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THE

BAGGAGE, PARCEL AND MAIL TRAFFIC OF RAILROADS,

EXPLAINING

ITS PRACTICAL WORKING AND THE PRINCIPLES AND PHILOSOPHY THAT UNDERLIE ITS OPERATION; ITS LEGAL STATUS; HOW RATES ARE MADE, WITH SUGGESTIONS AND COMMENTS THEREON. THE METHODS OBSERVABLE IN CONNECTION WITH THE CONDUCT OF BUSINESS OF THIS CHARACTER IN DIFFERENT COUNTRIES COMPARED AND ILLUSTRATED.

THE ESPECIAL FEATURES OF THE BAGGAGE DEPARTMENT, AND THE DUTIES AND PECULIARITIES OF THOSE CONNECTED WITH IT; WITH DETAILED AND PRACTICAL RULES AND REGULATIONS SUGGESTED IN CONNECTION WITH THE GOVERNMENT OF THE BUSINESS AND NECESSARY TO INSURE ITS HIGHEST EFFICIENCY.

By MARSHALL M. KIRKMAN.

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The accompanying volume was suggested originally in connection with a small book (now out of print) on the baggage car traffic of railroads, written by me in 1878. In the preparation of the book in question I was greatly surprised at the wide ramifications of the baggage traffic, and its peculiar and exceptional importance to the general public. The dearth of positive information among railroad men, in which I participated, in reference to this important source of revenue also surprised me. Other duties, however, prevented me at that time from giving the subject the attention it deserved.

The baggage traffic of railroads may be said to represent an unknown quantity in their affairs, and while it seemingly offers only a limited field of inquiry, it is really very extended in its scope and presents many interesting and curious problems, both to the traveler and to the men identified with
the management of railroads. No phase of railway management, it may be said, save the carriage of the passenger himself, so greatly concerns the traveler as the provision made for handling his personal baggage. And so far as the stockholder is concerned, the effective management of the baggage department directly and greatly affects the usefulness of his property and the income he derives from its operation. He is therefore, no less than his patron, directly interested in its efficiency and in the careful and complete elucidation of everything that concerns its management.

The Express or Parcel traffic of railroads presents fewer complications than those surrounding the transportation of baggage. The affairs of the two, however, are inextricably interwoven, and must be studied together to be fully understood. In the accompanying pages I propose to discuss their importance and the principles that underlie the conduct of this class of business, and to explain as well the details that characterize its operation. I have used the word Parcel instead of Express in the title of the book, it is proper to say, for the reason that the Express traffic of railroads is understood to mean only the business done by the Express companies, while the term Parcel Traffic
embraces the business done by the Express companies and the railroad companies as well.

The arrangements connected with the transportation of mails, so far as they concern the carrier, present comparatively few features of interest, and for that reason only the more general and important characteristics of the subject are referred to.
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CHAPTER I.

The General Principles observable in connection with the handling of the Baggage of Railway Passengers—The Supervision of Railroads—Public Sentiment versus the Officeholder or Bureaucrat.

The people who travel embody the intelligence of the community, and embrace the bulk of its members; they give direction to its impulses, own in fee-simple all it possesses that is of practical worth, and create the laws under which it exists. The regulations governing the passenger traffic and its accessories upon our railroads, consequently, directly affect and interest all these people. They are especially concerned in the efficiency of the Baggage department of the service, and they demand, with a unanimity and intelligence not exhibited by them in regard to anything else connected with the operation of railways, that the methods pursued, so far as they affect the handling of baggage, shall at all places and at all times be such as to afford the public the least personal inconvenience consistent with the due preservation of its property, and the prompt and accurate transmission of the same.

The owners and managers of our railways par-
ticipate in this sentiment equally with the general public, but they understand more fully than the latter the measure of the accommodation it is possible to extend. The operations of the baggage department, and the conveniences it affords, are governed by the net income of the passenger traffic. Whatever the cost of doing business may be, it must be reimbursed to the carrier in the price paid by the passenger for his ticket. The aggregate amount paid determines the amount available for use. The exactions of the public, therefore, should be governed by a just appreciation of the resources of the companies in this department of their service. If the amount received by them is small the facilities they extend may be expected to be correspondingly small. If ample, then the facilities should correspond. The measure of the income must in every case determine the measure of the accommodation, and whatever the desires of the community may be, abstractly considered, it cannot reasonably expect facilities in excess of the amount it contributes.

The business of railroads may be said to be divided under two great heads, namely, the passenger and freight traffic. These two departments of the service have no direct or appreciable connection with each other, and the earnings of one cannot, consequently, without injustice be made to reimburse the expenses or losses entailed by the other. Each must be self-sustaining. Under any other
method of doing business, one class of the community will, of necessity, be taxed to furnish accommodations for another class, with which in many instances it has nothing in common. The people who provide our railroads with freight traffic should not, for illustration, be compelled to pay high rates to enable the latter to furnish accommodations for passengers not warranted by the amount earned from that source; nor, on the other hand, should the traveling public be asked to pay excessive rates to enable the railway companies to furnish to merchants and others, facilities not warranted by the extent and productiveness of the business they contribute. An equitable division of the cost of transportation, to be borne by the different classes of traffic being based, then, upon the burdens peculiar to each, it follows that the quality of the service rendered by a railway company in its different departments must conform as nearly as possible to the earnings capacity of such departments.

The relative intelligence with which a community is able to judge of the fidelity and skill exercised by its servants is measured by its habit of exercising judgment in such matters. In other words, public opinion is precise and trustworthy in determining its rights in particular instances, just in proportion as it has been accustomed to the exercise of these rights in the direction indicated. In like manner, familiarity
with the expression of public opinion, intensifies the respect felt for it by those it concerns, and influences and hastens the reasonable fulfillment of its wishes. The truthfulness of this nowhere finds a more happy illustration, perhaps, than in the customs that have grown up in different countries, under the countenance of the people, in connection with the working of railroads. The duties and responsibilities of these agents of the public are peculiar and exceptional, and in the relative facilities they afford the community, may be traced the comparative skill of their operatives, and the different degrees of intelligence evinced by the people they serve. In one country, happily governed, we will see the resources and arts of the carrier taxed to the utmost to meet and forestall every reasonable and proper public demand, while under another form of government less wisely administered, arbitrary and harassing customs, and half developed contrivancies will be the rule, the acts of the carrier being characterized by an ignorant, and in many cases wilful, disregard of the rights and conveniences of the community in the premises. In the first instance we discover that the companies act under the inspiration of a watchful and generally educated public intelligence; in the other, under the guidance of a bureaucratic or centralized form of government. Under the former the carrier labors under the knowledge that his utmost endeavors will not fully satisfy public expectation,
Under the latter he acts under the full assurance that whatever he does will be accepted by the community as the act of its immediate servants, and necessarily, therefore, final and conclusive.

Liberty of opinion and freedom in its expression beget enlightenment, and increase correspondingly the conservatism of those accustomed to its exercise. This is apparent in the United States and in England, whose governments may be ranked with the most conservative in existence. In each the highest conditions of public observation and intelligence are apparent and the effect upon their servants, the railroad companies, as we might expect, is salutary in the highest degree. This is evinced in the intelligent and zealous efforts of the latter to satisfy public opinion—not as expressed by isolated individuals or bureaucratic officers, but through the aggregate intelligence of the community. The result is that in England and in the United States the conveniences afforded the public by the railway companies approach more nearly a perfect state than are to be found anywhere else.

The common carrier, wherever located, is the servant of the people—the hewer of wood and drawer of water—and as such is bound to fill every reasonable condition of his office. He assures the continuance of his trust, as well as exemption from oppression, by the exercise of intelligent foresight and an honest discharge of his duty. In the philosophy of railway management it is a generally
recognized belief that a company is legally and morally bound to do whatever it can to promote the personal comfort of its patrons, so far as the compensation exacted for the service performed will permit, or as may be compatible with the convenience of business, the safety of the public, and the security of property. Whatever reasonable accommodation the income or the facilities of the carrier render possible he is bound to freely accord his patrons. He is also bound to adopt every reasonable and proper appliance, and introduce from time to time such conveniences and comforts as may be suggested by experience and the discovery of new devices, so far as they may be said to come within his income or the scope of ordinary business conditions. In no country are these requirements so fully and heartily accepted by the carrier as in the United States, and a careful study of the workings of railroads in other countries only serves to emphasize the superior excellence and promptitude that characterizes the service of our companies in all matters that relate to the convenience and comfort of the traveling public. This favorable judgment is not the expression of an individual opinion, but it is that of the community generally, in so far as it has had personal acquaintance with the relative merits of the different systems in force throughout the world. The superiority of the American railway system is manifest in the introduction of commodious and luxuriant cars, free from the jolting
noticeable in those used abroad, and in the use of palatial sleeping and dining cars and drawing-room coaches and comfortable smoking compartments; in providing capacious, cleanly and easily accessible closets to be found upon every coach, and in the care with which passenger coaches are heated and ventilated; in the free and abundant supply of pure drinking water that is provided for travelers; in the arrangement of coaches so that passengers are not wholly isolated from each other and from the servants of the company while en-route, thus insuring their personal safety; and, finally, in providing such convenient and expeditious appliances for handling the personal baggage of passengers as will afford every necessary security, while avoiding as much as possible inconvenience or delay to the traveler.

The marked excellence of the American system of handling baggage, and the superior accommodations afforded the public by its operations over those afforded in any other country, was not due primarily so much to the superior ability of those in charge of our railroads as it was to the vigilance and the uncomfortable and jealous apprehensions of the public, and to its passionate eagerness to discover in the policy and management of every railroad something to condemn. This spirit in the community, that has so often seemed to threaten the integrity of the capital invested in our railroad enterprises, and has had the effect in many cases to
greatly retard their development, has, nevertheless, had the effect to stimulate the energy and sagacity of our railroad officials to an extent that appears incredible to those not accustomed to so open, vehement and critical an analysis of the acts of railway managers. To the residents of countries where public opinion in matters of this description finds direction and expression largely or wholly through the slow and irresolute acts of hired public servants, the timidity of our railroad companies and their alacrity in answering the demands of the public is at once surprising and gratifying.

While the disposition of Americans to criticize and find fault is not altogether pleasant to contemplate, and while oftentimes it is ill-timed and unjust in its expression, nevertheless it has without doubt had the effect to greatly stimulate the eagerness of railway managers to anticipate the wants of the community; it has in an unusual degree caused them to make the comfort of the public their constant thought, and to strive to make the railroad system in every important instance conform to the convenience of the public, instead of attempting to make the public convenience conform to the wishes of the railroad companies, as is so noticeable in many of the countries of Europe. This peculiar feature or facility of our railway system is illustrated very forcibly in the simple and convenient methods that have been adopted by us for handling baggage. The propriety and equity of this is
apparent. In no other department of the service is it possible for a transportation company to afford the community so high and conclusive an evidence of its intelligence and amiability as in the handling of the baggage of its patrons; certainly none that the public should more highly esteem, or that could be made to add more to the personal convenience of its members.

The American system of handling baggage has for its underlying principle the convenience of passengers, generally and specifically; not the convenience solely that is afforded in the carriage of property, but in simplifying in every way the minutiae attendant upon the performance of this service. All the safeguards that are thrown around the personal property of their patrons by our railroad companies, it is noticeable, are made to accommodate themselves in every instance to the convenience of the passenger, and only such simple and obvious precautions are employed in the conduct of the business as naturally suggest themselves to men interested in results and caring little or nothing for theories or the exposition of formulas. In this particular province of the service every species of detail having the effect to harrass or discommode the public has, it is observable, been carefully and systematically expunged from the rules and regulations governing the business. And when any detail having this effect has been attempted to be introduced by a company, either the
counsels of its officers or more judicious action on
the part of some neighboring line has in every
instance quickly rendered such attempt abortive.

Under no circumstances are the community to
be inconvenienced unnecessarily. This is and has
been the basis of action upon the part of our rail-
way companies, and if there have been notable
exceptions to the rule, they in no way invalidate its
general truthfulness.

While the American method of handling bag-
gage is not, perhaps, more simple than the European
system might be made, its operation is characterized
by greater facility and expedition. The dull and
sluggish indifference to the convenience of travelers
so noticeable in connection with the management
of this department in Continental Europe is not to
be seen here, any latent disposition that our officials
may have to aggrandize their office at the expense
of the public time and patience in this direction
being quickly and effectually suppressed by the
companies employing them. The monstrous ab-
surdity we see abroad of requiring passengers to
present themselves at the depot far in advance of
the departure of trains, under penalty of having
their baggage withheld from the cars or themselves
excluded from the depots, would never be attempted
by an American company, or if attempted would
be quickly put down by public sentiment.

In examining the American system we find that
the operation of ticketing passengers and checking
baggage has, with the lapse of time been so pruned of every feature objectionable to the convenience and utility of the traveling public that the necessity of passengers presenting themselves at the depots prior to the immediate departure of trains does not practically exist. The ingenuity and skill that our companies have displayed in this particular respect, and in the improvements they are making from time to time, have not, I think, received from the general public the appreciative notice that they merit. A comparison, however, of the methods of our companies with the labored systems so rigidly enforced upon the railroads of Europe is sufficient to render apparent the superior and marked excellence of the former.

The European system of handling baggage is organized to protect the railroad companies against the public, and against the operatives of the companies as well. The convenience of the public, collectively and individually, is in every case made subservient to these two requirements. Thus, every piece of baggage that is transported, no matter how trifling it may be, is carefully weighed and the weight systematically inserted in the way-bill and in the body of the receipt given to the passenger. Besides this, it is carefully recorded in the forwarding office and again at the receiving station. This labor, no matter how deftly performed, occupies considerable time, and when it must be repeated in the case of each passenger, or a majority of them,
the public are put to the inconvenience that the delay entails. The American companies, on the other hand, while they also limit the amount of baggage that the passenger shall carry without extra charge, are, nevertheless, satisfied to accept the judgment of the station-masters as to whether the weight of the property offered by the passenger exceeds this limit or not, without actually requiring him to weigh it in those cases where it is apparent that it does not exceed such limit. The time thus saved inures to the benefit of the passenger, as he is thereby permitted to reach the station just so much later than he otherwise would be. The time thus saved varies at different stations, but it will average from five to fifteen minutes, according to the number of passengers to go forward, and the facilities that the carrier possesses for weighing the baggage that is offered. The Italian railways, with curious disregard of the public they profess to accommodate, require passengers to be at the depot ten minutes before the departure of the train; otherwise their baggage will only be sent forward by goods train. The regulations of the railroads in the majority of the other states of Europe are quite as exacting. The contempt they display for the convenience of the public in this particular respect is not more marked, however, than it is in many other departments of the service.

To those familiar with the timidity and the obsequious deference paid the community by our
American railway companies, the assurance displayed by the European companies is marvellous. The explanation, however, is exceedingly simple. It is found in the self assertion and superior enlightenment of the masses in America, and in the habit each man has of judging for himself, of the necessity of the regulations sought to be imposed upon him either by governments or railroad companies. When, in his opinion, they bear unjustly upon his rights, he flies to the newspapers, or the courts, or to legislative bodies for relief, and rests not until his grievance is redressed, or he is clearly proven to be in the wrong.

In other countries the hired servant of the public is expected to secure for the community all the rights that belong to it, so far as the railroad companies are concerned. Officials of the government, in such cases, are supposed to pass judgment upon the acts of the railroad companies, and whatever they approve the people acquiesce in. And in this manner the latter are continually accepting with cheerful resignation regulations of the railroad companies, that would be instantly branded as unnecessary and absurd in the United States. The reason is exceedingly simple. A people who delegate their rights cannot go back of the explanations of the necessities of particular cases, made by their agents. Whatever conclusion the government official comes to in such cases, is consequently and of necessity accepted by the community as final.
His official negligences and omissions, whether intentional or otherwise, remain unknown to the community, or if known cannot be demonstrated.

The fault lies in the system, and it is impossible to conceive of a different result under any form of bureaucratic government, where the restricted, and in many cases perverted, intelligence of a few hired agents is substituted for the united intelligence of a whole nation. While these officials may be, and doubtless are, perfectly consistent in their efforts to serve the public, they in effect serve only as shields for the railroad companies, (whether the latter are operated by government or by private parties) for the reason that the supervision that they profess to exercise, disarms criticism, and silences the inquiry of the many. The representatives of the government in such cases, pass upon the various questions that arise in connection with the transportation business, and their conclusions are accepted as final. The result of this, while apparently in the interest of what is right and proper as between the corporations and the people, really has the effect to substitute the judgment of the few for the intelligence of the many. Thus, the European railway companies have only to satisfy the government officials appointed to supervise their affairs. They have in this respect nothing to do directly with the community at large, and the facilities and improvements that the people would under other circumstances blindly insist upon, and would ultimately secure,
the servants appointed to act for them blandly waive as impracticable.

The result is that the European companies are practically irresponsible. Their identity is lost in that of the government agent. Shielded from criticism and protected from attack, the incentive that animates the English and American roads is wanting. Satisfied with the appliances in vogue and secure in the possession of their prerogatives, railroads thus supervised are indifferent to the improvements suggested by the experience of managers and operatives acting under the stimulus of a less complaisant public sentiment.

Thus in Europe, or in many parts of it, the partially educated, and at best restricted, understanding of a few government servants takes the place of the trained intelligence of the only class of men, namely, those directly in charge of the railway service, who are competent to judge of the relative forms of management or the possibilities that exist of improving them. Under the operation of the methods there enforced the railroad companies, instead of bending their energies to the accomplishment of results that an enlightened and vigilant public sentiment would demand of them, are content to satisfy the judgment of the officials appointed by the public to look after its interests; and in the event that the public at any time complain with reference to the facilities afforded them, or the inconveniences to which they are subjected,
the companies have but to fall back upon the general statement that what is satisfactory to the selected and trained servants of the people, appointed to supervise the affairs of the railroads, and possessing all the necessary facilities for knowing what is practicable and what is impracticable, ought of necessity to be accepted as satisfactory by the people themselves.¹

That the community, and the railroad companies as well, are the losers where the former profess to exercise arbitrary control over the operations of the latter there can, I think, be no reasonable doubt. It is impossible that the highest form of constructive ability that is attainable in the organization and conduct of railroads should be found where such a state of affairs exists. In England and America the communities receive the benefit of the maximum intelligence of which the railway service is capable. In continental Europe, on the other hand, where the responsibilities are divided as between the government officials and those of the railroad, only the minimum skill, it is observed, is exercised in serving the public.

While the aggregate sense of a free and enlight-

¹. In this connection, and comparing the English and American system with that of Continental Europe, it seems to me that the limited supervision exercised in the former countries by those appointed by the state to look after the railroad companies is greatly preferable to the absolute control exercised by the governments in Europe, for the reason that while the latter silences the expression of public opinion, the acts of the representatives of the people in the first named countries serve only to excite its interest and enlighten its understanding.
ened community, as we have already intimated, may be at times hasty and inconsiderate in its conclusions, it is, nevertheless, in the main just and may be depended upon to protect and foster those interests that conserve its purpose much better than the delegated authority of a few individuals. In the operations of business it is a well accepted fact that the principal in a transaction is more likely to treat upon a considerate and enlightened basis than his agent, and his conclusions when arrived at more carefully and intelligently formed, and therefore less likely to change than those of a mere substitute. This principle is peculiarly applicable to the relation that the railroad companies bear to society. Its operation in the United States and in England where it has had a fair trial bears out this conclusion. While the railroads possess in these countries greater latitude in their organization and management than they do elsewhere there can be no doubt but that they serve the community with greater economy and efficiency than is the case where the railroads are owned by the state or managed under its immediate supervision. A comparison of the construction and working of the railroads under the two systems abundantly demonstrate this to any intelligent observer. No where else is the public so abundantly and cheaply served as in the United States and England, where the powers of the government agent are everywhere restricted within the narrowest limits. In Europe, on the other hand,
the power of the official class in connection with the operations of railroads, is much more marked. Their authority indeed is practically absolute. The result is what might have been anticipated. Appointed originally to foster and protect the interests of the people, they have ended by enslaving them. This is the natural sequence of the office holder. The principle upon which he operates is the same everywhere and under all forms of government. It is first, to afford the public the minimum amount of accommodation at the maximum price that the nature of the case renders possible; second, to make the public service conform in all things to the convenience of the public servant; third, to restrict the facilities enjoyed by the former while multiplying the number and importance of the latter; and, finally, to so aggrandize the public service by surrounding it with unnecessary and restrictive elaborations as to make it practically a monopoly to those in possession.

The operations of the public service, like all enterprises of a business nature carried on without definite and fixed responsibility upon the part of the agent, commences by being extravagant and ends by becoming inefficient. The servants of a people are not alone arbitrary in their action; they become contracted in their views and policy. The objects that move men in other departments of life, such as the prospect of gain, the necessity of satisfying a critical master, or the securing of a coveted position or
rapid advancement, that only superior intelligence and skill can compass, are wanting in the public employ, where averages rather than individual action form of necessity the basis of service. The result is that great enterprises of every kind when organized and operated by private parties and under private supervision and control, are more effectively and economically managed than when conducted under the peculiar influences that govern the highest and most efficient form of public service. The operation of railroads affords no exception to this rule, and it will be found by comparing the results accomplished by them under different forms of government that their greatest utility has been secured where their control and management has been entrusted to private individuals.

Many of the difficulties attending the operations of the baggage department it is noticeable are fully understood only by those having immediate direction of its affairs; they alone are able to perfect the many excellencies of service of which the business is capable. And this truth suggests a companion fact not out of place here, namely; that it frequently occurs in the history of railroad enterprises that many reforms which are in themselves exceedingly simple and easy of accomplishment are grossly distorted or their fulfillment held to be difficult if not impossible; this is the case where the official or operative who is alone able to suggest or carry forward the reform is indifferent or actually opposed to its ac-
complishment. The obstacles that in England have been thought to surround the introduction of a correct system of billing baggage are an admirable illustration of this. The railway managers of that country have continued the old methods simply through ignorance of the facility that the new afforded. They have not understood the possibilities offered by other systems, and the subject has not been one to invite the investigation of the responsible managers, while those immediately in charge of the service have been lacking both in interest and information. I characterize their action, or want of action, thus forcibly for the reason that it is difficult to believe that any Englishman, whether the proprietor or officer of a railroad, would be content with the barbarous system of handling baggage, in force over a large part of the British Empire to-day if he understood how exceedingly simple and effective the American method is, or if he understood how greatly the European plan might be simplified and cheapened under more favorable auspices. In the United States the public require that the railroads shall adopt a method for handling baggage at once simple and effective; they refuse to be inconvenienced in their affairs by vexatious restrictions no matter how specious the reasons for them may be. Nor will they be harassed as in England by neglect upon the part of the carrier to provide adequate machinery for carrying on the business with the possible trouble to the passenger. To illustrate
this, they refuse to be subjected, like the English people, to the annoyance of being compelled to look after their luggage during the time it remains in the hands of the carrier. They insist that the latter shall deliver it, without their intervention meantime, at its destination. The result of their demands in this and in other directions is that the people of the United States enjoy every convenience that can be conferred by the various systems of handling baggage without participating in any of the vexatious features that are apt to attend their operations. Nowhere can a finer illustration of the wholesome effect of an enlightened public opinion be found than the result thus attained.

I think I do not err when I say that the American plan of handling baggage affords the passenger conveniences superior to those offered upon any railroad in the world, save possibly one or two exceptions. At the same time the measure of safety it assures the carrier is more than sufficient to warrant its introduction by the English if they properly understood its merits. In this connection it is proper to say that in successful management the English companies vie with those of every other country, while they are not behind the American roads in their desire to please the public. Their thrift and intelligence is proverbial, and the deficiencies we discover in their methods of doing business are not, like those on the continent, dull, persistent and willful in their application, but arise rather from ignorance and
over-confident belief in the infallibility of whatever they attempt.

The fundamental principles governing the handling of baggage, to summarize the subject at this point, are few in number and easily stated. These principles, happily, do not antagonize either the interests of the people or of the railroad companies. They are; first, that passengers shall be inconvenience or delayed as little as possible in checking their baggage at the starting point and in delivering it to them at the place of destination; second, that so far as the nature of the route and the extent of the traffic warrant, all baggage shall be checked through from the point where a passenger purchases his ticket to the place to which he is destined, and that at all junctions and transfer points it shall be attended to by the carrier without the intervention of the passenger; third, that it shall go forward upon the same train with the passenger, and reach its destination at the same time that he does; fourth, that the passenger shall, when he delivers his baggage to the transportation company, be given a receipt or token, the presentation of which at the place of destination shall be the authority of the carrier for the delivery of the property; fifth, that the safety of the property shall be carefully and intelligently guarded and its good condition maintained, and that in the event it goes astray the appliances of the carrier shall be as to secure its prompt recovery and transmis-

the owner; sixth, that the carrier shall be
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responsible for any loss or damage that baggage may sustain while in his possession, and that all claims for such loss or damage shall be promptly adjusted; and, finally and generally, that from the moment property passes into the hands of the carrier up to the time of its delivery at the point to which it is billed, the passenger shall be relieved from all anxiety or expense concerning its safety or carriage.

The carrying out of these principles, while not difficult in any respect, involves, it is apparent, the cooperation of connecting railroad companies and the employment by them of an efficient force and the use of the best attainable methods in the conduct of their business.
CHAPTER II.

The Principles that should Govern Railroad Companies in the settlement of Losses and in the Business incident thereto.

The complications of the baggage service are manifold. The business must not only be expeditiously and simply performed, but it must be accurately fulfilled. While the railroad company cannot enforce regulations contrary to the comfort and convenience of the traveler, it must, at the same time, carefully guard and correctly forward any property he may trust to it; this is the *sine qua non* of the service. It is never a legitimate compensation for the loss of an article by a railway company, or the sending of it astray, that the carrier is able or willing to pay for the property. He is bound to provide in advance every necessary and reasonable precaution against the occurrence of such accidents. It is not enough that he pay. He must prevent losses and forestall irregularities of every description. No valuation that a traveler can conscientiously put upon his personal effects will ever adequately represent to him the full measure of their value if lost. The incidental or constructive damages he suffers cannot be recompensed to him, and their enumeration would
only excite laughter. This is well understood. In the presentation of his claims against railway companies he consequently wisely refrains from attempting to name or classify them. Yet the loss is none the less a real one to him, and its unsatisfactory settlement continues to rankle in his bosom long after the matter has passed from the memory of the other party to the transaction.

In making up a bill of costs for property lost or damaged, the number of days or hours of delay that a traveler suffers in consequence he can compute, but the innumerable expenses incident thereto, such as the cost of the stationery expended in correspondence, the telegrams he sends, the numerous and tiresome journeys he makes backwards and forwards while pursuing his inquiries, and the vexation and uncertainty that attends the delay in ascertaining definitely the loss of his goods, and in settling the same with the carrier when the loss has been definitely ascertained, cannot be estimated, much less paid for.

In the operation of the baggage department it often occurs that the owners of the property supposed to be lost are so overjoyed at its discovery that they refrain from making any reclamation whatever upon the railroad company for the expenses they have been put to in consequence of its supposed loss.

When property that is lost cannot be found the valuation that the owner is able conscientiously
to put upon many articles of great value to him personally is at best merely nominal. While such articles represent to him perhaps a value equal to articles that are entirely new, or even perhaps of better quality, nevertheless he can embrace them in the schedule of loss only at their actual marketable value. The hardship he suffers is thus aggravated by a direct and unavoidable pecuniary loss. Aside, however, from the inconvenience and the monetary loss that a passenger suffers under the circumstances named he also loses in many cases, as we have already suggested, articles which are to him of much more value than those for which he receives pay, but which have no value whatever that the customs of business men can recognize or compute. These are of necessity omitted from his inventory, and herein lies one of his grievances.

Many other peculiarities attending the losses engendered by an imperfect system of handling baggage, might be mentioned. And it may be noted further in this connection that while every loss entails a direct and positive expense to the carrier as well as to the patron, the fact in no way serves to mitigate the feeling of annoyance experienced by the latter.

The existence of the evils that engender the losses that occur in connection with the baggage department of our railroads are rarely known or suspected by the people they affect. And in this connection it is interesting to note, generally, that
the losses and inconveniences to which a community may be subjected through loose and incoherent methods of doing business on the part of those delegated to serve it, usually occur without the community itself being aware of the extent of the evil, if indeed they are conscious of it at all. The relative facilities offered by the railway enterprises of Europe and America, to which reference has already been made, admirably illustrate this. It is not only visible in the relative accommodations and business facilities afforded under each, but it is apparent, though in a lesser degree, in the respective methods of accounting adopted by the different railroad companies for the settlement of claims. In every country there is more or less of a disposition noticeable on the part of officials to overrate the willingness of the carrier to pay for the losses and damages for which he is responsible. At the same time they underrate the inconvenience and losses that the patron suffers in the adjustment of such claims. This feeling does not arise from any intentional disregard of the rights of the public; it is simply an oversight—an official egotism. It is, however, none the less unfortunate on that account.

In the adjustment of claims it will often occur that an advantage gained by the carrier will in the end prove detrimental to his interest; the advantage of numbers and expression of opinion is with the community, and any advantage taken of its members will, per consequence, redound to the injury of the
carrier; the latter cannot for this reason, if for no other, afford to sanction any act upon the part of his agents that is not fair as between man and man, no matter how great the temporary gain may be.

The officials who represent our railroad companies in the settlement of claims, no matter in what department they may arise, should appreciate fully this fact, namely, that no award that they are likely to make, if founded upon an honest statement of the facts connected with the matter, will ever adequately recompense the claimant for his loss. And the fact that this is so naturally suggests the requirement that should be enforced by each company upon its servants in this particular department of the service, namely; first, that they shall adopt every reasonable and proper means of preventing property being lost while in the possession of the carrier; and second, that when accidents occur they shall extend to the claimants every accommodation in their power to facilitate the easy and expeditious settlement of their claims. So wise and just a course as this, it is obvious, cannot do otherwise than cement more closely the intimate and cordial relations that should always exist between the community and its servant, the carrier, while a contrary policy, no matter whether it arises from ignorance or design, will, it is equally obvious, have the effect to embitter the community against the companies, and prepare them to suggest or acquiesce in measures of injustice that would not otherwise accrue to them.
The want of tact and the arrogance of men in authority precipitates the destruction of the power they exercise more often than the acts of injustice that they commit. Much of the trouble that has arisen in the past between the community and the railroad companies has been ascribable to the indifference and the haughty superciliousness of the servants of the latter, and to their neglect to employ in their intercourse with the public those simple acts of courtesy and good breeding that are customary elsewhere among civilized men. It is a noticeable fact in human nature that men are everywhere quick to respond to the friendly advances of those in official position. At the same time they are not less quick to punish those who ignore them or treat them discourteously. The peculiarity which I refer to in the conduct of the servants of the railroad companies arose (for it it largely a thing of the past) not so much from any intention or desire to treat those with whom they came in contact discourteously, as it did from ignorance. This ignorance was partly the result of defective education and partly the penalty that falls upon men long accustomed to the exercise of arbitrary power. And while its entire effacement may never be wholly possible, still its deformities can be greatly lessened by the exercise of a judicious care on the part of the owners and responsible managers of the railroad companies.

In saying that every facility should be offered for the
adjustment of claims against our railroad companies. I do not wish to be understood as intimating that the precautions necessary to prove the authenticity of such claims should be neglected, or the common principles of business usually observed in such cases disregarded. It is against any disposition upon the part of the officials in charge to unnecessarily aggravate these precautions, and thereby retard the progress of business, that protest should be made by everyone, and especially by the owners of railroads.

The settlement of a claim, it may be remarked, should as nearly as possible be coincident with its occurrence. In the majority of instances delay is pregnant with costs to the carrier. In invites unfriendly reflections, suggests combinations, and brings prominently into the transaction that prince of middlemen and disturber of values—the lawyer. At no other time is a claimant so happily disposed to settlement upon mutually satisfactory terms as at the period of the loss. Every moment that the adjustment of his claim is deferred irritates and enrages him, and from being in the mood to settle upon amicable terms he comes in time to seek, rather, a pretext for strife, so that when a settlement with him is finally effected the opportunity of the railroad company to cement his friendship and forever bind him to its interests has been lost. The good will that an appearance at least of spontaneity upon the part of the carrier would have produced has been frittered away, and when the claimant
comes finally to receive his money it is sullenly and without thanks or other expression of kindliness.

In connection with the subject of claims and in considering the desirability of railway companies exercising all possible celerity in the settlement of the same, the community must not however, disregard the inevitable obstacles that carriers have to contend with in such matters. The peculiar position occupied by them must never be overlooked in attempting to estimate the measure of their responsibility to the public in particular instances. The individual business man or the member of a firm may without delay or circumlocution personally examine and pass upon each and every claim that is presented to him; their number does not preclude his doing this quickly and effectively with little or no risk of deception being practiced upon him. His familiarity with the facts and his experienced judgment and personal interest enable him to decide upon each case as it arises. With the railway company it is different; its transactions of this nature are innumerable, complicated, and so widely scattered that they pass at once beyond the comprehension of

1. On many of our best managed roads it has become the practice to employ efficient and adroit Claim Agents, whose sole duty it is to attend promptly to every species of claim incident to the transportation business. Where these agents have been employed and provided with proper authority and facilities for carrying on their business it is remarked that the amount paid by the railroad companies for losses, compared with companies depending upon other methods is much less, while the community in the former case is gratified and obliged at the disposition and ability of the companies interested to afford it immediate and just remuneration for its losses.
a single person. Besides this, a railroad company is unable to act like the individual man, through a proprietor present on the ground and personally interested in effecting an advantageous settlement. It must, on the contrary, transact its business through a hired agent, whose responsibility like his interest is necessarily more or less circumscribed. The extent to which a servant may act purely upon his judgment is of necessity extremely limited. In everything he does he is governed by precedent, by the routine of his office, and by the necessity of accumulating evidence in each case that will subsequently substantiate if necessary any action he may take. He must not only know in every case that the claim he pays is just, and one that ought to be paid, but he must before paying it be prepared to demonstrate the correctness of his action in the event that he should ever be called upon so to do. It is this peculiar feature of his position that makes the railway officer so exceedingly circumspect in all he does, and if he is sometimes too cautious, too difficult to satisfy, the community in judging him should not forget the perplexities under which he labors.

The peculiarities that we notice in the railway official in this particular department of his business, it is to be observed, are even more aggravated with the officers and employes of the government under similar circumstances. The latter may be said to have practically no discretion whatever, in anything
that they do, their acts being in every case circumscribed within the rigid confines of laws arbitrarily formed for the government of the particular offices they fill. The result is that the circumstances under which they labor soon disqualify them for the exercise of offices of personal responsibility of a discretionary nature for which no precedent or law exists for their government. A transfer of the railroads to the government would not, therefore, in any sense lessen any of the difficulties that the community at present experience in securing the prompt and satisfactory adjustment of claims against the railway companies. On the contrary we may believe that the circumlocution that now exists would be greatly and inevitably aggravated by such a transfer, and that what is now only an inconvenience, would under such a state of affairs become a burden. The officers of railroad companies may be, and are frequently, allotted discretion more or less liberal in its nature in acts that affect directly the convenience and the interests of individual members of the community. This is especially true in reference to the settlement of claims, but it is obviously impossible that any such discretion should be accorded officers of the state under any methods of administration likely to be adopted by it for the government of railroads.

