the exact date, but would not let a little thing like that interfere with a royal celebration. They picked September 13th as the time for holding the jollification. Word was passed around that all would meet that evening in the Hickory retiring room to give Miss Chambers, chief operator, a birthday surprise. Of course, Miss Hayes was asked to be present and readily consented to lend her efforts to make the event a complete success. She never does otherwise.

Miss Hayes reported at the Hickory office in good season to see that the stage was properly set for Miss Chambers' birthday party. She entered the retiring room smiling her best, happy as a lark in the thought of the good time that had been provided for another. But to her consternation and utter surprise, a volume of shouts and yells greeted her ears indicating that she and

not Miss Chambers was the victim of the evening.

When Miss Hayes overcame her bewilderment and the confusion subsided, she beheld a room prettily decorated in pink and white in her honor. Before her stood a table with good things to eat and loads of presents. Pretty festoons of pink and white paper ribbons hung from the chandelier to the corners of the table with pleasing effect. Many bouquets of fresh cut flowers added a gay color and scented the air with their fragrance. In these delightful surroundings, Miss Hayes was forced to pose for a picture.

Much merriment prevailed as Miss Hayes undid the many little packages that lay before her and revealed the novel presents which had been brought. After about thirty had been opened, she was presented with one large parcel which she began to examine with no slight suspicion. Importuned to make haste and assured that no infernal machine lay hidden within, Miss Hayes pulled pluckily at the paper and string until her efforts revealed a handsome leather traveling case containing a toilet and manicure set. Miss Hayes chided the girls gently for going to so much trouble and expense on her account, but her pleasure and appreciation could not be concealed.

Dancing and music were called into play to make merry the rest of the evening. Ice cream and cake were served. Ever since that evening Miss Hayes has been declaring that she has had many happy birthdays, but that the nth was the best of all.

C. S. Edward Joins Traffic Force

C. S. Edward of Atlanta, Ga., is a new member of the organization in Detroit, having assumed the duties of toll traffic chief early in September. It was like coming home for Mr. Edward, as he had formerly lived in Detroit for a time while serving as district traffic chief for the American Telephone and Telegraph Company. He is thoroughly in love with Detroit and is congratulating himself on what he is pleased to regard as his good fortune in being transferred to the great motor city.

During the last three and one-half years Mr. Edward has been supervisor of toll traffic for the Southern Bell, at Atlanta. It is his eighteenth year of service in the telephone business. For a time he was in the employ of the Central Union.

Mr. Edward made the trip from Atlanta to Detroit by motor and had an unusually successful journey. Leaving Atlanta on Thursday morning, August 31st, he arrived in Detroit the following Wednesday morning. He covered the entire distance of 954 miles without the slightest engine trouble and only twice was it necessary to change tires. Mr. Edward drives a Lexington. The car registered 11,000 miles at the end of the trip. In the accompanying picture Mr. Edward is shown in the mountains of Tennessee, en route to Detroit.

Social Club Bazaar

"Do your Christmas shopping early," say the members of the Girls' Social Club, and they are going to give everyone an opportunity to do at least a part of it November 9th, 10th and 11th. Useful and fancy articles, made by the members of the organization and their friends, will be offered for sale at that time at the bazaar to be held at the Y. M. O. Hall on Elizabeth street on the aforementioned dates.

The girls are all working like Trojans and everyone vows that the bazaar will be a decided success, fully reimbursing the treasury for the amount advanced at the time of the Buffalo excursion. Arrangements for holding the bazaar were completed at the meeting of the club held September 22d. It was decided that from then till the time of the event, every member is to use all of her spare time sewing for the bazaar and that this be made the order of the day for each meeting in the time intervening between the two dates. Miss M. Finan, treasurer, is chairman of the committee having the bazaar in charge. Booths have been assigned to the various departments as follows: Aprons, plant; handkerchiefs,



MISS HAYES REGISTERING SURPRISE AND DELIGHT

division auditor; fancy bags, commercial; candy, traffic; miscellaneous, accounting; parcel post packages, new members. The governors of the departments will have change of their respective booths as follows: Plant, Miss E. Knoepe and Elizabeth Mahoney; traffic, Hattie Fecteau; division auditor, Alice Butcher; commercial, Della Moore; accounting, Grace Redmond.

