Instructions
TO
PORTERS,
ATTENDANTS
AND
BUS BOYS

THE PULLMAN COMPANY

AUGUST 1, 1952
REGULATIONS AND INSTRUCTIONS

P 3600

ISSUED TO

NAME    POSITION    DISTRICT


Record below new pages covering new instructions, changes and corrections inserted in book.

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INSTRUCTIONS
FOR EMPLOYEES ON CARS OF
THE PULLMAN COMPANY

It has been the aim to make the instructions contained in this Book as clear and concise as practicable and their careful observance will be required. Where general in character, the instructions should be applied in such a manner as not to defeat their purpose, which is to make the service popular.

The employe’s primary duty is to satisfy passengers, giving special attention to those who are ill or infirm and children traveling alone. Unusual cases should be handled with good judgment.

When passengers request privileges that cannot lawfully, properly or safely be granted, they should be politely informed that the request is beyond your authority. Do not resort to the expression “it is against the rules”, but explain the matter in such a way as to avoid giving offense.

The reputation of the service depends as much upon the efficiency of employes as upon the facilities provided by the Company for the comfort of its patrons; it is, therefore, imperative that you be obliging and courteous to passengers—alert to anticipate their wants and diligent and cheerful in executing orders.

M. B. OSBURN,
VICE PRESIDENT, OPERATING
FOREWORD

Courtesy is an act of kindness or a duty performed with politeness.

One who is always courteous merely shows in a natural way his wish to be kind.

Employees should study how to help all patrons to use the cars so they may enjoy the advantages of all the conveniences offered and obtain the maximum benefit therefrom. The first thing is to learn what the duties are, then the best way to do them quietly and quickly.

Do things before you are asked, and hard tasks become easy.
SAFETY

Safety is an integral part of our operation, and The Pullman Company is inalterably committed to the safety of its patrons and employes. The practice of safety and the effectiveness of safety measures and safety devices depends upon the cooperation of employes. Safety is not a one-man proposition; it is a responsibility that must be shared by all. The ultimate results, however, depend largely upon the efforts of each individual.

Employes must enter and leave railroad premises through designated entrances and exits. Established crossings shall be used where available in coach yards. Do not step on rails when crossing tracks. Boarding or alighting from moving trains and opening vestibule doors while car is in motion are dangerous practices and strictly prohibited.

Instructions regarding the handling of vestibule and trap doors, step boxes, tailgates, etc., are designed to prevent injury to employes and passengers, therefore it is extremely important that car service employes operate safely in accordance with these instructions.

Every injury suffered at work, regardless of how slight it might seem to be, must be reported immediately. The conductor shall be notified at once and first aid administered at the earliest possible moment. Additionally, give ad-
vice regarding the injury to the representative at the first district to which the employe reports so that whatever medical treatment is necessary can be furnished.

The best safety device known is a careful person.

Employes are urged to offer suggestions on safety.
LOCATION OF DISTRICT OFFICES AND AGENCIES

Albany, N.Y., Rm. 2, N.Y.C. R.R. Sta. ... Agent
Asheville, N.C., 393 Depot St. ........... Agent
Atlanta, Ga., Terminal Station. .......... Supt.
Atlantic City, N.J., P.R.S.L. Station ... Agent-Foreman
Augusta, Ga., Union Station ............. Agent
Baltimore, Md., B&O Mt. Royal Sta. ... Supt.
Birmingham, Ala., Terminal Station ... Supt.
Boston, Mass., Rm. 212 South Station ... Supt.
Buffalo, N.Y., Rm. 903, Central Term. ... Supt.
Charlotte, N.C., Southern Ry. Sta. ....... Agent
Chattanooga, Tenn., Terminal Station ... Supt.
Chicago, Ill., 465, Grand Cen. Station ... Supt.
Chicago, Ill., Rm. 390, Union Station ... Supt.
Chicago, Ill., 845 So. Wabash Ave ....... Supt.
Chicago, Ill., Rm. 417, C&NW Station ... Supt.
Cincinnati, O., Rm. M-18 Union Term ... Supt.
Cleveland, O., Rm. 602 Park Bldg. ...... Supt.
Colorado Springs, D&RGW Station ... Agent
Columbia, S.C., Union Station ............ Agent
Columbus, O., Union Depot Bldg. ...... Agent
Dallas, Texas, Rm. 308, Union Station ... Supt.
Denver, Colo., Rm. 206, Union Station ... Supt.
El Paso, Texas, Rm. 6, Union Station ... Agent
Galveston, Texas, Santa Fe Bldg. ....... Agent-Foreman
Guadalajara, Mex., Ave. Colon No. 332 ... Agent
Hoboken, N.J., D.L&W. Station ......... Supt.
Houston, Texas, Union Nat'l Bk. Bldg ... Supt.
Indianapolis, Ind., Union Station ....... Agent
Jacksonville, Fla., Terminal Station ... Supt.
Kansas City, Mo., Union Station ... Supt.
Laredo, Texas, MoPac Station ............ Agent
Little Rock, Ark., MoPac Pass. Sta. ... Agent
Los Angeles, Cal., Union Pass. Term. ... Supt.
Louisville, Ky., Union Station ........... Supt.
Memphis, Tenn., Union Station ........... Supt.
Mexico City, D.F., Buena Vista Station ...
                  Gen. Agent
Miami, Fla., 501 Pacific Bldg. ......... Supt.
Montgomery, Ala., 331 Lee St. .......... Agent
Montreal, Que., C.N. Ry. Cen. Station ... Supt.
Nashville, Tenn., Rm. M-1, Union Sta. ... Agent
LOCATION OF DISTRICT OFFICES AND AGENCIES

New Orleans, La., Rm. 225, Godchaux Bldg., 527 Canal St. Supt.
New York, N.Y., Penn. Station Supt.
Nogales, Sonora Mexico, Calle Colon No. 25
Norfolk, Va., Rm. 714-18 Cit. Bk. Bldg. Supt.
Nuevo Laredo, Mex., Patios del Ferrocarril Agent
Ogden, Utah, Un. Sta., Trainmen's Bldg. Agent
Oklahoma City, Union Station Agent
Omaha, Neb., Union Station Supt.
Philadelphia, Pa., 30th St. Station Supt.
Phoenix, Ariz., Union Station Bldg. Agent
Pittsburg, Pa., 426 Park Bldg.
351 Fifth Avenue Supt.
Portland, Ore., Union Station Supt.
Richmond, Va., Cent. Nat'l Bank Bldg. Supt.
Roanoke, Va., N&W. Station Agent-Foreman
Salt Lake City, Utah, Un. Pac. Sta. Supt.
San Antonio, Texas, Suite 211, Transit Tower Supt.
San Francisco, Cal., Rm. 411, Santa Marina Bldg., 112 Market St. Supt.
Savannah, Ga., Union Station Agent
Seattle, Wash., Union Station Supt.
Shreveport, La., Rm. 314, Ward Bldg.
525 Marshall St. Agent
Spokane, Wash., Union Station Agent
St. Louis, Mo., Union Station Supt.
St. Paul, Minn., Union Station Supt.
St. Petersburg, Fla., ACL Pass. Station Agent-Foreman
Tacoma, Wash., Union Sta. Agent-Foreman
Tampa, Fla., Union Station Supt.
Toledo, O., Union Station Agent-Foreman
Toronto, Ont., Union Station Agent
Washington, D.C., Union Station Supt.
Wilmington, N.C., Rm. 2-3, ACL Cen'tl.
Office Bldg. Agent
GENERAL INSTRUCTIONS

Car service employees are subject to instructions issued by all Officers of the Company and their representatives who act in a supervisory capacity. While on cars, on trains, in stations and yards, or on other railroad property, they also are subject to instructions of the train conductor and officials of the railroad companies.

The Pullman conductor has jurisdiction over all car service employees on cars in his charge and is responsible for their performance and for coordination and harmony between all members of the crew.

The Pullman conductor is required among other things to receive passengers, assign accommodations and make collections therefor, rigidly supervise the service, and enforce observance of regulations of the Company by car service employees under his jurisdiction, especially those concerning the comfort of passengers. If he is unable to exact obedience, the Pullman conductor shall report the matter to the train conductor. In addition, written report giving all pertinent facts must be made promptly to the proper district representative.

The conductor is required to make an earnest effort to increase the Company's revenue by effectual solicitation of coach passengers to purchase vacant accommodations and of Pullman passengers to purchase accommodations of higher value. Do not embarrass passengers by
"high pressure" sales methods or insist that they purchase accommodations they do not want. The possibilities of effectual solicitations are unlimited, if the employees will try.

The porter is required to wait upon passengers, assist them with their baggage, shine shoes, prepare berths, keep the car, linens and equipment in orderly and cleanly condition, attend to all other duties requiring his attention and carry out such instructions as the conductor may give him. If the conductor's orders conflict with existing regulations, the porter shall take no exception but shall carry out the order and report the facts to the proper district representative at his earliest opportunity.

The porter must cooperate with the conductor in the transfer of coach passengers and their belongings to Pullman accommodations and in the transfer of Pullman passengers to other accommodations.

In-charge porters and attendants in addition to their regular duties shall acquaint themselves with, and conduct themselves in accordance with instructions contained herein pertinent to the duties of conductors. Employees in charge of private or special cars will be governed by special instructions given to them.

Attendants, bus boys and other employees assigned to cars serving food or drinks must observe regulations herein stated and also govern themselves in accordance with the instructions of the
Commissary Department. Full information on State Laws governing the sale of liquors is posted in each buffet and employees shall acquaint themselves with the Laws of the States through which they operate. Service in such cars is under the supervision of the conductor.

**Discipline**—The Company requires employees to give the best service possible. Consideration of the passengers' comfort and welfare is a prime requisite. Indifference to passengers' needs and grudgingly or carelessly performed duties serve only to drive away business. The success of the Company depends upon the rendering of the highest type of service by car service employees.

An employee charged with a dereliction of duty or breach of any of the prohibitions or regulations will have full opportunity to explain his actions. A **major** dereliction of duty will subject the offender to suspension from duty or dismissal. A **less serious** infraction or failure will subject the offender to a "caution", "reprimand" or "warning" as the circumstances warrant. If a penalty is assessed after a hearing in case of negligence or improper conduct, notation of such action will be entered upon the employee's individual record card. He will in all such cases be notified of the action taken.

An employee subjects himself to dismissal if his record shows frequent derelictions of duty, violations of regulations or unsatisfactory service in general.
Any of the following derelictions will subject the employe to discipline or dismissal:

Disloyalty, dishonesty, immorality, insubordination, incompetency, insolence or discourtesy to passengers or others, and carelessness.

Making false reports or concealing facts in connection with investigations, etc.

Transporting, using, or having possession of intoxicants or narcotics of any kind while in service or deadheading, or while on Company or railroad property. An employe reporting for duty, whether the assignment is to service with passengers or for a deadhead movement on car or on pass, with the odor of intoxicants on his breath or under the influence of intoxicants or narcotics will be considered in violation of this regulation.

Smoking or chewing tobacco or gum while on duty.

Using profane or obscene language while on duty.

Resort to violence of any form.

Carrying weapons on his person, in his baggage or in the car.

Gambling of any type while on duty, whether in service on cars with passengers, deadheading on cars or on pass or while on railroad or Company property. The holding of money, cards, chips or other gambling equipment while near or seated at a table
where a game is in progress will be considered as participation in the game.

**Purchasing or transporting** any edibles for other than personal use en route.

**Selling to passengers** any commodities such as candy, sandwiches, chewing gum, cigarettes, cigars, newspapers and periodicals for profit. This includes the sale of **lottery tickets and raffle tickets** for charity or otherwise.

**Visiting** employes in other cars.

**Absence** for an extended period from car or train without authorization of conductor.

**Hailing** employes or passengers on passing trains.

**Sleeping** on duty or **sprawling on seats**.

**Soliciting “tips”** from passengers for service rendered.

**Criticism to passengers** of any railroad, its personnel, service, cars, equipment, etc.

**Involving the Company** in legal action as a result of assignment or garnishment of wages.

**Soliciting or accepting help** from any person except another porter (currently employed) in making down or putting away beds or in performing other porter work in cars in yards or stations.
Bringing visitors to cars in yards or stations.

Storing of employees' baggage and clothing in washrooms, clean linen lockers, or public toilets is prohibited. Keep such articles in soiled linen lockers or in other places designated for that purpose.

Station order books and bulletins containing instructions shall be examined frequently by car service employees who will comply with the information and instructions contained therein.

Railroad regulations, affecting car service employees, such as location of employees at stations while receiving passengers, meal periods for employees in dining cars, etc., shall be respected and complied with.

The train conductor shall direct where flagmen and brakemen on duty will ride. Request Flagmen to keep oil lanterns, which give off offensive odors, in the vestibule. Trainmen's equipment, such as fuses and torpedoes, shall be carried in such manner as not to create a safety hazard.

Railroad employees shall be discouraged from using Pullman cars for washing up or for other purposes to the exclusion, annoyance, or inconvenience of passengers.

News agents are not to be permitted to canvass Pullman cars after passengers commence to retire or before berths are put away in the morning.

Employes shall not attempt to influence passengers in favor of any particu-
lar hotel, route of travel, sight-seeing service, or other such service. For information concerning hotels, direct the passenger's attention to the Hotel Red Book.

Solicitation of or any attempt to influence the writing of commendatory letters is prohibited.

An identification card will be furnished each employe. Show this card to any Company representative when requested. It may also be used as a means of identification for other purposes. The identification card must be carefully guarded and surrendered when employment is terminated. Should the original card become lost the employe will be required to explain the loss and will be charged a nominal sum for a duplicate card.

Company equipment such as keys, punch, hat brush, whisk broom, etc., will be furnished by the Company and shall be returned to the Company when employment is terminated. A nominal charge will be made for the replacement of such equipment if lost and the employe will be required to explain the loss.

Personal appearance—An employe must be clean and neat in appearance, (no sideburns or mustache), shall wear clean linen and maintain proper body hygiene.

Only the uniform designated by the Company may be used. Such uniform must be worn while an employe is on duty whether in active service, dead-
heading on cars or on pass, or on station duty. It shall not be worn while off duty. The uniform shall be kept pressed, clean and in good condition. All employees must wear black shoes and keep them cleaned, polished and in good condition. Spats shall not be worn with uniform. The employee must wear a clean white shirt and collar and black or dark blue four-in-hand tie without figures, stripes or pattern. Attendants, bus boys or other employees who wear white coats cut military style shall wear black bow ties. The conductor must wear uniform coat buttoned while receiving passengers on station platforms, but may leave it unbuttoned at other times provided he is wearing a uniform vest. The porter shall wear blue uniform coat while receiving either at terminals or en route except that during warm weather or at points where local regulations permit, white coat may be worn. Conductors will regulate the wearing of white or blue coats by porters at station stops. Uniformity of appearance is required. While in service, porters must keep their coats fully buttoned.

White coats shall not be worn either under or over blue coats. Torn, soiled or ill-fitting coats must not be worn. The white coat shall be worn when the porter is performing regular duties inside the car. The same coat used in making berths shall not be used when serving meals.

Uniform caps must be worn by conductors on duty except when supervising Pullman dining and restaurant serv-
ice during meal periods and where railroad regulations provide otherwise.

Porters and attendants shall wear their uniform caps when receiving or discharging passengers either at terminals or enroute whether wearing blue or white uniform coat. The porter must not wear uniform cap while inside cars during the day or while preparing or putting away berths, or when serving meals, but may wear it at night after passengers have retired and before passengers arise in the morning. The wearing of any other head covering while on duty is prohibited. Keep the uniform cap in good condition and exercise care to prevent its being crushed, broken or otherwise damaged.

Service emblems and employees' organization insignia may be worn on uniforms. No other ornaments shall be worn on uniforms.

Overcoats and topcoats worn by employees while on duty must be of dark material and shall harmonize in appearance with the uniform.

On troop trains restricted to the movement of military personnel only, a medium blue shirt without stripes, figure or other pattern may be worn. In such cases, however, employees shall provide themselves with white shirts for use should they subsequently be assigned to other service. Complete uniform must be worn while on duty on troop trains.

Assignment to duty will be made by an authorized Company Representative.
When reporting for duty, including station duty, the employe shall comply with local regulations and must have with him the necessary equipment with which to perform his duties.

If the assignment is given in person, the employe will be given written instructions by the Company representative. If the assignment is made by telephone the employe will be given oral instructions and if such instructions are in detail he must make a memorandum of them. In such cases the employe will be given confirming written instructions when reporting for duty.

After accepting an assignment the employe is obligated to protect that assignment. In the event he is unable to fulfill the assignment he must contact the Company representative by telephone or in person in sufficient time to permit the protection of the assignment by another employe. This applies to any assignment whether it be to service on a car, deadhead movement on a car or on pass or to station duty.

An itinerary giving essential information regarding the operation of a regular run, such as: wiring instructions, space assignment, schedule of sleep, etc., or Special Service Assignment letter Form 93.1188 covering special movements will be furnished the conductor when given an assignment or when reporting for duty. The Conductor should see that he obtains an Itinerary or Special Service Assignment letter, familiarize himself with its contents and conduct himself in accordance with the
instructions or information contained therein.

