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RAILROADS THE SERVANTS OF THE PUBLIC

The changed attitude of the railroads towards the public is one of the most striking things in modern business. From the old days of Cornelius Vanderbilt with his "public be damned" attitude and his dictum to "charge all that the traffic will bear" to present day conditions is a far cry. In Canada and the United States there is a tendency, under the fostering care of the Railway Commission and the Inter-State Commerce Commission, for the railroads to meet the public more than half-way. Government control and regulation has shorn them of many of their privileges and prerogatives and railroads are finding that it is good business to adopt a give-and-take policy.

This changed attitude is noticeable in many ways. At the present time, Mackenzie and Mann, heads of the Canadian Northern Railway are going hat in hand and suing for funds or a bond guarantee with which to complete their road. Before they will get the money, they must lay their cards on the table and show the Government exactly where they stand. Another somewhat significant message was issued this

week by the president of the Grand Trunk and Grand Trunk Pacific Railway. In a message to the road's fifty thousand employees, President Chamberlin emphasises the value of efficiency and courtesy. His message follows:

"The railroad company desires to sell its transportation. The ticket rates are alike for all, and any person buying a ticket, no matter what the style of his clothes are, how much money he displays, or what his position in society is, is entitled to proper and courteous treatment.

"The railroad man has a great opportunity for passing out kindness and good will. He comes in contact with every kind and condition of individual. The old, the young, the rich, the poor, the illiterate, the learned, the happy, the prosperous, and those in defeat, saturated with sorrow and distress, he sees them all and through intuition knows to which class they belong. A smile, a kind word, or a kindness done to any of these cannot fail to leave its impression for good and this good cannot help but expand. Try it."

The President's message to the freight men is:

"The needs and wishes of shippers and consignees should be anticipated as much as possible. When cars are ordered the matter should receive