In addition to selling fancy articles, the com-



C. S. EDWARD IN TENNESSEE MOUNTAINS

mittee will provide a program that will fully satisfy everyone who is looking for entertainment. There will be dancing every evening, with a charge of five cents per dance. Many excellent prizes are to be offered at the expense of a small sum to the winner. The girls extend an invitation to all telephone employes in Detroit and others who may happen to be in or near the city at that time to attend the bazaar, guaranteeing a pleasing entertainment to all.

Weddings Among Engineers

Getting married is quite the stunt among the boys employed in the engineering department. With a record of nine marriages within the last year and a half, the engineers challenge any other department to make a better showing.

Lionel Chicoine, chief clerk to Mr. Kittredge, Michigan engineer, and S. R. Barnes, of Mr. Huntoon's staff, are the recent additions to the Order of Benedicts in the engineering department. Mr. Chicoine celebrated Labor Day by taking unto himself a wife in the person of Anna Hester, also of Detroit. The happy event was consummated at three o'clock that afternoon in the presence of but a few friends and others were not apprised of it until the next day's mail brought the announcements. Mr. and Mrs. Chicoine took a honeymoon trip to Mackinac, remaining there one week. A bungalow at 626 Goethe avenue had been tastily furnished by Mr. Chicoine during the preceding weeks and was thoroughly equipped to receive its new occupants.

Mr. and Mrs. Barnes were married under unique circumstances August 15th. The wedding was perhaps one of the most novel ever performed in Michigan. Spending their vacation at Devil's Lake, Lenawee county, they decided to have the ceremony performed in mid-lake. They boarded the launch *Pastime* with a party of about twenty guests and when far away from shore, they embarked on their voyage over the matrimonial seas. Mrs. Barnes was formerly Bernice Baker of Muir, Mich. Mr. Barnes was employed with the Chicago Telephone Company before coming to Detroit.

Detroit District

In the presence of a few friends and relatives, Chauncey Dupue of the collection department and Marjorie Bouvier were married Saturday morning, September 23d, at St. Benedict's Church, Detroit. They left the same day for a honeymoon trip to Buffalo and Niagara Falls. The newlyweds are keeping house at 49 Begole avenue, Detroit.

A. T. Babbitt, chief commercial agent, spent a two weeks' vacation in Chicago the fore part of September. Mr. Babbitt makes it a practice to spend his vacation visiting some other telephone company to learn its ways. This time he was trying to find out what the Chicago Telephone Company had to offer and reports having spent a very profitable time in the Windy City.

Eddie Steiner, chief clerk to the commercial manager at Detroit, spent the early part of September roaming about the state of Wisconsin. He reports having visited relatives, but those who know him best are wondering if he was visiting relatives or near-relatives.

Activity has already begun in the commercial department in preparation for the bowling season. Commercial employes won the honors last season and they do not propose allowing the title to slip away from them this year, at least not without a struggle. Parties wishing to enter practice matches are referred to Mr. Hagar, terminal 73.

J. P. Wolcott has resigned from the collection department and has begun the practice of law in Detroit. He has been in the employ of the company about four years.

Dauphin Reed of the cashier's office returned to her duties in September following a leave of absence covering several months.

Mrs. Lena Smith, formerly principal of the Operators' Training School, has entered upon the duties of her new position as supervisor of pay-station attendants, overseeing the work of oper-

ators at hotels, depots and other public places. The position is a new one made necessary by the phenomenal growth of Detroit and the great increase in business transacted at the public pay stations. The promotion of Mildred Middleton to Miss Smith's position has previously been announced.

William I. Ward, well known among telephone men throughout the state as an able commercial agent, severed his connection with the Michigan State Telephone Company September 15th, having obtained a six months' leave of absence. He has taken a position with a commercial motor car company of Detroit and will travel throughout the southwestern states, with headquarters at St. Louis. Mr. Ward has been in the employ of the Michigan State during the last nine years.