Rest period—The schedule of sleep periods of employees involved are shown in the Itinerary provided for each run. Under unusual circumstances the conductor has the authority to change or re-arrange sleep periods. Porters' rest periods may be scheduled between the hours of 9:30 P.M. and 6:30 A.M. except on extended special tours when rest periods may be scheduled in one or two night or day periods.

The conductor during authorized sleep period may occupy a lower berth if available otherwise an upper berth, except in cases where other space is assigned to him.

The porter, during authorized sleep period, must occupy the designated porter section unless other space is assigned. In the event there is no porter section on the car the conductor shall assign sleeping space to the porter in the following order:

1. Smoking room sofa or upper in section in his own car.

2. Unsold roomette or upper in an unsold room in his own car.

3. Smoking room sofa or upper in section in another car on the train.

4. Unsold roomette or upper in an unsold room in another car on the train.

Under no circumstances should the porter occupy a berth over a woman pas-
senger. Where a train consists entirely of room cars, special instructions will be issued by the District Representative.

On extended special tours where day time relief periods are provided, employees shall take such reliefs in space assigned by the conductor.

On cars departing from terminals late at night the porter's berth in the smoking rooms, except when local regulations provide otherwise, shall be made up at the usual time. Under no circumstances shall passengers be requested to vacate the smoking room so that the porter may retire.

Where blanket and pillow are provided for the porter's exclusive use, this equipment should be carried on top shelf of soiled linen locker when not in use.

Attendants and bus boys during authorized rest periods shall occupy accommodations designated by the conductor who will follow, insofar as it is possible, the procedure for assigning sleeping space to porters.

Porters, attendants and bus boys must not change their rest periods or space assignments without approval or consent of the conductor.

Deadheading—When deadheading on car the porter shall check and put away linen, look after equipment, keep the car clean and use the designated porters section or bed in the smoking room, or upper #1 when car has no smoking room. In cars with rooms only, the porter will use an upper berth in a
room, hang the curtains, and leave the door open.

When deadheading on pass the employe will be furnished with a letter of identification by the District Representative and shall be furnished designated sleeping accommodations, if any are available. Railroad annual pass or passes furnished to an employe for a deadhead trip must be turned over to a Company representative on arrival at destination.

Deadhead cars usually are placed in trains in most convenient position for handling and end doors shall be unlocked to permit train crews to pass through. In emergencies the train conductor may direct that coach passengers take seats in deadhead equipment, in which case the conductor or porter shall furnish statement (using non-paying Passenger Report form 93.138 if available) to the District Representative giving names or numbers of deadhead cars so used, number of coach passengers handled therein and points between which handled. The name of the train conductor or railroad official authorizing such use of Pullman equipment shall also be furnished.

Employe's time. The employe must show on his time sheet an actual record of service performed during the pay period, following instructions given on the inside cover of the time book. When in charge of military movements, the conductor shall show the Main or WMB number, etc., instead of the car name. In cases where more than one car is assigned to a line number the porter shall
show the loading number in addition to the car name.

Porters operating "in-charge" on cars in Special Service shall show under the "Remarks" section of their time sheet the points between which they operated "in-charge" and the dates and hours between which they so operated.

When conductors are not able to assign rest periods to porters in the amount outlined in itineraries or in "Special Service Assignment" letters, suitable explanation shall be made under the "Remarks" section of the porter's time sheet. When conductors are not able to obtain full rest period they shall make explanation under the "Remarks" column of their own time sheets.

Conductors' time sheet entries and notations relative thereto must be approved by a district representative. Time sheet entries of porters, attendants and bus boys, as well as notations in "Remarks" column relative thereto, must be approved by the conductor. Entries covering deadhead movements whether on car or pass shall be approved by the district representative; conductors are not authorized to approve such entries.

There are to be no erasures on time sheets. If a mistake is made cross out the entry and use a new line.

Employees will be governed by the local regulations as to when pay periods will begin and close. The original and duplicate of the time sheet must be turned in immediately after the close
of each pay period at the first district or agency reached. The duplicate time sheet will be returned to the employe with his pay check for the period involved and will show computation of his time.

Time checks will be issued in emergencies only. The privilege of drawing time checks must not be abused.

Unusual incidents, personal injuries, losses, derailments, collisions, etc. Make a written report of any incident of unusual nature and turn in to the District Representative at the destination of the one way trip. Turn in reports of incidents which demand immediate attention at the first station reached where there is a Company Representative.

Form 93.253 Report of Unusual Incident by Car Service Employe, is available at all Districts and Agencies and each employe shall obtain and maintain a supply sufficient to meet his immediate needs. All information required on the form such as Nature of Incident, Name of Passenger, Address, Car Name, Car Number, Line Number, Train Number, etc., must be shown and extreme care exercised to see that it is correct. Names and addresses of all witnesses and persons having knowledge of the incident shall also be shown accurately on this form. Do not make any statements to passengers regarding the liability of this Company or the railroad company in such cases. If passengers raise questions of this nature, include that information in the report. Each
employe concerned must make an individual report. Report important matters to District Representative in person.

In the event of collision or derailment, the train conductor or railroad claim agent usually obtains names and addresses of all passengers. In such cases Pullman employes need not duplicate such information.

In cases where cars are cut out, the Pullman conductor will continue through with the passengers and locate them in relief equipment when provided. He will extend them utmost courtesy and assistance.

Should a car be cut out the porter shall remain with the car until relieved, unless otherwise instructed.

Wrecking tools must not be used for other than the purpose intended.

All employes in service on cars involved in derailments, collisions, etc., shall submit statements to the District Representative regardless of whether there was injury to passengers or to themselves. Personal injuries to passengers or employes no matter how trivial or insignificant they may appear shall be reported to the district representative. If injury was a result of the passenger's own carelessness the report shall so state, giving all particulars and the extent of injury sustained. If injury results from use of any appliance on the car examine such appliance to determine if it is defective or out of
order, and give full particulars in the report. In addition, make notation on the Inspection Report so that appliances involved in personal injuries will be inspected. Also, make report in person immediately upon arrival at destination in order to assure prompt mechanical inspection of the car in which the incident occurred.

In all cases involving passenger injury the train conductor shall be notified immediately. If a physician is called the report must show his name and by whose order he was summoned. The condition of passenger upon arrival at destination shall also be described in the report.

**Losses**—In case of loss the employe to whom the loss is first reported, if other than a conductor, shall immediately notify the Pullman conductor. The conductor will go at once to the passenger and in his presence conduct a careful and thorough search of the space, including bedding, etc., occupied by such passenger. If the article is not found, the train conductor shall be summoned and asked to assist in any additional search of the car which the passenger may request or desire. The passenger should, of course, be present while search is made. Full effort shall be made to find the article and if unsuccessful the employe shall obtain from the passenger who sustained the loss all details and circumstances connected therewith, including description (in writing if possible) of the missing article and its value as near as can be deter-
mined, when and where it was known to have been lost in the passenger's possession, what disposition was then made of the article, and where and when the loss was first discovered. Employees must not express any opinion to passengers as to how the loss occurred. All theories of this kind shall be reserved for their reports.

It must be understood that passengers and employees and baggage belonging to them cannot be searched without their consent, except by officers of the law, but prompt report shall be made in any case where search is refused. Employees are cautioned, however, not to suggest a search of their persons unless it is requested by a passenger, in which event it is assumed that any employe of the Company will readily consent to such search; in that case passenger should be requested to make search personally in a vacant room accommodation or washroom, if possible.

A complete written report of the loss shall be made by conductor and porter giving all facts, with name and address of passenger concerned, space occupied, name of car and line number, railroad and train number, the time loss occurred if it can be determined, porter's watch and who was guarding car, with names and addresses of all other persons who may have knowledge of the matter. Make notation on Inspection Report if article is small, so yard forces can also search car.

Any lost property found in cars by porters while en route, (if owner is not
definitely known) shall be turned over immediately to the Pullman conductor who will endeavor to locate passenger and make prompt delivery. As space is vacated by passengers it shall be carefully searched for lost articles and at the end of the trip, before cleaners or other Pullman or railroad employes enter car, carefully search the entire car. Turn in all articles found after passengers have left to district office at terminus of line. A lost Property tag giving description of article, date, car, line number, space in which found, where passenger left car and any other information that will assist in locating the owner shall be affixed to the article. Employes will receive receipt on Form 93.1.16, Valuable Lost Article Receipt, for valuable articles turned in to district office.

Employes shall be alert at all times to prevent theft of baggage or other property and make detailed report of any incident of this nature. Bulletins concerning such thefts are frequently posted on station bulletin boards, along with pictures of criminals known to engage in such practices.

Whenever legal process or any legal notice is served on an employe en route, he must accept it and write upon it the hour, date and place it was served, together with his name and line number. All such notices shall be turned over to the first District Representative reached.

Employes will comply with all customs regulations in effect at border
points, and shall assist passengers in connection with examination of hand baggage by custom officials. Under no circumstances will dutiable articles be carried across the frontier by employes.

Company mail — railroad baggage. Only mail and baggage pertaining to Company business may be carried. Handle mail bags according to local regulations and deliver promptly upon arrival at destination. Where cars in which mail bags and other railroad baggage is carried are cut out en route, arrange to handle the mail bags, etc., so as to reach destination with the least amount of delay. Should mail bags miss connections, employe shall report the reason therefor if known.
CARE OF PASSENGERS

Everyone likes to be recognized as a separate and distinct personality—an individual rather than merely part of a group; Pullman passengers are no exception to this rule. Pullman service has been made famous by the individual personal attention given to each passenger and all employees are expected to uphold the established service standards.

First impressions are often lasting; therefore, it is important that passengers be received in such a manner that they will feel their patronage is appreciated.

Politeness and courtesy are prominent qualifications of a good car service employee and their importance must not be overlooked. Passengers must be given a courteous greeting as they approach the receiving desk or car, or as their transportation is lifted on the train, and thanked for tickets at the time they are lifted. The employe who says “Thank you, sir” or “madam” and informs the passenger that he will be glad to be of further assistance has begun to make a friend for himself and the Company.

It is in order during holiday seasons to extend such greetings as “Merry Christmas”, “Happy New Year”, etc. When answering women passengers, say “Yes, madam”, or “No, madam”: to men, say “Yes, sir” or “No, sir”. Passengers must not be addressed as “Chief”, “Cap”, etc.
On daylight departures, where tickets are lifted on train, the conductor usually is stationed at the Pullman car nearest the principal entrance gate so that he can direct passengers to their respective cars. Where the conductor receives with two porters, he will stand between the step boxes and the porters will stand at the opposite side of the boxes. At night when cars are placed in stations for occupancy prior to departure, tickets are usually lifted before passengers board the train with the conductor stationed at a desk in the depot concourse or waiting room, from which point he directs passengers to the correct entrance gate.

The porter or attendant shall station himself at the entrance to his car, facing the direction from which passengers will come. Avoid a poor appearance, such as leaning on cars, hands in pockets, etc. When two porters or a conductor and a porter receive at adjacent openings, each shall cooperate with the other in properly caring for passengers when one is away from the opening or is inside the car. Each employee must know the loading number and the location of all cars on the train and be able to give specific directions to passengers having space in other cars.

As passenger approaches, the porter will call his car number and destination in a clear, distinct voice; for example “Car 65 for Louisville.” When passenger indicates his car number has been called, the porter shall step forward, at the same time saying, “Good
Morning”, “Good Afternoon”, or “Good Evening”, “Sir” or “Madam”—whichever the case may be. He shall then offer to relieve the passenger of his coat, baggage, packages, newspapers or anything he may be carrying. The porter shall allow the passenger to precede him up the steps, saying “watch your step, please”, and direct him to his space.

The employe must call the passenger’s attention to the berth ventilation control in section space and to all of the facilities in rooms, such as the individual heat and ventilation controls, folding beds, toilet facilities, etc., and explain their operation. The employe shall also inform the passenger of the club, lounge, observation and dining car facilities and mention the hours these facilities are available and their location in the train.

Give passengers who board trains late at night all necessary assistance to prevent delay in retiring. Prepare space in advance according to “Make-Down” advice. Break down several “extra” berths, leaving only linen to be spread, to avoid disturbance in case of passengers boarding trains without reservations.

Pullman employes will observe regulations of the railroad when lifting transportation or receiving passengers whether on trains, station platforms, or in terminals.

At station stops enroute, employes must get out on the ground, place step box in position and be ready to assist passengers. The employe shall not as-
sume that passengers will not board at his opening even though the car is short of the station platform. If it is known that passengers will entrain and the car will be short of the station platform, the passenger shall be loaded at a convenient opening on the station platform and assisted to his space.

In every case, employes shall make sure that passengers being received are on the right car, on the right train.

Passengers who will occupy the lower berth in a section are entitled to the seat facing forward. Assign the seat facing the rear to passengers sold seats in sections with berth passengers. When the section is unoccupied by berth passengers, assign the first seat passenger to the seat facing forward and the second one to the seat facing the rear.

Three minutes before departure, unless local regulations at terminal provide otherwise, employes will announce in a distinct but not loud voice "All aboard—all visitors off, please" throughout the car, making certain visitors who may be in rooms as well as those in the body of the car, are advised.

Do not discuss with anyone the routing, schedule, etc., of military movements that are classified as "confidential" or "secret".

Keep vestibule and trap doors closed and latched while the train is in motion. They shall also be closed at stations after "all aboard" signal is given before the train starts and not opened until the
train stops. When either in open or closed position, they shall be latched securely.

*Always place folding type car steps in full open or full closed position.* When partially opened, they project beyond the sides of the car and there is possibility of damage or injury when clearances are restricted. Operate steps only when car is not in motion.

**Passengers’ baggage, clothing, etc.** When passengers board cars in the daytime, the porter shall place the baggage under the seat, on racks or other available places, lid side up. Do not leave baggage in aisle. Assist the passenger in removing and hanging his overcoat. In parlor cars, the porter shall fold the coat and place it neatly on the baggage rack. When passengers board cars at night after beds are made down, the porter shall inquire of the passenger which bag he will require, wipe it carefully to remove any dirt and place it at foot of berth. This applies whether bags are brought into car by passenger, Red Cap, or the employe. Other bags are placed under the berth, on racks, etc., lid side up. In sections overcoats are hung on clothes hangers at foot of berth.

Baggage that cannot be stored within the passenger’s accommodation may be stored elsewhere, exercising care so as not to discommodate other passengers or create a safety hazard. Some lightweight cars have baggage lockers which may be used to accommodate excess baggage.
Overhead hooks in section space are only for the accommodation of hats.

In order to avoid marring the finish on seat ends, passageways, doors to rooms, etc., handle not more than two pieces of baggage at a time. Porters and Attendants shall assist Red Caps in taking baggage into cars, when necessary, and see that no damage occurs.

Carefully handle baggage and clothing when preparing and putting away beds. Employees shall assist passengers with baggage to and from the washrooms. If passengers place their clothing or other personal effects in upper berths or any unoccupied space and inquire if the articles will be safe, inform them courteously that such disposition is at their own risk.

Do not suspend wearing apparel outside of berth curtains. Do not hang clothing near or directly above light bulbs. Caution passengers not to hang clothes over the lower berth fan boxes.

Explosives. It is unlawful to take or carry on passenger trains explosives such as dynamite, blasting caps, detonators, fuses, gun powder, etc. Other items such as inflammable liquids or solids, compressed and poisonous gases and corrosive liquids, also are prohibited.

On lines where baggage identification tags are provided, they shall be filled out by porter and attached to baggage. Local regulations regarding the handling of tagged baggage must be followed.
Handling baggage at destination. Porters shall inquire of passengers whether their baggage is ready to be carried out and shall carry it out only when the passenger indicates that it is satisfactory to do so. In removing bags from under seats or berths they must be slid along the floor until clear before lifting in order to avoid possibility of their being damaged. Baggage shall not be collected and left unguarded at end of car or on vestibule platform far in advance of passengers' arrival at destination.

When placing baggage on vestibule platforms, space shall be left for a clear passageway between cars. Do not place baggage on buffer plate.

Unless local regulations provide otherwise, unload baggage before passengers are discharged except under certain baggage checking arrangements. In case of close connection, arrange to have baggage available for passengers who desire to leave the train immediately upon arrival.

Advise passengers, as they leave the train, to "Claim your right baggage, please." Employee assigned to car shall remain on the station platform until all baggage has been claimed. Baggage of passengers who have been left en route shall be turned in to the first Pullman office reached unless otherwise instructed. In all such cases, give all details that will assist in return of baggage to the owner. The train conductor shall also be notified.

Promptly tender hat bags to all pas-
sengers, both men and women. They shall be offered to each passenger but given only to those who desire them. Crumpled bags which have the appearance of having been used must not be offered to passengers. Discard such bags.

Offer pillows to passengers for their added comfort in sleeping cars during the day, afternoon and early evening. Pillows must have fresh, clean slips.

