

TELEPHONE TOPICS



M.S.KINSLEY

MAY

1925

Over Half a Million for Benefits

OVER a half million dollars were spent last year, in payments to employees under the Benefit Fund Plan, and in the administration of the Plan itself.

Our sickness record was fairly good; our accident record pretty bad.

It is clear that many of these accidents were avoidable. Putting it baldly, they were due to carelessness. How long carelessness ought to be a complete alibi for either sickness or accident disability is a question now up for discussion.

In addition to the total of \$486,159 charged to the Plan, the Benefit Fund Committee directed expenditures totalling \$4,127, to supply the needs of employees, who, by reason of less than two years' employment, were not eligible for benefits under the terms of the Plan.

The following audit and analysis will be of interest:

To the Employees' Benefit Fund Committee of the
New England Telephone and Telegraph Company

Pursuant to appointment and in accordance with the provisions of the "Plans for Employees' Pensions, Disability Benefits and Death Benefits," adopted by your company, I have audited the Employees' Benefit Fund for the fiscal year ended December 31, 1924, and submit the following report:

EMPLOYEES' BENEFIT FUND, YEAR 1924

Credit Balance in Fund, January 1, 1924	\$2,000,000.00
Credits during year 1924.....	
By Interest at 4%.....	72,272.21
Appropriation to restore Fund.....	404,016.96
TOTAL CREDITS.....	\$2,476,289.17

Disbursements During Year 1924:

For Pensions.....	\$47,617.93
Accident Disability Benefits.....	54,623.51
Sickness Disability Benefits.....	299,158.90
Death Benefits.....	53,456.47
Accident Disability Expenses.....	31,302.27
TOTAL DISBURSEMENTS.....	\$486,159.08
Less Reimbursements from Other System Corporations—Credit.....	9,869.91
NET DISBURSEMENTS.....	\$476,289.17
Balance in Fund December 31, 1924.....	\$2,000,000.00

I hereby certify that the credits and disbursements, as above summarized, do, in my judgment, conform to the provisions of the Plan adopted, and that all the disbursements have been authorized by the Committee and received for by, or on behalf of, the payees.

(Sd.) S. A. RICHARDSON,

February 28, 1925.

Traveling Auditor for American Telephone and Telegraph Company.

TELEPHONE TOPICS

ISSUED MONTHLY BY THE NEW ENGLAND TELEPHONE AND TELEGRAPH COMPANY AND DISTRIBUTED WITHOUT CHARGE TO ITS EMPLOYEES AND TO THE EMPLOYEES OF CONNECTING COMPANIES
PUBLICATION OFFICE, 50 OLIVER STREET, BOSTON

Time to Snap Out of It

FOR a long time we have lacked the spare facilities for prompt action on applications for new service and re-grades. For a long time we have shaken our heads and made excuses whenever anyone asked us the prospects for getting a new telephone or a higher class of service. We've done it on general principles.

But now that conditions are easing up, we find we've contracted a bad habit. We've got to snap out of it, if we're going to do justice to ourselves.

The truth is we have got facilities in many places. And we need the business.

In a good many towns, and in some sections in most every town, facilities are still "tight." We cannot make good on any general campaign for new telephones. Such a drive would rightfully affront many people who have long been waiting, and to whom—even now—we cannot promptly bring service.

For these very reasons we mustn't cut loose and solicit applications.

But we can stop wagging our heads solemnly every time anybody says "telephone." We can keep our eyes and ears open. And, through our immediate superiors, we can pass along to our commercial folks

a lot of tips on some of which they can cash in. What the commercial people want is "prospects." Names and addresses of people who want, or

ought to have, telephone service. Commercial will sift those prospects, solicit only those who can be taken care of, and do no injustice to those unlucky enough to be located where relief has not yet come.

That's the plan. But get it straight. The business end is up to Commercial. For the rest of us taking applications and selling service is no part of the job. Our bit is done when we produce the "leads."

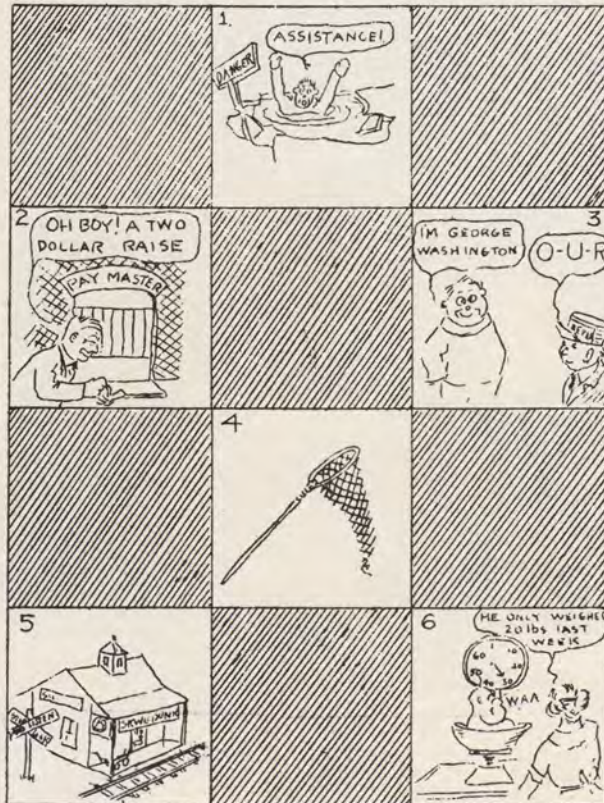
There are spots where we can install any kind of service. There are spots where only certain classes are in stock. And there are some where our lines are chock-a-block. So every hint of a demand for service is possible grist for our mill.

Springfield district sold over 500 extension sets in a week. They're a good item to keep an eye

out for, now, or any time.

Already things are stirring. From one district came more than 400 tips the first day it was put up to them.

But it's a "whole company" job. The question is what sort of a job are we going to do?



HELP SOLVE THIS PUZZLE

- 1—What would you shout in this predicament? 2—Something we all like to get. 3—A possessive pronoun. 4—The weapon of an entomologist. 5—Every railroad has them. 6—First down—ten yards?

A Cable Splicer's Trick Worth Knowing

THERE are tricks in all trades, even in our own. When the "trick" of yesterday becomes the standard practice of today, we call it progress. This is the story of a cable-splicing trick that originated with the cable-splicers of our company's Metropolitan division more than ten years ago, that has been in efficient use here for more than a decade, and yet that is only just now being passed along to the rest of the telephone world. It is a trick well worth knowing for the swift sure finding of any wanted pair in a cable.

In brief, it is a practical means of using as a tell-tale the tiny current that leaks to ground through even the high-resistance paper-insulation of telephone wires in a modern cable.

In a man-hole, or in the open, place your cable-splicer on a rubber blanket that insulates him from all electrical grounds. Give him a 1500-ohm watch-case receiver. Ground one side of the receiver. Attach the other side to the splicer's body, to a finger-ring, perhaps, or let him hold it in his mouth. Now you are all set.

At the central office main distributing frame, or elsewhere, his helper puts a grounded buzzer on the wanted pair. In the man-hole, the splicer searches with bare fingers through the pairs.

There is no cutting into the wires, no pricking through the paper insulation to the copper underneath. When he touches the right pair, despite its insulation he "gets the tone."

The circuit, of course, is through the splicer's body from his finger-tips to his ring, or mouth, or wherever the receiver-wire takes off. Thence it goes through the receiver, and so on to ground.

In practice, your expert splicer grasps a whole handful of wires. No tone. He discards the whole handful, and takes another. This time, he gets the tone. Now he discards pair by pair. When he loses the tone, there is the wanted pair. Action is incredibly fast.

Simple? Yes. So are most good things. Obvious? Of course, now that you know the trick. Even so, the idea was not born over night, and some glance at its development will be interesting.

The old method for clearing cable trouble was to get an approximate location with the Wheatstone Bridge—still used where it is appropriate—and open the cable as near as possible to this indicated point. Here a test was made and the cable opened from point to point until the trouble was actually found.

About sixteen years ago the device technically known as the Exploring Coil, but popularly called the "feeler," was introduced as a new means of locating trouble on aerial and underground cables. This is a form of induction coil actuated by the current in nearby wires and registering its presence by its own induced current flowing through ear-phones.

It was found that the tone of the buzzer sent out on crossed or grounded pairs could be followed by this exploring coil. The splicer would apply his tone to the crossed sides of the pairs and follow the tone along the sheath of the cable until he lost the sound of the tone. This indicated the actual fault. He had only to remove the sheath and clear the actual trouble. This required only one sheath



HERE'S A YANKEE TRICK

Note the wire held in the splicer's mouth and read the story

opening, against two or more by the old way.

Like all new ideas the "feeler" did not win instant approval and adoption. It remained for a few to work out the details and overcome the difficulties. Individual splicers tried out different schemes along their own ideas. It was Charles J. Dunn, then a splicer, who found that the "feeler" was useful for other things besides locating trouble. He found that the "feeler" could be used to identify pairs more rapidly and easily than the old way of going through the splice with shears.

The old way of finding pairs had been to have the helper put his buzzer on a pair, while the splicer cut

into each pair until he found the pair he wanted. Or, the splicer would apply the buzzer at the splice and the helper would run over the frame, until he found the pair. Both ways were slow and tedious. Dunn's new "feeler" method greatly speeded up the performance, but it would not work on short cables. This forced us to use the old way.

In the spring of 1914, Splicer Karl H. Herendeen, who was a radio fan ahead of his time, brought to work a pair of 1500-ohm receivers to test a light leak. Herendeen was working for the same Charles J. Dunn, who had been made a foreman. Dunn and Herendeen were trying different schemes, when Dunn noticed he could get the tone of the pair through the paper insulation.

This led to a series of tries and experiments. It was soon found that by applying tone on the pair wanted, and by grounding the 1500-ohm receiver in series with the body, that the pair could be identified.

Various schemes were tried out by Dunn. He soon found he had hit upon a method of finding wires that was far superior to the "feeler," by keeping himself clear of all grounds, grounding one side of the 1500-ohm receiver, and using the other side of the receiver to connect with some part of his body. The helper applied the tone at the central office and Dunn would pick out the wires almost as fast as they could be boarded. This new method had practically no limits. Working or dead wires could be picked out very swiftly. It did not matter whether it was at the end of a stub, in the main splice, or at the end of the cable.

The various splicers in Dunn's gang bought receivers for themselves and used the new method. "Joe" Miller and Walter Sawyer also bore some part in the developing of the idea. All the men named are still in active service.

Slowly the new scheme was heard of by other districts and was adopted. A few years later the company recognized the merits of the method and standardized the stocking of 1500-ohm receivers.

The "feeler" and 1500-ohm method are in constant use today and we have accepted them as the best method, so far. Applications of the same principle have been tried in locating trouble on switchboards, central office frames, open and drop wire, kononite

cable, etc.; but while our experiments have been technically successful they have not had the same practical results as in identifying pairs in cable.

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THE TELEPHONE IN BUSINESS

THE use of the telephone is so closely woven into the fabric of business as to be not a mere adjunct but an integral part of it.

Thousands of business people have long recognized and profited by the fact that training in the efficient use of the telephone is a dividend-paying investment. Thousands more have failed to realize this fact—or, at least, to profit by it.

The essential principles underlying the proper use of the telephone are discussed in the book, "Use of the Telephone in Business," by J. C. Scammell, Associate Professor, College of Business Administration, Boston University.

The book presents advice as to how most effectively to use the telephone. It indicates various kinds of misuse and abuse; and offers constructive suggestions for their avoidance.

How private branch exchanges may be so operated as to be of the greatest value is given particular emphasis. There are detailed data regarding the mechanics of operation, and also regarding what an operator should have as qualifications—such as: good voice; courtesy; adequate familiarity with, and information about, the business; well ordered thought and well planned speech; initiative; resourcefulness; dignity, and tact. Advice is given as to how desirable qualifications may be developed in the case not only of an operator but also of any telephone user.

Extended consideration is devoted to the general conduct of business, to the handling of inquiries, explanations, and adjustments, to matters of discussion and argument, and, above all, to the technique of selling by telephone.

The book closes with an injunction that telephone users should: Think calmly. Plan thoroughly. Speak pleasantly. Be brief.

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For a telephone company or a telephone worker, a budget is the difference between an estimate and a guesstimate.



PUTTING ON THE TONE

Foremen's Conference

IT looked like a school-room. There was a big black-board at one end of the room and a man was asking questions and writing them down on the blackboard. Around a big table a dozen other men sat. There the resemblance ended, however.

The man referred to as the teacher simply asked questions, but never answered any. The traditional decorum of a school-room was also conspicuous by its absence. The pupils talked "out loud." At times they became so excited in their discussions that they emphasized their remarks by pounding on the table with their fists. No; clearly it was not a school-room. And yet these dozen men were learning—something about their job.

They were holding what might be termed a foremen's conference. It differed from usual conferences in several respects, however. Quite often a conference is a one-sided proposition. It is supposed to be an occasion characterized by conversation, consultation, and a comparison of views. Sometimes this conversation is a solo performance. Not so at this foremen's conference, however. Usually it was a dialogue. Not infrequently it took the form of a chorus, and then, out of the welter of discussion, would come such remarks as: "You dumb-bell, don't you see that it must be so;" or, "All right, I'll check with you on that, but I will not agree as to this other point."

Yes; these first-line foremen were learning some-

thing, but they were doing the teaching themselves. As this is written, the third group, coming from various sections of our company, is completing its two-weeks' conference.

The two conference leaders are G. C. Hinckley, who is usually addressed as "Pete," and O. G. Richards, commonly known as "Duke." They never decide anything—they answer questions, Yankee fashion, by asking more questions. Whenever an answer to any problem is reached, that answer must represent the conclusions of all the twelve foremen gathered together.

It may be assumed, of course, that unanimous opinion is necessarily preceded by discussion. Discussion, did we say? That's too mild a word. Never mind about the exact word that would characterize it. The main point is that, before the decision is reached, these men have analyzed their job from start to finish. They have thought about their job in a way they never thought before. They have

discussed costs, production, responsibilities, materials, tools, equipment, job analysis, accident prevention, thrift, morale, and various other subjects. They discuss them from all angles and with the enthusiasm of a debating society, and, when they have finished the discussion, they come to a conclusion, which is contained in an answer written on the blackboard.

It is difficult to describe the atmosphere of this



"PETE" HINCKLEY



THE FIRST FOREMEN'S CONFERENCE

L. W. Ranney, Greenfield; J. J. Murphy, Worcester; G. W. Reynolds, Burlington; C. E. Strout, Portland; W. E. Blake, Boston; O. G. Richards, Boston; *standing*, Supervisor of Education Hinckley; E. S. Meals, Brockton; General Employment Supervisor Weir; W. D. Appleton, Portland; B. F. Ashworth, Lowell; N. J. Frozer, Providence; J. A. MacDonald, Gloucester; J. C. MacIntyre, Manchester; J. D. McFarlane, New Bedford

conference room. No statement of the subject discussed and the answers given at these various sessions would give an adequate picture of the scope and value of the meetings. One would have to supplement the reading of such a syllabus by a personal visit to the conferences themselves.

No catechism prepared by somebody else would have given them this picture. They got the answer by thinking it out themselves. Evolved from their own inner consciousness, it was unforgettably impressed upon their minds. It was constructive thinking, but not entirely individual thinking. A man's logic on one point, if left to himself, might lead him up a blind alley. Subjected to the analytical processes of other men in the same relative position, it got back on the main road and went forward to the correct conclusion. Hence the value of the conference idea, with small groups participating.

If we attempted to outline any of these discussions in detail, we might interfere with the work and interest of future classes; hence we can only generalize. One incident may be illustrative, however. They were discussing methods of accident prevention and various suggestions were being put down on the blackboard. One of these read: "Use all information supplied to us."

That stood for a minute. Then one of the group spoke up and suggested that it be amended to read: "See that all information supplied to us is used."

They didn't undertake to specify how. They didn't need to. It was clear that, in the future, when reports or leaflets came down the line, instead of being distributed with a "There-read-that-and-thank-Heaven-I've-done-my-duty" attitude, they would be explained at roadside lunches and in stock rooms on rainy days, until it was clear that those under them not only received the information, but understood it.

Some of these men have been in the employ of the company for many years. They are all good men, who have mastered the technique of their jobs. When they undertook to outline a list of duties of a foreman, however, there was a marked range of opinion as to what these duties were. When they concluded the discussion of this phase of the general subject that list had grown to considerable size, not because these men had suddenly become egotistical, but rather because, for the first time, they had stood off and gotten the proper perspective on their jobs and themselves.