The many friends of William B. Dawson were pleased to welcome him back into the ranks of active telephone workers September 1st, when he concluded a year's leave of absence forced upon him by ill health. Mr. Dawson is one of the oldest employes of the telephone company in point of service, having begun his career with the Michigan State more than thirty years ago. Before being compelled to relinquish his duties last year, he was chief service inspector and as such became better known to telephone users and employes than almost any other man in the employ of the company. Mr. Dawson developed anemia and was a mere shadow of his former self when he began his long vacation a little over a year ago. Skilled medical attention worked wonders and to the surprise and delight of his many friends he has been fully restored to health. His gain of twenty pounds in weight attests his improved physical condition. Mr. Dawson never developed the vacation habit, having worked for a period of eighteen years without even a few days off.

Claude Murray, toll traffic chief, who has been

unable to attend to his duties since the middle of June, is reported considerably improved. Mr. Murray has been suffering from an affection of the thyroid gland and has been confined to his bed throughout the summer. For a time his condition was so serious that friends were unable to see him.

Wednesday, August 16th, the fifth, sixth and seventh "A" divisions of the Cadillac office took a "hike" to Belle Isle. The girls went prepared to enjoy a picnic lunch. They drew cuts to see who would make the lemonade. Miss Sheffler was the lucky girl and set about the task while the other girls set the table. The only untoward incident was when Miss Shubring dropped the watermelon and deprived the girls of the luscious fruit.

Mrs. Marie Bullock, who came to Detroit last spring from Indianapolis, is the new chief operator at the Cadillac exchange, succeeding Miss Hoffman, who resigned on account of ill health. When Miss Hoffman reported for her last day's work at the office, the girls presented her with a large box of candy. On opening it, she found to her surprise a beautiful diamond ring set in platinum, the gift of the girls. Miss Hoffman has been with the company nine years and was very popular with the girls at the Cadillac office. Miss Bullock, her successor, was with the Central Union Company before coming to Detroit.

Gertrude MacPherson, former assistant to the East day chief operator, and Edith Gassman, day "B" supervisor at the East office, have taken positions as instructors in the Operators' Training School.

Twenty operators from the Ridge office enjoyed a bathing party at Belle Isle August 25th. The girls went over early in the morning, took a swim, walked around the island and indulged in all sorts of exercise to work up a healthy appetite by noon. During the afternoon a number of races were run. Prizes were taken by the Misses Casper, Golaski, Roegner, Kline, Wolber and McNeal.

Eastern District

Ann Arbor exchange has a real hero in the person of Edward Doran, toll line repairman. Recently he was driving in the company auto through the eastern part of the city when he saw



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Door Closed

smoke issuing in volume from numerous parts of a residence. Instinctively he thought of rescuing the telephone if there was one in the building. Stopping his machine, he rushed into the smoke-befogged building and yelled "fire," but there was no response. Then he invaded in search of the telephone. The first door he pushed open happened to be a bedroom, and therein lay a woman. She seemed in a stupor and he tapped her on the shoulder, urging her to hurry out, as the house was afire. Her answer to this was a demand for him to explain why he had come into her room without knocking. At this Mr. Doran got her upon her feet and with his hand on her back hurried her out of the house. Then he rescued the telephone. The next day a man called up Wire Chief George Collins, presumably the man of the house, and demanded to know what business he had removing the telephone.

Cupid, vacations and mumps combined to make inroads on the integrity of the Ypsilanti forces during the past summer. At one time Lyda Palmer, the chief operator, and two operators were down with the mumps and at the same time two operators were on vacation. Shortly before this time the bookkeeper, Hazel Palmer, had left the service to be married and her place had not been filled.

Eleanora, Edna and Harriet Hutting have resumed their regular duties at Ypsilanti after having spent two weeks visiting relatives in Monroe.

Florence McDonald and Pearl Tripp of Ypsilanti journeyed northward for a week.

Clara Kicherer of Ypsilanti reports a most enjoyable week spent at the Girls' Friendly Society Home at Mackinac Island.

Helen Oelke, Sarah Mosher and Mrs. B. Irwin of Ypsilanti spent their vacations at home. Agnes Rice visited Jackson and Hazel Wilson visited Greenville.