The organization of a railroad is such as to enable its proprietors to scrutinize the acts of its management with more or less intelligence, and it is possi-
ble, in consequence of this, to permit the latter to exercise a considerable latitude in the discharge of their duties in cases of emergency. This necessary and benificent supervision of the principal is lacking in the functions of the government service, or is at best perfunctory in its nature. In consequence of this all the details of the latter service are carefully and minutely described in the regulations creating the office. The result is that in all the relations of a business character that the community have with the officers of the government, they are hedged about by innumerable technical rules and regulations, extremely vague in their nature to all but the officer himself, yet of the most minute and exacting character, which neither the discretion nor the disposition of that officer inclines him to mitigate in favor of the individual citizen. He is the autocrat of the people as a whole, and is appointed to jealously guard their interests. But the power he exercises and the restrictive limitations of his office all combine to constitute in him a prosecutor instead of a conservator of those who are so unfortunate as to have relations of a business nature with him. The fault is not with the officer. It is the misfortune of the system, and inseparable from its operations. If this is not true let those who have claims against the government refute it.

Corporations like those of government and railroad companies have not only to provide against
every contingency of misrepresentation and subterfuge upon the part of those with whom they have dealing, but they must, coincidently therewith enforce such elaborate and carefully prepared safeguards and precautions as may be necessary to serve as a protection against the machinations of the evil disposed, if any, among their own employes. It is the conjunction of these two important yet diametrically opposite elements in the organization of great corporations that so elaborates them and otherwise has the effect to render their successful operation a matter of such great difficulty. The checks and balances that they are compelled to enforce have the effect to magnify all their acts, and to surround the individual performance of their servants with an air of reserve and preconceived deliberation that is at once puzzling and annoying to those who do not understand aright the reasons that occasion it. In consequence of these disturbing elements, so obviously impossible to avoid, the transactions of business become in practice either greatly magnified or greatly dwarfed. Thus trivial affairs, that would occupy hardly a thought in the life of a merchant, assume with the affairs of a railway company, an importance that calls for the accurate fulfillment of every check and safeguard made and provided for the government of his business under the most trying circumstances. On the other hand, matters of great pith and moment, involving perhaps millions of dollars, are consum-
mated by him under exactly the same circumstances and with the same machinery, without especial thought being bestowed upon the subject by anyone in consequence of their exceptional magnitude; this is so for the reason that the duty and the responsibility of the servant is the same in either case; and thus it is that transactions greatly disproportionate to each other assume an equal importance in the systems that animate and control the bulk of the details connected with the management of railroads and governmental affairs.
CHAPTER III.

The Beneficent results that would follow the Organization of Separate Departments or Companies, for the purpose of conducting the Baggage Business of Railroads.

What occurs in one branch of industry is full of suggestions, in reference to others analogously situated. This applies to railways, as well as to the common industries of life. It is particularly noticeable in connection with the transportation of baggage. If, for instance, separate companies organized to operate our telegraph lines, attend to our sleeping cars and drawing-room coaches, work our fast freight lines, and conduct the parcel traffic or express business are advisable, (as they have been found to be in many cases) the inquiry naturally suggests itself, why separate companies have not also been formed to attend to the handling of the baggage of passengers traveling upon our railroads. The answer to this inquiry is that such a division of service is incompatible with the plan that has been enforced by the carrier from the commencement, of making a joint rate for the passenger and his baggage. The prevalence of this rule suggests the further inquiry as to the utility of such a conjunction of charges. Is it necessary and desirable,
and if not why has it not given place to something more in accord with the general practice of railroads in such matters?

The duties connected with the baggage department are peculiar, and the risk exceptional, and the manner in which the business is conducted at present is exceedingly burdensome to the carrier. If, however, the business could be carried on with reference to its peculiarities, and without regard to other and foreign departments of the service, the difficulties now attending its operations, would be greatly lessened, if not entirely obviated.

In all of our great cities, and at many other points of transfer between railroads, separate companies are in existence, formed for the purpose of transporting the baggage of passengers between the stations of the different companies as well as to and from hotels and residences. The benefits derived from these organizations are obvious. The railway companies are relieved of a mass of details foreign to their legitimate occupation, and the service is performed at a less cost than would otherwise be possible, and at the same time with greater promptitude and certainty, and with less risk. The rates charged by the local carriers having this business in charge in individual cases, are based upon the service they actually perform, and thus the passengers who have no baggage, are not made to bear the burdens of those who have. The equity arrangement, suggests the adoption of a
similar one upon our railroads, where, at present, passengers traveling without luggage are necessarily charged the same rates as those paid by persons having effects varying in weight from one hundred to two hundred and fifty pounds.

Many of the ideas that we find in force to-day, in connection with the baggage of travelers, are the same practically that prevailed a hundred years ago, when the stage coach and canal boat were the only public conveyances afforded in the interior of the country. Prominent among these ideas that have come down to us from a comparatively dark age, is the accepted belief that the agent who, as a public carrier, agrees to transport a passenger, also agrees to transport at the same time his personal baggage. The carrier is also understood to be directly liable for its safety while in his possession, and for the exercise of due diligence in connection with it. The customs that have grown out of this practice, in so far as they relate to the carriage of the property on the same train with the passenger, are especially convenient and profitable to a large portion of the community. But accepting this fact for what it is worth, there is no inherent reason why the practice should be continued when it acts, as it frequently does, to the serious detriment of the carrier, as well as of a large number of people who patronize his line. While it is the business of a railroad to transport whatever is offered, the description of train and the rate of speed at which it
shall be moved, must necessarily rest, within certain limits, with the carrier, and this principle cannot be controverted without attendant hardship being done both to the carrier and to the community, or some portion at least of the latter. It is the primary object, for instance, of passenger trains to transport passengers; the carriage of property upon them is only an incident, and when pressed beyond a very limited amount it clogs the service, and retards the expeditious discharge of business in the passenger department. It is not unusual that the baggage service requires the same number of cars in a train that are allotted to the carriage of passengers. This adds to the weight of trains, and thus their speed is greatly retarded, or their number unavoidably multiplied. In any event the speed and facility with which the passenger should travel is greatly impeded.

It is not difficult, I think, to anticipate a time when, with the advancement of civilization and the increase of wealth among our people, it will be necessary to the expeditious and economical discharge of the passenger business of railroads that separate trains should be run to accommodate the luggage of travelers.

The carriage of the passenger and the transportation of his personal baggage, belong properly to two different departments of railway service, and the customs that have grown up, founded upon a different theory are wrong, and in almost every
regard inharmonious in their effect. The accommodation afforded the passenger by the carriage of his baggage upon the same train by which he travels, is no doubt very great, but this fact does not warrant a railway company in retarding the progress of those who have no baggage, in order to enable it to accomplish this desirable object. The minimum number of articles necessary to the cleanliness and comfort of the passenger, should be carried upon the train by which he travels. The weight and bulk of these articles is small, and they may in the majority of cases be deposited by the passenger under his seat, or in the rack overhead; this is the equitable course. To compel a railway company to carry upon its passenger trains an amount of property, more or less, which the owner presents for shipment under the general head of baggage, without reference to the convenience of the railway company, or the accommodation of those who have no baggage, or only a reasonable amount thereof, is unjust as well as absurd. The relation that the presence of one bears to the comfort of the other is too distant to warrant the enforcement of so arbitrary a rule. As soon might we insist that the keeper of a restaurant should provide his customers with tooth powder or clean linen, under threat of fine and imprisonment if he failed. The relation that these articles would bear to the wants of the average number of his customers, would be quite as reasonable as the average demand upon our railroads for excessive baggage accommodations.
In studying the business of transporting baggage, it is apparent that the traffic could be conducted with much greater certainty of satisfactory results to the carrier, and with many added benefits to the community, if it could be carried on under a more direct and simple organization than is possible under the present hydra-headed method. The responsibility of the subordinate would then be more direct, and the friction consequently less. The rules governing the business would, we may believe, be such as were best calculated to promote its efficiency, and the disposition, now so marked, to make the earnings capacity of the baggage department subservient to some other and entirely foreign branch of the service would cease to exist.

If the business of handling baggage were conducted under separate organizations, men educated in the peculiarities of the service, and intent only upon the creditable discharge of their duties, in such connection, would then formulate the rules governing this important department, and would fill its numerous offices of trust and responsibility. The business would then be carried on with a view to its earnings capacity, as well as with reference to its relations to the convenience of those having baggage. The expenses in connection with the service would under such a state of affairs be everywhere reduced to the minimum. Labor-saving machinery would be planned and introduced, and increased, because more intelligent effort would be put forth
to accommodate the public and encourage its patronage. The unprofitable work that this department is now compelled to perform, for the purpose of eking out questionable enterprises in other quarters would cease, and every device likely to foster trade would be assiduously cultivated by the baggage department. The incentive to accomplish these results under a separate organization would be direct and positive. Other results equally desirable would also be likely to follow. The nice distinction, that unavoidably exists at the present time, between baggage and parcels (containing merchandise merely), would then cease to excite the hostile passions of the public, and disturb the patient equanimity of the railroad officials. Under the circumstances named all would alike be treated as freight, and the necessity that now exists for observing the distinction referred to would then cease.

Under a state of affairs such as we have described, tariffs would be formulated for the baggage department, upon the same broad principles of equity and practical sense, that now dominate in the other departments of the railway service. Rates would then adjust themselves upon purely equitable grounds. The multitudinous disbursements peculiar to the baggage department, such as the expense of keeping up the baggage rooms, platforms and furniture connected therewith, the luggage vans, trucks and other implements and utensils, besides the wages of attendants, including the ex-
penses and losses the service entails, would be borne directly and wholly by that portion of the community which derives benefit therefrom—or in other words by the owners of the baggage transported. Under such a system the people who travel without property of any kind, or only such as they can carry in a hand-bag, or the pocket of a garment, would not be compelled to bear burdens from which others derive the benefit. Passenger rates would then be intelligently adjusted to conform to the service rendered, a separate schedule being provided for the passenger and baggage departments respectively, the rates for the former being reduced wherever found too high, while the charge in the latter would be made to correspond with the services performed, and the expenses incurred.

Such are some of the changes that a separation of the baggage service from the passenger department would entail. That these changes would greatly benefit the railway companies and a large body, perhaps the majority, of the community is perfectly apparent. That the change would excite the hostility of those whom it operated against is equally certain. Nevertheless it would be in many respects desirable for all classes, besides being right and in the direction of fair dealing upon the part of the railroads, as between the different classes of people who patronize them.
CHAPTER IV.

The desirability of separating the Charge for transporting the Passenger from the charge for transporting his Baggage—The Injustice of the present system, and the Fallacies it has occasioned in the minds of the public.

The custom, that has now become well-nigh universal, of embracing the charge for the transporting of a passenger's baggage in the price that he pays for his ticket is undoubtedly the most convenient that could be devised. It is only when the amount of baggage exceeds a certain weight that an extra charge is made by the carrier. Within the limit prescribed the amount that a passenger may have involves no additional charge. The aggregating under one head of two separate and entirely distinct forms of service, such as the transportation of persons and property, that this system involves is an anomaly. Its effect, however, is to expedite business. The time and expense of separate accounting that a division of the service would involve, and the labor of weighing each article of baggage and effecting a settlement therefor, is under its operation happily avoided. In Europe, however, where each package is weighed, a separate charge for the passenger and his baggage would not meet
with this particular objection. Other objections, however, would intervene, as in the United States, to make the practice inconvenient to the traveler and expensive to the railroad company under the most favorable circumstances. It was this knowledge, doubtless, that induced the railroad companies to adopt the practice of consolidating the rate for the passenger and his baggage in one charge, and to continue it in use afterwards.

Considered apart, however, the practice is indefensible, being wrong in theory and unjust in practice, for the reason that it makes no distinction, as already stated, between the rate that is charged a person who has baggage and the rate that is charged where the person has none. It is impossible to justify or excuse a practice of this description except on the ground of necessity.

In the operation of railroads it is a well-understood fact that an expense proportionate to the weight and bulk of an article and the speed and distance it is carried attends its movement; its value is also a factor. This being the case, it clearly follows that those who travel without any property whatever, save such as they carry in their pockets or wrapped up in newspapers or handkerchiefs, and for which the carrier is not responsible, are entitled to a less rate than those who travel with property which the carrier must not only transport, but which he must also insure. If the baggage of a passenger were carried in the ordinary course of
business, by freight train as common merchandise, it would be charged a high rate of freight; being shipped by passenger train, the value of the service is greatly increased. Thus the owner of baggage, as compared with the passenger without baggage, not only has his property carried free, but he has it carried in the most expensive way known to the transportation service. The effect of the custom, therefore, is to compel the non-baggage traveling public to pay a share of the expenses of those who have baggage in the proportion that the two classes of travelers bear to each other. The injustice of the system is so manifest that where it has not become fixed in the customs of the people a more just appreciation of its effects should lead the carrier, whenever possible, to distinguish in the charge that he makes between those who travel with baggage and those who travel without such property. Where the present method of treating the passenger and his baggage as a unit is in vogue, its simplicity, coupled with the fact that no complaint is heard of its operations from those unjustly affected by it, will undoubtedly prevent, for the present at least, its repeal or even partial modification.

The inherent injustice of the system, however will always manifest itself to the public; and to this fact I ascribe the disposition it displays whenever opportunity offers, to smuggle all kinds of merchandise free under the general head of baggage. The railroad companies condemn this practice as
reprehensible, but those who indulge in it look upon the practice as simply a forced equalization of values, morally if not legally justifiable. A portion of the community, indeed, believe that in those cases where a passenger has no baggage of his own—and lapses of this kind are frequent and aggravated among the class I refer to—he may with perfect equity extend his privileges to those so fortunate as to have property of that kind.

The belief of the community that the purchase of a ticket carries with it a further right, having reference to the carriage of property, and about which the holder of the ticket is permitted to exercise substantially all the rights of proprietorship, is, I think, more general than is supposed. Some years ago the writer was so situated as to see a very apt illustration of this: Upon the occasion referred to, the through train for the West was standing in the depot at New York waiting for the clock to announce the time for its departure, when a stalwart, kindly-faced old gentleman rose in his place, and after waiting a moment to gain the attention of the car, announced in a voice that could be heard on the depot platform that he had a through ticket to San Francisco, but was without baggage, and that if there was any passenger on board with more property than the rules permitted him to carry without extra charge he should be glad to frank it for him. Now the through rate, it should be remembered, from New York to San Francisco
BAGGAGE, EXPRESS AND MAIL TRAFFIC.

for excess baggage carried by passenger train is very great, and those so unfortunate as to have luggage in excess of the stipulated amount esteem the burden it entails a very severe one. Any accommodation, therefore, that one passenger can extend to another whereby he may escape this expense is especially valuable. The act of the San Francisco passenger was, therefor, considered especially kindly, and received the hearty applause of the occupants of the car; and although no one appeared to take advantage of it, the offer, it was apparent, stamped him in the estimation of all as being a gentleman of generous and well proportioned instincts. He himself appeared to look upon it as a small matter, the exercise merely of a prerogative that clearly belonged to him, but which at that time was without personal value.

It is not, however, in the attempted exercise of the so-called right of carrying the baggage of others when they have no such property of their own that the confidence of the railroad companies is abused by travelers, but rather in the practice that has grown up of imposing merchandise and similar property upon carriers as personal baggage, for the purpose of escaping payment for its transportation. This is the vexatious feature of the baggage business in this direction, and its abolition is impossible without destroying at the same time the peculiar system that fosters it. The fault lies primarily with the railroad companies in having
permitted the growth of a business such as the baggage traffic under circumstances that they could neither regulate nor control.

The loss to the carrier in connection with the baggage traffic is not in the amount of luggage it transports in many cases without charge, but in the perversion of their right by travelers. That the railway companies would not be able to inspect the baggage of passengers was apparent from the first, and that travelers would, in consequence of such lack of inspection, presume upon it to offer in lieu thereof common merchandise was also equally apparent. The manifest impotency of the carrier to regulate the business, or indeed to exercise any control over it whatever, should therefore have operated to check the introduction of the system in its infancy. The growth of the baggage traffic and the extent to which the privileges connected with it have been abused could not, however, I think, have been fully understood by the earlier railroad managers. That small amounts of property would escape payment was undoubtedly expected, but that large quantities of common merchandise would be carried every day and upon every passenger train under the guise of baggage they could not have anticipated. Yet such is the case, and the only check or retarding influence at the present time over this illicit traffic is the inability of the owner of property so shipped to collect damages in the event it is lost or stolen while in the possession of
the carrier. The freedom of the railroad company from responsibility for such merchandise when shipped under the guise of baggage deters shippers in many cases from attempting to forward property of exceptional value in this way, but the well-known expedition and care exercised by railroad companies in handling luggage makes the risk at most only nominal, as every shipper is aware, and thus the very excellence of the service performed by the carrier is made to operate to his disadvantage.

In conclusion, it may be generally accepted as true that so long as passengers are permitted to carry a certain amount of baggage without extra charge, so long will the less scrupulous among them take advantage of the custom to defraud the railway companies of their just charges on business of this character. The only way in which this can be prevented is by a rigid inspection of the articles contained in each package that is presented for shipment as baggage, or in the adoption of a plan for making a separate charge for the carriage of the passenger and his personal effects.
CHAPTER V.

The carriage of baggage compulsory. The loss entailed by the carriage of baggage without extra charge.

In a subsequent chapter I shall attempt to explain the legal status of baggage—of what it is constituted, and the privileges of passengers in connection with it in this country and in Europe. That a traveler in purchasing a ticket has a right to carry a certain quantity of baggage is, as already stated, a fact now generally recognized in every country. In the United States the practice is fixed by law and common usage. The custom was a suggestion originally of the railroad companies but it is impossible at this late day to fully understand or appreciate the motives that animated them in

1. "When a person pays for his passage over the road, both parties understand that it includes payment for his baggage not exceeding a special weight."—Cin. & C. R. R. Co. v. Marcus, 38 Ill., 219.

"A reasonable amount of baggage, by custom, or the courtesy of the carrier, is considered as included in the fare of the person."—Orange Co. Bk. v. Brown, 9 Wend. N. Y., 85; Hawkins v. Hoffman, 6 Hill, N. Y., 596

"The passenger had paid the price of a passenger ticket. For this ticket he had the right to have his baggage carried."—Hutchins v. Western, &c., 25 Ga., 64.

"It is well settled that the reward for carrying the baggage is included in the passenger's fare.—Jordan v. Fall River R. R. 5 Cushing, Mass., 69.

"The Chicago and Milwaukee company received the whole passage money from Milwaukee to New York city—fare which covered the carriage of both the passenger and her baggage safely to the latter city."—Candee v. Penn. R. R. 21 Wis., 567.

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making it. That they should voluntarily have consented to a lapse of what might have been made an important and ever increasing source of revenue to them seems impossible. Doubtless the influence of prejudice and the customs in vogue prior to introduction of railroads had their effect in determining the conclusions at which they arrived.

The extent and value of what in this country is commonly designated the express business, but which is known in Europe as the parcel traffic, is trifling compared with the vast amount of baggage that is annually carried by the railroad companies. The revenue derived from the express traffic, although the business has been carried on in some cases under comparatively unfavorable circumstances, and in many cases at great expense relatively, has aggrandized the original projectors of the enterprise and enriched the companies subsequently formed for the purpose of carrying it on. The revenue that the railroad companies have frittered away in connection with the baggage business, the express companies have carefully nurtured in connection with the parcel traffic.

Many of the practices in vogue upon our railroads at the present moment are precisely as they were fixed by the comparatively ignorant and inexperienced men who managed the first railroads that were built. These practices have descended to us without modification or change, and cling about us
to-day like the garments of Nemesis, paralyzing the efforts of otherwise able men, and rendering all attempts to advance in particular directions futile and impotent. While the early managers were men of energy and courage, it is quite apparent that they only feebly comprehended the collossal character of the interests involved in railway enterprise or in the decisions that they made from day to day as new questions were presented to them for solution. These decisions, made without consultation or previous experience, except such as they had gleaned upon the tow-path or in the offices or upon the coaches of stage companies, were unavoidably incomplete, oftentimes disconnected, and in many cases without uniformity upon different lines.

While in Europe the express or parcel traffic was at once incorporated into and made to form a part of the ordinary business of railway companies in the United States private individuals, and companies formed by them for the purpose, at once took charge of the business, and have retained almost exclusive control of it ever since. That these companies perform the work quite as satisfactorily to the community as the railroad companies would, and that the latter have derived as much net income from the business up to this time as they would have done had the business been conducted by them directly, the rude appliances and incomplete methods shown in the operation of the excess baggage department abundantly prove.
The diversities that exist in different countries in the conduct of the express business are to be found in every department, branch of service and sphere of railway life. In many cases they are the result of necessity, in others again of the want of information and comparison of views. Each year, however, adds something to the experience and intelligence of railway officials, and judging from analogy, we feel assured that ultimately the conclusions arrived at by the earlier managers of our railroads as to what was expedient and best in reference to the baggage traffic, will be esteemed by their successors as not more judicious or wise than many other customs attempted to be fixed irrevocably upon the business practices of railroads.

As already stated, we cannot do more at this late day than surmise what were the reasons which were originally adduced for allowing baggage to go free.¹ However, whatever the reasons may have been, or whether wisely formed or not, the practice of making a joint rate covering both services has now the sanction of time and general acceptance. But had the early managers decided to charge a certain rate for baggage and allow the passenger to go without extra charge, instead of the reverse of

¹ I use the term free for the reason that in effect the quantity of baggage that a passenger is allowed to carry is not considered at all in many cases in fixing the price he shall pay for his ticket. This is abundantly proven, if it were necessary to prove it, in the fact that the rate charged by the express companies for property alone equals in many instances the price charged by the railway for both the passenger and his baggage.
this, the custom would be equally fixed in the practices of the community and the great bulk of us would, without doubt, esteem the arrangement as eminently wise and judicious, and one not to be lightly or hastily called in question.

In fixing the rate for the carriage of passengers it was originally intended to make it large enough to cover the cost of transporting a certain amount of personal property. But, as already stated, while this was the intention and custom, it is quite certain that equal thoughtfulness has not in all cases subsequently characterized the fixing of the price to be asked for performing the two kinds of service. Whether this has been the result of unintentional omission on the part of the many or only the few cannot now be determined, nor is it material. It is enough to consider the fact that a large part, perhaps the bulk of the baggage carried yields no return whatever to the carrier, and when we consider the extent and amount of the traffic, we cannot but regret the enormous loss suffered by the railroads in this department of their service, a loss, be it understood, that must be made good in other branches of the business by people in many cases in no way interested in the facilities afforded for transporting baggage nor benefitted by the concessions of the carrier in connection therewith.
CHAPTER VI.

The American and European systems of Billing Baggage compared—The advantages of the latter.

The method of billing baggage pursued on the continent of Europe, if properly systematized, may be made superior in many respects to that pursued in the United States. The outline of their plan is more comprehensive than ours; it is, moreover, less difficult to handle, and affords fewer incongruities, and, with the exercise of a little ingenuity, may be made exceedingly simple and effective, and economical as well.

The metal devices that we call checks are not employed in Europe. The plan adopted there is to paste on each piece of baggage a small paper way-bill, upon which is written or printed the name of the station to which the property is destined. Each way-bill bears a different number. A duplicate, or coupon, attached to the bill and similarly numbered is torn off and given to the passenger. This duplicate is called a receipt, and the property is delivered to the holder upon its presentation at the place of destination. Still another slip or coupon is attached to the way-bill, corresponding to it in every respect;

1. In the United States it is called checking baggage.
this slip is kept as a record by the agent forwarding the property. Thus, on the presentation of a piece of baggage, the way-bill is quickly pasted in a conspicuous place upon its surface by the attendant, the receipt is detached and handed to the owner of the property, while the slip attached remains in the company’s possession as a record of the transaction.\(^1\) The plan, it will be observed, is in itself very simple and ingenious. Its execution, however, in Europe is rendered exceedingly cumbersome, and apparently more difficult of enforcement than our method of checking, in consequence of the practice universally in vogue there of weighing each piece of baggage transported, no matter how light or insignificant it may be. When ascertained, the weight, thus methodically determined, is carefully inserted in the space provided on the face of the way-bill. It is the rigid observance of this practice of weighing each package, and not the awkwardness of their method of billing, that renders the European system of handling baggage so tedious to travelers. Thus, under the European method of handling baggage, if five hundred people propose traveling by a particular train, it is necessary that all of them who own baggage should reach the station in time to have it weighed and billed. The time occupied in this work will of course depend upon the number who have baggage. If the whole number possess luggage, the average length of time that they must

\(^1\) See form 1, Appendix.
wait cannot but be a severe tax upon the patience of even the most amiable of people. In any event, a liberal margin of time must be allowed by passengers, as the delay they will experience will depend in each case upon the number and character of the people who will accompany them upon the same train, a thing manifestly impossible to determine in advance of their reaching the station.

The object sought by the European companies in weighing the luggage of each passenger is to assure themselves beyond the possibility of doubt or evasion that the amount does not exceed the maximum amount allowed by the carrier. In the United States, on the other hand, when the amount of baggage a passenger possesses is manifestly within the limit allowed, the formality of weighing is waived, and thus the delay and expense incident to that operation is avoided. It is this particular feature of our system that renders our method of handling baggage so much simpler, apparently, than the European plan.

The plodding, pertinacious way in which the European companies insist upon weighing every scrap of luggage that goes into the baggage van, illustrates generally their method of doing business and suggests the presence of the autocrat and the Bureau of Direction. When a rule is once formulated by them they insist afterwards upon its literal execution under all circumstances, without reference to the local peculiarities of the case. We, on the
contrary, insist upon its observance only when some material purpose is to be accomplished thereby. Rules affecting the public convenience are rarely, if ever, attempted to be enforced in the United States, I have observed, except where a substantial object is secured thereby. The mere observance of a rule by us, because it is a rule, is wisely never insisted on.

In consequence of the discretionary authority that our companies give to their officials, to omit the formality of weighing baggage when the amount falls within the prescribed limit, the public are saved much inconvenience and loss of time, while the railroad companies are saved the expense that the work would entail. The European system, however, while subjecting the passengers to much personal inconvenience, and the railroad company to considerable expense, nevertheless protects the latter from the impositions of travelers and fixes upon the official the responsibility of each individual case. In other words, the latter cannot permit baggage in excess of the maximum weight to be transported without extra charge except by falsifying the records of his office. And herein their method is theoretically superior to the American or English system or want of system. Under our plan it is impossible to believe that baggage in excess of the authorized weight is not in many cases allowed to pass without charge. Our system, for this reason, strikes the European traveler as rude and incongruous—as
lacking in thrift and business method. It is, he says, as if a grocer who had an order for one hundred and fifty pounds of sugar should guess at the amount instead of weighing it. Nevertheless, while the criticism is in the main just, it is extremely doubtful whether the income that the railroads would derive from the excess baggage that is overlooked would be sufficient to reimburse them for the extra expense of weighing every piece of baggage that they transport, to say nothing of the inconvenience to the community that would result from such a course. I hardly think it would.

Leaving out of consideration, however, the European plan of weighing each package, I think their method of billing much superior in many respects to that in force in the United States. The blanks used by them in billing can be kept securely with less trouble and expense than the awkward metal checks that we use, and they are consequently less likely to be lost or stolen; their care also involves less storage room, they can be made more difficult of counterfeiting, they cost less originally, they involve much less accounting, they cannot so easily be attached to or detached from baggage by unauthorized persons, and finally they are simpler in their operation in many other ways.

One of the objections to our present system of handling baggage is the danger that the checks that we fasten with a leather thong to the package may be detached by unauthorized persons, and other
checks, of which they have the duplicates, be substituted in place thereof. This danger would be lessened, if not entirely obviated, by the use of a way-bill securely pasted to the property. Such a bill can be bound in volumes for use as required, and as they occupy comparatively little space they can be guarded with but little trouble or expense. The danger of these blanks being stolen is very small, I think, compared with the constant danger that attends the use of our metal checks, hanging as they do in exposed places on pegs and nails in the open baggage rooms and platforms of railway stations and storehouses.

The paper way-bill, like a bank note, can be made extremely difficult to counterfeit, and in the event danger is apprehended from such a source at any time the plates may be quickly changed, and with little trouble or expense. The metal check we use, on the other hand, cannot, unfortunately, be so easily changed; it is, besides so crude that any machinist of the first order may successfully counterfeit it.

In the use of the way-bill in handling baggage it would, moreover, be practicable to so simplify the system that all the labor that the forwarding agent would have to perform would be to insert in the blank the number of the station to which the baggage was destined; this number would also have to be inserted in the copy which he retained. It need not necessarily be inserted in the receipt which is given to the passenger, though it would be desirable
in some respects that it should be done. The labor incident to the billing of baggage under such a system would, it is evident, require but a moment. When the business between any two points was great, as say between New York and Washington, special way-bills would be provided in which the point of departure and destination would be printed, so that the labor of the forwarding agent would be confined to pasting the bill upon the baggage.

Under our method of checking baggage special checks are provided for use between points where the business is large, giving place of departure and point of destination, but commonly only the name of the road and the number of the check are stamped upon its face. For the information of the attendant on the train a card is attached by the forwarding agent with the check, the number of the station to which the baggage is destined being entered on the face of such card. If a way-bill were used instead of a check, the copy remaining in the hands of the forwarding agent, bound as it is in a book, would be all the record that he would require for future reference. In the same way the receipt delivered by the passenger when he receives his baggage at the destination would be all the record that the receiving agent would need. Nothing could be more simple, economical or reliable than the records thus attained.

In the use of the way-bill a blank space should
in all cases be left by the printer for inserting the excess weight, if any, over the amount authorized by the carrier. The charge for this excess can be collected by either the forwarding or the receiving agent, as may be most convenient, or as the company interested may think proper. In reference to these collections, however, it has always seemed to me that the service was much more likely to be performed effectively if left to the receiving agent than in those cases where the forwarding agent was made to attempt the performance of the duty. There is, however, much diversity of opinion on this subject among railway officials.

I have heard it stated as an objection to the European method of billing that the diminutive coupons or bills attached to the baggage greatly disfigure it. This is doubtless true to a certain extent, though the disfiguration is not nearly so great as were the chalk marks that we at one time used in checking baggage. At any rate, such an objection, however worthy of attention, would not weigh against any substantial benefit that the system might afford the traveling public or the railroad companies.

In the introduction of the way-bill for checking baggage our people would be assured of one great and positive gain; they would under its operation escape the burden of carrying the heavy brazen metal checks that now load down the person of travelers; for this they would, I feel assured, feel grateful
to the railway company granting them the relief. Instead of the battered and time-stained and excessively bulky tokens which the baggageman now hands to the passenger the latter would receive, in acknowledgement of the receipt of his property, a diminutive, cleanly cut piece of engraved paper, neat and tidy, like unto the coupon of a government bond; this receipt he could drop into his pocket book or porte monnaie where it would be secure and where it would cause him no inconvenience.1

In the use of the way-bill a great economic change would also occur, and one in which all classes would be interested, viz.: Under its operation the country would escape the immense consumption of copper and tin now used in the manufacture of brass checks, thus cheapening these valuable metals and preserving them for other and more necessary uses. However, this subsidiary benefit to the community, is not suggested as a reason for the change. I mention it merely for

1. These paper receipts for baggage would not, we may further believe, be given to children to play with, as our metal checks are in many cases. This practice, however trifling it may appear to those not familiar with the facts, is one of the most prolific causes of annoyance under our present system of handling baggage. Thus, the checks given to children to play with upon trains and at the waiting rooms and hotels are frequently and unwittingly exchanged by them without the knowledge of their parents, and thus the latter find when they arrive at their destination that the checks in their possession do not tally with those attached to their property. The inconvenience and expense occasioned by accidents of this character affect both the carrier and the owner of the property; and what is quite as unfortunate, they are ascribed wholly to the carelessness of the railway company by the traveler.
the benefit of any curious reader who may be interested in economic questions of that kind.

The great merit possessed by the metal check is that it is susceptible of indefinite use; it is practically indestructible. This merit is, however, offset by its great cost originally, by the danger of its being counterfeited, and by the expense of protecting it. The metal checks have also to be redistributed from day to day among the various stations of a company in accordance with the necessities of business, and thus is added to the danger of theft the expense of accounting that this constant redistribution involves. In the use of the paper way-bill, on the other hand, the danger referred to is greatly lessened, while the cost of redistribution is entirely avoided. The way-bill, while it cannot be used but once, costs comparatively little, and may be kept securely in the general vaults of a railroad company until it is required for use. Hundreds, or even thousands, of them, may, when desired, be bound together in book form like bank checks. Each bill, with the copies attached, would be consecutively numbered by the printer, and no two forms could therefore ever bear the same number. In this way the danger of mismatching checks, that is ever present under our plan of checking, and one of the chief annoyances that attends its operation, as we shall take occasion to explain further on, would cease to exist.

Under the operation of the European system of way-billing whenever a new supply of blanks were
required at a station a requisition would be made on the custodian of these forms. The official whose duty it was to supply agents would keep a careful record of the numbers thus sent to each station; with this record in his possession all that he would require at any subsequent time to enable him to tell from what station a particular piece of baggage was forwarded would be for him to know the number of the way-bill; nothing could be more simple or effective than such a plan.

Finally, it may be said that the considerations in favor of the European system of way-billing baggage as compared with our own method of checking are that it is simpler, less expensive, affords greater security, and is more effective if properly managed. It is also more acceptable in many respects to the passenger, and under its operation the business can be conducted with greater facility by the railroad company. I state these considerations as they appear to me; if true, or only partially true, they merit the serious attention of those entrusted with the conduct of our baggage traffic.
CHAPTER VII.

Suggested Change in some of the Methods of Handling Baggage—Value to the Railroad Companies of the Supervision exercised by Passengers over the Attendants in Charge of the Baggage Departments—The inconvenience of losing One's Baggage—The care with which we watch over it—The Baggage Room of a Railway common ground hollowed by the anxieties of myriads of distressed people.

The necessity that exists under our present system of handling baggage that passengers, including ladies and invalids, should visit the baggage room before entering the cars, for the purpose of having their property checked, has suggested the inquiry whether it is not possible to adopt some simple and efficacious method of billing, that would render it unnecessary that travelers should visit the luggage room, either personally or by proxy. The duty, however convenient the facilities of the carrier, is always a disagreeable one, and when the baggage room is remote from the waiting room, as it frequently is, the journey backward and forward, with its attendant interruptions and inquiries, is rendered additionally unpleasant.

