

Instructions  
to  
PORTERS

THE PULLMAN COMPANY

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No. 10217

ISSUED To

DISTRICT

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**INSTRUCTIONS FOR PORTERS  
EMPLOYED ON CARS OF  
THE PULLMAN COMPANY**

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The regulations contained herein are general in character and should be observed in a manner that will not defeat their purpose, which is to **make the service popular.**

The most important feature of a porter's duties at all times and under any conditions is to please and satisfy passengers. When passengers request privileges that cannot lawfully or properly be granted, porter should politely inform them that the request is beyond his authority but will be brought promptly to the attention of the Conductor. **Never say that the rules of the Company prevent compliance.**

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 imperative, therefore, that employes in serving passengers be **obliging and courteous at all times**, alert to anticipate their wants and diligent and cheerful in executing orders.



Vice-President and General Manager

MARCH, 1935.

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## GENERAL INSTRUCTIONS

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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.

Employes should study how to help all patrons to use the cars so they may get the best sleep and rest. 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, then hard tasks become easy.

In answering women passengers say "Yes, Madam" or "No, Madam," to men say "Yes, Sir" or "No, Sir."

## GENERAL INSTRUCTIONS

**Car Employes** are subordinate to all officers of the Company. While engaged in their duties on trains and in stations and yards they are also subordinate to the train conductor and officials of the Railroad Companies.

Conductors have authority over other car employes and are held responsible for the proper performance of their duties.

**Porters** are required to wait upon passengers, assist them with their baggage, prepare berths, keep the car, linen and equipment in orderly and cleanly condition, and attend to such other features as the conductors may direct. If orders given by conductors conflict with existing regulations, no exception should be taken by porters, but the facts should be reported to the District Superintendent.

**Car Employes must be clean and neat in personal appearance**, be freshly shaven, have clothing pressed, clean linen and shoes polished. Only the uniforms designated by the Company may be worn while on duty, with white collars and black shoes. In warm weather light weight uniforms may be worn and the vests left off.

Conductors will keep their coats buttoned while receiving passengers on station platforms, but may unbutton them when check-

ing passengers at tables in stations. When without vest they will keep coat buttoned while receiving passengers on station platform or patrolling cars.

Porters will wear uniform coats, **buttoned**, at terminal stations when berths are not made down before receiving time.

On cars leaving at late hour in which berths are made ready in advance they may wear white jackets while receiving passengers, also may wear white jackets while out at points en route.

**White Jackets** fully buttoned will be worn at all times, except when the uniform coat is required, but must not be worn either under or over the uniform coat. Wearing of torn, soiled or ill fitting jacket is prohibited. The same jacket used in making berths should not be used in serving meals.

**Uniform caps** will not be worn when making down and putting away berths.

**NOTE:** On each train the entire crew should present a uniform appearance when receiving or discharging passengers.

The regulations of certain railroads on any specific items will be respected.

**Overcoats** worn by employes while on duty receiving passengers, should be of dark colored material, to harmonize with uniforms and present a good appearance.

**Porters-in-Charge** of cars in service will conform as far as practicable to rules prescribed for conductors.

**Employes in Charge of Private or Special Cars** will also be governed by the special instructions given them.

**Employes Assigned to Cars Serving Food or Drinks** will observe the regulations herein, and will also be governed by special instructions provided by the Commissary Department. Conductors will supervise the service in such cars.

**Discipline.** The Company requires of employes the best service possible under all conditions. A system of discipline by record is in force. Employes charged with any dereliction of duty or breach of rules will have full opportunity to be heard in their own defense, and if found guilty will be cautioned, warned against repetition of the offense, or disciplined by reprimand or book suspension. Individual record is kept of each employe and every case of negligence or improper conduct with penalties assessed will be entered thereon, and the employe notified of the action taken.

When an employe's record shows frequent derelictions of duty or violations of rules, the question of his retention in the service will have special consideration, and dismissal may follow because of unsatisfactory service in general. Disloyalty, dishonesty,

intemperance, immorality, insubordination, incompetency, discourtesy to passengers, gross carelessness, false reports, or concealing facts concerning investigations, etc., will subject the offender to dismissal.

Good judgment in emergencies and meritorious conduct of any character will also be entered on record, and length of service and loyalty to the Company will be given due consideration in promotions and preferment in future service.

**Station Order Books and Bulletins**

must be frequently examined by employes to keep themselves fully informed, and comply with all instructions they contain.

**Baggage and Clothing of Employes**

must be kept in one of the lockers, but not in clean linen locker.

**Identification Card** is furnished each porter, cook, waiter, attendant and maid so that they may make themselves known when away from home station. It should be freely shown to any of the Company's representatives and to conductors or railroad police officers when requested.

**Car Employes will comply with the local regulations relative to reporting for duty**, and at all times be provided with the personal equipment supplied by the Company which is necessary for their use.

**The porter, when off duty, should occupy berth in smoking-room.** Where car has no smoking-room, or when smoking-room is occupied by passengers to a late hour, conductor may assign porter to an upper end berth, but in no instance should porter occupy a berth over woman passenger.

In cars departing from terminal stations late at night porter's berth in the smoking-room should (excepting when local regulations provide otherwise) be made up at the usual time, 10:30 or 11:00 p. m., so that passengers may not congregate in the smoking-room and disturb others who have retired. Under no circumstances will porter request passengers to vacate smoking-room so that he may retire.

On tourist cars upper berth No. 1 is assigned for porter's use and is not on sale.

The blanket and pillow provided for the porter are intended for his exclusive use, and when not in use should be carried on top shelf of soiled linen locker. Bedding provided for passengers must not at any time be used by porters.

Porters are not permitted to sleep in rooms of cars in service. Those assigned to room cars (including Bed Room cars) will, when relieved, sleep in an adjoining car in the smoking room, if available, or an end upper berth.

**Employes are forbidden to carry offensive weapons**, either on their persons or in cars, under penalty of dismissal.

**Employes while deadheading on car or pass must wear uniform, the same as if in service.**

When deadheading on car, porter will check and put away linen, look after equipment, keep car clean, and use bed in smoking room (or upper 1 when no smoking room), using porter's bedding. In cars with rooms only he will use upper berth in a room. He should make up deadhead diagram when there is no conductor in charge.

When deadheading on pass, porter will be furnished with letter of identification by District Superintendent, and be given accommodations as directed.

**Conductors' and porters' time slips should show an actual record of service performed during the half month period.**

Car employes should see that all entries are properly approved and turn in slip immediately after close of the period at the first district or agency reached.

Full instructions are given on the inside cover of the time books.

**Employes are prohibited from soliciting compensation from passengers for services rendered.**

**Gambling will not be permitted in cars at any time.** Games for pleasure are permitted when they do not interfere with the comfort of other passengers. Card playing in smoking rooms of section sleeping and parlor cars is prohibited at all times, and in body of sleeping cars after 10:30 P. M.

Every effort should be made to prevent "Card Sharps" from "fleecing" passengers. Car employes should notify the train conductor, or railroad police officers of the presence of "Card Sharps" in cars. "Warning Cards" will be distributed by conductors among men passengers on the lines and at times directed by the District Representative.

**Lounging in rooms by Pullman or train employes is prohibited.**

**Flagmen and Brakemen** on duty will ride as directed by the train conductor, except that they will not be permitted to use Pullman cars for washing or other purposes to the annoyance or inconvenience of passengers.

**News Agents** must not be permitted to canvass Pullman cars after passengers commence to retire, nor before berths are put away in the morning.

**Hotels and Railroad Companies.** Employes must not in any manner endeavor to influence passengers in favor of any hotel

or route of travel and must not under any circumstances criticise the railroad service.

At end of trip Hotel Red Book should be removed from passageway receptacle by porter and placed in clean linen locker.

**Smoking, Drinking, Chewing Tobacco or Gum, or playing cards by employes while on cars, are prohibited.**

**Dogs, cats or other small animals** (not venomous, odoriferous or otherwise objectionable) when in baskets or containers, may be taken by purchasers of drawing rooms, compartments or bedrooms into rooms they have purchased where regulations of railroads over which journey will be made, permit such animals being carried in same cars with passengers. This privilege will be accorded to room passengers but not to seat, berth or section passengers, with further understanding animal will be confined to owner's room and will not be allowed to roam about car, or be taken into other equipment on train.

**Communications** pertaining to Company business should be addressed by employes to their District Superintendent, unless otherwise instructed, excepting cases demanding immediate attention, when report must be made to nearest representative.

**Incidents of Unusual Nature** must be reported at once to the conductor and

written reports made by employes to the District Superintendent upon completion of trip. Important matters should be reported in person upon arrival.

**Only Mail Pertaining to Company Business** may be carried. All mail bags should be handled in accordance with local regulations and promptly delivered upon arrival at destination.

**Whenever Legal Process** or any legal notice is served on an employe en route, he will write upon it the hour, date and place it was served, together with his name and number of the line. All such notices should be turned over to the first Pullman official reached.

**Employes will comply with customs regulations** in effect at border points relative to the handling or sealing of commissary supplies; also render assistance to passengers in connection with examination of hand baggage by customs officials. **Under no circumstances will dutiable articles be carried across the frontier by employes.**

In passing the frontier, immigration officials should be notified of the location of any Chinese that may be on the cars.

## VENTILATION AND HEATING OF CARS

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### AIR CONDITIONED CARS

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Many cars are equipped with "Air Conditioning" apparatus which filters and conditions the air admitted to the car, cools it in warm weather by several different methods and warms it in cold weather; the warming is done by one agency—steam.

There are several systems in use, each of which differs from the others, but they all fall into three general types known as Ice System, Mechanical System and Steam Ejector System. Instruction Cards are on each car which explain the system in use on that car.

Employes should post themselves by studying the system on car to which they are assigned. The name of system is stenciled across top of inside of the door of control locker in each car. By following the special rules both the temperature and air supply will be automatically controlled. Follow the instruction card to correct troubles that may occur en route.

When weather permits porter will raise inside windows of lower berths enough to expose the sash ventilators; explain their operation to passengers and inquire whether

they wish them opened to give them more air. Do not open the sash ventilators unless passengers request it. Close them and lower the windows as soon as berths are vacated in the morning.

When lower berths are made at night, hang on hammock hook at foot a card, Form 93.8107, for information of passengers. Remove the cards when putting away berths and store them in equipment locker.