Viola Mosher, operator, and Boyd Irwin repairman at Ypsilanti, stole quietly away and were married.

Work installing an additional section of switchboard at Ypsilanti has been completed.

Grand Rapids District

Monday evening, September 4th, the operators at the Big Rapids exchange, who worked election night, enjoyed a banquet at the Sellas Cafe given by the county officials. Manager Bradford was also present.

Lynn Robinson, bookkeeper at Big Rapids, spent a ten days' vacation at Grand Rapids and Detroit.

Wednesday evening, September 13th, the operators of the Big Rapids exchange met at the home of Hazel Ford, toll operator, for an evening of sewing. The girls formed a sewing club, for the purpose of making preparations for Christmas charity work.

The Grand Rapids commercial department has resumed its duties with the entire office help, each member having spent his vacation most pleasantly.

R. T. White, comm-
—M



PARTY FOR MISS HAYES AT HICKORY OFFICE

cial manager, spent his vacation visiting his home and traveling in the east.

During the early part of August Miss Emmer, cashier at Grand Rapids, motored up the "West Michigan Pike" to Traverse City, spending several days there and at Hamlin Lake resort near Ludington. When asked regarding her experience, she says: "The weather was ideal, the scenery beautiful and the roads were good, bad and indifferent, but nothing exciting happened, not even a puncture. About six hundred miles were covered during the trip." Highland Park seemed to be the most attractive resort to Miss Christiansen, Harry Juersema, Mr. Kieft, Mr. Pierce and "Dad" Saunders, while Miss Spoelstra found Spring Lake and Holland very enjoyable. Miss Huyge visited in Chicago, Miss Wurzburg in Milwaukee and at Gun Lake, and Miss Eble at Muskegon and Battle Creek. Miss Duram and Mr. Kelly preferred a longer ride in an effort to get as far away as possible in the time given them. The former went to Indiana and Toledo, visiting in the latter place the Main exchange of the Central Union company in the Spitzer building, while the latter visited his mother in north-eastern Ohio at Brady Lake.

On September 7th the girls of the Grand Rapids commercial office had a most enjoyable picnic supper on the *Major Watson*. Every one enjoyed the "good eats" and Miss Huyge is still "champion" of the sandwich and bun eating contest. However, Miss Christiansen can well compete with her in the olive and jam contest. The cake championship was rather hard to be

decided, as each one seemed to do justice to it (in fact, everything), but after careful consideration honors were bestowed upon Miss Spoelstra, as she was the most quiet during the cake course (of course). After enjoying several trips around the lake to music furnished by Miss Eble, the picnic was concluded with a theater party at Ramona.

"L. J." Walley, traffic supervisor, "Bill" Slocum, American Telephone and Telegraph traffic chief from Detroit, and "J." Johnson, traffic chief at Grand Rapids, have certainly demonstrated their ability as golfers. It is reported that "Bill" has the "form" for driving, while "J." has it for putting. "L. J." comes in as an "all-around" player.

Kalamazoo District

William A. Badour, manager of the Eau Claire exchange, had a reunion of the Badour family at his home August 23d. His brother, Arlie Badour, of Charles City, Ia., was the guest of honor and also Mr. and Mrs. W. H. Badour, their parents, were in attendance. The Badour family is well known in telephone circles throughout Michigan. W. H. Badour, sometimes known as "Father" Badour, who is manager of the Dowagiac exchange, is among the pioneers in the telephone business in Michigan.

Hazel Price, night operator at the Eau Claire exchange, attended the Price family reunion, which was held August 20th, and reports a very good time.

Charles Baughman, who has been working under Foreman Bert Holmes, adjusting lines to the new county road work in this section, has completed his work and returned home.

Grace Fowler, chief operator at Buchanan, has returned after spending a pleasant vacation at Grand Rapids and elsewhere.

A new private branch exchange board has been installed in the Celfor Tool Company, Buchanan. It has fourteen more terminals, making thirty-one terminals in all, to take care of the increased business.

Mr. Fisher of H. E. Harrington's office has just installed one new section, No. 105 type switchboard in the Buchanan office, to take care of the increase in business at this exchange in the near future. An increase of 75 to 100 new subscribers during the year 1917 is expected, due to the new factory of the Celfor Tool Company, which will employ from 250 to 500 skilled workmen.