Sending telegrams—Western Union Telegrams given to employes by passengers for forwarding shall be handled promptly. Such messages may be sent via any of the following methods:

Collect—Passengers desiring to send telegrams collect need only place a check mark in the box preceding the words “Send Collect” at the bottom of the telegraph blank.

Charge—Passengers, regardless of whether or not they have Western Union charge accounts, may charge telegrams to themselves by placing check mark in the lower box and writing their name and address in the indicated place at the bottom of the telegraph blank. Make sure that space for name and address is filled out but do not question the authenticity of this information.

Prepaid—The passenger may give the employe money with which to
prepay the charges for transmittal of the telegram. Be sure to return the correct amount of change to the passenger.

Receiving Telegrams. Telegrams addressed to passengers on the train shall be accepted by employes when presented to them by railroad personnel or representative of the Western Union Telegraph Company. Such telegrams shall be delivered promptly. If delivery cannot be made because of inability to locate passenger, the message shall be endorsed, "Unable to deliver", and handed to the telegraph operator at next station stop. In the event the train is operating in sections, the telegram shall be endorsed for handling on the other sections.

Some railroads require that train conductors accept telegrams for passengers and make delivery. In such cases, Pullman employes will not handle them.

Space is provided on the last page of the "Conductor's Record of Payment Made to Receiving Cashier", Form 93.94 for securing signatures of passengers when telegrams are delivered. Signature shall be secured in every instance in order that an accurate record of actual delivery of telegrams may be maintained. A Pullman employe acts only as an agent of the passenger, either in accepting a telegram to be sent or in delivering a telegram received en route.

Mail Boxes on observation, club, and lounge cars must be examined frequent-
ly and letters, postcards, etc., deposited therein shall be mailed promptly. Letters, etc., handed to porters by passengers for mailing shall be handled promptly, except that letters, postcards, etc., written by military personnel on movements classified as secret or confidential, when handed to the employe, must be turned over to the train commander.

Fruit, Flowers, etc., belonging to passengers, if carried in the dining car for refrigeration, are to be handled subject to the rules of the dining car department of the railroad involved.

Infants' Milk Bottles. The employe shall care for infants' food if such request is made by the passenger. Store infants' milk bottles in the diner, lounge buffet, or club car refrigerator, if possible. In cases where such cars do not continue through to passenger's destination, or refrigerator is not accessible when food is needed, the employe shall care for it in his car. The ice bucket must be used, partially filled with ice which may be obtained at passing stations, from the diner or, in emergency, from the ice compartment of the water cooler. The bottle shall be wrapped in a clean towel, fastened to the bucket handle with a cord (obtained from a linen bundle) and immersed so that the top of the bottle is above the water. The bucket shall then be covered with a clean towel and stored in the equipment locker.

Stewardesses, assigned to some trains, generally take care of infants' food;
however, the employe shall care for such food delivered to him by the stewardess when she goes off duty.

Valet Service is available on some club, lounge and observation cars. The work is done by an attendant in accordance with special instructions issued by the Commissary Department. The porter, when accepting garments, shall inspect them and call owners' attention to any defects before taking them to the attendant to be pressed. The porter will be held responsible for the proper handling of clothing entrusted to him for this purpose. The porter will deliver clothing to the employe who does the work, call for clothing when it is finished and make delivery to the passenger.

A valet tag obtained from the attendant must be attached to the clothing. Both portions of the tag shall be filled out, upper portion to be attached to the garment and lower portion to be retained by the porter for identification when obtaining clothing for return to owner. The porter will make collection from passenger for work performed and turn it over to the employe who did the work. Where valet service is performed by railroad employes, regulations of their departments shall be observed. If car is to be cut off, clothing must be obtained from presser before car is detached.

Brushing of Clothing. It is the employe's duty to brush passengers' clothing. This service usually is performed just prior to discharging the passenger
and only with his permission. Brushing may be done only in places where the dust cannot bother other passengers—in a room if passenger is alone or in the passageway or vestibule—and it shall always be done as gently as possible.

Clothing on the person of passengers accommodated in parlor cars need not be brushed unless requested; however, hats, overcoats, etc., that have been in baggage racks shall be taken to passageway and brushed before returning to owners.

A whisk broom and hat brush are furnished by the Company as part of the employee’s equipment and must be maintained in a clean condition. Brushes that are dirty may be washed with ordinary soap and cold water but shall be dry before being used. Replacement of worn whisk broom or hat brush may be had on presentation of the old one to the district representative.

Shining of Shoes. Clean and polish shoes of all black or all brown or all tan leather each night. It is proper for porters to suggest to passengers, particularly those in upper berths and those in rooms which do not have shoe lockers, that shoes be left out so they may be shined. White, two-toned, or other colored shoes, and shoes of material other than leather, are not to be polished but merely wiped free of dust with a dry cloth. Perform shoe shining in the men’s washroom, in the porter’s section, or in the case of some room cars at the porter’s seat. Employes shall not re-
move shoe laces from top eyelets nor insert brush into shoe when polishing, since such handling pushes the tongue of the shoe into the toe and soils the inside of shoe. Do not remove shoes from more than one section or room at a time. In replacing shoes under beds after polishing, place shoes with toes pointing toward the side wall. In replacing shoes in shoe locker of rooms, place the heel of the shoe toward the inside door of the locker. Leave shoe laces untied.

Additional toilet facilities. When all passengers in a car are men, as may happen on overnight lines or with special parties, it is proper to use the "Women's Room" for men. To avoid entrance of women from other cars in such toilet rooms, rattle stickers should be used to cover the letters "W" and "O" on entrance door and the glass "Women" sign on the bulkhead.

Some cars are equipped with reversible wash room signs. When additional wash room space is needed in such cars, the wash rooms may be converted for use by men or women by placing the appropriate sign on the door. The illuminated glass sign at the end of the aisle in such cars will not be changed. In all cases where changes are made in the toilet facilities, all passengers in the car shall be notified.

Passengers' inquiries regarding length of time at station stops must be answered diplomatically. Employees shall give only such information as is contained in the current time table for
operation of the train. If the train is running late, passenger shall be advised of the scheduled departure time and cautioned not to go away from the train without first ascertaining from the train conductor the actual time of departure.

Advice to Passengers—Cars switched to connecting trains at junction points, etc. Where cars are handled on trains to junction point, or to an intermediate point where they are switched to a different train, the conductor shall notify every passenger before arrival at such junction point so that they may properly locate themselves in their respective cars. Such announcements shall be made in buffet, lounge and observation cars. In dining cars such announcements will be made by the dining car steward.

When dining car is to be detached from the train enroute, passengers shall be notified sufficiently in advance in order that they may procure a meal if they so desire. If there is no dining car on the train, passengers shall be notified 20 minutes before the train will reach meal station.

Smoking by passengers is permitted in private room accommodations, wash rooms, smoking rooms and in cars especially arranged therefor, such as club and lounge car. Smoking is prohibited in the body of sleeping or parlor cars and in berths. Smoking in berths, in addition to being objectionable to others, is dangerous and must not be permitted. In special cases where there is no smoking room in the car or on the train, and room accommodations are available,
smoking by berth passengers may be permitted therein, the door to be left open. When a car is chartered by one party, smoking will be permitted in accordance with their wishes.

Gambling—Games for pleasure are permitted when they do not discommodate or interfere with the comfort of other passengers. Card playing in smoking rooms is prohibited at all times and in section space after 10:30 P. M. Every effort shall be made to prevent "card sharps" from "fleecing" passengers. Notify the train conductor or railroad police officers of presence of "card sharps" in cars.

Typewriters may be used by passengers in private room accommodations, smoking rooms or at desks in observation car, if other passengers are not inconvenienced. In the event a room is unsold, its temporary use for this purpose by berth passengers may be permitted, door to remain open and room to be vacated immediately if sold.

Radios are installed in some club, lounge and observation cars for the entertainment and convenience of passengers. To avoid annoyance to those who may not want to hear the radio, it should be turned on only on request. Exception should be made for important sporting events, important political broadcasts, election returns and other special features of general interest. Employees must not turn the radio on for their own benefit. Special instructions are issued locally in connection with the operation
of wire reproducers, public address systems, and trainlined radio systems.

**Sick passengers.** The Interstate Quarantine Regulations of the U.S. Government, as well as the laws and regulations of certain States, prohibit people with any of the recognized communicable diseases from purchasing or accepting transportation by a railroad, without special permit by a Health Officer. In certain diseases travel is forbidden except by a written permit of the Surgeon General, or his authorized representative. Except in a few diseases, isolation of ill passenger in a room (accompanied by a nurse or other person competent to care for them) is not required. The Company recommends use of room accommodations where travel is otherwise permitted by the local Public Health Authority or the passenger is confined to his bed. In any case it is the railroad conductor’s responsibility to determine whether a sick passenger may be transported.

Passengers sometimes get sick after they depart, or what appears to be only a slight “cold” or “bilious attack” on starting becomes a severe disease during travel, and it is necessary to deal with the situation accordingly. In such instances the train conductor shall be notified as he has special instructions for handling such cases. Extreme measures such as removal of passengers from car or cutting the car off train will be decided by the train conductor.

If space, occupied by a passenger sick with an infectious disease, is vacated
en route, it must not be re-sold until the car has reached its terminal and has been properly cared for.

In order that the District offices may be informed as to the necessity for special care of the car, the conductor is required to note on the inspection report the fact that a sick passenger has been carried, giving the space occupied. He is not expected to make a diagnosis, but if any passenger is sick and suspected of or reported as having any one of the communicable diseases, report shall be made to the district representative and proper measures will be taken at the end of the trip.

When accommodations, occupied by passengers with communicable diseases are vacated en route to or at outlying points where porters clean the cars, porters shall handle the space as follows:

1. Remove used blankets and sheets by picking up the edges and folding them over the previously exposed surface. Shaking or unduly agitating should be avoided. Pillow slips will be removed from pillows by turning slips inside out.

2. Blankets, linen, and pillows from such space shall then be placed in a separate linen bag, tagged to show space and car, and placed in soiled linen locker. Make notation on Car Inspection Report requesting removal of bag at yard terminal for special laundering.
3. Porter shall remove any gross soiling from plush, carpets, walls or furnishings with a paper towel or rag moistened with formaldehyde solution from the deodorizer jug. Discard paper towel or rag so used with trash for burning.

4. Walls of such space shall be wiped down with cleaning cloths moistened with water and soap. The cloth shall then be discarded.

5. Plush shall be brushed with toy broom, carpet must be lightly swept with car broom, and exposed floors shall be mopped. Brooms may be moistened with small amount of solution from deodorizer jug.

6. Space shall then be aired by leaving mattress exposed and if upper berth was occupied by sick passenger, leave this berth open until car is made down for night travel.

7. Space, if needed for return trip, is to be prepared with extra blankets and pillows placed on car for that purpose by originating district. If extra blankets and pillows are not available, local ticket office shall be notified so that the space may be held off sale.

In all instances, porters shall thoroughly wash their hands with soap and water after handling any questionable bedding, especially before eating.

Persons known to be afflicted with insanity of a threatening kind must al-
ways be accompanied by a nurse or attendant and accommodated in rooms. If it is found that a mentally unbalanced passenger is aboard, unaccompanied by a nurse or attendant, the train conductor shall be notified at once and suggestion offered that special agent be requested to board train to keep close watch and prevent the passenger from harming himself or others. Constant watch shall be maintained over mentally unbalanced passengers until the services of railroad special agent are obtained.

**Passengers Dying on Trains.** State laws are specific concerning such cases and it is the train conductor’s responsibility to take charge, arrange for confirmation of death by a physician, removal of the body, etc. Personal effects of the deceased must be handled in accordance with railroad regulations.

**Prisoners and guards** must be handled in accordance with railroad regulations. Employees shall not assume the responsibility of guarding prisoners by relieving the guard for sleep, rest or meal periods. Should such request be made, it must be referred to the train conductor who will arrange for relief by a railroad special agent.

**Passengers Offensive to Others.** The train conductor shall be notified and his instructions followed in every case where passengers refuse to conform to the regulations of the Company or conduct themselves in a manner offensive to others. Passengers who are obviously intoxicated must be assisted through
the train by the conductor or porter and watched until properly located in their space. The train conductor shall be notified in all such cases. Employees shall suggest transfer to other accommodations, if available, in cases where passengers are disturbed by misbehaving or intoxicated passengers. Passenger's request for transfer under such circumstances must be complied with immediately if space is available.

Complaints—When passengers make complaints, the employe shall attempt at once to correct the condition complained of. In all such cases the employe shall submit a statement giving all facts to district representative even though the matter was handled to a satisfactory conclusion.

Locking of Room Doors. Doors to room accommodations are equipped with locks operated from the inside. In the event passengers become locked in or locked out of rooms account defective locks or otherwise, doors may be unlocked by removing the metal face plate of the lock on the outside of the door. The removal of the face plate, in some instances, will permit the use of an end door key to unlock the door and in other instances, such as with sliding doors, will cause the locking arrangement to become disengaged and the door may be opened. A screw driver is carried in the supply drawer for use in removing the screws from the face plate.

Rough handling of trains while en-route, or during switching operations, and excessive noise at stations is ex-
tremely annoying to passengers. Employees shall report all such cases to the district representative.

Quiet shall be maintained in cars at night after the usual hour of retiring. Do not rattle keys, slam doors or permit loud talking in any part of the car. If necessary to put away berths before all passengers have been called, to provide seat for an early riser, it shall be done as quietly as possible.

Guarding of Cars. Cars in service must be watched carefully and not be left unguarded. When cars are occupied during receiving periods, employees shall check annunciators frequently and keep the car under constant observation. During the time an employe is off duty on his rest period, the car to which he is assigned must in all cases be guarded by another employe. Information regarding the time of an employe's rest period, the car he is to guard, and the employe who will guard the car during rest period, will be shown by conductor on the "Employes Watch and Relief Periods", Form 93.820 (call card).

Employees operating in regular service shall not be assigned to guard more than two cars, his own and one other. Employees assigned to lounge or observation cars, or commissary cars of any type, shall not be required to guard an adjacent car during the period in which the buffets of such cars are open for service.

All cars must be fully protected during the employes' meal period. It is the
conductor's responsibility to arrange with the dining car steward to provide meal service to employes in shifts in order that one group of employes may be assigned to guard the cars of another group while they are eating.

Before retiring the conductor shall notify the porter on all cars in his charge of the space and the car he will occupy and enter this information on the call cards.

**Call Bell System.** Each car is equipped with a call system whereby a bell or chime will sound when call button, located in each of the accommodations, washrooms, at end doors, etc., is pushed. The location from whence the call is made will be indicated on the annunciator. Always be alert to the sound of the call bell and answer calls promptly.

**Call Bell Connectors.** All cars have call bell systems arranged so that two adjoining cars to be guarded by one porter can be connected together so the bells or chimes will sound when a button is pushed in either car. The call bell systems must be connected when one employe is assigned to guard two cars and it is the conductor's responsibility to see that connectors are put up before the first porter goes off duty. First porter going off duty shall put up the connector and test it with the assistance of porter relieving him to make sure the system is working. A similar test shall be made before the porter assigned to the later rest period goes off duty. Use call system connec-
tors in the same manner to assist in guarding cars during employes' meal periods. Not more than two cars shall be connected in this manner. Even though a call system connector is used, the porter must frequently patrol the cars he is guarding. When both porters are on duty the connector shall be taken down and placed in locker by porter of car to which the connector belongs.

The porter when on duty at night, except when attending to other service matters, shall occupy either an end seat or the camp stool or chair so placed as to command a full view of the aisle. He shall not leave his car except to receive or discharge passengers, or to patrol the car he is guarding. The conductor, when guarding a car, shall devote the greater portion of his time to that car but must patrol all cars in his charge frequently to see that porters are alert and on guard.

Before going off duty on his rest period, employe must make certain that the employe relieving him is on guard. The employe on duty shall obtain on his own call card the signature of the employe he called, to assure that he is awake and as proof of having properly called the employe whose car he has been guarding.

Cars set in stations for occupancy prior to the departure of the train, those cut off trains and left in stations for occupancy until a later hour, occupied cars being switched from one train to another, and other cars which for any reason are not in trains, shall be
guarded carefully. Except when local railroad regulations provide otherwise, the end door opposite the receiving end of such cars shall be locked. Where two or more such cars are set out or parked, the extreme end doors of the group are to be locked and vestibule doors at these entrances closed. The employe, when guarding two cars, shall receive at opening for his car and vestibule doors at other entrances to these cars must be closed and end doors locked. When cars are parked under such circumstances and it is necessary for the employe to leave car at night to get ice, etc., he shall also lock the end door at the receiving entrance.

Unless railroad regulations prohibit, the end door of the sleeper next to the coach shall be locked when receiving at terminal stations. End doors of sleeping cars that are located next to railroad coaches, lounges, etc., may be locked at other times at the discretion of the railroad conductor if it is deemed necessary in order to control movement of passengers on the train. End doors which when locked cannot be opened from the inside must not be locked under these circumstances. End doors of cars while en route may be locked only with the consent of the train conductor and only on trains operating in the United States. Employes assigned to or guarding cars on which the end door is locked shall answer the call bell promptly so that passengers desiring to enter the car will not be inconvenient.
Call Cards—To insure the discharge of passengers at stations to which they are destined, the conductor or employe in charge shall list the destination of each passenger on Form 93.820 "Destination and Breakfast Call Card" and place it in the receptacle provided therefor in the clean linen locker. Such listings shall be made in the order in which stations are reached and in time order according to the time the passenger wishes to be called. Information regarding the time the train is scheduled to reach the station listed and the number of persons occupying each accommodation shall also be shown on the Call Card in the space provided.

