

compared to the small steamer-shaped trunk carried by Europeans, it is easy to understand why they cannot be lifted & handled with the same ease & safety. Passengers often complain of the manner in which their heavy packages are handled, without taking into consideration that they themselves are often to blame by appearing at the baggage room only one or two minutes before the departure of the train. Witness the excited crowd in the baggage room at a large station a few minutes before train time, with uplifted hands, all calling & shouting at the same time that their baggage must positively go on that certain train. How much trouble & anxiety could have been avoided by the admirable plan of having the baggage checked direct from the house by the transfer company.

Many of the packages containing baggage are unreasonably bulky; others, again, are insecurely fastened, or are too frail to withstand the ordinary usages of travel. In the practical operation of handling, a single employe is frequently called upon to load & unload trucks unassisted. When this is the case he is very often able, from the weight or bulk of a package, to exercise force enough to precipitate it to the ground; he cannot lift it or carry it, & when this is the case, the package, unless well secured, is very likely to

carriage of the passenger himself, so greatly concerns the traveller as the provision made for handling his personal baggage, & so far as the stockholder is concerned, the effective management of the baggage department directly & greatly effects the usefulness of his property & the income he derives from its operation.

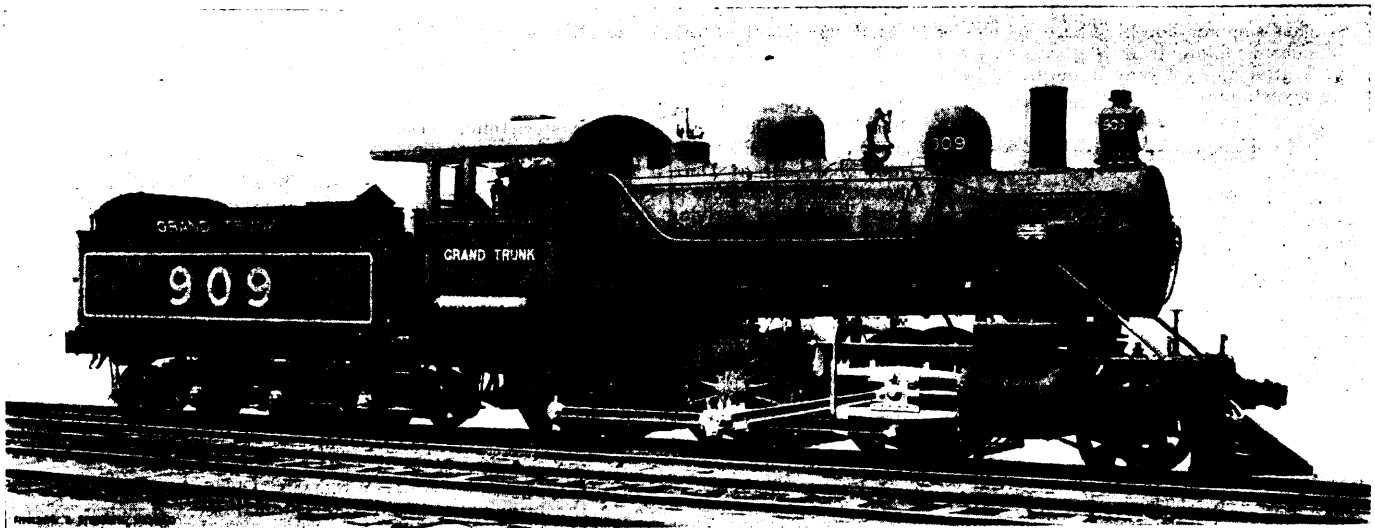
"The baggage department, while once considered a department of protection, may now be considered one of both protection & revenue; for while the exemption of the company from claims, account damage, loss & detention must necessarily be secured by some comprehensive plan of handling & billing, coupled with the vigilance & care of its employes, the revenue collected from the charges for excess & storage & from the transportation of milk is sure to show equally satisfactory & improved results on the side of revenue."