On July 18th, a few miles north of Niles, on the Northern Indiana and Southern Michigan Railway Company's road, which is an electric interurban line from South Bend to St. Joseph, a repair car used for repairing trolleys and overhead construction was derailed at a curve and carried over an embankment. Besides demolishing the car and the overhead trolley wire, practically all of the men in the car were injured, two or three seriously. The assistance given this crew was furnished by a crew of Michigan State Telephone Company linemen



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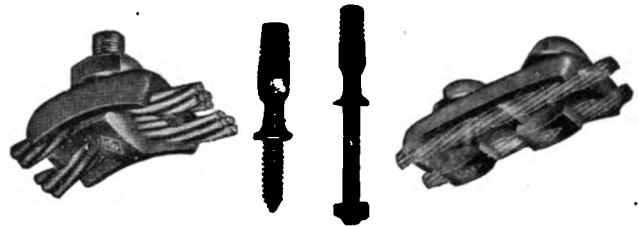
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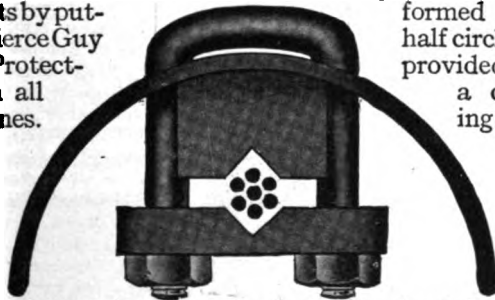
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Protect the public from injury and lawsuits by putting Bierce Guy Wire Protectors on all such lines. Made of heavy gage steel, 7 ft. long. **Sectional view of protector showing clamping device** formed to a half circle, and provided with a clamping device near each end for attaching to guy wire or anchor rod at any point desired.



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under Foreman Bert Holmes, who were doing repair work near the location of the accident, but it would perhaps have been some time before anyone would have known of the wreck had it not been that Mr. Holmes was on an elevation in the grading work and saw it. He and his men went to the assistance of the railway men and helped get them into Niles for medical treatment. It is considered miraculous that none of them were killed, as the car was so badly demolished that rather than remove the debris, the company burned it.

On September 1st a party was given Irene and Catharine Hilliard, traffic employes at Benton Harbor, at the home of Stella Lyle, chief operator. Music and dancing were enjoyed, plenty of eats being served later in the evening. Irene Hilliard leaves for Flint and Catharine Hilliard to Mt. Pleasant, where she will attend the normal.

Northup S. Van Horn was recently employed at Benton Harbor as repairman. Mr. Van Horn comes from the Chicago Telephone Company, having worked for the past five years in Joliet and vicinity.

Effective September 16th, Allie Cole, who has been employed for the past one and a half years at Benton Harbor as groundman, was promoted to testman. Arthur Maurer, former testman, resigned to attend school at Valparaiso, Ind.

Agnes A. Taylor, stenographer at Benton Harbor, enjoyed a vacation during September, Irene Hilliard filling her position.

William A. Badour, manager at Eau Claire, enjoyed a two weeks' vacation commencing September 11th.

Lansing District

Reva D. Plumb, operator at Portland, succeeded Mrs. Ruby Phillips, chief operator, September 1st. Mrs. Phillips is moving to Chicago, Ill.

Susie Petrie, formerly chief operator at Eaton Rapids, has been promoted to clerk in the commercial office.

Mrs. Leona Crostic, service observer at Lansing exchange, spent a week's vacation at Detroit.

C. E. Coryell, manager at Holt exchange, spent his vacation at Adrian, where he attended a family reunion, Saturday, August 19th.

Dorothea Fiedler, operator at Holt, spent her vacation at Eaton Rapids attending the camp meetings which were being held there at that time.

F. G. Tyler, manager at Owosso, began a two weeks' vacation October 1st.

Flossie Hill, chief operator at Mulliken, has tendered her resignation to take effect September 30th. Miss Hill is to be married. Clara Ramsey, operator at Mulliken, will succeed Miss Hill as chief operator.