One of these first-line foremen, in a letter to General Employment Supervisor Weir expressed his opinion of the conferences in a letter, in which he said among other things: "It has pointed out a thousand and one different things we do in connection with our job, but we never knew why we did them." Another one says: "It has made me do a lot of thinking as to my foreman's job, and has bene-



"DUKE" RICHARDS



SECOND FOREMEN'S CONFERENCE

W. E. Edgar, Boston; R. W. Foss, Portland; H. W. McArdle, Boston; J. L. McElholm, Fitchburg; B. F. McGaffigan, Boston; C. F. Woodward Worcester; O. G. Richards, Boston; G. C. Hinckley, Boston; E. J. Ames, New Bedford; J. A. Cahill, Manchester; S. H. Cate, Boston; J. J. Coughlin, Boston; A. E. Cummings, Boston; P. D. Driscoll, Boston



THIRD FOREMEN'S CONFERENCE

C. F. MacDonald, Providence; J. Gillis, Lawrence; G. C. Hinckley, Boston; W. R. Philbrick, Portland; D. J. Thomas, Springfield; O. G. Richards, Boston; F. M. Baker, Fall River; H. A. Betty, Lynn; E. S. Bulmer, Providence; A. S. Cutter, Athol; G. W. Duxbury, North Adams; H. D. Mayo, Framingham.

fited me to the extent of making me more fully realize my responsibilities as an efficient foreman." Another's comment was as follows: "This process of coming to a clear understanding through reason and argument is the best kind of education I have ever had, and the analysis leaves our duties so clear that it would scarcely mean an effort to put them into effect in our every-day work."

During the progress of these conferences some of the district and division heads dropped in to observe what was going on, and noted with interest the frank and open discussion that was in progress and the honest enthusiasm and intense interest being shown.

At first, as might be expected, there was a certain reserve and lack of enthusiasm. As the foremen delegates got to know each other a little better, however, this feeling of reserve disappeared. It may be that the skill of the leaders in provoking discussion had something to do with changing the atmosphere of the conference room; at any rate, by the end of the first day, it had been materially changed, and from that time onward the purpose of the meeting was a frank discussion of all phases of the foreman's job.

The experimental results from the first three sessions are so good that conferences representative of district and supervising foremen, are being arranged.

How far the conference idea will be extended has not yet been determined. What has been thus far done was done as an experiment. The first-line foremen say that it is a great success. Opinion to this effect has also been expressed by some of the division superintendents, and if you ask us for ours we'll say it is, too.

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Learn the luxury of doing good.—*Goldsmith.*

THE PSALM OF SAVING

*WHEN all else fails, I am thy Gibraltar.
Envy not thy neighbor who calls me friend, for
I may be possessed of any man.
Sword and staff am I; shield and buckler against un-
looked-for disaster.
The strength of youth is in my loins;
Even so is the wisdom of years my heritage.
Remember the days when the grinders are few,
Nor cease to contemplate the years of lessening vigor.*

*ENJOY the Noontide of Life, but forget not its Twilight
Let thy acquisitive years build for me a habitation in
thy heart.
Endure for my sake, that I may at last bring
Happiness to dwell upon thy threshold.
Call me master, and I become thy servant;
Take me with thee upon the highway, and I shall shield
thee in time of famine;
Rest at the end of the race, is in my power to bestow;
I am oil upon the troubled waters of the inevitable
Unforeseen.
Call upon me and I will not abandon thee; for, I am
THRIFT.*

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ON TOP OF THE WORLD

WHAT is said to be the highest telephone system in the world is located at Sorata, Bolivia, in South America. This installation is for the use of a mining company and connects the various parts of the mine and the town of Yani. The total length of line is just over ten miles, and the whole of the installation stands at no less a height than 15,500 feet, or nearly three miles above sea level.

Our Co-operative Bank Is Booming

THE Telephone Workers' Co-operative Bank for the Boston Division is in operation. The offer of shares brought forth a surprising response. It was decided to limit the first issue to 8,000 shares, in order not to have too large a number maturing at one time. Orders for 12,000 shares have thus far been received, leaving about 4,000 shares of the second issue, due August 1, already subscribed.

As every share requires a payment of a dollar a month, the bank will have \$8,000 for investment on May 1, and larger sums each quarter as successive issues of shares are offered. Already the demand for loans is far in excess of the available money supply and the directors are at liberty to select first-class mortgages.

Treasurer Brigham is a director in the Sharon Co-operative Bank, and prior to the opening of the Telephone Workers' Co-operative Bank, arranged a dinner at the Boston Chamber of Commerce at which the directors of the new bank had the pleasure of listening to the practical advice of the members of the Security Committee of the Sharon bank. They not only listened but asked a number of pertinent questions.

A co-operative bank, they were told, is not a charitable institution, but a business proposition. They were acting as trustees for their fellow-workers, and when investing their funds, should be diligent to see that they had ample security for the investments thus made. If the amount asked for on a mortgage was greater than they felt they could safely advance, they were advised to say so, even though they had to disappoint an applicant. Likewise, if they felt that

the obligation a fellow-worker contemplated assuming was greater than he or she could safely carry, they were advised to state that fact frankly, and avert later heart burnings.

The interest displayed by the women of the traffic department was especially gratifying. They constitute the largest single group of shareholders in the new bank. While some are attracted by the opportunity of making what seems like a safe and profitable investment, others are actuated by the desire, immediate or remote, of owning their own homes.

As has been already explained, the company is not directing the Co-operative Bank, but is so well impressed with its purposes as to be willing to go to the trouble and expense of making systematic salary deductions, which, upon the order of the employee will be deposited with the Co-operative Bank. This will relieve employees of the effort necessary to make deposits and of the fines imposed for non-payment of dues in accordance with the rules of the bank. It is wholly optional with employes, however, to order payments made through salary deductions or to pay their dues in person.

The Co-operative Bank shares quarters with the Credit Union at 125 Milk street, Boston. Each has its respective sphere of operations, so there is neither rivalry nor conflict. The Credit Union is designed to afford elementary banking facilities for those who desire small loans and to receive deposits for savings for special purposes such as taxes, insurance premiums, coal purchases, etc.

Deposits with the Co-operative Bank are intended to be more permanent in character. Because of this,



DIRECTORS OF THE CO-OPERATIVE BANK

they command a higher rate of interest if they remain undisturbed for a period of five years.

The Stock Plan, a third form of investment, rounds out a thrift plan, the most permanent in character and the most productive in dividend return. It appeals to those who are seeking income for the future from investment in a business nation-wide in scope and with which the investor is somewhat familiar.

Those seeking advice regarding the Co-operative Bank and its purposes are invited to consult with any of the directors. The list of directors, with their business addresses, follows: J. J. Hartin, 10 Temple street, Cambridge; Mrs. N. C. Gordon, H. B. Crawford, E. L. Shanney, J. J. Coughlin, C. H. Morgan, W. L. Broder, G. F. Mahoney, all of 245 State street, Boston; H. W. Sawyer, 50 Oliver Street; B. M. Wood, 40 Broad Street; C. W. Grad, 50 Oliver Street; A. E. Whitton, 50 Oliver Street; H. A. Fasick, 245 State Street; Miss L. F. Capeless, 119 Milk Street, Boston; Miss R. A. Davis, 175 Adams Street, Dorchester; Miss M. H. Young, 41 Belvidere Street; H. S. Fahey, 50 Oliver Street; J. R. McLeish, 245 State Street; F. B. Reeves, 50 Oliver Street; W. B. Brigham, 50 Oliver Street; C. F. Donahoe, 119 Milk Street; G. S. Drew, 119 Milk Street, Boston.

HARRY B. GILMORE PROMOTED

HARRY B. GILMORE, for seventeen years manager of the distributing organization of the Western Electric Company at Boston, has been elected secretary of the company. He was transferred to the general offices at New York a few months ago as assistant secretary.



H. B. GILMORE

Mr. Gilmore succeeds George C. Pratt who will give his entire time to his growing duties as General Attorney. Mr. Pratt has held the position of secretary since 1908 and he has been General Attorney as well since 1919. He joined the Western Electric Company as corporation clerk in the secretary's office at Chicago in 1906.

Mr. Gilmore began his service with the Western Electric Company in 1902 in the supply organization at New York after his graduation from Dartmouth.



The Boston "Decimal Plan"

By SIDNEY I. DANIELS, *Trunk Traffic Engineer*

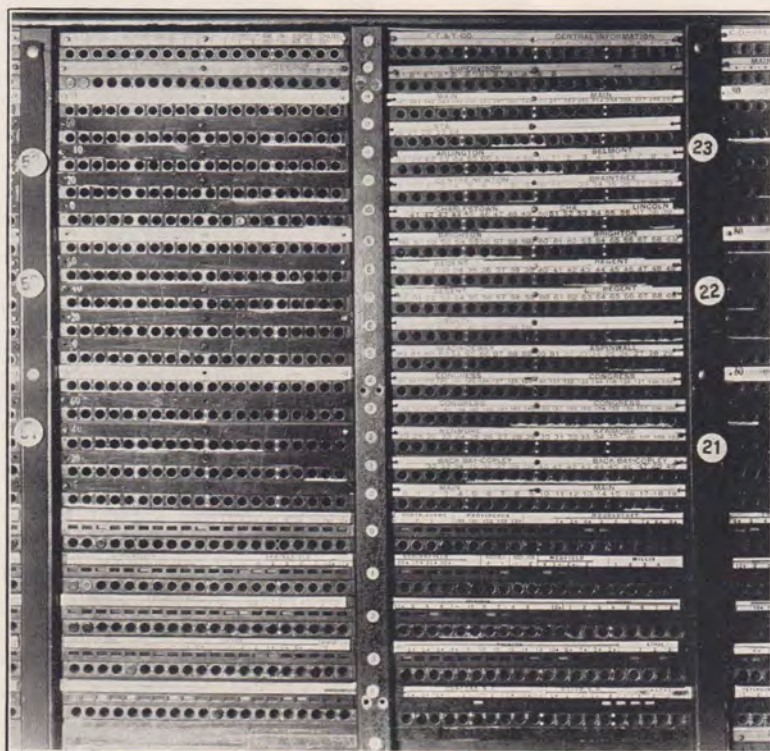
WHY have the toll assignments been changed to four digit numbers?" inquired a Boston "B" operator of her supervisor one day recently.

"Because they have removed the designation strips from the switching trunk multiple at toll to make room for more trunk multiple and have arranged the trunk multiple in banks just like our subscribers' multiple," replied the supervisor.

"But," persisted the "B" operator, "I don't see yet why it is necessary to use the four digit numbers."

The supervisor smiled and explained, "I have just been in the toll office and the toll operators are very

when you give out 24-40 assignment to the toll operator you tell her that the trunk you have as-



TRUNK MULTIPLE BANKS NUMBERED VERTICALLY

is now very easy for them to locate the trunks assigned to them. You see the trunk multiple is arranged in banks of a hundred each, as usual, but instead of numbering the banks horizontally like our subscribers' multiple, the banks are numbered vertically according to a 'Decimal Plan.' Each section of five panels is outlined by a vertical white line, while the banks of jacks are numbered vertically from 1 to 4 in each bank. Take our assignments for example. They are 2440 to 2459;



THE TOLL STEERING COMMITTEE

Standing: MESSRS ANDERSON, CARTER, LEVY, DANIELS, STEVENS, KIRBY. Seated: MESSRS FINN, BAKER, BAYLY, O'CONNELL, COGAN.

signed is located in the second panel from the white line in the fourth bank up from the bottom, and on jack 40. Of course the toll operator does not need to locate the trunk just that way but with this method of numbering, anyone knowing the method can find the assignments very quickly."

"Well, I'm glad you have explained it to me as I certainly couldn't see why such big numbers were necessary. Is ours the only company using this scheme?"

"Oh, no! Chicago has had it for some time in various forms, and New York has been trying out various schemes. Our company has adopted some features of each."

Similar conversations might have been heard in any Metropolitan Division office, in Lynn or in Saugus, after the "Decimal Plan" change had been completed at Boston toll.

To go back to the beginning: Equipment construction work is under way at Boston toll which will amount to over one hundred thousand dollars. The job consists of additional ringdown multiple, toll switching multiple, a new observing board, new inward positions and a multitude of other changes. To complete the work before the summer season it was decided last Fall to start the work at once in advance of the specifications.

In order to co-ordinate the work so as to assist all departments under these conditions, a Steering Committee was appointed. The committee consists of S. I. Daniels, trunk traffic engineer, chairman; H. M. Stevens, traffic; G. B. Bayly, supervisor of toll traffic; A. A. Carter, traffic engineer; J. B. Kirby, supervisor of manual installation; Everett A. Baker, Main wire chief; J. P. O'Connell, C. W. Anderson, M. M. Cogan and E. A. Finn of the engineers; and H. G. Levy of the planning board.

In order to obtain space in which to place the additional multiple a radical change was necessary. Study of the situation by the traffic engineers indicated that the only feasible plan was to remove the designation strips. An investigation was made of the "Decimal Plan" and the "Whitehall Plan" as used in New York, and of the "Chicago Plan" and after several conferences it was decided to adopt the decimal arrangement of the multiple with the

Chicago method of passing four digits over the call circuits.

Sixty-seven sections of outward call circuit, outward ringdown and inward straightforward board have been almost completely rebuilt. This work and the change to the "Decimal Plan" has proceeded with day and night shifts under Supervising Foreman Willard P. Clark and Foreman Henry L. Schoenherr

with no delays and with little interference to the traffic, and it is expected that the entire toll estimate will be completed ahead of schedule.

The outstanding feature of the toll job was the change to the "Decimal Plan" which had to be completed before the other work could be done. Preliminary to this change it was necessary to place temporary stile casings, to paint out all jack numbers and to renew the domino markings or spots on the multiple jack strips throughout the entire office. Three hundred yards of elastic tape and 1740 numbered campaign buttons were used to provide the temporary stile cas-

ings; 135,000 numbers were painted out and 30,000 spots were renewed.

The final change from the old method to the "Decimal Plan" was carefully scheduled and planned. Two sets of designation strips were placed on the toll trunks in all offices, one, a temporary strip bearing the old assignment numbers, and the other, a new permanent strip bearing the decimal numbers. As it was impossible to change the entire toll board simultaneously the toll operators were instructed to pass their orders over the call circuits as usual unless "Decimal" assignments were required, then the word "Decimal" was prefixed to the order. To save time it was planned to paint over the designation strips with black or white paint leaving their removal until a later date.

On the day the change started work began at 1 P.M. by a force of fifteen equipment construction men under Foreman Schoenherr. A number of traffic employees were also on hand to care for the traffic problems. So rapidly did the work proceed that all designation strips were painted over and all offices notified to remove the temporary designation strips and assign the new "Decimal" numbers by 11 P.M.



W. P. CLARK AND H. L. SCHOENHERR

A Few May Flowers

IT makes no difference whether they rest on the window-sill of a modest cottage or whether they drop over the side of the lustre vase on a rich mahogany table—a few flowers lend brightness to a home. They may be roses from the florist or violets from the woods. But regardless of what they are, they make home seem just a little bit more pleasant. And the whole family is happier because they are there.

When we do a meritorious job and a subscriber takes the time and trouble to thank us, his appreciation of our efforts is just as welcome as a friend who brings a gift of flowers to our mantelpiece.

Our whole family is gladdened by these letters which bring to us the realization that ours is an opportunity to serve on a vast scale and to serve with a smile. As much as flowers cheer a living-room these commendations brighten our offices where the telephone family is constantly striving to render a happier and better service.

△ △

CENTRAL DIVISION

It is letters such as this one, received by Manager Colwell at Lynn, that makes the sun shine brighter for all of us. And it is praise of this sort that helps the Lynn girls give the bright, helpful service they are rendering.

DEAR SIR:

I am glad of an opportunity to express to you my appreciation of the faithful, prompt, efficient and courteous service which the New England Telephone and Telegraph Company renders to its patrons. I have absolutely no adverse criticism to make. Often I use my phone many times during a day. Never have I known an operator to show the least irritation or discourtesy. Their voices are pleasant and surely have a "smile" in them.

When the company and all its workers show always a desire to minister to the needs and desires of its patrons, in so generous a spirit, I am sure those patrons should also show a kindly appreciation and abstain from criticism.

Cordially yours,

MRS. ELIZABETH L. CARR.

MRS. JOHN A. CARR.

Claremont operators have the satisfaction of knowing that their efforts to give good service are not being overlooked by the public.

GENTLEMEN:

In sickness and in case of death I have noticed the unflinching courtesy always shown by the Claremont girls. I wish to express my sincere thanks to those who so richly deserve it.

"You are paying for it" is the old New England reply, but "Kindness begets kindness" is always my rule. As I never expect the pleasure of meeting any of your company, allow me, please, the privilege of thanking you all for the kindness and attention I have always received.

Respectfully,

MRS. ALTA L. JOHNSON.

Uniformly good service at all hours is our goal, and judging from this letter, the girls at Lowell have scored.

DEAR MR. LEATHERS:

I want to express to you my gratitude for the courteous and prompt attention I receive at all times from your telephone operators, not only one day, but every day, and sometimes for hours together.

Yours most gratefully,

EMILY M. SKILTON.

Adiena Gray of the Saugus exchange was responsible for the good work which brought this letter of praise.

GENTLEMEN:

I wish to express my appreciation of the splendid service given on Monday evening when a toll call came in asking to talk with the writer in person.

The man making the call was very anxious to talk with me. He said he thought I lived in Malden. The operator then called my home in Lynn, and finding that I was not expected home early, she felt that I might be somewhere in Saugus, and probably in Cliftondale.