At times of the year when neither "air cooling" nor artificial heat is needed, or in case of breakdown of the cooling system, the instruction card on car explains how to convert the ventilation to the method that is followed in cars not equipped with "air conditioning" apparatus.

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### NON "AIR CONDITIONED" CARS

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**Screens must be placed in position whenever windows are open.**

Screens are used to protect cars against the entrance of flies, mosquitoes, and other insects. The annoyance caused by flies and mosquitoes needs no comment. But beyond the annoyance, these insects are sometimes the carriers of the germs of certain diseases. Mosquitoes may spread the germs of malaria and yellow fever by biting. Flies live in filth and may carry germs on their feet;

they are especially dangerous when they alight on food. Every effort should be made to keep flies and mosquitoes out of cars, and to drive out or destroy those that gain entrance.

The rule for placing screens in position applies to the layover period in cleaning yards as well as to cars in service. Open windows without screens should be limited to the necessities of car cleaning, and un-screened doors should be kept closed whenever it is possible to do so.

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## VENTILATION AND HEATING

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Plenty of air gets into all running cars through the action of the automatic exhaust ventilators located behind those deck-sashes having a V-shaped pull or having a V marked on the face of them. The deck-sashes over these ventilators should always be kept open and other deck-sashes closed while the car is running. Behind certain other deck-sashes, marked "Ex. Fan," are located electric exhaust fans which take over the work of the automatic ventilators when the car is standing still. Pulling down the deck-sash over them operates the switch and turns on the current. In addition, manually controlled electric exhaust fans are supplied to

lounge rooms of club, composite, and observation cars when smoking is permitted and porters are instructed to operate them as the occasion may demand to keep the rooms free from smoke.

**The drop-sashes of end doors should be lowered several inches at all times to allow a free inflow of air.** This applies at all times unless uncomfortable draughts are caused, as will happen only in very cold weather.

When people complain of poor ventilation they are nearly always too hot. Heat is being constantly formed in the body and is being constantly given up to the surrounding air. Ventilation always seems to be bad when people cannot give up their heat as rapidly as it is formed in their bodies. When this happens, they feel drowsy and have headaches and "catch cold" readily. They think the air is bad and call for more fresh air. What they need is cooler air. They will be relieved by lowering the temperature of the car. This form of discomfort has been found to arise soon after the temperature passes 70 degrees. Therefore—

**The thermometer in the car should never register above 72 degrees when artificial heat is necessary.** It should be kept that low by reducing the supply of heat at the inlet valve as may be necessary. When passengers are in bed, the temperature

should be kept between 60 and 65 degrees. Care should be exercised to avoid overheating the cars in the early morning.

NOTE: The above applies of course only to cars that are ventilated in the old way, by means of exhaust ventilators. We are now operating many cars that have a "conditioned" air supply, which is cooled and dehumidified in summer and warmed in winter. Aside from emergencies or mechanical failures, this system is automatically controlled both as to temperature and air supply and should be operated according to the special rules that have been issued concerning it.

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### VENTILATION OF CARS

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Before opening cars for reception of passengers during warm weather, thoroughly ventilate the cars by opening deck sash and windows, but before passengers arrive set the windows, sash ventilators, shades, etc., in the positions described under seasonal regulation.

To avoid stuffiness during the night in cars in which the windows are closed, air the car after all passengers have retired, by opening one window each in the front and rear passageway to half height or more; keep them open for ten minutes and close them. In very cold weather shorten the

time. If there is a heavy side wind with rain or snow open the end doors instead of windows. In the morning air car in exactly the same way, beginning twenty minutes before calling the first passenger.

The following gives a general outline of method of ventilation to follow during day time when passengers are up and around the cars. During the night when cooler temperature and more circulation of air is needed alter the position of windows, etc. to meet the conditions.

These instructions are given as a guide to aid employes. Much depends on the use of judgment by each individual.

During the day inside windows, when open, should be raised to full height. At night raise them only enough to expose the sash ventilators.

In cars which do not have sash ventilators raise the windows, put up deflectors and pull down screens.

See detailed instructions about handling two part vestibule doors on page 75.

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### SEASONAL REGULATION

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**In Cold Weather**, keep all windows closed, open the wheel shutters of ventilators in decks to exhaust used air. Open, to degree necessary, the drop sash in end doors. When

standing in stations operate the electric exhaust fans to keep air fresh. Open window sash ventilators as may be necessary.

**In Moderate Weather**, use same methods and in addition open one window each in front and rear passageway, also open window sash ventilators as necessary. Keep inside window raised in front of open sash ventilator.

**In Warm Weather**, raise all inside windows, open all window sash ventilators, lower shades on sunny side, open drop sash in end doors, open the windows in front passageway and pull down the screens, open the windows in rear passageway, and pull down the screens. Keep ventilators in deck open, also operate electric exhaust fans in stations. Open windows in toilet rooms, place deflectors in position and pull down screens. To increase air motion open upper half of vestibule doors on front end windward side and rear end lee side, also open end doors.

**In Hot Weather**. Open the rear windows of each section and room, put deflector in place between the front and rear windows, pull down the screens in the open windows, lower shades on sunny side. Keep deck ventilators open, also operate electric exhaust fans in stations. Open end doors and upper half of vestibule doors on front end windward side and rear end lee side.

**Exhaust Ventilators, Pullman Type,** operate from motion of train; they are located in upper deck of car, have vents marked "V" or with "V" shaped pull. They should be kept open, all other vents kept closed while train is in motion. A circular shutter is provided at ventilator deck sash opening to avoid draughts in cold weather, and to control exhaust action at high speed. To manipulate close the deck sash and open the shutter. In cars not provided with the shutter, close as many ventilator sashes as may be necessary to meet the conditions.

**Electric Exhaust Fans,** located in the deck in body and rooms of cars are to exhaust dead air when cars are standing in stations at beginning of trip and during stops en route of ten minutes or more. To operate open the vent. To shut off close vent. Fan stops running when train reaches speed at which the axle generator cuts in.

Those in the deck of lounge, sun room, observation room or buffet should be used as often as may be necessary to keep the air fresh and clean.

They are all marked "Ex. Fan."

**Electric Blow Fans,** located in various parts of cars, should be used when necessary.

**On Approaching a Tunnel,** inside windows should be closed, platform lamps lighted, and, where necessary, one or more lamps lighted in passageways and body of

car, which should be turned out when no longer required.

**When Closing Windows**, except when entering a tunnel, be particular to put both inside and outside sash down tight.

Care should be taken in raising windows not to damage the window sill. Use window raising stick or jack, which is furnished as a part of the car equipment.

**Deflectors** help to exclude smoke, cinders, and dust, and should be put up when outside and inside windows are raised, without waiting for passengers to ask for them, and they should be wiped before being placed in position. Only one deflector will be used in a section, at forward end of rear window, and the other window closed. They will not be applied where the railroad regulations prohibit their use.

When passageway windows are opened to aid ventilation, deflector should be omitted.

Except where otherwise instructed, deflectors should be taken down by porter at end of trip and placed on floor in smoking-room or men's lavatory to be cleaned by car cleaners. When not in use they should be carried in equipment locker.

**Wind Deflector in Bed Rooms** has been provided to protect occupants from draft during the night. Insert it in guide, when window is open at night. During day time store it under mattress at head of bed.

## HEATING OF CARS

**Steam Heat.** Specific instructions are given on a card placed on inside of electric panel locker door. They should be followed.

In bringing up the temperature in the morning from the night time to day time level, use care that it may not go too high. Let the steam into a few coils at a time rather than using the full supply at once.

Heating units should come into use in the following order:

First. Passageways.

Second. One line on one side of car.

Third. One line on each side of car.

Fourth. Two lines on one side and one line on the other side.

Fifth. Two lines on each side.

Avoid overheating the berths at night.

Unless the weather is quite cold the heating coils in passageways are all that need be supplied with steam during the night. When they are sufficient for day time temperature others need not be used.

Car employes should give great attention to the heating feature and keep the cars comfortable at all times.

Explain to passengers in rooms how to turn the heat on and off.

**Heaters.** When necessary to start fire in heater in car equipped for hot water circulation, porters will be guided by instructions shown on card posted in heater room. Under no circumstances should fire be started if the water in pipes is frozen. The safety guard and upper door must be kept closed at all times, except when applying coal. The fire should be raked from the lower door, and draught closed before the car becomes too warm. Heater should be supplied with coal, and, so far as practicable, grate shaken only while car is in motion.

**Draining Cars.** In cars equipped with vapor heat system only, where steam is not available and there is danger of freezing, the water pressure system should be drained in accordance with special instructions posted on inside of locker door.

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## LIGHTING OF CARS

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**Electric Light.** The special instructions relative to electric lighting must be complied with (see pages 22 to 26.)

**Berth Lights** should be lighted at starting point of cars at the time they are opened to receive passengers, if berths are made in advance and receiving time is less than one hour. When receiving for one hour or more turn on light when passenger is ushered to space. Bulbs and receptacles should be kept clean, and lights extinguished when not required.

**At Night Ceiling Lights** above berths should be turned off as passengers retire, and floor lights turned on. When all have retired turn off all ceiling lights.

Night lamps at each end of aisle, lamps in vestibules, passageways, smoking rooms and toilets should burn all night.

During day do not burn any lights unnecessarily.

At end of trip porter will turn off all lights.

Keep deadhead cars lighted well enough for passengers and train crew to see their way through them at night.

## **32-VOLT ELECTRIC LIGHTING SYSTEM**

### **INSTRUCTIONS TO CAR EMPLOYES**

(See cut of switchboard on page 26)

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If the electric lighting of car is not satisfactory, the following directions are given to assist you in correcting the trouble:

1. The dynamo generates electricity only when the train is running over 15 miles per hour. When the dynamo is not working, light is furnished by the storage battery, which has a limited capacity and should be used economically. The ampere hour meter, where one is provided, indicates the amount of current in the battery. When the battery is fully charged, meter hand indicates zero. When the battery is discharged, the hand indicates 350, and the lights may fail at any moment. When the lights on a car begin to get dim, it indicates that the battery is nearly discharged and a train line connector should be applied at once.