Under our present method the counter of the baggage room is the shrine—the Mecca—of those who travel, and in many cases the turmoil and con-
fusion surrounding it is little less dangerous to those who frequent its neighborhood than the car of Juggernaut was to the Hindoo fanatic. Must we continue for all time to come to dance attendance, ticket in hand, upon the porter at the luggage room, with his jingling checks and preoccupied air? Can nothing be done to save us the pushing and the crowding and the wearisome vexation that attends the checking of baggage, to say nothing about the other incidents that are associated with it? Surely, after all the beneficent reforms that have been accomplished by the attaches of the baggage department, it seems as if their ingenuity ought to be equal to this farther draft upon it. Surely one additional and concentrated effort upon their part ought to relieve us of this vexatious burden that harrasses all classes alike, and that, in the apprehension of the novice, is fraught with a thousand imaginary terrors. How easy it would seem to be, from the view of one on the outside, for the urbane and attentive ticket seller, who greets us from the little oval window at the station, to take a record of our baggage at the time he sells us our ticket. It would take but a moment of his time, and I feel assured from the friendly interest he manifests in our affairs that he would be glad to perform this slight service for us; this record of our property he would subsequently turn over to the baggage porter for his guidance in billing it to the point to which he had sold us a ticket. To prevent mis-
takes, however, in designating property to be thus checked, and to enable the carrier to identify it, it would be necessary that the baggage of travelers should bear some private mark by which it might be distinguished at the station. When, therefore, the ticket agent jotted down the record of our property he would also designate it by its private mark.\footnote{To those superficial souls who may be disposed to think this plan of marking the baggage of travelers impracticable I would say that on the great prairies of Texas and the territories that lie along the base of the Rocky Mountains, where innumerable herds of cattle graze in common, each animal bears the private mark or brand of its owner. At particular seasons of the year these herds are collected in vast enclosures, and the owners or their agents being present on the ground the work of separating and bringing together the property of each is effectually accomplished. Why should not the owners of trunks, hat-boxes and kindred packages brand them with a similar private mark, so that they might be identified.} Thus the luggage of Mr. John Smythe would bear the private mark of Smythe, which we may suppose to be “S0000,” while the luggage of Mr. Edward Spriggs would, in like manner, bear the private mark of the said Spriggs, viz., “Spriggs 8x0.” To be sure it might be found after the receipts had been given for the baggage by the ticket seller that there was no property at the station corresponding to that which the said Smythe or Spriggs had represented to be awaiting the attention of the baggage agent. But representations, or misrepresentations, of this kind are continually occurring around about us in real life, so that they no longer serve to occasion surprise, much less apprehension, and I have no doubt in the world that our baggage
officials would find it very easy to introduce some little device or trap, that would utterly and forever circumvent every effort of the Smythes and the Spriggs to defraud the railroad company in the particular direction described.

On the other hand, it might happen, and indeed I think it would be very likely to happen, that the baggage of Smythe or Spriggs, in the event it was found at the depot as represented by them, would be discovered to greatly exceed in weight the maximum amount allowed by the carrier. But it is apparent that the neglect of the passenger to mention this little circumstance would not avail him in any material way, as it would be easy for the railroad company to insert the amount of the excess weight in the face of the way-bill attached to the property, leaving it for the receiving agent to collect the excess when the owner presented himself to claim his baggage.

In considering, however, the practicability of any change in the present practices that attend the checking of baggage it is desirable that the advantages of the present system should not be overlooked. One of the most important of these advantages is the valuable service that the passengers themselves perform, in the supervision they exercise over the work of the baggage master. While a mistake in billing baggage under our present system is a thing of very rare occurrence, nevertheless, it is perfectly patent to all who have carefully
observed its workings, that much of the correctness that characterizes the labor of checking baggage is occasioned by the active supervision that the owner of the property personally exercises over the transaction. Except for the vigilance he displays, both in season and out of season, many vexatious mistakes would occur in checking and rechecking baggage, to the great inconvenience of the traveling public, and the serious embarrassment of the carrier. While this supervision of passengers is without doubt personally very offensive in many instances to baggagemen, and frequently retards them in the discharge of their business, still the railroad could ill afford to dispense with it. No one is so directly and seriously concerned in having property rightly forwarded as the owner, and if the baggage official in forwarding it gives out a check that is not a duplicate of the one attached to the baggage, the furtive glance that the owner is able to bestow upon the work of the attendant will very likely discover the mistake. In the same way his watchfulness is very likely to disclose any error that may be made in the point to which the property is checked. Any mistake that the baggageman may make by which the wrong property is checked he will also likely discover. From these and kindred errors, of which the owner is apprehensive, and against which he continually struggles, his alertness will serve as a protection both to himself and to the railroad company. Without this direct and absorbing in-
terest many mistakes that occur, it is manifest, would remain undetected until all the harm of which they were capable had been accomplished, whereas they are now discovered and remedied without inconvenience or loss to any one.

Besides the errors of commission that the alert passenger is continually discovering and having remedied, to the great personal mortification in many cases of the experts in the business, he is equally alive in detecting the manifold and gross errors of omission that he sees transpiring around him; and thus it happens that many pieces of baggage that would otherwise escape the notice of the attendant, and their shipment be delayed in consequence, are discovered and carefully and systematically collected and forwarded under his direction.

No one who has ever studied human nature in the vicinity of a railroad baggage room, it may be said in this connection, can have failed to remark the unrest—nay, the intense personal discomfort, which a large number of travelers evince upon their arrival at a station until their baggage is checked and they have seen it safely deposited in the car or en-route therefor. This class of people, I have observed, trust nothing to the methods of the railroad company or the intelligence of its agents, and not only at the starting places, but at all the junctions and transfer points en-route they may be noticed scanning the luggage with eager interest or peering anxiously into the baggage car to
see that their property has not been delayed or permitted to go astray. In nothing relating to his worldly affairs is the interest of the traveler so intensely concerned as in the preservation of his baggage. It is the very root and fibre of his existence. Every comfort and convenience that he enjoys, or expects to enjoy, is largely dependent upon its safety, and every comfort and convenience of his life serves but to emphasize his loss if aught occurs to deprive him of it. What, for instance, is it to him that the society in which he is thrown is interesting and attractive, if the clean linen and appropriate apparel that he requires lies in a trunk at some far-off depot, or is following him on some succeeding train? What behooves it to the tired traveler if his bed is soft, and its covering everything that could be desired, if the clean and cozy night-cap in which he is wont to woo the drowsy god is missing, or his robe de chambre is wanting? What are juicy steaks and succulent vegetables to the wayfarer if his tooth-brush, without which life is but a tasteless, stale and unprofitable dream, fail him at the supreme moment? It is reflections such as these in connection with their baggage that disturb the serenity of the most complaisant of travelers, making them alert and anxious where they would otherwise be dull and uninterested. It is noticeable that in the particular respect that the traveler pays to the safety of his baggage neither familiarity with the ways of transportation compa-
nies nor long intercourse with the world serves to breed in him a sentiment of indifference; on the contrary, this acquaintance serves only to intensify his interest in everything that has reference to his personal effects. He realizes, as those who travel little never can realize, that the possession of his baggage is the condition of his comfort—the key to his happiness.

The baggage-room of a railroad company is common ground—ground hallowed by the sufferings and the anxieties of myriads of distressed people. Here all men meet in sympathy and misery—prince and peasant, philosopher and fool, the educated man and the ignoramus, the vigorous man and the man tottering with old age—all stand here alike in interest and expectancy. The veteran traveler of a thousand voyages, who boasts that nothing interests or disturbs him, is no less concerned or alert here than the merest novice in such affairs. Here the director of the railway and the garrulous old woman who ventures her life and property upon a train for the first time, meet upon common ground—the ground of common interest that every person feels in the preservation and care of the articles of a private nature that are necessary to his comfort and happiness.
CHAPTER VIII.

The Checking of Baggage through from point of Departure to place of Destination—The Objections offered against it—Its Reasonableness—Why it should be done.

One of the conditions named as important in connection with the handling of baggage is that it shall be billed through from the point of departure of the passenger to his place of destination, whenever the nature of the route and the extent of the traffic warrants. There should be no important exception to this requirement. To accomplish this the inertia of those in charge of such traffic as well as of those in charge of the passenger department must be overcome. The latter is necessary as well as the former, for the reason that the through checking of baggage involves the through ticketing of passengers.

In connection with the through billing of baggage, various reasons are given why it is not practicable. I have heard it stated as an objection to the practice, that in the event a forwarding line should become at any time embroiled in competitive warfare with other companies it would be likely to make extravagant concessions in regard to the amount of baggage that it would carry free,
and that where such baggage was billed through by such forwarding company the intermediate lines would have no redress, but if, on the other hand, they were permitted to recheck the baggage en-route, each company could then enforce its local claims in the premises. This is doubtless true, and extremely favorable as an excuse for the neglect of the carrier to bill through; but the remedy lies not in rechecking en-route, but in preventing the concessions in the first place; not in the harassment of the passenger by the rebilling of his baggage at the various junctions on his route, but in the adoption by the lines interested of an equitable working arrangement governing such business. Another objection that has been offered to through billing is the difficulty of tracing baggage that is thus checked, and especially in regard to the delay such labor involves. I do not, however, consider this objection as tenable, as if baggage goes astray while a passenger is en-route, it is not to be expected that he will remain over at some intermediate point while it is being found. To do so would be to cause him greater inconvenience, and the railway company greater expense than would be the case if he pursued his journey to his destination, and the search were commenced from that point.

At present, the fact that the quantity of baggage that passengers are allowed to carry without extra charge, is not the same upon all lines, would prevent baggage being billed through except in
those cases where the amount falls within the quantity allowed by the minimum line. This difficulty is, however, not an important one, and can be readily surmounted by a convention of the lines making up the various through routes. While the quantity of baggage that a railroad company shall carry for its local passengers may be, and is, very properly governed by the local surroundings of the business, these considerations ought not to operate in the case of through business. There may be differences in the rate that is charged by the various lines for the carriage of baggage in excess of a uniform amount, but there should never be any difference in the quantity of baggage that through passengers are allowed to transport without extra charge. The only serious objection that I remember to have heard offered against the plan of billing baggage through from the point of departure to the place of destination, is the expense it entails. But this is more imaginary than real. Surely it is less expense to bill baggage once than it is to bill it two or three or four times. Where baggage is rechecked en-route the labor it involves must be duplicated in each instance, and the same appliances, practically, must also be duplicated, whereas if the property were billed through in the first instance one check would suffice, while the labor would not need to be repeated. Besides this, the annoyance and

1. This fact is recognized by the New England lines, where 150 pounds are uniformly allowed through passengers.
inconvenience that the system of rechecking entails upon passengers would be obviated. This consideration ought in itself to be sufficient to secure the checking of baggage through in every instance where practicable. If the checks we use are too cumbersome or too expensive to permit of this, then they should be abandoned, and something cheaper and simpler adopted, that can be made to conform to the requirements of the service, such, for instance, as the plan of billing practiced on European roads already described. Under the operation of the European system of checking baggage, there could be no excuse for not billing through.
CHAPTER IX.

The Surprises incident to the Manipulation of Baggage—Reasons why Passengers may not claim their Baggage or have it re-checked while en-route—The necessity for many of the Rules and Regulations of Railroads not understood—The Interest involved—No Rule can be enforced by a Railway Company that is not founded upon Public Utility or Private Right—Through Rates and the Attempts of Passengers to apply them in Local Cases—Why the Former are Less, relatively, than the Latter.

It is said that it is the unexpected that always happens in life; and certainly nothing in our experience as travelers leads us to question the accuracy of the statement. The many unexpected pieces of good fortune, and the innumerable and unanticipated mishaps as well, that overtake us in every quarter of the globe, prove that the adage is not local in its significance. We propose, however, to consider the subject here merely in the relation it has to our baggage, and I doubt not that it will be found that it is more often the unexpected than the expected that happens in connection therewith to the average railway passenger. Thus, if upon the termination of his journey the traveler is told, as he is liable to be, that his baggage has not arrived, he is not only annoyed, but is also filled with sur-
prise. Such a thing has never before happened in all his experience, and he is consequently filled with dismay and anger, not only at the inconvenience that the mishap occasions him, but at the culpable negligence that permits the occurrence of so inexcusable and unnecessary a blunder. But the very rarity of the occurrence so impresses him that he never afterwards takes a journey, no matter how unimportant, without secretly expecting at its termination to learn that his baggage has not arrived, or that some dreadful mishap has occurred to it; but as such a disaster is not likely to ever occur again in his experience, it transpires that during the whole subsequent period of his life the termination of each and every journey that he makes finds him surprised and gratified to discover that his baggage has not been left behind.

Nor is it in connection with the arrival of his baggage only that the traveler is surprised; he very likely feels each time that it is delivered to him a sudden and unexpected glow of satisfaction to discover that it has escaped absolute or partial destruction. This feeling which he experiences, but of which he is perhaps not conscious, while not wholly complimentary to those in charge of the baggage business upon our railroads, is in every respect natural, being the sequence and unavoidable reflex action of the extreme diffidence we all feel, in spite of our resolution and experience, when we deliver our cherished idols into the hands of strangers at
the commencement of a journey. But even greater than the pleasure with which we remark the safe arrival of our property at its destination is the surprise, not unmingled with disgust, which we feel upon discovering that anything has befallen it. If the least improbable experience satisfaction upon remarking the safe arrival of a favorite trunk or box, how infinitely greater in comparison is the measureless wrath that he feels upon discovering that it has not come forth scathless from the ordeal. While we are all conscious that our trunks must in the course of events go to pieces, yet, nevertheless, when the time actually transpires, we are filled with dismay.

Of all the vexations of travel, those affecting our baggage touch us in the tenderest spot. We read in the morning papers, without emotion, of every kind of distressful accident; that the Sultan has been overthrown, that the Danube has overflowed its banks carrying wretchedness to thousands, that a great bridge has fallen, carrying down with it hundreds of people, or that the yellow fever has broken out with renewed violence in some great Southern city. All these things interest but do not disturb us; but if, upon alighting, we find that aught has befallen our baggage, we instantly fall into a great fit of passion that nothing can for the moment placate. It is only after we have expressed our disgust for carriers generally, and this one in particular, and have besides written a full account
of the accident to the superintendent or the *Morning Eagle*, that we find relief.

As some philosopher has remarked, it is the small things in life that disturb and render us unhappy. In our journeyings to and fro we accept with calmness, if not indifference, every delay that impedes our progress. We learn to look upon the wrecks that strew our route with cold and criticizing equanimity. Accidents to the life and limb of fellow travelers scarcely interest or stir us. Such things are inevitable, and find just expectation and remuneration in the offices of the insurance companies. But when accident or delay befalls our baggage the calamity is vital, and affects us like the cracking of a bell. Above all, we are supremely selfish. While we are actively concerned in everything relating to the transportation of our property, the mishaps of the carrier, I have remarked, do not stir us in the least. Thus the traveler can and does view with equanimity, not entirely devoid of pleasureable concern, the locomotives that lie overturned and interlocked with each other along his route, the sequence of some great smash-up; the picturesque attitudes they assume interest and engage him, but the expense and the annoyance to the railroad company he cares nothing about; he sees in his journeyings without a tremor the enormous embankments of earth and stone upon which the track rests quickly undermined and ruined; the eddying of the water as it whirls away in the distance, carrying the fallen
structure in its embrace, interests him—that is all; he sees vast and expensive bridges lifted from their abutments and hurled into the rising flood, without more than a passing emotion. A thousand incidents of magnitude, that occupy the world with their significance, transpire around him each day as he progresses, yet their moral product is not equal in effect upon him to an insignificant rent in his trousers. The latter immediately concerns him, the former does not. Between them there is the difference between the personal and the impersonal. So long as our own cattle graze peaceably in the pasture we are indifferent to the strife that is going on in the yard of our neighbor. All this goes to prove to us—if indeed proof is necessary—that the baggage of the traveler (of which his trousers are an integral and important part) is more important in his life than anything that does not directly and personally concern him.

Still other surprises than those we have noticed in the fore part of this chapter await the traveler in connection with his baggage. Not the least of these, perhaps, is the surprise he feels when he attempts to get possession of his luggage or to re-check it while en-route, to find that the railroad company will not permit him to do either. And it is this particular phase of the baggage question, I wish to remark, that I started out to discuss in this chapter, when I was diverted from my purpose, as the reader has noticed, by the exceeding variety and richness
of the theme. Indeed, I may say here that the extent and variety of the baggage business and the possibilities that it presents to the author have so grown upon him from day to day, since taking up the subject, that he feels, if not discouraged, at least quite loth to pursue it further. It is only the absorbing curiosity that possesses him to solve the mystery, to pluck out its fruit, so to speak, that tempts him at this stage of the inquiry to go on with his investigations.

Superficially it would seem as if there could be no valid reason, except perhaps the trouble it would cause the railroad company, why a passenger should not be able to claim his baggage while en-route to his destination, or have it re-checked, if he so desired, at any point where the conveniences of the company rendered such a course possible. Nevertheless, a traveler going from London to Edinburgh, or between any other two points, would find it exceedingly difficult, if not impossible, to prevail on the railroad company to leave his property en-route, or to recheck it to any point he might desire, although he may have bought a ticket to such point. The reason or expediency of a rule like this, so likely to occasion the public inconvenience, is not apparent at the first glance. Many who have been embarrassed by its operations treasure it afterwards as an illustration (if one were wanting) of the contempt that the railroad companies feel for the public convenience.
By still others it is believed to be part of a gigantic system of red tape that enfolds our railroad companies and makes the fruits of their operations oftentimes little less than public calamities. Indeed, many officials connected with the baggage department itself are unable to give an intelligent explanation or reason why a passenger may not claim his baggage en-route or make such disposition of it meanwhile as he chooses, and when called upon their reasons are incoherent and unsatisfactory to the listener. Thus the wrath of the traveler, instead of being appeased by timely and satisfactory explanations, gathers force in the apparent justification that exists for it. It is nothing to him that an employee is acting under the rules of the company, if these rules conflict in any way with what are presumably his rights, except in those cases where there is sufficient reason on the part of the carrier for trespassing upon such rights. The convenience of the public is always superior to the idiosyncracies, as it is superior to the mere pleasure, of its agent, the common carrier. But, on the other hand, the community is ever disposed to meet the railway companies at least half way in the exercise of such just and equitable restrictions as may be necessary to the reasonable profit and safety of the business of the latter when the officials in charge are able or disposed to courteously and intelligibly explain its necessities. And this suggests the thought that a railway company, more than any other property
holder, manufacturer or trader, requires for its representatives men so versed in their business and so educated and rooted in its traditions and subtleties that they will be able, wherever called upon, to explain to those interested in such matters the necessity that exists for the many vexatious and apparently absurd restrictions that are enforced against the community for the benefit and maintenance of the carrier and the due and equal protection of the public who patronize his lines. Except the representatives of the railroad companies are able and disposed to do this, it is manifestly impossible that harmony and good feeling should exist between the carrier and the community.

In reference to the delivery or re-checking of property en-route, the principal and conclusive reason, and the only one of real importance in connection with it, why it cannot be done is the unfair use that would be made of the privilege by passengers and others to break down the working arrangements and business of the carrier. The manner of consummating this result would be very simple. It would occur in the main through the general use that would be made of special arrangements made to accommodate exceptional aspects of trade. To illustrate this; it continually occurs in the operation of the transportation business that the rate of fare to a far-distant point is less than to an intermediate place. This difference is in many instances so great that if taken advantage of by any considerable pro-
portion of the company's patrons, would speedily bankrupt its affairs. The causes that occasion these differences between through or special rates and local rates are of too complex a nature for me to attempt to explain them here. Sometimes they are occasioned by competition with rival railways or water routes and sometimes they are brought about by topographical peculiarities of the country, the expenses of doing business or the exceptional conditions of trade and commerce. However, the occasion of these differences is not material to our subject. We know that they exist, and that they are as inseparable from the business of the common carrier as rivalries, with their attendant peculiarities of trade, are inseparable from the business of the wine or dry goods merchant. Without, therefore, inquiring into the reasons that exist why the rate per mile cannot always be the same, we may notice that wherever such a difference exists the passenger will take advantage of it wherever possible without reference to the interests of the carrier or the effect of his action upon others less alert than himself or not so favorably situated as he for its exercise. Thus, if a railroad company should permit passengers to claim their baggage at intermediate places between the starting point and the place of destination, according to the ticket purchased by them, local tickets would never be bought when the through

1. Thus, the rate from Chicago to St. Louis, 282 miles, in November 1860 was $1.00 per passenger, while the rate to Joliet, 37 miles away, was $1.10.
rate was less than the local rate, and in this way the legitimate business and profit of the carrier, and necessary to the successful operation of his property, would be weakened and perhaps destroyed, to the great injury of all but the few who were benefited by the operation. The rule, however, requiring that baggage should only be checked to and delivered at the point to which the passenger buys his ticket prevents such as are destined to local points and have baggage in their possession from making use of the special or low rate that we refer to, as they would not in that event be able to have their property delivered to them at the point where they desired to leave the train.

Many doubtless will claim that a railroad company should not lay any obstacles in the way of passengers taking advantage of the minimum rate when the service exacted of it is the same or less than it volunteers to perform, in particular instances for a stated price. A single illustration of the operation of such a rule will, however, I think be sufficient to expose this fallacy. We will suppose, to illustrate, that the rate by rail from New York to San Francisco, 3,300 miles, has been reduced to $15.00, in consequence of the active competition of the water route. This rate is less than that charged to Chicago, 800 miles. Now it is manifest that unless the carrier protects himself against the use of the $15.00 rate except between the points for which it was created, the maximum rate that he will be able to
collect between any two points on his line will never exceed that sum, for the reason that if a person wishes to go from New York to Chicago, or any other point where the rate is over $15.00, he will buy a through ticket, and thus the local rates of the company in excess of $15.00 will become obsolete, and the treasury correspondingly depleted, until ultimately it becomes bankrupt. It is for reasons such as these, among others, that the railroad companies refuse, and justly, to deliver baggage except at the place where the passenger has procured his ticket at the time when delivered into their possession. It may be said, however, in connection with this particular phase of the subject, that whenever a through rate exceeds the local rates, or is made up by adding together the local rates between the various intermediate stations, then there can be no valid reason, save that of convenience, why baggage should not be delivered or rechecked at intermediate points.

Another objection that may be offered to the delivery or rechecking of baggage en-route is the confusion it would occasion in accounting. In many instances the check used by our railroads reads between particular points; when this is the case it is manifestly valueless except at either of the places named upon its face. If this check, then, is detached while en-route it must be forwarded to either of the places named before it again becomes valuable for use. It is also more difficult to trace baggage that
is left en-route than where it pursues its course un-
interruptedly to its original destination. The dif-
ficulty of getting at baggage en-route is also so great
in many cases as to render its delivery except at
transfer points or the places to which billed prac-
tically impossible; this is especially the case where
it is placed in fully loaded cars that are not designed
to be disturbed until they reach their destination.

Another reason that has been suggested for the
disinclination of railroad companies to deliver bag-
gage except at the point to which originally billed,
is, that if property of this kind could be claimed
anywhere upon presentation of the receipt or check
it would greatly facilitate the efforts that are con-
tinually made upon our railroad lines by petty
thieves to secure possession of the baggage of
travelers. All that would be necessary under such
a condition of affairs would be for them to get pos-
session of the check; this would not in many in-
stances be difficult in the sleeping and ordinary
coaches at night. The receipt once in possession of
the thieves they would present it at the baggage car
doors at the first stopping place and claim the prop-
erty bearing a corresponding mark; the owner
meanwhile would remain unconscious of the loss of
his check or the removal of his effects from the train
until the termination of his journey. If, however,
possess of property can not be obtained until its
arrival at its destination then in the event the owner
loses his receipt he has opportunity to take measures
to protect himself from the consequences of the loss.

Such are the reasons, so far as we care to trace them here, why railway companies will not deliver baggage except at the place to which originally checked. Still other reasons might be given if necessary, but those we have enumerated are sufficient to demonstrate the necessity that exists for the enforcement of such a rule. When in any case no such necessity exists it will become inoperative and void, just as all similar rules that are attempted to be enforced in the operations of business become inoperative and void when not founded upon a public utility or the preservation of a private right.
CHAPTER X.

Property other than Baggage that is carried without Payment—The Suburban Passenger and his habits—The difference in the Baggage carried by different trains—The Baggage of the traveler an index of the character of its owner—The Lights and Shades of Life as reflected in the contents of the Baggage Car—The subject as viewed from the Baggageman's standpoint.

The quantity of baggage that a train carries depends upon the number of passengers, their character and wealth, and the distance they are traveling. A suburban train has little or no luggage. It is like a horse car or an omnibus. The people who patronize it are absent from their homes but a few hours, leaving in the morning and returning at night, and they have, consequently, little or no use for baggage. They carry with them, however, innumerable parcels, but these parcels do not in any sense represent baggage. They are made up of packages of fruit, dinner pails, provisions, meats, dry goods, household utensils, and articles to be used in the construction and repair of buildings. Nevertheless, their owners seek, openly or covertly, and generally with success, to have them passed by the railway company without extra charge. The habits of the suburbanite traveler, it may be ob-
served, are peculiar and his necessities many. The railway passenger or baggage car is to him at once a furniture wagon and a butcher's and grocer's cart. It is moreover the receptacle of his linen before and after washing, and in addition carries such household utensils and odds and ends of domestic life as are necessary or useful to him. Upon a particular day, selected at random, the passengers upon a line leaving Chicago, were noticed by an observer to carry nine hundred baskets of peaches into the coaches of a railway company within the space of three hours; these peaches were placed under the seats, and in such convenient and accessible places of deposit as the topography of the cars offered. There was nothing concealed, nothing surreptitious about the transaction. Afterwards when the company interested attempted to break up the practice of carrying such packages into the coaches, in consequence of its demoralization of the parcel traffic, and the damage done to the upholstery of the cars, the effort was met with the most bitter and determined resistance. The practice had become a habit, and at once a convenience and a profit. The argument used by the regular passenger on the suburban train in such cases, is that he is entitled to a given quantity of baggage, but as he does not have any baggage he ought to be permitted to carry a few packages of necessary articles back and forth as occasion demanded of him. The argument is without force or cogency, for the reason that the fare he
pays is very low, and in many cases merely nominal, the rate being based on the carriage of persons only. Nevertheless our railway companies seldom if ever seek to interfere with their patrons in this respect so long as the latter restrict themselves to such light and trifling articles as may be carried in their hands without damage to the property of the carrier.

The baggage carried by trains of different character is never the same. One or two packages usually make up the full complement of luggage that is carried on the suburban train. The labor of handling the property on these trains is consequently very light, and if no other duties were attached to the office of the train baggageman the place would be one of comparative ease; usually, however, the scant duties attaching to his office are eked out by adding to them the care of the express or mail traffic or both. The bulk of the baggage carried is hauled on the through train, but there is no uniformity in the traffic. The amount carried varies upon different railroads and at different seasons and upon different trains.

Leaving out of consideration the suburban or accommodation trains, so called, the amount and quality of the luggage that is hauled upon a train may be said to denote at a glance the character of the people it carries. Nothing indicates more quickly and unmistakably the fortunate circumstances of wealth, education and taste, or the reverse, than the nature of the baggage hauled. A
man's trunk indicates at once the quality and kind of man he is. Its contents are an index of his character and habits, and his individuality is apparent in its construction and style. The vicissitudes of fortune sometimes disturb this harmony, to be sure, but they do not belie its general truthfulness. The character of the unkempt and slovenly man is reflected in his luggage; it is at once loose, incoherent and untidy. The baggage of the mean and penurious man is both mean and penurious. The baggage of the prudent and thrifty man is not like the baggage of anybody else; neat and enduring, it stands among its fellows at once a reflection and protest against extravagance and waste of every description. The trunk of a fop exhaled his favorite perfume, and as we watch it either in the car or upon the platform, it seems to cry out against the rough handling it receives and the vulgar associates it is thrown among. The poor, superficial and showy person inevitably selects baggage that is in harmony with his tastes and attenuated ideas. The Saratoga trunk has long been accepted as the embodiment of a certain class of people, a phase of social life, it may be said, that makes greater demands upon our eyes than upon our understanding. And so we might go on indefinitely with our illustrations, pointing out the nice distinctions that mark the peculiarities of mankind as exemplified and illustrated in their trunks and boxes.

The quality of the local baggage that is carried
upon a train indicates the character of the country. The train that takes up its passengers here and there, upon obscure side tracks and at dilapidated stations in a country thinly populated or poor in its natural resources will have but a meager load to carry; it will consist in the main of bundles wrapped in worn and tattered coverings, bound with thongs; of old and battered trunks, tied together with knotted pieces of rope; of ungainly boxes, rudely fastened with rusty nails, or secured with rough wooden straps; and of half filled hand bags, lying lean and dejected on the floor of the car like hungry and half starved curs. Each article is pregnant with the story of its owner’s life and manifold misfortunes, and the comfortably clad and well fed baggageman sees in the contents of his car a reflection of the people who fill the train that follows. He sees people with wooden shoes or thick cowhide boots; people with worn and faded garments of a pattern long ago forgotten; women with coarse stockings and commonplace frocks, who have for coverings coarse blankets and shawls that were never warm; people with large bony hands, stiffened and made tough with hard work, and with faces tanned by sun and storm, and wearing the look of those who labor much and long in the open air. These are the owners of the baggage we have described, and when they reach their destinations they will carry it away with them in carts or in their hands, or upon their heads, assisting each other all the
while, patiently and gently, as occasion for such service requires.

These people, with their scant wardrobe, and bearing about with them wherever they go the mouldering odor that attaches to garments long concealed in illy ventilated closets, or worn continuously without change, seem to have little or nothing in common with the sleek, well preserved and carefully attended class whom we find occupying the cars and filling the platforms and baggage rooms with their luggage in a neighboring but more fortunate district of country. And yet both classes spring from the same root. The last mentioned, however, are the outgrowth of a productive country and a prosperous society, and their belongings indicate the wealth and civilization that alway characterize a people who earn each year more than they consume. The same class of prosperous people—well fed and clothed, with a tinge here and there of the pharisee about them—may be observed occupying the through trains that pass like meteors to and fro between our cities, manufacturing centers and pleasure resorts. It is this class that patronize our palace sleeping cars and drawing-room coaches. They have fathomed successfully the secret of getting on, and to them the unattainable luxuries of the poor are but the commonplace necessaries of every day life. This class have about them, moreover, we observe, the self assertion and the contented look of those who have been successful, and the luggage they carry
attests the wealth and growing circumstance of their lives.

To the poor the quantity of baggage which the transportation companies will carry without extra charge seems more than abundant, but the personal effects of the wealthy classes often exceed the prescribed limit, and seldom, if ever, fall far below it. It is for this class that additional luggage vans and increased facilities become necessary, and wherever they travel the extent and quality of the facilities provided attests their presence. The loose ends and the make-shifts of the poor are unknown to them, or serve them only as a recollection. Everything these people possess is at once capacious and well preserved, and the splendor of their lives is reflected in the quality of their baggage. Their trunks do not look like common boxes, but have the appearance of sleek, well-fed servants. Some of them, indeed, have the oily, apoplectic look of gourmands; others again are redolent of paint or gleam with costly varnishes, or are carefully wrapped in muslin or white canvas, like thoroughbred horses led out for an airing. The hand-bags of these people, we observe, have lost the gaunt, appealing look noticeable among those belonging to the poorer classes; no longer lean and hungry, they have the fat, chubby look of half-grown boys whose stomachs are always filled and whose backs are kept warm with abundant flannels; too full to sit upright, these costly packages roll over each other on the floor of the bag-
gage car or lie helplessly on their sides, seeming to be winking and chuckling at the passer-by or whispering soft nonsense among themselves about the jolly times they have had and the many good things they know about each other and their owners. We observe that the very umbrellas and walking sticks of the class we refer to stand up in dignified exclusiveness in the baggage car and carry about with them everywhere a look of over-cultivation and cold disdain that cries out day and night against the base uses to which they are put.

But these reflections are those of a dreamer only; they find no echo in the practical brain of the baggage man. The evidences of a high civilization that we have described, and that so gratify the man of sentiment, afford the luggage porter no pleasure whatever. To him luxury of every kind, as evidenced in the baggage of a traveler, is the material embodiment of a pernicious idea. To him the fortunate owner of many trunks is the representative of an unprofitable and exaggerated social status, nothing more—a fungus grown on the body politic, so to speak; an individual, moreover, of malign intent, whose province it is in life to harass the over-worked and under-paid baggage man. To him a colossal trunk, or a trunk unreasonably filled or over bulky, is not by any means a thing about which the owner is to be congratulated; on the contrary, it is a thing replete with distasteful reflections. While it is to us a suggestion merely, it is to him
the symbol and spirit of autocracy, the embodiment of caste, at once sinister and distasteful. To us a Saratoga trunk, full to overflowing with delicate and carefully selected goods, represents an idea, a particular phase of fashionable existence. But to the baggage man it is at once more than this—and less; he views it from the workman’s standpoint; it is to him the embodiment of physical labor; its very appearance on the platform causes him incipient twinges of rheumatism; he sees in it the seeds of lumbago, an enfeebled back, kidneys permanently weakened, over-wrought muscles; its manipulation means to him a thousand things that nobody else can understand; it means fingers torn and bruised in crowded doorways and upon abrupt and unyielding angles, feet pulverized past recognition or remedy, garments soiled and disfigured, buttons torn from their fastenings, furniture overturned and crushed, and walls, doorways and casements of houses bruised and disfigured. All these things, and more, the baggage man associates in his mind with the luggage belonging to people of wealth and lavish tastes.
CHAPTER XI.

The Station Baggage-man—His Habits and Peculiarities described—His apparent Lack of Method—His Capacity for accomplishing Results.