The supervisor had already taken matters in hand, so she began calling the local stores, reaching me within a very few minutes and the call was thereby completed.

I wish to express my appreciation of the splendid service given me and hope that you will thank those who put the call through. It was a remarkable exposition of the loyalty and spirit of your employees.

Yours respectfully,

A. E. STARKEY.

What a wonderful opportunity we have to help people in time of need. It was the courtesy and helpfulness of a Lowell operator that brought this letter to Manager Leathers.

DEAR SIR:

Permit me to call to your attention the very prompt and courteous service rendered me by one of your operators, whose identity I do not know.

My mother was suddenly taken ill last Sunday afternoon. I called my family physician and several others, none of whom I could locate. With remarkable tact the operator, knowing that I was calling the physicians' telephone numbers, gladly offered her help to get a doctor and within fifteen minutes a doctor was at my mother's home.

While I have always appreciated the facility of rendering aid by telephone summons, it took an exigency of this nature to make me appreciate that cooperation on the part of a tactful and courteous operator makes for perfect service.

Congratulating you on the efficiency of the operators under your supervision, I am

Respectfully yours,

P. J. BAGLEY.

Whenever a subscriber needs assistance she knows that there is a telephone girl ready to serve with a smile. It was such service that prompted a Lynn subscriber to write to us as follows:

DEAR SIR:

I am writing this letter to express my thanks for the kind service given me. My boy was taken to the hospital and was placed on

the dangerous list, and every time I wanted to get the hospital the service was wonderful. And at this time I want to thank each and every one that was on my line or switch and may God give them the best of health and happiness for many years.

Respectfully,

MRS. A. O'CONNOR.

Courtesy and efficiency never fail to warrant praise. The operator who is referred to in this letter of commendation is Evelyn Smith of Salem Toll.

It is the usual custom for people when they are dissatisfied to knock and when good service is rendered nothing is said, but such is not the case with me. I felt it my duty to take this opportunity to commend one of your Salem operators for the way in which she connected my wife's sisters with their very sick father at Richmond, Maine.

Two calls have been made within 48 hours, and my wife spoke to me about your operator No. 133 for the very polite and satisfactory service she made for them. She was so kind and ladylike we all certainly appreciated it, and I knew you would also like to know that you have girls who are trying to please the public. I do not know the young lady, neither do my folks. I am simply expressing my appreciation to you for her kindness shown.

Respectfully yours,

FRED HUTCHINSON.

△ △

EASTERN DIVISION

Manager Starbird of Bath was very pleased to receive this letter of praise concerning the toll service that our girls in Maine are rendering.

Whenever there is an opportunity for commendation for good work done, I think one should consider it a privilege to remind those who are primarily responsible and interested.

On an evening some time ago, I had occasion to call my office at Gloucester. This call was put in as a "Station-to-Station" call and I believe went through the quickest for any call at that distance that I have ever seen. It really seemed that I had no sooner put the call in than I was connected with the party in Gloucester with whom I desired to speak. I don't know who the girl was who was on duty at that particular time but I feel, whoever she was, that she certainly deserves to be complimented for such efficient work.

Cordially yours,

LAWRENCE J. HART.

Do bridges have corner stones? If they do, then when the State of Maine builds that much-talked-about bridge across the Kennebec, the names of our Bath telephone girls ought to go in the little copper box. Meantime, here's what Mr. N. Gratz Jackson, chairman of the Kennebec Bridge Association's General Committee, says about them:

During the last few days, while preparations were being made for the entertainment of the Governor and Council and members of the Maine Legislature, my telephones both at the office and house, have been very busy lines. I desire to compliment the Bath operators and express to them my appreciation of the prompt, courteous and efficient service rendered.

△ △

METROPOLITAN DIVISION

You will never find a telephone girl lacking in efficiency and courtesy. This is true all of the time, but particularly so in time of emergency. The fol-

lowing letter which appeared in the *Malden Evening News* some time ago shows what kind of operators our Malden girls are:

MR. EDITOR:

May I ask for space in the columns of your paper, which is ever ready to give service to the people of our city, for the purpose of giving credit where credit is due, in commending an operator in our local exchange for the valuable service rendered early Thursday morning, for her unceasing efforts in getting a physician for a little one in our home, who was taken suddenly ill and whose little life was hanging in the balance. By the operator's tireless work a physician was secured in a short time, thereby saving that little life for us.

Too much cannot be said in commending the young lady whom we do not know and perhaps will never know, but her interest in a human life will never be forgotten by us, and tends to make us think that while in the past we may have sometimes thought that our telephone service might not always be the best, one instance like this makes us realize that in a case of emergency, as in the one herein stated, we can depend on our local operators to give us the best service available and as this young lady did, keep in touch with the subscriber until the physician is right in the house.

Thanking you for the space.

MRS. WM. R. MURRAY.

Marie R. Dunn of the Dorchester exchange was responsible for this good work which probably saved a man's life.

Permit me to bring to your attention a service rendered me last night that without question was the probable means of saving my father's life.

Last night, while eating dinner, a fish bone became lodged in his throat causing him to become choked. As soon as the seriousness of this was realized, I rushed to the phone, calling for your supervisor and was connected with supervisor No. 109. I advised her that I was in need of a doctor for an emergency and within five minutes Dr. Lydon had responded to the call.

The doctor highly praised the work of the supervisor and informed us that had it not been for the promptness, the intelligence, and the ability to perform with precision the duty entrusted upon her, that, to quote his words exactly, "nine out of ten cases have never survived the arrival of a doctor."

With the foregoing in mind, I therefore wish to commend the service of supervisor, Miss Marie R. Dunn, and trust that this letter may be brought to the attention of those in position to aid in the progress of this intelligent young woman.

Gratefully yours,

HENRY N. KARLIN.

A subscriber cannot forget the voice with a smile, especially if prompt, accurate service is linked with that voice of courtesy. A University subscriber proves what we mean.

Complaints against the telephone company of the service rendered are so common and frequent, that perhaps you will allow a few words of appreciation.

Last evening I tried, from University 1353, to call a Brighton number several times. The line was busy, but about five minutes after my last attempt I was called to the 'phone and informed by the operator, in a very charming voice, that if I wished I might be connected. That kindness was entirely voluntary on her part. About a month ago exactly the same thing happened—number, voice, and all.

If you can identify the operator will you please convey to the young lady my thanks for her courtesy and help.

Very truly yours,

ARTHUR G. KING.

This subscriber in his letter commends the courtesy, accuracy and speed of our Arlington operators. When these three elements of service merit praise we know that the service is both uniform and satisfactory.

DEAR SIR:

For some weeks our telephone service has been such as to call for no word of criticism. There are no delays in response from the operator; there have been no wrong numbers; we have not been called to the receiver for a wrong call; the operators have been uniformly courteous, and seemingly eager to serve.

I write this as one who formerly complained, and who appreciates that the only way you have of knowing that things are going well is when complaints fall off. If it is permitted, congratulate your operators for me.

Cordially yours,

FRANK E. SEAVEY.

From the following letter written by Mr. W. C. McGinnis, superintendent of the Revere Schools, it is easy to see what the Revere operators are accomplishing in their efforts to make their service the brightest and the best.

I wish to thank you and the operators in the local exchange for the excellent telephone service being rendered in Revere. It is a popular thing to "kick" about telephone service everywhere and all the time, and we who use the telephone are not very much inclined to pay much attention to good service. It is only the poor service that we talk about.

We have a great many calls from and to the various school buildings in Revere, and in my opinion the service is very good. What few complaints we have are promptly and courteously attended to.

Yours very truly,

W. C. MCGINNIS.

Braintree operators can read this letter with just pride because a letter such as this reflects a volume of praise upon all of our Braintree girls.

I have taken great pleasure in noticing how quickly the operator responds when we lift our receiver to make a call.

There are days when I have called several times in quick succession and always the answer is immediate.

We have had a telephone in our home quite a little over twenty years, and would not know how to manage without a phone. In many instances to be able to call, or to be called, is worth the expense of the telephone the entire year.

We surely feel that the telephone company stands for all they claim to do for its subscribers, from the highest in office all along the line.

No call we have ever made for help in any way has ever been met but in the most satisfactory way and we sincerely appreciate it all.

The telephone company supplies a need in the community second to none, and I feel that more than twenty years of use of a home "phone" must have proven to us just what the New England Telephone and Telegraph Company stands for, and we surely have no complaints—just praise and gratitude most sincere.

Respectfully,

MR. AND MRS. GEORGE H. HALL.

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SOUTHERN DIVISION

This appreciative subscriber claims he has found the country's most efficient telephone girls in Fall

River and they in turn can claim having a most satisfied subscriber.

Mr. Webb, your manager, knows a little of what I think of the telephone service in Fall River. I'd tell you only I'm afraid you, in turn, would tell the operators and it would never do to make them vain. However, I'll say this. If any telephone manager between Maine and California ever makes it known that he thinks he can show service excelling that in Fall River, you are at liberty to call upon me to tell the gentleman a few things backed by indisputable proof.

Once more acknowledging indebtedness and appreciation of the splendid service always given me by the Fall River operators, I am

Very truly yours,

A. W. GIBBS.

The little extra measure of service, that effort of all our girls to make our service better and brighter than any other service, brought this welcome letter to Manager Spaulding at Providence.

Within two years I have lived in Saginaw, Mich., Detroit, Mich., Jackson, Mich., and now Providence, where I hope to be located permanently.

All telephone service is good. However, I am inclined to believe that my long distance calls, especially, are just a trifle more prompt and the will to give service of value, a little more keen *here*, than in some other cities.

Your service is very good. It is appreciated.

V. A. PHELPS.

East Greenwich operators have just cause in being proud if all their subscribers speak as well of them as the writer of this letter does.

Knowing that people never hesitate to make complaints to the managers of the telephone company, I want to take this opportunity to tell you of the splendid service we receive from this East Greenwich office. There is nothing personal in this, for I do not know even one of the operators, but they are so kind, obliging and courteous to us, that you should be told of it. Many times I am obliged to have a lot of calls in a very few minutes and I surely do get service.

As our bread and butter (and pie) depends on just such service, you can understand that we appreciate their attention.

Sincerely yours,

DR. AND MRS. W. H. DYER.

It made Manager Wright at Newport very happy to receive this letter which highly commends Mrs. Green, one of the Newport operators.

It seems the opportunity presents itself once a year for the telephone operator to be the indirect means of saving property by their promptness in answering calls for help.

This morning, a fire was discovered raging in front of my home. Although we attempted to check the flames, it was an impossibility, so a call was put in for the fire apparatus. Due to the quickness of Mrs. Green at the board help was soon at hand with the result that a chapel and four residences, which could not have been saved had it not been for the speed of relief, are now safe.

Therefore, I feel that the fact of Mrs. Green's efficiency should be brought to your attention.

Very truly,

MARIE MAEGLIN SPARKS.

Courtesy always counts but it is especially welcome in times of distress as this appreciative letter from a Hyannis subscriber proves.

Mrs. Dodge and myself at this time wish to extend our sincere appreciation for the courtesy, kindness and excellent service rendered us by the operators of Hyannis exchange during my father's death and little girl's illness.

We are especially grateful to Miss Catherine Williams for her efforts in locating the doctor when it seemed an impossibility for us to reach him. Also Mrs. Edith Terry for the service we received on our numerous night toll calls.

Sincerely yours,

MR. AND MRS. J. REMICK DODGE.

When trouble comes to a home a sympathetic telephone service is a great comfort. Thomas P. Farrell, 27 Armington Avenue, Providence, found it so as his note of thanks to "every member of West central office, from operator and repairman to wire chief" shows:

In behalf of the family of the late Patrick T. Farrell, I wish to extend our sincere appreciation of the prompt and courteous service rendered us in our trouble.

To most people the barking of a dog does not mean much, but to a telephone operator a dog's bark coming over the line means trouble and perhaps an opportunity to be helpful. And that is what our girls are always looking for—the chance to assist our subscribers. The following story from Centredale proves our point.

A Centredale operator, on receiving a call, and not being able to understand what the subscriber was saying, referred the call to the supervisor, who, also being unable to understand the subscriber, gave the call to the chief operator.

The chief operator upon picking up the line heard the barking of a dog and a terrible noise. The barking of the dog increased and it seemed to be coming from directly in front of the telephone. The chief operator was about to notify police headquarters, when the receiver was hung up.

After the chief operator had rung the number two or three times, the subscriber answered by calling a doctor's number and immediately hung up. The chief operator rang back on the line and asked if a doctor was needed. Subscriber replied, "Yes, operator, and hurry. Something terrible has happened." The nearest doctor was reached, who immediately responded to the call.

Later after all the excitement had quieted down, the subscriber called in and stated that an aged woman had had a paralytic stroke, and upon feeling weak, had reached for the telephone in order to get help. After taking the receiver from the hook, she had been unable to speak, but had fallen to the floor with the telephone in her hand. The dog, being her only companion, had tried his hardest to get assistance to his mistress by barking into the telephone, and he certainly was not unsuccessful.

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WESTERN DIVISION

"It's like the smile that won't come off" is the manner in which the Rev. Hiram M. Rogers characterizes our service at Whitinsville. There is no question about the efficiency and the courtesy of operators whose service merits commendation such as this one.

We are always quick to ask for things. We are always quick to complain when things are not right. But we seem to forget all about saying thank you when we get what we ask for; and we for-

get to commend when things are right. This is especially true when it comes to service.

In all my experience with telephone service, in cities large and small, I have found none better, aye none equal, to our local service and its contacts. 999 times out of 1000 it is prompt. It is always courteous, even when you give the wrong number. They seem to expect we will make mistakes occasionally, but they come right back with the same pleasant voice. It's like the smile that won't come off. And also people forget we are not paying for that smile, that's extra, that's free; and we might at least commend it.

Sincerely yours,

HIRAM M. ROGERS.

Our girls have no monopoly on the spirit of service which spurs our entire organization onward. It was the service of the Webster plant men that brought this appreciative letter from the Times Publishing Company.

I cannot help expressing to you my thanks and appreciation for the excellent service given us during the night of the fire in our plant. Your men worked on the job all night to connect our phones and get our telegraph instruments in operation again.

I wish you would tell Mr. Marble and Mr. Browning and all others who helped just how grateful I am to them and how much I appreciate their kindness in working through the night under most unpleasant conditions.

Very truly yours,

TIMES PUBLISHING COMPANY.

R. W. Sheedon.

Treasurer.

Not only do the Burlington girls believe in prompt, courteous service, but they go one step farther and constantly render that kind of service. If you don't believe it, read the following letter:

I have been your subscriber for two years and five months to date. My business calls me to the telephone a great many times a month. I feel it is no more than fair that I express my appreciation for the service rendered.

The girls at the switchboard have always been most obliging and pleasant, making telephone service a pleasure. My calls have always had prompt attention. Kindly tell the girls I appreciate their patience, promptness, and always pleasant actions.

J. S. SHAW,

International Harvester Company of America.

That little extra measure of service, that willingness of one of our Worcester girls to do the most she could in helping a subscriber brought this appreciative note to the Cedar girls.

Recently my little boy was severely injured in a fall at school. I tried to phone my doctor whose line was busy. I told the operator of the accident and asked her to try to give me a quick connection. The young lady not only did this, but also called me a few minutes later and offered to help me in any way to reach a doctor.

I want to thank the young lady for her kindness and also extend appreciation to the New England Telephone and Telegraph Company and congratulate them in having such thoughtful and efficient girls at the switchboard. My number is Cedar 3383M.

Very truly yours,

MARGARET A. GRADY.

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A gem is not polished without rubbing—nor is a man perfected without trials.

Equipment Foremen's Conference

“**S**TEADY now. Look pleasant. Hold it. Good! Now just one more. Remain still while I count five. O. K. That's all. Thank you.”

These few words and a little black magic gave us the picture of over a hundred men who were attending the second conference of the equipment installation supervisors.

Perhaps not all of us know that the equipment installation work is now being done by a general department which is equivalent to a division in the plant department. Up to six months ago this work was carried on separately by each plant division, but under the new centralized organization over 1400 men engaged in this phase of our business report to H. A. Keidaisch, who is the general supervisor of central office equipment installation. This department first began to function in the Metropolitan division approximately six months ago and about the first of this year its activities were extended to include the central and southern divisions.

Equipment installation men deal with the placing and the connecting of all inside plant. The outside plant men bring the cable into a building and from that stage until the switchboard is completely cut in and working the job falls to the equipment installation fellows. Both manual and machine switching installations as well as all power apparatus are handled by this group.

The centralization of this work under one head and a general staff gives greater efficiency to the organization. Every man in the group knows that he can

go to the general staff for information and assistance on his problems. Such a scheme renders it possible for everyone to learn how to do his work in the best way and through the helpful supervision that is constantly being given to the men, the equipment installation department aims at results that will compare favorably with those obtained in other parts of the country.

The work is being carried on in accordance with the best and the most modern methods. Careful planning, prompt and efficient execution of the work and careful surveys of the results are all playing their part in achieving the splendid progress which has already been markedly well demonstrated by some crews.