2. The dynamo should generate current when the car is running 15 miles or more per hour and the green pilot lamp located

over the locker should burn dimly. If it does not burn it indicates that the dynamo is not working. When this occurs there are only two things that can be done on the road by train crews that will overcome the trouble: First—Fuse holder (A) has two good generator fuses, one in circuit and one extra available for emergency use. The fuse holder should be removed and turned around, thereby applying a new fuse. Second—If the generator will not operate, then field fuse (C) should be renewed (extra fuses can be found in the porter's equipment drawer). **Apply new fuses only when train is standing.**

3. You are requested to observe whether the green pilot lamp is burning at all times when the train is running over 15 miles per hour, and when the action prescribed in the foregoing fails to correct the trouble, train line connector found in locker underneath regulator should be applied to the adjoining car. **Train line connector can be used to adjoining cars, excepting those lighted by the head-end system on Western roads. You can determine if adjoining car can be train-lined to by referring to instructions (similar to those carried in switchboard locker). If both cars are not of the same voltage, connector should not be applied. To apply connector, see that train line switches (T) indicated on cut of switchboard are**

open and fuses (B) are good on both cars. Loosen thumb screws on connector receptacle in vestibule, apply male train line connector and set thumb screws firmly, after which close train line switches (T) on both cars. To take down the locked type train line connector:

1. Loosen thumb screw on connector receptacle in vestibule.
2. Pull downward on the brass locking pin knob with one hand and, at the same time, pull the connector out of the receptacle with the other hand.
3. Hang connector on hook in switchboard locker.
4. If a lighting circuit or the fans will not operate, fuse plugs (D) should be renewed. Do not place **coins** or **other pieces of metal** underneath fuse plugs.
5. If you are on a car that is on the road for more than one night and the electric lighting equipment is not working and the meter shows 200 or over, telegraph the District Superintendent at the next station so that electrician can meet train and make repairs, unless train line connector to another car may be used through to destination.
6. If lights are unsteady or flicker, report on Form 93.84 without fail.

**IMPORTANT**

Always open main light switch (L) before leaving car after passengers have been discharged.

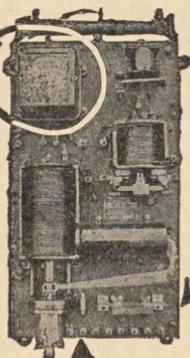
Use lights economically.

Fasten securely the electric connectors between cars.

Before cars are uncoupled take the connectors down and put them away in the switchboard locker.

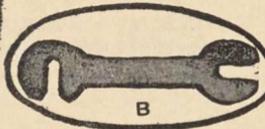
## REGULATOR

AMPERE  
HOUR  
METER



A

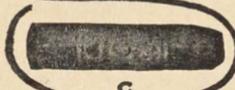
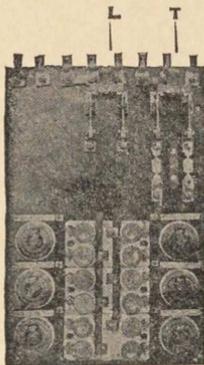
DUPLEX FUSE HOLDER



B

LINK FUSE FOR  
FUSE HOLDER AND  
TRAIN LINE SWITCH

SWITCHBOARD



C

FIELD FUSE



D

PLUG FUSE

## PREPARING CARS FOR SERVICE

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**Inspection of Cars** before reception of passengers is important. Employes should make a careful inspection of the cars in their charge to see that they are properly equipped and supplied for the trip; also that everything is in proper condition and working order. Conductors should satisfy themselves that this is done. If any defects are discovered, report immediately to the District Representative, that they may be remedied before departure, if there is time to do so; otherwise make prompt report of such defects and requirements to a proper representative on arrival at destination of car.

**Inspection Report**, Form 91.114, covering each car in charge must be started by initial conductor and kept in card holder in switchboard locker. It should be completed by employe finishing the trip and left in holder. It is important that all defects observed by conductor or porter be promptly reported. Some defects like rough riding of cars, rattles and squeaks are noticeable only when cars are in motion. If no defects are apparent, report should so state.

**Wash Rooms and Smoking Rooms of Cars Placed in Station for Reception of Passengers** several hours before departing time should be supplied with towels, soap

and matches, unless railroad regulations prohibit use of wash room at terminal.

Regulate quantities according to the needs of each line. Rooms of cars should also be dressed up with small equipment, and thermos bottles be filled with cold water. If rooms are not used remove the articles on departure of train and replace them in locker.

**Berths, Sections and Rooms** which have been sold in cars leaving at a late hour at night should be made ready, so passengers may retire without delay. Conductor, Night Agent or Yard Force will inform porter of the space which is sold, and tell him how to make it when he will prepare it for occupancy before passengers board the car. Break down enough extra berths to take care of late sales. Do not spread linen on them until required.

**Porters must keep platforms swept clean**, and immediately before receiving and discharging passengers will wipe vestibules and hand railings, also under side of trap door.

Wiping cloths are placed on car by storekeeper. Keep them in pocket inside of step box.

**Four Car Number Holders** are supplied each car. First arrange the numbers and letters to designate the car number for each

trip, then place one holder in passageway window and one in toilet room window at receiving end of car; each holder should have two sets of numbers and letters, one set facing outward and the other set facing inward. One holder is made into the top of each end door screen; but these have only one set of numbers and letters which face outward.

After leaving terminal station move the number holders so as to keep both at receiving end, but on opposite sides of car. In room cars keep one holder in public toilet, the other in passageway window.

When drawing shades at night do not cover the car numbers.

Employes should learn how to use these numbers and holders. When not in service keep them in equipment locker.

Numbers face both ways so passengers can see them from the outside or while in the cars.

## RECEIVING AND DISCHARGING PASSENGERS

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**Car Employes Should Announce** the car number and destination in a distinct, **but not loud** voice as passengers approach the cars.

Much depends on receiving them in a pleasant manner and offering to help them in getting into cars.

Conductors and porters will be on duty at all stations, with step box for use when necessary, and will render all assistance possible to passengers, who should be helped with their baggage to or from their space in the cars. Special attention must be given women and children and the sick or infirm.

**Discharging Passengers.** When an invalid chair or ambulance is required the train conductor should be notified sufficiently in advance to enable him to make necessary arrangements. At least ten minutes before reaching the respective destinations of passengers they should be duly notified, and requested to satisfy themselves that they have all their belongings, to guard against losses and confusion. On approaching the terminal, or important stations en route where several passengers are to be discharged, conductor or porter should announce the station and designate end of car

from which passengers should leave. It is desirable that they be discharged from forward end.

At intermediate stations ascertain from train conductor if car will be at station platform for discharge of passengers. If not arrange with train conductor for taking passengers forward to another car alongside the platform.

## CARE OF PASSENGERS

**Hat Bags** should be promptly tendered to passengers to protect their hats.

**Pillows** should be tendered passengers in sleeping cars during the day. Inquire first whether they wish them, then furnish those needed.

**Seats Adjustable to Several Positions** are in many cars. Porters should explain to passengers how they may be adjusted to give the greatest comfort.

**Slide Ventilators** in bottom rail of outside window sash aid ventilation, especially at night during occupancy of berth. Porters should show passengers how to operate them.

**NOTE:** At time hat bags are tendered the porter will also explain use of adjustable seats, sash ventilators and offer pillows.

**Cuspidors** carried in car lockers should be tendered to passengers in body of car for their use as may be required.

**Mail Boxes on Observation and Club Cars** should be examined frequently and letters or post cards left in them by passengers mailed promptly on the train or in station.

**Telegrams.** Employes will receipt to passenger for telegrams entrusted to them

for forwarding, and must exercise the utmost care in seeing that the messages are promptly delivered to operator and the correct change returned to passenger. Receipt of operator should be obtained on coupon attached to the special Western Union telegraph blank and turned in with trip reports. All telegrams sent in the interest of passengers must be paid for by them.

Messages received by employes for passengers en route on their cars should be promptly delivered. If delivery cannot be made, because of failure to locate passengers, messages should be endorsed "unable to deliver" and handed to telegraph operator at next station stop.

Some railroads have rules that require the train conductor to accept telegrams for passengers on trains and to make delivery himself. In such cases Pullman employes will not handle them.

Pullman employe acts only as agent of the passenger either in receiving a telegram to be sent or delivering one received en route.

**Passengers' Step Ladder** should always be tendered passengers using upper berths, both when retiring and arising. Be careful to hold ladder firmly while it is being used.

**First Aid Kit.** Consists of absorbent pads, bandages, vial of antiseptic and bottle

of Spirits of Ammonia, with printed instructions as to their use. When used make note on Inspection Report, that kit may be replenished. Employes should see that no part of it is taken and used except for its proper purpose. Key to cabinet containing kit is carried by conductor.

**Smoking by Passengers** is welcome in the smoking room and in cars especially arranged therefor, but, it is prohibited in body of sleeping or parlor cars, in berths or in passageways at ends of car.

NOTE: Smoking in berths endangers the smoker and is objected to by others. It should be prevented.

In rooms occupied by one party, smoking will be permitted, but exclude smoke from other parts of the car by keeping door closed when possible and ventilating the room.

Where the entire car is chartered by one party, smoking may be allowed in any part.

In such cases cuspidors should be placed in each section for the trip and removed when it is over.

In special cases where there is no smoking room in the car or on the train, and the drawing room or compartment is not sold, smoking may be permitted therein, preferably the compartment, the door to be left open.

Pullman passengers may use the smoking room of any car on the train.

**Portable Smoking Stands**, with serving tray, also **Individual Ash Trays** for tables are provided in lounge and sun rooms.

**Ash Tray and Cigar Holder** is furnished for each room, women's wash room, also the card section of club or lounge rooms and barber shops.

Porters will place them in position at start of trip and lock them away at end of trip. The portable stands are stored in special lockers or buffets, the others in equipment drawer.

**Typewriter** may be used by a passenger in smoking room of car if it can be arranged without inconvenience to other passengers who desire to smoke, or the use of desk in observation car is permissible. In event a room is unsold, its temporary use for this purpose may be permitted, door to remain open and the room to be vacated immediately if sold.

**Bottle Holder** over wash stand in compartment and drawing room annex is for use of passengers who have bottled water with them.

**Quiet to be Maintained in Cars at Night**, after the usual hour of retiring. Anything which tends to disturb this condition is prohibited. If necessary to put away berths

in morning to provide seats for persons who arise early, avoid making noise.

Where passengers are permitted to occupy berths on arrival at terminal at an early hour, vacated berths should not be put away too soon—this to avoid disturbing passengers who have not arisen.

