

come out at the west end of the yard, and proceed to the roundhouse along the north-erly of the two through running tracks to the north of all the trackage. Similarly, locomotives to depart easterly, leave the roundhouse along the other track, coming down through the yards on a running track to the east end of the outbound yard, where the train is picked up.

The yard tracks throughout the body of

the yard are 12 ft., centre to centre; the running and ladder tracks are 16 ft., centre to centre, from parallel tracks; the repair yard tracks are alternately 16 and 24 ft. centre to centre.

The plans for these yards were prepared in the office of J. G. Sullivan, Chief Engineer Western Lines, in the early part of this year.

A Talk to Ticket Agents.

By A. E. Duff, District Passenger Agent, Grand Trunk Railway, Toronto.

The following paper was read at the Canadian Ticket Agents Association's annual meeting at Ottawa recently:

As the majority of you are older both in years and ticket work than I am, I doubt if there is anything I can say in connection with passenger work that you do not already know. However, I will speak as if you were all ticket agents in my territory, on a few subjects that are constantly under my observation, viz.:—filing tariffs and circulars; displaying advertising matter, public time tables, etc.; newspaper advertising; through ticketing and exchange orders; ticketing children; soliciting travel.

THE FILING OF TARIFFS AND CIRCULARS in such a manner that they can be readily referred to is most important. It is annoying to a passenger whose time is limited, or who is leaving on a train due in a few minutes, to watch an agent look through several tariff binders or circular books for the fare, and this can be avoided if agents familiarize themselves with the various tariffs and circulars by checking them over frequently with the list sent out by the general passenger agent, so that when asked for a fare they will know at once what tariff it is in and where that tariff is.

J. A. Mackenzie, City Passenger and Ticket Agent, G.T.R., at Woodstock, Ont., has the best filing system I have seen, and I am sure those of you who have seen it will agree with me. I will not attempt to describe it any more than to say that the tariffs and circulars are placed in drawers in almost the same manner that correspondence is kept in a vertical filing cabinet, a separate pocket for each tariff and circular, with the name at the top so that it can be seen at a glance. I would suggest that any agent who is not satisfied with the system he is using, get particulars of this system from Mr. Mackenzie, who I am sure will be pleased to give it.

An agent who has spent some time looking for a fare, and then quotes as if he was not sure it was correct, does not inspire confidence, and I have known of cases where traffic has been lost on that account. Passengers contemplating a trip usually make a tour of the ticket offices for fares and information and the agent who can reply without hesitation generally secures the business.

A proper filing system also reduces the number of requests to the district or general passenger agent for fares and other conditions, and as these requests are usually sent by wire it will relieve the already overburdened wires.

DISPLAYING ADVERTISING MATTER, Public Time Tables, etc.—Posters advertising reduced fares for certain events should be displayed promptly on the authorized date; failure to do this may result in loss of revenue. Suppose the ticket offices of two competitive lines are adjacent, one displays a poster quoting reduced fares to a certain point and the other does not, is it not natural that passengers who intend to take advantage of the reduced fares will enter the office advertising them?

These posters should be removed promptly after the last date that tickets are on sale. As far as possible such advertising matter should be placed in suitable frames, as the practice of hanging posters, etc., on walls or in windows is not attractive.

Public time tables should be placed in the frames provided for that purpose, in hotels and other public places, as soon as received. Time tables usually contain important changes in the schedule of trains. It is most desirable that the public be made aware of such changes as quickly as possible, and the most effective way of doing this is by displaying the time tables promptly. Agents who do not receive time tables concurrent with a change of time,

A RAILWAY OFFICIAL'S APPRECIATION OF RELIABLE INFORMATION.

J. O. Walsh, Superintendent, Motive Power and Operation, Anticosti Island Railway, writes:

"Enclosed please find postal note for \$2, for two years' subscription for your very valuable publication. Canadian Railway and Marine World is an old friend and I wish to be sure of it for the next two years. No railway man in Canada knows better how reliable your publication is."

should notify their district passenger agent immediately.

Steamship posters, giving sailing dates of the various steamships should be kept in the frames provided by the steamship companies, and not hung loosely. A poster out of date is as useless as a fifth wheel to a wagon.

NEWSPAPER ADVERTISING.—Advertisements appearing in the newspapers should be carefully checked to see that the fares, dates, time limits, etc., are correct. Agents can render mutual assistance by suggesting advertisements that would be most suitable to their district. I have seen railways advertise their service to a certain point, when the trend of travel from the city in which the advertisement appeared, was to points in an opposite direction. This was no doubt caused by the individual who prepared it not being familiar with conditions in that district. All items appearing in the press, whether complimentary or otherwise to the railways, should be sent promptly to the district or general passenger agent with any remarks that seem pertinent.

THROUGH TICKETING AND EXCHANGE ORDERS.—Unfortunately it is necessary to use exchange orders at small offices where the sale of foreign tickets is not large. These orders have to be exchanged en route, and are therefore the cause of more or less inconvenience to the passenger for several reasons, although I will only mention three, viz.:—

1. In some cases the passenger is obliged

to leave the train during the time allowed for changing locomotives at some terminal point and rush to the ticket office to have his order exchanged; he is uneasy, fearful that the train will pull out without him. If he has a wife and family on board, they pass through the same state of anxiety.

2. If the order is to be exchanged at a large office, say, Toronto, even if there is ample time between trains, it is not unusual during the summer season to find a long line of tourists ahead with orders calling for round trip tickets to the Pacific coast that take some time to prepare and the result is a long delay.

3. If the order calls for a return ticket, it sometimes happens that the exchange clerk omits to return the portion reading from the station the order is exchanged at to starting point, and the error is not noticed until the passenger presents the ticket at his final destination to have his baggage checked on the return trip, with the result that baggage is checked only to the station where the order was exchanged, and on arrival there the passenger has to visit the exchange office in the hope of finding his ticket. If he is not successful he must purchase another ticket to his home, recheck his baggage and file application for refund.

Endeavor in all cases to ticket your passenger through to actual destination or nearest point thereto authorized in your tariff.

If you have not the required coupon ticket in stock, and time will permit, send an exchange order, or write to your district passenger agent, specifying the route desired and the proper coupon ticket will be furnished. Be careful in quoting through fares, but at the same time do not be fearful about making a mistake to the extent that you suggest ticketing to some intermediate common point and have the passenger repurchase, as there is the almost certainty that it will cost him more money, and there is the possibility, at least in some instances, of the company you represent getting a shorter haul than need be.

TICKETING CHILDREN.—I assume that every ticket agent here has been asked at some time or other by parents or guardian if their boy or girl can travel free. Always explain what the rules are regarding the transportation of children. Every time you persuade parents to purchase proper tickets for their children, you prevent the possibility of a dispute and unpleasantness on the train with the conductor, who has no option but to collect the proper fare. It is well to remember that two half fares are equal to one full fare.

SOLICITING TRAVEL.—Additional traffic can be stimulated by systematic solicitation. Practically every agent knows where business may be found, but very few I find have any particular system of soliciting. I would suggest that each agent prepare a list of the various labor bureaus, steamship agents, contractors, business houses, etc., in his vicinity, and make a practice of calling on them periodically, leaving a folder or two each time, keep a record of the date of each visit, and the business secured or expected, and I am sure that at the end of six months the results will surprise you.

In conclusion, I may say that helpful suggestions are always appreciated.

Appropriations sufficient to eliminate many grade crossings within the limits of greater New York are about to be asked for by the Public Service Commission. The total sum necessary to carry out this programme will be about \$6,000,000, it is said, and the commission has made the first move by a preliminary request for \$1,500,000 for 1913.