The perplexities of the baggage business are many, & the difficulties are understood only by those having charge of its affairs. Many curious & interesting examples of complication could be given to prove that they are not far removed from the proverbial Chinese puzzle. The business of handling & checking baggage must be quickly performed, & while the railway cannot enforce regulations which in any way affect the public's con-

mistakes in identification when having their baggage checked at the baggage-room. Through the checking & the rechecking of the piece at the various junction points, the trace becomes difficult, & it may finally be located in California while the real owner is mourning its loss at some remote point in Canada. I enclose the Preface to the Book of Rules, which gives the gist of what is expected of employes in this department.

PREFACE.

"The relations & responsibilities of common carriers to the travelling public are such as require from the carrier the most constant & watchful care of the property of the traveller. As station baggage agents & train baggage-men you are entrusted with the safe keeping & proper transportation of effects which are valuable to the owners. Nothing can be more annoying to the traveller than the loss, abuse, or delay to his baggage. You are, therefore, expected and required by the Co. to become thoroughly familiar with the following rules & regulations in order to insure careful handling, proper protection & safe delivery of baggage, etc., entrusted to your care. The proper collection & reporting of all excess baggage, & the safe keeping of all excess baggage & C.O.D. checks, are matters that require the



A RECENTLY COMPLETED GRAND TRUNK MOGUL LOCOMOTIVE.

that the fault does not rest so much with the railway company as with the owner. If the former exercises every precaution in handling, consistent with the nature of the business & the amount of time & force available, every condition of care & diligence has been satisfied. If injury occurs under these circumstances in consequence of the package being insecure or unreasonably heavy or bulky, the fault lies with the passenger & not with the carrier.

The quantity of baggage handled by the railroads of the U.S. is enormous. M. M. Kirkman, Second Vice-President C. & N. W. Ry., in his book on the Science of Railways, says:

"The baggage of railways exceeds, generally, the express traffic; it is also of much greater value relatively, yet in its handling only a few officials are employed, while in the conduct of an equal amount of express business many supervising managers of high business capacity are engaged & paid salary commensurate therewith. The baggage traffic of railways may be said to represent an unknown quantity in their affairs, & while it seemingly offers only a limited field of inquiry, it is really extended in its scope & presents many interesting & curious problems. No phase of railway management, it may be said, save the be injured. In the latter case it is apparent

venience, it must at the same time adopt all necessary precautions for the care of property entrusted to its keeping. Passengers do not view with equanimity delays or damage to their baggage, & the inconvenience & annoyance resulting in consequence cannot be alleviated by an explanation of the cause. Safety is only secured by the careful observation of all rules and regulations for the government of the business, & the unceasing vigilance of all employes connected with this branch of the service. If the reports to the General Baggage Agent are always complete & accurate, & the check supply carefully protected & mismatched checks avoided; if the checking is always accurate according to the route & destination of ticket, & the baggage is carefully handled while in transit & guarded while stored at stations, it can be stated that loss, damage or delay could only occur through some unforeseen accident in the operation of the trains. But with the great volume of property handled, & the limited time in which the work must be performed, it is impossible, even under a most thorough & complete system, to prevent occasional mishaps. Passengers themselves frequently contribute to these. On account of the similarity in the shape & appearance in valises & trunks, & in the absence of marking, passengers often make

utmost care on the part of station baggage agents. While employed by the Co. you must try & give satisfaction to the public & establish a reputation for courtesy & civility to everyone. You are expected to be polite at all times, & to answer civilly all questions addressed to you, & if unable to give any necessary information, endeavor, when practicable, to obtain it. Endeavor to make this line popular, because its business is dependent on the good-will of the people."

It recently came out before the Public Accounts Committee in Ottawa that certain Dominion Government officials who hold railway passes use them when travelling on Government business & charge the country the amount they otherwise would have paid for fare.

The C.P.R.'s Summer Tours pamphlet comes out in 4 parts this season, divided as follows:—1. Quebec, Maritime Provinces, White Mountain & Atlantic Sea Coast. 2. The holiday resorts of Ontario, Niagara, The River St. Lawrence, Ottawa & Montreal. 3. The Upper Lakes. 4. Across the Continent to Banff, Glacier, Kootenay & the Pacific Coast. The four appear in different & attractive covers,