Report should be promptly made of rough handling of cars or of avoidable noise at stations.

**“Quiet” Signs** should be hung between the hours of 9 P.M. and 7 A.M. on button at each end of car on partition facing the end door, also in smoking room, and on partition at one end of aisle in body of car. Signs should be taken down in the morning, when berths have been put away except one at each end of car which should be reversed to display during day time the side reading “Have you forgotten any personal property?”

**When Restaurant or Dining Car** is on train, hang in the other cars at ends of aisle, cards reading on one side “Dining Car Forward” and on other side “Dining Car in Rear.” The cards should be hung on quiet sign knobs, be displayed during the day and put in equipment locker at night.

**Destination, Breakfast and Call Cards.** To insure the discharge of passengers at stations to which they are destined,

the conductor will furnish porter with a call card and enter upon it the location, starting points and destinations of all passengers arranged in the order in which the stations are reached and the time they desire to be called. On cars leaving late at night, while conductor is checking passengers at table in station, porter will ask passengers when they wish to be called and will inform conductor when he comes aboard car. Calls will be made by the porter or employe relieving him, allowance being made for train delays. Card will be kept in linen locker receptacle until completion of trip when conductor will deposit it with diagrams. Conductor will enter hours of rest of employes, their location while off duty and the cars guarded. The porter on duty will obtain, on his own call card, the signature of the porter he calls to prove that he aroused the man.

Where breakfast calls are necessary conductor will ascertain from passengers before retiring the hour they desire to be called and enter these calls on the card. On such trains dining car employes will not make breakfast announcements in sleeping cars.

**Awaken Passengers** at the hour desired by them. The berth curtains shall not be parted, nor hands placed inside them under any circumstances. Best result can be obtained by grasping the berth curtain in the

hand and pushing gently under edge of mattress, and at the same time calling passenger in low tone of voice.

Occupants of rooms will be called by use of buzzer or door knocker signal. Explain in advance that answer may be made by pressing the call button or knocking upon the door. Continue to signal until response is made.

**Window Shades** should be raised to uniform height during the day, and be drawn at dark in sleeping cars. They may remain up in parlor, observation, lounge and club rooms as long as it adds to comfort of passengers.

**Close Windows in Women's Dressing Room** when lamps are lighted, so occupants may not be seen from station platforms.

**Vacant Rooms.** After leaving terminal stations, inside and outside windows of vacant rooms, also annex to room should be kept closed and shades drawn. Return towels, soap, etc., to locker. Doors kept open unless passengers are permitted at discretion of conductor, use of toilet facilities while dressing in the morning, if car is crowded. Preference to be given to women.

Passengers may also be allowed to sit in vacant rooms at night or in early morning while berths are being made or put away; doors to remain open.

**Adjustable Toilet Shelf** in smoking room is made by hinging, like a head rest, the upper part of sofa back. Raise the shelf as passengers begin to arise and cover it with sheet so that it may be used for toilet articles. When passengers have finished their toilets fold the shelf into the sofa back.

**Matches** will be furnished by porter to passengers in rooms on their request.

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### HANDLING OF BAGGAGE AND CLOTHING

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**Baggage or Packages** which cannot be stored within the space purchased, or underneath it, will not be permitted in sleeping cars.

Baggage in parlor cars should be placed to give passengers all the room possible, so as not to obstruct clear passage through car.

Employes are **Forbidden to Take Charge or Control** of any article belonging to a passenger.

**Baggage and Clothing** must be handled by porters with the utmost care when preparing berths at night, and making them up in the morning. Articles must not be carelessly left in other space, or so handled as to be mixed with, or exchanged for property of other passengers. No such

articles shall be placed in any vacant room, smoking-room, locker, vestibule, side passageway, or in the **aisle of the car**.

Passengers should not be permitted to leave wearing apparel in smoking or dressing rooms.

If passengers when retiring or at any other time place their clothing or other personal effects in upper berths or any unoccupied space and inquire if same will be safe, employes should courteously inform them that such disposition is at their own risk.

Hats only should be hung on the overhead hooks during the day or before berths are made up at night. It is especially important that no wearing apparel be suspended outside of berth curtains. Use care to keep clothing away from or directly above electric light bulbs.

In placing a suit case under berth, see that the lid slide is uppermost.

If passenger wishes hand bag in berth place it at foot of bed. The bottom of the bag should be wiped off to avoid soiling sheet, especially in bad weather when bags may have been standing on station platform.

**Articles Found in Cars** by porter while en route should be immediately turned over to conductor, who will promptly deliver same to owner. On vacation of space by

passengers it must be carefully searched for lost articles, and at end of trip search the car completely before cleaners or other Pullman or Railroad employes are allowed to enter it. All articles found should be turned in to the District Superintendent at terminus of line, properly tagged, giving description of article, date, train, name or number of car, space in which found, and any information that will assist in locating owner.

Employes should obtain from the district office, receipt Form No. 93.116 for valuable articles turned in.

**The Baggage of Passengers Who May Have Been Left** en route should, unless otherwise instructed by the passenger, be turned in to the first Pullman office reached, with full information as to the names of passengers, destination, where left, and all details that will assist in prompt return of property to owner. Also inform train conductor.

**Porter must inquire of passengers if they wish their baggage carried out.**

Passengers' baggage should be carried out only upon their request or direction. When such directions are received, porters must not collect baggage far in advance and leave it at the end of car or in vestibule unguarded.

Where passengers are discharged at forward end of car and conditions will permit,

baggage so collected should be placed on rear platform of next car ahead (if a Pullman car), leaving a clear passageway. Avoid placing baggage on the buffer plates.

**On lines where baggage identification tags are provided**, they should be tendered to passengers to fill out, then porter will attach to their hand-luggage if desired.

**Valet Service** is rendered on club and lounge cars, by the barber, porter or attendant, in accordance with special instructions issued by the Commissary.

Porters on other cars on the same train will handle clothing to be pressed, between their passengers and the porter or attendant who does the pressing. He will make suitable collection from the passenger, deliver the clothing to the one who does the work, pay him for it, call for it when finished and make delivery to the passenger.

To each article of clothing a baggage identification tag will be attached, marked with car and berth number, to avoid losses.

Porter will be held responsible for the proper handling of clothing entrusted to him for this purpose. He will inspect it and call owners attention to defects before clothes are pressed.

**NOTE:** If car is cut off get clothing from the presser before it is detached.

## SANITARY REGULATIONS

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### FOR THE INSTRUCTION AND GUIDANCE OF EMPLOYEES

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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

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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, small-pox, 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 come into close contact with other people, or use in common with them the same facilities for comfort and convenience. Everybody knows this is so when

we are dealing with those persons who are actually sick; but it is also now known that many people have some of these diseases in such a mild form that they are 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 discharges of infected persons we find the bacteria that caused their disease.

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### MEANS OF PREVENTION

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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 prevent-

ing the transfer of the disease-producing germs from one person's body to another person's body. Since these germs are contained in the secretions 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 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 sunlight. 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 known as disinfectants.

The foregoing will explain the reason for many of the sanitary regulations of the various public health authorities, and for the service rules which are summarized under the following headings. Their object is to prevent the transfer of disease-producing bacteria from person to person. The rules should be fully understood by car employees who are charged with making them effective, and full compliance will be required at all times.

**1. SWEEPING**—Dry sweeping of the interior of the car in transit with an ordinary broom is prohibited.

This rule applies to the smoking room as well as to the body of the car.

Lounge rooms of combined baggage, library, club and observation cars in which smoking is permitted are now equipped with small brooms and dust pans with long handles for gathering up ashes, matches, cigar and cigarette stumps, and other rubbish from the floors. All other cars are supplied with stiff fibre whisk brooms and dust pans. These small brooms must always be used for cleaning up the coarser rubbish in cars. If properly used they will not raise an appreciable amount of dust. They are of course not to be used for any other purpose. The types that have now been adopted do not readily lend themselves to other purposes.

The large broom that is carried on the car is used for cleaning off the vestibules and steps when necessary, or for use in the car after being vacated. It is not to be used inside of the occupied car.

**2. MOPPING**—Uncarpeted floors inside of cars may be wiped with a wet cloth or mop, but must be wiped thoroughly dry at once so that surface will not be slippery.

Mops, cloths, or brooms that are used for cleaning must never be moistened in the water of the toilet hopper. This water contains germs from the remains of discharges, even though nothing is visible, and mopping with it only spreads these germs in a thin layer on the floor, where they may dry and be rubbed off later. For the same reason, anything used for cleaning the cuspidors must not be used on the floor.

After use, mops should be rinsed in clear water that contains a little disinfectant solution, to prevent them developing odors.

**3. DUSTING—Dry dusting of the interior of the car is prohibited.**

Dust and cinders will inevitably collect on the window ledges and car furnishings to some extent, and will need to be removed from time to time, but they must not be stirred up into the air that is breathed. They may be removed by wiping with a cloth, which will accomplish the purpose better if it is very slightly moistened. This cloth should not be shaken in the car.

**4. BRUSHING—The brushing of passenger's clothing in the body of the car is prohibited.**

The dust swept from clothing is chiefly a nuisance to people sitting near, though it may possibly contain disease germs. Brushing may be done only in places where the

dust cannot bother other passengers—for example, in the passageway or vestibule—and it should always be done as gently as possible.

**5. DRINKING CUPS**—The use of the common drinking cup is prohibited.

When the lips touch the rim of a drinking cup a little saliva is invariably left there. This may contain disease germs, and they will adhere to the lips of the next user of the cup.

Individual paper cups are now supplied to take the place of glasses for common use. Porters must see that these are always available to passengers.

**6. DISINFECTION**—There is a jug of disinfectant solution on each car. This liquid will kill disease germs when it comes in contact with them. It will also destroy bad odors. It is to be used freely whenever there is any occasion for it; for example, the following instances:

(a) In cuspidors that are used by coughing people. Enough fluid to cover the bottom of the vessel is sufficient.

(b) In the toilet hoppers and on the floors of toilets that become soiled or that have bad odors. They may be sprinkled and mopped with an old cloth or paper wet with the solution, which is then to be thrown away; but no large amount of the

fluid should ever be left on the floor, because of its own pungent odor and because it makes the floor slippery.

(c) If sputum, vomit, or other discharges get on the floor or on the furnishings, moisten the place with this liquid before trying to clean it up. Use a rag wet with the disinfectant solution to wipe up the discharges. This will kill the disease germs at the same time it cleans. Throw away the rag when through.