A fine, healthy job spirit is growing up among the various gangs. Under the methods now followed every job is planned in detail well in advance of the actual work and any unusual conditions that are encountered on a particular job are recognized and allowed for by compensating factors. There are standard units as to what specified jobs should require in time and costs. These detailed plans give each foreman his specific instructions as to how, why, and when the job should be done. If he sticks to his instructions every foreman can know just what is expected of him and his gang.

Because of the compensating factors which take all extraordinary conditions into consideration, it is possible upon the completion of a job to compare the quantity and quality of production with the re-



MORE THAN A HUNDRED REASONS WHY THE EQUIPMENT INSTALLATION DEPARTMENT IS DOING A GOOD JOB

Should this situation continue? Do you not believe and know that we can stop accidents just as well and perhaps better than any other company in the Bell System? The effort for accident prevention is one that must be continuous. Any let-down will immediately result in an increase in the number of accidents.

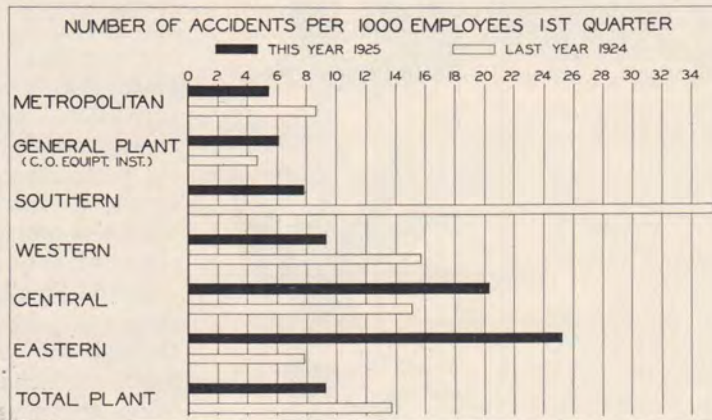
Hazards from which accidents occur do not just happen to be there. They were created; someone put them there. The Indians, in the early days, did not step on any boards with nails in them until the white man shipped in boxes of canned goods.

The management may create

**NEW ENGLAND TELEPHONE & TELEGRAPH COMPANY
MAJOR ACCIDENTS PER 1000 MALE PLANT EMPLOYEES**

QUARTERLY COMPARISON - YEARS 1924 - 1925

DIVISIONS	1925				1924			
	STANDING	RATIO PER 1000 MALE EMPLOYEES			STANDING	RATIO PER 1000 MALE EMPLOYEES		
	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH	1ST OR 2ND OR 3RD OR 4TH
METROPOLITAN	1	5.41			3	8.64		
GENERAL PLANT (C.O. EQUIPT. INST.)	2	6.06			1	4.66		
SOUTHERN	3	7.84			6	35.59		
WESTERN	4	9.34			5	15.70		
CENTRAL	5	20.36			4	15.10		
EASTERN	6	25.21			2	7.85		
TOTAL PLANT		9.23				13.75		



a hazard in the selection of a supervisor not fully convinced that accidents should not occur. The supervisor may create a hazard when he selects and retains a man who is not mentally equipped, physically able nor personally responsible for carrying on work without hazard to himself, his associate workmen or the public.

The employee may create a hazard when he accepts the responsibility for carrying on his work without knowing whether he can do so without jeopardy to himself or others.

Accident prevention is a big important part of every man's job.



EQUIPMENT INSTALLATION SUPERVISORS LEARNING HOW TO BE 100 PER CENT FIRST AIDERS

Important Directory Meeting

A CONFERENCE of far reaching importance in telephone directory matters was held a short time ago at 245 State Street, Boston. The conference was attended by members of the Directory Problems Engineer's staff of the American Telephone and Telegraph Company and members of the directory staffs of the Chesapeake and Potomac Telephone Co., Bell Telephone Company of Pa., New York Telephone Co., Bell Telephone Company of Canada and New England Telephone and Telegraph Company, besides several managers, district managers and division superintendents of the commercial department of our company.

Plans discussed at the conference were relative to the proposed change in the heading treatment in the classified telephone directories of the various companies of the Bell System. As each of the companies represented is to try this plan on one book in its territory in the immediate future it was deemed advisable to hold a joint meeting and have representatives attend from each of the companies affected.

The next issue of the Worcester directory will be given this treatment and this will be the first directory in the eastern territory of the Bell System to receive this attention.

One directory of the Bell System was chosen as the first book to be treated in this manner. The experiment was carried on in the recent issue of the Minneapolis directory of the Northwestern Bell Company. Members of the American Company staff

assisted the Northwestern Company in putting over this new proposition.

The plan and details of the job were discussed at a general conference of directory representatives of the entire Bell System held in Chicago, December 1 to 10 inclusive. In order to have the assistance of the American Company it has been arranged that one book in different parts of the Bell System would be given this treatment and other nearby companies could attend these district conferences to discuss the necessary plans and details for this work.

Each company will convert one directory in the first issue and after that experience will probably convert two or three directories on the succeeding issue and continue in that manner until all the classified directories in each company's territory is taken care of. It is believed the commodity and trade-mark headings that will be adopted in the directories under this treatment will eventually attract an immense amount of national representation in the various books. It is imperative, therefore, that all the directories be compiled in a uniform manner to accomplish this result.

In our company it is planned that Worcester will be the first book converted and on the succeeding issue probably Springfield, Lynn and Portland. Unit managers and managers of the Worcester exchange were present at the early sessions of the conference as well as the district manager. As the plan will affect commercial people generally all of the divisions were represented at some session of the conference.



TALKING THINGS OVER AT THE DIRECTORY CONFERENCE

On the evening of the opening day of the conference a luncheon was given the delegates at the Chamber of Commerce after which Directory Superintendent Meagher introduced General Manager Dresser, General Commercial Manager Whitney and General Traffic Manager Estabrook, who extended a cordial welcome to the visiting delegates and wished them success in the important work they were to discuss during the week. E. S. Howe, of the American Company, replied for that company and for the visiting delegates.

At the conference sessions, which were presided over by M. J. Meagher, Mr. Howe outlined some of the problems that will be encountered in the conversion work and the need of uniform treatment by the companies. D. W. Hughes led the discussion on heading treatment. At succeeding sessions other subjects taken up were type treatment by H. S. Lovell; compilation routine by Allan F. Swanton; Sales problems by J. H. Atchison; all of the American Company.

Those attending the sessions were:

E. S. Howe, D. W. Hughes, H. S. Lovell, Allan F. Swanton and J. H. Atchison of the American Company; J. R. Collins, general commercial supervisor of the Bell Telephone Company of Canada; R. K. Wheat, sales manager, and F. S. Whitman, directory manager, of the Chesapeake and Potomac Telephone Company; B. P. Brown, production manager and W. M. Graham, directory manager, of the New York Telephone Company; Theodore Berrier, production supervisor of the Bell Telephone Company of Pa.; M. J. Meagher, G. G. S. Perkins, H. E. Scribner, J. J. Lambert, A. S. Rowe, New England directory department and C. W. Du-

fresne, division commercial superintendent, Springfield; W. J. McLaughlin, division commercial superintendent, Providence, R. I.; C. D. Richards, division commercial superintendent, Boston; G. G. Bartlett, district manager, Lowell; J. C. Fair, district manager, Worcester; J. F. Weinheimer, District manager, Springfield; E. I. Herbert, division commercial assistant, Portland; C. A. Weston, division commercial assistant, Springfield; C. M. Wilson, division commercial assistant, Providence; F. A. Wilson, division commercial assistant, Boston; C. J. Abbott, manager, Worcester; B. D. Colwell, manager, Lynn; H. H. Ames, unit manager, Worcester; A. K. Burrows, unit manager, Worcester.

Common Sense

*It ain't the senseless hoardin'
Nor stintin' of our need,
But efficiency in spendin'
That should become our creed.*

*It ain't some money set aside
On impulse oncet a while,
But steady savin' day by day
That builds the steady pile.*

—Exchange.

1000 MILE TELEPHONE IN AFRICA

A THOUSAND mile telephone line in South Africa, connecting Johannesburg and Cape Town, will soon be in operation. For some time the work has been progressing on the new system. About a year ago Johannesburg was able to talk for the first time with Bloemfontein by telephone, but the Johannesburg-Cape Town line is a much greater proposition and it is expected to be a great boon to business.



A FEW OF NEW YORK'S DISCARDED TELEPHONE DIRECTORIES

New England Still Leads

FOR many years the New England Telephone & Telegraph Company has substantially contributed to the economic development and leadership of New England.

We who are striving to render the maximum of service to the people of this great community are eager that they shall continue to prosper and to lead in the economic life of America and of the world. Our interests and our well-being are intimately and importantly linked with theirs.

Hence we should welcome an opportunity to gain definite information about the economic status and potentialities of New England. Especially is this so because for years there have been assertions, disturbing to some people, that New England has passed the peak of its economic growth.

The early end of New England industrial and commercial leadership was long ago prophesied. That prophecy was not fulfilled. Yet it has been, and even now is, persistently repeated. Among the prophets have been a few pessimists in New England

who hoped they were wrong and many optimists in other sections who hoped they were right. Nevertheless New England has not lost ground. On the contrary, and despite severe competition, it has maintained and even increased the general industrial and commercial leadership which it established generations ago. Moreover it is apparently destined to make that leadership steadily greater during a long future.

Water power, skill, inventive genius, commercial resourcefulness, shipping, accumulation and constructive use of capital—these have been cardinal factors in the industrial and commercial development of New England since its early days.

Here was a people of high intelligence, pioneering enterprise, and rugged character. Here was a climate stimulating them to vigorous

and sustained initiative and efficiency. Here was an environment and economic necessity which impelled these people into industrial and commercial activity. Here were some of the finest harbors of America. Here were the best roads in America. Here was the

New England Leads

Does over 11 per cent of total manufacturing in United States, yet has barely 2% of area.

First in 36 industries. Second in 24. Third in 16. High in others.

Sells 99% of hides used in American leather and shoe industries.

Makes 40% of American footwear.

Biggest raw wool market in America.

Over 70% of American woolen goods made here.

Manufactures 60% of America's cotton piece goods.

Has skilled mechanics, second to none.

Has most efficient toolmakers in the world.

Over 75% of world's supply of master craftsmen tools produced here.

Make world's finest textile machinery.

Best steam fitters' supplies produced here.

Has largest dry dock in United States.

Has several of best harbors on Atlantic seaboard.

Has unsurpassed highway, rail, and marine transportation and shipping facilities for domestic and foreign commerce.



most intensive development of transportation facilities—by land and water.

These factors, and others supplementing their force, gave to New England industrial and commercial leadership in this early colonial period. For three centuries they have maintained and increased it. Today they still maintain it. They are the basis and the assurance that it will continue and expand.

The story of New England industrial and commercial leadership—its foundation, its growth and its future—has been admirably told in a recent publication issued by the Associated Industries of Massachusetts, through its General Manager, Orra L. Stone.

This is based on a comprehensive and careful survey of the subject. The facts presented and the conclusions derived therefrom are not only authoritative, but are also stimulating and invaluable to those who are concerned in, or with, the great and varied industries and the economic prosperity of New England. They warrant a full faith that New England is building a most prosperous economic future on a great and sound economic past.

It is difficult to abridge a story which, throughout its entire extent, contains so much of great value. The following is a presentation of certain salient data on this compelling subject:

Even to a close student of the New England industrial situation, some of the following facts and figures will be astonishing; and to all concerned they will be of decided interest.

Within a square mile in the business district of Boston—the commercial center of industrial New England—is conducted 99 per cent of the trading in all the hides used in the leather and shoe industries of America.

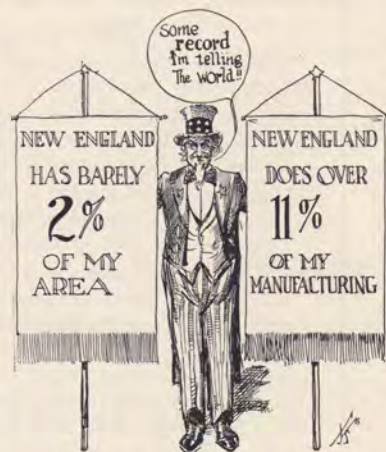
To this commercial center come more shoe buyers than come to any other American city. No other center conducts shoe expositions comparable to those held annually in the New England capital. Over 40 per cent of all the footwear produced in the United States is manufactured in New England.

Despite the fact that New England supplies less than one per cent of the wool produced in America, its commercial capital is the leading wool market of this continent.

The last census of the United States manufacturers demonstrates that, among all the industrial sections of comparable area in the United States, New England ranks first in production of the following named commodities: Bells, belting and hose (rubber), boot and shoe cut stock, boot and shoe findings, boots and shoes (leather), boots and shoes (rubber), children's carriages and sleds, clocks, combs and hairpins, cordage and twine, corsets, cotton goods, cotton small wares, cutlery and edge tools, emery and other abrasive wheels, envelopes,

firearms, hardware, hats (fur-felt), linen goods, marble and stone work, motorcycles and bicycles, needles, pins, and hooks and eyes, oilcloth (enameled), plated ware, saws, screws (wood), silverware, sporting and athletic goods, stationery, suspenders, garters and elastic woven goods, textile machinery, whips, wool shoddy, woolen goods, worsted goods.

This outstanding leadership in thirty-six industries is a record not equalled by any other section of America, and constitutes clearly the industrial pre-eminence of New England.



This pre-eminence of New England is still further heightened by the facts that it ranks second in twenty-four industries, third in sixteen industries, fourth in three industries, and high up the list in other industries.

During the five-year period from 1914 to 1919, New England showed an increase of 145.4% in value of manufactured products; whereas the two other leading sections of comparable area showed increases respectively of 141.5% and 132.7%. During this period one section—far down the list in point of actual value of manufactured products—showed an increase of 293.5%. Yet this phenomenal gain, when translated from terms of percentage into terms of cash value, was only \$299,357,176 as compared with \$2,369,808,485 for New England.

The statistics of the United States Census Bureau, covering the fifty-year period from 1870 to 1920, strikingly indicate the steady growth and industrial progress of New England. In 1870 the value of New England manufactured products was \$1,009,116,791; and in 1920 it was \$7,183,070,799. In other words, according to the most recent published government statistics, the six New England states, with a little over two per cent of the territory of the United States, are today producing, of the manufactured products of the entire nation, over eleven per cent, which has an annual value of well over seven billion dollars.

It is significant that, in the decade from 1910 to 1920, the great industrial centers of New England gained 16.2 per cent in population, while continental United States gained 14.9 per cent. A century ago, when there were only 27 states in the Union,

the leading industrial state of New England ranked seventh in population. In 1920, among 48 states, it ranked sixth—despite the vast increase of population in the western states. This relative, as well as actual gain in population cannot, of course, be attributed to increase in volume of agricultural or mining products. For it is well known that, except for the large volume of granite yielded by its quarries, New England has a relatively small mining output; and it is equally well known that, although agricultural products of the highest quality are grown in New England, this section is far from leadership in volume of general agricultural production. Hence, it is obvious that this gain in population must be due to industrial expansion.



The statistics of the United States Bureau of Foreign and Domestic Commerce indicate that, despite the gratifying industrial growth of other sections and the gradual westward shift the center of population, New England still produces over 70 per cent

of the woolen goods and 60 per cent of the cotton piece goods manufactured in the United States.

In the three centuries from 1620 until 1920 agriculture was the leading occupation of the United States. During this period the center of population gradually moved westward, as new agricultural areas were settled and developed. The center of manufacturing population, however, did not correspondingly shift. In 1910, for the first time, agriculture and manufacturing were on equal terms. In 1920 statistics for the United States for the first time indicated that manufacturing production exceeded agricultural production in value, and that there were more persons engaged in manufacture than in agriculture. Thus, America is now primarily a manufacturing nation. Therefore, America must look no less to domestic markets, but rather more to foreign markets.

This is true not only as concerns in general the United States, but even more emphatically true as concerns in particular New England, whose industrial assets peculiarly equip this section for foreign commerce.

In this connection, it is of moment that over 70 per cent of the manufacturing in New England is done within fifty miles of the coast, along which are located some of the finest harbors of the Atlantic seaboard, and that most of it is done in or near the

seaports which have developed about these harbors. This geographical condition means that New England manufacturers can place their products at the joint rail and marine terminals for foreign shipment far more quickly and cheaply than can their inland competitors. Rail lines intensively serve this concentrated industrial section and lead directly to the waterfront warehouses and piers of these seaports. These seaports have the most modern warehouses and piers, and unsurpassed facilities for prompt and economical interchange of land-borne and water-borne passengers and freight. All this constitutes a tremendous industrial advantage for New England.

The chief seaport of New England has the largest drydock in the United States. No drydock in the world is larger; and only two approximate it in size.

These advantages have contributed to the growth of domestic trade—not only by inland routes, but also by intercoastal routes—as well as of foreign trade. Moreover, the large consuming population of New England and of the intensively settled sections immediately adjacent have long provided a tremendous market for the products of this industrial section.