The conductor shall prepare and distribute the call card as soon as possible after departure from terminal and is responsible for keeping it "up to date" at all times. The porter must see that he receives a call card prepared for his car. He shall check the listings on the call card against the space occupied and if all passengers are not accounted for or if their destination seems to be incorrect, such inconsistencies must be called to the attention of the Pullman conductor.

In most instances the conductor obtains "calls" from passengers, however, on cars leaving late at night, while the conductor is checking passengers at table in station, the porter will ask passengers when they wish to be called and enter this information on the call card given to him by the conductor. Immediately after departure the con-
ductor shall prepare a new call card listing calls taken by the porter. He shall check to see that a call has been taken for each passenger and that it is correct in accordance with destination of passenger.

The call card shall be kept in the linen locker receptacle until completion of trip when conductor will deposit it with earnings reports.

Occupancy of Cars in Stations after Arrival. Employees shall notify passengers of occupancy privileges where car is parked at station following early morning arrival. Inform passengers of the arrival time and how long they may remain in the car.

Where breakfast service is available on the train in the morning, advise passengers before they retire, and take calls according to their wishes.

Calling Passengers. Calls shall be made by the porter or employee relieving him. If call is for a definite time, such as 7:30 a.m., call the passenger at that time, regardless of whether the train is delayed. If call is for a certain amount of time before arrival, call the passenger the specified amount of time before arrival making allowance for train delay. When calling passengers, the porter must not part the berth curtains, or under any circumstances, place his hand inside the curtains.

Porter shall awaken passengers in lower berths by grasping the berth curtain at the head end of the berth
and pushing gently under the mattress, at the same time saying in a low tone of voice, for example, "Good morning, lower 5, it is seven o'clock." Porters shall awaken passengers in upper berths by grasping the curtain at the head end of the bed, pulling it taut and tapping it. If necessary, curtain may be pulled sideways to gather surplus and the mattress pushed gently from outside the curtain. Upper berth passengers shall also be called quietly and advised of the time. Awaken passengers in rooms by use of the buzzer or door knocker. In all cases, the employe shall continue to call passengers until they respond. Employes shall explain to room passengers before they retire that answer to call may be made by pressing the call button or knocking on the door. If railroad furnishes information regarding temperature and weather conditions, passengers must also be given this information at the time the call is made. Employe, at an opportune time, shall always make polite inquiry of passengers as to how they rested.

The conductor and porter jointly are responsible for seeing that passengers are discharged at correct destination. The conductor shall call the attention of the porter or attendant to any passengers who will leave the train at stations short of terminal or under unusual circumstances.

During the day, porters shall locate passengers at least 10 minutes before arrival at destination; at night and in the early morning, passengers shall be
called in accordance with the time designated on the call card.

When approaching terminals or important stations where several passengers are to be detrained the conductor or employe assigned to the car shall announce the station and designate end of car from which passengers will leave.

At intermediate stations ascertain from train conductor if car will reach station platform for discharge of passengers. If not, notify train conductor and arrange for discharge of passengers from car alongside platform.

Train conductors shall be notified in advance of all cases where passengers will need wheelchairs or ambulances so that they may be ordered.

Local regulations regarding the location of employes when discharging passengers at terminals must be respected.

The conductor and porter or attendant who, because of negligence or for other reasons, detrain passengers or their luggage at other than their correct destination, shall make a detailed report, giving all facts to district representative upon completion of trip.

Conductors shall look through cars in their charge at the end of trip to make sure all passengers are off and that lost property is cared for.
DOGS AND OTHER ANIMALS

The following regulations govern the handling of dogs and other animals in Pullman-owned or leased cars and supersede all previous regulations on this subject.

I. Animals other than Guide or Leader Dogs (Reference herein to animals shall include birds).

Dogs, cats or other animals, (not venomous, odoriferous or otherwise objectionable) may be taken into private room accommodation, but not more than two animals may be taken into any one room. This privilege is granted only to holders of private room space.

Animals other than dogs must be in suitable containers when taken to and from rooms; however, dogs may be on leash and muzzled in lieu of container.

Animals must be kept in the private room space of the owner or custodian and are not to be allowed in other parts of the car, except to get to and from the room, or in lounge, club, dining or observation portions of any Pullman-operated car on the train.

Animals are in the custody and control of the private room occupant who brings them into the car and the owner or custodian must see that the rights and sensibilities of other passengers, including the right to quietness in the car, are not infringed. Barking or other noisemaking must be stopped or the
Pullman employe in charge should request that the animal be removed to the baggage car.

The owner or custodian is responsible for compliance with any existing laws or regulations applicable to taking such animals into the United States, Canada or Mexico, or from one state into the other in the United States. Animals are not permitted in sleeping, parlor, lounge, club or buffet cars for trips locally in Canada, nor for the portion in Canada of through U.S.-Canada or Canada-U. S. international trips (except Seeing Eye Dogs accompanying blind passengers in rooms). In Mexico animals (including guide or leader dogs) are not permitted in sleeping cars or passenger cars in general.

Holders of seat, berth or section space are not permitted to have dogs or other animals in their accommodations. If seat, berth or section passenger is found en route violating this regulation, animal(s) must be immediately removed—

(1) by transfer of passenger and animal to private room space to be purchased by the passenger at regular tariff rates, or

(2) by the passenger taking the animal to the baggage car for transportation there under railroad regulations, or

(3) by removal of the passenger and the animal from the car, either voluntarily or by exercise of the train conductor’s authority.
If accommodation purchased is vacated and passenger leaves the car, Pullman employe in charge will immediately refund the difference between amount paid and rate for accommodations used, retaining only the rate to point to which service is furnished. (See Rate Book—I.C.C. Tariff Rule 23.)

II. Blind Passengers with Guide or Leader Dogs

Where a totally blind passenger who is accompanied by a dog, specially trained as guide or leader, applies for Pullman berth or seat space in a train in which berth accommodations are operated, for a trip between points in the United States, a separate berth or seat in a drawing room, compartment or other type of enclosed accommodation, when available, will be furnished to such person upon collection of the regular berth or seat rate.

The above rate also applies for a through U. S.-Canada or Canada-U. S. international trip provided the rate charged is one for which authority is supplied by Pullman tariffs.

For a trip locally in Canada the blind passenger is required to purchase room accommodations at the regular room rate.

In both the United States and Canada the dog must be kept in the room. Every courtesy and care consistent with the duty owed other passengers must be accorded such blind passengers and the porter will guide their necessary movement about the car or train.
If room space is not available, the dog must be carried in the baggage car, except in states hereafter listed.

Exceptions are the following states where the laws provide that a blind passenger, when traveling between points within the state, (but not across a state line) may have his dog in his immediate custody in section, berth or seat space, as well as in rooms, under the conditions specified. Even in these states the blind passenger should be requested to accept accommodations in a room, if available. If passenger does not wish to occupy such accommodations, he may be assigned to a berth or seat in body of car and allowed to retain the custody of his dog. Care should be exercised to prevent the dog from remaining in the aisle or interfering with the rights of other passengers:

- Colorado: Dog must be muzzled.
- Connecticut: Dog must be muzzled.
- Illinois: Dog must be muzzled.
- Indiana: Muzzle not required.
- Massachusetts: Dog must be muzzled.
- New York: Dog must be muzzled.
- No. Carolina: Muzzle not required.
- Pennsylvania: Dog must be leashed and muzzled.
- Washington: Muzzle not required.

The states of Missouri and Texas have laws governing “Seeing Eye” dogs which require that the dog be properly muzzled and do not entitle the blind passenger to have immediate custody of his dog in open section or seat space.
Similar laws to those in states mentioned, enacted in Ohio, Rhode Island and New Jersey, do not apply to Pullman-owned or leased cars; therefore a blind passenger cannot have the immediate custody of his dog in open section or seat space in those three states.

III. Compliance with Regulations

The Pullman conductor, or employe in charge, should courteously and promptly call attention of the passenger to any violation of these regulations and will, if necessary, notify the train conductor to handle and enforce them.

No railroad or Pullman officer, ticket agent or employe is authorized to issue permits or to make any changes in the requirements herein stated.

Any purported permits or verbal instructions that are contrary to the above are not to be honored. Employes will report unusual incidents in connection herewith to the nearest Pullman district office.

Make notation on inspection report whenever an animal is carried. Show the space occupied and which beds were used. For example: "Dog carried in DR-A, lower and sofa used."
SANITATION

FOR THE INSTRUCTION AND GUIDANCE OF EMPLOYEES

Cars must be sanitary in order to be safe. The desire to keep them so has resulted in adoption from time to time of various rules affecting service procedures. These rules have sometimes originated with public health authorities and sometimes with Company officials. From whichever source they have come, their operation is of importance in protecting the public health, and it is necessary that they should be fully understood and carefully followed out.

Communicable Diseases. One danger to be guarded against in all places where people come together is the transmission of communicable diseases. Among such diseases are Measles, Scarlet Fever, Diphtheria, Smallpox, Typhoid Fever, Tuberculosis, Influenza, Tonsilitis and some of the common "colds." Each case of any of these comes from a previous case of the same disease. There is always some danger of contracting them when we are dealing with those persons who are actually sick, but it is also now known that a person may have some of these diseases in such a mild form that he is not sick, and one of these mild cases may be the source of a more severe one when transmitted to a second person.

Communicable diseases are caused by minute living organisms called bacteria
or germs. They are like the mold that grows on stale bread, only they are so small and colorless that they cannot be seen by the naked eye. They grow in a person's mouth, nose, throat, lungs, or other parts of the body, and cause sickness of various kinds, depending on the particular kind of bacteria present. These little organisms are thrown off from the bodies of diseased persons with the sputum, nasal secretions, urine or other discharges, which may contain millions of them. They may get on the hands and clothing or be deposited on the floor or furnishings of cars. Wherever we find the discharge of infected persons, we find the bacteria that caused the disease.

**Means of Prevention.** The active agent in spreading the germs which cause these diseases is the infected human being. The whole idea of preventing communicable diseases is based on preventing the transfer of the disease-producing germ from one person's body to another person's body. Since these germs are contained in the secretion of the body, the most important measure is to prevent the secretions of one person's body from getting to another person, by either direct or indirect means.

Bacteria are not always killed by drying; any more than are grains of wheat or corn. When planted in a new place under favorable conditions, they will grow again and produce more disease; but bacteria are killed in a few hours when they are exposed to direct sun-
light. This is the reason why dust blown up from streets and sidewalks, railway tracks or other outside places, is less liable to be dangerous to health than the dust raised in enclosed rooms. Bacteria may be killed also by great heat and by various chemical substances, as disinfectants.

The foregoing will explain the reason for many of the sanitary regulations of the various public health authorities, and for the instructions contained in this book. The object of these instructions is not only to promote good housekeeping practices but also to prevent the transfer of the disease-producing bacteria from person to person. The instructions should be fully understood by car service employes who are charged with making them effective, and full compliance is required at all times.

See the indicated pages for sanitary regulations regarding the following:

Sweeping .................... Page 78, 79
Mopping ...................... Page 79, 80
Dusting ....................... Page 79
Disinfectant—Deodorant .......................... Page 38, 77 to 81
Brushing of Passengers  Clothing ...................... Page 31, 32
Sick Passengers .................. Page 36, 37
CARE OF CARS, EQUIPMENT AND SUPPLIES

Cars are thoroughly cleaned by yard forces at designated terminal and except for placing of supplies, etc., are ready for reception of passengers. It is the porter's duty to keep the interior of the car, including vestibules in a clean and orderly condition at all times while en route. The Company provides equipment to be used by porters for cleaning purposes and after use, such equipment must be returned to the proper locker.

Any unsatisfactory condition, defect or shortage of equipment or supplies noticed in preparing car for service which cannot be corrected by the employe shall be reported to yard or platform representatives in order that corrective action may be taken prior to departure.

Inspection Report Form 91.114 will be found in the electric or switchboard locker of each car. Information required on this form shall be started by the initial employe in charge and completed by the employe in charge at the end of the trip. The conductor and employe assigned to the car are equally responsible for making notations of defects on the inspection report and each must sign his own name to this report. It is important that all defects or equipment shortages observed by the conductor or porter be entered on the report immediately. Defects such as rough riding of cars, rattles, vibrations
and squeaks are noticeable only when cars are in motion and the conductor shall make trip through the train and the porters through their cars for the express purpose of detecting and reporting such conditions.

There is a follow-up section on the inspection report on which Yard Department employees make notations regarding defects reported previously, also repairs made. Car service employees shall pay particular attention to that part of the car previously reported as defective and answer yes or no to question "Has above condition been corrected?" Whenever defects have not been corrected, show details on report.

On cars in local lines where repairs are made at one terminal, only one inspection report is used to cover the round trip.

Gummed stickers to assist yard employees in locating squeaks, rattles, etc., shall be attached at approximate location of defect.

The clean linen locker is to contain clean linen and supplies for passengers' use, such as drinking cups, hat bags, paper towels, etc. Small articles of equipment such as window jack, screen hook, fly swatter, ventilator stick, etc., are carried on the lower shelf. Dust cloths are carried in the bottom of the clean linen locker. In some instances section tables are also stored in racks at the bottom of this locker. The supply drawer in the clean linen locker contains cake soap, extra fuscs, matches, gum-
med stickers, rolls of toilet paper, loading numbers, berth key and water valve extension wrench, screw driver, etc. A linen bag to contain soiled towels only may be kept on the floor of this locker. Hotel red book, telegraph blanks, and unused time tables also are stored in this locker. Holders on the inside of the clean linen locker door are for passenger’s destination and breakfast call cards, linen suit card, quiet and personal property signs, dining car signs, etc.

The clean linen locker door must be kept closed at all times except when necessary to secure linen or other supplies. Leaving the locker door open during time porter is making beds is prohibited.

The soiled linen locker is to contain soiled linen, single occupancy guard ropes, SOS hangers, coat hangers, etc. Employees must keep their personal equipment, clothing, etc., in this locker. On cars built since 1946, individual instructions on the car will apply.

The equipment locker is to contain upper berth ladder, broom, mop and wringer bucket, mops, ice buckets, porter’s camp stool, extra cuspidor, salt bag, etc. On cars built since 1946, individual instructions on the car will apply.

The electric locker contains electrical apparatus and must not be used for storage of equipment of any kind, including trainline and call-bell connectors. The razor convertor in some instances is located in this locker. Air
conditioning and draining instruction cards are carried in holders on the inside of the electric locker door.

Handling and Care of Linen—Clean linen and supplies are placed on cars in the yard or station. The porter in taking charge of car shall count linen in bags and linen in locker on car. Any difference between his count and quantity shown on the linen slip Form 98-9150 must be reported by the porter to the storekeeper for correction, if possible, otherwise difference must be noted on folds “A” and “B” of the linen slip.

When fresh shelf paper is furnished by storeroom, remove soiled shelf paper from the locker shelves and substitute the clean paper.

Place clean linen in locker arranged so that the linen remaining from the previous trip is used first. This rotation of linen provides for equal wear and avoids linen becoming shelfworn. Clean linen shall be piled neatly in the locker. Linen must be used only for the purpose intended and not used for wiping floors, hand-railings, shoes, etc. While en route, only sufficient linen to prepare a section or room shall be taken from the locker at one time. Do not use soiled, damp or damaged linen found with clean linen. Tie such linen into a knot and place with the soiled linen.

Linen whether clean or soiled must be removed from all except roomette type folding wall beds before the employee leaves the car at destination. When stripping linen from beds roll up the
sheets with the slips inside. Tuck the end of the sheet into one of the folds to prevent the roll from unwinding.

Soiled linen removed from beds must be placed immediately in the soiled linen locker. The employee shall count the soiled linen and place it in a linen bag to which he must attach a soiled linen tag, Form 93.853. Information required on the tag such as quantity of linen, car name, date and total number of bags of soiled linen on the car shall be shown accurately.

Place soiled towels in a separate bag. Exercise care to see that no paper, kleenex tissues, broken glass, razor blades, passengers' belongings, trash, or any other articles are packed with soiled linen.

**Do not overstuff linen bag.** Not more than 40 soiled sheets and 40 soiled slips shall be placed in a bag, leaving sufficient room to allow the bags to be tied neck fashion.

The clean linen in the locker and clean linen left on beds must be counted carefully by the employee. The quantities of clean linen and soiled linen left on the car shall be shown on fold "D" of the linen checking slip Form 93.9150. Fold "C" of the linen checking slip is to be used only when a different porter is assigned to the car and linen is not exchanged. In such event the first porter shall show his count on fold "C" and the next porter shall show his count on fold "D", the latter to include all clean and soiled linen left on the car.
When necessary to exchange linen en route it shall be bagged in units of 40 sheets and 40 slips. Request to Company representatives for linen exchanges must be sent in sufficient time to insure that it will be received and to enable storerooms to assemble supplies. Send request via “Western Union Telegram Collect” and give information regarding train, arrival time, car name or number and number of units of linen or supplies needed for each car.