**7. SICK PASSENGERS—Whenever a car has carried a person sick with an infectious disease it must be fumigated as soon as vacated.**

**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.**

Fumigation consists in filling the car with a gas which will kill germs. It will be done at terminal stations according to directions already on file.

The Interstate Quarantine Regulations of the United States Government, as well as the laws and regulations of the States, prohibit people with any of the recognized communicable diseases from asking for or accepting transportation by railroad unless they are isolated in a compartment and

accompanied by a nurse or other person competent to care for them and prevent the danger of infection. But passengers sometimes get sick after they start, or what appears to be only a slight "cold" or a "bilious attack" on starting becomes a severe disease during travel, and it is necessary to deal with the situation accordingly.

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 his inspection report the fact that a sick person has been carried, giving the space occupied. He is not expected to make a diagnosis; but if any passenger is sick, and is suspected of having any one of the communicable diseases, report should be made and proper measures will be carried out at the end of the trip.

## PREPARING BERTHS

Berths will be prepared by the porter when requested by passenger—head towards engine unless otherwise requested.

Porter must use the small step ladder in handling berths. Standing on seats or seat arms is prohibited.

Only the linen for a section will be taken at one time from the locker. **The use of torn, soiled or damp linen is prohibited.** A knot should be tied in linen which is unfit for use.

Bedding should not be allowed to come in contact with the floor.

Position of windows depends upon weather conditions. See instructions on Seasonal Regulation of Ventilation, pages 15 and 16.

Wipe window ledges and glass.

Lower window curtains.

Place seats and backs in position.

Convert headrest into pocket **at foot of berth only**, unless otherwise requested by passenger.

Wipe headrest pocket.

(Instructions for operating the three-position headrest will be found on card posted on door inside clean linen locker.)

Pull upper berth down. (Use a soft cloth; do not put bare hand on berth front when opening or closing.)

Swing curtain rod into position gently, until it securely latches at both ends. (Don't slam it up.)

Fasten safety cords or locking arms.

Place hammock in position.

Wipe front and end rails.

Place headboards in position and **securely lock them.**

(Instructions for operating the sliding headboard will be found on card posted on door inside clean linen locker.)

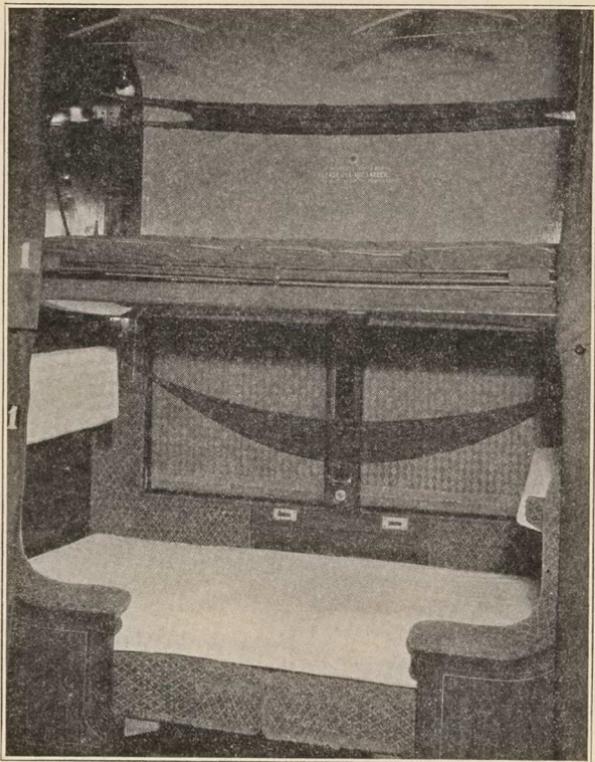


FIGURE 1. Place mattress on lower berth seat cushions with extension mattress (roll) at head of berth. Spread the first sheet on mattress, tucking it in all around so that mattress and extension are completely covered.

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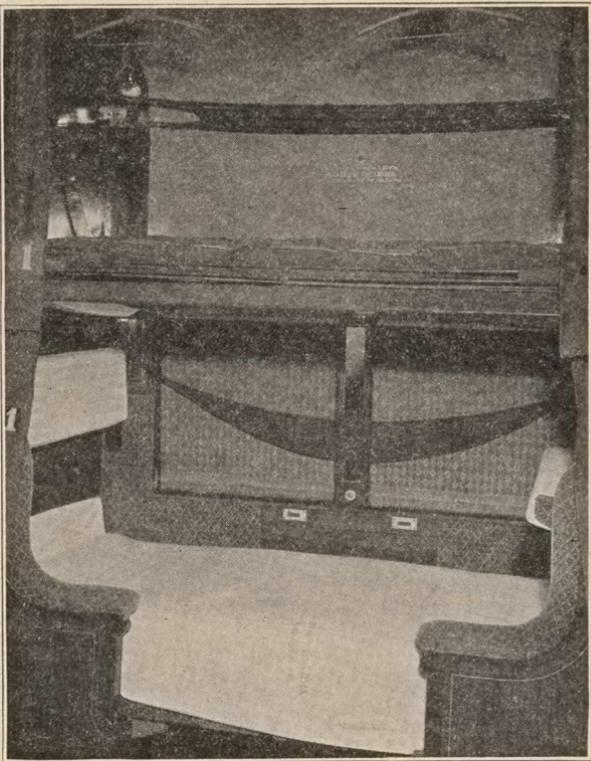
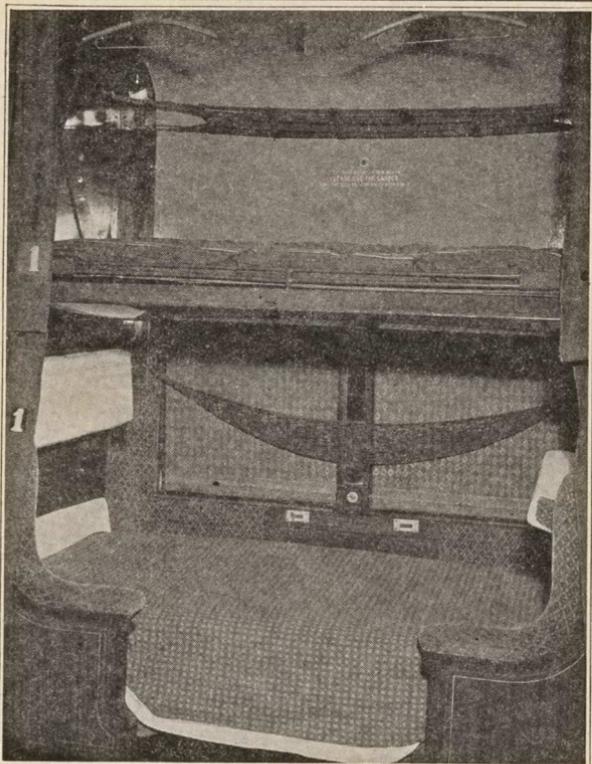


FIGURE 2. Spread second sheet the full length of berth with an overlap of six inches at head, tucking it in at back and foot.



**FIGURE 3.** In cold weather spread two blankets full length of berth, touching partition at head, with word PULLMAN at the head, and tuck in at back and foot.

In moderate weather spread one blanket only. Spread second blanket on third sheet with upper edge eight inches from partition at head, fold back at foot even with section partition, tuck in on wall side and then roll from front to back, placing roll snugly in crotch between mattress and wall of car.

Summer bed, in hot weather when sheet only is required, roll one blanket on top of second sheet and store second blanket in upper berth.

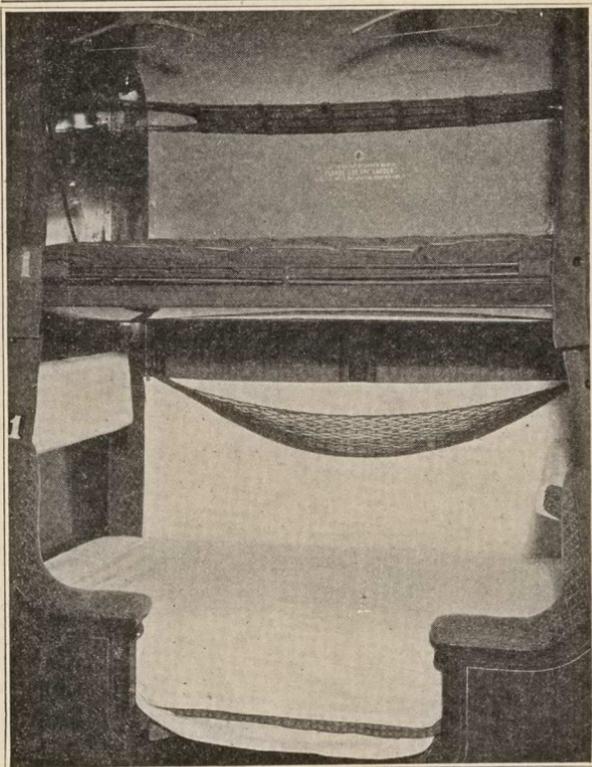


FIGURE 4. Hang end of third sheet across both windows by use of fasteners on hammock, bring sheet lengthwise across berth even with partition at foot, tuck six inches under front of mattress, smooth out from front to back and tuck surplus sheet between mattress and wall.

If passenger does not wish sheet across windows, release sheet from the fasteners and tuck it in between the mattress and wall.

Summer bed, in hot weather. If passenger wishes third sheet, fold it and hang doubled across the windows, fastened on the folded edge at two top corners.

When summer bed is made in advance omit sheet across the windows.