The New England tool makers are the most skillful in the world. One New England town alone produces more than three-fourths of of the world's entire output of master craftsman tools. Textile machinery produced in New England is unsurpassed,

and to the extent of millions of dollars in annual value it is sold not only in domestic markets, but also in foreign markets all over the world. New England's steamfitters' supplies are recognized as the best that are produced anywhere, and are shipped in great volume to all parts of the world.

Before the World War, one European nation produced about 45 per cent of the machinery used in international trade. The machinery manufacturers of New England now dominate this market and probably will retain it.

The conspicuous intelligence, industry, and resolute character of the New England people are still advancing the industrial and commercial greatness of this section. The climate has continued to be as conducive to persistent progressive activity and efficiency as it was in the early colonial era. Environment and economic necessity, which, at the outset, led these people into manufacturing and

commercial industries, still urge them forward to great accomplishment.



accumulated experiences of successive generations of prosperous manufacture and commerce in domestic and foreign markets. Their manufacturers and other business people still enjoy a deserved reputation for fairness, reliability and integrity in their business dealings. Their banking and financial institutions are still the strong, broad support for the sound economic development of New England.

A higher percentage of hard-surfaced roads, within this industrial area, than in any American section of comparable size, affords a special aid for overland trucking, which is an additional advantage possessed by this section.

Augmenting these geographical and developed physical advantages for manufacturing and shipping is the vast strength and co-operation of New England banking institutions.

New England built the first good highways in America, as arterial routes for its traffic. It is still a leader in the construction of good roads. The first American railroad, and later the first large scale commercial development in America of railroads utilizing the steam locomotive, was in New England. In the intensive development of its railroads New England has led, and still leads, other sections of comparable area. It was the first section to make widespread use of steam power in manufacturing as well as in transportation; and among sections of

comparable area it took the lead in volume of such use. It has not yielded that lead.

In the application of electric power to its manufacturing and transportation needs, it was, and still is, a leader. In its early construction of hydroelectric plants for the translation of water power into electric power, in its early widespread use of the internal combustion engine, and of oil in place of coal as fuel, and in its early and intensive use of the telegraph and telephone, as well as of other improvements in tools and methods, it has shown the same qualities of pioneering initiative and enterprise which contributed so much to the genesis and development of New England industries and commerce.

These qualities for three centuries have continued to promote that development. They are still at work. They will continue to promote the industrial and commercial expansion and prosperity of New England.

In view of all the data which have been herein presented, and of other data beyond the compass of this article, it is evident that New England possesses peculiar advantages for future industrial and commercial leadership.

The entire world is a potential market for the products of New England.

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LOUD SPEAKER PROVES ITS VALUE

THE first emergency test of a public address system in time of danger to life and property occurred recently at Salt Lake City, Utah, at the rodeo festivities. Fire broke out in a grandstand packed with human beings intently watching the wild west demonstration in the arena. Immediately there was a stampede as the crowd started to make its way to safety. As soon as the cry of fire was uttered, however, the man at the loud speaker instrument began to talk to the crowd, warning them to be calm and go toward the north. He kept talking to them, and the crowd obediently moved in the direction of safety, with the result that not a single person was hurt. No human voice without the aid of an amplifier, could have commanded the surging army of people with such success.

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MICHIGAN BELL'S CAPITAL \$65,000,000

The Michigan Bell Telephone Company recently filed with the secretary of state an increase in its capitalization from \$50,000,000 to \$65,000,000, the additional stock issue having previously been approved by the Michigan Railroad Commission.

Like all of the companies in the Bell System, the Michigan company has for some time enjoyed a sound growth in the expansion of its business.

Restoring Japan's Telephones

ALL of us undoubtedly remember the Japanese earthquake which occurred a little over a year ago. Mr. Philip K. Condict, vice-president of the International Western Electric Company, has just returned from a visit of six weeks in Japan and he gives us some interesting remarks on the restoration of telephone service in the devastated area.

"I was much impressed during my stay in Tokyo with the general recovery from the effects of the earthquake," he says. "This recovery is exemplified by the Nippon Electric Company, whose factory buildings were largely destroyed. In considerably less than one year they have risen from the ruins to a point where the company's production in temporary buildings is very nearly as great as it was before the disaster. Plans for permanent rebuilding have been completed and the work will be carried on as quickly as possible.

"Practically the entire burned area in Tokyo has been covered with temporary buildings, and the enterprises of the city are going along almost as well as before the earthquake. With so many of the telephone exchanges burned, it was a tremendous piece of work to connect the old subscribers to the distant, unburned exchanges and to construct new buildings and new exchanges in such a short period. The recovery is, however, progressing and the time is in sight when more people will be supplied with telephones than before the disaster."

Mr. Condict also gives us his impressions of the relations that exist between Japan and the United States:

"Some Americans appear to be unjustifiably suspicious of Japan's intentions, and the vast majority of people in the United States seem to know little or nothing of the real Japan. I find Americans who still ask as absurd questions as they did eighteen years ago when I first came intimately to know Japan and the Japanese—whether Japanese banks do not have Chinese cashiers, and whether it is possible to trust Japanese. It is reasonable to suppose that there are good and bad people in Japan as in every country. Better acquaintance would mean better relations between the two countries.

"I am sorry to read extravagant statements to the effect that Japan is building an enormous navy. The real fact is that the Japanese Government is making large reductions in the expenses and personnel of all departments, including the navy. There is no real ground for the irresponsible statements which I have heard and read. When they are cabled to Japan, they inevitably lead to an unfortunate

reaction. This is especially true because fallacious rumors published in this country are apt to be further distorted when they reach Japan and give an incorrect idea of the American attitude.

"For example, the International Western Electric Company has been engaged in business in Japan for twenty-five years through its associate, the Nippon Electric Company, and our relationships have been most agreeable and satisfactory. It is discouraging from the standpoint of a business man whose interest is in constructive commercial friendship between the two countries to have Japan needlessly affronted. I cannot overemphasize the adverse effects caused by those Americans who seem willing to go out of their way to offend the feelings of a friendly country.

"In Japan I found many evidences of the real friendship of Japan and America. The people of America should realize that this friendship exists, and that a multitude of friends of America in Japan are striving to maintain it. The trouble makers in both countries are in a very small minority. The reports which tend to create suspicion should be discountenanced, and instead we should, I think, adopt the viewpoint of co-operation for the betterment of both nations and of mankind.

"Unless the people of both countries are given correct facts regarding conditions in the other, it will be difficult to improve relations. Lack of understanding and knowledge, therefore, becomes a serious thing and Americans might well make special efforts to find out what Japan and the Japanese are really like."

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YOUR PICTURE BY TELEPHONE

ONE picture that has always been sent over the telephone—whether we have willed it or not—has been the picture that is you.

The telephone is a mirror that gives the person with whom you talk a picture of you, of your home, of the company for which you work. The telephone carries more than your voice over the wire. It transmits your personality as accurately as the mirror reflects your physical appearance.

Once spoken into your telephone, the harsh or impatient word can never be recalled. Every emotion you reveal in your voice is reproduced faithfully. The first lesson in telephone usage is that of courtesy.

We telephone employees are expected to preach correct telephone usage. How close attention do we ourselves pay to how we use the telephone, whether in home or office?

THE MAN BEHIND THE CUT-OVERS

WE have heard a great deal, especially in the Metropolitan division, about the installation and maintenance of machine switching offices. We have not heard very much, however, concerning the work of the cut-over supervisor and his organization.

It is the job of this force to lay the plans and to execute all the details necessary in the testing and connection of subscribers' lines and P. B. X.'s to be cut into the new unit. In addition to these duties it is this group that also tests the call indicator positions, the connecting trunks of manual offices and all machine switching equipment. Thus it can be readily understood that although the installation work of a machine office may be done in a very capable manner and the maintenance organization set up efficiently, unless the very important intermediate work of the cut-over supervisor is completed in its last detail, the actual cut-over will prove a failure.



CHARLES I. FLANDERS

The last three machine switching cut-overs, namely, Columbia, Kenmore and Stadium have been under the supervision of Charles I. Flanders, cut-over supervisor, and the success of these jobs reflect the efficient manner in which Mr. Flanders and his force have done their work.

Charlie is no stranger around Boston. His service with the company dates back to April, 1900, and during those years he has handled many difficult jobs in manual work before his assignment to the machine switching game.

When machine switching was first heard of around Boston, Charlie in his usual progressive manner decided that there was nothing of a telephone nature too tough for him and today, there are few in this territory as well versed in the intricacies of the system as he is.

Many visitors to machine switching cut-overs have heard at the mystic hour of twelve, the blowing of whistles or signals to "cut." Perhaps, they have not realized that these signals were given on order from Charlie at his dispatching board in some remote part of the building, and only, when he is satisfied that all preliminary work has been completed.

Visitors who hear these signals in the future may rest assured that Charlie is on the job and when he says "cut" the job has been done right.

The fact that all of our cut-overs thus far have been so successful reflects in no small measure the work done by Charlie and his gang.



ONCE ON A TIME

A STUDY IN CONTRAST

JACOB PARKENSON, combination man at Nantucket, is the owner of this unusual picture which was taken in England about twenty-five years ago.

This English construction crew is raising a fifty-five foot creosoted pole of Norwegian pine. Mr. Parkenson is the second from the left on the longest ladder.

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MACHINE SWITCHING SCHOOL

A SCHOOL has been started at Springfield to train men to maintain No. 700-c type machine switching P.B.X. systems which are being installed at the General Electric Company at Pittsfield and the State Sanitorium at Westfield. This school is equipped with the various mechanical switches employed in establishing connections at a P.B.X. of the No. 700-C type which enables the students to see the switches in operation and to train them in making mechanical adjustments.

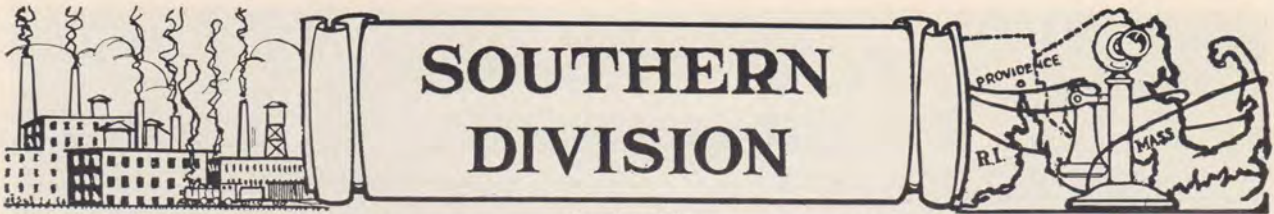
The school is under the direction of Maintenance Engineer Roger Conant, assisted by Engineer H. E. Jones and C. Vincent of that office, the latter acting as instructor.

The following men are taking this course: E. A. Kimberly, A. M. Collins, A. E. Goodhind, H. A. Lamb, J. E. Bates and C. E. Davis.

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TWENTY YEARS AGO

Twenty years ago there were 16,629 stockholders in the American Telephone & Telegraph Company. Now there are more than 345,000 stockholders, a greater number than in any other American corporation. The gain in the number of stockholders during 1924 was more than three and one-half times the entire number of twenty years ago.



WM. E. GEARY
PROVIDENCE

Associate Editors:

WALTER C. DODGE
PROVIDENCE

BROCKTON WINS THE BROWN DERBY

TO stimulate interest in the job and to foster a spirit of friendly competition between the three districts comprising the southern division, Division Plant Superintendent J. H. Dodge has started to issue each month a comparative performance statement. This shows how each district compares with the others in the various branches of the plant job—maintenance, installation, construction, accidents, overtime, motor vehicle and house service expense and other kindred items. The basis for most of the figures are the monthly installation, maintenance, construction and performance reports.

Points are assigned so that the district making the best showing in each branch of work gets the maximum number of points for the job. For the month of January and February the best showing was made by the Brockton district, and it was therefore awarded the "Brown Derby" which was officially presented to District Plant Chief Henry C. Sylvester at the district conference in Brockton a short time ago.

Henry is naturally proud of the fine showing of the Brockton gang, but Frank Smith and Arthur Caverly and their gang are hot on his trail and the "Brown Derby" is likely to do some traveling before long. Messrs Smith and Caverly have tried on the

hat and it fits, so Henry Sylvester is going to be the subject of a flank attack from both sides. "No quarter" is the slogan of the Rhode Island and New Bedford districts, but Henry says they've got to reach high to get it away from him and they didn't reach quite high enough in February because the "Brown Derby" is still reposing in Brockton.

Final figures for March are not yet available but if the Brockton boys keep up the good work they showed in the two preceding months, the Derby won't be pried loose this month.

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BROCKTON LEADS IN FIRST AID

BROCKTON district is certainly "sitting pretty" these days with no lost time accidents for the first quarter of this year and District Safety Supervisor Eddie Dinnee reporting 99% of the male employees now qualified First Aiders. Out of 250 male employees in the district, 247 have passed the Red Cross Examination and received their certificates.

This fine showing is something to be proud of and the boys are feeling pretty good over their record to date and are out to make this a banner year. If the rest of the job shows up as well, Rhode Island and New Bedford will have a hard time prying loose the Brown Derby.



BROCKTON PLANT MEN—THE GANG THAT WON THE BROWN DERBY



PROVIDENCE PLANT MEN PLANNING TO SNATCH THE BROWN DERBY

J. H. DODGE ADDRESSES PLANT MEN

AT the invitation of the members J. H. Dodge, division plant superintendent, recently addressed locals No. 5 and No. 16 at Providence and Brockton respectively.

The Brockton meeting was held April 9 with over 100 members present. Joseph Robichaud presided. Mr. Dodge's talk covered the various phases of the plant job, with particular reference to the quality and the quantity—as brought out by the plant trouble reports and the monthly construction, installation and maintenance performance ratings. He congratulated the men on the splendid record made by Brockton district in going through the first quarter of this year without a single lost time accident.

The talk was illustrated by charts drawn on lantern slides showing comparative figures for division, district and wire chiefs' areas. Mr. Dodge complimented the members for the good work they are doing and the interest they display in the job, as a result of which Brockton was at the top of the Southern division and winner of the Brown Derby. A rising vote of thanks was tendered Mr. Dodge at the conclusion of his talk and following a few remarks by District Plant Chief H. C. Sylvester, a buffet lunch was served.

Mr. Dodge spoke before 400 plant men at Providence April 10, George J. Lyons presiding. His address was along the same general lines as at Brockton with particular reference to the local area performance in the Rhode Island district. The talk was illustrated by charts showing comparative figures for the various areas in the district and the very noticeable improvement along all lines in the past few months. Mr. Dodge expressed his satisfaction at the way the job was being handled and his appreciation of the efforts of the plant force to put the Rhode Island district at the top. He particularly commended the members for the fine showing made the

first quarter of this year in the number of lost time accidents as compared with the showing for the same quarter in 1924. His announcement that the Southern division for the month of March had the lowest number of lost time accidents of any division brought forth a round of applause.

Following Mr. Dodge, brief talks were given by A. S. Caverly, district plant chief, and Leon W. Weir, general employment supervisor. Mr. Weir in his talk spoke of the objects of the organization and urged the members to live up to the principles for which it stood. He also congratulated Rhode Island on the improved showing in the Accident Prevention Campaign and urged the boys to keep up the good work.

At both Brockton and Providence Mr. Dodge took occasion to express his thanks to the organization for the invitation extended to meet with them and talk over our common job and for the fine co-operation received from the men since he came to the division.

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DEATH OF JOHN FIFE, JR.

JOHN FIFE, JR., a switchman at the Gaspee office, died on March 29 as the result of an automobile accident. Mr. Fife was crossing Exchange place, Providence, when he was struck by an automobile, receiving injuries which caused his death a few hours later.

He had been an employee of our company for nearly 21 years, entering the service in April, 1904. During practically all of his telephone career up to 1922 he had been identified with the substation maintenance force in Providence. In this year he was transferred to the force receiving instruction in the operation of the Gaspee machine switching office and after the cut-over was assigned to the Gaspee maintenance force as a switchman.

John was prominently identified with many fraternal and social organizations in Providence, and was popular with his associates to whom his untimely demise came as a great shock.

PLANT CONFERENCES

CONFERENCES of the plant supervisory forces of the three districts at which Division Plant Superintendent Dodge talked over the results of operations during 1924 and the objectives that have been set for the current year were held at district headquarters recently. The talks were illustrated with charts specially prepared on colored lantern slides and projected with a stereopticon. This method of showing the salient features of our job appealed to the force. The talks have aroused a deeper interest in our work and a spirit of enthusiasm among the plant forces that is going to put the Southern division at the head of the list in plant performance.

The conferences were held at New Bedford, Brockton, and Providence, and were attended by all district heads, wire chiefs, supervising foremen, line foremen and members of the local adjustment committees.

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GASPEE'S BIRTHDAY PARTY

GASPEE was two years old last month. We felt so mature that we held a "Kiddies' Party" to commemorate the big event of Gaspee's opening.

All the kiddies who attended brought a little bag containing as many pennies as they were old.

We had all types of children. The prize for the "cutest kid" was awarded to Miss Edith McKenna. The prize for the "funniest kid" was awarded to Miss Ruth Graves.