Employees must always take precautions necessary to protect linen from theft. Before leaving car, be sure that all linen is in the lockers and that locker doors are locked.

A liberal supply of linen towels shall be kept in racks provided therefor in general washrooms. Do not put out towels too far in advance of receiving time. Unused clean towels should be returned to the clean linen locker immediately after all passengers are discharged. When setting up car, 15 towels shall be placed in each men’s room, 10 towels in each ladies’ room and 6 towels in each individual washroom and general toilet. They are to be folded triangularly and spread out in stacks of two or three or more as shelf space will permit. While en route, regulate the supply of linen towels according to the number of men or women to use such facilities. If only two or three people are to use the washrooms, 6 to 8 towels should be sufficient. If twenty people are to use washrooms in a very short time such as early in the
morning, the supply of towels should be increased. At night after all passengers have retired, six towels should be sufficient in general washrooms. **Porters shall check frequently to see that an adequate supply is maintained.** Remove soiled towels at frequent intervals and place in the linen bag in the bottom of the clean linen locker.

In parlor cars, 10 towels in each washroom should be sufficient. Replace soiled towels with clean ones as required.

In Private Room accommodations the setup of towels is as follows:

- Rooms having only one bed...........4 towels
- Rooms having two beds..............6 towels
- Rooms having three beds............8 towels
- Master Room .........................6 towels plus 2 large and 2 small bath towels.

In rooms having overhead towel racks or shelves, towels shall be folded triangularly and placed with point to the front. In rooms having toilet cabinets or recessed shelves, towels shall be folded into a square and placed in stacks of two or three, spaced evenly on shelves in an orderly manner. During the day the porter must check to see that the supply of clean towels is maintained in room accommodations. Used towels left by passengers on hooks, shelves or in cabinets in rooms shall not be removed unless they are noticeably soiled.

**Before going off duty, the porter shall see that washrooms are supplied with**
towels; porter guarding the car shall check and replace towels used by passengers who retire late.

Exercise care when removing soiled towels from receptacles to avoid injury from discarded razor blades, glass, etc.

Coat hangers are supplied to room accommodations on the following basis:
Rooms having one bed ..... 2 coat hangers
Rooms having two beds ..... 4 coat hangers
Rooms having three beds ..... 6 coat hangers
Master rooms ..... 6 coat hangers

The appropriate number of coat hangers shall be supplied to each room accommodation prior to the reception of passengers and returned to their proper storage place on shelf in the soiled linen locker at the end of the trip after passengers have been discharged. Hangers swinging free from rods in wardrobe lockers or from coat hooks on walls of room accommodations cause considerable noise and are an extreme annoyance to passengers. In addition hangers swinging from hooks on walls result in damage to the finish. In order to avoid complaints employes shall remove coat hangers from vacant room accommodations after departure from terminals and return them to their proper storage place.

Dispensers shall be supplied with paper towels, drinking cups, matches, etc. before reception of passengers. Large rolls of toilet paper shall be placed in the ladies' room, smoking room and
drawing room annexes. Small rolls are to be placed in roomettes, bedrooms and compartments. Crumpled sheets on rolls must be torn off. Some accommodations are equipped with dispensers requiring the flat, folded type of toilet paper and should be supplied therewith.

Flat bottomed drinking cups only shall be placed in rooms. Cone shaped cups are to be furnished for dispensers especially designed for that type of cup which are usually found in general washrooms and at coolers in passageways. Empty used cup receptacles as often as necessary and clean at the same time.

Sanitary napkin vending machines are installed in the women's toilets and general toilets of some cars. The checking, stocking and coin collection of these machines is handled by the Stores Department.

Matches shall be placed in holders with heads of matches pointing down. Passengers in rooms not equipped with smoking stands, shall be furnished matches upon request.

Wrapped cake soap is to be furnished in room accommodations. It is not to be furnished in smoking rooms or other general washrooms unless the supply of liquid soap is depleted.

Hotel red book, telegraph blanks and time tables shall be placed in pocket provided therefor in passageways of cars prior to the reception of passengers. At the end of the trip remove these items and place in clean linen locker.
Stationery and magazines for lounge, club or observation cars are supplied by the railroad. These items usually are stored in a drawer or other compartment in the desk or table and shall be placed on cabinet or tables provided therefor prior to the reception of passengers and removed therefrom after all passengers have been discharged at the end of the trip. Stationery shall be supplied as needed in order to avoid waste. Keep inkwells filled.

Specific instructions will be given for distribution of advertising matter in our cars.

Quiet signs shall be hung between the hours of 9:00 P. M. and 7:00 A. M. on fasteners provided at each end of the car on partition facing the end door, in smoking room, and on partition at each end of the aisle.

"Have you forgotten any personal property?" sign which is the reverse side of the Quiet Sign is displayed on partitions at each end of the aisle during the day time only, but shall not be hung until after departure of train from terminal. This sign is not to be displayed in parlor cars.

Display Dining car sign when restaurant or dining car is open for service. This sign, which reads: "Dining Car in opposite direction," shall be hung at the end of the aisle farthest from the diner and replaces the "Personal Property" sign at that end of aisle. Do not display this sign when the dining car is not open
for service or after such car is switched from the train.

Numbers and letters are provided to designate the loading number of the car for the trip. They are to be displayed in holders on each end door and in devices on each side of car at receiving end. Do not use soiled or mutilated numbers. Lights in devices of the illuminated type must be on while the car is in service.

Place removable type numbers and holders in position prior to scheduled reception time and remove and store in the proper place at destination after all passengers are discharged.

“Extra mattress” signs shall be hung prior to reception of passengers in rooms having upper berths when beds are not made in advance. If room is occupied by only one person the lower berth shall be prepared with 2 mattresses, as stated on “sign”, unless advised to the contrary by the passenger.

Name card shall be displayed by porters and attendants in holder which usually is located on the door to the electric locker. The card shall be put up before reception of passengers and removed after passengers are discharged at the termination of the trip. Do not display the name card on troop trains. When not in use carry the name card in the Instruction Book to avoid cracking or damage. Do not display soiled or damaged name cards. Name cards may be obtained from your district representative.
Practice economy in use of supplies, stationery and equipment. If room accommodations are not used remove the supplies and equipment after departure of train and replace them in the locker. At the conclusion of the trip return supplies such as matches, unused cake soap and large toilet paper rolls to the supply drawer.

Thermos bottles are used on some cars to supply drinking water for room accommodations. They shall be filled and ready for use prior to reception of passengers. Before filling the bottle it must be thoroughly cleaned by wiping mouth and stopper with a clean towel. Rinse each bottle before filling with ice water from cooler. Fill only a few bottles at a time, to make sure the water is cold. The employe shall change the water in these bottles at least twice a day. Before placing the bottle in the locker at the end of the trip rinse it with clear water. The use of thermos bottles to secure hot coffeee from the diner or station restaurant or for anything other than water is prohibited. Make notation on the inspection report of any thermos bottles that have foreign odors or require special cleaning.

Connecting doors between rooms must be locked by key, and the sliding bolt on each side of the door placed in locked position before reception of passengers. Sliding or folding partitions between rooms shall also be securely bolted and locked prior to reception of passengers.

If rooms are to be used en suite, place the sliding or folding partitions in the
open position prior to the reception of passengers, except when otherwise directed.

**Doors to vacant rooms** shall be kept open except when the conductor permits their use in the morning when washrooms are crowded. At night or early morning while berths are being made or put away passengers may be permitted to sit in vacant rooms; in such instances doors are to remain open.

**Adjustable seats** shall be in "First Position" for reception of passengers. The porter must explain to the passenger how the seat may be adjusted to a more reclining position and make such adjustment, if requested.

**Small ash trays** are provided for use in room accommodations which are not equipped with permanent type ash trays. They are also for use in women's washrooms and on tables in lounges and observation rooms where railroad regulations permit smoking. Ash trays shall be placed in position prior to reception of passengers and are to be cleaned and stored in the supply drawer at the end of the trip after all passengers have detrained.

The **permanent type ash trays** which are recessed into the walls of some rooms have removable ash receptacles. Regardless of type, ash trays shall be cleaned frequently, however, they must not be emptied into anything made of or containing inflammable material.

A **toilet shelf** is provided in the men's washroom by raising hinged part of sofa.
back. Place shelf in the raised position and cover with a sheet (as passengers begin to arise) so that toilet articles may be placed on it. After all passengers have finished their toilet, remove sheet and lower the shelf into the sofa back.

**Portable upper berth stepladder** is to be placed for passengers' use when entering or leaving upper berths in cars not equipped with individual upper berth ladders. The crosspiece at the top shall be hooked securely over the berth rail and the ladder must be held firmly by the employe while the passenger is using it. Return the upper berth ladder to the equipment locker after each use. Do not leave it unattended in passageways or at berths.

**Small stepladder** for porter's use may be placed temporarily under the section he is working on or one nearby in order to avoid a safety hazard but it shall be stored in the locker when not in use.

**Tables** shall be furnished to passengers upon request and must be wiped clean on both sides, using wet cloth if necessary, before being placed into position.

**Folding card chairs** are carried on all lightweight cars having rooms. Offer them to passengers in rooms that do not have a seat for dressing purposes. Give preference to women and elderly persons, and passengers occupying such rooms alone where two mattresses are used on the bed.
Hassocks are provided for use in certain types of room accommodations of lightweight cars only. The hassock shall be positioned on the floor prior to reception of passengers. At the end of the trip after passengers have been discharged it shall be stored under the sofa in drawing rooms and bedrooms, and in the luggage compartment above the sofa in duplex single bedrooms.

Window shades in sleeping cars shall be raised to a uniform height in the daytime and fully drawn at night. Shades may remain up in parlor cars and in observation and lounge sections as long as passengers desire.

During daylight hours, place window shades in passageways of all cars approximately 12 inches from the top. Window shades in the passageways must not be left in such position that passengers taking hold of window guard rails strike thumb piece of the shade with their hands. Shades of windows accommodating car numbers shall not interfere with the visibility of the numbers from inside and out.

In hot weather, the shades on the sunny side of the car may be pulled all the way down.

On deadhead equipment, during daylight hours, raise sufficient number of shades in passageways and in the body of the car to provide ample light.

Creeping window shades which admit light—disturbing passenger's sleep—and those that are otherwise defective
shall be noted on the inspection report for adjustment by yard force.

**Portiere curtains**, required on some cars, are stored in Upper 1. The portiere curtains are to be hooked into position at entrance doorways in the men’s and women’s washrooms. If hooks are missing or curtains are frayed or need cleaning, make notation on the inspection report.

**Vestibule curtains** shall be fastened by the porter when cars are coupled together. They shall be unfastened before cars are uncoupled and also upon completion of the trip after passengers have been discharged. Each porter must see that the vestibule curtains at both ends of his car are fastened or unfastened as required.

**Draw the tailgate** across any unprotected openings when cars are in trains, being switched en route, or standing in station. Latch the tailgate whether in open or closed position. Each porter is responsible for handling the tailgate at both ends of his car.

**Berth keys** are of two types. The smaller key is issued to the porter as a part of his equipment. The larger key is a part of the car equipment and is carried in the supply drawer. Both keys will unlock berths and wall beds. The larger key has an extension socket wrench for opening water valves, draining liquid soap, water systems, water coolers, etc.

**Flashlights** are issued to each porter, attendant and bus boy for use in emer-
gency and must be available to them at all times while on duty. Employes shall see that the flashlights are maintained in good operating condition at all times and shall report defects, burned-out bulbs, exhausted batteries, etc., to the district representative for correction or replacement.

Place the step box for use by passengers when the distance from the lower step of the car to the station platform or ground is 12 inches or more. The step box shall be carried; never thrown or dropped into position. When placed for use it shall extend endwise from car steps and rest evenly and firmly with the word "Pullman" to the front.

When car is in service the step box is carried on the vestibule platform close to vestibule door. If the step box is lost or left en route the porter shall report the matter to the conductor promptly so that he can arrange for recovery. When the car is not in service the step box is carried in men's washroom under basins to prevent employes falling over it. In cars that do not have large washrooms, the step box shall be stored in an end room.

First aid kits are located in locked cabinets in passageways of most cars. These kits contain sterile gauze pads, adhesive plaster, small adhesive dressings and mercurochrome solution. Instructions for use of these items are printed thereon, and none shall be used for purposes other than that intended. Make notation on the inspection report of any of the first aid items used, so that
they can be replaced. Each employe is furnished with a key to the first aid cabinet to be carried at all times while on duty.

When cars are used in special service with camp parties, football fans, athletic and student bodies, etc., the conductor shall check the cars at the beginning and end of the trip and make report to the district representative of any shortage, and damage to cars or equipment.

To prevent theft of equipment and supplies porters shall see that equipment is placed in proper lockers and that such lockers and end doors are locked at the end of the trip.

Windows in lightweight cars are sealed and cannot be raised. Certain of these windows are "hinged" and may be opened in emergencies to handle invalids. It is preferable to have a mechanic handle the windows in such instances and, except for some isolated cases, arrangements therefor are made in advance by the district representative.

Windows are sealed in some air conditioned heavy weight cars. In such cars certain windows may be raised; these are stenciled "Sash to Raise." To avoid injury when raising windows, the window jack is to be used. Also, when lowering the outside window sash use the berth key to release the spring catch which holds the sash in open position. Employes shall see that both outside and inside sash are lowered before leaving car.

Some cars have windows in upper
berths. The slides of these windows may be opened by the passenger but shall be in a closed position at all other times. Employees must check the space between the slide and the window glass when making down or putting away the upper berth and remove any rubbish, cigarette butts, ashes, etc.

**Water System—Watering Cars—**
Water is supplied from tanks under the car and reaches the various outlets in the car by means of air pressure. A card showing the diagram of the water system, and the various drain and shut-off valves, is located in the electric locker. Employees shall see that cars are supplied with water prior to departure from terminals and at the watering stations en route.

**Hot Water—** The Employe must test for hot water prior to reception of passengers and before passengers arise in the morning (approximately 6:00 A.M.). If no hot water is available make immediate report to the conductor so that he can arrange for steam to be furnished. When adjustments are needed in air-pressure, tanks need flushing, etc., make notation to that effect on inspection report.

**Draining of cars** is necessary when steam is not furnished and there is danger of freezing. A card, on which specific instructions for draining cars are outlined, is located in a holder in the electric locker of each car. On some of the lightweight cars these instructions are contained in the Special In-
structions Manual located in an envelope in the clean linen locker.

Water Coolers—Icing of, etc.—Ice compartments of water coolers are filled by yard employes at terminals but must be filled by porters at icing stations en route. Porters shall use ice buckets to procure ice which is furnished in pieces small enough to be accommodated in the ice compartment. Large chunks of ice must not be carried into the car. If ice is not furnished in pieces small enough for coolers make report to the district representative for correction. Do not use ice compartments as coolers for food or beverages. Ice buckets when not in use shall be stored, bottom up, in the equipment locker.

Some lightweight cars have coolers which are iced from the outside by railroad employes. Such cars are equipped with a water-circulating pump. When setting up the car the porter shall start the circulating pump motor by pushing the control button located at the left side of the cooler cabinet in the passageway. If the button later is found tripped out the porter shall “re-set” button by pushing it in again.

Some cars are equipped with a mechanical refrigerator to provide drinking water at passageway faucet and in some cases to faucets located in each accommodation. Upon taking charge of the car, water cooler switch must be turned on to assure an adequate supply of chilled drinking water being available to passengers.
Cars shall be kept clean and well ventilated at all times while en route. Pay particular attention to lounges, observation rooms, smoking rooms and toilet rooms, ash stands and trays, cuspidors, etc.

Space vacated en route shall be thoroughly cleaned immediately so it will be ready for occupancy at any time. Clean each section or room as beds are made and put away.

Wash rooms shall be given special attention. Porter must check washrooms frequently, particularly in the morning, to see that they are in first-class condition. Women’s dressing rooms require particular attention and employees shall inspect and clean them frequently, maintaining supply of towels, etc. Employees must announce entry to ladies’ dressing room by use of the buzzer or door knocker. The entry door to the ladies’ dressing room shall be in the open position while the employe is cleaning, etc.

Wash basins, mirror, and toilet shelves shall be maintained in a clean condition. A can containing a substance for use in cleaning metal basins is stored on a shelf in the equipment locker.

Disinfectants and Deodorants. A jug of disinfecting and deodorizing solution is carried in the equipment locker of each car. This liquid will kill bacteria or germs when it comes in contact with them. It will also destroy bad odors. It should be used with judgment whenever there is any occasion for it.
Cuspidors shall be cleaned as often as necessary, using dampened paper which should be thrown away. Cuspidors must always contain a small amount of water equal to approximately three drinking cups full. One extra cuspidor is carried in the equipment locker for use in emergencies, in the event a passenger becomes ill, etc. If used by coughing passenger, use disinfectant solution in sufficient amount to cover the bottom of the cuspidor.