To the base and mechanical souls among us, who are compelled to put grappling irons upon their memory in the shape of carefully prepared records or private memoranda of current events, the clearness and prodigious capacity of the baggage-man’s memory for the petty details of his department appears to border on the marvellous. To him the minutiae of business is not a matter of reflection, but of instinct; numbers have to him the significance of names, and the packages he handles are recognizable objects as much as are to us the faces of people we meet at dinner parties or at the club. Each article of baggage he touches assumes, without his being conscious of it, a separate and distinct individuality, and is, moreover, the subject of mental comment as intelligent and as real as that which we pass upon a person to whom we are introduced, so that days afterwards he is able, upon occasion, to recollect it and to describe it, as we would describe a man by the color of his hair or the cut of his necktie or the shape of his nose.
While the methodically educated man classifies and subdivides all the petty details of business with scrupulous precision from hour to hour as he advances, the baggageman, on the other hand, confident of the accuracy of his memory and the certainty of his observation, delights to leave everything in one heterogenous mass until the final moment for action arrives. This peculiarity is in some respects unfortunate, and its effect upon travelers unduly magnified. To the nervous and apprehensive the apparent unconcern of the baggageman presages errors and omissions of the most glaring and inexcusable type; to the novice merely it evinces his inefficiency and foretells every kind of disaster to the property he handles. Even the best informed cannot observe the chilling unconcern of the baggageman without apprehension. What traveler ever turned away from the baggage-room of a crowded railway station save with misgivings? Who has not felt an inward tremor of apprehension as he saw his baggage melt away from him, so to speak, into the indiscriminate mass of trunks, hat-boxes, gripsacks, gunbags, umbrellas, burial cases, canaries, dogs and bundles that fill the luggage-room of a railway station? Who has not felt at such a time that the date and place at which his property would reappear was at best only problematical? At small stations, where business is light, this apprehension I have observed is not felt by passengers; it is only in great cities that it finds its highest realization. There the
work that must be compassed by the station bag- 
gagman within the few seconds that immediately 
precede the departure of a train excites and be-
wilders the traveler, who sees a thousand new 
demands spring into life every instant, each one 
calling for the personal interposition of the attend-
ant. At such a time the latter appears to possess 
the very genius of confusion—an incomprehensible 
faculty for disorder. It is at this interesting mo-
ment that the traveler loses confidence in the 
adequacy of the railway company's preparations; 
while its methods may be well enough, in their 
way, to him its agents are manifestly lacking in 
capacity, appropriateness and intelligence. Such are 
his conclusions. That each individual atom of bag-
gage that he sees will finally be caught up and car-
rried forward to its allotted destination without delay 
or misplacement seems improbable to him in the 
extreme, and it is only the fear of making himself 
pitiful in the eyes of the austere official in charge 
that deters the traveler at such a moment from 
directly and abjectly appealing to him to be quite 
sure ere the train starts that his particular baggage 
is not left behind. But, as the passenger suspects 
at the time, his solicitude is unnecessary, and the 
end of his journey sees him in the happy possession 
of his property, as forgetful of the troubles it has 
occasioned him as he is devoid of gratitude to the 
baggageman for its careful preservation.

The baggageman is not lacking in individuality,
and observation of him is always attended with interest and instruction. In the lull that intervenes between the departure and arrival of trains his movements are slow and precise, and afford no indication of the hidden capacity of the man. He possesses, moreover, in a marked degree the phlegmatic temperament or stoicism that is always noticeable in those who are accustomed to meet many people upon equal or superior terms. No individual presence, however exalted, stirs or excites in him more than a passing interest. Long and familiar intercourse with men of genius and influence has dulled the edge of his enthusiasm and taught him moderation.

The peculiarities of temperament of the baggage-man ebb and flow with the fluctuations of his business. Now stagnant or falling away into sleepy gossip or desultory chat with the idlers that infest his premises, they rise with occasion to the greatest intensity of expression. This latter occasion is the departure or arrival of a train. The approach of either of these interesting events affects him as the coming of a storm affects the mercury in a barometer—slowly and almost imperceptibly at first, like a column of smoke ascending from a fire just lighted, then faster and faster with each intervening moment, just as the exhaust from a locomotive that is getting under way, increases with the momentum the machine gathers from each revolution of its driving wheels. As the period for the departure
of the train actually approaches, the activity of the baggageman increases and multiplies itself indefinitely like the velocity of a falling body. At such a moment he is the incarnation of activity, the realization of ubiquity. Nothing escapes his observation. Too much occupied to speak he is yet able to listen. At this moment every faculty of his body and mind is centered upon the work in hand, and while the confusion that involves him is indescribable, he yet does not fail to comprehend every situation, nor does his eye fail to note every important detail. While receiving and checking the property that is offered for shipment, he is at the same time carefully and accurately winnowing the packages that should go from those that should stay. Nor does he meanwhile overlook the stray pieces that have been lying here and there in careless confusion having seemingly no current concern in anything likely to happen in the immediate future; these with the others are skillfully and effectually gathered up by him and hurried into the waiting van.

To the employes of the baggage department the details of the business are full to the brim with pleasurable interest. While its revolutions, like the hands of a clock, traverse each day the same general round of duty, it is nevertheless always advancing, and this advance is attended by some new event that serves to give it emphasis and color.

A railway baggageman is a moving encyclopaedia of information in reference to his business—his brain
a mental reservoir of checks, and his mind a vast illimitable panorama of baggage. To him the oblong, heptagonal or oval strips of brass, that hang in clusters about his room like ripened fruit, pulsate with life and purpose. To him a faint, half completed chalk mark that you and I would brush away, is pregnant with meaning. To him a few figures or hurriedly scrawled hieroglyphics upon a square bit of paper are as an open book, or the picture of a place, or serve to call up the image of an absent person. These signs and tokens are the unwritten language that govern his life. To him they serve at once as an intimation and a command. He recognizes at a glance the peculiar significance that attaches to each, and according to their intent the baggage that they at once guide and protect passes swiftly and surely to its destination, no matter how far away or how great the number of hands through which it must pass.
CHAPTER XII.

Lost, unclaimed and damaged Goods—Manner of Settlement for such Property—The Value of unclaimed Articles—The Time they must Remain in the hands of the Carrier before being Sold, etc., etc., etc.—The Claim Department—Methods of Settlement.

The unclaimed baggage that finally remains in the hands of the different transportation companies, and that is sold from time to time at public auction, as prescribed by law, comprehends little of value, being made up of cheap or worn out articles and the odds and ends of personal effects. It is only occasionally that an article of value remains unclaimed in the hands of a railroad company. Where property of value goes astray the interest of the owner is redoubled in its behalf, and, with his assistance, the efficient machinery of the carrier rarely if ever fails to trace any article of importance for which inquiry is made; this is also true in reference to parcels and merchandise generally, as well as baggage.

The efforts of the companies and the public in the direction of the discovery of missing property are however balked in some instances in consequence of the ignorance or the phenomenal dullness of petty officials. Owing to the presence of this class everywhere, and in spite of all efforts to
eliminate them from the service, it continually occurs that property about which frequent and persistent inquiry is made is allowed to remain unobserved in some warehouse or out of the way place, until inquiry for it or recollection of it have ceased to excite either the owners or the carrier.

The methods in vogue for discovering goods lost or missing are very thorough and comprehensive. The immensity of the traffic requires that this should be the case. When property is lost or missing an accurate description of it is at once sent to each station upon the line, with instructions to the agent to make careful search for it. If this search is made with the thoroughness contemplated, it must necessarily result in the discovery of the property if it is in the possession of the carrier. It sometimes occurs, however, that the official in charge does not make the personal examination of his premises that is expected. He takes it for granted that the property is not at his station and so reports to the officer making the inquiry. In some cases indeed the description that is furnished him, while generally correct, does not harmonize in every particular with the property in his hands. This description, written from memory in many cases, is necessarily and unavoidably defective. Shrewd and discerning men, however, are, as a rule, quickly able to trace the resemblance, but the dullard passes on, and his search ends by his reporting the property as not being present at his station. In this way
valuable goods are overlooked until all the unclaim-
ed property in the possession of the company is
collected at some central point for inspection and
sale. When this event transpires the interest in the
missing property has very likely ceased to exist or
it has already been paid for by the carrier.

The unclaimed property upon a line is collected
more or less frequently, according to the rules of
the company or the laws governing such matters.
The regulations are not, however, uniform for dif-
ferent classes of property, but are governed by the
necessities of the case, real or supposed. Thus upon
some lines the rules require that agents shall report
all unclaimed baggage to the central office weekly,
and send forward all unclaimed property to such
office at the expiration of thirty day from the date
of its receipt. Upon another line the regulations
will be different. The rules are seldom if ever uni-
form with different companies, but vary according
to the experience and judgment of the official in
charge or the peculiar nature of the traffic he rep-
resents.

The losses that occur, and the rules affecting the
custody and disposition of unclaimed property, in
the parcel traffic department in contradistinction to
the baggage department, are not especially different
from those in the latter, except that the business
being in many particulars of a more valuable char-
acter and of a more compact nature it is handled
with greater circumspection.
The regulations governing unclaimed goods such as find transportation in freight trains are even more minute and searching in their nature than those instituted for the baggage and parcel traffic, for the reason that the lapses that occur in this particular branch of the service are more frequent and aggravated than in either of the others referred to; in this department the relatively small value of the property, its rough character, the careless manner in which it is frequently packed and marked and the rude implements with which the business is handled, prevent the thorough and systematic organization of forces and methods that is observable in the conduct of the baggage and parcel traffic. The great bulk of the property lost by a railroad company is stolen. There are, however, numerous other ways in which goods go astray. Some of these we have already recited. The multiplicity of hands through which the freight traffic of a railroad passes and the necessarily inexpensive and simple character of a large part of the force employed in connection with it greatly intensifies the probability of goods going astray. Lapses in this direction occur in the first place (to name them in their order) in connection with the receiving of the property from the shipper; in the placing of it through mistake with goods destined to some other point; in loading it in the wrong car; in unloading it at the wrong station; in the delivery of it finally to the wrong person, or the neglecting to deliver it when
called for. Errors also occur in way-billing, whereby no mention is made of the property that is sent forward, or it is perhaps billed to the wrong place, or the name of the consignee is incorrectly given, or the property itself is not rightly described. The opportunities to make mistakes are numerous. When property is received that is not way-billed it is usually entered in the returns as "Over"; if it does not belong at the point where received some other station is of course "Short" such property. And so the "Overs" and "Shorts" fluctuate back and forth, first one in the ascendant and then the other, just as the fortunes of the bulls and bears fluctuate in Wall street.

When property is lost or damaged in consequence of the negligence of employes, and it can be clearly demonstrated that such is the case, it is usual for the railway company to make the party in fault pay for the same or share with it in the loss.

In the case of the freight department the peculiarities of the traffic are such that the responsibility of the carrier in many instances is only nominal; the quantities in many cases are unknown, and the nature of the business and the manner in which it is handled all conspire to bring about such a result. This fact, coupled with the necessarily rude and imperfect machinery connected with the traffic, engenders losses in connection with its operations that are not experienced in handling traffic of a more valuable character. The result is that the losses and
damages that occur in the freight department, considering the character of the goods handled, are relatively very great.

The department intended to look after the claims for losses and damages upon a railway requires to be organized with the utmost care, and that it is so organized is demonstrated by an examination of the various and searching forms of returns used by agents in connection with the goods reported "short," "over," "bad order," etc., etc. These returns comprise all the details of each case that arises, and are supplemented upon every railroad by a carefully selected and organized clerical force, whose sole duty it is to examine and act upon the information that they furnish. The efficient methods that govern the freight business in this respect, it may be said, are observed under different forms in dealing with the baggage and parcel traffic. In each the methods followed are in harmony with the extent and peculiar character of the business.

Considering the amount of baggage carried, very few pieces are lost. Out of 972,008 pieces carried on the Pennsylvania line in 1878 it was claimed that only one package was lost. In 1876 the Pennsylvania report having received and delivered at Philadelphia in connection with the Centennial Exposition 730,-486 pieces, of which only 26 pieces were lost or mislaid. Some very favorable exhibits are also made by other of our well managed companies, but we possess no reliable data of a general character in
reference to the relation that the pieces lost bear to the pieces that are carried in the United States at large.

It would be interesting in this connection to know how many pieces of baggage went astray on the Pennsylvania road during the year 1878, in consequence of the mismatching of checks and other mishaps consequent upon our peculiar form of checking baggage, that were afterwards found, for the reason that while a company may not lose a piece of baggage during a year, yet it may actually be put to a great expense in discovering property that has gone astray. This expense appears in the payments for damages for property delayed and in the innumerable expenses of an incidental character that attend the tracing and recovery of lost goods.

Much of the property that remains in the hands of a railroad company, as already stated, is valueless; this is especially so of the baggage and parcel traffic. It consists, with the former, of cheap articles of clothing that the owners do not deem of sufficient value to look up, and includes umbrellas, canes, wraps, overcoats, fans, books, overshoes and kindred articles.

In some cases where property is lost the owner does not know how to proceed, and so lets his goods go without making an effort to recover; but instances of this kind are infrequent and abnormal. It occasionally happens, though not often I think, that the owner of unclaimed property is settled with
under the mistaken belief that his goods have been lost, while in fact they have only been overlooked.

With reference to the parcel traffic, while the array of packages advertised for sale from time to time by the transportation companies is considerable in numbers, their value is really very small. The articles consist of cheap jewelry, crockery, household goods and personal effects and other property not worth the amount of the charges for carriage. In the freight department, on the other hand, the gross value of the goods unclaimed is relatively greater, but it is with this department as with the others that wherever missing goods possess any considerable value their owner is usually discovered. The bulk of the property that remains unclaimed in the hands of railroad companies is not as a rule worth the charges of the carrier. It is fortunate, therefore, that in the majority of instances nothing is exacted of him on its account.

In reference to damaged property remaining in the hands of the transportation companies, and for which they have settled with the former owners, such disposition of it is made as seems to the best advantage of the carrier; this disposition is manifestly of too varied a character and the circumstances attending its possession of too complex a nature to admit of description here. This is equally true in reference to the manner and basis of settlement with owners for goods lost or stolen, or destroyed by accident or otherwise while in the possession of the
carrier: Where property is merely damaged the extent of the loss can as a rule be ascertained with tolerable accuracy and with little or no delay; where goods are lost, however, the transaction becomes more difficult of arrangement, and requires longer time for its realization.

The laws governing the length of time that unclaimed property must be held by a railroad company before being sold, and the advertisement required previous to such sale, differ in the several states. In Illinois where the owner or consignee cannot be found, and charges are unpaid, property must be held six months. But where the consignee or owner is found and notified and neglects to take the property and pay charges it need only be held for three months. In Iowa unclaimed property must be held for six months, and in Michigan, Wisconsin and Minnesota one year. In most of the states the consignee or owner must be notified by mail, where his address is known, before the property can be sold, and in Illinois such sales must be advertised for fifteen days, in Michigan and Minnesota for four weeks, and in Wisconsin once each week for sixty days. In Iowa where the probable value of the property is less than one hundred dollars it must be advertised for fourteen days, and if over one hundred dollars for four weeks. In all the states unclaimed perishable property may be sold without delay or advertisement where necessary to prevent loss.
CHAPTER XIII.

Elements that operate in Favor of and Against the Preservation of Baggage Uninjured while in the hands of the Railroad Companies—The Conditions necessary to ensure the Preservation of Baggage Uninjured while in possession of the Carrier—The Character of the Operatives of the Baggage Department—The origin of the Soubriquet of "Baggage Smasher."

As the compensation, if any, which a company receives for handling and transporting baggage is in the shape of fares collected from passengers, it results that the provision made for the careful handling of luggage traffic depends, or should depend, upon the amount and profitableness of the receipts from the passenger business. While the gross amount collected of the passenger appears in the returns of our railway companies under the head of passenger earnings, really a part of it arises from the transportation of property denominated baggage, and under a more comprehensive system of accounting than we have, this part, whatever it may be, would be apportioned and assigned in the accounts under that head. As already explained, a company is bound to provide facilities for carrying on the baggage business proportionate to its earnings from such sources. If the passenger
traffic of a company is large and remunerative, the facilities that the baggage department enjoys for the rapid and safe handling of its business are upon a correspondingly liberal scale. If, on the other hand, the passenger traffic is light, the accommodations which the proprietor is able to provide are corresponding in nature.

When the passenger business of a company is light there are, I have observed, few or no attendants connected with the baggage department who do not have other and perhaps more important duties to perform, and the baggage-rooms, platforms and other paraphernalia of the service are correspondingly restricted. Such a state of affairs, while unavoidable in many cases, is not, it is apparent, consistent with the highest state of efficiency of which the baggage department is capable. On the contrary, to insure the maximum good possible in the service it is necessary that the department should enjoy every needed facility of machinery and men skilled in their avocation and sufficient in number to answer all the requirements of the business. To insure a high state of efficiency the depot accommodations must be planned so as to secure at the least expense of labor and thought the greatest celerity and care that is possible in the manipulation of baggage passing over a road. The requirements are manifold. In the first place the floor of the station platform should be so arranged that it shall be as nearly as possible on a level with
the body of the wagon; this desirable feature we see secured by raising the floor of the baggage-room above the driveway, or by sinking the approach, as may be most advantageous. When the accommodations at a station are thus conveniently arranged baggage may be received and discharged without lowering or lifting it in the process, and thus one of the most fruitful causes of damage to it is avoided. In the same manner station platforms should be arranged on a level with the floor of the baggage car, so that luggage may be moved back and forth without rehandling. The processes by which baggage is moved where the appliances are thus thoughtfully and conveniently arranged are merely mechanical; the porter has neither to raise nor to lower the property he handles, and he is not, therefore, constrained at any time to husband his strength at the expense of the goods entrusted to him.

The facilities we have described, while not appearing important, greatly expedite the business of handling property at stations, and at the same time reduce to the minimum the risk that a company runs that the goods transported by it will be injured while in process of being loaded and unloaded at its depots.

Where adequate facilities for handling baggage are not practicable every reasonable care is, I think, exercised by railroad companies consistent with the time allowed for doing the business and the force
that they are able to employ; but in many cases the latter is of necessity inadequate, for the reason that the number and character of the men in attendance is dependent, as I have already explained, upon the extent and profitableness of the business done. The injuries that occur to baggage at those isolated points where the arrangements for handling it are necessarily imperfect are not, therefore, to be attributed to any lack of care upon the part of the baggageman, but rather to the fact that the traffic does not admit of the employment of facilities of the best order, or of a force sufficient to move safely and expeditiously many of the packages which the carrier is called upon to transport. To sum up, it may be said that the same economic conditions which govern other industries operate equally in this, so far at least as to make the accommodation, or supply, harmonize with the demand.

Many of the packages containing baggage that are transported by a railroad company are unreasonably bulky; others again are insecurely fastened, or are too frail to withstand the ordinary usages of travel. So long as this state of affairs lasts accidents will occur and dissatisfaction will exist upon the part of the community. The conditions by which baggage may be shipped with comparative freedom from accident are exceedingly simple, and if followed with reasonable intelligence by travelers few mishaps worthy of notice would occur to their property. Baggage designed to be transported by
rail should be so reduced in bulk and weight that the packages can be conveniently and safely handled by a single person. If this were done there would be little or no occasion for complaint either upon the part of the public or the railroad companies. Travelers should study to increase the strength and reduce the dimensions and weight of their boxes as much as possible, and in those cases where the amount of luggage to be carried is large they should multiply the number of packages rather than increase the bulk of single pieces. It is desirable, also, that every package, no matter how secure it may be apparently, should be carefully fastened with a strap or rope, and where the bulk is great or the property is in any way insecure, such additional safeguards should be instituted as the case demands. By the adoption of precautions such as these property will escape with only nominal injury at the hands of the railway company.

In the practical operation of handling baggage a single porter is frequently called upon to load and unload trucks unattended. When this is the case he is very often only able, from the weight or bulk of a package, to exercise force enough to precipitate it to the ground; he cannot lift it or carry it, and when this is the case the package, unless well secured indeed, is very likely to be injured. In the latter case it is apparent that the fault does not rest so much with the railroad company as it does with the owner of the property. If the former exercises
every precaution in handling consistent with the nature of the business and the amount of time and force available, every condition of diligence and care has been satisfied. If injury occur under these circumstances in consequence of the package being insecure or unreasonably heavy or bulky, the fault lies with the passenger and not with the carrier. Where the amount of a company’s traffic renders it possible to employ a force sufficiently large to handle packages of the maximum size and weight that are offered, the damage that occurs may be said to be merely nominal; it is only at isolated places, where the volume of business necessitates restricted facilities, that mishaps occur.

The constant and rigorous surveillance which railway companies exercise over the employes of the baggage department insures, I think, under all ordinary circumstances every reasonable faithfulness upon their part. Besides this the men connected with the service are governed by the same ambition that animates men in other branches of business. They also make use of the same direct and simple methods for securing continuance in office and the betterment of their positions, as occasion offers, that others do. One of these methods—and the only one that we need notice here—is the desire they evince as a class to secure the esteem of those above them by the intelligence and care which they display in the performance of their duty. Like people similarly placed in other occupations of life, the bulk
of those employed in the baggage department, quickly learn to respect the responsibilities of the offices they severally fill. The great majority of them are induced to exercise fidelity and care in the discharge of their duties simply because of a feeling that any other course would be personally disgraceful to them. Those not animated by this honorable sentiment are held in control by the exacting rules instituted by the railway companies for their particular and especial benefit.

The better class of every business, department of trade, or civic avocation establish an esprit de corps among its members, commensurate with the general intelligence and interest that is felt in their calling by those belonging to it. The existence of this disposition is discernible in the forces employed by the baggage departments of our railroads, and the care with which the men are selected, and the great length of time each individual member serves, insures a standard of interest in the work not excelled anywhere, I think, in the ordinary branches of business life.

One of the most fruitful causes of damage in connection with the handling of baggage is the haste with which it must be loaded and unloaded. A large class of people who travel upon our railroads so accurately time their movements that they only reach the station a minute or so in advance of the departure of the train by which they are to go. The arrival at the depot of still another class, em-
bracing a large percentage of those who travel, may be said to be coincident with the leaving of the train. Nevertheless, they one and all demand that their luggage shall go forward without delay. The expedition that must be used in transferring baggage under these circumstances from the street truck to the baggage car admits of little or no care in the handling. The result is that the property of the passenger is damaged more or less in many cases according to the character and bulk of the package and the force that can be spared to move it. The same headlong haste expected of the railroad company at the forwarding point is also expected of it at the terminus of the journey. The people whom we have described as reaching the train at the last moment before its departure are, we have observed, the least patient of any delay in leaving the station at the place of destination; immediately upon the arrival of a train they may be seen upon the platforms, and at the doors of the depot receipt in hand excitedly, and oftentimes impatiently and rudely, enforcing upon the baggageman the necessity of his exercising the utmost haste in the delivery of their property. The precipitancy they demand is incompatible with the exercise of ordinary care, though the care that is displayed is undoubtedly perfectly reasonable in its nature. The class of people in question are not an exception to the ordinary patrons of railroads; they are made up of professional and business men, and
comprise a large percentage of the people who travel in the United States. Any occasion of delay, no matter how trivial, excites them; their demand that undue expedition shall be exercised is the same everywhere. This the carrier understands, and he strives to govern his business accordingly, lest another company, more mindful of the characteristics of this particular class of travelers than he, shall be able to surpass him in their regard.

The influence of the class we have described upon the business of a carrier is especially apparent in the haste and turmoil that is noticeable at the various junctions or transferring points. That the headlong precipitancy with which the exchange of baggage between the waiting trains is conducted at such places is incompatible with the care necessary to insure its safety is apparent at a glance; the remedy, however, is not equally apparent. Nothing indeed can exceed the indescribable confusion that reigns at the junctions and transfer points of a railroad. In every instance the impatient traveler is the impelling cause, and amidst it and forming a part of it he may be observed moving with gloomy discontent among the busy officials, or scowling unhappily upon them from the open window of a neighboring car. The accidents that occur under such circumstances are not the fault of the railroad officials, so much as they are of the indisposition of the traveling public to grant the time required to transact properly the routine business connected
with the handling of the baggage. The impatience manifested by passengers is further aggravated, so far as the damages that result from it are concerned, by the inability, as we have explained, of the carrier in many cases to provide the facilities needed to conduct the baggage traffic with the minimum amount of loss.

While many petty accidents unavoidably occur to baggage transported by rail, much of the complaint that we hear in regard to it has no foundation in fact, or its nature is grossly exaggerated. Many of the impressions we get on the subject have their origin in idle remarks, or a too keen sense of the humorous in passengers. Sometimes they are the result of erroneous impressions upon the part of the community in regard to the method of business pursued by the carrier. Sometimes, indeed, they have their source in malicious or prejudiced statements intended to deceive; more frequently, however, they arise from the excessive anxiety which travelers feel and express lest their property shall be injured while in the hands of the railroad company. Nothing can exceed the nervous apprehension of this last mentioned class, and they are in consequence thereof the aversion of station and train officials. It is impossible to mollify them and they are superior to reason. To this class every movement of the baggageman is pregnant with disaster to their property, and every jar or compression it receives is in their distorted imagina-
tion fraught with dire disaster. It is this class of unreasonable and indescribably peevish people who have fastened upon the attendants of the baggage department the stigma that attaches to the unenviable soubriquet of "Baggage Smashers."
CHAPTER XIV.

The Protection of baggage—How baggage is lost—The liability of Mismatching Checks the unsurmountable and fatal Defect in our system of Checking Baggage—How Checks are mismatched, and the Evils that result therefrom.

The adequate protection of baggage while in the hands of the carrier requires that no one not connected with the transportation company should have access to it except under the immediate eye of some responsible official. This fact is well understood by the attaches of the department, but it is not always appreciated by passengers, who, in consequence, crowd into the places set apart for the reception of baggage with the same freedom that they visit the platforms and common waiting-rooms of a company.

No one understands so well as the officials immediately in charge of the baggage department the importance of the most careful forethought and prudence being exercised in everything relating to the property entrusted to their care. When this is not the case, the companies they represent are not only made the victims of isolated and petty depredations, but the still greater danger constantly menaces them of an organized conspiracy to prey upon the property they carry. Instances, indeed, have occurred
where want of care and method in carrying on the business have eventuated in a combination of railway employes for unlawful purposes in this direction. Such was the case some time ago on a road running south from Council Bluffs. Usually, however, depredations of this character are carried on by adepts in the business in no way connected with the carrier. One of the means by which railroads are defrauded in this direction is to have baggage checked, and while it is still in the hands of the company to secure possession of it, in some manner without giving up the check. Afterwards the latter is presented, and claim made for the property or its equivalent. Instances of this kind have been repeatedly discovered and punished by the roads, but that they have frequently been successful I have no doubt. Another device, when access can be gained to the baggage in possession of a company, is to detach a check from a piece of luggage, substituting in place thereof one for which the party making the exchange has a duplicate; this duplicate is subsequently presented at the office of the carrier, and the baggage claimed and taken away before it is called for by its owner.

The due protection of the baggage entrusted to railroads requires that the way-bills or checks used in forwarding it from point to point shall be carefully guarded by the agents of the carrier. Their possession by others facilitates the practices we have alluded to. Unauthorized possession of the tokens
employed in conducting the business is also likely to be used in the preparation of fictitious claims for property alleged to have been lost, and the efforts of those connected with the baggage department are, therefore, constantly directed to the prevention of claims of this character; for, while the appliances of a company may and will quite likely in the majority of cases enable it to discover and prevent frauds, no matter how attempted, still the expense attending investigations, and the risk that is incurred, make it desirable to avoid both whenever possible.

The protection of baggage requires also that the act of billing and checking should be intelligently and carefully performed. Property may be and is lost by sending it to the wrong place, or by the check becoming detached while en-route, or in consequence of its being defective, or because of its not being properly attached.¹

The most serious of all the causes that operate to occasion loss or misdirection of baggage in America is the mismatching of checks by baggagemen. "Mismatching of checks" is understood by those

¹ It frequently occurs in handling baggage that the check is torn off and lost. When the duplicate is presented by the owner in such cases, he is informed that there is no baggage for him, and is requested to tell where his baggage was shipped from, the date, etc. If the party presenting the check is not the owner (and very frequently he is not), he is unable to give this information. In that case the duplicate is returned by the carrier to the party presenting it, with a request to call again. If not a resident of the place where the baggage is missing, the owner continues his journey with the check in his possession. Meanwhile, the baggage remains with the carrier in some local storage room
connected with the business to mean the attaching of a check bearing a certain number to the property and the giving of a check bearing another number to the passenger. The mishaps and the inconveniences, the losses and the expenses growing out of errors of this kind overshadow all others in the baggage department. This is the sore spot in our baggage system; its one irreclaimable and, therefore, fatal defect. The heavy, bungling character of the check we use, and the rude manner in which it is attached to the property, are serious defects, but they do not necessarily involve in their train indefinite and irreparable losses and annoyances. The mismatching of checks involves both of these, and the difficulties that lie in the way of a radical correction of the evils it engenders are unfortunately insurmountable. Insurmountable because based upon the congenital habit of man to err.

In the way-bill used abroad in billing baggage, which we have described elsewhere, the bill that is pasted upon the property and the paper that is given as a receipt to the passenger are exactly alike. It cannot be otherwise, because they are attached to unclaimed and overlooked. Afterwards it is sent to the unclaimed baggage department. When the owner returns, if he ever does, he again sends his check for his baggage. He is now requested to give a thorough description of it, outwardly as well as of the contents. This he does. The unclaimed baggage room is again searched, but there are so many trunks, satchels, valises, etc., answering to the description he gives that in all probability several will have to be opened before the right one is discovered.—Communication with reference to lost baggage.
each other and printed together upon the same slip and are numbered at the same time by the same process of machinery. Mismatching is, therefore, obviously impossible. Under our method, and with the appliances we use, however, it is different, and mistakes occur and will continue to occur in connection with it so long as man is fallible, and clerical errors are an indication thereof.

The ways in which checks are mismatched are so varied that no safeguard is effectual. Mistakes of this kind usually occur, however, in the act of arranging and assorting the checks for distribution and use. In the majority of cases probably, where checks are mismatched, the mistake is discovered when the presumed duplicate is detached from the leather thong to be handed to the passenger; but it often occurs that the error is overlooked. In the latter event the baggage of two or more passengers becomes interchanged, resulting in serious inconvenience to them, and involving the railroad companies in expense, and in many cases in very serious losses. Frequently, however, it turns out that no harm is done in consequence of checks being mismatched. This is the case where the passengers are going to some local point on the line. In such event, they find their baggage, and have merely to prove that it is theirs and deliver up their mismatched duplicates. But in the event a passenger going to some distant point, and delivers up his ticket to a transfer agent or carrier en-route, for
the purpose of having it rechecked, it is different. In such event the party to whom the passenger delivers his supposed duplicate does not, of course, find any baggage corresponding to it, and not being able to personally identify the property, as the owner himself would perhaps have been able to do, from the other packages that fill the depot, he concludes naturally enough that it has not yet come forward, and he accordingly waits until the number corresponding to the one given him is found. When this number is discovered he takes possession of the property and sends it forward to its supposed owner. By this process two pieces of baggage will have gone astray, and if either of the reputed owners care to conceal from the railroad company that the property in its hands does not belong to them they are very often able to do so. In such event the carrier must pay the party making claim whatever he is able to prove was the value of his goods.

As already stated, the defect in our system of handling baggage whereby the mismatching of checks is made possible is inherent, and its operation can consequently only be modified, never en-

1. In the United States the convenience of the public in the matter of baggage is facilitated by the practice of engaging agents to go aboard the trains before their arrival at the principal cities for the purpose of arranging with passengers for the delivery of their baggage either at the hotels, private residences, or depots of connecting lines as they may desire. When this is done, the agent making the transfer takes up the baggage check or receipt of the passenger, giving him usually another in exchange. This the passenger gives up upon the final delivery of his property as agreed.
tirely remedied. This fact in itself will ultimately, I think, be sufficient to secure the introduction of some other system not possessing this serious fault. That errors do not occur more frequently under the working of our system is highly creditable to the officials in charge and the agents who execute its practical details, and a matter as well of congratulation to the railroad companies.

In the losses that occur in the transportation of baggage it is observed that the fault lies with the passenger quite as frequently as with the carrier. Instances continually arise where goods are lost or sent astray through the giving of the wrong destination by the owner, or in consequence of his not designating the right package to be checked, or on account of the exchange of checks by passengers without their knowledge, as noticed elsewhere in describing the European method of handling baggage. The agents of the carrier, on the other hand, err in designating the place of destination at the time of checking; in delivering at the wrong station; in not checking the right package, and in delivering the wrong property. But the most prolific cause of mistakes, as we have already explained, arises from the mismatching of checks.

1. When checks in the possession of passengers are inadvertently exchanged only inconvenience will result in the majority of cases; but it frequently occurs that one or both of the passengers are going to some point off from the line upon which they are traveling. In that event, quite likely they hand their checks to an omnibus agent or driver to be rechecked. When this is the case the packages are sent forward according to the duplicate checks which the passengers deliver up, and thus property very likely passes beyond the reach of reclamation.
CHAPTER XV.

Action of the Carrier and his Agent in Reference to the Receipt of Property in bad order—Responsibility of the former in the premises—The Principles governing his action—Releases for Goods in bad order—The Normal Condition of Baggage.

The duties of the baggageman are multifarious and require in their fulfillment good judgment as well as accuracy and dexterity. Not only must he bill forward property correctly and send it by the right train, but he must also accurately note its condition at the time of its delivery by the owner. The object of this inspection is of course to protect the railroad company against subsequent unjust claim for reputed damage. In consequence of the hurried manner of receiving and forwarding baggage, however, an effective examination of its condition at such time is more difficult than would be supposed. In the transaction of business the baggageman in charge is never able to examine property with the care and method that is desirable. Such a process is a matter of considerable detail and requires in its accomplishment more time than the nature of the service will allow. He must therefore in consequence of this urgency determine at a glance whether property presented for shipment is
tirely remedied. This fact in itself makes another vexatious fact in itself makes another vexatious I think, be sufficient to secure itself. Only a small fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious some other system not possible transported may be said fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious that errors do not become packages, indeed, that fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious working of our system nominal in number only. fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious officials in charge of pieces carried bear about them fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious practical details unmistakable, of coming dissolution to the extent and degree of their in fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious In the baggage, the ordinary vicissitudes of travel, par fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious jects that the attendant must decide. fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious Nevertheless while the normal condition of bag fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious age falls far below the absolute standard of perfection, still it presents as a rule certain general and fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious specific signs of durability that are not easily mistaken. It is the province of the baggageman to seek out the abnormal pieces, namely, those that are fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious fact in itself makes another vexatious insecure or weakly. In the performance of this duty ordinary bumps or abrasions, or even ruptures, will not interest or greatly stir him; he seeks only those pieces in a hopeless state of collapse, or likely at any moment to succumb to the destroyer. These latter he marks—not in lengthened communications or with verbose oral statements, but silently and tersely—with the cabalistic sign of his craft, “B. O.” This mark, it may be said, is fatal to the reputation of the thing it is placed upon, and everywhere conveys to the initiated the information that the property in question was received by the carrier in bad ler. Such is the process. The ordeal however, ough which baggage passes is always liberally
construed by baggagemen, the distinctions they observe being as a rule intelligently and fairly made. The baggageman seeks, it may be observed, no unfair advantage for his employer; his inspection is designed to protect both the railroad company and the owner. While he labors to protect the former against any unjust claim, whether made intentionally or otherwise, he at the same time is content, as is the company employing him, that no proper and legitimate risk that belongs to the carrier should be avoided. To mark property as being in bad condition that is not, may, as the baggageman is aware, precipitate loss upon the owner without any advantage whatever accruing to the carrier, for the reason that property in bad order, or so reputed, is more likely to be marked out for the depredations of pilferers than it would otherwise be. Further than this, if property is marked as being in bad order without being unmistakeably in that condition, the owner is debarred from demonstrating any injury his goods may have received while in the possession of the railroad company and for which it or its agent is clearly responsible.