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FAREWELL PARTY FOR MISS REYNOLDS

ABOUT fifty people gathered in the American Legion Hall at New Bedford to bid farewell to their former chief operator, Mabelle A. Reynolds who was recently transferred to Providence. A delicious home cooked dinner was served and a program of entertainment followed. Miss Reynolds was presented with a beautiful wardrobe trunk.

TRAFFIC PROMOTIONS

MARY W. GAFFNEY of Mansfield has been appointed chief operator at Attleboro succeeding Margaret H. Carpenter now on leave of absence. Miss Gaffney was chief operator at Mansfield for over ten years and she will be greatly missed by the Mansfield force and the general public.

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Marian Mackenzie has recently been appointed central office instructor at Taunton.

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Vivian Seaver has been appointed chief operator at Mansfield succeeding Mary W. Gaffney recently transferred to Attleboro.

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LOOKING AHEAD

THERE is a thrifty little bunch of operators in the Middleboro exchange. Recently when word was received that the price of American Telephone and Telegraph Company stock would advance to \$121.00 the chief operator and operators got together and talked over the spirit of thrift and how they could benefit by buying stock. The result was that every girl eligible to purchase stock is now doing so. Certainly no office can beat 100%.

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There are twenty-one employees at the Plymouth exchange subscribing to twenty-six shares of stock. Not so bad is it?

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MINUTES INSTEAD OF DAYS

THE world's longest telephone circuit is between Chicago and Los Angeles—2000 miles. It would take seven days to make the round trip and would cost a minimum of \$200. A talk to Chicago over the telephone for ten minutes would cost about ten dollars. In many instances the telephone call today takes the place of a seven-day trip. Nowhere but in America is any such telephone service rendered.



NEW BEDFORD PLANT MEN WHO CLAIM THAT THE BROWN DERBY IS DUE FOR A RIDE

CLOSE CALL AT BROCKTON HEIGHTS

HAROLD B. HOYT, foreman of a line gang had a narrow escape recently, when a high powered 30-30 rifle bullet passed through the windshield of a truck, and leaving through the rear end of the machine.



LUCKY IT WAS A POOR SHOT

The truck had just come to a stop and the foreman, Chauffeur McCann and the line crew had left the truck and were working on the cable box, where there was a crossed circuit.

Mr. Hoyt had fortunately just left the front seat. It was the only shot fired, and the crew are at a loss as to where it came from. Some of the linemen laughingly declared that perhaps they were besieged by hi-jackers.

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NEW PLANT RATINGS

THE following men in the New Bedford district have successfully passed examinations for ratings as follows: James Lawlor, Class C, installer; Phillip Therrien, Class A, lineman; Alcida Bachand, Class A, lineman; Frank Jovin, Class A, lineman; C. J. Adams, Class B, repairman; Thomas Atkinson, Class B, installer.

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WATERED STOCK

HERE is a good fact to remember—so-called watered stock is useless in a public utility corporation such as an electric light, street railway, telephone, gas or water company. Why?

Because under public regulation of these properties, rates are computed on the actual value of the property furnishing the service. The Public Service Commission of New York states the proposition well when it says:

“The value of the property for rate making purposes has no connection whatsoever with the share capital of the corporation, nor is it material whether the capital stock was raised by the issuance of bonds or the sale of stock. The injection of ‘water’ cannot add one cent to the value of the property which is actually used and that is the only inquiry in which the Commission is interested.”

Remember this the next time somebody talks about watered stock and public utility rates.

NEW BEDFORD DISTRICT PLANT NOTES

TO meet the increasing requirements for traffic quarters in Fall River, it was necessary to move the local and toll test board from the exchange building to the stockroom building which is located about five hundred feet away.



FALL RIVER TESTBOARD IN ITS NEW LOCATION

Left to Right: MESSRS GOSS, JEFFERS AND TABER

The two buildings are connected with each other by two tie cables. The cut-over involved 166 toll lines, 7 Morse lines terminating in Fall River, and 10 through Morse lines. Forty composite ringers, twelve composite sets, 38 phantom sets, loud speakers, extension of 133 cycle and 16 cycle generators plugging up cords and various kinds of miscellaneous circuits were also involved in the cut-over.



THE GANG THAT DID THE JOB

The work was done under the supervision of: E. J. Ames, equipment, George W. Mercer, cable, assisted by Wire Chief A. Clarke.

These cut-overs are most important and probably the most difficult ones that are encountered in our business, and we take great pleasure in congratulating all those who were responsible for this most successful job.

△ △

A BRIGHT FLASH

Chemistry professor: “What do you know about nitrates?”
Son of telephone man: “Well, they are cheaper than day rates.”

—*Illinois Wesleyan Argus.*



OFFICERS OF TELEPHONE WORKERS CREDIT UNION OF RHODE ISLAND

Rear: R. GINGRAS, J. H. PERCIVAL, C. F. JARVIS, Vice-President; MARY CONLEY, H. C. BAKER, Vice-President; W. L. JONES, Treasurer.
Front: J. J. BARRY, JOSEPHINE FINLEY, W. A. HOPKINS, President; KATHERINE V. SHAW, E. O. BURLINGAME.

RHODE ISLAND NOTES

RECENT changes made by the Providence plant forces in the traffic quarters at West and Angell are greatly appreciated by the girls at these offices as is evidenced by the following letter from the exchange committees to District Traffic Manager Baier:

The girls of the West office wish to thank the plant department for the splendid job they have done at our office.

The changing of the electric lights made a wonderful improvement in our operating quarters, and the retiring room, locker room, and quiet room are in such spick and span condition the girls are all resolved to do their part in keeping them in same condition.

MARY M. CONLEY, MARGARET TIERNAN, JEANETTE FANCHER, ROSE MCGIVERON

The girls of the Angell office are much pleased with the many improvements made in the operating room and on the switchboard.

Most of these improvements can be credited to the splendid assistance given by the plant department. We wish to offer them our sincere appreciation.

MARION C. CASEY, MARY R. MCGARAHAN, ANN M. GEEVER, MARY W. GONDICE, *chief operator*.

Mr. Baier himself adds the following:

I would like to add a word of thanks and say that the Angell office looks better at this time than at any former time and the appearance of the office and switchboard has been reflected in the attitude of the entire personnel toward their job.

△ △

H. C. Baker, Providence maintenance supervisor, delivered a very interesting address in March on machine switching systems before the members of the Providence section of the American Institute of Electrical Engineers.

△ △

"Our Gang" composed of plant employees of the Gaspee office recently gave a dance at the Park Casino. The affair was very largely attended and an enjoyable evening was spent. The committee in charge consisted of H. C. Baker, H. J. Montague, H. Ormerod, Walter Johnson, May Sheridan and Viola Atkins.

Doris Ballou of the Pascoag operating force was married recently to Thomas McGoldrick, postmaster at Pascoag.

△ △

COMMERCIAL NOTES

Evelyn Cuneen of the Broad unit has resigned to accept a position with the New Haven Railroad in Fall River.

Delia Burns has been transferred from the district plant office to the Union unit.

△ △

BROAD

Broad is extending a welcome to Eleanor Pavlock who came to us from Detroit, Mich.; also Anna G. Casey from Union; Veronica McMahon, from Union; Madeline F. Byrne from Union and Irene L. Dupuis from Angell.

Blanche MacDonald Booth has been transferred to the traffic manager's office.

△ △

WEST

A miscellaneous shower was given April 4, by Mary Lewin in honor of Mildred Marshall. Miss Marshall is to be the bride of James Lewin.

Miss Villanova has been appointed night supervisor.

Mildred Martin has been transferred to the Stone exchange in Rochester, N. Y. Before leaving the girls presented her with a string of pearls.

Mae O'Connor, our service observer, who has been ill for several weeks is with us again.

Ethel Mitchell, our all night supervisor, has become the bride of William O'Neil.

△ △

UNION

The sunshine sale that was held in the Union retiring room was a huge success. The tables were attractively decorated in orange and green. During the afternoon, tea, cake and ice cream were served and a good time was enjoyed by all.

V. Malone, A. G. Casey and M. Byrne have been transferred to the Broad office.

△ △

ANGELL

Clare Greene was recently the guest of the "Angells" at a little surprise party given at Chin Lee's. Miss Goudie entertained with a number of piano selections and Miss Reilly contributed a few humorous stories. Miss Greene was presented with a beautiful Madeira luncheon set.

NEW BEDFORD

Miss Ayer, the instructress at St. Lukes Hospital has been conducting a course in nursing.

Several of the girls recently attended a showing of "Daughters of The Night" as the guests of the manager of the Capitol Theatre.

Marion Keene, assistant chief operator has resumed her duties after a few weeks absence due to an auto accident.

Mrs. Winslow and Miss Law have returned to us from Providence where they have been taking toll training course.

Under the very able direction of Miss E. Lorange of Providence, forty-five girls have been given a two weeks supervisor's course and fourteen have been trained or retrained for toll.



PROVIDENCE NOTES

Winston Farnsworth has been transferred to the commercial department and is now located at 234 Washington street. Mr. Farnsworth previous to his appointment in Providence was engaged in the cutover of the Lawrence office. He is a Dartmouth man, class of 1924.

Ruth Ventler of the general traffic conducted schedule classes in Providence during the first week of April. These classes were attended by the girls of the division force engineers office who found them both interesting and instructive.



FIRST AID CLASSES

THE following men passed a very creditable examination in First Aid in the Brockton district on March 10, 1925. E. J. Dinneen, district safety instructor, was in charge of the instructions and is greatly pleased at the fine showing made by the men.

ATTLEBORO—W. F. McDougal, J. P. Percy, R. D. Arnold.

TAUNTON—L. G. Greenough, W. J. Eaton, J. H. McGaun, G. E. Clark, A. E. Potter, C. E. Rice.

BROCKTON—D. J. Condon, J. Robichaud, J. Byron, J. F. Lamond, G. A. Allen, J. L. Bruno, E. T. Giovaniello, C. M. Lamprey, E. C. Phillips, A. L. Ryder, J. J. Sheehan, J. A. Duggan, F. L. Gammon, P. J. Gilmore, T. J. Kilbridge, W. E. Duane, J. J. Kent, L. M. Gethcell, Jr., W. B. Goodwin, P. R. Dondero, L. J. Biladeau, P. Alfeiri, F. Farrell, B. C. Peterson.

TELEPHONE SOCIETY DOINGS

THE March meeting of the society was held on the 19th at K. of C. Hall with a large attendance. The speaker of the evening was J. Franklin Babb of Boston who spoke on the subject "The Way Out." Mr. Babb is a speaker of national reputation and his vigorous talk on the follies and foibles of the day was well received. A short business meeting was held at which a nominating committee consisting of L. H. Brow, George P. Campbell, H. J. Magee, E. Anderson, and W. E. Geary was appointed to bring in a list of officers to be voted upon at the May meeting.



GETTING READY FOR A BUSY CONSTRUCTION SEASON AT BROCKTON

TRAFFIC NOTES

Miss Wing, Buzzards Bay chief operator, has recently returned from New Bedford where she spent two weeks attending a supervisory class. The course was very instructive and all the Buzzards Bay operators are deriving benefits from her experience.

Gaspee girls recently held a variety shower in honor of Helen Hayden. Miss Hayden received many beautiful gifts.

The second Pawtucket donation to the Red Cross for the relief of the recent tornado victims was the ten dollars given by the Pawtucket operators.

Bertha Gerrard, junior supervisor at Bristol, was very agreeably surprised on April 2 by a group of operators and friends who helped her celebrate her birthday.



BUILDING THE APPONAUG—VALLEY TOLL LINE WHICH WILL CARRY PROVIDENCE—VALLEY AND EAST GREENWICH—VALLEY TRUNKS



CENTRAL DIVISION

FRANK H. PARKER, *Traffic*
245 State Street, Boston, Mass.

Associate Editors:
WILLIAM J. HURLEY, *Plant*
Manchester, N. H.

GEORGE W. GUNN, *Plant*
245 State Street, Boston, Mass.

ANOTHER SCORE FOR FIRST AID

WHILE completing an installation at Middleton a short time ago our men had another opportunity to prove the value of their first aid knowledge. A foreman of the Danvers Electric Light Company drove up and asked our men to call a doctor, as one of his men had been injured by a pole breaking off. The doctor was summoned and Walter L. Paine and Alphonse Malhoit immediately took our First Aid box and robe and hastened to the injured man. Through quick action on the part of the Danvers operators Dr. Nichols was quickly on his way.

Under the supervision of W. L. Paine, first aid was given to the injured man by placing splints on his right leg from heel to body and triangular bandages around his chest. Apparently the injured man had a broken or badly injured leg and broken ribs. The patient was suffering and seemed unable to breathe, but he was kept conscious by the constant use of ammonia inhalants. Dr. Nichols soon arrived, and

after a quick examination ordered the man removed to the Salem Hospital. Outside of slightly loosening the chest bandages, the doctor left the patient as Paine had bandaged him.

The telephone employees who assisted the injured man were: John Ferrin, foreman; Alphonse Malhoit, lineman; W. L. Paine, sub-station installer; Edward O'Brien, sub-station installer.

△ △

A TOLL CALL GOES TO JAIL

WHILE Miss Julia Johnson, toll operator at Fargo, N. D., was putting through a long distance call, the calling party was arrested and taken to jail. In the meantime the operator succeeded in reaching the party desired, and when she learned the circumstances which compelled the other party to leave the telephone, she asked to be allowed to talk to the constable whom she persuaded to let the prisoner go to the telephone and talk to the party he had been trying to get.



NINE REASONS WHY WE EXPECT GOOD TOLL RESULTS THIS SUMMER

Toll Class at Manchester: *Back Row:* MISSES PIPER, MORRISON, NELSON, MATTHEWS. *Center Row:* MISSES MCCARTHY, BARRY, HOLMES. *Front Row:* MISSES PROUT AND YATES.

A SURPRISE FOR MISS HALEY

ELIZABETH A. HALEY, chief operator at Newburyport, was given a fine testimonial of esteem by her associates on April 6.

Miss Haley has resigned as chief operator on account of ill health, and after a period of rest she will return to work. Her loyalty to the company, the fair manner in which she handled the duties of chief operator, her gracious disposition and her unceasing efforts to give the public the very best service, have endeared her to all with whom she was associated.

And so everybody connected with the exchange, gathered at Miss Haley's home to stage a surprise party. Miss Haley had an errand down town. When she returned home she found over sixty of her co-workers in possession of the house. The surprise was complete, but she promptly fell in with the plans and there was a happy greeting for all.

District Traffic Manager F. S. Benjamin, on behalf of the employees presented Miss Haley with a beautiful wrist watch. The arrangements were in charge of the central office committee: Helena C. Kelleher, Chairman, Mary E. Somerby and Ruth E. Dickie.

△ △

PINCHED, BUT HAPPY

TOPICS liked this little story told so well by the *Mountain States Monitor* that it is taking the liberty to print it in order that our own employees may sense the spirit and be independent when the gray begins to show.

"It pinched me a lot of times, but I'm happy."

The *Monitor* editor dropped in at the office of one of the heads of a department in the telephone company the other day and found the "chief" in an unusually happy frame of mind. He told this story:

"Twenty years ago, when I was not earning enough money to hardly make both ends meet, I took out a 'paid-up' insurance policy—that is, I had twenty years in which to pay out on it. Many a time I was pinched until it hurt to meet the payments, but I had set out to do it, and I did it. I had to cut out a few side-shows here and there, and maybe a few surface pleasures got away from me, but I don't think anyone ever called me a tightwad. I merely jumped over some of the non-essentials, and pushed on.

"And now—this very day—I received the prettiest little bank draft I ever saw. It represents all I had saved for myself and a nice accumulation of interest on top of it. Only a few dollars from my salary each month did it, and while it pinched me a lot of times to make the grade, I am happy now when the streaks of silver in my hair begin to remind me that the rainy days are pretty sure to come."

Thrifty today, independent tomorrow.

△ △

An optimist is a man who works on a cross word puzzle with a fountain pen.



The Central Office Committee at Gloucester aboard the good ship "Cape Ann."

MISSSES DAVIS, O'NEIL AND CASEY

HE TRAVELS BY TELEPHONE

N. M. NORDQUIST, a traveling salesman of Omaha, proves beyond doubt the claim of our commercial people that the most effective selling agent in existence is that helpful partner in all business enterprises—the telephone. In one year Mr. Nordquist made twelve thousand long distance telephone calls covering his territory of Nebraska, South Dakota, Iowa, Western Illinois and southwestern Wisconsin.

On one occasion at Algona, Minn., Mr. Nordquist talked on fifty-three long distance calls in rapid succession. He has found that selling goods by telephone is entirely practical and, in many cases, much more effective, he says, than by personal solicitation. It saves time, costs less than traveling, and impresses upon the merchant the importance of the deal.

△ △

SOME JOB!

GETTING out a magazine is no picnic.

If we print jokes, folks say we are silly.

If we don't, they say we are too serious.

If we publish original matter, we lack variety.

If we publish things from other papers, we are too lazy to write.