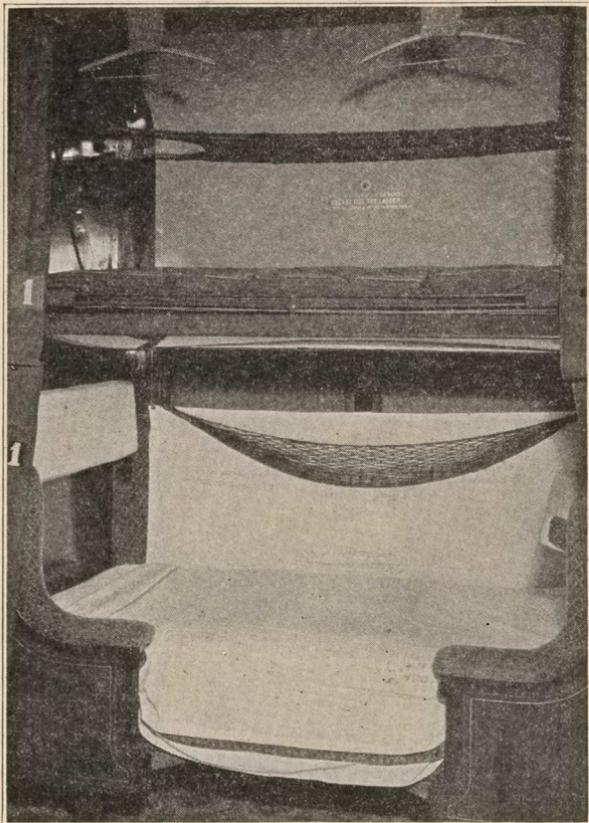


FIGURE 5. The six inches overlap of second sheet at head of bed should be folded over edge of blanket and third sheet.

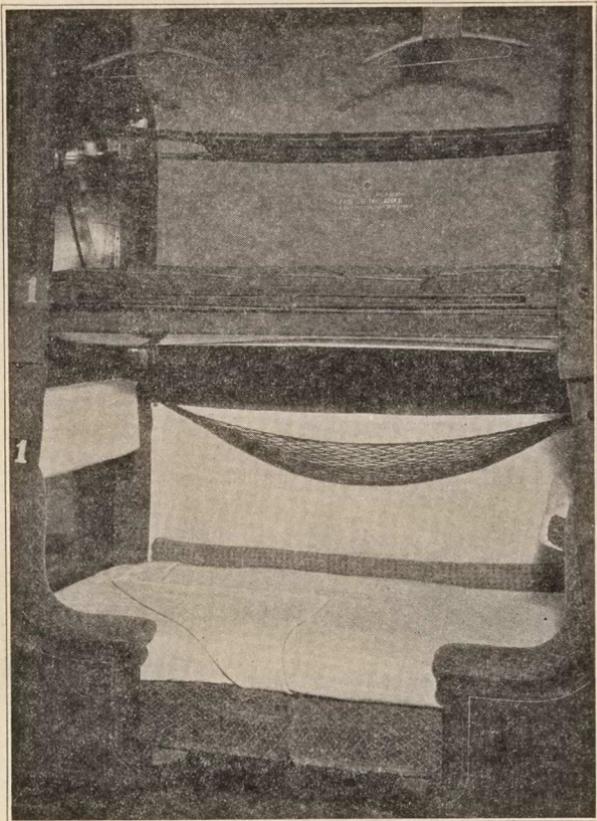


FIGURE 6. Then make a second six-inch flat fold of this covering and turn back in form of triangle from the head and front edge of berth, tucking it in at the front.

**Pillows** should be placed on the bed crosswise, with the closed ends meeting in center. When putting pillows into the slips do not hold them with the teeth or under the chin.

Never use pillows without slips, nor mattresses without sheets.

**Upper Berths** are prepared in the same way as lower berths, except the third sheet is spread over the blankets, lengthwise, instead of being hung crosswise, and collapsible rack instead of hammock, is used to hold clothing and light baggage. When pulled away from side of car the rack forms a shelf, when berth is put away the rack is pushed back against side of car. Wipe off the rack when making berth.

Vacant upper berths should present a neat and orderly appearance. Fold blankets smoothly and place pillows at head of berth.

**Upper Berth Ladder** in drawing room or compartment should be fastened into position when upper berth is prepared for use and kept there during entire time it is down, so passengers may use the ladder at will in getting in and out of upper berth. Handhold strap should be adjusted above the ladder where it can be conveniently reached. When not in use store in upper berth.

In bed rooms porter will tender the use of ladder to occupants the same as in any car, and if requested by passenger ladder may be left in room during the night. When not in use store ladders in equipment locker.

**Sections, Single or Double Occupancy**, are prepared the same as lower berths, but use two mattresses instead of one. Place hair mattress on top of coil spring mattress, ends an equal distance from section partitions at head and foot, also front edges of both mattresses to be flush with no overlap.

When two spring mattresses are used the bottom mattress should be placed equal distance from the section partition at the head and foot of berth; push top mattress to foot of berth and use the mattress roll at the head of the top mattress.

The upper berth to be closed. Use extended clothes hangers, one toward head and one toward foot of berth; when not in use store them on shelf of soiled linen locker.

In cold weather roll an extra (or third) blanket along the wall of car, on top of third sheet, so passenger may unroll it over the bed when desired.

Avoid rattling in upper berth by fastening the spring bed under the clips at rear of berth and catches in front which are put there for that purpose.

When sample section is made up on train for display purposes, a printed card which gives the advantages of section should be placed, in the section, where it can be seen.

**Sofa Beds** will be prepared similarly to standard berths.

Blankets and pillows used should be placed in upper berths of end sections next to room, mattress in box underneath sofa. Spread clean paper on floor as a protection against dust.

**Drawing Rooms and Compartments** are made up in the same way as berths and sections.

When the upper is not used drop the berth curtain rod and close the upper berth tight.

**Bed Rooms for Night Use.** Drop the table before making berth.

Drop both sofa end catches to horizontal position.

Grasp the top of sofa back and pull it forward until it lies flat on catches at each end and forms the lower berth.

Tuck first sheet all way around the mattress.

Tuck second sheet, blankets and top sheet in at back and foot, but let them hang down in front. The top sheet is spread on the bed lengthwise.

Turn back the covering straight across the bed, but not with "V" fold.

When the upper is not used, drop the berth curtain rod and close the upper berth tight.

When the lower berth is changed to sofa for day time use, fold the end catches into the wall niches.

**Cuspidor**, in rooms, should be placed under front edge of berth near the head, when berth is made ready for occupancy. During day place it next to wall under the push button.

**Supplementary Curtains** are provided for women in berths equipped with one piece full length curtains and until berth is occupied should be drawn aside toward the foot. Cord so adjusted that curtain will not sag in center. (When not in use keep in soiled linen locker, neatly folded.)

**Berth Curtains.** Take care that number badge is same as number of section. Curtains of full length type, should be drawn apart at bottom and hooked back at top until berths are occupied, when they should be buttoned together at center. When upper berth is unoccupied, that portion of curtains should be parted, V-shape.

When upper is used fasten safety guard into position.

Divided or individual berth curtains should be arranged as follows:

Button the straps attached to **lower** berth curtain around the lower stationary rod in upper berth to which clothes hanger is fastened. Place the clothes hangers one toward foot and one toward head of berth.

Hook the **upper** berth curtain over the folding curtain rod. Button the straps attached to lower portion of curtain around the second stationary rod at front edge of bunk.

When space is made up as a section, button the lower portion of curtain to the upper, allowing flap of upper curtain to hang over straps with which curtains are buttoned together, so straps will not be visible from inside of berth.

It may be explained to passengers that by unfastening top button of lower berth curtain the occupant of lower berth may stand erect while dressing or disrobing.

If section next the one occupied is not made down, that portion of the curtain extending into the unoccupied section should be draped around the headboard between the two sections by hooking the last three hooks over the arm of the curtain rod as far back toward side of car as possible; upper portion to be buttoned to lower, if curtain be of divided type, to prevent lower portion from dragging on floor.

Safety guard should be placed in position when upper berth in rooms is occupied, as in these rooms the one-piece full length curtain is in use, but curtain need not be hung unless desired by passenger.

**Summer Bed.** In hot weather blankets may, according to wishes of passengers, be omitted altogether, or rolled and placed at back of berth.

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OAKLAND, CALIFORNIA  
9460 8

### PUTTING AWAY BERTHS

To prevent loss of any personal effects of passengers, **porters will not put away berths without permission from them**, or until they have taken possession of their effects placed therein.

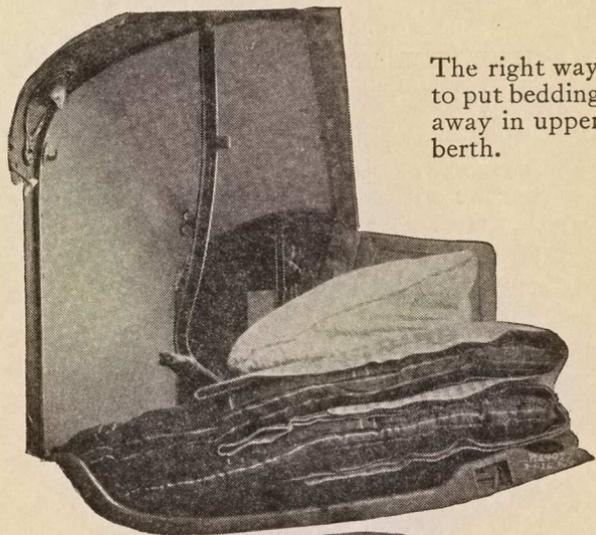
Before putting away berths return to the owners any pajamas, night gowns, etc., which they may overlook, then linen should be removed and immediately placed in soiled linen locker.

When soiled linen locker door is made in two parts, open only the upper half while putting away soiled linen.

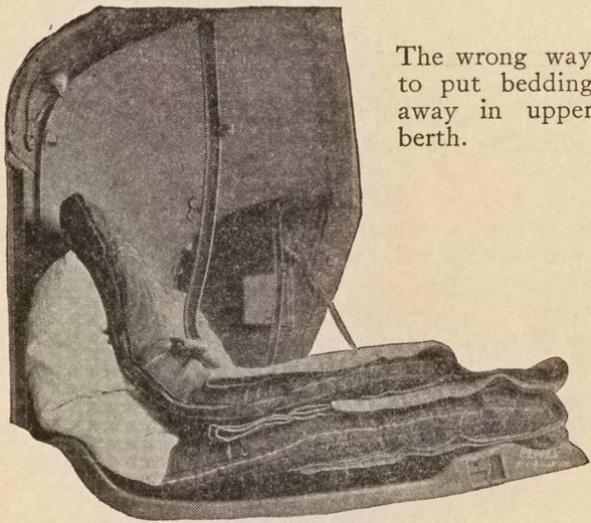
Contents of upper berth to be arranged as follows: (See illustrations, pages 66 and 67.)