Trash and other litter shall be collected promptly. On standard and tourist cars in regular or special service, trash may be collected in an old newspaper or discarded hat bag. Trash bags for this purpose are furnished on cars used in military service only. Bags of trash shall be kept in the equipment locker, out of passengers' sight, until stations where trash cans or boxes provided by the railroads are reached, at which time the trash bags must be emptied. Trash, newspapers, used cups, garbage, bottles, etc., shall not be thrown or swept onto the railroad right-of-way.

Sweeping. Use long handled whisk broom and dust pan for gathering up ashes, matches, cigar and cigarette butts, and other rubbish from floor. If properly used, they will not raise an appreciable amount of dust. When not in use they shall be set out of the way so as not to be a safety hazard.

Use large broom for cleaning off the vestibule and steps when necessary and when interior cleaning is done by por-
ters at outlying points after car has been vacated. Do not use the large broom for dry sweeping of car interior or smoking room when car is occupied.

**Dusting**—Keep window ledges and cappings, and passageway walls free of dust, lint, etc. Use the dust rag for this purpose. Dust must not be stirred into the air and the dust rag shall not be shaken in the car. Place dust rags which are too soiled for further use on the floor of the clean linen locker.

**Mopping**—Uncarpeted floors inside of cars are to be mopped. Use mop and wringer bucket with water which shall be drawn from the porters' faucet under washstands or in public toilet. Mops, cloths or brooms must never be moistened in the water of the toilet hopper. **Soap or deodorizer shall not be added:** clear water only is used. Floors shall be mopped thoroughly dry at once so that surface will not be slippery. When passing through car to mop at opposite end, the mop shall be carried in the bucket.

The floor of the toilet room must be mopped last to avoid germs on that floor being spread to other floors. After it is rinsed and wrung dry, place the mop in the equipment locker, head end up. Store mop and wringer bucket in the equipment locker when not in use.

Toilet room floors that have offensive odors may be sprinkled with disinfectant deodorizing solution and wiped with an old cloth or paper which shall then be thrown away. No large amount of
the disinfectant deodorizing fluid should be left on the floor because of its pungent odor and because it makes the floor slippery. If sputum, vomit or other discharges get on the floor or on the furnishings, moisten the place with the disinfectant solution before trying to clean it up. Use a rag, wet with this solution, to wipe up the discharge. Discard the rag after such use.

**Keep vestibules clean at all times.** Hand railings and under side of trap doors are to be wiped with the dust cloth immediately before receiving and/or discharging passengers. Carefully sweep cinders or other refuse through openings over buffers or off the vestibule at station stops. Exercise care so as not to sweep such dirt onto people on the station platform. Mop vestibule platform when need therefor is indicated but it shall be wiped dry immediately thereafter to prevent accidents from slipping. **Vestibules must not be mopped in freezing weather.**

**Keep vestibule platforms and steps free of ice and snow by liberal use of salt.** Cars with steps of aluminum construction are supplied with sodium acetate crystals which are to be used instead of salt in removing snow and ice. Sweep snow from car steps back along tracks so as not to create an injury hazard on station platform.

**Cleaning Cars at Outlying Points—** Specific instructions will be given when car cleaning is to be done by the porter at outlying points.
Care of Toilets—Flushing, etc. Toilet room doors must be locked and toilet shall not be flushed while cars are standing in stations unless soil cans are provided. This is also true while cars are passing over certain "watersheds" which are areas that drain into reservoirs for domestic water supply. Employees will be given special instructions locally regarding location of such watershed areas. Toilet room doors must also be locked and toilets shall not be flushed while cars are within the limits of military reservations. Toilets shall be flushed by the employees when locking or unlocking doors prior to arrival at or leaving restricted areas. If toilets are occupied until too late to flush before arrival at terminals they must be flushed in unrestricted areas after car leaves station and before arrival at coach yards.

Toilets shall be inspected frequently and hoppers cleaned when necessary. Use disinfectant (deodorizer) solution in hoppers to destroy bad odors when this cannot be accomplished by flushing.

Bottles or anything likely to damage hopper bowl shall not be thrown therein.

Employees shall comply with all local station, terminal, or yard sanitary regulations, and while in yards shall use facilities provided for employees in the yards.

Care of hopper, hopper chutes, basin and cooler drains, etc., during freezing weather. During freezing temperatures place a small quantity of sodium acetate
crystals or salt, whichever is available, in all hopper chutes, basin and cooler drains, etc., at intervals of every two hours or so, to reduce the possibility of these facilities being frozen. Passengers in rooms must not be inconvenienced but the same procedure shall be followed with drains and hoppers in rooms when passengers are in the diner, lounge, or otherwise absent. When placing acetate crystals or salt in wash basin drains the basin shall be washed out thoroughly each time.

Each car is equipped with a fly swatter. The employe shall use it to kill flies or other insects that may get into cars at any time.

Vermin, roaches, mice, etc. The extermination of vermin, roaches, mice, etc., requires special treatment by yard forces. Any evidence of or complaints regarding them shall be brought to the attention of the Pullman conductor immediately. The conductor shall then examine accommodations, talk to the passenger, offering necessary apologies and suggest transfer to other accommodations if available. Note the nature of the complaint on the inspection report. The conductor and employes assigned to the car shall make complete written report including the name and address of the complainant to the district representative.

Fire—It is important that every precaution be taken to prevent fires in cars. Keep the space under washstands and storage places clean and free from
oily waste and combustible material of any kind.

The employee shall make certain he understands the operation of the fire extinguishers or call upon the district representative for instructions. Before using fire extinguishers in air conditioned cars, shut off the blower fan, exhaust fans, and lower berth ventilating fans, and close all fresh air intake damper controls.

Use of alcohol or oil lamps or stoves in Pullman cars is prohibited under all circumstances.

Banners or streamers shall not be placed on side of cars or exterior of cars marked with chalk or other substance.

Accidents and damage to cars. Every case of accident or damage to cars shall be called to the attention of the train conductor immediately. Report of Damage, Form 93,141, which must be signed by the train conductor, shall be prepared by the conductor or employee in charge and turned in to the district representative in every instance of damage to cars, including all cases of breakage of metallic steam connections, valves, couplings, knuckles, paint scratches, broken glass, etc. Also show cause of damage on the report. When making out the report, employes shall be careful to distinguish between "head on" and "rear end" collisions, derailments, etc. Avoid the use of the word "wreck."

Slid flat wheels, hot boxes, etc. Every case of slid flat wheels, hot boxes, etc.,
shall be reported immediately to the train conductor. Also report each such case in writing to the district representative, giving information regarding the extent of damage, when and where it occurred, etc.
VENTILATION—COOLING AND HEATING

Maximum comfort for passengers demands that car service employes maintain cars at proper temperatures with adequate fresh air, free of dust, cinders and smoke.

On air conditioned cars both cooling and heating is thermostatically controlled; on non-air conditioned cars the employe must control heating and ventilation by manual operation of heat valves and opening and closing of windows, etc.

In air conditioned cars the air is filtered and warmed in cold weather, and cooled in warm weather. There are several systems of cooling in use, namely: Ice, Mechanical, Steam Ejector, Waukesha, Dynamotor, and Electromechanical. Each car is supplied with a set of instructions which explains the system in use on that car.

Employees will study system in use on cars on which they operate. Instructions given on instruction card shall be followed and temperature will be automatically controlled. Troubles which may occur en route are listed on the card, as well as measures which employes may take to correct them. The conductor must make notation on inspection report, also a complete report at destination of car on Form 93.1384 of any failure or of any complaints made by passengers regarding the operation of the air conditioning system.
Fresh air intake shall be kept open at all times except when passing through tunnels or snow sheds, when locomotive gases cause discomfort or when it is necessary to conserve heating or cooling. Exhaust outlets shall be kept open at all times, unless the suction created serves to draw foreign materials such as dust, sand, gas, etc., into the car. Close all damper controls in the event of a fire on the car. When comfortable temperatures cannot be maintained using all fresh air, recirculating air damper or curtain shall be adjusted so that more air will be recirculated. This damper or curtain is located near fresh air intake. To admit more fresh air adjust damper to a more open position; to reduce amount of fresh air adjust damper to a more closed position. The curtain operates on a roller and to increase amount of fresh air the curtain should be drawn over the grille; to reduce amount of fresh air roll the curtain back exposing a larger area of the grille. Some cars do not have damper controls as the amount of fresh and recirculating air was pre-set by the design engineers and on these cars no adjustments can be made.

Blower fan shall be operated at “normal” except when airing out the car at night and in the morning, when it shall be operated at “high” for approximately 5 minutes. Air out car an hour before passengers are called in the morning and at night after they retire. During this airing out procedure both end doors are to be opened. On some cars the Blower Fan Switch settings vary and are not
marked "normal" and "high." On these cars it will be necessary to refer to the instructions to select the correct fan switch setting.

In very hot weather when a rapid circulation of air will increase comfort, the blower fan may be operated on the "high" setting. Likewise in very cold weather, when too rapid circulation of air may lead to complaints of cars being drafty the blower fan may be operated on the "low" setting.

Air inlets in all rooms shall be "open" at all times. Exhaust outlets in all rooms must be "open" at all times except in unoccupied rooms en route.

Lightweight cars having exhaust dampers and exhaust fans shall have exhaust dampers "open" and blower fans "on" during the time car is in service, unless otherwise specified in individual car instructions. If passenger mentions drafts, exhaust outlets may be closed. In case passenger is especially susceptible to air movement, it may be necessary to close air inlet partially, but if this is done air supply to room is reduced and it may become stuffy.

Ventilator Stick in rooms shall always be available for passengers' use to open or close exhaust outlets if they wish.

On night trains on which beds are made down and cars set for occupancy for some time before departure, daytime temperature will be maintained until departure.

Berth Ventilation. When open section
lowers are prepared for occupancy, ventilation is provided either by individual lower berth ventilating fans or through operation of a single unit lower berth ventilating fan which supplies air to adjustable air inlet nozzles located on the wall side of berth. On certain lightweight cars adjustable air inlets of the grille type for upper and lower berths are located on the cross partition.

**Heating Difficulties.** Many cars have a red pilot light which glows when trouble is experienced with heat valves. When this occurs all heat valves shall be checked by hand to make sure they are not sticking. It is also possible for valves to stick without the red light burning, due to blown fuses or a burned out light bulb, and it will, therefore, be necessary to check all valves and fuses wherever trouble is encountered with the heat system. Instructions on the car must be referred to for detailed instructions as to the procedure to be followed in overcoming heating difficulties.

On most lightweight cars, overheating will occur if voltage is low as evidenced by lights not being as bright as usual, in which case the car should be reconditioned if it is possible to do so.

**Remote Floor Heat Control.** Rooms in many lightweight cars are equipped with individual heat selector switches which govern the temperature provided by the floor heat radiator only, within a 65° to 80° range. In the event this automatic control of floor heat fails, the valve in that particular accommodation must be operated manually to the “ON”
or “OFF” position as necessary to maintain a comfortable temperature.

**Air Conditioning Specialties.** Some cars are equipped with numerous specialties, all designed to improve the air conditioning performance of the cars. These specialties include: Electro Airmat filters, Rotoclone Units, Fulton Sylphon heat, special switches and circuit breakers, all of which are referred to in the individual instructions found on the cars.

**Non-Air Conditioned Cars.** The control of temperature and fresh air in non-air conditioned cars depends entirely upon the car service crew. Fresh air is admitted through dropping of sash in end doors, raising of windows, or through sash ventilators; and stale air is removed through automatic exhaust ventilators located behind deck sash having a “V” shaped pull, or a “V” stenciled on the face of the deck sash or through ventilators which have a circular shutter.

Electric exhaust fans marked “EX FAN” are located behind other deck sash to take over the work of the automatic ventilators when train is not in motion. Pulling down on the deck sash in front of them operates a switch and turns on the fan.

Drop-sash in end doors of such cars shall be lowered several inches at all times to allow free inflow of air, but not to extent of discomfort by causing drafts in cold weather or by admission of too much dust.
Detailed instructions pertaining to the heating and ventilating of non-air conditioned cars are contained in the instruction card located in the electric locker.
LIGHTING SYSTEM

The electric lockers in all lightweight cars contain high voltage electrical apparatus. In order to avoid accidentally contacting this high voltage equipment, it is urgent that car service employees **do not step inside** electric lockers on these cars. Controls that car service employees are expected to operate on these cars, can be safely reached from a position outside the electric locker.

Cars are equipped with a generator which furnishes electrical power to the storage battery which in turn furnishes electrical current for the car lighting system. When the generator is not working, the battery (which has a limited capacity) is being depleted and lights in the car must be used economically. When lights begin to dim, the battery is nearly discharged and a trainline connector shall be applied at once.

The generator should generate current and the green pilot light at electric locker should be lit when the car is running 15 miles or more per hour. If the light is out, it indicates that the generator is not working. When this occurs, the main generator fuse should be checked to see if it is blown. Some cars are equipped with a fuse holder which has two fuses. With this type the fuse holder may be removed and turned around, thereby applying a new fuse. If replacing the main generator fuse does not cause the generator to operate, then the cartridge type field fuse shall be tested in the fuse tester and if de-
fective replaced with an extra fuse carried in the supply drawer. The aforementioned fuses must not be tested or changed while the train is in motion.

**Trainlining.** If replacing fuses does not correct the trouble, trainline the car to the adjoining car, providing both cars have the same battery voltage and are not 110-volt capacity. That is, two 32-volt cars may be trainlined together, or two 64-volt cars may be trainlined together, but under no circumstances are car service employes to trainline two 110-volt cars together due to the safety hazard involved. The voltage of the car battery may best be determined by observing the color and stencil marking on the trainline receptacle located in the vestibule. These receptacles are marked as follows:

- **Black**—stencilled 32V (these receptacles may be trainlined to similar receptacles.)

- **Orange**—stencilled 64V (these receptacles may be trainlined to similar receptacles.)

- **Red**—110V (these receptacles are not to be trainlined to any cars by car service employes.)

Some cars carry special instructions regarding trainline procedure, however, the standard method to be used generally by car service employes is shown below:

1. Open trainline switches in both cars;
2. Put up trainline connector between cars, tightening wheel or thumb screw firmly on contact;
3. Close trainline switch in car from which power is to be taken;
4. Open battery or main light switch in car with weak batteries;
5. Close trainline switch in car with weak batteries;
6. Close main light switch and use lights sparingly.

In the event that lights do not come on after following the trainlining procedure, the trainline switch fuses or trainline circuit breaker shall be checked to see that they are in good condition.

To remove the trainline connector, proceed as follows:
1. Open trainline switch in car that failed;
2. Close battery or main light switch in car that failed;
3. Take down connector and store in locker;
4. Open trainline switch in car from which power was taken.

If testing and replacing fuses and trainlining car does not correct failure, telegraph the next terminal so that electrician can meet train and make repairs.

On certain cars it is not possible to operate the air conditioning equipment
when trainlined as the current draw from the battery on the car from which power is being taken is excessive and would cause the trainline fuses to blow or the trainline circuit breaker switch to trip out. The individual instructions on these cars will be followed accordingly.

Battery trainline connectors are to be taken down at the end of the trip or when cars are cut in or out of train en route, except when specific instructions provide otherwise, such as with 110 volt car systems.

All car lighting failures, including dim or flickering lights, must be reported on Form 93.1384 which is used for reporting failures of air conditioning as well as car lighting equipment.

**Berth Lights.** Berth lights must be on when cars are opened to receive passengers if berths are made in advance and receiving time is less than one hour. When receiving time is an hour or more, berth light will be turned on when each passenger is ushered to space. Bulbs in receptacles shall be kept clean and lights extinguished when not required.

**Ceiling Lights.** Turn off ceiling lights above berths in section cars as passengers retire. When all have retired, all ceiling lights shall be off.

**Night Lights.** Lights in the aisles, vestibules, passageways, women's and men's rooms and toilet, must be on all night.

During daytime hours, necessary
lights only shall be on; such as lights in general toilets not having windows. Switches on the main panel board which control lights to room accommodations must always be in the "ON" position so that passengers in rooms may avail themselves of the lights at all times.

**Deadhead Cars.** Deadhead cars shall be sufficiently lighted for passengers and train crew to see their way through them at night.

**Unoccupied Rooms.** During evening hours or after dusk at least one light shall be on in each unoccupied room, preferably a reading-type light. Entrance doors to unoccupied rooms must be kept in full open position at all times so that the interior of rooms is readily visible. These instructions shall be followed closely so that cars may be properly guarded. This arrangement is subject to local regulations.

If failure occurs in circuit controlling lights, fans, razor receptacles, door operators, water coolers, etc., test fuses and replace as required. If car is equipped with circuit breaker switches, instead of fuses, they shall be checked and reset. **Do not place coins or other pieces of metal underneath fuse plugs.**

After passengers have been discharged, main light switch must be opened or turned "OFF" before employees leave car.
PREPARING AND PUTTING AWAY
BERTHS

Berths, sections and rooms which have been sold in cars leaving at a late hour at night shall be ready at receiving time so that passengers may retire without delay. Make-down information will be furnished employes showing space sold and how it shall be prepared. Break down enough extra sections to take care of late sales but linen shall not be spread until required.