The designation of property by a railroad company as being in bad order, covers generally not only all damage it may have suffered up to the time of delivery to the railroad company but all subsequent injuries it may receive. The basis of this generally accepted principle of action lies in the theory that the unfavorable condition of such prop-
tery at the time of its delivery to the carrier will in itself precipitate still other injuries. For this reason the designation of property as being in bad order is usually accepted as relieving the carrier from all responsibility in reference to its condition.

In the event of reasonable doubt in the mind of the official in charge as to the condition of goods tendered for shipment he is inclined to err, if he errs at all, on the side of his employer. This is natural and unavoidable, and in every way desirable, for against its undue or arbitrary exercise there lies the personal presence and knowledge of the owner or consignor of the goods. The presence and interest of the owner, therefore, in such cases may be expected to act as a necessary and wholesome corrective upon the servant of the carrier wherever the zeal of the latter is likely to carry him beyond reasonable bounds.

The line of action pursued by transportation companies where goods are presented in bad order is not uniform. As a rule no release is taken by the carrier, the condition of the property being marked simply on the manifest. When a receipt is given for the property, however, its condition is designated therein when it is in bad order. In some cases shippers are required to sign a formal written agreement releasing the carrier from all responsibility in reference to damaged goods. In still other cases the release that he signs does not extend beyond the specific damage that has been done up to the time of the delivery of the property into the hands of
the carrier, including the further damage that is likely to accrue in consequence thereof. In the case of baggage no nice distinctions are attempted. If in bad order when presented for shipment the whole responsibility is made to rest with the owner; the risk of the carrier is either without qualification or he declines to accept any responsibility whatever. The reason for this is that any serious damage to property of this character is very likely to precipitate its total destruction. Thus the absence of a lock, or its serious impairment, not only threatens the baggage itself but renders the abstraction or loss of its contents easy if not probable. It is nothing to the carrier in such a case that the loss may never occur; he is bound to protect himself against the possibility of such a contingency. Besides this the acceptance of a limited responsibility in reference to property in bad order involves an amount of clerical labor that there are neither the time nor the facilities for in connection with the transportation of baggage. To accept responsibility the carrier must take an inventory of the goods and a statement of their condition at the time of the receipt by him. This is manifestly impossible; but in the event it were possible, the time that would be required to draw up a contract defining the metes and bounds of the carrier’s responsibility in the premises would prevent its full consummation. For this reason railroad companies are compelled either to assume absolutely the risk of carriage in the case of baggage or to refuse to assume any risk whatever.
CHAPTER XVI.


In the operations of the baggage department the English system—or want of system—is very dear to the heart of the average luggage porter. Its ambiguity, he observes, increases his importance, and the absence of the checks and safeguards found in America adds to his leisure and facilitates the easy and comfortable discharge of his duties; above all, and better than all, the indefiniteness and incompleteness of the service foster the practice of "tipping." Now a "tip," I would say for the benefit of the untraveled American, is the gift of a small sum of money by the party of the first part to the party of the second part to induce the latter to perform well and truly a certain service that he has already been paid for performing, by still another party to the transaction, the proprietor. The tip proper may be said to be a medium of exchange, a legal tender so to speak. It facilitates the operations of business, ac-
CELERATES the movements of attendants and enlightens their understanding and intensifies their observation. A tip, judiciously placed, upon an English railway secures to the giver every convenience of the line. If he has a family it provides them with a separate compartment; at its invocation the gates that bar the entrance to the train creak joyously on their hinges, and attendant porters precede him everywhere upon his journey. It enables the baggage man, moreover, to distinguish him from his fellows, and quickens the efforts he makes to disengage his luggage (for which no receipt has been given) from the mass in which it lies imbedded. The tip in England is an institution as old and as respectable as the British constitution, and its preservation unimpaired is a matter of greater consequence to those who participate in its benefits than is the preservation of any mere party or creed.

The definite and systematic method of handling baggage practiced in America and upon the continent of Europe is so mechanical in its operation, so free from ambiguity and the crafts and assaults of operatives, and withal places the responsibility for the care of property so fully and unmistakably upon the railway company, that there is little or no opportunity for tipping under its workings. Now, while the traveler is benefited by this orderly state of affairs, financially and in the material comforts that he enjoys, and in the peace of mind that it secures him, nevertheless he loses the prerogative—
none the less pleasant because petty—that the tip is alone able to afford him, namely, the right to the enjoyment of certain minor privileges that are of necessity denied to the crowd, privileges that in the nature of things, can be extended or denied at the pleasure of the operative and upon which, consequently, there can be no check.

Americans pride themselves upon their systematic manner of conducting business and upon their practical sense in everything that belongs to trade. To them tipping is a sentimentalism upon the part of the tipper and a piece of downright robbery upon the part of the tippee. To them the handling of baggage is a formal affair of business only—something to be arranged at the office; a transaction wholly free from sentiment or extraneous influences; a matter, indeed, in which the personality of the man who actually handles the property is not allowed to obtrude itself, and in which, consequently, tipping is not a matter to be thought of. Thus they lose the ameliorating influence that the tip is known to have upon the temper and perspicuity of the party of the second part.

Only those who have traveled much, or the very rich among our people, recognize the entire equity of tipping. To others the practice is fraught with deteriorating influences, and they hold it in abhorrence as something incompatible with our institutions. They believe, in fact, that it is subversive of their independence, and that if encouraged it will
ultimately tear down the rugged temple of liberty in which they dwell. These patriotic and moral considerations are, however, disregarded by the rich and the crafty, who recognize in the practice a fine opportunity for the grasping of coveted privileges and the evasion of obnoxious regulations. And one of the most objectionable of these regulations to the railway traveler, it may be said in passing, is the attempt of the carrier to collect charges on excess baggage. In the evasion of this exaction the tip suggests itself as being at once the most simple and efficacious of remedies. It should not, however, be understood that the attempts of travelers to escape this just and necessary charge of the carrier for excess baggage are confined entirely to the rich; on the contrary, in this particular field all classes may be said to meet upon common ground, even those who make it their duty to stand guard about the sacred temple of liberty and who cry out continually against the iniquity of tips.

The mollifying effect of tips is especially to be remarked in connection with the duties of baggage men. A douceur more or less ample, according to the circumstances of the case, it is observed, warms up the cockles of their hearts and has been known by many to remove restrictions and penalties of a local nature in connection with the handling of baggage, especially those in relation to the handling of excess baggage. The traveler, moreover, sees that it fosters amiability, and causes the most morose of bag-
gage men to become tractable. This is the donor's reward. He observes, that the polite acts of attention that blossom and give forth fragrance along his particular pathway are wholly attributable to the little remembrances he distributes as he journeys onward. He remarks that the mercenary spirit everywhere predominates and that the love of tips is universal; that down in the heart of every man and especially in the heart of every baggage man—there lurks an indescribable and unappeasable love of tips, and that under the genial influence of this spirit it is possible to develop many little acts of accommodation and kindness in him that gratify the traveler and cause him to view the world from the baggage man's standpoint with comfort, if not with complaisant benignancy.

The American in his own home is remarked for the acuteness of his observation and the closeness of his bargains—especially for the closeness of his bargains. In his voyages to and fro in the land he expects in every case to meet the full measure of his responsibility for the round trip in one payment at the office before he starts. He makes no provision whatever for contingencies; he allows nothing for tips; and herein he errs, for in the small amounts kindly and judiciously expended under this head there lie the immeasurable difference between life without animation or special incident and life at its brightest and best.

The railroad baggage man is a philosopher, a
philosopher at thirty dollars per month; a stoic amid the panoramic splendors of traveling princes and millionaires. He lives for himself, and in the observance of the rules and regulations of his company. He is not less kindly than his fellows, but he has ceased to be moved, like them, by trifles. He has, in fact, no spontaneity left for current events. The anxieties and perplexities of the multitude that jostle day by day around his crowded quarters and overwhelm him with their ignorance and perversity no longer stir him; the pitcher that went many times to the spring was finally broken, and so the patient interest of the baggage man has been tried and tried again until its elasticity has been destroyed root and branch. The belated passenger, and the passenger who is forever hurrying to and fro in uncertainty and alarm, while they excite the commiseration of the looker on, fail utterly to interest the attendant baggage man. The vexations and petty anxieties of mankind no longer stir his benevolence or excite his curiosity. Indeed, any action of the sympathetic glands is believed by him to be incompatible with the discharge of business and the dignity of his office. Outside, therefore, of his simple duties he endeavors to be automatic merely—amiable without being interested, deferential without being conscious; a man who listens without feeling and smiles mechanically in the sense that other people gape. This spirit of tolerance, of profound and palpable unconcern in the affairs of the distressed, it is to be
observed, greatly exasperates the unschooled traveler; he cannot understand it; he not only craves information of the baggage man, but his mind opens up to him instinctively for sympathy. This the baggage man cannot give; the well, indeed, has become dry; the action of the organs wherein this feeling of interest in the concerns of his fellow man is generated has become too enfeebled to perform longer their normal functions; they have, in fact, ceased to have any action at all. The more astute traveler understands this; he has, indeed, often observed and speculated upon the semi-unconscious state of the baggage man; he has discovered it to be partly real, partly interested; he has, moreover, remarked that the latter feeling dominates the former; the secret of its operation suggests the remedy to him. When, therefore, he has occasion to arouse the interest or the dormant sensibilities of the baggage man he does not waste time in elaborate explanations and vain appeals, but quickly and surely the forefinger and thumb of his hand seeks his pocket, not surreptitiously it may be said, nor yet ostentatiously, but frankly and naturally, as if the transaction were one that did not call for remark nor were yet unworthy of notice. Following this motion the gleam of a coin for a moment attracts attention ere it is lost in the complaisant palm of the semi-unconscious baggage man. This is the application of nature’s physic, life’s gentle panacea, a tip, against which the normal currents of the baggage man beat in vain.
With its application his isolation, his indifference and his far-off manner fade away and in their place there blossoms in his eye and heart an active and ever verdant interest in the affairs of his fellow man.

Such is the efficacy and physical and moral effect of tips.
CHAPTER XVII.

The Baggage Car described—Its Frequenters and its Associations and Traditions—The Freedom it offers from Bores, and its opportunities for Observation—The Mysteries it contains—Its suggestions of Robbers, waiting Outlaws and Trains thrown from the Track.—Reflections suggested by the Baggage that passes in and out of the Car, and the Associations that we know Cluster about each article—The Fancies and Superstitions of Train Baggemen.

The baggage car is not only the receptacle for baggage in transit, but it is also the refuge of many overworked and sorely distressed railway officials whose duties compel them to travel back and forth on the line. In it they find seclusion and rest from annoying questions and impertinent surmises. Here they can if they choose pass their time unobserved in happy and contented speculation. I never find myself in a baggage car without being occupied in all the little concerns of which it is the focus. All its habits and traditions interest and engage me. I am, equally with the baggageman, concerned in the adaptability of the car to its uses, and in all its little conveniences and comforts; and its capacity, ventilation, light, height, facility and condition are not matters to be passed over lightly and without comment. If it is capacious and well-lighted I am
elated; if contracted and somber I am correspondingly depressed. I am never quite able, however, to enter into all the manifold schemes of my friend the baggage man for keeping his car freshly painted and varnished. I hate fresh paint and varnish. In all else we agree. I enter heartily with him into all his beliefs and superstitious fancies; I sympathize wholly in the respect he pays to the horse-shoes that hang singly and in clusters upon the walls of his car. Their efficacy in all cases of fire or collision or the derailment of trains, is not a matter that admits of skepticism or differences of opinion. I am also with him interested in the adequacy and condition of the furniture of the car; the green and battered water cans that stand huddled and perspiring in the corner interest and concern me quite as much as they do him. I have counted many times, as I have no doubt he has, the pigeon holes nailed conveniently by the door for use in distributing the letters and papers that he carries. I know exactly how many baggage checks there are in the bunch that hangs in the corner covered with dust and black with time and want of use. The number twenty-four, I have remarked, is always the same, never more, never less. I know, moreover, that the old rusty stove standing in the corner, so cheerful in winter, and so morose and sullen in summer, has never been blackened since it was put up—when I was much younger than I am now, and the car was brighter and stronger, many years ago,
The baggage car is the rendezvous of the newsboy as well as the baggageman, and in a secluded corner his chest, filled with stores, stands dark and mysterious. To me this box, with its hidden treasures and immense padlocks, is suggestive of robbers, of waiting outlaws, of trains thrown from the track headlong down stony declivities and precipitous embankments. The storehouse of the train boy is capacious and strong, as it should be; it is like the weather beaten chest of some provident old salt, who has seen many lands and made many voyages in his day, and has learned the value of stout oaken plank, and paint and iron and heavy locks.

Occupancy of the baggage car, I have observed, begets garrulity and encourages inquisitiveness, and withal inclines one to benevolent reflections. In my trips up and down the line I have remarked a growing and friendly interest in its most trifling incidents. Even the "Rules and Regulations," that hang crisp and cheery on the wall, have with time acquired a meaning that I did not once attach to them. These "Rules and Regulations" I have read many times. They are very carefully worded and definite about everything and everybody, and are full of suggestions and wise saws, and are, moreover, pregnant with technical phrases and mysterious allusions and innuendoes and cabalistic signs that are known only to the fraternity. They are, moreover, very harsh and arbitrary in their intent, and I shudder as I read at the fate of any baggageman
so unfortunate as to transgress one of their slightest requirements. In my reflections concerning these regulations, I discover that between the baggage-man and his superior there is an unappeasable conflict, a mighty difference, in interest and responsibility. In his struggle with the power that his superior represents, my sympathies, I find, abstractly incline to the baggage-man, and I am never tired of watching him as he passes to and fro before these gloomy and threatening rules, to see if some upheaval of his nature does not rack his frame; but no—he is either ignorant of the penalties they exact, or, like a patient long habituated to the use of an abhored poison, their presence is no longer perceptible to him.

A cozy chair in the baggage car!—in it there is freedom, abandon; here one observes many things, while free to cogitate, to smoke, to dream; here the casual acquaintance and the bore cannot come; we see them in the distance; we hear them rattle at the door; they call, but we heed them not; the rules of the car in reference to the admission of strangers are inexorable. Here we idly watch the baggage-man busy with his affairs. Through the wide open doors on either side we see the waving fields, the lowing herds, the quiet towns, the belated passengers hurrying to the depot; nothing escapes us.

Admittance to the baggage car is sought after by many widely different people—by the official who desires to seclude himself; by the patron of
the company who wishes to be on good terms with the officials of the line; by the rollicking young blades of the country, who look upon admittance to it as a snob does upon a box at the opera; by the meditative man, who finds in it a congenial atmosphere and a quiet corner; by the man of affairs, and finally by the indolent and modest man—all these knock at its friendly doors. Trainmen also seek it; to them it is comfortable and home-like; in it they feel easy, and in familiar chat with the baggage man while away the time with pleasure and profit. Let us tilt our chair back against a friendly post and watch the trunks as they come tumbling into the car end over end. Many of them we have seen before, and we at once take them into our confidence as old and cherished friends. Most of them, we remark, have a grim and battered look like hardened soldiers, veterans of many a bitter encounter in which they have seldom if ever come forth the victors. Some of them, on the other hand, are just starting out in life, prim and glossy with varnish and bright with new buckles and polished plates. These, the voyagers of a day, we observe, present themselves to the baggage man with all the confidence and the freshness of innocence and inexperience. To them life is a perpetual holiday, an eternal excursion, and the baggage smasher an hallucination only. Who can contemplate the future of these tidy voyagers, who can anticipate the vicissitudes in store for them amid the eddies and
shoals in which they will struggle, except with sadness?

But it is among the old and battered trunks, creaky with time, and wheezy with hard usage and innumerable vicissitudes, that we recognize our friends. Life's roughest storms have swept over them, leaving them shattered and worn. All the sharp corners and the stiffness that was the occasion of so much discomfort to them when they first presented themselves before the baggageman, years ago, has vanished. Instead of the pert, inquisitive air that once characterized them, they come into the car with a wheeze and a creak, as if deprecating the unnecessary rudeness with which they are handled; but the baggageman has other things to think of as he deftly catches them up and drags them swiftly away. To him an old trunk is only an aggregation of worn out leather and half broken straps; something not to be handled too roughly perhaps, lest the purse of the company suffer thereby, but not entitled to any regard aside from this on its own account. He does not see, as I do, that these old and worn out voyagers are one and all instinct with a thousand tender associations, and that as they settle themselves down in the place he assigns them they at once with one accord fall to enquiring into each others aches and pains, and as time passes, and they fix themselves more snugly and contentedly in their places, it seems to me that I can hear them recounting their histories to each other, and
dilating upon the secrets and innumerable incidents that cluster about their lives.

I often catch myself speculating about the owners of these trunks. Who are they? What do they do? Where do they live? How old are they? Are they married? What are their habits? Are they comfortably off and contented, or are they miserably poor and envious and mean? Are they interested and occupied in the prosperity of their friends, or are they morose and silent? Many of the owners of these trunks I know, and between them and their property I am able to trace many points of resemblance. The trunk is indeed the index of the man, and affords the key to his character and the circumstances of his life. That trunk over there, for instance, so carefully covered and strapped and addressed! that belongs to a precise person, who does everything at the proper time and place; its owner never has any notes go to protest, never asks any indulgence. I would not hesitate a moment to lend such a person a hundred dollars if they asked it—but they wouldn’t ask it. The owner is probably a woman, maybe a man, but if so his digestion is impaired or his lungs are affected; some chronic complaint haunts his life and renders transgression impossible. Whoever he may be, his daily life is without a blemish. He has, I feel assured, no little weakness that he cannot overcome; no moments when it is hard to be good; no lingering reluctance leave a good dinner, a pleasant little party; no
thought of counting a hundred, and then two hundred, perhaps a thousand, before turning out in the morning. No! nothing of the kind; he hasn’t the time, and besides, why should he? With him life is a terrible reality, and all who cannot, or will not, keep up with the colors he would have taken out at daylight and shot as deserters. Nevertheless, it is people such as he that keep the world in motion, feed its poor, build and support its hospitals, endow its universities. The improvident, the good-natured, and the clever would be glad to do all that he does and more, but they never do; their sins and their overgrown appetites leave them nothing to divide.

Each trunk or package that the car contains possesses an individuality altogether its own, and in its features we trace the fortunes of its owner. See that little old trunk over there! What a sly look of discretion and responsibility there is about it. That belongs to a lad who is going to a far-off city to commence the great struggle of life alone; we saw him get on at a station a few miles back. There was no mother there, we noticed, to bid him good-bye, and to watch the car that bore her boy away; no father—no one but a few boys who were loitering idly about the depot. He is going to live with an uncle; this uncle is a kind but irascible old man, and the boy will not stay with him long, but will drift out alone into the world. He will not go to the bad as many have done; no proud man ever
did; he will succeed, because there is disgrace in failure. If he had a kind-hearted old mother to coddle and excuse him it would perhaps be a long time before he succeeded, but as it is he will succeed from the first.

That old trunk with a shrunken top like a grave that has partly fallen in! That is an old friend of ours; we have not seen it since its owner started out in life years ago, young and vigorous and full of lofty aspirations. He is on the train to-day coming home, not to gain new life, but to die; coming home to die where his last look may linger upon the scenes of his childhood. He has broken down in the race. The acquaintances and associates he has left in the great world will talk about him for a while, as they have talked about others before him and will talk about others who will succeed him; they will tell each other of his many good qualities, his many acts of kindness, the bright prospect that lay before him, and—then the space he occupied in the world will be closed, and there will fall upon him, and his memory and his acts, the great silence of eternity.

That brand-new, wide-awake, roomy trunk there in the corner belongs to a thrifty merchant in a bustling little town further up the line. I know him well. It is full of chintzes and calicoes and delaines. By and by these goods will make their appearance upon the counter at his store, and when he is asked to put a price upon them he will deplore
with tremulous voice the excessive rates of the carrier that make them so dear to the consumer. The trunk itself he will sell. We notice he has had this merchandise checked free, as personal baggage, but that was doubtless only intended as a little bit of pleasantry upon his part, for he is reputed to be a very upright man among men; we have often heard him inveigh bitterly against the dishonesty of railroads and the discriminations exercised by them in favor of trade centers and heavy shippers—indeed he esteems their intelligence but lightly, and loves to talk about them as grinding monopolies.

That long trunk there, tied with a rope! That belongs to a farmer. There are many attractive things about farm life; we never tire of reading about the farmer's independence, his vigor, his thrift, his sturdy honesty. The business has its vicissitudes, however—its lights and shades. I remember that I used to be a farmer when I was a boy. My teeth chatter and my feet grow cold even now when I think of it. I remember, among other things, that I used to get up at four o'clock in the morning and build a fire with green cottonwood in a cracked cook-stove that stood in a corner. Oh! the torments of kindling a fire with green cottonwood! Afterwards I broke the ice in the water bucket and filled the teakettle and put the potatoes on to boil; then I went out into the icy night air with a perforated tin lantern, greasy with tallow
and black with smoke, to milk the cows and feed the cattle and the pigs. It seems to me that my days were all spent in the open fields, digging potatoes or picking corn. I remember that my hands were always very dirty, and very cold and very numb, and that I used to blow them a great deal to keep them warm. I remember that I got home at dark and fed the stock and bedded the horses, after which I went to bed in a cold room and dreamed that I was a cripple, and sat in a corner all day long by a huge iron stove that was always kept red-hot.
CHAPTER XVIII.

The Train Baggage-man and his Duties Described—The Altitude from which he looks upon Mankind, and the upturned face and suppliant position of the latter—His relation to the world—His isolation and its effects—To him Mankind is an abstraction only, Baggage being the concrete substance—What his Enemies say of him and what he says of himself.

The train baggage-man looks down on the world obliquely from the door of his car. The altitude, to be sure, is not great, but in addressing him mankind are compelled to speak with upturned faces. Their position, therefore, is that of suppliants, and what they have to say seems to partake of the nature of a supplication rather than a demand. The feeling that this is so is shared in common by the baggage-man and his interlocutor.

The isolation of the baggage-man has the effect to make him arbitrary. It also begets in him a reflective spirit; the peculiar associations of his business give his reflections direction and color. To him the prosperity of the world at large is evinced in its trunks; its want of prosperity in the absence of them. Between these extremes there are intermediate stages that he arranges and classifies according to the peculiar circumstances of the case.
He measures the condition of mankind by its baggage. To him man is only an abstraction, a moral reflection, whose good and bad qualities are centered in his personal effects. A stoutly built and well protected trunk represents in his philosophy the acme of moral stability, just as a low and insecure nature is epitomized by baggage that is of a poor or worthless character.

To understand the train baggageman properly we must know him in his car. Away from this he presents no unusual or salient features, but here he possesses independence and individuality, the consciousness that comes with the exercise of power and the possession of definite knowledge. Here he reigns. The occupants of the car may be said to be his subjects, and its implements the furniture of his court. Treated with deference by all, the multitude secretly fear him. Genial and kindly, he is much maligned. Numbering his admirers by the score he counts his enemies by millions.

The duties of the train baggageman are quite important. They are sometimes arduous. He must be correct in transcribing figures; it is his duty to make a record of each check and parcel carried; he must also arrange and assort the baggage so as to economize space; it must moreover be so placed as to facilitate its rapid delivery.

The preservation of the property entrusted to his care occupies his thoughts. His experience teaches him to place the light and unstable articles
at the top, the heavy pieces at the bottom. This plan, moreover, is the easiest of fulfillment.

The baggage transported by our express and mail trains is very great. The delivery of each article at its proper destination and at the proper time, therefore, requires both accuracy and attentiveness. These qualities the baggageman possesses in an unusual degree.

The baggageman is a semi-mail agent. He distributes with faithful care the voluminous correspondence of the officials and agents of the company. The myriads of reports, statements and accounts that reach headquarters pass through his hands. Impressed with the responsibilities of his office he handles each letter as if it were registered and contained money.

The train baggageman is usually promoted to the place he fills from the position of brakeman. Upon many lines the acceptance of the position of baggageman practically excludes the person from all hopes of ultimate promotion to the important office of conductor. There are, however, many men acting as baggagemen who are in every respect competent to fill a higher place. The great bulk of those who seek the office do so in consequence of particular aptitude for the work. Very frequently, however, it is sought because it affords a definite income. To the latter class it is only a temporary resting place. To the former, however, it affords the business of a life. There are in the employ of our
railroads baggagemen who have been identified with the service for half a century. Men of expectation and studious habits find in the office abundant opportunity for study, and from it have graduated into all the higher occupations of life.

The pathway of the baggageman is, however, oftentimes beset by many dangers. Explosives concealed in the boxes he handles menace his safety; infernal machines threaten him; diseases more or less loathsome are fastened upon him in handling the infected property of travelers; the presence of deadly acids threatens his life. His safety is, moreover, continually menaced from the collision and smash up of trains and the burning of cars. Aside from all these he receives many serious mishaps in the encounters he has from time to time with obstreporous passengers and others.

Many witty and many absurd things are told about the baggageman. His enemies accuse him of a want of politeness; they say he is reckless and indifferent. Certain it is that his destructive propensities have long since become proverbial. His traducers constitute an innumerable host, and they cry out everywhere against the extravagance of his action. They tell us that devastation marks his route through life, and that his pathway is strewn with the fragments of property wantonly destroyed; that the sight of a weakly or decrepid box excites him to madness; that at such times his eyes shine with the prolonged and unnatural lustre of a
maniac's, and that his aspect in other regards is extremely repellent; that while consumed with this delirium his dexterity approaches the marvellous while his strength borders on the prodigious; that in these moments of frenzy gigantic pieces of baggage are caught up by him high in air and precipitated with incredible velocity against impassive obstacles. That instead of carefully and methodically assigning the articles to their proper position he hurled them into their allotted places with a vehemence that is as destructive as it is unnecessary. That, in fact, when his passions are thus excited he crushes and destroys the baggage entrusted to him in pure wantonness of spirit, and with an utter disregard of the rights of passengers or the interests of his employer.

Statement such as these are manifestly exaggerations, and are consequently not to be regarded seriously by us.

The railway world recognizes the baggageman as amenable to the same influences that govern his fellows. All the natural impulses of the man are good. It is his disposition to be amiable. In his intercourse with his associates we find him especially friendly. He seems moreover well disposed towards the world at large. He, however, resents at all times, and everywhere (except in the presence of his superiors) every effort that is made by passengers or others to fill his car with excessively bulky articles, or articles that do not properly come under the head
of baggage. Now it is the constant disposition of the public on the other hand to attempt to convey articles of the last mentioned description into the baggage car. Especially is this so with suburban residents. Against this disposition the baggageman arrays himself. It is his nature to do so, and upon this issue he boldly antagonizes the public. Now the public desire the good will of the baggageman above all things else, but while endeavoring to placate him they still seek by surreptitious and other unfair means, to convey into his car the articles he abhors.

We do not wish to be understood as saying that the baggageman objects to the introduction into his car of small and compactly arranged parcels of a miscellaneous character; on the contrary, he is quick to acquit the owners of such articles of any sinister intention to abuse the confidence of the company or the good nature of the baggageman. So true is this that we frequently find him in good natured and friendly chat with the owners of such parcels; but he resents as a gross and inexcusable outrage, the attempts that are made to fill his car with articles that should never seek conveyance except by freight trains. Cooking stoves, baby carriages, clothes horses, gigantic trunks, barrels of flour, chicken coops, onions, window sashes, step ladders, dried mackerel, flower stands, and similar articles, are not, nor ever were, repulsive to him in the abstract; on the contrary, he recognizes them in their way as
eminently useful and respectable articles. All or many of them are used in his own home; but when, amidst the roar of the engine, the ringing of bells, the crying of numbers, and the general hurry and confusion of loading and unloading, articles such as these meet his troubled gaze, he freely confesses that the impropriety of their presence in a baggage car so appeals to his sense of justice and fair play that a species of insanity takes complete possession of him. For his acts at such times, he can not and ought not to be held accountable.

It is undoubtedly true that the feeling upon the part of the baggageman in reference to the peculiar class of property we have described is largely attributable to a belief upon his part, that his company rarely if ever receives just dues for its transportation. Once let him feel that order, and method, and fair dealings characterize the traffic, and no more faithful and painstaking official can be found anywhere. Who can doubt this that has noticed the tender care, the artlessness, and the unceasing solicitude he displays in watching over a dog, or an article of a personal nature that he has been privately feed for taking charge of? At such times we discover him at his best, and we feel that a proper understanding is all that is required to make him equally particular with every article of property intrusted to his care.
CHAPTER XIX.

The Trainboy or News Agent—His Peculiarities—The Traps and Pitfalls he arranges—His Lair—His Amorousness and his Inconstancy—Called The Butcher, he is at once Sanguinary and Distrustful—He represents the Spirit of Gain, the Activity of Trade—While his Resources are few, his Wants are many—His Profits and his Advantages and Methods—Titles, and the Fascination they have for Railway Men.

The trainboy represents the spirit of gain, the activity of trade. He lives amidst the baggage of his customers, and it is there that his instincts are aroused and his appetite for business is sharpened. No description of the luggage traffic of a railroad would be complete that ignored this auxiliary of the force employed in its manipulation. The trainboy is the fides Achates of the baggageman, his confidant, oftentimes his assistant.

Upon many roads he is known among his associates as The Butcher. This title, given in derision, indicates the sanguinary propensities of his character. Without being quarrelsome he loves strife; the excitement and the danger appeal to his imagination; there is a directness and a simplicity about a fight that inexpressibly charm him. It is his courage and his manliness that separate him from the idle and the vicious.
The trainboy is not confiding; his experiences teach him to be wary; he is habitually distrustful. We have observed him with curious interest lock and unlock his storehouse many hundreds of times a day; he trusts nothing to chance, but keeps everything securely under lock and key.

The trainboy, or news agent, is sometimes employed by the railway company. In such cases he usually receives for his services a certain percentage of his sales; this commission varies for different articles and classes of goods. Sometimes the privilege of peddling upon the trains and in the depots is purchased outright of the company. In such cases the contractors establish depots of supplies. From these depots the trainboys are furnished what they need.

The wants of the different trains are not the same. The requirements of the suburban or accommodation trains are exceedingly simple; they are restricted to the daily papers, a meager assortment of cigars, and in some cases other articles, such as fruit, are added. The profits are small, and the sales at best precarious. The lines of the suburban newsboy are not laid in pleasant places.

The express or mail trainboy occupies the same relation to the suburban trainboy that the wholesale merchant does to the huckster or retail trader. The express and mail trainboy has a broader field; he carries a comparatively large stock of goods; the stock is replenished from day to day; the goods are
carefully selected. His supply of fruit, cheap cigars and indifferent literature is inexhaustible.

The gains of the express trainboy are considerable; he occasionally suffers losses; these losses brighten him. He experiences from day to day, in an acute sense, all the anxieties and perplexities of the man of affairs. This boy carries a watch, and calls people indifferently by their last name. He hopes in time to become a brakeman—perhaps a conductor.¹

The trainboy has many peculiarities. If he has occasion to speak of an officer of the road he articulates his name in full, not forgetting his initials and his titles. He does not do this lightly and frivolously, but slowly and methodically, as if talking in his sleep or reading from a printed poster. In conversation he speaks, habitually, of the property as “our” road.

Sometimes the trainboys contract directly with the railway company for the privileges they enjoy. However expedient such a system may be, it is not always practicable. The boys frequently cannot furnish the requisite security. The golden habits of business that come only with age and experience they do not possess, hence a railroad company must farm out the business, supplying the stores itself, or

¹. Sometimes the news agent is no longer a boy. He is a man seeking his living with the sobriety and industry that characterize men in other callings in life. With these this sketch has nothing to do; we are speaking of the trainboy as we knew him years ago.
it must contract upon the best terms possible with responsible parties. The latter course is the one most usually adopted. Sometimes the trainboy receives for his services, from the contractor, a certain percentage of his sales. This percentage varies with the character and productiveness of the train he works. In some cases he purchases outright, of the contractor, the privilege of working a particular train. As a rule this right is only sold for the more unproductive trains.

The newsboy is frequently a valuable auxiliary to the train force in expelling from the cars drunken and lawless passengers. He delights in incidents of this character in his daily life.

The trainboy is not destitute of pride; he loves to be called The News Agent.

A title has a peculiar fascination for a railway man; it animates and absorbs him. If it is indefinite, good; if it is sonorous, so much the better. A string of titles adorn him like precious jewels or gorgeous raiment. Pride and ambition animate every grade of the service. The youthful subordinate, without title or position, yet loves to speak of himself sententiously as Mr. So and So of the Great North Eastern. Thus is he elevated and rescued from obscurity.

When not otherwise engaged the newsboy indulges in much aimless chat with his companion, the baggageman. He has withal an eye for the beautiful, and carries on many sly flirtations with
the rustic maidens along the route. To all he is inconstant. He cannot afford to marry; besides he is too young. Many times a day he counts over his sales and figures up his profits. His system of bookkeeping is very simple. While his receipts are meager, his wants are boundless.

It is the duty of the trainboy to see that the passengers are supplied with drinking water. This he carries through the cars offering it to the occupants of each seat. The service is gratuitous. During its performance, however, he is enabled to carefully study the peculiarities of his customers.

The more amiable characteristics of the trainboy are but little understood.

It is only the uneducated traveler that looks upon him as a friend. To him the trainboy unbends. He sells him articles which he does not want, and receives in exchange therefor exorbitant prices. For these concessions the trainboy gives him in return many valuable hints, answers all his silly questions and explains to him his route, his stopping places, the prices he should pay, the people he must avoid. Armed thus at all points, the unsophisticated traveler pursues his way. To him the trainboy is a guide, philosopher, and friend.

But the world at large is not friendly to the newsboy; to them he is passe; they endeavor not to see him as he passes through the car cheerfully crying his wares; they gaze out of the window, they look at the ceiling, the lines about their mouths harden,
the lips become rigid, the body remains motionless; they refuse to answer his inquiries; they ignore him. This indifference, this palpable aversion, does not disturb him; he pursues his way and bides his time.

In the course of a few hours' ride he appears and disappears many hundreds of times. Whence comes he? whither does he go? from out what capacious reservoir draws he his supplies?

The trainboy has his base in the baggage car. Here amid the labyrinth of trunks, band-boxes, and carpet bags, he has his storehouse. This is his den. In it he carefully arranges his wares and takes account of his resources. There he plans his campaign against his enemies, the passengers. It is here that he sets his traps for them and artfully digs the pitfalls into which they ultimately fall.