1. Upper berth mattress next to spring.
2. Spread upper berth blankets, front edges tucked under mattress.
3. Curtains folded with hooks to front, covered with fold of curtain.
4. Lower berth blankets folded with front edges left hanging.
5. Place headboard on blankets in the right hand upper berth, with locks to front and nearest to the section partition from which headboard was removed.
6. Place lower berth mattress on headboard, turning edge of blanket up over mattress.
7. Place hammock, tucking one end under blankets in front.

The right way  
to put bedding  
away in upper  
berth.



The wrong way  
to put bedding  
away in upper  
berth.



8. Swing curtain rod into rear position.
9. Place pillows on top of mattress.
10. Place mattress roll lengthwise in front of pillows and behind safety guard rod, if car not provided with shelf under a seat to store the roll during day time.
11. In drawing rooms and compartments, after lowering berth curtain rod, the upper berth ladder should be stored in center of upper berth, on top of bedding, with hook portion turned downward and toward wall. Then place pillows over the ladder to protect berth lining.

In bed rooms store ladders in equipment locker.

In closing the upper berth, particular care must be taken to lock it securely at both ends in order that there may be no danger of its falling. It must not be left on first notch.

Headrest covers, where used, must be carefully adjusted after berths are put away.

#### **Report Defects on Inspection Reports.**

In handling berths, look for defective head-board catches, missing berth curtain buttons, burnt-out upper berth reading lamps, and other things that may be out of order. Porter will call conductor's attention to defects; also to rattling or squeaks en route and to any rough projections that might injure bedding. He should write them on inspection report when conductor is not available.

## CARE OF LINEN, BLANKETS AND PILLOWS

Upon taking charge of car, porter will count all linen, **both** in bags and locker. Shortages or differences between his count and quantities shown on Checking Form 93.9150 should be immediately reported to storekeeper for correction, otherwise noted on folds A and B of Form 93.9150.

**First cover locker shelves with clean paper** obtained from storeroom, then pile neatly from back to front in linen locker, the supply received for trip. Place in front, clean left over from last trip, thus rotating linen.

Upon arrival at destination, porter will carefully count both clean and soiled linen, and show quantities on Form 93.9150 (fold D.) Fold C is only to be used by the first porter when linen is not exchanged on the car and porters are changed. In such cases, porter on the last trip should include in his count all clean and soiled linen left on the car and show same on Fold D.

**Porter should count soiled linen** placed in each bag and attach soiled linen tag, Form 93.853, showing on tag quantity of linen in each bag, car name, date and number of bags. Soiled linen will not be sacked or removed from lockers until passengers are discharged from the cars except at points where exchanges enroute have been specially directed.

Damp linen should be kept separate from dry; towels to be packed in one bag, sheets and slips in another.

**Washrooms Must be Kept Supplied With Clean Towels.** Quantities to vary according to the number of passengers, it being desired that a liberal supply of towels be provided, especially in the morning when passengers are arising. Towels when placed in racks must be folded "V" shape.

Supply for sleeping cars is from twenty to thirty towels in each washroom in the early morning, and from four to six at night. Rooms and compartments, six towels each. In parlor cars ten towels in each washroom. Replenish supply as needed.

**Linen Must be Used Only For Purposes Intended** and must not be used for wiping floors, hand-railings, shoes, etc., or for decorative purposes.

**Porter Should Count the Blankets, Pillows, Mattresses and Portiere Curtains** and show the number on Form 93.9150 in space provided, both on departure and arrival.

**Linen Bags** should not be over stuffed with soiled linen. Do not pack more than 40 sheets in a car bag. Leave space at the top and tie in "neck" fashion to protect the linen. Do not leave bags on car seats, nor in rooms or dressing rooms.

## CARE OF CARS AND EQUIPMENT

**Cars Must at All Times be Kept in Cleanly and Orderly Condition** en route, or while parked for occupancy. Exposed surfaces should be frequently wiped. Special attention should be given to **window ledges and passageways**. Mop tiled floors inside the cars but wipe them thoroughly dry at once so that the surface will not be slippery. Sweep vestibule platforms as often as may be necessary to keep them clean.

**Porter Will Give Special Attention to Cleanliness and Ventilation of Smoking Room.** Cuspidors should be cleaned as often as necessary. At start of trip place water in each cuspidor, equal to contents of three drinking cups. When emptied en route again place same quantity of water in each. Wash stands, mirrors and shelves should also be kept in cleanly condition.

**It is Especially Important that Toilets** receive careful attention and be frequently inspected en route; hoppers cleaned when necessary, and **deodorizer used from time to time as may be required.** Toilet room doors must be kept locked at terminal and important way stations, except where soil cans are provided.

Under no circumstances should bottles or anything likely to crack the hopper bowls be thrown therein.

Before entering women's lavatory employe will announce his presence by use of buzzer signal or door knocker.

**An Equipment Drawer** is provided in locker for carrying small supplies of cake soap, matches, toilet paper, etc., which are placed in car by equipment checkers, who also supply liquid soap.

Before starting trip porter should see that car is fully supplied.

On conclusion of trip these articles, including used cake soap, should be removed from smoking rooms, lavatories and saloons and replaced by porter in equipment drawer.

**Vacuum Cleaners**, in cars so provided, will be used for removing crumbs, dust, dirt, etc., from plush and carpet. In other cars porter will use the stiff fibre broom and dust pan or the long handled whisk broom and dust pan, provided for this purpose.

**Tables** should be wiped on both sides before being placed in position. Tables must not be put up in smoking room except to permit use of typewriter. (See clause, page 35.)

**Deodorizer Jug** should be carried on the floor of the equipment locker. Inspect before departure and have it refilled if necessary.

**Cuspidors** are supplied in rooms, toilets, lavatories, smoking rooms, lounge and observation rooms (when smoking is permitted) also two extra are carried in locker of each car for passengers' use when required.

Place small quantity of water in each one and renew as necessary.

**Water for Cleaning Purposes** should be drawn from faucets under washstands. It should not be taken from the faucets which supply the washbowls.

**Mop and Scrub Bucket** used for cleaning purposes should be kept in equipment locker when not in use, mop head-end up.

**Ice Buckets** should be kept in locker, **bottom side up**. They must not be used for any other purpose than carrying ice.

**Garbage.** Bottles, ashes and refuse of any description must not be thrown from the car while in motion.

**Step Ladders** not actually in use must not be left in body of car or passageway. There is danger of passengers falling over them. Store them in locker.

Small step ladder when used by porter in making berths or putting them away, must be folded and put under the section he is working on, or one nearby, when he is not actually standing on it. This should be done in such way that no one can stumble

on it, or fall against it. When not in use store it in lower part of electrical locker, or in clean linen locker next to the section tables.

**Fire.** It is important that every precaution be taken to prevent fires in cars. The heater rooms, space under the washstands, lockers, and other storage places must be kept clean and free from oily waste and combustible material of every kind.

Employes must learn the use of the fire extinguisher and call upon the District Superintendent or his representative for instructions in relation thereto.

On account of fire risk, moving picture films are not permitted to be carried in Pullman cars.

**Use of Alcohol or Oil Lamps** in Pullman cars is prohibited under all circumstances.

**Banners or streamers** are not permitted to be placed upon the sides of cars under any circumstances. Marking up cars with chalk is also prohibited.

**When Salt is Sprinkled on Platform Steps** in icy weather, the porter must clear all slush and ice so that the steps are not dangerous for discharge of passengers.

**Vestibule and Trap Doors are Kept closed and latched** while train is in motion. This is a duty of the train employes and the

Pullman employes will co-operate in carrying out the rule of the railroad companies in this important requirement. They should be closed at stations before train starts and not be opened until train stops. When doors or traps are opened they should be latched securely.

To aid ventilation of cars in hot weather upper half of vestibule doors, which are made in two parts, may be opened and fastened with catch when train is in motion. End door should be open at the same time.

Best results may be had by opening upper part of front vestibule door on windward side and of rear door on lee side. Keep the other two doors closed tight.

When there is no catch to hold upper part of door open, the porter must stand there while it is open.

**Tail Gates** should be placed in position on the rear end of the rear car of the train; also when cars are to be separated while switching or standing in stations. They should be fastened whether in open or closed position.

**Vestibule Curtains** should be fastened by porter when cars are coupled together, and unfastened when cars are to be uncoupled, also upon completion of trip, after passengers have been discharged.

**Ice and Water Coolers** may not be used as coolers for beverages, milk, etc. Covers must be kept in proper position. Supply of ice should be obtained in buckets provided for that purpose.

**Paper Drinking Cups** should be placed in receptacle provided for them, for use of passengers. Used cup receptacles should be taken out and cleaned when removing the used cups.

**Step Box** should be carried and not thrown, rest it evenly and firmly when placed for use, and extend endwise from car steps. It will be carried on car platform close to vestibule door and clear of passageway when not in use. At end of trip, place it in smoking room or lavatory. If box is lost or left en route, porter should promptly report to conductor, so that it can be recovered.

**Water System.** Employes should learn the contents of booklet showing diagrams of hot and cold water piping of cars, location of various valves, drain cock, etc. Booklet will be furnished from the District Superintendents' offices.

**Mattresses** of spring construction will scratch finish on berth front if knocked against it. Handle them carefully in taking from or putting them into upper berths.

## GUARDING CARS

**Cars in Service Must be Well Policed and Not Left Unguarded.** The employe on watch will, when seated, occupy either an end seat or a camp chair in position to command full view of the aisle. He should not leave his car unless required by service conditions or to receive or discharge passengers. Where conductor has in charge two or more cars and divides watch with a porter he should devote the greater portion of his time to that car, but must frequently patrol all cars in his charge and know that employes are alert and on guard, returning promptly to the car he is guarding. Where porters relieve each other for rest the porter on guard will patrol both cars at frequent intervals. Each employe relieved for rest must be certain that the employe relieving him is up and on guard. The porter on duty will obtain, on his own call card, the signature of the porter he calls, to prove that he aroused the man. It will be the duty of conductor to supervise and regulate the watch and relief of all employes under his jurisdiction, being governed by the line itinerary or local regulations, and to see that the calling of passengers according to call card is thoroughly understood.

Before retiring, conductor will notify porters of all cars in his charge what berth

and car he will occupy and enter this information on call cards.

Cars must be fully protected by either conductor or porter at meal stations, the period at such stations to be divided between employes under the supervision and instruction of conductor.

When two conductors on the same train divide watch, the diagrams of all cars should be in the hands of the conductor on duty.