When preparing berths and rooms in advance of reception of passengers, porters are permitted to use production methods in arranging all seat cushions, placing all mattresses, distributing linen, etc., in order to save time. When making down car in service, one section or one room shall be completed before starting make-down of another. Handling of berths and loose equipment must, in all cases, be done in a quiet and careful manner to avoid damaging equipment and annoying passengers.

Berths will be prepared en route only after obtaining passenger's permission and must not be put away without permission from passengers, or until they have taken possession of their effects placed therein. Any property left in berths shall be returned to the passenger before putting berth away.

Beds shall be made with head towards engine except as follows:

The head of folding wall type
berths, double-pivot and elevator type upper berths is made at reading light end. Sofa type rooms will be made with head away from window.

When air inlet is located on stationary headboards, berths will be made with head at same end as air inlet; except that in end sections adjoining washrooms lower berths shall be made with head away from washroom. If air inlet is in section partition below the headrest, head of bed shall be made at opposite end from air inlet.

In sections equipped with individual folding upper berth ladders, upper berths shall be made with head at the ladder end.

In section type drawing rooms and compartments, upper berth shall be made with head at ladder end, sofa bed with head away from door.

Where fan box has been left in position, prepare lower berth with head at end opposite from fan box. (Fan boxes may be left up only on those cars arriving early in the morning before beds are put away and departing at night after beds are prepared. In all other instances, fan boxes shall be taken down and placed under section seat. Brackets are to be stored in bag in equipment locker.)

Employees will comply with special requests of passengers who desire beds prepared with head in opposite direction from customary practice.
Porters shall use small step ladder in preparing berths and are prohibited from standing on seat cushions, mattresses or seat arms. Use dust rag under hands when touching berth fronts.

While en route only sufficient linen to prepare a section or room shall be taken from locker. Only clean, dry linen in good condition will be used on beds. Do not allow bedding to come in contact with the floor.

Switch controlling auxiliary blower for berth ventilation, in cars so equipped, shall be turned on when starting to make down berths en route, or at receiving time when berths are made down prior to occupancy. Porters must call passengers' attention to berth ventilating features and explain their use. Turn off berth ventilation when last passenger arises in the morning.

Upper berth hold-down strap, issued to porters requiring them, shall be used for holding down berths until the safety support rods can be fastened. The use of ventilator stick for blocking uppers in open position is prohibited.

When breaking down berths in sections and rooms porter shall carefully fasten all of the mechanical attachments and safety devices which are provided for holding the beds firmly in position. These include upper berth safety support rods or bars, safety guards, safety curtains, safety straps, hold-down latches, safety links, folding bed legs, and ladder attachments. In event bed is operated by the passenger,
porter must explain operation of the bed, safety features, etc.

Pillows shall be fluffed by striking smartly several times with the open hand before placing on beds. After applying slip, smooth out by forcing pillow into corners of slip. When placing pillows in slips do not hold slip or pillow with teeth or chin, and do not permit use of pillows without slips.

Mattresses shall be folded in half when removing and returning to upper berths for easier handling and to avoid scratching finish on berth fronts.

Two mattresses shall be used on lower berth when prepared for single occupancy of double bedrooms, compartments and drawing rooms, or when the upper berth is not to be occupied, unless advised to the contrary by the occupant. When preparing bed with two mattresses, if the upper berth mattress is shorter than the lower mattress, use the smaller mattress underneath, with both mattresses even at foot of bed, and roll a blanket and use it as a filler in space at head of bed.

Mattresses for upper and lower berths in some rooms vary as to length, width or thickness and if removed from one berth for use on another porter must see that mattresses are returned to the berth where they belong.

Tidies on convertible sofa backs shall be removed and placed on sofa seat before lowering sofa back, to avoid wrinkling.
Blankets. Chocolate colored blankets are to be spread on beds with the dark side uppermost and "Pullman" insignia at head. Cedar blankets and others having Pullman, Railroad, or Train insignia in center shall be spread with insignia facing foot of berth.

One blanket is to be spread and one extra blanket furnished on all beds throughout the year in air-conditioned cars. Extra blanket is to be rolled on all open beds, and folded on passenger-operated roomette-type folding beds.

To roll extra blanket, single out a blanket and spread over prepared bed with top edge 8 inches from head partition, fold back from foot even with the end of mattress, tuck in at wall side, then roll blanket tightly from front to back, letting roll rest snugly in crotch between mattress and wall.

To fold extra blanket for short roomettes and folding wall beds where space in closed bed is limited, fold a blanket twice crosswise and place on prepared bed, extending from the foot toward head, tucking about 10 inches under mattress at the foot.

To fold extra blanket for long roomettes and folding wall beds where space in closed bed is adequate, fold blanket in square and place under pillows at head of bed.

Berth Curtains. In hanging berth curtains take care to see that the number on curtain corresponds with the section number, Berth curtains provide
privacy, as well as safety for upper berth passengers, and all flaps, loops and straps shall be buttoned to rods, headboards or section fronts.

If car is equipped with fan boxes, fasten curtain around fan box and close flap in fan box opening in curtain at opposite end.

When the section adjoining prepared section is not made down, curtains extending into the adjoining section shall be draped around headboard by hooking the last three hooks over curtain rod side arm as far back toward side of car as possible and curtain arranged to lay smoothly over seat arm and cushions.

If upper is not occupied, leave upper berth curtains open, however, they shall be fastened to upper guard rod by button nearest center so they will not swing out. Arrange bedding neatly in unoccupied berths, with pillows placed at head of berth.

One extra set of berth curtains is carried on shelf of soiled linen locker in cars having drawing rooms, compartments or bedrooms equipped with upper berth curtain rods. When rooms are split and separate berths are sold at berth rates, hang curtains and leave entrance door open.

Upper berth ladder of the folding type found in most lightweight section cars must be fastened in position when lower is made, even though the upper berth is not occupied, in order to avoid disturbing lower berth occupant in event
the upper is sold during the night. Take care to avoid punching holes in berth curtains or in clothing of lower berth passengers when attaching thumb screws of ladder to section front. Place hand-hold strap on curtain rod above ladder between the two portions of curtain where it can be conveniently reached. The long portion of curtain at ladder end of berth shall be draped over the outside of ladder to afford passenger privacy while using ladder. A loop on long portion of curtain is provided so curtain can be buttoned back out of the way while porter attaches ladder.

Room ladders, when stored in upper berths, shall be placed with the hook side facing downward into bedding and covered with blankets or pillows to prevent damage to ladders and bunklining.

When stored under sofa seat, ladder shall be placed back against the partition, in holding clips if provided, to allow maximum space for baggage.

SECTION SPACE

Makedown of Lower Berth. Wipe dust from window ledges and berth front, and lower window shades. Move fan box to front of berth within reach, in car so equipped.

Pull seats together and drop seat backs, making sure seat slide knobs are engaged and that cushions are level. Sign "Adjustable Seats" on section side finish indicates car is equipped with Randall-McKinnon seat slides consisting of angle iron frames in which the cush-
ions are fastened. Use webbing hand strap at top of seat back to assist in handling seats quietly.

Place mattress roll at head of bed. Adjust headrest to vertical position at head of bed and attach safety cord to hook near light fixture.

Unlock and pull down upper berth; use hold-down strap to hold berth against spring tension, hooking strap over edge of berth and to knob on headboard lock.

Raise curtain rod to engage ceiling locks; release and fasten safety support rods at head and foot of upper. Wipe dust from edge of upper to prevent soil- ing passengers' clothing when placed on hanger in lower.

Place string hammock or canvas rack in position, wiping rack free of dust and lint.

Remove headboard stored between mattresses and place in position to left of section, locking securely. If car has sliding headboards, lock into open position.

Fold lower berth mattress in half and lift out of upper, placing on cushions in lower with front edge even with seat cushions and the foot about 1 inch away from partition to allow room for hands in tucking bedding. Do not raise head- rest at foot to form a shelf until linen is spread.

If car is equipped with fan boxes, place brackets on lower front edge of
headboard just clear of seat back at foot of berth with "V" bracket facing berth. Place fan box in bracket after bed is spread and insert plug in receptacle on side wall. Test fan to make sure it is working properly and leave switch turned off.

Spread first sheet tightly over mattress and tuck securely all around.

Spread second sheet with front edge hanging even with bottom of seat cushions; smooth out to the four corners of berth. Fold back 6 inches across head and shift the sheet toward head until edge of fold touches the partition.

Make a pleat in second sheet across foot of bed by grasping sheet in corners and folding it back on top of bed, tucking end of sheet under mattress. If sheet is too short to make pleat and tuck under, do not tuck under mattress but push sheet down loosely between the mattress and partition.

Tuck second sheet under corners at foot and along back of bed. Push sheet down loosely between mattress and arm rest at foot, leaving it draped over arm rest at head.

Spread blanket with front edge hanging 1 inch above edge of second sheet, end of blanket at head even with partition. Smooth out to the four corners of berth.

Make a 4 inch pleat in blanket across foot of bed by grasping blanket in corners, lifting and doubling it over on top of bed, then tucking surplus blanket
under end of mattress. Tuck corners under smoothly to avoid lumping under mattress. Fold the pleat back so it lies down neatly over end of mattress.

Tuck blanket under mattress at wall side from center of berth to foot. Do not tuck blanket along seat arm at foot but push it down loosely between mattress and seat arm.

Turn back the 6 inch surplus of second sheet at head over end of blanket and fold down from head until lower edge of fold is even with end of seat arm. The back portion of large fold is smoothed out and bedding tucked under the mattress along wall. Straighten fold at seat arm and make a triangular fold of bedding down center of bed, then fold the triangle back on itself to make a smaller triangle half the size. The small triangular fold of bedding is then turned over toward seat arm with the angle of fold cutting the corner of seat arm. Check the appearance of bed and smooth out where needed.

Stand pillows neatly against partition with closed ends of slips meeting in the center.

Makedown of Upper Berth. Use small step ladder and dust rag when preparing upper berths. Pull clothes rack out to expanded position to form a shelf, wiping it off with cloth.

Pull mattress out so it overhangs edge of berth about 12 inches. Spread first sheet over mattress, letting sheet hang about 12 inches below edge of mattress at front, back of sheet to lie out on
springs. Tuck sheet under mattress at head and foot.

Spread second sheet same as first. Fold back 6 inches of sheet across head and shift the sheet toward head so edge of fold is even with end of mattress. Make a pleat across foot of bed by grasping sheet at corners of mattress, folding it back on top of mattress and tucking end of sheet under mattress.

Spread blanket with head end even with mattress and front edge hanging down 1 inch above edge of sheets. Make a 4 inch pleat across foot of bed same as in second sheet, tucking end of blanket under mattress. Turn the pleat down neatly over end of mattress.

Fold the 6 inch surplus of second sheet down over end of blanket across head; make a large fold of second sheet and blanket down from head about 12 inches or even with lower berth seat arm. Make a triangular fold with folded edge in center of bed; then fold the triangle back once on itself to make a smaller triangle half the size. Spread and roll extra blanket to the back edge of mattress.

Using porter's ladder, place hands underneath mattress, shift mattress and bedding back into bunk, lifting mattress at the back while doing so, in order that sheets and blanket will tuck under at the back. Tuck bedding loosely along front of bed. Place pillows in far corner at head, one pillow standing in front of the other, open ends of slips in corner.

In cars having upper berth windows,
porter will check operation of the sliding panels and remove any trash which may be found behind the panels. Sliding panels should then be closed.

**Putting Away Berths.** Arrange contents of upper berth as follows:

1. Upper berth mattress next to springs.

2. Two upper berth blankets folded once crosswise are spread separately over mattress with folds to the back, and surplus tucked under mattress in front.

3. If car is equipped with folding upper berth ladders, place ladder on top of upper berth blankets, with screws downward and tubular handle to the right.

4. Berth curtains to be unbuttoned from rods, and upper curtain buttoned to lower curtain; fold by bringing outside hooks together twice; fold the top quarter of curtain so hooks fall forward in center; place in center of upper berth covered by folds of lower portion of curtain.

5. Fold one lower berth blanket once crosswise; spread over upper with surplus at front folded back on top.

6. Fold the second lower berth blanket and spread in upper in same manner with surplus left hanging at front.

7. If car is equipped with removable
headboards, place in upper berth to the right of location where used, centered in berth on top of blankets, with hinge side to wall and lock toward location where headboard is used.

8. Fold lower berth mattress and lift into upper; turn surplus of blanket up over the mattress.

9. Place lower berth hammock on top at center and tuck loop ends between blankets.

10. Place the pillows crosswise of berth, back against the bunk lining.

11. Use upper berth hold-down strap to hold berth against spring tension, drop curtain rod against pillows, and close berth to last notch.

12. Place mattress extension roll on shelf under seat back, and return seats, backs and headrests to day position.

**Makedown of Single or Double Occupancy Section.** Single and double occupancy sections are prepared in the same manner as lower berth except that two mattresses are used instead of one, three pillows are furnished, and the upper berth is closed.

Place bottom mattress against partition at head of berth, and place top mattress within 1 inch of partition at foot; extension mattress roll to be placed at head of top mattress. If car
is equipped with hair mattress in uppers, use hair mattress underneath lower berth spring mattress.

Pillows on SOS or DOS beds are arranged same as lower except that a third pillow is placed along window with the open end of slip in corner. A fourth pillow should be furnished if requested.

When upper mattress is used on lower berth, porter will arrange bedding remaining in upper berth in such a manner as to prevent rattling of springs, etc., when upper is pushed up.

Upper and lower portions of curtains are buttoned together so curtain hangs straight down from curtain rod and center hooks crossed over on rod to hold top of curtain closed. One hook on each curtain is applied in reverse to prevent support rods falling in event they should come loose from holding clips at center of curtain rod.

Extension coat hangers, two per section, arc to be attached to the pants bar of coat hanger on curtain rod, one at head and one at foot. Hang long garments on hanger toward foot of bed.

Place section safety guard cords in position, except at end sections. Fasten clamps to headboards, at height corresponding to upper berth when lowered, one at head and one at foot of berth so that the screw of one clamp and eyelet of the other will be inside the section. Safety cords are then hooked to the clamps, with the end containing rubber washer hanging down, which will prevent metal hook rattling on section
front. Explain purpose of safety cord to passenger and demonstrate how cords hook together at center and suggest to passenger that cord be used for his protection. Safety cord cannot be applied if passenger in adjoining berth has retired. When not in use fasten cords and clamps together and store on shelf of soiled linen locker.

Make inquiry of passengers as to whether they desire semi-darkness or total darkness within section. If total darkness is desired, arrange light excluding canopy as follows:

Place a blanket lengthwise in lowered upper berth, with outside edge hanging down to within a foot of top of seat arm. Close the upper leaving curtain rod in raised position, and draw outside edge of blanket over curtain rod hooking berth curtain hooks over blanket on the rod, thus holding blanket firmly in position. Draw ends of blanket over curtain rod arms at each end of berth. Where no blanket is available for making canopy, use a sheet arranged in the same manner. If necessary, use two sheets together.

Fan boxes will not be applied in SOS or DOS sections unless requested by passengers; however, when changing a lower into a section, fan box may be left up to avoid delay.

**Roomettes and Duplex-Roomettes**

**Roomette** bed is prepared as follows:

1. Spread first sheet tightly over mattress and tuck securely all around.
2. Spread second sheet with front edge hanging 16 inches or even with bottom of seat cushion; smooth out to the four corners of berth. Fold back 6 inches across head and shift sheet toward head until edge of fold is even with end of mattress.

3. Make a pleat in second sheet across foot by grasping sheet at corners of mattress and folding it back on top of bed, tucking end of sheet under mattress. If sheet is too short to make pleat and tuck under, do not tuck but push sheet down loosely between end of mattress and bed box. Tuck sheet under corners and along back of bed.

4. Spread blanket with front edge hanging 1 inch above edge of second sheet, blanket at head to be even with end of mattress. Smooth out to the four corners of berth. Make a 4 inch pleat in blanket across foot of bed by grasping blanket at corners, lifting and doubling it back over top of bed, then tucking surplus under the end of mattress. Tuck corners under smoothly to avoid lumping under mattress, and fold pleat back neatly over end of mattress. Tuck blanket under at back from center of berth to foot.

5. Turn back the 6 inch fold of second sheet over end of blanket at head, then make large fold straight
across head of bed with the lower edge even with door frame nearest head of bed. Smooth out fold and tuck under along back of bed.

6. Tuck bedding under mattress at front loosely but sufficiently to hold bed together when closed to day position.

7. Pillows are placed across head of bed, one in front of the other, open ends of slips to back of bed.

To put away "long" roomettes having adequate space for bedding, blankets are folded several times into a square and placed at head of mattress; pillows are placed crosswise on top of stored blankets, one pillow in front of the other.