The resources of the trainboy are illimitable, his confidence in himself is unbounded. He does not ask advice. He has no confederate. Sometimes he talks over his plans, but in the execution of them he acts alone.

From his den in the baggage car he early sallies forth with water pot or newspapers to study and classify his passengers—he looks upon them as his own. They belong to him. While the thirsty traveler gratefully accepts the proffered cup of water the newsboy, with outward unconcern, secretly fathoms his weakness. This is his art.

Sometimes the trainboy has the air of a cadet
of good connections, or presents a dapper-like appearance that utterly deceives us as to his calling. The pretty girls are frequently the weakness and the destruction of this boy. To appear well with them he spends his earnings for expensive raiment, unctuous pomades and choicest confection. With him trade is mechanical and life but a fitful dream.

But the newsboy we know possesses little in common with this exotic; he is restless, gaunt, hollow-eyed and has a sallow complexion, and lank hair that grows well down towards his eyes. His head, withal, projects well back and his eyes are on a line with the tip of his ears. His feet while comfortably covered, present a surface of resistance out of all proportion to the thin and weakly legs to which they are attached. There lingers about this unequally developed and growing boy an ever present odor of tobacco. This fragrant weed charms and intoxicates him. Enveloped in its smoke he forgets his isolation and his misery; he dreams of better associations and a higher life, and for a moment an exalted ideal animates him.

Our trainboy is dependent wholly upon himself, youthful, illiterate, abused, he looks upon the world as his enemy. In his encounters with it his weapons are his wits and his impenetrable assurance.

He is the embodiment of shrewdness, the incarnation of activity.

Society refuses to adopt him. It fails to recog-
ridicule excites his animosities. The society that ignores him he pursues.

Instances are not of rare occurrence where the trainboy by his industry, his shrewdness, and careful economy, has accumulated a little fortune of four or five thousand dollars. Many avenues are open to him outside of his regular business in which to trade and dicker.

There is no reason why the petty position of trainboy should not in this country be the preparatory school to a life of influence and wealth. It inculcates habits of independence and self-reliance, so essential to the man of business. The incumbent of such a position must account promptly and fully for the goods intrusted to him. He handles, moreover, considerable money and early learns in consequence to know its value. He is a merchant in a small way and his credit is his capital. This credit is strengthened or destroyed precisely as the credit of the great merchant is strengthened or destroyed. In his business he quickly learns to discern the wants of the traveling public and his necessities teach him how to make those wants contribute something to his slender purse.

The foundations of great fortunes are often laid in ways quite as humble and by means of transactions quite as petty as those of the railway news agent.
CHAPTER XX.

The Derivation of the word Baggage and its Significance in Ancient and Modern times and among different Peoples—Its use by Shakespeare and Goldsmith—Military Baggage, Ancient and Modern—Darius and Xerxes—Grant and Sherman—Marshall Bazaine at Metz—The Gentlemen of today and the Knight of the Middle Ages—Richard the Lion-hearted and his effects—The Flight into Egypt.

The word baggage had at one time a different significance among English speaking people, from that generally ascribed to it at the present day. Thus, Shakespeare causes the weak and irascible Veronese to use the word in upbraiding his daughter, the fair Juliet, in consequence of her indisposition to wed Paris. Capulet roars at her, not gently, as Bottom would have done, but loudly and harshly, according to the perception of a Briton of that time,

"Out, you baggage, you tallow-face!"

and then, as if infatuated with the sound of the word or not satisfied with the vehemence of his accusation he returns to the charge,

"Hang the young baggage, disobedient wretch,"

carefully repeating the word baggage, it will be observed, as if it implied something especially reprehensible and afforded the only fit characterization
of her offense. That the accusation was conclusive to all the Capulets, both great and small, including the expectant Paris, is sufficiently evinced by the action of the play. As applied to Juliet the word is intended to picture a low and ill-conditioned person, destitute of character and without loyalty. Such was Shakspeare’s adaptation of the word. Goldsmith, on the other hand, uses it playfully and in an affectionate and familiar sense, as if it were connected in his mind with happy associations. Thus, the dutiful son of the Vicar of Wakefield writing to his father, says:

“Olivia and Sophia * * * seem to have forgotten me. Tell them that they are two arrant little baggages, and that I am at this moment in a most violent passion with them. Then tell them, sir, that after all I love them affectionately.”

The word “baggage” is of remote antiquity. We find its counterpart in use in ancient Rome and among the inhabitants of Provence and Normandy. The Goths and the Gallic tribes also used a word corresponding to it. The German word balg means a receptacle for baggage. The Germans, however, employ a word corresponding to plunder in speaking of property of this description. In England the word luggage (to lug) is generally used and its derivation is to be found among all the nations of northern Europe. The word baggage is derived from the French bagage, meaning a traveler’s personal effects. It is in this sense that it is used in the United States.
The paraphernalia of an army is called its baggage. It consists, first of its personalities, or those things that are necessary, or are thought to be necessary, to the comfort and convenience of its officers; and secondly, of the supplies that it requires, its food, clothing, ammunition, medicines, hospital apparatus, and its pontoons, tools and other aids required to facilitate its operations. It has been said that an army travels on its belly. This is true. It is estimated that an army corps of fifty thousand men, equipped for a campaign of thirty days, according to the modern methods of warfare, would require a baggage train fifteen miles in length, composed of wagons each drawn by six horses or mules. In the old English the word baggage is more generally used in a military sense than in any other.

The local chroniclers of the times tell us that General Grant's personal baggage in the Vicksburg campaign consisted only of one or two toilet articles. The practice was different in ancient times. Thus, the personal baggage of Darius just before the battle of Issus was made up in part of three hundred and sixty concubines who rode in chariots in front of six hundred mules and three hundred camels loaded with treasures, while still ahead of these were fifteen large chariots filled with the king's children, servants and eunuchs. Herodotus tells us that twenty thousand men were required to attend to the beasts of burden occupied in trans-
porting the baggage of Xerxes army. The wives and concubines of the officers of rank of the Persian army were carried in chariots or heavy carts drawn by horses yoked together like oxen. These were classed as baggage. Xerxes also had in addition to a vast caravan of mules and asses, three thousand galleys and light transports which skirted the coasts and assisted in the transportation of his supplies. General Sherman, who delights to particularize, says that during his Atlantic campaign he never could induce General Thomas to give up his tents and large headquarters baggage train. However this may be, the presence of his baggage did not prevent General Thomas covering himself with imperishable renown as a great commander. In the operations of an army in the field it is said that the efforts of a great general are constantly directed to the keeping down the size of his baggage train. Military men tell us that there is nothing more melancholy in history than the excuses that Marshall Bazaine offers in this connection in describing the movements of his army in the neighborhood of Metz. The Latin word for military baggage, *impedimenta*, indicates the impediment it offered to the movements of the Roman army.

In the feudal ages, owing to the poverty of the people and the corruption of the civil servants of the crown, the public highways were few in number and greatly neglected. Wagons and stage coaches were unknown. The baggage of travelers, and the
goods as well that sought a market across the country, were carried in bags or bundles on pack animals. Before the introduction of railroads in the United States, those who traveled much usually carried leather bags which were fastened over the crupper of the horse or were laid across the saddle, the receptacle in which the goods were placed hanging pendant on either side and out of the way of the rider.

The difference in the relative amount of baggage possessed in ancient and modern times by travelers occupying corresponding positions in society is very great. Thus the laborer of to-day travels with a gripsack or well filled trunk, while his prototype of three hundred years ago, if he traveled at all, carried only a staff and bundle. The gentleman of our time has not unfrequently a half dozen trunks, weighing in the aggregate two or three thousand pounds, while a slender wallet carried by a henchman contained all the baggage of the gentleman or knight of the middle ages. The baggage of Richard Cœur de Leon in his crusade for the recovery of Jerusalem was made up of a sword and buckler; the pious Moslem in his journeys to and from Mecca has no personal effects whatever, and the baggage that Joseph took with him in his flight into Egypt consisted only of the bare necessities of a day.
CHAPTER XXI.


When a railway company sells a passenger a ticket it agrees to transport a certain amount of baggage without extra charge. What is meant by the word baggage? Of what does baggage consist from the standpoint of the railway company? So far as the law-making power is concerned no statutory enactments in the United States answer this question, and when we turn to the courts we find that their decisions, partaking of the eccentricities or bias of the judges, are not definite in their interpretation of the constituent elements of property of this character.

Now, while the aggregate sense of the decisions in question may not be accepted by us as finally disposing of the subject, still their examination is none the less interesting and profitable. The general effect of these decisions, it may be remarked, is favorable to the passenger, but not more favorable, perhaps, than in other countries. According to their interpretation baggage consists of the wear-
ing apparel of passengers, and includes the articles of a purely personal character to which they are habituated.\(^1\) It includes the articles necessary to the daily comfort of their bodies and minds, the books they wish to read, the money necessary to pay their current expenses,\(^2\) and the jewelry generally worn by them, including the watches they carry. It also consists of the wearing apparel belonging to children of passengers, although no fare is charged by the railway company for such children;—this latter interpretation seems to be very singular, if not unjust; nevertheless, such has been the decision.

A court in one of our western states decided in a case brought before it that pistols were baggage, being necessary for the personal use and protection of the traveler.\(^3\) Another judge decided that an assortment of carpenter's tools were also properly to be considered as baggage. A convention of rail-

\(^1\) "The quality and character of baggage must depend much upon the condition in life of the traveler, his calling, habits, tastes, the length or shortness of the journey and whether he travels alone or with a family."—Dibble v. Brown, 12 Ga., 226. See also Hutchings v. Western &c., 25 Ga., 64.

"Such apparel and other articles necessary for a person's comfort and convenience whilst away from home, with the necessary sum of money for his expenses. This usually constitutes baggage, and both parties so understand it when it is received by the company."—Cin. &c. v. Marcus, 38 Ill., 223.

\(^2\) "It must be fully understood that money cannot be considered as baggage, except such as is bona fide taken for traveling expense and personal use; and to such a reasonable amount only as a prudent person would deem necessary and proper for such a purpose."—Judson v. Fall R. R. R., 5 Cush., Mass., 74.

\(^3\) "A revolver is, included as baggage."—Davis v. N. S. & N. I., 22 Ill., 278.
road officials at St. Louis in 1880 decided that all strictly theatrical effects be passed without extra charge, as baggage, when accompanied by theatrical parties. The trunk or case in which the baggage of a passenger is enclosed is also esteemed as part and parcel of such baggage. One learned judge has declared that a poor man is entitled to have his mattress, with the accompanying bed-quilts and pillows, franked by the railroad company.\footnote{Why not his cooking stove? Another judge has intimated that the gun and fishing tackle of a hunter ought in justice to be franked.\footnote{Without being entirely specific on the point, it is evident that the last mentioned decision intended to embrace incidentally the hunter's dog. Upon many lines, indeed, the latter is good-naturedly accepted and passed without charge, but the right of the passenger to have property of this description franked is nowhere admitted.}}

1. "A bed, pillows, bolster and bedquilts belonging to a poor man who is moving with his wife and family, may properly be called baggage."—\textit{Quimil v. Henshaw}, 35 \textit{Vt.}, 622.

2. "I do not intend to say that the articles must be such as every man deems essential to his comfort; for some men may carry nothing or very little with them, others consult their convenience by carrying many things. Nor do I mean to say that the rule is confined to wearing apparel, brushes, razor, writing apparatus and the like, which most persons deem indispensable. If one has books for his instruction or amusement, carries a gun or fishing tackle, they would undoubtedly fall within the term baggage, because they are usually carried as such.

"Samples of merchandise are not baggage within the common acceptation of the term."—\textit{Hawkins v. Hoffman}, 6 \textit{Hill, N. Y.}, 590.

3. In fact, a prominent railway company operating in Illinois instructs its baggage men not to make any charge for guns and dogs under any circumstances; but this is to be looked upon as a concession by the carrier, and not as a right of the passenger.
I believe, though the restriction is manifestly contrary to the intent and spirit of the decision of the learned judge we have quoted above. In Europe a fixed charge is made for transporting dogs, whether belonging to passengers or otherwise, and there seems to be no reason whatever why a railroad company should carry them free in this country any more than it should transport saddle horses or pet donkeys free.

It may be noticed from the foregoing that the question as to what constitutes baggage is governed by many nice distinctions and subtleties, and that in determining the relations of these to the subject in any given event we must know the particular conditions of the case, such as the place of residence, character, habit and social status of the owner of the property. Property that would come under the head of baggage when owned by one person would not be so considered when owned by another. The

1. "Dogs are not allowed to be taken into the company’s carriages, but will be tied up in the van. No dog is allowed to go except when secured by a chain or collar, or safely packed in a basket or crate. The charge for carriage of dogs, the property of passengers traveling by the same train, must in all cases be prepaid."—Regulations Midland Railway of England, January, 1878.

"Dogs and other animals will not be suffered to accompany passengers in the carriages, but will be conveyed separately and charged for."—Regulations London and North-Western Railway, England, December, 1878.

"The company are not and will not be common carriers of dogs, nor will they receive dogs for conveyance, except on the terms that they shall not be responsible for any greater amount of damages for loss therefor or injury thereto, beyond the sum of $10, unless a higher value be declared at the time of delivery to the company, and a percentage of 25 per cent. paid upon the excess of value beyond the $10 so declared."—Ibid.
pipe used by a smoker forms a part of his baggage, and would be so considered by the courts, but in the possession of another person, or a person who did not smoke, it could not in any sense be so construed. The application and adaptability of a thing to the particular and personal use of the passenger is necessary to fix its status as baggage, and nothing, it may be said, that does not form a part of his personality can be so considered.

The practices of railway companies, it is observed, on the subject of baggage are not uniform, and the rights of passengers in the premises are variously construed by the latter. The truthfulness of this receives many curious illustrations in the history of every country. Some time since my attention was called to the case of a lady who transported the bones of her son as baggage in her trunk from New Orleans to her northern home. The son having died years before in the former place, she carefully collected his remains while visiting there and had them wrapped up and placed in her trunk with her personal effects. Upon arriving at her home she had the remains brought forth from their hiding place and interred with all due and proper solemnity in the village churchyard. Many cases equally glaring could be cited if necessary to prove the truthfulness of the statement that passengers are disposed to take every advantage possible of the carrier in reference to the kind of property they
may have transported without extra charge. The fact is well understood, however.

WHAT CONSTITUTES BAGGAGE IN OTHER COUNTRIES?

In some of the countries of Europe the variety of property embraced under the general head of baggage is even more liberal than in the United States. In Great Britain, however, the restrictions and definitions governing property of this description are practically the same as those in force here. In France, on the other hand, it is tacitly admitted that a traveler may take with him, as baggage, any kind of article or thing that he chooses, except inflammable or explosive matter, carriages, live stock, valuables such as bonds, stocks, coin, valuable papers, etc., etc., the charge for such articles being regulated by law.

In connection with what constitutes baggage, a prominent railway manager of Ireland,¹ writes: "Passengers' luggage, according to our statutes and the decisions of our courts, consists of what passengers may, according to their station in life, require to bring with them in the way of clothing, such as would be necessary for their daily wants. This will also include jewelry to a certain amount, such as would be worn or carried by persons according to their social position."

In Italy baggage is understood to include the

wearing apparel and jewelry of passengers, as in Great Britain.¹

In Austria baggage may be said to comprise what a passenger needs for his private use, contained in trunks, valises, portmanteaus, satchels, hat-boxes, small cases, etc.; all larger boxes and kegs (when done up in a mercantile way), and all articles not destined for the special use of the traveler, may be taken as baggage exceptionally, but passengers are not allowed to carry as baggage, under any circumstances, articles especially restricted by the regulations, such as mail matter, documents, precious stones, pearls, jewelry, gold, silver, explosives, etc.²

"The dogs of passengers must be forwarded in separate cars, and the charges must be paid in advance. After arrival at destination the dogs must forthwith be taken care of by shipper, the company not being responsible for them after their arrival at destination."³

The regulations of the Spanish roads compel them to accept as baggage about everything required for the convenience or comfort of the passenger.

¹. "We understand baggage to be clothes for personal use, excepting * * * the baggage of others, which latter is subject to a higher tariff."—Roman Railway.

². "Any party shipping goods, under a false declaration, which are excluded from forwarding or only taken conditionally, must pay a fine, besides the one stipulated by the police regulations or penal law, of six florins for each kilogram of such freight shipped or delivered for shipment. This fine can be collected either from the shipper or receiver."—Austrian Service, 1877.

³. Regulations Austrian Roads, 1877.
The list is unique. The director of a prominent road in Spain defines baggage as "articles such as wearing apparel, dressing clothes for the use of the passenger, tools of his art or trade, objects used to protect the passenger from inclement weather, camp or cot bedsteads, books used by passenger, articles of a proper character enclosed in trunks, cases, mattresses, arquillas, baskets, hats, carpet-bags, sacks, pillows, handkerchiefs, and other objects used as a cover or wrapper."

1. Compañía de los ferro carriles de Madrid. A. Zoragosa Y. A. Alicante.
CHAPTER XXII.

The quantity of Baggage that may be Transported without Extra Charge in different Countries—The Amount Fixed by the Condition of Society—The Average Amount of Baggage Actually Carried per Passenger—The Practice of Travelers carrying their Baggage into the Coach Encouraged by European Roads—The Concessions made by American Railways to Cheap Passengers; its Unfortunate Effect as a Precedent—The Rights of Suburban Passengers—The Cost of Transporting Baggage, and the Basis for Determining the same—The Necessity that the Amount of Baggage Allowed should be Uniform for Through Passengers.

After it had been decided, whether wisely or not, that a passenger should be allowed to carry his baggage without special charge, it was discovered that the amount of property of this description presented for transportation exceeded all just and reasonable limits. It became necessary, therefore, to fix upon a maximum quantity, which should in no case be exceeded without an extra charge being imposed. In fixing this limit the railroad companies attempted to strike a medium between the wealthy and the poorer classes. This explains the fact, otherwise unintelligible, why the quantity allowed varies in different countries, and indeed in different sections of the same country.
In each an attempt has been made to accord to passengers the rights that naturally belong to the average citizen.  

An investigation of the practices in this country and in Europe shows that the maximum amount of baggage allowed by the carrier in the former is greater than in the latter. Whether this difference is to be ascribed to the superior status of the average American citizen, or to the greater liberality of our railroad managers, I do not know.

In Germany fifty-five pounds is the limit that may be carried without extra charge.

In France first-class passengers are allowed sixty-six pounds, and children from three to seven years old are entitled to forty-four pounds.

In Belgium on the roads owned by the government the passenger is allowed fifty-six pounds of baggage, while on those owned by corporations the amount varies from forty to one hundred and twenty pounds.

In Russia the amount allowed each passenger is about fifty-six pounds.

1. In considering the amount of baggage that may be carried by passengers it should not be forgotten that only a portion of the people who travel possess practically any baggage at all. The effect of this is to lower the average amount that the railroad companies are compelled to transport per passenger. Upon the Central Pacific Railroad the baggage of one thousand passengers was carefully weighed by the officials of that company, and the average amount for each passenger found to be twenty-nine pounds. A similar test upon all of our railroads would doubtless elicit the fact that the average per passenger varies according to the section of the country in which the test was made and the character of the people patronizing the line making it.
In Spain and Portugal the ordinary baggage of first-class passengers is carried free, while nothing is carried free for second and third-class passengers.

In Italy forty-four pounds of baggage may be carried free if taken into the compartment occupied by the passenger. No distinction is made between different classes. The bulk of the package is restricted to eighteen by twenty-two inches; in practice, however, this limit is rarely observed, passengers being permitted to take with them hand trunks equalling, if not exceeding, the prescribed limit, besides traveling bags, shawls and other small packages. The packages thus taken into the compartments are as far as possible placed in the racks over the heads of the occupants thereof. Passengers are compelled to pay for all baggage which they are not able to carry into the compartments occupied by them.

In Europe it is the policy of the railroad companies to discourage as much as possible the transportation of baggage except such as may be carried in the compartments occupied by passengers. The cumbersome method of weighing and billing practiced has much to do with the desire of the companies to encourage passengers to carry their luggage with them, rather than to have it checked by the baggageman as in this country; probably it is the same in all countries where the peculiar methods of handling in force in Europe are practiced. The time required by them in weighing renders it
desirable in order to facilitate business that the traffic thus carried should be restricted to the smallest limit.

In Austria all classes of passengers are allowed fifty-five pounds of luggage. Small parcels may be taken into the cars if no one is inconvenienced thereby, and if the tax and duty regulations of the government admit. Receipts are not issued for baggage thus taken into the cars.

The Rotterdam and Antwerp steamers from Harwich advertise that passengers going to the principal points in Europe will be allowed fifty-six pounds of baggage without extra charge on the line of the railroads over which these companies sell tickets.

In Great Britain and Ireland the amount of baggage is fixed at one hundred and twenty pounds for first-class passengers, one hundred pounds for second-class and sixty pounds for third-class passengers.¹

In India first-class passengers are allowed one hundred and twenty-four pounds, second-class sixty-two pounds, third class twenty-one pounds, and fourth-class ten pounds of baggage.

1. "The weight of passengers' luggage allowed free of charge is:
   For each first class passenger, 120 pounds.
   " second " " 100 . "
   " third " " 60 "
   except where the act of the carrying company requires an allowance of a greater weight. * * * One hundred weight of personal luggage is allowed generally to all bona fide emigrants, on their production of proof to the companies booking them that they are such."—Reg. Clearing House, Eng., 1870.
In Australia passengers are allowed from fifty-six to one hundred and twelve pounds, according to the class of ticket held by them, while in New Zealand they are allowed one hundred and twelve pounds on all classes.

In Canada first and second-class passengers are allowed one hundred pounds, and emigrants generally two hundred to three hundred pounds.

In the United States the quantity of baggage which a passenger may have carried without extra charge has been changed from time to time to meet the vicissitudes of trade and the varying conditions of society. At an early period one hundred pounds was the average amount generally allowed throughout the country, but the quantity has always varied more or less in different sections, according to the peculiarities of the country and the ideas of those temporarily in charge of the different roads. At the present time the average amount allowed throughout the country, including emigrants and commercial travelers, is in the neighborhood of one

1. "Passengers are entitled to have one hundred pounds of personal baggage; but it is expected that all ordinary personal baggage (not meaning merchandise) will be received, when accompanied by the owner, without charge. On this point discretion must be used. In all cases where extra baggage is carried they will see that the freight is paid before delivery; and when any such money is received they will note the amount in a book kept for that purpose, and pay it over to the conductor every day, taking his receipt on their book."—Regulations of a Western Company, 1888.

"Eighty pounds of personal baggage will be allowed each passenger, and all articles other than personal baggage, and all excess of personal baggage, will be charged for at double the first-class rates for freight on freight trains, and must be prepaid."—Eastern Company, 1883.
hundred and fifty pounds. In New England and on the Eastern trunk lines the rule is to allow local passengers one hundred pounds and through passengers one hundred and fifty pounds. Commercial travelers are generally allowed two hundred pounds. From most of the interior points east of Chicago rules similar to those in New England are in force. On most of the Western roads east of the Missouri river one hundred and fifty pounds are carried for ordinary passengers, and from two hundred to four hundred pounds for commercial travelers. West of the Missouri river only one hundred pounds are allowed, except to trans-pacific passengers, as hereinafter noticed.\(^1\)

More liberal to the poorer classes than the railroads of Great Britain, no distinction is made by us between first and second-class passengers; and the emigrant or trans-continental passenger is generally allowed by us to transport from two to three hundred pounds.\(^2\)

The concessions made by our railroad companies to those holding cheap tickets, everywhere in the United States, are hard to understand. Why should they be allowed an equal or greater amount of baggage than passengers holding first class tickets? Distinctions of this kind are not usual in

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1. I desire here to acknowledge in this connection my indebtedness to Dr. W. H. Stennett for information in connection with the weight of baggage carried free in different countries and sections.

2. The amount formerly allowed, as appears from the old tariffs, was one hundred and fifty pounds.
business. It is possible the concessions were based originally on humanitarian grounds; possibly upon the convenience, or supposed convenience, of management. Business considerations of a practical nature may have caused them. It is possible that a desire to foster immigration had something to do with the limitations as fixed. It is barely possible, however, that there never existed any real basis for the discrimination except the ignorance of those in charge of the business, and an extravagant disregard on their part of the rights of stockholders in the premises. The custom in England, of basing the baggage that may be carried on the amount the traveler pays, certainly seems to be more equitable than the custom at present in vogue in the United States.

It is a principle generally recognized in business that a reduced rate involves a reduction in the accommodation furnished. This principle is recognized in all places of amusement, and indeed it is recognized by the companies themselves in the kind of carriage they furnish to passengers of different classes. Why, then, should it not be recognized in the amount of baggage that the different classes are allowed to carry? The class of business carried at relatively low rates, it may be remarked in this connection, is still in its infancy in the United States, but the precedents governing it become each year more and more firmly established. It therefore behooves the owners of our lines not to delay any
action that may be proper in the re-adjustment of the privileges exercised by passengers of this description in connection with the transportation of their baggage. Any action on the part of the carrier to be acceptable and effective must not be delayed until the volume of the business becomes so great as to render the re-establishment of the quantity of baggage allowed low priced passengers a hardship, or apparent hardship, to any considerable number of people.

The first class passenger pays a higher rate than his brother of the second class, and he is therefore fairly entitled to a greater amount of baggage. This should be accorded him, and a readjustment of values upon this basis involves no injustice to any one.

In connection with the regulations governing the emigrant business, it may be that the exceptionally large amount of baggage *per capita* which emigrants require to have transported influences and has influenced managers in fixing the maximum amount to be carried for this class of passengers at so high a figure. In that case it should be understood that the concession is in the nature of a gift, voluntary and magnanimous, upon the part of the railway companies, and as such it should be appreciated by those who receive it. That this gift exceeds in many instances the price of the ticket upon which the emigrant is carried is a fact well known to those familiar with the passenger traffic.
Passengers crossing the United States, going to or coming from China, Japan and other trans-Pacific countries, are allowed two hundred and fifty pounds of baggage. This concession is made to meet the sharp competition of ocean routes via the Isthmus of Panama or the Suez canal. Upon these routes the steamship companies allow passengers a specified number of cubic feet. This space is capable of accommodating a much greater quantity of luggage than the amount to which railway travelers are usually restricted.

In connection with the commutation or low priced ticket that is sold to suburban passengers on our great metropolitan roads the purchase of such a ticket is not generally understood to cover any right to the transportation of baggage. The companies, however, are not as a rule particular in the exercise of their rights in this direction, but permit the carriage of packages by such passengers when the same can be done without special inconvenience.

Still another exception to the general rule governing the baggage of passengers of the first class in the United States may be noticed; it is that of the commercial traveler or business agent. The amount allowed him varies upon different roads according to the intelligence and experience of those in charge. On some of the conservatively managed lines he is restricted to one hundred pounds; upon others he is allowed a greater quantity, equal in many cases to two hundred or two hundred and fifty pounds,
Any concession in the case of the commercial agent, it is apparent, in excess of the usual amount of baggage allotted to passengers is in the nature of a gratuity or rebate, for the reason that the purely personal baggage of this class of travelers is never greater than that of other first class passengers; indeed I think the average amount carried by the latter would more than cover the wants of the former. It is in consideration of the fact that the commercial agent travels much, and carries samples of the goods he sells to prospective customers of the carrier, that induces the latter to transport for him without charge merchandise of the various amounts stated. The concession is esteemed only a temporary one, however. With the introduction of greater harmony between the different railroads he will not be allowed privileges denied to other passengers. At present the active rivalry that exists enables him to secure concessions from the railway companies not warranted by the extent or productivity of his business to the carrier.

Baggage must be transported by the train carrying the passenger. It has been decided by the courts that travelers cannot have their effects carried without charge by any other train than that by which they travel.

Everything, it may be said, connected with the regulations of the baggage traffic interests the public. It is especially interested in the limitations placed on the quantity that travelers may carry.
The rule of the railroad companies fixing this limit, although generally acquiesced in, is still not always accepted frankly and unreservedly by the community. It is a very common occurrence to hear travelers make the general statement that the expense to the railroad company of transporting baggage weighing two hundred pounds would not be practically any greater than the expense of transporting half that amount, provided the room was sufficient in the car to accommodate it. This is a superficial view of the subject, and not warranted by the facts in the case. Nothing connected with the practical operation of railroads, it may be said, is clearer than this fact, namely, that every pound that is added to the weight of a train increases the cost of its movement. It adds to the consumption of fuel by locomotives. It increases the quantity of lubricants used; adds to the wear and tear of machinery, road-bed and track, and also increases other items of cost, such as the charges for labor and depot facilities. Considered apart, as an isolated shipment, the expense to a company of moving a few pounds more or less does not perhaps add greatly to the cost of maintaining or operating a property, but such ventures must be considered in their relation to the average cost of doing business, and not as separate occurrences. Manifestly a common carrier cannot in the operation of business exempt any portion of his traffic from the general conditions or laws governing such matters, or, to put it differ-
ently, any statement he might make of his expenses would not possess any value as an exhibit if a portion of the traffic carried by him was omitted from its results. The basis of such averages must be the whole business done; otherwise the exhibit is defective. Aside from these considerations, however, there can be no doubt that if railroad companies were to permit an increase of luggage in isolated cases the practice would soon become general, and the effect of this would be to increase the present expenses connected with the handling of baggage, if not relatively at least very greatly.

In fixing the quantity of baggage that may be carried without extra charge, it is important that the amount should be uniform on different lines, so far as the nature of the travel will permit. It is especially important that this should be the case on all through business. Where the amount is not uniform it necessitates rechecking at the place where the divergence in the amount occurs. At the present time baggage destined from New York to San Francisco is rechecked at Omaha, the amount allowed east of Omaha being different from the amount allowed west of that point. Special efforts have been made, from time to time, by the railroad companies, to secure uniformity in the amount of baggage that may be carried, without extra charge, over the whole country, but so far without success. It is unavoidable that the quantity should differ according to the circumstances of travelers in the
different sections of the country. The condition of society fixes the amount of baggage required by its members. In New England, as we have seen, one hundred pounds is the maximum allowed local passengers. Through passengers are, however, permitted to carry one hundred and fifty pounds. The uniformity that characterizes the through rate on these lines is a recognition by the companies interested of the fact that no real occasion exists for any difference in the amount that should be allowed on through business; and further that the convenience of the public demands that the lines making up a through route should agree upon some equitable and uniform basis for business shared by them in common.

1. In changing, from time to time, the quantity of baggage which a passenger may carry, to meet the varying wants of travelers, it should not, however, be forgotten by those having the matter in charge that any increase in the amount should be accompanied by a corresponding increase in the price of the passenger's ticket; otherwise the rate will be lowered by the amount that the increase bears to the original quantity. The same rule also holds good where the quantity of baggage is reduced, provided the carriage of baggage was considered in fixing the price of the ticket in the first place.
CHAPTER XXIII.

The Nature and Extent of a Railroad Company’s Responsibility for Baggage lost or damaged in the United States and Europe—The Laws governing the same—The Decisions of the Courts—How Exemption from Risk may be obtained by the Carrier—The Rights of Railroads and Passengers—Basis for determining the probable Extent of Losses.

While there have occurred frequent and prolonged disputes between the railroad companies and their patrons as to the extent of the former’s responsibility for baggage lost or stolen, it has long been the accepted belief of the public, sanctioned by the courts and the practices of the railroad companies themselves, that the latter were clearly responsible for property of this description lost or damaged while in their possession.¹ The enactments of the various legislatures that have taken up the subject are uniform and consistent in fixing the responsibility of carriers and their servants in such cases.²

1. "Baggage of traveler is to be regarded as goods received by common carrier under the ordinary terms of common carriage."
   
   _Hannibal R. R. Co. vs. Swift_, 12 _Wal_. 262.
   
   
   _Powell vs. Meyers_, 28 _Wendell_, 591.
   
   _Bennett vs. Dutton_, 10 _N. H._, 481.

   "And the common carrier is the insurer of such baggage."
   
   _Hannibal R. R. vs. Swift_, 12 _Wal_. 262.

2. "That any such railroad company, whose agents or employes shall singly or willfully injure, or allow to be injured or lost, any trunk or
Nor can the responsibility that attaches to a railroad company as a common carrier be avoided or limited for baggage entrusted to it except by mutual agreement of the parties in interest. Public announcement, by printed notices or otherwise, is baggage (bearing a check, as provided in section 2910) either by improper handling or otherwise, shall be liable for damages in a sum not less than double the amount of the actual damage."—Chapter 68, section 2911, page 693, Revised Code of Mississippi, 1871.

"Any person employed by a railway corporation in this state who shall willfully, carelessly, or negligently break, injure or destroy any baggage, shall be liable for the amount of damage to the owner thereof and may be arrested, and on conviction before a justice of the peace, fined in any sum not exceeding two hundred dollars and be held in custody or confined in the county jail until such fine shall be paid: Provided that the remedy hereby given against such employee shall not lessen the liability of such corporation."—Hurd's Ills., Revised Statutes of 1877, chapter 114, section 79.

The provision in the criminal code of Illinois, chapter 58, section 173, reads:

"Injuring or destroying Baggage.—If any baggage master, express agent, stage driver, hackman or any other person whose duty it is to handle, remove or take care of trunks, valises, boxes, packages or parcels, while loading, transporting, unloading, delivering or storing the same, whether or not in the employ of a railroad, steamboat or stage company, shall wantonly or recklessly injure or destroy the same, he shall be fined not exceeding two hundred dollars."

Mass. Statute, Supplement of 1880-72, chapter 307, p. 709.—"Any baggage master, express agent, stage driver, hackman or other person whose duty it is to handle, remove or take care of the baggage of passengers, who shall willfully or recklessly injure or destroy any trunk, valise, box, package or parcel while loading, transporting, unloading, delivering or storing the same shall be punished by a fine not exceeding fifty dollars."

Iowa, Code of 1873, chapter 10, sec. 2183.—"The proprietors of all omnibuses, transfer companies, or other common carriers, doing business within the limits of this state, and their agents, shall be liable for damages occasioned to baggage or other property belonging to travelers through careless or negligent handling while in possession of said companies or carriers. And in addition to the damages recoverable therefor, the parties recovering the same shall also be entitled to an allowance of not less than five dollars for every day's detention caused thereby, or by a suit brought to recover the same."
insufficient to relieve the carrier or limit his risk.¹ Nor is it enough that the by-laws under which he operates formally define the extent of his responsibility in the premises. Any exemption to be effective must be by contract formally entered into between the company and its patron, the same to be properly executed and signed by all the parties in interest. The carrier has no ability in himself to limit his risk except the amount of such limit is formally and specifically accepted by the owner of the property.² Such is the custom in the United States.