If we stay on the job, we ought to be out rustling news.

If we are rustling news, we are not attending to business in our own department.

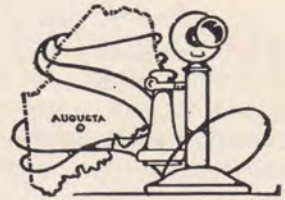
If we don't print contributions, we don't show proper appreciation. If we do print them, the paper is filled with junk.

Like as not some fellow will say we swiped this from another magazine.

So we did. . . .—From the *N. C. R. News*.



EASTERN DIVISION



WALTER JORTBERG, *Associate Editor*
 PORTLAND, MAINE

PREBLE'S CHIEF OPERATOR

SHORTLY after the Preble cut-over, Ann Conway was appointed acting chief operator of the new office.

The Portland supervisory force gave Miss Conway a party at the Lafayette Hotel to wish her good luck and happiness in her new position.

Miss Conway has a most pleasing personality, which combined with her experience in the many phases of traffic work augurs well for her success.



ANN CONWAY

△ △

WATERVILLE GIRLS PLAY WHIST

ABOUT twenty-five Waterville operators attended a whist held recently in the rest room. The first prize, a bud vase, was won by Katherine O'Brien. The consolation prize, an address book, was given to Ethel Lancey.

Cards, music, dancing, and a tasty lunch made the evening pleasant. The committee consisted of Etta Daley, Lillian Baldic and Beatrice Mudgett.

THE LAST SPARE

TO conclude the bowling season with a striking finish the members of the Telephone Bowling League of Portland recently held a banquet at the Elks' Club.

It was an occasion of celebrating for the Preble team, for when the last pin fell this season the Preble outfit led the league.

Among the subjects mutilated by the after dinner speakers were "Strikes and Spares" by Thomas and Pomeroy; "Two Pins" by Walker and King, and "Gutter Balls" by Jortberg. Aubrey C. Gray, local storekeeper, handled all the details.

△ △

NEW PLANT RATINGS

DONALD E. EATON, lineman; Robert Anderson, lineman; Roland T. Emery, lineman. A. K. Wallace, Grade "B" C. O. installer, John M. Battles, Grade "A" com. toll testman. Leo J. King, Grade "C" sub-sta. installer.

△ △

INITIATIVE

"THE World Reserves Its Big Prizes for But One Thing—and That Is *Initiative*.

Initiative Is Doing the Right Thing Without Being Told.

Next to Doing the Thing Without Being Told, Is to Do It When You Are Told Once." —*Exchange*.



THE PORTLAND BOWLERS CELEBRATING THE CLOSE OF THE SEASON

ON THE JOB

DUE to the temporary transfer of several men of the district crews under Foremen J. E. Hayes and R. W. Packard, to the inventory force, the remaining forces were consolidated into one crew and are here shown prepared to pull in a cable composed of seven quads of 16 gauge and 278 pair of 19 gauge cable on Main street, Rockland.



MORE CABLE FOR MAINE

This cable will carry toll circuits to Tenants Harbor, Vinal Haven, and North Haven and local and pay station lines. △ △

NEW CREDIT UNION MANAGER

GEORGE T. RAILEY, our division cashier has been elected manager of the Telephone Workers Credit Union of Maine, in place of Wm. E. O'Connell, transferred to the general plant department. △ △

Boston has twice as many calls per day as Paris.

RALPH W. COUSINS PROMOTED

RALPH W. COUSINS has been appointed cable tester for the Eastern division. His associates at Westbrook, where he was formerly wire chief, gave him a traveling bag on his departure. Cousins replaces A. J. Durgan, who has been appointed transmission engineer in inductive co-ordination.



RALPH W. COUSINS

△ △

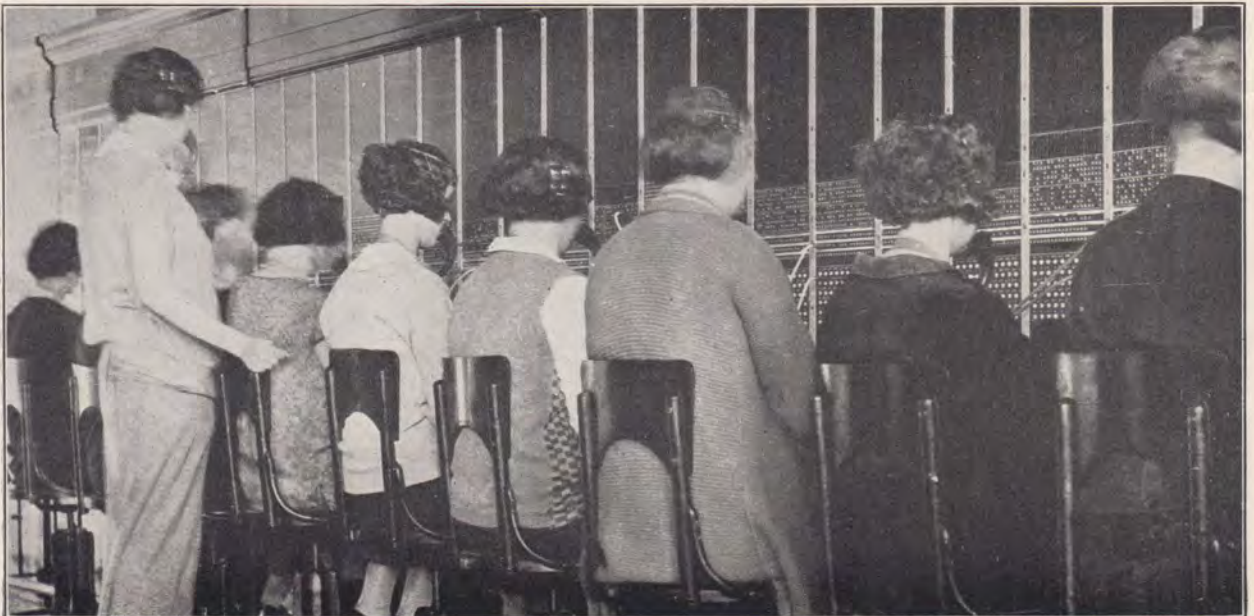
NORWAY'S BARN DANCE

HIRAM, Zeb, Matilda and the entire inhabitants of Cross Roads Corner were at the Barn Dance given by the girls of the Norway exchange.

The dance was intended to be a rube gathering and many appeared in rustic costumes featuring cowhide boots, spinach whiskers, swallow-tail coats and hayseed.

The judges decided the best looking farmerette was Mrs. George Hill and she received a pail of onions. Wilbur Downing carried home a rooster and coop for the best looking farmer. For the worst looking man costume, Ella Decoteau received a hoe, and her partner, Carrie Moore, as the worst dressed woman was presented a garden sprinkler.

The affair was in charge of Velma Frank, Madelyn Hayden, Celia Webber, Pansy Paragard, Alice Adkins, Caroline Descoteau, Grace Millett and Louise Walton.



THE FIRST LIGHTS ON THE PREBLE BOARD

WHEN IT'S 98 IN THE SHADE

MAY brings flowers—and generally warm weather. When you put on your Palm Beach suit for the first time this year, just glance at this snapshot and feel the cool breeze.



LEWISTON'S ICE PALACE

The picture was taken by Ada G. Hutchinson of the Portland revenue accounting office.

△ △

THAT DANCE AT AUGUSTA

THERE never was a larger crowd at a dance in Union hall in Augusta than that which jammed the place when the telephone girls gave a dancing party there a short time ago. The party was a great success.

The patrons and patronesses were Thomas C. Stone, Mrs. Stone, William E. Fickett, and Mrs. Fickett.

The committee in charge was: Ruth Anderson, Mildred Smiley and Evelyn Haskell.

△ △

TRAFFIC PROMOTIONS AT FOREST

ELIZABETH KEMP from junior supervisor to acting supervisor. Irene McGlauffin from junior supervisor to acting supervisor. Alice Cannonier from operator to junior supervisor. Mary O'Donnell from operator to junior supervisor.

△ △

SIX USES FOR TELEPHONE WIRES

TELEPHONE wires are now used for six separate purposes.

The wires are employed for local telephone purposes, for long distance telephone conversation, for telegraphing news stories to newspapers, for connecting the public address system, for connecting radio stations and for sending finger-prints, cartoons and sketches by telephone.

Less than half a century ago, the world was startled when Alexander Graham Bell, succeeded in sending voice messages over telegraph wires.

The art and methods of communication by wire advanced rapidly until not so very long ago means were devised to send both telegraph and telephone messages over the same wire at the same time.

CONNECTING COMPANY NOTES

MANAGER D. B. WHITNEY, of the Cambridge Telephone Company, Cambridge, Maine, describes a clever method by which his plant man regulates the heat of electric soldering irons by using a "dimlite" socket screwed into the socket above the work bench and lengthening the cords so they will be within easy reach of anyone operating the iron. Thus the iron is kept sufficiently warm to run up to full heat in a few seconds, no time is lost, and there is no danger of the iron being burnt out.

△ △

Manager E. W. Nash, of the Nash Telephone Company, Damariscotta, Maine, called on the Connecting Company Department on his way South. He is located at and interested in the development of Nokomis, Fla., 75 miles south of Tampa. He gave a glowing account of the beauties of that section.

△ △

An accountant of one of the larger subsidiary companies in Maine, who has many computations to make, and who uses the slide rule as a time saver, has hit upon a scheme which almost doubles the efficiency of the rule. He uses a holder for the instrument, which may be placed in any convenient place on the desk. Rubber pads on the bottom keep it from slipping. Coil springs hold the rule in place. With this device, one hand is left free for writing.

△ △

F. W. Story, assistant to the vice-president, attended a special directors' meeting of the Granville Telephone Company at Granville, N. Y., March 19. Automobile needs and the outlook for the coming year were discussed. A dividend was declared to stockholders of record March 24, 1925.

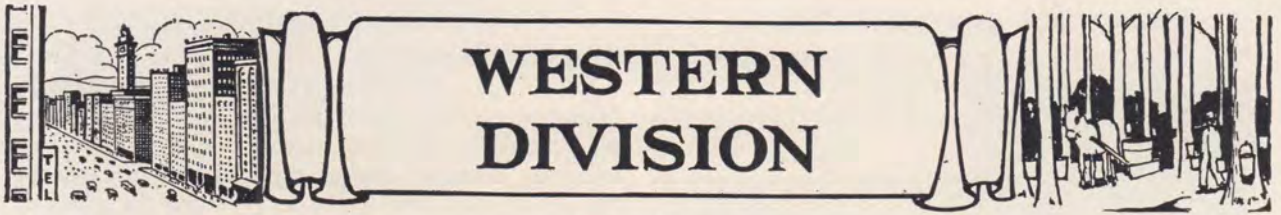
△ △

Directors' meetings of the Franklin County and Central New Hampshire Telephone Companies were recently held at St. Albans, Vt., and Laconia, N. H., respectively. President F. W. Story presided at both meetings.

Directors' meetings of the Aroostook, Coos, Moosehead and Maine Telephone Companies were held at 50 Oliver street, March 26. K. S. Black, general manager of the Aroostook, W. A. Lewis, general manager of the Coos, and F. W. Mason, general manager of the Moosehead, attended the meetings of their respective companies. F. W. Story, President of the companies, presided. The outlook for the coming year was talked over. The financial showing of the companies for the two months of the current year, taking everything into consideration, seemed fairly satisfactory.

△ △

F. A. Lundberg, manager of the Contoocook Valley Telephone Company visited the connecting company department in Boston recently.



WESTERN DIVISION

EDWARD J. TYER
SPRINGFIELD

Associate Editors:
GEORGE PARKER
RUTLAND, VT.

E. H. COOLIDGE
WORCESTER

WESTERN DIVISION NOTES

DURING the past month the following promotions have been made in Springfield toll: Ella Hurley, operator to junior supervisor; Gladys Rivers, operator to junior supervisor; Alice McTierman, operator to clerk. △ △

A party was recently given to the Orange employees at the Blanchard home which was prettily decorated for the occasion. Refreshments were served and a very enjoyable evening was spent.

A short time ago Dora M. Lamy was pleasantly surprised by a party in the operators' quarters given by the Pittsfield girls in honor of her approaching marriage to Earl Goodrich.

A few weeks ago a party was held in the operators' quarters at North Adams. Games and dancing were enjoyed and refreshments were served. During the evening Mary Powers, who is leaving our employ, was presented with a token of esteem by her co-workers. △ △

Telephone bells are not the only bells that are ringing in Leominster. The operators are listening for wedding bells also, and on April 1 a shower was given for Helen Lane and Ethel Pitman at the Lancaster Inn. △ △



FOUR HAPPY SMILES FROM CHICOPEE

△ △

About a month ago Florence M. Brown, local operator at Barre, passed away at her home. She was held in the highest esteem by her associates and friends and her loving nature will always be remembered. △ △

Nellie T. Mack, one of the Greenfield night operators, died on March 26, at the Franklin County Hospital where she had been confined for five weeks. Miss Mack entered the employ of our company Sept. 26, 1910. △ △



WHITE RIVER GIRLS WELCOMING SPRING

△ △

The employees of the traffic department at Clinton invited the pupils of the Continuation School to visit the office and one hundred and fourteen took advantage of the opportunity. The girls were very much interested in the work and Miss Harris, the teacher, expressed her appreciation for the courtesy shown to them. △ △

Mary L. Connor, local operator at Fitchburg, was transferred to the Newton North exchange on April 6. △ △

The long anticipated bubbler system at the Worcester exchange has become a fact. A cooling machine has been installed in the old janitor's closet in the basement and bubblers have been placed in the hallway on each floor and one in the cafeteria. This is an improvement that will be appreciated by all employees.



MABEL R. SNOW AND ALICE L. SQUIRES OF BURLINGTON VISIT THE WHITE HOUSE

SPRINGFIELD'S BENEFIT FOOD SALE

APRIL 1, a food sale was conducted by the combined efforts of the River, Walnut and Toll exchange committees for the benefit of the Tornado sufferers. The proceeds were given to the Red Cross and the following letter of appreciation was received.

AMERICAN RED CROSS,
Springfield Chapter,
April 2nd, 1925.

MRS. EVA BRYSON,
New England Telephone & Telegraph Company,
Worthington St., City.

MY DEAR MRS. BRYSON:

Will you kindly extend to the operators of the River, Walnut and Toll exchanges our sincere thanks for their kind contribution to the Tornado Relief Fund raised through the recent cake sale?

It is indeed a pleasure to know that our members and friends are so willing to respond to our appeal for those in distress and we assure you it is greatly appreciated.

Sincerely yours,

E. J. WHEELER,
Treasurer.

△ △

BIRTHDAY PARTY FOR MRS. JARVIS

DAISY JARVIS, chief operator at Chicopee was given a surprise party by her girls in honor of her birthday a short time ago. A steak dinner was served in the operators' quarters which were attractively decorated.

Mrs. Jarvis on April 1 completed her twenty-first year as chief operator at Chicopee.



DAISY C. JARVIS

△ △

SPRINGFIELD'S BOWLING MATCH

ON April 2, three teams from River, Walnut and Toll rolled for highest honors and the event was an exciting one.

The "Walnuts" won with a total pin fall of 1144 and each member of the team was presented with a dainty powder compact.

First and second prizes were awarded for the highest three string totals and these were won by Misses Gabrielle, Pomerleau and Agnes Oulette whose scores were 244 and 231.

△ △

Laziness may sometimes be mistaken for conservativeness. You can't sit down beside the road and get anywhere.

"The only difference between a rut and a grave is the length and breadth." You shun the grave. Why waddle along in the rut?

—The Mountain States Monitor.



ELLA J. LAMPSON, Toll Instructress says that spring is here, but MARGUERITE F. PARKER, Division Instructress, does not believe her.

PLANT CHANGES

J. W. FORSEN, division supervisor of plant methods, recently announced the addition to his staff of three field supervisors. They are C. A. Morey, formerly wire chief at Pittsfield, George Wright, formerly wire chief at Keene, and Luke Dean, formerly wire chief at Fitchburg.

Mr. Morey will handle outside construction work, Mr. Wright central office installation, and Mr. Dean Sub-station Installation activities.

△ △

DEMONSTRATION AT ATHOL

THE public demonstration was recently given before an audience of about one thousand people in the Lyric Theatre. The demonstration was held under the auspices of the Athol Woman's club. Mrs. Norman Fish, President of the club, on behalf of our company extended a cordial welcome to all and introduced E. P. Wilbur, commercial manager who gave a very interesting talk on the local history of the telephone.

The switchboard was the feature of the evening. The young ladies who demonstrated were Marjorie Goodwin of Lowell, Ethel Ackroyd of Haverhill and Gladys Laurie of Salem. Others on the program who helped to make the demonstration a success were Jane Kohn of Salem, Mr. Ready of Worcester and Mr. Wallace of Boston.

Young ladies from the traffic and commercial departments acted as ushers, and music was furnished by the Athol High School Orchestra.

△ △

2,700,000 TELEPHONES ON FARMS

THERE are about 2,700,000 telephones in the United States in farm dwellings, or nearly one telephone to every two rural homes. No other country has anything approaching this farm development.