Lorena Darling, operator at Holt, resigned to accept a position in Detroit. Miss Darling was succeeded by Viva Hall.

Mrs. Laura D. Hatfield, cashier for the St. Joseph exchange, was taken ill on July 31st with tonsillitis turning into rheumatic fever. Mrs. Hatfield was expected to return some time in September.

The following operators employed during the heavy traffic for the past three months have resigned: Louise Watson going to the M. A. C. in Lansing; Grace Glew leaving for Ypsilanti to attend school; Mary Snyder, traffic employe, Benton Harbor, resigned effective September 16th and will be transferred to the Detroit exchange.

Willis Boylan, who has been toll repairman at Lansing for the past year, resigned September 15th to

accept a position with the Owosso fire department. Vern Blatt, lineman at Lansing has succeeded Mr. Boylan.

James R. Burnett has accepted the position of manager of the Diamonddale exchange, to succeed Mrs. Etta Robbins.

Agatha Moldenhaur, chief operator at Holt, has returned to work after spending her vacation with her brother in Ann Arbor.

Emma Sepanek, toll supervisor at Lansing, was married September 16th to Lawrence Lung, an employe of the company at Lansing.

Menominee District

Twenty operators of the Menominee exchange engineered a surprise on Carrie Stauber at her home one Saturday evening late in August. Miss Stauber was formerly an operator at Menominee. The event was in honor of her marriage the following day to John Streidl at the Church of the Epiphany. Dust cloths were hemmed during the evening and prizes awarded to the one doing the neatest work. Mary Streidl was given first prize and Anna Reiter, second. Following this, the guests played progressive peanut, Lena Reiter getting first award in this contest and Nellie Lupien second. Dancing was a feature. Refreshments were served. The young ladies presented the bride-to-be with a bronze crumb tray and linen lunch cloth.

The following letter, together with six season tickets to the county fair, was received by the Escanaba manager: "Mr. Sundquist: Enclosed are six tickets for use of employes. We figure all could not go at one time and they can alternate using these. If these are not enough, please advise and we will furnish more. We appreciate the excellent service you are providing. Yours, "J. L. LOELL."

Rose Mallette, toll operator at Escanaba, resigned September 1st, to move to Detroit to live with her mother. The operators presented her with a fine umbrella. Miss Mallette expects to take up telephone work at Detroit.

Petoskey District

On Thursday evening, August 17th, the Traverse City telephone girls were entertained at the Graystone Cottage at Edgewood by Mrs. M. B. Schryer of Chicago. An elaborate supper was prepared and was served down by the beach. It included a Weiner and marshmallow roast. A number of compliments were paid the operators by different subscribers who were present. One person remarked that when he called for a party and failed to get him, he always got a prompt reply giving the reason why.

Bertha Bohles, chief operator at Traverse City, spent her vacation at Charlevoix, Petoskey, Wequetonsing and Harbor Springs.

Last month Mary Folger of New Castle, Ind., visited the Traverse City exchange. Miss Folger has charge of the exchange at New Castle.

Mr. Shepard of the engineering department made a transmission test of the Traverse City boards recently and reported practically a clean record.

Between five and six hundred feet of cable is being installed at Williamsburg to replace an open wire lead running through trees which cannot be trimmed.

Marion Stan, toll operator at Traverse City, has resigned and will go to Cleveland. Her position is being filled by Ester Olson, vacation operator.

Port Huron District

Samuel Simmons, lineman No. 2 at Port Huron, has been promoted to toll line repairman at Bad Axe. Mr. Simmons and family moved to their new home September 12th.

Harry B. Lovell has accepted a position as lineman No. 2 at the Port Huron exchange.

May Smith, District Manager Failing's stenographer, returned to her duties September 11th after two weeks' vacation spent in Detroit and other points of interest.

On August 16th fifteen young ladies of the Port Huron exchange enjoyed a basket picnic at Lakeside Park. After supper the girls went in bathing and then went to the Bijou Theater.

Sadie Needham, chief operator at Port Huron, has resumed her duties after spending her vacation with friends at Columbus, Mich.