In "short" roomettes where storage space is limited, blankets are folded twice crosswise and placed on bed, one on top of the other, extending from the foot toward head, with 10 inches tucked under mattress at foot. Pillows are placed across head, one in front of the other.

Upper Duplex-Roomette. The bed is prepared in same manner as outlined in detail on page 110 for roomette, except pillows are placed across center of bed, one in front of the other, so they will not obstruct free movement of the mattress which doubles over at the head when bed is closed. When putting bed away, blankets are stored same as outlined above for "short" roomette, and pillows are placed across center of bed.
The name "Duplex" indicates rooms are on two floor levels.

**Lower Duplex-Roomette.** Bed moves on rollers and track from a position underneath the upper room. To prepare bed, move bed to night position, grasp the mattress at both sides and pull it upward until end of mattress is even with top of headrest. Sheets and blanket are then spread over mattress with sufficient fullness allowed at head for tucking first sheet and for folding 6 inches of second sheet down over end of blanket. Sheets and blanket at bottom of bed are smoothed out and tucked under mattress at foot and along both sides. The mattress and bedding are then shifted to the bottom of the bed box and the bed completed in same manner as outlined for roomette. Extra blanket is folded three times and then rolled into a tight roll about 30 inches long and placed on recessed shelf along the inside wall. The bed is equipped with a continuous safety stop which locks bed in any position and prevents bed from suddenly moving and possibly striking passenger sitting in the seat. Porters shall demonstrate operation of bed to passengers, calling attention to convenience of using head of bed in the daytime, for a small infant, or placing baggage, toilet articles, etc., while dressing. **When putting bed away,** fold blankets into a square and place at head of bed with pillows on top of blankets, one in front of the other.
Single Bedrooms and Duplex Single-Rooms

Single Bedrooms. Single bedrooms having convertible sofa bed are prepared as follows:

Spread sheets and blanket in same manner as outlined in detail on page 110-111 for roomette, except that top edge of large fold across head of bed should be 15 inches down from end of mattress, and bedding at front is left hanging even with bottom of seat cushion. Place pillows "L" fashion on sofa bed, one pillow against head partition and the other pillow against back wall, open ends of slips in corner.

When putting away single bedroom, fold the two blankets twice into squares and place on mattress, one toward head and one toward the foot. Place pillows lengthwise along partition and close bed to engage securely in wall latches.

Single Bedrooms having a stationary type bed are prepared in same manner as outlined for single bedrooms having convertible sofa bed. Cars having stationary beds are usually operated in short overnight service. When used in day service, spread a clean sheet over mattress, and set up pillows at head and foot. Blankets and pillows are stored on parcel rack.

Upper Duplex Single-Rooms have a convertible sofa bed which is prepared same as sofa bed in single bedroom. Blankets are folded in squares and together with pillows and hassock are
stored in recessed lockers above the sofa back.

**Lower Duplex Single-Rooms** have convertible sofa beds of two different types. To prepare the bed in one type, lift the seat cushion at front and pull forward to bring the seat cushion level. The seat back is hinged at top and is raised to a horizontal position and held there temporarily by a strap which fastens to knob on the wall. The bedding is stored in recesses behind the sofa back. Remove the mattress, blankets and pillows placing them on toilet seat temporarily; drop the seat back to rest flat against the back wall, and place mattress on top of seat cushion.

The sofa bed is spread in same manner as outlined on page 114 for sofa bed in single bedroom.

**When putting this type bed away,** return mattress to storage well behind sofa back, fold blankets and place pillows neatly on top. Return seat cushion and seat back to day position, seat back to rest on “stops” and cushion high in front. Conceal the straps on seat back by folding them between cushions and wall.

To prepare lower duplex single rooms of the other type, lift the front of seat cushion about 2 inches and pull forward, allowing seat cushion to roll down track to a position near the floor, being careful not to damage baggage stored under sofa. The sofa back is then lowered to night position and the bed spread same as sofa bed in single bedroom, as outlined on page 114.
In putting bed away, fold each blanket several times into a square, place on mattress, one toward the head and one toward the foot. Pillows are placed lengthwise at the back on top of the blankets, and the bed closed. Return seat cushion to day position by pulling it up track.

**Double Bedrooms**

There are three types of double bedrooms, namely: the convertible sofa type with upper berth having either a curved or flat front; lengthwise bedrooms having folding wall bed and upper berth of the roll-a-way, double pivot, or elevator type; and double bedrooms having folding wall bed crosswise of car with either a straight-lift elevator upper, or a 2-step elevator upper.

**In double bedrooms having convertible sofa and curved upper berth front,** the sofa bed is prepared same as sofa bed in single bedroom as outlined on page 114. Upper berth is spread same as upper in section car, as outlined on pages 105-107.

**When putting away berths,** equipment is to be arranged in upper as follows:

Fold each upper berth blanket once crosswise, spread over mattress with fold to the back, and tuck surplus under mattress in front.

Fold each lower berth blanket in same manner, spread over upper with surplus at front folded back on top.

Safety guards and coat hangers are folded over curtain rod, the rod is
dropped to swing to back of bed, and the ladder is then placed in center of berth in front of rod.

Pillows are placed on top of ladder crosswise of berth, and berth closed to last notch.

Some double bedrooms of this type are equipped with large upper berth ladder hinged at the center which is folded and stored under head end of sofa when not in use.

**In double bedrooms having convertible sofa and flat upper berth front,** the sofa bed is prepared same as single bedroom, as outlined on page 114, except when a type of ladder which hooks over edge of lower bed is used, the blanket and sheet hanging at front are to be lifted and folded back on top of bed with edge of fold 1 inch back from edge of mattress, and the rough edges folded under to present a finished appearance. Upper berth is spread in same manner as upper in section car, as outlined on pages 105-107.

**When putting away double bedroom having convertible sofa and flat upper berth front,** arrange equipment as follows:

1. In rooms equipped with short upper berth ladder, place the ladder on floor under sofa.

2. Fold each upper berth blanket once crosswise, spread over upper berth with folds to the back, and tuck the surplus under mattress at front.

3. Release berth support bars or rods
and fold them back into berth; arrange safety guards neatly over blankets.

4. Fold each lower berth blanket once crosswise and spread over berth with folds to the back, and the surplus at front folded back on top.

5. Place the four pillows in upper on top of blankets with ends of pillows back against the partition, closing berth to engage securely in berth locks.

6. In rooms of this type equipped with long upper berth ladder which will not fit space under sofa, place the ladder in upper on top of first two blankets, and store the pillows in sofa bed. Blankets and pillows shall not be stored in sofa beds of double bedrooms, except as provided herein.

**In lengthwise bedroom having roll-a-way upper berth,** the folding wall bed is spread same as roomette, as outlined on pages 110-112, except that top edge of large fold at head of bed should be even with corner of toilet annex. When the upper berth is not used, bedding at front is to hang down over bed box same as sofa bed. When both upper and lower are prepared and ladder is hooked over edge of upper and lower bed boxes, top covering at front of bed is lifted and laid back on top with the edge of fold one inch back from edge of mattress.

Roll-a-way upper berth in ceiling position above entrance door is held by a single berth lock and employees are
cautioned to see that lock is securely engaged to prevent bed moving down track and causing injury. To move bed to night position, first fold the lounge chair and place lengthwise along heat pipes; then drop wall bed to engage securely in hold-down lock. Unlock upper berth, moving berth away 2 inches to disengage lock. Use berth key in lock as a handle and while holding onto parcel rack for support, move bed along track and down into the angular position. Support the bed box with one hand, move operating handle or cylinder lock to release bed box from carriage, and lower bed to engage in hold-down locks on annex wall. Insert round safety support rod at foot of bed into fitting in ceiling, turn rod until it snaps into position indicating rod is securely locked. This berth is spread same as upper in section car, as outlined on pages 105-107.

When putting away lengthwise bedroom having roll-a-way upper berth, strip linen and blankets from upper berth, and fold safety guards neatly under mattress. Fold the two upper berth blankets twice into squares and place them on top of safety guards underneath mattress, one blanket at head and the other at foot. Force mattress down into bed box all around so it will not scrape the ceiling as clearance is close. Disengage safety support rod at foot of bed by grasping knurled handle at the top, pulling downward and twisting rod to disengage. Fold rod into berth between mattress and bed box and fasten rod to safety guard to prevent its scraping ceiling. In some rooms of
this type the ladder is stored in rack above the doorway; in others it is stored in ladder locker on hooks to prevent rattling. Pillows for roll-a-way upper cannot be stored in the berth; store pillows on shelf in soiled linen locker.

To return upper berth to day position, release hold-down lock on annex wall, push upper berth up to engage holding device on carriage. Standing on porter's ladder, grasp carriage bar near the center and while holding onto parcel rack for support, pull bed up track and along ceiling to engage in berth lock. **Folding wall bed is put away** in the same manner as short roomette, two blankets to be folded twice crosswise and placed on bed extending from the foot toward head, with 10 inches tucked under mattress at foot. Pillows are placed across head, one in front of the other, and bed closed.

In lengthwise bedroom having **double-pivot upper berth**, the folding wall bed is spread same as folding wall bed in lengthwise bedroom having roll-a-way upper berth as outlined on pages 118-119.

The **double-pivot upper** is moved from ceiling to night position by operating the handle at front of bed, or by releasing berth locks at each end and lowering bed to engage in locks at side of window. While supporting the bed box with one hand, release hook-type latch at top in center of berth, and lower bed box to engage in hold-down locks on wall. Raise the safety support bar at foot and insert into fitting on cross partition. The double-pivot upper berth is spread in
same manner as upper in section car, as outlined on pages 105-107.

In putting away lengthwise bedroom having double-pivot upper berth, release support bar at foot of berth and fold it back into bunk; lay safety guards smoothly over top of mattress, and place ladder in center of upper berth with hooks downward. Fold the two upper berth blankets into squares and place on top of ladder, one at the head and the other at the foot. Place the two pillows lengthwise of bed toward the back and close bed to ceiling position. The ladder in some double-pivot upper berths is stored on outside of bed box by means of webbing straps. In putting away folding wall bed, store the two blankets and two pillows in bed same as for short roomette, as shown on page 112, and buckle folding leg over top of stored blankets.

In lengthwise bedroom having straight-lift elevator upper berth, the folding wall bed is spread in same manner as folding wall bed in lengthwise bedroom having roll-a-way upper berth, as outlined on page 118.

To place elevator type upper berth in night position, unlock and pull bed straight down to engage in hold-down locks on walls. When bed comes down, a safety rod at foot of bed automatically moves into vertical position to support the corner of bed. Place hinged flap attached to ceiling at front of upper in closed position when bed is stored, and in open position when bed is down
to expose grab handle on ceiling above ladder position. Elevator upper berth is spread in same manner as upper in section car, as outlined on pages 105-107.

In putting away lengthwise bedroom having elevator upper berth, lay safety guards over top of upper berth mattress, place ladder in center of mattress with hooks downward. Fold the two upper berth blankets into squares and place on top of ladder, one at the head and the other at the foot. Place the two pillows lengthwise of bed toward the back and raise bed to ceiling position. In putting away folding wall bed store the two pillows and two blankets in the bed, same as short roomette, as outlined on page 112.

In double bedrooms having folding wall bed crosswise of car with straight-lift elevator upper berth, the folding wall bed is prepared same as in lengthwise bedroom having roll-a-way upper berth, as outlined on page 118, except top edge of large fold across head of bed shall be 15 inches down from end of mattress.

In preparing upper berth, first remove upper berth pillows from ledge in folding bed well to avoid soiling or damage. Unlock and pull upper down to engage in hold-down locks and guide on wall. Place safety link over bed release handle at head of bed and engage support rod at foot of berth in ceiling staple. Upper berth is spread same as upper in section car, as outlined on pages 105-107.

In putting away upper berth, drop
support rod and safety guards over mattress, place ladder in center of upper berth mattress, fold the two blankets in squares and place on top of ladder, one blanket at head and one at foot. After upper is closed store the two upper berth pillows on ledge at top of folding bed well. Ash receptacles are located in some upper berths of this type; examine and clean them when making down and putting away berth. In putting away the folding wall bed store equipment the same as in short roomette, as outlined on page 112.

In double bedrooms having folding wall bed crosswise of car with 2-step angular elevator upper berth, berths are prepared and put-away same as outlined for double bedroom having straight-lift elevator upper berth, as outlined on page 122, except as to positioning of the upper. Keyhole located at foot of upper berth indicates it is a 2-step elevator upper. Before lowering the upper berth, open a fork-shaped bed stop on outside wall. First step: Unlock and pull foot of berth down at an angle and engage safety support bar in fitting over the window. Second step: Stand at head of bed, release hand operated sliding bolt on dolly, and pull head of berth down to engage in hold-down lock. When putting this bed away, the procedure is reversed. First step: Release hold-down lock at head of berth, raise head of berth so lock bolt engages keeper. Second step: Stand at foot of berth, disengage support bar from wall and raise foot of berth to ceiling position.
En Suite Rooms

The folding partitions between two bedrooms or between bedroom and compartment sold en suite, are to be in open position except when otherwise directed. Beds are prepared in the manner outlined for each individual room except that safety guards must be placed in position at end or side of uppers that are exposed when partition is open.

Compartments

There are three different types of compartments: section-seat type; convertible sofa type having upper berth lengthwise of car; and lengthwise folding wall bed type having either the double-pivot or elevator upper berth.

In section-type compartment, the lower and upper berths are prepared in same manner as upper and lower in section car, as outlined on pages 102-107. Bedding is stored in upper berth in same order as section, as outlined on pages 107, 108, except ladder is placed on top of lower berth mattress in front of curtain rod, and pillows placed on top of ladder to protect bunk lining.

In convertible sofa type compartment, the sofa bed is prepared same as single bedroom as shown on page 114. The upper berth is held in night position by hold-down locks on cross partitions and is protected by a safety hold-down strap inside the front corner of berth which must be attached to a tie-bar on the wall. The curtain rod does not have safety support rods as found in other uppers with curved front and is pro-
tected by a leather strap which shall be buckled around the curtain rod side arm. The upper berth is prepared same as upper berth in section car, as outlined on pages 105-107.

Equipment is stored in upper berth in same manner as for double bedroom having convertible sofa bed and curved upper berth front, as outlined in detail on page 116.

In lengthwise compartments having double-pivot upper berth, the folding wall bed and double-pivot upper berth are prepared and put away the same as lengthwise double bedroom having double-pivot upper berth, as outlined on page 120.

In lengthwise compartments having elevator type upper berth, the folding wall bed and elevator upper berth are prepared and put away the same as lengthwise double bedroom having elevator type upper berth, as outlined on page 121.

*Drawing Rooms*

There are four types of drawing rooms, namely: section type drawing room with side sofa; convertible sofa type drawing room with folding wall bed and upper berth having either a curved or flat front; drawing room having convertible sofa, folding wall bed and roll-a-way upper; and those having two folding wall beds lengthwise of the car.

In section-type drawing room, the upper and lower are prepared in same
manner as upper and lower in section car, as outlined on pages 102-107. Sofa bed is spread same as convertible sofa bed in single bedroom, as outlined on page 114.

Place blankets and pillows used for sofa in upper berths of end sections next to room and place the mattress in box underneath sofa.

Berth equipment is to be stored in upper same as in section-type compartment, as outlined on page 124.

In sofa type drawing room having curved upper berth front, the convertible sofa bed is prepared same as single bedroom, as outlined on page 114. Upper berth is prepared in same manner as upper in section car, as outlined on pages 105-107. Folding wall bed is spread same as roomette, as shown on pages 110-112 when prepared in advance, but when bed is made ready for occupancy, sheet and blanket should hang down over bed box the same as sofa bed.

Equipment is stored in upper berth in same manner as double bedroom having curved upper berth front, as shown on page 116. Folding wall bed is put away same as long roomette, as shown on page 112 with folding leg buckled over mattress.

In sofa type drawing rooms having flat upper berth front, the convertible sofa bed and upper berth are prepared and put away same as double bedroom having upper berth with flat front, as outlined on page 117.
In drawing room having two folding wall beds, the folding wall beds are prepared same as roomette, as shown on pages 110-112. When prepared ready for occupancy, sheet and blanket at front of beds should hang down over bed box, same as convertible sofa bed. Bedding is stored in wall beds same as short roomette as shown on page 112.

In sofa type drawing room having roll-a-way upper berth above the folding wall bed, the folding bed and roll-a-way upper are prepared and put away same as lengthwise double bedroom having roll-a-way upper berth, as shown on page 118 except that ladder is stored under the sofa. The convertible sofa is prepared and put away same as single bedroom, as outlined on page 114.

Master Rooms

There are two types of master rooms. One type has two folding beds, four folding lounge chairs and shower bath annex. The other type is similar to convertible sofa bed type drawing room and in addition has shower bath annex. The folding wall beds are prepared same as roomette, as shown on pages 110-112. The convertible sofa bed and upper berth are prepared in same manner as double bedroom having flat upper berth front, as shown on page 117. The equipment of folding wall beds is arranged in same manner as long roomettes, as outlined on page 112. The equipment of convertible sofa bed and upper berth is arranged same as double bedroom having flat upper berth front, as outlined on page 117.
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