Associate Editors:

FRANK J. HUNT, Plant

J. H. MASON, Commercial

H. A. FASICK, Traffic

BACK BAY TELEPHONE FOLLIES

THE First Telephone Follies, produced by the Back Bay operators at the Fine Arts Theatre, scored a big hit. Brim full of clever talent the show proved to be one of the best amateur entertainments that Boston has seen. From the opening chorus to the finale hit after hit went over the footlights, winning generous applause and countless encores.

To select the star of the Follies, so well directed by Joseph A. Crossen, would be an impossible task, but special mention must be made of Pauline Lockling and Marion Duffy. Estelle Scott's fine voice was warmly applauded. Irene, Sally and Nellie Kelly, played by Misses Tracey, Kenny and Marchese, drew hearty response.

The first hit of the show was the opening chorus featuring Henry Moynihan as groom and Harold Lauder as minister. Then came "All in a Day's Work," which featured Marjorie Halloran as the telephone operator who proved to be right on the job—as all operators are.

A round of applause greeted Paul McGrath's solo, "Sunrise and You." Geoffrey Sayer and Marion

Duffy provided a treat with their duet, "Some Day I'll Come Back to You."

William Flynn as hostess and Catherine Spellman as Aunt Abigail proved to be amateurs of high class. "My Egyptian Rose" was the theme of the Egyptian scene featuring Albert Howes and Madaline Scully.

The closing scenes was a review of nations, starring Joseph Marr as Harry Lauder. The Grand Finale brought the entire cast on the stage to bid the audience a fond farewell.

△ △

NEW REST ROOM AT MALDEN

NORTH Metropolitan revenue accounting department has recently been presented with the various factors that make up an attractive rest room.

It is rather difficult to know just whom to thank for this comfort and convenience, so we will broadcast our thanks. The picture on page 44 is evidence of our appreciation, as it was taken when 75 of the force at 142 Pleasant street, Malden, properly housewarming the new rest room.

A fine banquet and an exceptionally good entertainment was enjoyed by everyone.



BACK BAY TELEPHONE FOLLIES OF 1925

Rear: MISSES H. JORDAN, CONWAY, SCULLY, MARONEY and REGAN

Front: MISSES G. JORDAN, GLENNON, ROBBINS, HALLORAN and KENNEY

METROPOLITAN TRAFFIC CHANGES



ELLA E. DRISCOLL

ELLA E. Driscoll has been appointed chief operator for the Roxbury office.

Miss Driscoll was first employed in the Dorchester exchange from which she was promoted to South Boston as assistant chief operator. She has served as chief operator at Wellesley, Milton, South Boston and Granite.

Her experience in the different suburban offices assures her of success in her present position.

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Marguerite R. Jellow has been appointed chief operator in charge of the Granite office.

Miss Jellow will enter her new duties at Granite with a well-grounded idea of that office, having been employed there continuously since entering the company, and after successfully filling the various positions assigned her until her present promotion.



MARGUERITE R. JELLOW

△ △

Louise S. Sullivan has been appointed chief operator at the Highlands office.

Miss Sullivan's appointment as chief operator at Highland, a new machine-switching office, will be pleasant news to her associates.

Miss Sullivan received her early training in the Revere exchange and was promoted to her present position after filling the different supervisory grades and serving as chief operator in charge



LOUISE S. SULLIVAN

of the Milton and Roxbury offices.

Elsie M. Chick has been appointed chief operator at the Prospect office.

To her new position Miss Chick brings a rich experience. She has at various times held the positions of operator, junior supervisor, supervisor, service observer and assistant chief operator.

Every position Miss Chick has filled has been characterized by success which will undoubtedly accompany her in her new duties.



ELSIE M. CHICK

△ △

For purposes of redistricting, the Back Bay and Kenmore offices have been transferred from the Metropolitan division North to the Metropolitan division South, and combined with the Aspinwall and Regent offices to form the Back Bay district.

A new Roxbury district has been formed to include the Highlands, Jamaica and Roxbury offices.

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J. W. Setze, Jr., has been appointed supervisor of traffic for the Metropolitan division South.

W. J. Flynn has been appointed district traffic manager for the Back Bay district, composed of the Aspinwall, Back Bay, Kenmore and Regent offices.

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G. J. MURRAY ACTIVE IN CELEBRATION

MANAGER GEORGE J. MURRAY of the Richmond and Haymarket exchange district was very active in the preliminary plans for the observance of Patriots day in Boston, and during the exercises on April 19 and 20. As a member of the permanent celebration committee of the city of Boston, and chairman of the citizens committee on the 20th of April in North square, he played a leading part.

On Sunday, April 19, he marched in the parade, assisted in decorating graves of Revolutionary soldiers, took a part in unveiling the Dawes bust and was present at the rededication of Faneuil hall. On Monday he was particularly active in North square, where Mayor Curley and General Pershing made addresses, and from which the modern Paul Revere started on his ride to Lexington and Concord.

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Take care that the face which looks out from your mirror in the morning is a pleasant face. You may not see it again all day, but others will.

—*The Watchman.*

COMMERCIAL CLUB MEETS

THE following officers of the Commercial Club have been elected for 1925: George J. Healey, President; Charles M. Buchanan, Vice-President; Frank J. Doherty, Treasurer; George Bragan, Secretary.



COMMERCIAL CLUB OFFICERS FOR 1925
GEORGE BRAGAN, C. M. BUCHANAN, G. J. HEALEY, F. J. DOHERTY

On April 6 the members of the club enjoyed a luncheon prior to the regular monthly meeting.

The club was honored by the presence of R. F. Estabrook, general traffic manager; H. H. Carter, division commercial superintendent, and O. J. Ives, acting division commercial superintendent.

After the luncheon, Mr. Estabrook gave a very interesting and instructive talk on traffic problems and conditions.

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NEW DINING-ROOM ORGANIZATION

L. G. RIVETTE has been appointed dining service manager, and will have charge of all of the dining rooms in the Metropolitan division.

R. A. Cook has been appointed assistant dining service manager, also to have direct supervision over District 1 which will include the following dining rooms: Milk street, Beach, Liberty, Back Bay, Haymarket, Regent, Richmond and Roxbury.

Margaret Ryan has been appointed dining service supervisor for District 2 which will include the following dining rooms: Brighton, Columbia, Talbot, Dorchester, Granite, Newton North and South Boston.

Frances Elder has been appointed dining service supervisor for District 3 which includes the following dining rooms; Arlington, East Boston, Malden, Mystic, Somerset and University.

Augusta Schelbach will have supervision over dietetics.

Annie Carnes has been transferred from District 3 to be supervisor in charge of the Milk street dining room.

John H. Shea will be buyer for the Metropolitan division dining service.



NORTH METROPOLITAN REVENUE ACCOUNTING PEOPLE ENJOYING ANOTHER GOOD TIME

WELCOME—FRED ROCKHOLD

FRED ROCKHOLD has recently been appointed superintendent of construction of the Metropolitan division.

Mr. Rockhold made his telephonic debut on April 27, 1897 starting with the New York Telephone Company as a splicer's helper in the Manhattan and Bronx division. He travelled along the path of experience in that division to splicer and splicing foreman, until he heard and heeded the call to another field of endeavor. From New York City he went to the Westchester division of the New York Company as a splicing foreman. Soon afterward he was advanced to the position of construction supervisor, Westchester division.

Again he heeded the call to larger fields and was advanced to the position of superintendent of construction in the Chesapeake and Potomac Telephone Company.

The New York Company recalled him from Washington to the Westchester division where he then assumed the duties of district plant superintendent.

Unlike the story of the moth and the flame, the luring of Mr. Rockhold to the bright lights of Broadway meant success for him as he returned to the Manhattan and Bronx Division as division superintendent of construction, supervising all construction work from the East Side to the West Side and from the Battery to the Bronx.

"Fred" as he is known to his gang in New York State and in Washington, leaves behind a host of friends who know him and look up to him as a genuine friend, a real telephone man and a considerate, firm and helpful boss.

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READING OPERATOR AIDS POLICE

CLAIRE WEAVER, night chief operator at Reading, played an important part in the chase and arrest of two would-be thieves who broke into a local filling station one night, exchanged shots with the son of the proprietor, and fled in an automobile.

Answering an emergency call, Mrs. Weaver notified the Reading police and spread the alarm to surrounding towns. The Wakefield police had just stopped a car for speeding, but had let its occupants go after taking their names and addresses. Following this clue, two men were arrested, pleaded guilty in Woburn court and were held for the Grand Jury.

BOSTON TOLL PROMOTIONS

ELIZABETH A. O'HEARN, chief operator, two number unit, has been appointed toll employment supervisor, having under her jurisdiction the management of the toll training department and various other toll office activities. All training department instructors will report to Miss O'Hearn.

Miss O'Hearn has filled in a business-like and satisfactory manner the different grades of supervisor, assistant chief operator and chief operator. Her service in the company has been continuously in the toll office.

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Margaret M. Dooling, junior chief operator, has been appointed chief operator in charge of the two number unit.

By her ability and pleasing personality Miss Dooling has attained her present position. The good wishes of all her associates of the toll office follow her in her new position.



MARGARET M. DOOLING

△ △

Anna M. Finley is transferred as junior chief operator to the two number unit.

Mary T. Flavin has been appointed evening chief operator in charge of all toll units.

Miss Flavin entered the company as an operator and has served faithfully in the different toll units. Her efforts will undoubtedly meet with success in her new work to which she goes with the best wishes of her associates.

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IN MEMORIAM

EMMMA WISCHMANN, supervisor in the toll office, died a short time ago, after an illness of some months. Miss Wischmann was employed continuously in the toll office, serving as a supervisor in the different units.

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Catherine Murnane of the toll office met with a very peculiar accident, which resulted in her death. An auto in which she was riding backed into a pond in Stoneham, and before rescuers could reach her she was drowned.

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The many friends of Mary C. Jolley will be grieved to learn of her death which occurred a month ago. Miss Jolly entered the service April 3, 1899, in the Main exchange. On June 6, 1915, she was promoted to chief clerk where her agreeable and pleasing manner endeared her to all of her associates.

FIRST TIME IN NEW ENGLAND

THE large crowd which gathered on Lexington green and the adjacent streets on April 20 were able to hear distinctly every word of the addresses delivered. This was made possible through the installation, by our company, of a public address system similar to the one used at the inauguration of President Coolidge, at Washington.

The amplifying apparatus carried the voices clearly and without distortion, to every point within a fifth of a mile.

This public address system was used at Lexington for the first time in New England.

Most of the intricate apparatus was placed in the basement of the First Parish church, almost directly across the road from the speaker's stand. From the three microphones, wires ran to the control room in the church, where the sound was amplified and transmitted to the eight horns partly concealed by a canvas top about 25 feet from the ground above the stand.

A special telephone line for use of trained observers was strung through the trees on all three sides of the green. There was an observer at each corner and on the stand, and two men in the control room regulated the sound from telephone reports by the observers. In this way both volume and clearness were maintained at all points. △ △

FIRST AID GRADUATES

THE following men recently completed the first aid course and received high marks in their examinations: T. F. COOLEY, *Instructor*; JOHN A. FARRELL, R. E. GILPATRICK, *Instructor*; EDWARD F. GLAVIN, J. A. SULLIVAN, *Instructor*; Albert E. Crawford, Arthur A. Hommel, Bernard P. Robichau.

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THE VOICE WITH A SMILE WINS

WILLIAM F. McDERMOTT, drama editor of the Cleveland Plain Dealer, expresses his opinion about telephone operators in this way:

"We used to send children to school to learn 'manners.' The telephone companies seem far more successful than the ordinary school in driving home lessons in urbanity. Instead of sending girls to finishing schools, perhaps it would be better to let them be telephone operators for a while."

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KEEP YOUR TEMPER—NOBODY WANTS IT

REMEMBER that when you're in the right, you can afford to keep your temper; and that when you're in the wrong, you can't afford to lose it."

△ △

—Exchange.

Nervous Woman (to beggar)—"If I give you a piece of cake you'll never return, will you?"

Beggar—"Well, lady, you know your cake better than I do."

—Utelum.

NEW SWITCHBOARD AT DEDHAM

ON April 11, the service of all Dedham subscribers was transferred from the present switchboard to a new, larger, and more modern switchboard in the remodeled central office building.

There are now about 2,450 telephones in Dedham and the increase has been quite marked during the last 10 years. Dedham subscribers originate about 11,300 local calls every day on an average, and about 5,370 calls are received by Dedham subscribers from other central offices.



THE GANG THAT DID THE DEDHAM JOB

In preparation for the installation of the new switchboard the old building was completely remodeled and the floor space more than doubled. A two-story addition was erected in the rear, 45 x 21 feet, and one on the side measuring 45 x 15 feet. The design of the building has been materially changed which has greatly improved its appearance. The entrance has been changed, and the building has a new stairway. The terminal room has been enlarged as well as the quarters provided for the operators.

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TELEPHONE SPECIALIZATION

THAT the telephone business is a highly specialized industry is shown by the fact that 604 different kinds of employees, ranging from addressograph clerk to yardman, are on the payroll of the Bell system. The list includes such titles as block foreman, body builder, chief nickel collector, concrete man, galvanometer man, guardman, manhole stripper, paver, and others, along with every well-known title from president to operator, and including nine different kinds of foremen.

TELEPHONE BOWLING LEAGUE

DURING the season just closed, the engineering equipment team, lead by Harry Bird, won the championship of the Telephone Bowling League of 10 teams representing departments in the Oliver, Congress and Broad street buildings.

The league which started last fall was reorganized by R. A. Viner in January and bowled each Thursday evening. Don Bixby's team fulfilled its New Year's resolutions by jumping into the lead on the opening night. The strain of being league leaders was too much, however, for they weakened when the ambitious draftsmen came along and gave battle. A complete victory of four points resulted for the draftsmen. First place honors went with the match so the highly elated draftsmen anxiously waited for their next victims.

Giblin, leader of the draftsmen, did not figure that Bird's quintet had a chance with his team, but Proctor had been scouting the drafting department and had accumulated considerable dope. The result was that Bird's men had eagle eyes and when they met the league leaders it was easy going for them. This win put them in command of the league.

In the meantime Lord, who is cheer leader for his team, aided by his assistant, Jerry Brennan, hollered their way into a tie with the draftsmen for second place. Handicaps meant nothing to them for they figured a good cheer when their opponents were about to throw the ball was worth at least 10 pins. Their championship hopes were blasted, however, when Bird's team annexed three of the four points when these teams came together.

R. A. Viner who had been unlucky in picking men who could play through the season pulled a comeback in the last two matches, and as a result five teams were tied for second place.

The transmission department team had a leader who set an example for his men. Mr. Kidder made up for his mates' low averages and bowled a high average of 89 until "Shorty" Brothers joined the aggregation. It was "Shorty's" long reach that made his smaller opponents intentionally ignore the foul line to overcome his long-armed advantage.

Randall's team turned in some clever bowling, but unfortunately they were not consistent during the matches. A team which was by no means the least, was captained by "Stretch" Littlefield. This squad played to consistent hard luck for they just could not get going. Their elongated leader led a team which averaged 80 pins per string to the man and without handicaps there is no doubt they would have won more points.

Russell of Lord's team was the sensation of the league. It was his consistent high averages that was largely responsible for keeping his team in the league running. His average was 94 which is all the more remarkable when one considers the competition. He also held the high three-string mark with a total pin fall of 296. Proctor of the winning team was runner up for high average honors and turned in an average of 89.8; his team mate, McCormack, was close behind with a 89.7 average. The highest individual string was bowled by Randall who reached a peak of 132 pins. Shea's team with a total of 502 pins claims the award for the high team totals for one string.



THE LEADERS IN THE TELEPHONE BOWLING LEAGUE

W. J. PROCTOR, A. J. SHELBON, T. D. SMITH, C. H. BIRD, I. Z. CROCK, R. D. McCORMACK



The Bell Telephone Laboratory in 1884. From an old wood engraving published in the "Scientific American"

Winning nature's secrets

Every day that passes records some new advance in the telephone art. Constant experiment and observation are winning new secrets of chemistry, of electricity and magnetism, and of matter. Nature's unseen quarry is yielding to the researches of the laboratory that exact scientific knowledge which is among the telephone engineer's most priceless resources. The workshop of the telephone engineer is a scientific laboratory. Here he studies and experiments with principles and laws of our physical environment and sets them to aid us in our daily lives.

Forty-nine years ago the telephone was born in a scientific laboratory—a very small laboratory, to be sure, as it

numbered in its personnel none but Bell and his assistant. As the Bell System has grown that laboratory has grown, and as the laboratory has grown the telephone has grown in efficiency, in distance covered, in numbers, in perfection. Countless are the milestones marking progress in the telephone art that have come from the laboratory.

Today the laboratory numbers among its personnel 3000 employees, more than half of whom are skilled scientists and engineers. Headed by a vice-president of the American Telephone and Telegraph Company, it is known as the Bell Telephone Laboratories, Inc., and forms an indispensable department of the Bell System.



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

One Policy, One System, Universal Service