Albert Pontine, installer No. 2 at Port Huron, has accepted a position in Cleveland.

A theater party made up of twenty young ladies of the Port Huron exchange witnessed "Our Home Town Girl" at the Majestic Theater Monday evening, September 12th.

Saginaw District

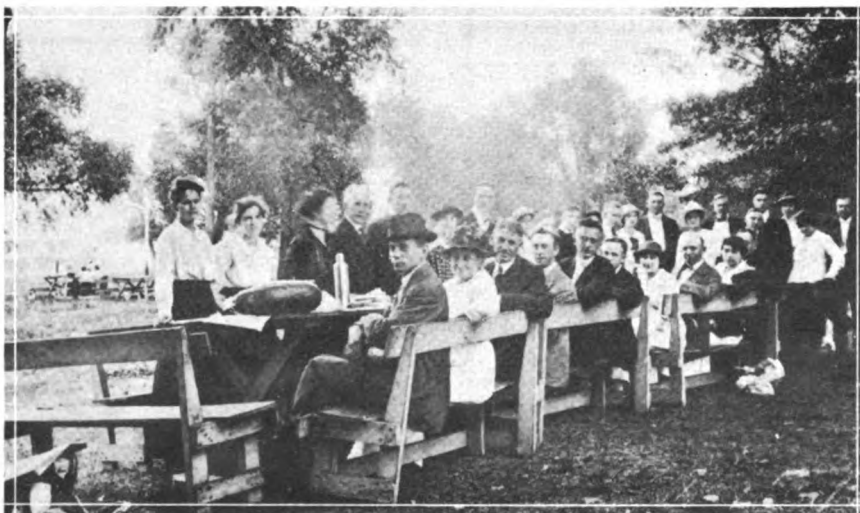
On Friday, September 8th, Helen Dankert and Jessie Graves, supervisors, entertained at a farewell party given in honor of Katherine and Lillian Maitland, who have been transferred to the Chicago Telephone Company. Music and games were enjoyed, prizes being won by M. Watkins and Ina Church. As a token of esteem each of the departing supervisors was presented with a silk umbrella.

Helen Wescott entertained twenty girls at a "Girls and Boys" party September 15th. Each was dressed as a little girl or boy. Dancing and music were the amusements. A lunch was served by the hostess and then a flashlight was taken, which showed some really nice looking "boys."

Margaret McIlhiney, Ursula Boughner and Mabel Pound of the Saginaw exchange have been absent for the past month on account of illness.

On Friday afternoon, August 25th, the commercial and plant employes of Saginaw enjoyed a picnic at Wenonah Beach. Six machines carried the

participants to the beach. Immediately upon arrival the entire party went in bathing. Unfortunately, the water was rather cold and Commercial Manager Evans stayed out only long enough to roughen the bay by his violent shivering. Similarly, Commercial Agent Rideout went in to his knees, but immediately retreated to the bathhouse. C. E. Stark was conceded to be the champion swimmer of the crowd, easily defeating all comers. A picnic lunch was later enjoyed, especially by Traveling Auditor George Holland, who insisted on calling olives "Irish plums." The party returned late in the evening, after spending a thoroughly delightful afternoon.



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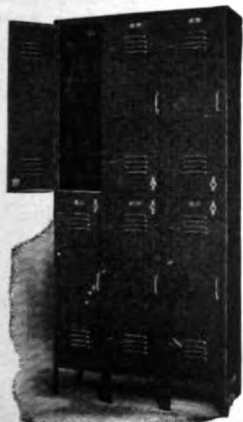
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TELEPHONES

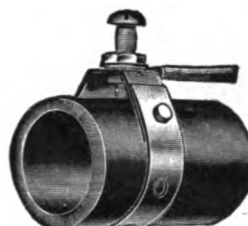
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Steel Lockers, Racks and
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Double Tube Copper Connectors

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10-Inch Clipper Cut Jaws, for 3-16-in. annealed bolts in the
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Center Cut Jaws, for 3-16-in soft rods.

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Insulated Handles if desired.