In England, on the other hand, Parliament has fixed a maximum sum for certain articles of baggage above which, in the event of loss or damage, the carrier shall not be responsible. He cannot, however, further restrict his responsibility in these cases by special contract, as in the United States. The class of goods excepted in England from the

1. "A notice to the general public is not sufficient; such notice must be given to the party individually, and the expressed assent of the passenger is required to give effect to such restriction."
   Western Transportation Co. vs. Newhall, 24 Ill., 296.
   Buckland vs. Express Co., 97 Mass., 127.
   Adams Express Co. vs. Stettiner’s, 61 Ill., 184.

"A bare notice on a ticket does not limit the carrier’s liability.
"But it is otherwise when the notice is brought home to the passenger, either at the time or before the purchase of the ticket."

2. "This liability of insurer can not be limited except by special contract."
   Compiled Laws of Michigan, sec 2986, p. 783.
   "s Statute of 1877, sec. 92, p. 774.
   " Iowa, 1873, sec. 2184, p. 384.
general operations of the laws governing baggage embraces such costly articles of apparel as jewelry, silks, furs, etc. The responsibility of the English companies for this kind of property does not in any case extend beyond fifty dollars; for all other articles of baggage they are responsible for the full value of the goods, whatever it may be.

The responsibility of the railroads in the United States in reference to the baggage they transport is practically unlimited. They can only be released therefrom, as already stated, by contract duly entered into between both the parties to the arrangement. However, the carrier may be discharged from all responsibility as insurer if the passenger by any device or artifice puts off inquiry as to the value of his baggage, and thereby imposes upon the carrier responsibility beyond that which he was bound to assume. In the absence, however, of legislation limiting the responsibility of railway companies for the baggage of passengers, and in the absence of reasonable regulations upon the subject by the carrier, of which the passenger has knowledge, and in the absence of all inquiry by the carrier as to the value of the articles carried by the passenger, the courts have decided that the failure of the passenger to disclose the value of his baggage is not in itself a fraud upon the carrier which defeats any right of recovery.

1. N. Y. C. & H. R. R. Co. v. The Countess Olga de Maluta Tiva-
lof—U. S. Supreme Court, Washington, 1879.—Under this decision the defendant was awarded $75,000 for laces forming part of her wardrobe claimed by her to have been lost while in the hands of the railroad company.
Railway companies in the United States are not only held responsible for the value of property lost or damaged, but it has been claimed that they should also pay interest on the amount of the loss up to the date of settlement.⁠¹

A carrier is not responsible for baggage left in a compartment or seat of a car, or at the depot, except the same is formally delivered into the care of the company.⁠²

When baggage is left in the care of an employe, or where an employe tells the passenger that property left in the cars or on the depot platforms will not be molested, the carrier is thereafter responsible for its safety.⁠³

A carrier is also held liable for baggage that is lost under the law of the state where such baggage was to have been delivered to its owner.⁠⁴

While the English companies do not give passengers a receipt for baggage delivered for shipment, nevertheless the carrier must formally deliver such property at the place of destination, and until thus formally delivered the risk of the carrier continues. The placing of baggage upon a platform or place accessible to the owner does not constitute a delivery.⁠⁵

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¹ In the case of C. H. McCormick vs. The Pennsylvania R. R. Co., the court awarded the plaintiff $7,193.00 principal and $7,894.00 interest.
A railroad company is responsible up to the point to which it checks baggage, whether such place is upon the line of a railroad or not. Where baggage is checked through, the line on which the loss occurs is responsible.

A railroad company cannot abandon baggage that has remained in its charge over the stipulated time, but after the expiration of such legal limit a modified responsibility as warehouseman supervenes, and it is responsible for the care of the property under this head.¹

Many of the losses upon our railroads in connection with the baggage traffic are incurred in consequence of the limited time allowed the carrier by passengers in which to receive and way-bill the property. When losses occur in this way the circumstance of the case should be considered, I think, in determining the responsibility of the carrier.

Carriers are not responsible for property other than baggage when shipped as baggage without their knowledge or consent.

In reference to a company's liability for luggage lost or damaged a prominent railway director in France² writes in regard to the customs in that country: "In case of loss the companies are responsible for the integral value of the baggage. The value is fixed à l'amiable between the company and the parties, or by the courts from the owner's

². B. Solavranze.
affidavits and the probabilities based on his or her situation, wealth, customs, and the object of the trip. For instance, we could not very well admit that the baggage of a countrywoman going to market to sell farm produce would reach twenty dollars, but it would not be surprising if the baggage of a lady of high rank, going to a party, reached the sum of two thousand dollars, on account of jewelry, lace, etc., of which it was composed. A company is not responsible for stocks, bonds, coins, notes, and similar valuables that may be imprudently delivered to it without notice, as baggage, but it is holden for such jewelry or moneys as passengers may have in their possession, that are required by the wants of the journey. Further than this the French legislature does not permit the companies to limit their responsibility."

The laws fixing the responsibility for lost or damaged baggage are especially favorable to the railway companies in Italy. In that country if the value of the baggage is not expressly stated at the time of its delivery to the railway company, the owner can only claim compensation for it (if lost or damaged) at the rate of five francs per kilogram or 95 cents per 2\(\frac{3}{10}\) pounds. While it is probably true that the railway companies frequently pay more than luggage is worth even under this favorable arrangement, still it is not possible under such a system of settling to perpetrate any gross swindle. In case of delay in the delivery of baggage the indemnity paid by the
Italian companies is based upon a fixed tariff. The Italian companies are compelled to insure the baggage of passengers whenever called upon to do so, and in such cases must pay for the amount insured in the event of loss. Except when known to be in fault, the railway companies are not responsible for the luggage carried by passengers in the compartments occupied by them, such baggage being under the care of the owner and subject to his disposition at all times.

This latter practice is not peculiar to Italy. Passengers in other countries are, under all ordinary circumstances, responsible for the luggage which they carry with them into the cars.

The liability of Austrian companies for baggage transported by them is defined in the regulations of Austrian roads, 1877, as follows: "When baggage is not securely packed it can be refused. All pieces of baggage must be cleared of former post and railroad marks. When this is not done, the management cannot be made responsible for damages in the event the baggage goes astray. Railway companies are responsible for the safe and undamaged delivery of baggage for which a receipt has been issued, provided the baggage is securely packed, and marked, and conforms in contents to the prescribed regulations. When the value of baggage is not stipulated at the time of delivery, claim can only be made (in the event it is lost or damaged) at the rate of six florins silver for each
kilogram, but if the settlement is for damaged baggage the weight of that which is not damaged is first deducted. If the value of baggage is stipulated at the time of its delivery an additional charge equal to ten kreuzer for each 150 kilometer is charged, but the charge must not exceed two pro mille of the total for the stipulated value, unless the amount thereof is entered in the receipt which the company gives for the baggage, by the clerk at the forwarding point. Claim can not be made for lost baggage until three days after the expiration of the time of the arrival of the train by which it was forwarded, and such payment excludes further claim. If the baggage should afterwards be found the owner must be informed of the fact if his place of residence is known, and upon the return of the amount allowed him by the company, the baggage is to be delivered to him either at point of departure or place of destination. In the event any real damage is sustained in consequence of delay in the time of delivery of baggage, such damages can not in any event exceed ten kreuzer per kilogram for each day until it is found or may be considered as lost. Baggage left in the depots or cars must be kept subject to the call of the owner for three months; at the expiration of that time it may be disposed of in accordance with the laws governing such cases. Baggage delivered at the depot too late and that can not be billed in consequence, but is forwarded, exceptionally, is taken at the risk of the
owner. In case payment for losses sustained must be made for dogs, and no special value has been declared, the railroad company's responsibility shall not exceed three silver florins for each dog."

The laws of Spain do not limit the liability of railway companies for baggage lost or damaged unless deception is practiced by the passenger. The authority quoted in another place\(^1\) says: "There is no limit to the liability of railway companies in reference to baggage. The passenger whose baggage contains jewelry, precious stones, bank notes, moneys, shares stock, bonds and similar articles of value must exhibit the same and state their value and selling price before the baggage is checked, and if he fails to do this the company is not responsible in case of theft or loss."

1. Compañía de los ferro carriles de Madrid. A. Zoragoza y A. Alicante.
CHAPTER XXIV.

Necessity for the Adoption of a System of Returns for Baggage Transported, to enable the Carrier to Trace Baggage claimed to be Lost or Damaged while in his Possession—Character of the Records and Returns Required, and the Information they should Afford—The Evils that Spring from an Inefficient Organization of the Baggage Department—The Impositions Practiced upon Carriers.

The responsibility of railroad companies for baggage lost or damaged while in their possession having been determined, it becomes a matter of the utmost consequence to them that they should, so far as possible, be able to test the truthfulness of all claims presented for property of this description said to have been lost or injured while in their possession; and in the event the demand made is just and proper, it is further important that they should be able to determine accurately which one of their employes, if any, was negligent or at fault in the premises. To enable them to do this it is necessary that their records should be precise in all the transactions that affect the handling of baggage. The possession of these records involve a correct system of returns of a more or less elaborate and expensive character. To be of value they must be such as to enable the officer in charge of the baggage depart-
ment to locate each check or way-bill used, and to follow it from the moment it is fastened to the package until it is finally detached at the place of destination, and (in the case of checks) forwarded to the general office for redistribution. Without information of this character it is manifestly impossible that the officer in charge of the baggage department should be able to determine the measure of efficiency of his subordinates. He will be paralyzed, moreover, in his efforts to throw around the business safeguards necessary to its protection. Employees will become negligent, if nothing worse, and claims for property lost and damaged will multiply indefinitely, partly in consequence of the inefficiency of the service, and partly as a result of the fact that the company is not able to determine accurately whether the claims presented are just or not. The system of returns that I would suggest to enable the officer in charge of the baggage department to maintain a reasonably efficient supervision over its affairs should be in general as follows:

1st. That a detailed record be kept at the general office of the numbers of the checks\(^1\) in the hands of the various agents, as explained hereafter.

2nd. Permanent records should also be kept by subordinates along the line, of the numbers of the

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1. Where the word “check” is used in this volume it will also be understood generally to mean the form of way-bill described elsewhere (as in use in billing baggage in Europe), whenever way-bills instead of checks are used.
checks attached to packages sent forward, of the numbers of the checks received with parcels, of the date forwarded or received, the name of the train baggage man, number of train, etc., etc. This record is important and necessary in the event any of the returns required at headquarters should miscarry.

3rd. Agents should report to headquarters the number of each check attached to baggage forwarded, the number of train by which baggage was shipped, its place of destination, the date forwarded, and name of train baggage man.

4th. Returns embodying the same class of facts as those just described for property forwarded should also be returned by agents in reference to all baggage received by them.

5th. Train baggage men should be required to report the particulars of all baggage received and discharged by them, viz.: the date, number of train, place of shipment, point of delivery, and number of check, or if no check is attached, then a description of the property.

6th. In the event property is in a damaged condition when received, station agents and train baggage man should be required in each instance to make a statement of the facts upon their records and returns.

7th. Reports from agents of the unclaimed parcels lying at their stations.

With the foregoing information systematically arranged and filed in the general baggage office, the
department will not under ordinary circumstances experience any difficulty whatever in finding lost baggage. And in reference to property damaged while in the possession of the company the returns will acquaint the officer in charge with the names of the various subordinates through whose hands it has passed, and what is important, these returns will also state whether the property was in bad order or otherwise when received by such subordinates.

By the adoption and enforcement of regulations of the foregoing tenor, a company may hope to be able in a great measure to protect itself against careless and inefficient servants as well as against many of the impositions that it would otherwise be subjected to upon the part of its customers.

The importance of this surveillance cannot be overestimated.

Under its workings the injury to luggage will be, relatively, nominal and the losses unimportant in number.

Its effect upon employes will be to curb the vicious and invigorate the slothful.

It will render any attempt to defraud a company difficult as well as dangerous, and herein lies one of its chief excellencies. The impositions suffered by railroad companies in connection with claims for baggage alleged to be lost or damaged are proverbial among those acquainted with the business. The archives of our railroad companies
are crowded with the records of apochryphal losses sustained by their patrons. In consequence of the presentation of claims of this character they have grown to distrust all bills for property said to be lost or injured. The experiences of the baggage department in this connection are peculiar, and its observations interesting and instructive. It has been noticed that fraudulent claims of all descriptions, equally with those that are good, enter with the minutest details into all the confidential particulars attending the character of the property lost. These details, as a rule, are related with a frankness and a particularity of acquaintance that only an expert can detect. The statements are, moreover, sworn to, and are otherwise fortified with evidence of the most plausible and convincing character. Indeed, it is not too much to say that so shrewdly and deftly are they arranged and prosecuted that they rarely if ever fail to mislead the railroad companies, temporarily at least, if not permanently.

In all cases where claims are bona fide in reference to property lost or damaged, the bills presented may be said never, in a single instance to be less than the full market value of the property. In many cases, indeed, the value fixed by passengers under oath for lost property of this description is grossly in excess of the real amount. This is probably the experience of every prominent company. Instances, indeed, are not of rare occurrence where large sums have actually been claimed by and paid
to indignant passengers for the contents of trunks supposed to have been lost or stolen, and when these trunks have subsequently been recovered they have been found to contain only worn out raiment or the cheap apparel or cast-off articles of a Jeremy Diddler, or common swindler.

It is the experience of railway companies in this connection that many very respectable people class misrepresentations of the kind in question, when practiced upon large corporations, as adroit or clever subterfuges, not as acts to be reprobated.

At best a company can only hope to defeat claims for excessive or fraudulent amounts. It cannot always do this. These facts being understood it should make every possible provision in advance to render their presentation difficult and their collection impossible. It is practicable, I believe, to surround the transportation of baggage with such checks and safeguards as to render losses impossible except in cases of fires, wrecks, and kindred disasters. To secure this desirable result, however, it will be necessary to hold those who in any way are responsible for its safety to a direct personal accountability for all damages or losses occurring through any neglect of duty or carelessness upon their part.
CHAPTER XXV.

How Baggage is Checked (billed) in the United States and Europe—The Laws governing the same—The practice of Checking Baggage compulsory—The different Methods of billing compared—The Defects of our System—The Intelligence and Skill of our Officials superior to those abroad, and the occasion of the Supposed Superiority of our methods—Details of the Business.

In no country in the world are railway passengers so little harassed with the care of their baggage as in the United States, and while the machinery in vogue here is not so thorough perhaps as that in use in Europe, it is managed with greater reference to the convenience of passengers than is customary there. Indeed, the fact that our system exists at all may be said to be sufficient proof that it does not unnecessarily inconvenience the public. The American method of checking baggage is the product of many years of practical study and uninterrupted experiment, and is without doubt as nearly perfect as it is ever likely to become with the appliances now in use. The objection to it, from the railroad point of view, is the great expense that attends its operations. In another chapter I have endeavored to point out some of its more serious defects. These defects, unfortunately,
are not the result of ignorance or mal-administration upon the part of those having it in charge, but are inherent in the plan itself. One of these faults, and the most serious one that exists in connection with it, is the liability there is under its operations that checks will be mismatched, i.e. that the check in the possession of the passenger will not correspond in number or destination to the check attached to the package. Another fault is the impossibility of adequately guarding the checks when not in use, and the danger that constantly exists in consequence that they will be lost or stolen. Another objection is the ease with which the checks may be detached from packages, either accidentally or by unauthorized parties. Objection is also made to the clumsy metal checks that are given to passengers as receipts. The expense of transmitting, assorting and accounting that attends the collection and redistribution of checks between the various agents of a company is another objection. Still another and more serious objection is the great cost to the railroad companies of the appliances required.

Whether the cost of our checks for the period

1. An apparently well informed correspondent of one of the railway papers, writing upon this subject recently, says, in regard to the cost of the checks used in billing through baggage: * * * * “To supply * * * checks to all the principal points that they (the railroads) ticket to * * * costs an enormous expenditure of money, and it stands in hand for the representatives of these different lines to furnish some means by which this expense can be lessened. * * * There is a large amount of money invested in checks that are not in use, that is, checks to points to
during which they remain in use is greater than would be the cost of the printed form of coupon way-bill used in Europe cannot be known from any data we have at hand. I am inclined to think, however, that the difference in cost between the two forms would not be material either way, if we make allowance, as we must, for the great number of checks that we are compelled to keep on hand that are never used, to meet the possible emergencies of business.

Until lately I have always supposed that our plan of checking baggage was much superior to that in force in other countries, but have recently been led to modify, if not entirely change, my belief in this regard. My conclusions, I find, were based rather upon the performances of those in charge of the various systems than upon the systems themselves. I assumed, for instance, that because passengers were less inconvenienced on account of their baggage in the United States than elsewhere, it necessarily followed that our system was preferable to all others. The investigation, however, that I have been led into making in connection with my present inquiries has caused me to believe that we

which there is not much travel, but still enough to demand that checks be issued and placed in the baggage rooms in case they are called for." After illustrating the number of checks required between the same points, but reached by different lines, the correspondent goes on to say, "Let some of our managers figure this up, and see what a deal of money it costs. Many of the checks are never used, but they must be provided, nevertheless, as it is impossible to tell in advance which one of the routes passengers may wish to take."
owe our superiority to the greater facility possessed by our officials rather than to any especial excellence that our method of handling baggage possesses. Much of the merit or demerit that attaches to particular systems of operating railroads is ascribable to the efficiency or otherwise of those entrusted with the business. The truth of this is illustrated in the method of handling baggage pursued in England. While the English have nothing that merits the name of a system, they are yet able to carry on an immense traffic with little or no loss to the carrier or cause of complaint upon the part of the public. This speaks very highly for the intelligence and honesty of the officials in charge. On the continent of Europe, on the other hand, with the best system for handling baggage that has ever been devised, the arbitrary and bungling manner in which it is executed has yet caused it to be singled out for reprobation by every person who has had occasion to travel upon a continental railroad. In the United States, owing to the adroitness and the obliging spirit of those in charge of the passenger traffic, our methods are cited everywhere as being the most perfect in use. In reality, however, they are exceedingly cumbersome if not top-heavy, compared with the European plan. The merit of our system lies in the superior fitness of those in charge of its operations, as compared with those similarly placed in Europe. We pay less attention than they to details, but in all the substantial and convenient require.
ments of the service our officials are infinitely their superiors. While our baggagemen are perhaps frequently lacking in the little amenities that contribute so much to the pleasure of travel, still they are in the main attentive to their duties and constant in their efforts to secure every possible advantage to the public. We do not subject our baggagemen to the severe discipline and the minute surveillance that is customary in Europe, but we expect and require them to conform to every legitimate and proper demand made by passengers. What our officials lack in uniformity of method, therefore, is more than made good in the substantial benefits they confer. The European managers’ idea of a well drilled civil service is of so high and rigorous a character that he cannot tolerate any independence or personality of action upon the part of men occupying subordinate positions like those of baggagemen. He is essentially a martinet, and his rules and regulations are enforced with the rigor of a martinet; the result is that he does not receive either co-operation or suggestion from those under him. And to this fact I ascribe the sloth that characterizes the conduct of the baggage departments in Europe and the practice the European companies have of weighing every package that is presented, without reference to whether it falls within the limit allowed passengers or not, a practice, I may say, that would not be tolerated in England or America for a moment, and that ought not to be tolerated any-
where. The European baggageman is a passive agent, a soldier in the ranks, without voice or influence; his observation and experience are consequently lost to the companies employing him. Our baggagemen, on the other hand, possess relatively great independence of judgment and individuality of action, and are animated by a much higher standard of excellence in the discharge of the duties allotted to them than those occupying corresponding positions in Europe. If without doing anything to destroy or lessen this feeling to those connected with our baggage departments we could yet adopt the European method of billing we should, I think, have made a great advance over the system now in vogue.

Without going further into the relative merits and surroundings of the baggage department as conducted in this country and abroad, let us proceed to the immediate consideration of its practical operation.

When the canal packet and the stage coach afforded the only means of public conveyance in the United States, passengers neither received nor expected checks for their baggage; they contentedly watched it as it was placed on board the conveyance, and from time to time as the journey progressed and opportunity offered they personally noted its presence and carefully inspected its condition. At the various junctions as well they also attended to its transfer between connecting lines. Such was the
custom before the days of steam, but with the introduction of that we adopted new methods in harmony with it. The railways of Great Britain, on the other hand, have perpetuated in the main the practices of the olden time, and to this day passengers dance attendance upon the guard and station porter as they did in the old-fashioned days of stage coaches and lighters.

Discarding the simple and primitive customs of the stage driver and the canal captain, our railway companies early provided small metal plates or tags, for convenience of handling baggage.¹

Each of these plates bears a separate number.
To each plate a leather strap is attached.
The strap is fastened in a simple manner to the handle of the trunk.
The plates we have described are called checks.
Each check is provided with a duplicate; this duplicate is given to the passenger and its possession by him is the evidence of the possession of the baggage by the railway company.

Each station has a different number allotted to it by the baggage department.
The number of the station to which the baggage was destined was at first roughly marked in chalk upon the package. The baggage of travelers came in time to be covered with these chalk marks. In marking a new number upon a package the old numbers were sometimes overlooked, or only par-

¹. See form 2, Appendix.
tially erased. Sometimes the new number was obliterated by the rain or by coming in contact with other objects. The baggage in consequence, frequently went astray, to the great inconvenience of the traveler, and the annoyance of the railroad company. A simple device changed all this. Instead of marking the package, the number of the station was entered, in pencil, on a small pasteboard tag. This pasteboard tag was slipped on the strap that attached the check to the package. The system was now complete so far as the checking of baggage destined to local points was concerned.

The supplying of agents with checks for use from day to day also called for special regulations; these regulations are in form somewhat as follows: John Doe, agent, we will say has local checks assigned him numbered from one hundred and fifty to eight hundred and fifty. These checks are charged up against him at the headquarters of the company, and a careful record is kept of the number of each check thus supplied. As fast as the checks are used by him and are taken up by other agents, they are sent to the headquarters and from there returned to Doe to be used again. This process is forever repeating itself. Each station is in this manner kept supplied with the checks it requires without delay or the necessity of making a special requisition from time to time as those on hand become exhausted. Under this plan it is only necessary for the official in charge to know the number of the check attached
to a piece of baggage to enable him to tell the name of the agent or baggage man who checked it, also the date and train. This information greatly facilitates his efforts in tracing lost baggage and in locating damages sustained by property while in the company's possession.

After having systematized the local traffic in the manner described it remained to provide a method for checking baggage destined to points on the lines of other companies. Pasteboard cards, found so convenient in connection with the local check, it was discovered would not work in the case of business destined to points upon other roads and which to be reached required that the baggage should in many cases traverse one or more lines. The difficulty was that the card in question afforded no adequate facility for designating the particular route that the baggage should traverse. To meet this requirement the reversible, or inter-road, check was devised. It was at once simple and comprehensive. To illustrate its special features we will suppose that the agent at Boston desires to check a package over certain lines to San Francisco. For this purpose he uses a check, one side of which reads, Boston to San Francisco, following this the number is given, and the initials of the lines over which it is to pass. On the reverse side of the check it reads, San Francisco to Boston, the number and initials being repeated. This check, it will be seen, is good either way between Boston and San Francisco, and can be used
only between these points. It accurately describes the route it is to follow, and upon its arrival at its destination it tells the receiving agent from whence it came. It is retained by such agent until further occasion for its use arises. Nothing could be more simple or efficacious than this form of check.\textsuperscript{1} The reversible check can also be used with equal facility between local points on a line, as between London and Liverpool. Its use, it will be observed, saves the time that would otherwise be required in attaching the pasteboard card already referred to after having entered upon such card the number of the station to which the baggage is destined. The time thus saved is a matter of great importance at many stations where the business is large, and the reversible check has been generally introduced at such points to cover the local as well as inter-road business.

Like all reforms in connection with the railway service that possess any practical value, the system of checking baggage that we have described was voluntarily inaugurated and perfected by the railway companies. The practice, however, is no longer discretionary with them. Custom and the laws of the state have made it compulsory.\textsuperscript{2}

1. See Appendix, form 3.

2. "A check shall be fixed to every parcel of baggage when taken for transportation, by the agent or servant of such corporation, if there is a handle, loop or fixture so that the same can be attached upon the parcel of baggage so offered for transportation, and a duplicate thereof given to the passenger, or person delivering the same on his behalf."—\textit{Laws of Michigan, 1873, No. 198, page 496, section 11 of article 11}.

"Every railroad corporation, when requested, shall give checks or re-
The methods pursued in Great Britain and in Europe in handling baggage may be briefly stated as follows:

In Great Britain the railway companies paste a printed label upon the baggage received by them for transportation; this label bears the name of the station to which the luggage is destined; no receipt or other evidence of delivery is given to the passenger. Upon arrival at his destination, he points out his property and it is delivered to him by the company's servant. A prominent railway official of England writes, referring to the manner of handling baggage as described above, “There are objections to this method, but the instances of fraud practiced upon us are very rare indeed.” Doubtless this is true, but the opportunity appears really to have no limit. Another consideration, however, suggests itself. In the event the baggage is lost, it would seem as if the passenger must experience considerable difficulty in proving to the satisfaction of the company that he ever delivered it any baggage. The hardship suffered by him would thus be greatly intensified. The possession of a check or written receipts to passengers for their ordinary baggage when delivered for transportation on any passenger train, which baggage shall in no case exceed one hundred pounds in weight for each passenger, and shall deliver such baggage to any passenger upon the surrender of such checks or receipts.

* * *

Provided, that no passenger shall be entitled to receive checks or receipts for any baggage unless he shall have paid or tendered the lawful rate of fare for his transportation to the proper agent for such corporation.”—Hurd's Illinois Statutes, 1877, chapter 114, section 78, p. 774.

Other states have laws of the same general tenor as the above,
receipt, on the other hand, renders the production of the proof required very simple.

The practice of billing baggage through over connecting lines in England is only partially observed, and in consequence passengers traveling over two or more roads are frequently compelled to attend personally to the transfer of their baggage at the various junctions. The English system of handling baggage is without merit and has few or no apologists even among the railroad officials of that country.

The method of billing baggage observed upon the continent of Europe we have described generally in another place.

In Austria a receipt is given the passenger upon the delivery of the baggage to the company; a slip with number corresponding to the receipt and indicating the place of destination is pasted upon the baggage. The presentation of the receipt at the place of destination is accepted by the companies as evidence of ownership, and sufficient authority for delivery of the luggage. The system of billing baggage pursued by the Austrian railways is followed substantially by all the railways of Europe.

In Italy and elsewhere passengers are required to exhibit their passage ticket before their baggage will be received or weighed, and the slow, methodical manner in which the business of weighing and billing baggage is conducted by the railway officials is said by Italians to greatly exasperate travelers. A distinguished American citizen long resident in
Rome, writes as follows in reference to this subject: "The passenger must produce his ticket before his baggage can be weighed and receipted, which occasions much annoyance, as he cannot take his seat in the carriage without showing his ticket, and is often obliged to wait for the weighing of his baggage until the last moment before the starting of the train, when it is difficult to find a good seat. * * * If the American railways adopt the practice of charging freight on baggage, which would be a just measure, the office for sale of tickets and receipting of baggage ought to be opened either during the day, or for an hour or more before the departure of each train, in order to avoid subjecting travelers to the annoyance of buying tickets and attending to their baggage in the hurry of a few minutes allowed for these operations in Italy."

The plan of giving written receipts for baggage, as practiced in Europe, instead of checks, is an admirable one in many respects for the railway company. The receipt specifies the weight of the baggage, and in the event the latter is lost this information is of value. The great objection to the system, as I have already stated, is the time it requires, and while the time thus occupied may not seem great, perhaps, to those accustomed to it, yet, compared with the American system of checking baggage, it is very tedious indeed. It is possible, however, that in the matter of expedition the American management has overshot the mark. Our
people have been educated to believe that only a moment is required by railway officials in which to way-bill baggage, and in consequence of this only a moment is allowed, no matter how peculiar or exceptional the circumstances of the case may be. The result is that time is frequently denied the carrier in which to perform the necessary details connected with the work, and thus the safety of the property is risked and the rights of the carrier in other respects unavoidably overlooked. If a happy mean could be struck between the practices of the American and European companies in their methods of handling baggage it would result, there can be no doubt, to the advantage of all concerned. Of this, however, there is no probability.

In reference to billing baggage through, the great roads in Europe bill through between distant points upon different lines very much as in this country. Such property is, however, subject to examination by the custom officers at the frontier of the various countries through which it passes, just as baggage passing between the United States and Canada is subject to inspection at the frontier.
CHAPTER XXVI.

The Insurance and Storage of Baggage by Railway Companies—The Expense and the Responsibility of Carriers in Connection therewith, and their Rights in the Premises—The Rates of Storage Abroad—The Obstacles that prevent the Introduction of a Charge for Storage in the United States—The Creation of Depositories for the Storage of Packages—Their Utility—The Revenue to be derived from them—The Expense—Method of carrying on the Business.

A railway company is clearly entitled to compensation for every moment that baggage remains in its possession over and above the time required for shipment at the forwarding point and a reasonable length of time for its delivery at the place of destination. Yet upon the great bulk of our roads no effort is made to collect such charge, nor do the rules and regulations contemplate any such action, even in the most distant or circumscribed way. Such a charge would, no doubt, seem petty to many; to others it would appear impracticable. It is neither. As already shown, every hour that the luggage of a passenger remains in the possession of a road its safety is endangered. If lost or damaged it must be paid for by the railway company, and the loss when it occurs is not adjusted with judicial fairness on the basis of appraisal by disinterested
parties, but it is based upon the description or table of contents as submitted by the owner. Surely a company is entitled to a reasonable charge for this great risk, this complete insurance of the property while in its possession. In addition to this, the actual cost of watching the property and otherwise protecting it is considerable. The room it occupies and the inconvenience its possession entails would alone warrant a company in making a reasonable charge for storage.

As to what would constitute "a reasonable length of time" at the place of delivery, there would, of course, be a diversity of opinion. Without entering into any detailed consideration of the subject here, it would seem that an allowance by the railroad company of twelve working hours ought to be amply sufficient to accommodate every reasonable emergency of passengers.

In reference to the question of storage abroad a charge of two cents per day is made by the railways of England and Ireland for each article of luggage left at a station.

In France a charge of one cent per day is made for each article of baggage left in the possession of the company. This fee is exacted at the starting point as well as at the place of destination; in other words, if a passenger desires to leave his baggage in the care of the company, either before or subsequent to the journey, a charge of one cent per day is made.
The charge exacted for storage in Great Britain and France does not seem to be affected by either the weight, bulk or value of the package.

In Spain no account is taken of the value of property in fixing the charge for storage, unless packages contain extraneous matter. Luggage sent to the depot to await the pleasure of the owner is charged 0, 0.05 per piece of ten kilograms, or at the rate of about one cent per day for twenty-two pounds. The same rate is charged per day, after the expiration of twenty-four hours, for baggage left at the depot by passengers at destination. If packages shipped under the general head of baggage contain articles not properly classed as such, the rate of storage is dependent upon the value of the property. The question of the bulk does not affect the rate charged.

In Austria "the bearer of a receipt can demand the delivery of baggage upon the arrival of the train by which it was forwarded, but he must wait until such time as may be necessary for unloading, registering and revising by the revenue officers. If a passenger desires, he may leave his baggage at the station for twenty-four hours without charge, but after the expiration of that time he must pay storage."

In all countries except the United States a reasonable charge is exacted by the carrier for the storage of baggage left in his care. Is there any obsta-

* Austrian Regulations, 1877.*
icle that prevents the adoption of a similar practice here by such companies as think proper? Yes; the obstacle that confronts the management of every railway when it seeks to introduce such new practices and rules, as experience and observation may teach it, are necessary to the more effectual protection of the interests of the stockholders.

What is this obstacle?

It is the disposition evinced by a certain class of railway officials to render every company unpopular with the public that seeks to increase its receipts by availing itself of new sources of revenue. These petty officials never lose an opportunity to increase their popularity at the expense of rival lines. It is their capital, their stock in trade. Shallow in their conception of business, they make up in a low order of cunning what they lack in respectable ability. It is impossible to estimate the harm done to railroad interests by these infinitesimal parasites. Adept in underhand practices, and misrepresentations, they embroil their managers in many unnecessary and destructive wars, and in other ways keep the companies they misrepresent from realizing the full fruition of their property. It is mainly through the efforts of these short-sighted officials that so many unnecessary and pernicious concessions are made by railroads. Officials of this class are constantly seeking to outbid and undermine other lines, and in doing so the profit or productiveness of the business of their own lines is destroyed. It seems impossible
for them to understand that the concessions that are only made by one company to-day will become common to all to-morrow, and that in consequence no permanent benefit can be derived by a particular company in suggesting such concessions.

The collection of storage charges on luggage which the owners fail to take away within the stipulated time forms, however, only a part of the revenue which may, with propriety, be derived from accommodations of this nature. Each agency of a company may also be made a depository in a limited way for the convenience of its patrons and its own profit. At each station a register should be opened in which every species of property left with the agent (except that which is checked) should be fully described. These deposits would embrace articles of merchandise, umbrellas, trunks, packages of various kinds, overcoats, shawls and kindred articles, "left to be called for."

For insuring these articles against loss, and for the labor and expense in caring for them, a reasonable rate should be charged by the custodian.

The only immediate outlay upon the part of a railroad company that this depository or system of storage would necessitate would be the expense of the register referred to. This register or memorandum book should recite the date of delivery to the agent, the name of party and description of articles, and the amount of the charge for storage and insurance. It should also give the date property was delivered by the agent and the receipt of the owner.
A simple arrangement of this kind, it is hardly necessary to say, would prove a very great boon to the public and a source of moderate revenue to the railroad company interested. It would protect the former from loss of property and guard it from imposition. On the other hand, the collections, whether more or less, would inure directly to the railway company, to whom they properly belong. The labor it would occasion would not be great. At present, parcels are left with station officials, but without the exacting of any charge in return. At many points the practice has become a great burden to the agents and a severe tax to the companies. A slight charge would greatly reduce the number of the deposits and would compensate the custodian for those that were made.

In connection with the care and storage of parcels, the use of duplicate adhesive stamps would be simpler and better in many respects, I think, than the form of register described above. These stamps may be very simple.¹

They should be numbered consecutively and should be bound in book form. The stamp proper should be attached to the parcel and the duplicate delivered to the depositor. This plan would prevent deception being practiced upon the company.

¹.
or at least relieve it from the necessity of identifying the owner, the production of the duplicate being sufficient evidence of ownership, just as the presentation of a duplicate check affords sufficient evidence for the ownership of baggage.

The date of issue should in all cases be stamped on both the original and duplicate stamps. The original and duplicate should be bound together and attached to each other by a perforated border. The agent should be held accountable for all stamps detached from the book.