**To Prevent Theft of Equipment,** porters must, on leaving car after completing trip, see that the doors and windows are properly secured, unless car cleaners are present to take charge.

**Porters Must Remain on Duty in Their Respective Cars;** visiting other cars or hailing employes on passing trains is prohibited.

**Shoes Will be Cleaned in Men's Wash Room.** They will be removed from **one section at a time**, cleaned, polished and returned. This will avoid mistakes and long absence of porter from body of car. Shoes belonging to occupants of rooms after being cleaned may be kept in locker and returned when called for; this to avoid placing shoes in passageways.

In rooms having shoe lockers, occupants should be requested to place shoes in locker; porter after polishing shoes to return them to the locker.

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**STATE LAWS**

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**Attention of Employees is Directed to** the following State Laws, which apply on trains operated through the States named. These laws must be rigidly observed:

**Alabama**

Card playing unlawful.

**Maryland**

Throwing articles from moving cars prohibited.

**Ohio**

When the distance from lower step of car to station platform or ground is twelve inches or more, step box must be placed for use of passengers.

**Texas**

Porters to use only bedding provided for them and sleep only in place designated.

**Wisconsin**

Unlawful to sweep cars without floor being sprinkled to prevent raising dust.

**Liquor** is sold in some states under certain conditions.

On the following pages a resume of the laws of the various states is given for the information of all car employes.

As certain rules must be followed use only the instructions of Commissary in making sales on cars.

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### **Alabama**

Sales of alcoholic beverages containing over  $\frac{1}{2}$  of 1% of alcohol prohibited.

### **Arizona**

Sales of liquor not permitted on cars.

### **Arkansas**

Drinking, serving, selling or giving away intoxicating liquors on trains unlawful.

### **California**

Beer and wine only may be served with meals on licensed trains.

### **Colorado**

Only beer and wine may be sold on dining cars of trains if cars are licensed.

### **Connecticut**

Beer and wine may be served with meals in dining, club or parlor car, if car is licensed.

**Delaware**

Alcoholic liquor may be sold on cars if they are licensed.

**District of Columbia**

Alcoholic beverages may be sold for consumption in dining or club car if licensed.

**Florida**

Alcoholic beverages containing 3.2% or less of alcohol by weight may be served on dining cars, if licensed.

**Georgia**

Drinking, serving, selling, or giving away alcoholic beverages on trains unlawful.

**Idaho**

Drinking, serving, selling, or giving away intoxicating liquors on trains unlawful.

**Illinois**

Liquor may be served on dining, lounge, club, or buffet cars for consumption therein if licensed.

**Indiana**

Beer and wine may be sold on dining car of train for consumption therein when car is licensed.

**Iowa**

Beer containing not more than 4% of alcohol by weight may be served in cars for consumption therein if licensed.

**Kansas**

Drinking, serving, selling, or giving away alcoholic beverages on trains unlawful. Bone-dry law in effect.

**Kentucky**

Intoxicating liquors may be served by the drink with meals on dining cars, if licensed.

**Louisiana**

Alcoholic beverages may be sold by licensed retailers but not in territory dry by local option. No specific provision covering sales on railroad cars.

**Maine**

Non-intoxicating malt beverages may be sold on licensed parlor, dining and club cars for public consumption therein except when cars are at terminal stop.

**Maryland**

Intoxicating liquors may be served on licensed club, parlor, buffet, observation, sleeping or dining cars for consumption upon such cars.

**Massachusetts**

Intoxicating liquor may be served in licensed dining, buffet, club, or lounge cars for consumption therein while such cars are en route.

### **Michigan**

Intoxicating liquor may be sold in licensed dining and Pullman cars for consumption therein.

### **Minnesota**

Intoxicating liquor may be sold on licensed dining, buffet, observation, or cafe cars where meals or lunches are served, liquor to be sold only to bona fide passengers.

### **Mississippi**

Only beer and light wine containing not more than 4% of alcohol by weight may be sold on licensed dining and club cars.

### **Missouri**

Intoxicating liquor may be sold on licensed dining, buffet, and observation cars for consumption therein. No sales permitted while cars are stopping at any station.

### **Montana**

Only non-intoxicating beer and malt liquor may be sold in licensed railroad car for consumption therein.

### **Nebraska**

Only beverages containing not more than 3.2% of alcohol by weight may be sold in licensed cars.

### **Nevada**

Sale of liquor is regulated by local authorities of counties and municipalities.

### **New Hampshire**

Intoxicating liquors may be served only in licensed cars where food is dispensed and only when cars are en route.

### **New Jersey**

Intoxicating liquors may be served on licensed dining and club cars for consumption therein while cars are en route.

### **New Mexico**

Provisions of liquor control law do not apply to sales of alcoholic liquor on transcontinental trains if such sales are controlled by laws or regulations of the United States.

### **New York**

Intoxicating liquors may be served only to passengers on licensed railroad cars for consumption therein or in any car connected therewith only while car is in actual transit.

### **North Carolina**

Alcoholic beverages containing not more than 3.2% of alcohol by weight may be sold in licensed dining, buffet, club and Pullman cars for consumption therein.

### **North Dakota**

Existing law authorizes the sale of beverages containing not more than 3.2% of alcohol by weight only by licensed retailer.

### Ohio

Beer and intoxicating liquors in glass and from containers may be served to bona fide passengers in licensed dining, club, buffet, and lounge cars or similar equipment for consumption in any such car.

### Oklahoma

Sales of alcoholic beverages containing no more than 3.2% of alcohol by weight are permitted on licensed dining cars and railway trains.

### Oregon

Sale of beer containing not over 5% of alcohol by weight permitted in car for public consumption therein. Beer and wine containing over 5% and not in excess of 14% of alcohol by weight may be served with bona fide meals in licensed dining or club cars only.

### Pennsylvania

Liquor and malt liquor may be sold in licensed dining, club, or buffet cars, to passengers for consumption while en route. No sales permitted when cars are at terminals.

### Rhode Island

Intoxicating liquor may be served on licensed dining, sleeping, buffet, club, lounge, or other cars for consumption therein but only when actually en route.

### **South Carolina**

Non-intoxicating beverages containing not more than 5% of alcohol by volume may be sold by licensed retailers.

### **South Dakota**

Non-intoxicating beer containing not in excess of 3.2% of alcohol by weight may be sold on licensed dining, buffet, and observation cars.

### **Tennessee**

Alcoholic beverages containing not more than 3.2% of alcohol by weight may be served on licensed dining, club, or buffet cars.

### **Texas**

Alcoholic beverages containing not more than 3.2% of alcohol by weight may be served on licensed trains in counties which are not dry. Sales can be made only while train is en route.

### **Utah**

Beer containing not in excess of 3.2% of alcohol by weight may be served on licensed trains.

### **Vermont**

All forms of alcoholic beverages may be served in licensed cars on which meals are prepared and served.

### Virginia

Wine and beer only may be sold in licensed dining, buffet, and club cars, either with or without meals for consumption only in such cars when carrying passengers.

### Washington

Beer and wine by individual glass or opened bottle, containing not in excess of 17% of alcohol by weight may be sold in licensed dining, club, and buffet cars for consumption therein.

### West Virginia

Non-intoxicating beer containing not more than 3.2% of alcohol by weight may be sold on licensed dining, club and buffet cars.

### Wisconsin

Intoxicating liquor may be served to bona fide passengers in dining, buffet or cafe cars for consumption therein and while cars are en route. Cars need not be licensed but alcoholic liquor must have been purchased in state and must bear proper excise stamp.

### Wyoming

Non-intoxicating beer containing not more than 3.2% of alcohol by weight may be sold on licensed railroad cars.

**THE PULLMAN COMPANY**  
CHICAGO

October 15, 1937

TO TICKET AGENTS  
AND PULLMAN EMPLOYEES:

The following regulations concerning dogs and other animals in Pullman cars are effective immediately, superseding all prior regulations on this subject except the regulations on "Blind Passengers accompanied by Seeing-Eye Dogs," issued June 15, 1937.

**DOGS AND OTHER ANIMALS IN  
PULLMAN CARS**

Dogs, cats, or other animals (not venomous, odoriferous or otherwise objectionable) may be taken into private room accommodations in Pullman cars but **only when carried in baskets or other containers**. They may not be taken into or out of the car in any other manner.

Any such animal must be kept in the private room space of the owner and may not be taken into other parts of the Pullman car or into other Pullman lounge, club, restaurant or observation cars on the train.

The animal is in the custody and control of the private room occupant who brings it into the car and

the owner must see that the rights and sensibilities of other passengers, including the right to quiet in the cars, are not infringed.

The owner is also responsible for compliance with any laws or regulations applicable to taking such animals into any State.

Consideration for the rights and sensibilities of other passengers necessitates according only to holders of private room space this privilege of bringing animals into a Pullman car under the conditions above stated. **This privilege cannot be granted by anyone to holders of seat, berth or section space.** Detection *en route* of violation of this regulation by any passenger will require immediate removal of the animal from such seat, berth or section space—

(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 Pullman car, either voluntarily or by exercise of the train conductor's authority.

Should accommodation purchased be vacated, and the passenger leave the car because of the requirements of this regulation, the Pullman conductor on the train will refund unused portion of the Pullman ticket rate paid by the passenger, in accordance with I. C. C. Tariff Rule 24.

In case a passenger with an animal not in container attempts to board a Pullman car to occupy private room accommodation, or a passenger with an animal (whether in container or not) comes to a car to occupy section or seat space, the car employe should in courteous fashion call the passenger's attention to these regulations.

Violation of any of these regulations should be promptly brought to the attention of the passenger by the car employe, and the Pullman conductor will if necessary notify the train conductor for his handling and enforcement of regulations established for the maintenance of order, safety and sanitation in Pullman cars.

No railroad officer, ticket agent, or Pullman employe is authorized to issue permits or to make any change in the requirements herein stated. Any purported permits or verbal instructions to the contrary should not be honored, and prompt report thereof and of any consequent happening should be made to the proper district officer for transmission to this office.

A copy of these regulations may be shown or handed to any passenger upon request, or to explain the necessity for action taken or information given.

CHAMP CARRY,  
Vice-President  
in Charge of Operation

Approved:  
D. A. CRAWFORD,  
President

A. Brown

EAST BAY NEGRO HISTORICAL SOCIETY, INC.

OAKLAND, CALIFORNIA 94608

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*W. H. H.*

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