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"Easy," "New Easy" and Allen Randall Bolt Clippers

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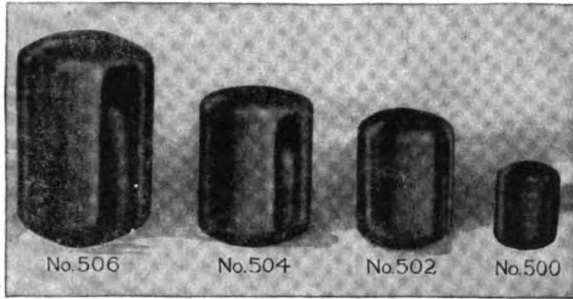
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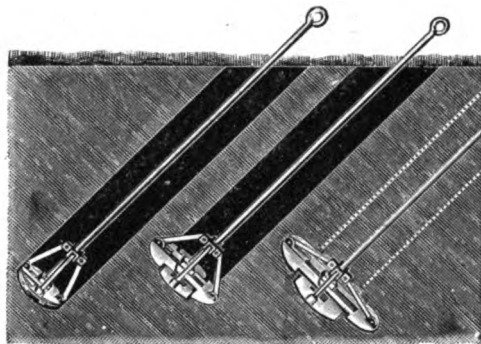
Offices in all principal cities.

EVERSTICK ANCHORS

are used by every Bell Telephone Co. in the United States except one. We feel this one has made a mistake. Lighting Companies and Electric Railway Companies not using Everstick Anchors have also made a like mistake, for there is but one best Anchor.

THE EVERSTICK ANCHOR CO.

ST. LOUIS, MO.



1 2 3

Fig. 1—Represents Anchor Placed at bottom of hole.
Fig. 2—Partially Expanded. Fig. 3—Fully Expanded.

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We Guarantee
Greatest Efficiency
Longest Life
Most Satisfactory Service
Lowest Cost of Up-keep
In the Use of our wire.



Write for **FREE SAMPLE**
Make Test and Comparison

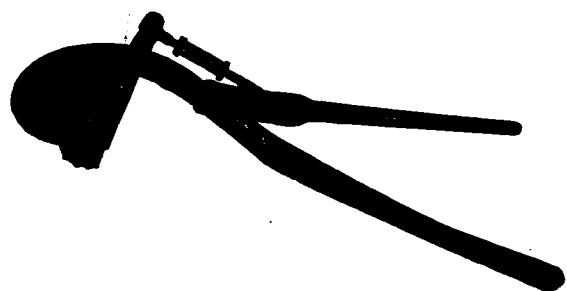


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DIAMOND CRIMPER

For Securely Crimping Aerial Rings
to Suspension Strands



Enormous Power

Convenience in operation is one of the principal points considered in the design of this tool.

Each tool furnished with three sets of case hardened jaws to suit different diameters of messenger strand.

Diamond Expansion Bolt Company

Manufacturers of Diamond Specialties

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When Nature Turns Outlaw

*"Blow, winds, and crack your cheeks! rage! blow!—
You cataracts and hurricanoes, spout"*

Thus King Lear, in Shakespeare's tragedy, defies the elements. But man, even today, cannot challenge nature with impunity.

The unsinkable ship goes down like a rock from the impact of an iceberg. The fireproof building is burned. The monument, built for unborn generations, is riven by lightning or shaken down by an earthquake.

There are storms which make train service impossible, which delay the mails and which close the public highways to the usual traffic. Even in the cities there are times when the street cars do not run, and neither automobiles nor horse-drawn vehicles can be driven through floods or high-piled snowdrifts.

Such conditions increase the dependence on telephone wires, which themselves are not exempt from the same natural hazards. Fortunately, however, the Bell System has faced these dangers and well-nigh overcome them. Masses of wires are buried underground and lonely pole lines, even the most stoutly built, are practically paralleled by other lines to which their business can be transferred.

Each year the lines are stronger and the guardians of the wires are prepared to make repairs more quickly. So each year increasing millions of subscribers find their telephones more dependable and, within the limits of human power, they count upon their use in storm as well as in fair weather.



**AMERICAN TELEPHONE AND TELEGRAPH COMPANY
AND ASSOCIATED COMPANIES**

One Policy

One System

Universal Service