The objection to the use of metal checks for business of this description would be the difficulty of identifying each collection that passed through the hands of the company’s agents; or, in other words, of adopting any safeguards that would compel faithful accounting upon the part of officials for each charge made by them. The stamps should be engraved and numbered consecutively; they could not then be readily counterfeited, and the agent would be accountable for the value of all numbers allotted to him.

In perfecting such a depository or system as that in question the accounting connected therewith would, it seems to me, be much simplified if it could be so arranged that only one form of stamp would be required. This could be done by making the minimum rate the unit of value, the other rates being some multiple thereof. Only one form of stamp then be required to do the business, and thus
it could be carried on much more simply and cheaply than would otherwise be possible. To illustrate, we will suppose that for the care of a parcel for three days or under the price of one stamp would be exacted, and for over three days and under six days two stamps would be exacted, and so on.

To enable the general accounting officer of the company interested to exercise a constant supervision over business of this kind the duplicate stamp surrendered by the customer should be transmitted to him when delivered to the agent.

In conclusion I cannot but think that a depository such as I have described would be an accommodation to the patrons of almost every company. It would be an especial convenience to ladies visiting the great cities for the purpose of shopping. Such has been the experience abroad. It would also be a convenience to travelers stopping en route for a short time and desirous of relieving themselves temporarily of superfluous articles of luggage or wearing apparel. Many other people not necessary to specifically mention would find it a great convenience.

A system, in many respects similar to the one suggested, is in active operation upon various railways in England and Europe, and has been found a great convenience to the public and a source of considerable profit to the companies practicing it.³ It is worthy of a trial here.

³. The following are substantially the regulations of all the great railroad companies abroad covering this business:
"The company hereby give notice that they will not be responsible for articles left by passengers at the station unless the same be duly registered, for which a charge of four cents per article will be made and a ticket given in exchange. No article will be given up without the production of the ticket or satisfactory evidence of the ownership. A charge of two cents per day in addition will be made on all articles left in the cloak room for a longer period than three days; the day of deposit and day of removal each counting as one day. The company will not be responsible for any package exceeding the value of fifty dollars; and they will not be responsible for any amount unless the articles are taken away within twelve months from the day on which deposited. Depositors are not permitted to obtain possession of any portion of the contents of a package. The ticket must be surrendered before a package or article can be released, and if again deposited in the company's custody, an additional fee will be charged and another ticket issued."—Regulations Lond. and Northwestern Ry., England.

"Notice is hereby given that when parcels addressed 'to be left till called for' are not applied for and removed from the station to which they are booked, either on the day of receipt or on the day following, an extra charge of four cents per parcel will be made to the consignee; in the case of parcels not applied for within the week, an additional charge of four cents per week will be made. For example, if a parcel is received at a station on a Monday, and is not called for until the next Wednesday, it is liable to a charge of four cents; if not called for until Thursday, to a charge of four cents extra, or eight cents, the second four cents being the warehouse rent up to the following Wednesday. Fractions of a week will be counted as a whole week. The maximum charge in these cases will be twenty-five cents per parcel."—Ibid.

"Bicycles and perambulators, when left in the care of the company, are charged sixteen cents each, with a charge of four cents per day in addition when left for a longer period than three days, the day of deposit and the day of removal each counting as one day."—Regulations Midland Ry., Eng.
CHAPTER XXVII.

The Peculiarities of the Excess Baggage Traffic—The Obstacles that prevent the Collection of Charges on the same—The Transportation of Baggage looked upon as a Perquisite of the Traveler instead of as a source of Revenue for which a Charge is made—The Baggage Department an Appendage merely of a more important Department—Lack of Esprit de corps—Lax Administration—The Peculiarities of Railway Officials—Devices of Passengers to escape Payment for Excess Baggage.

The maximum quantity of baggage a passenger may transport without charge being fixed by law or the custom of the country, provision must be made for those cases where there is an excess over the stipulated amount. In Great Britain the machinery for conducting the express or parcel traffic (in many respects similar to the baggage car traffic here) has been brought into requisition to meet the wants of extra baggage and similar business. In Europe more than in England the deliberation and the scrupulous precision that characterizes commercial life is observable in the management of railroads, and passengers are compelled in all their calculations to take cognizance of the fact that the railroad company exacts in all cases a certain respect for its rights. The traveler, consequently, is particular to reach the depot in time to have his bag-
gage weighed and billed, nor does he forget to allow a reasonable length of time for making the necessary payments in the event he has any extra baggage. In the United States a different picture meets the eye. Here any effort to systematize the excess baggage traffic, so as to render the collection of charges thereon effective is looked upon as an infringement of the personal rights of citizens. Instead of calmly acquiescing in the inconvenience that an equitable conduct of the business entails, we find the passenger impatient, arrogant, and exacting. This disposition, moreover, is heightened and intensified by the obsequious and timid policy of our railway officers who fear to claim the rights and prerogatives of their companies in the premises.

For these and many other reasons, great difficulty has been experienced upon all of our roads, in securing a thorough and effective organization of the business and accounting connected with the transportation of extra baggage, goods parcels, articles of merchandise, and other items of traffic carried in the baggage cars of passenger trains.

The fact that the express or parcel business is not conducted directly by the railroads in the United States has also, I think, greatly lessened the incentive to provide or enforce adequate machinery for definitely ascertaining and collecting the charges upon excess baggage and similar business. Traffic of this description is relatively small and its amounts have not in consequence been fully regarded.

It is to say, the other branches of railway ser-
vice are, compared with the transportation of extra baggage, of so much greater importance that the responsible and directing officials of many of our roads have given the matter comparatively little attention, and the duty of watching over this particular business and providing for its wants has consequently been left to the discretion of subordinates.

To the purely negative position which the baggage traffic occupies is to be ascribed much of the neglect into which it has fallen, so far as concerns the interest felt in it by the principal officers of railroads. Such traffic does not in itself produce any revenue, and to this fact is ascribable the slight interest felt in it by traffic officers generally. They look upon it as an appendage to the passenger business merely, and this is really the position it occupies, although it occasions nearly if not quite as much expense to a railroad company as does the handling of passengers. A large percentage of the employes of railroads look upon the amount a passenger pays for his ticket as being the rate exacted for transporting him. The carriage of the baggage they look upon as in the nature of a gift, and it is consequently not unusual to hear them talk about "passing" the baggage of travelers. Such being the case can we wonder that the baggage traffic, and especially the excess baggage traffic, should not always be appreciated or fully understood among railway officers and operatives?
An examination of the extra baggage traffic discovers obstacles not met with in any other branch of railway business. Some of these obstacles are inherent, others again are the outgrowth of prejudice and lax administration.

In the absence of any baggage it is sometimes claimed, and tacitly admitted in many cases, that the passenger is entitled to transport goods parcels or merchandise packages equal in amount to the stipulated quantity of wearing apparel he would be entitled to have carried. This absurd claim, as we have shown, does not require serious answer. Passengers are entitled to a certain quantity of personal baggage, not to an equal quantity of sugar or butter. The claim is especially absurd when put forward, as it frequently is, by the suburban population of our large towns. The rate at which this class of the community is carried by the railroads is, as a rule, barely sufficient to meet the ordinary cost of operating, yet upon many of the prominent roads of the country the bulk of the provisions consumed by the suburban population, and much of the furniture and bric-a-brac that adorn their homes, is carried free in the baggage cars. This is done as a matter of policy, or of good-nature, or the fact that it is done is not known. Nevertheless, the roads are clearly entitled to a reasonable revenue from this source whenever they choose to enforce it.

As already described there is great diversity of reference to the quantity of luggage transported
for passengers in different states and sections. Upon the frontier the quantity of baggage possessed by the holders of first class tickets is meager in the extreme. It is usually carried into the coach and deposited under the seats, or finds a resting place is the rack overhead. In the older portions of the country there is greater circumstance, more variety. The oil-cloth carpet-bag disappears, and in its place we become familiar with the mammoth Saratoga; it is here that the difficulty of providing for the collection of charges on excess baggage are the most annoying and the most difficult of solution.

In considering the subject of excess baggage it is evident that any indulgence that may be granted to a particular passenger or class of passengers, by the free transportation of baggage in excess of the stipulated amount, is done at the expense of the community at large, or at the expense of the other patrons of railroads.

Every dollar of revenue that is lost in a particular department or branch of railway service must be made good by some other department or through some other channel.

The law of supply and demand applies as definitely and distinctly to a railway as it does to the manufacture of cloth or any other branch of business. The impoverishment of enterprises of this character means loss of credit and the destruction of values generally. We frequently find railroads doing a losing business, but the loss ultimately
comes out of the pockets of the community, and the suffering of the public is in the end quite as great as that of the stock or bondholder. Sooner or later the company recoups at the expense of the community, and this is right wherever the losses occur through indulgences granted the latter.

Many companies attach so little importance to the revenue that might be derived from excess baggage that an effort is rarely if ever made by them to ascertain whether the amount of luggage offered by a passenger exceeds the limit specified or not. At a few principal points a weak and inconsequential attempt will perhaps be made to collect the revenue from this class of traffic, but at the great majority of stations, little if any attention whatever will be given the subject. This indifference or neglect is attributable to a variety of causes, but it is so contrary to the spirit animating the management of railroads abroad that it deserves more than passing attention at our hands.

It is not creditable to our railway companies that any legitimate and proper source of revenue should be overlooked or neglected by them. Their financial status does not warrant any such laxity. Here-tofore the railway companies that have been able to earn a dividend upon their capital have been the exception, not the rule. None of our roads pay more than a fair rate of interest; a large number of companies can only pay interest on a part of the cost of their properties; the great number of wrecked
and bankrupted enterprises that encumber the records of our courts abundantly attest the fact that the business of the country through which the railroads pass is deficient either in volume or productiveness. It thus becomes doubly important that every species of income incident to their working should be faithfully garnered. In this connection a glance at the minute provision made by foreign railway companies for collecting their dues is both interesting and instructive. Their regulations make it apparent that nothing is thought too small or too unimportant to merit the attention of the managers.

I append such of the regulations of the European companies bearing upon the subject in question as seem to me of special interest here:

**EXCESS BAGGAGE RATES.**

<table>
<thead>
<tr>
<th>&quot;DISTANCES.&quot;</th>
<th>&quot;Ordinary Passenger and Merchant Seaman's Luggage, per lb.&quot;</th>
<th>&quot;Commercial Travelers Luggage, per lb.&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>&quot;Not exceeding 50 miles...&quot;</td>
<td>1/4 c.</td>
<td>1/4 c.</td>
</tr>
<tr>
<td>Above 50 and not exceeding 100 miles...&quot;</td>
<td>1 1/2</td>
<td>2</td>
</tr>
<tr>
<td>&quot; 100 &quot;</td>
<td>&quot; 100 &quot;</td>
<td>&quot; 2 &quot;</td>
</tr>
<tr>
<td>&quot; 150 &quot;</td>
<td>&quot; 150 &quot;</td>
<td>&quot; 2 1/4 &quot;</td>
</tr>
<tr>
<td>&quot; 200 &quot;</td>
<td>&quot; 200 &quot;</td>
<td>&quot; 2 1/2 &quot;</td>
</tr>
<tr>
<td>&quot; 250 &quot;</td>
<td>&quot; 250 &quot;</td>
<td>&quot; 3 1/2 &quot;</td>
</tr>
<tr>
<td>&quot; 300 &quot;</td>
<td>&quot; 300 &quot;</td>
<td>&quot; 4 &quot;</td>
</tr>
<tr>
<td>&quot; 400 &quot;</td>
<td>&quot; 400 &quot;</td>
<td>&quot; 4 1/2 &quot;</td>
</tr>
<tr>
<td>&quot; 500 &quot;</td>
<td>&quot; 500 &quot;</td>
<td>&quot; 5 &quot;</td>
</tr>
</tbody>
</table>

"Passengers' Heavy Luggage when conveyed on carriage trucks by passenger trains, is charged 12 cents per mile per truck (station to station). No greater weight than 50 cwt. to be carried on any one truck. Minimum charge, $3.50.

"Family Luggage.—Arrangements have been made in London and all the large towns for carting to the stations, at low rates, the luggage of families traveling by the Midland Railway, and also for forwarding such lug-
gage by passenger train in advance. The charge for conveyance by pas-
senger train is at the rate of 12 cents per mile for any weight up to 50
<ct> cwt., with a minimum charge of $2.00, and exclusive of a reasonable
charge for collection and delivery.

"Bath Chairs, Velocipedes, Bicycles, Hawkers' Hand Carts and Ice
Cream Carts are charged at the following rates when conveyed as pas-
sengers' luggage:

<table>
<thead>
<tr>
<th>Distance</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not exceeding 12 miles</td>
<td>$0.35</td>
</tr>
<tr>
<td>Above 12 miles and not exceeding 25 miles</td>
<td>$0.37</td>
</tr>
<tr>
<td>25 &quot; &quot; &quot; 50 &quot;</td>
<td>$0.50</td>
</tr>
<tr>
<td>75 &quot; &quot; &quot; 100 &quot;</td>
<td>$1.00</td>
</tr>
<tr>
<td>150 &quot; &quot; &quot; 200 &quot;</td>
<td>$1.35</td>
</tr>
<tr>
<td>200 &quot; &quot; &quot; 250 &quot;</td>
<td>$1.75</td>
</tr>
</tbody>
</table>

"For each additional 50 miles or portion thereof... $0.35

"Bath Chairs, Velocipedes, Bicycles, Hawkers' Hand Carts, and Ice
Cream Carts, are carried at sender's risk in all cases.

"When sent as parcels, the charge is double the above rates. Velocipi-
dedes, Bicycles, Hawkers' Hand Carts and Ice Cream Carts, requiring a
carriage truck for their conveyance, are to be charged as for a two-wheeled

carriage.

"Perambulators are charged half the above rates for Bath Chairs, etc.

When sent as parcels the charge is double."1

"Bath Chairs, when accompanied by passengers, are charged as
follows:

<table>
<thead>
<tr>
<th>Distance</th>
<th>Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not exceeding 12 miles</td>
<td>$0.35</td>
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</tr>
<tr>
<td>25 &quot; &quot; &quot; 50 &quot;</td>
<td>$0.50</td>
</tr>
<tr>
<td>75 &quot; &quot; &quot; 100 &quot;</td>
<td>$1.00</td>
</tr>
<tr>
<td>&quot; &quot; 150 &quot; &quot; 200 &quot;</td>
<td>$1.35</td>
</tr>
<tr>
<td>&quot; &quot; 200 &quot; &quot; 250 &quot;</td>
<td>$1.75</td>
</tr>
</tbody>
</table>

"When sent as parcels double the above rates are charged.

"Perambulators are charged half the above rates for Bath Chairs.
Velocipedes, when conveyed in the guard's van, are charged same as Bath
Chairs, and Bicycles as Perambulators. When so large as to require a
carriage truck, the ordinary carriage rates are charged. These rates are
at owner's risk. Furniture vans will not be carried by passenger trains.

"Small boats and canoes, conveyed on the roofs of carriages or in the
guards' vans, will be charged as follows: 2

Small canoes, to be charged 2c. per mile each, minimum charge... $0.63
Sculling boats, to be charged 2c. per mile each, minimum charge... $0.63
Pair oared boats, to be charged 2c. per mile each, minimum charge... $0.70
Four-oared boats, to be charged 4c. per mile each, minimum charge... $1.00
Eight-oared boats, to be charged 6c. per mile each, minimum charge 1.35"
In the United States the charge on the extra baggage of inter-road passengers is generally fixed at about fifteen per cent. per one hundred pounds of the rate for first-class passengers.

The rate made by railroad companies in this country on excess local baggage varies widely upon different lines. The rate for short distances is perhaps greater than in England, while the charge for long distances is relatively much less; thus upon a prominent line, in one of the Northern States the rate for excess baggage, for twenty-five miles or less, is one cent per pound for any quantity, while the rate for six hundred miles is $3\frac{3}{10}$ cents per pound for twenty-five pounds or less, and $3\frac{1}{2}$ cents per pound for ninety pounds or more.

It is customary, upon many lines, to make special rates for the parcels of commercial agents, theatrical companies, caravans, showmen, etc., etc.

Another important reason why systematic effort is not made in this country to secure and enforce the machinery necessary to gather in all the revenue the companies are justly entitled to from extra baggage, is the contumaciousness of passengers when called upon to pay for the transportation of any excess baggage they may have.

It is contrary to common belief, perhaps, but it is nevertheless true, that our railway official, as we know him, stands in great fear of the public. He looks upon himself as their servant. He shrinks from any act that runs counter to accepted practices.
He deplores strife, and above all he seeks to popularize his company with the masses.

He understands that complaints of the public, whether just or otherwise, will destroy to a certain extent his availability as an officer. He, moreover, has to contemplate the possibility that his enemies and rivals will seize upon embarrassments arising from this source to harass and destroy him. He is aware that the management or proprietors will in the end very likely forget that he is acting conscientiously in their behalf. It is impossible for him not to remember that it is probable that complaints, constantly reiterated, will ultimately force his dismissal, no matter how unjust or impolitic such a course may be upon the part of the company.

The consciousness that this is so intimidates many otherwise strong railway officials, and destroys, practically, the usefulness of many more. Ambition, the love of life, the sense of self-preservation, the warmth of a comfortable place, the glamour of office, are stronger with them than a sense of duty.

Every intelligent and well-disposed officer, it may be said, desires to be popular with the public. The interests of his company require that he should be. To secure this coveted distinction he exhibits a manifest desire to please, and in all other proper ways seeks to win the regard of those with whom he is brought in contact. In this strife some will of course be more successful than others, just as nature deals
lavishly with one man and niggardly with his neighbor. The easy superficial graces that some men possess, that charm and captivate the world, others, with more talent and greater kindliness of heart, do not possess and can not counterfeit. All such are unfortunate.

There is, however, another species of popularity more eagerly sought after than that we have mentioned. It has a more selfish object withal, and is more immediately beneficial to those who achieve success. The popularity we refer to is the desire men occupying inferior positions manifest to be popular with superior officers. This feeling, under all proper circumstances, is right and highly commendable. But to result to the advantage of the proprietor it must be confined within the limit of conscientious loyalty to his interests. When those interests are adversely affected or jeopardized through its influence it at once ceases to be desirable. Naturally enough this distinction is not always observed, and when this is the case the integrity that should be vigilant and conscientious in all matters affecting the trust is either openly neglectful or sleeps complaisantly in a corner.

It is not perhaps too strong to say that it is nothing in favor of an officer that he is popular with his superiors, his associates, or his superordinates. The duties of a railway officer rightly administered are not such as to make him popular. The popular officer, so called, is too often a misera-
nable coward, twisting and squirming around every obstacle that can not be approached without compromising him with somebody. The interests of a railroad company suffer as much from the weak and injudicious acts of such an officer as they do from a dishonest one. Such an officer is always a time-server and a toady, and nothing is so repulsive to him as to be even temporarily in disgrace. Like all time-servers, he lives only in the sunlight of official favor. The proprietors of our railroads rarely if ever discover the true character of these parasites, but they are well known among their associates. That there are popular officers who do not possess the traits mentioned is undoubtedly true. All such may, however, be classed under the head of exceptions.

As we have already stated, the collection of charges on excess baggage and goods parcels is peculiarly difficult. All classes, from the sturdy farmer to the dapper merchant, adjust their freight accounts or pay for their passage tickets without question or hesitation, but with rare and praiseworthy exceptions, they one and all discover objections when their right to carry free all the baggage their convenience or profit suggests is called in question. This charge, this odious tax levied upon their wearing apparel or their sacred household gods, they cordially unite in resenting as an outrage.

This opposition, which we look for in vain in
every other branch of business, is of course largely if not wholly based upon prejudice. It arises in part from the long continued neglect of the railroad companies to enforce their just, proper and reasonable rights in this particular field, and in part from the desire of passengers to secure a service without rendering any return therefor. There is, it is apparent, no reason in the world why a passenger should ask a railroad company to carry without extra charge more than the stipulated amount of baggage. He might, with equal propriety, ask that a certain portion of his grain, or live stock, or fuel should be carried free in consideration of his buying and using a first class ticket. Admit his right, even tacitly, and there ceases to be a limit or check upon the business. Its abuse or non-abuse will then become purely a matter of taste upon the part of passengers. A portion of the community will respect the rights of the railroad company; the other portion of the community, however, will look upon the evasion of these rights as indicating special and commendable shrewdness upon its part.

Still other things conspire to render a full collection of the revenue that ought to accrue from extra baggage exceedingly difficult.

As a rule traffic of this description does not reach the depot until the train is upon the point of starting, and the owner cannot wait until the succeeding train. The train cannot be held. The agent is very likely busy looking after the general wants
of his station, such as the ticketing of passengers and the checking of luggage. With all these duties inviting his attention he is besides constantly harassed with questions concerning the coming train? The effect of these interruptions is of course to delay him in the discharge of his duties, so that he is very likely able to examine but a portion of the baggage that is presented to be checked, or his examination of it is hurried and incomplete. Many packages are thus overlooked that ought in justice to pay revenue to the company.

The difficulties encountered in organizing the excess baggage business upon an effective basis, some of which we have noticed, have in many cases tended to destroy or greatly weaken the esprit de corps of those particularly in charge of the baggage department; the result of this is that the income that ought to be derived from such traffic is lightly esteemed or wholly disregarded, or it is held subordinate to the imaginary needs of the passenger and freight departments.

Another serious drawback to the attempt to enforce a charge for excess baggage is this: It has been the practice heretofore, with isolated exceptions, to require all excess baggage charges to be prepaid.

Much of the demoralization that exists in connection with the business is directly traceable to this fact. The requirement is impracticable, and an examination of the practical workings of the
system, extending over many years, demonstrates it to be so. The trouble is that sufficient time is not allowed the forwarding agent in the majority of cases to weigh the baggage, regularly bill it, and collect the charges before the departure of trains.

In consequence the effort to do so is abandoned or pursued irregularly, property being permitted in many cases to go forward without any charge whatever.

This is a matter of daily and hourly occurrence, and it cannot be otherwise under any system that makes the prepayment of charges obligatory, unless, indeed, we require passengers to present their baggage far in advance of the departure of trains, as they do in Europe.

Under our present methods the station officials do not have the time in which to perform the work properly. They cannot be hurried. To attempt to hurry an official in the performance of a duty that is at all discretionary with him is to cause him in many cases to neglect it altogether, and any system of business or accounting devised for a large corporation that does not make adequate provision for this peculiarity of human nature is insufficient and worthless.

Some of the devices adopted by passengers by which to escape payment for extra baggage are very ingenious. Attempted bribery of the official in charge is very common in such cases; misrepresentation is a frequent occurrence. One very
clever means of evading the rules that I remember to have noticed was where a passenger (destined to a remote point) had several pieces of baggage in excess of the limit allowed him; instead of paying the charges upon the excess to his destination he paid only for a short distance. Upon arrival at the point to which he had paid he notified the agent in charge that he had concluded not to stop at that point and would be glad if he would recheck his baggage through to the place to which he had determined to go. In this way he took up the different pieces of extra baggage at the various stations to which they had been billed, until finally he had them all checked through without charge to his destination. A very simple way of preventing deception of this kind is not to recheck baggage on tickets that read from some other point. Another and simpler way is when baggage is checked upon a particular ticket, to so mark the ticket that it cannot be subsequently used for the same purpose. This is the course usually followed. While the devices adopted for misleading railroad officials in this direction, we may say in conclusion, will be many and ingenious, they will seldom if ever stand the test of good business usage and average acumen upon the part of employees. It is only where the rules and regulations are inadequate or lightly enforced that deception will be effectual.
CHAPTER XXVIII.

Suggestions in reference to the most feasible manner of so Systematizing the Excess Baggage Traffic as to render it possible to collect the Revenue that ought properly to be derived therefrom—Peculiarities of the Traffic—Men familiar with Traffic affairs required to Manage the Baggage Business—Obstacles that have Prevented Efficiency—Some of the Reasons why Collections have not been made—The Old Plan of Collecting—Inter-road Excess Baggage—Local Excess Baggage—Some of the details of the business of Handling the Excess Baggage business described—The Parcel Traffic of Suburban or Non-Express Trains and the Losses that occur in consequence of its not always Receiving Merited Attention.

The regulations of railway companies divide the baggage traffic under the head of Baggage and Excess Baggage respectively. The former includes the amount that the purchase of a passage ticket permits the traveler to carry without extra charge; the latter includes the amount in excess of such limit. Rates for the transportation of excess baggage necessarily vary upon different lines, just as the rate for carrying passengers varies, but there seems to be no good reason why the method of accounting for such business should not be the same upon all roads.

The great obstacle heretofore encountered in the efforts that have been made to enforce payment for
carrying extra baggage has arisen from the attempt to compel prepayment of such charges in all cases. Why charges on extra baggage should be prepaid, any more than ordinary merchandise, I cannot understand. If a passenger desires to prepay the charges on his goods, and there is time for him to do so, there is no objection to such a course, but it should not be compulsory, either on the part of the passenger or on the part of the railroad company. If the property is worth the charges there is no reason why they should not be collected at the destination as well as at the point of departure. In the former case it is certain that abundance of time will be afforded in which to adjust such charges, while if the attempt is made to collect in advance it is equally certain that in many cases the railway company will be unable to do so, in consequence of the want of time in which to weigh and bill the property and collect the charges. I have heard it claimed that it would be impossible to introduce the practice of collecting charges on extra baggage at place of destination, because passengers upon arrival at the end of their journey desire to go directly to their hotel or residence, or they entrust their checks to hackmen or omnibus drivers, and cannot, consequently be expected to attend to the payment of any charges that may be due. I have also heard it offered as a reason for not adopting this system that hackmen and omnibus drivers would not afford passengers the necessary for them to pay the charges on their
BAGGAGE, EXPRESS AND MAIL TRAFFIC.

Baggage at the place of destination, but would hasten away from the depots, leaving the travelers to complete their journey as best they might. Excuses of this kind are of course not worthy of notice; the carrier is worthy of his hire, and if he cannot collect the amount due him at the starting point then certainly there can be no valid reason offered why he should not be permitted to collect it at the place of destination. People who have property transported upon which special charges accrue, must accommodate themselves to the necessities of the business.

The circumstances attending the transportation of excess baggage are peculiar, and after having given the subject careful examination, I feel convinced that to enforce an efficient and capable collection of the revenue that should be derived from this business, all of our railroad companies must combine to enforce the collection of charges at the place of destination when it is not convenient to collect at the point of departure. If they will thus agree among themselves no particular company can be intimidated by the threat of passengers that unless certain concessions are made to them they will patronize some other line; without such agreement, however, its enforcement will only be practicable in isolated cases.

As a rule, all collections for excess baggage traffic should be made by the receiving agent, i.e., by the agent at the station to which the traffic is destined.
As already explained, the forwarding agent is frequently unable for want of time, to ascertain whether the baggage presented to be checked comes under the head of extra baggage or not. It should be the duty of the agent at the terminal point, to discover these omissions and correct them.

Although, as we have shown, the forwarding agent does not always have the time necessary to examine into each case that presents itself, yet he should, in every instance possible to him, indicate in some simple way to the receiving agent each package that is forwarded that comes under the head of excess baggage. In the majority of cases he will be able to attach a way-bill to such packages, specifying the weight and amount that should be collected. Frequently, however, when hurried his figures will be only approximately correct, the weight of the package being estimated. To remedy these defects it should, of course, be the duty of the receiving agent, in all cases, carefully and dispassionately to review the statements of the forwarding agent, or in other words to re-weigh the property.

In examining into the different phases of the excess baggage traffic the business is found to possess many peculiar characteristics. The excess baggage of the emigrant, for instance, is exceptional in quantity and quality. No other class of travelers carry so great a quantity of luggage; this luggage consists in fact of everything they possess. Instead of shipping their property as ordinary mer-
ehandise they carry it with them, done up in bundles, in trunks, and in immense boxes. Considering the number of emigrants that are transported, and the immense quantity of property they carry with them as baggage, it is apparent that if the business were rigidly systematized and properly restricted, it would afford the railroad companies a much greater income than it has heretofore. The manner in which the excess baggage of emigrants has been treated is peculiar. It has been the custom heretofore in some instances for the forwarding company in the case of through or inter-road business to enter the amount of charges collected on the ticket of the emigrant. The lines interested in its transportation could, if they chose, take from this ticket the record of the total amount. In many cases, however, no record has been made, on the ticket or otherwise, of the amount collected, and thus the lines interested in its carriage have been left in ignorance of the amount.

In reference to the collections made by railroad companies on excess baggage belonging to inter-road first-class passengers, it has been the custom of the forwarding company to collect the total charges due for the excess, and check the property through to its destination, but no account whatever has been rendered in many cases by the companies making such collections to the other lines interested for their proportion. A system of doing business that renders such practices possible, it is unneces-
sary to say, is indefensible. Yet no particular company is responsible for its existence, although every company in the country undoubtedly suffers from its continuance—some of them financially, all of them morally—for the reason that a system thus conducted cannot do otherwise than breed demoralization and loose habits of business. Its general effect is to teach those in charge of such business to rely upon individual trickery rather than friendly consultation and honest dealing.

Of course when practices such as we refer to are followed uniformly by all companies the injustice partly equalizes itself, but it is unavoidable that the circumstances attending the operations of particular companies will always make them the greater sufferers. I have no doubt but that there are many roads that honestly report to their correspondents the proportion due them for any excess baggage that may be collected on their account, but this is not the universal custom as it should be. Some years ago the association of general ticket agents attempted to enforce a uniform method of accounting for baggage collected on through passengers, but their resolution on the subject never received the unanimous concurrence of all the lines interested. 1

1. The resolution in question was as follows: "Resolved, That every line represented in this Association shall require its baggage agent to attach to the strap-check of all extra through baggage a tag, on which shall be written the amount of extra baggage money, collected for the carriage of such baggage from the starting point to destination and we hereby agree to report to each line interested, from and after 1st, 1878, its proper proportion of such collections on the basis of the #1 ticket divisions."
It is apparent from a careful examination of the subject that the excess baggage traffic of our railroads does not in itself present any especially difficult problems. It requires, however, the attention of men experienced in traffic affairs and familiar with the best forms of accounting, and to the fact that it has not always heretofore received the attention of this class of officials upon our railroads is to be attributed many of the crudities that we find associated with it.

In the case of inter-road traffic, the forwarding or collecting company should be compelled, in all cases, to attach to extra baggage, a way-bill or card, stating the weight, amount collected, and by whom collected; the bill should also be numbered and dated.

A record of this bill should be taken by each of the lines over which the baggage passes; they can then, by requiring a detailed report, compel the collecting company to account accurately for the proportion belonging to each of the lines interested.

Upon the arrival of extra baggage at destination, the agent should detach the way-bill after having verified its correctness by carefully re-weighing the baggage.

The charges on all extra baggage received to which no way-bill is attached, should be collected by the receiving agent and reported to his company.

It would be the duty of such company in such cases to report to the other companies interested the proportions severally their due.
A system of this kind is imperatively required in connection with the inter-road baggage traffic of our companies. Its effect would be to protect each of the lines interested, and it would be a necessary and proper check upon the collecting agent, and would, moreover, guard the emigrant or passenger in a measure against injustice or outrage.

The local excess baggage traffic of a railway company possesses no especial features requiring particular comment. The methods pursued, however, should be uniform upon different roads; otherwise wherever competition occurs, passengers will avail themselves of the fact to favor that company which grants them the greatest privileges, or, in other words, which is least mindful of the interests of its stockholders.

In connection with the excess charges on local baggage it may be stated, in parenthesis, that to enable the receiving agent to ascertain definitely the place from which extra baggage is shipped the train baggageman's way-bill should give the name of the forwarding station, or if that is impracticable, some other device for furnishing the data should be adopted.

In the majority of instances, charges due for local extra-baggage will be paid in cash. It will frequently occur, however, that passengers will present franks or permits in payment. These permits or franks will be of two classes. One class will be used only for a definite amount of baggage between
certain points named. The other class will be good for a fixed amount of baggage, but good between all points on the line. Sometimes these permits will run for a stated number of days; sometimes they will be good during the year in which they are issued.

These franks or permits, whether season or otherwise, will be found exceedingly troublesome in any attempt to simplify the accounting connected with the excess baggage traffic.

To cover the case of franks or permits good for the season, it would be well, perhaps, to provide agents with a particular form of bill to attach to the baggage. The bill in question should recite the place and date of shipment, name of party by whom presented, number and date, by whom issued, and quantity of baggage entitled to passage, etc., etc. The receiving agent should in every case detach this way-bill and transmit it to the accounting officer so that its authenticity may be established by him. The accounting officer should also compare the way-bill so returned with previous bills returned to the same passenger. The effect of this comparison will be to prevent or expose, in the majority of cases, any attempt to hide actual cash collections, under cover of some season frank or permit known to be outstanding.

A way-bill should be attached by the forwarding agent to all extra baggage shipped upon mileage or coupon tickets (described elsewhere), the local charges being entered as in other cases.
Upon the arrival of excess baggage at its destination the way-bill appended thereto should be detached by the receiving agent and transmitted to the accounting officer; if charges are paid with cash, the amount should be entered under the head of cash, in the place provided on the ticket; if the charges are paid with mileage coupons, then coupons covering the specific miles the baggage has been transported should be detached and inclosed with the way-bill, the amount having first been entered on the bill in the place provided; if a season frank or permit is presented in lieu of cash or mileage tickets, then a description of such frank or permit should be entered in the proper place. Where payment is made with a trip frank or permit, such frank or permit should be inclosed with the way-bill to the accountant.

All franks or permits that can be used but once should be taken up by the receiving agent when first presented.

For the purpose of securing a proper check upon the business, all franks, permits, coupons or other tickets calling for the transportation of baggage traffic and good for more than one trip should have a stub or auditor's check or coupon attached. This check should recite all the particulars of the ticket, its date, time good for, amount collected for it, name of party to whom issued, amount of extra

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2. The different forms of way-bills devised for handling excess baggage are fully described at length in the Appendix.
baggage it covers, by whom issued, etc., etc. This check should be detached by the agent upon the first presentation of the ticket or frank, and should be forwarded without delay to the accounting officer. In his hands it is an additional and necessary check upon the agent and the party issuing the ticket, of which latter it is a careful description.

In forwarding baggage, when an agent is satisfied or suspects that the baggage presented to be checked is in excess of the amount the passenger is entitled to pass free, yet no time is allowed him in which to investigate the facts, or even estimate the excess and make a way-bill for the same, he should attach a card of some distinctive color to the baggage, as a signal to the receiving agent to investigate the case fully; and if he (the receiving agent) finds that the baggage is properly subject to a charge under the rules governing the transportation of extra baggage, he should make a bill covering the same.

If it is not practicable to attach a card as suggested, the receiving agent should be notified by telegraph, or the train baggageman should be directed to way-bill the baggage.

In making provision for the excess luggage traffic we must not overlook the peculiar features of the parcel traffic that attaches to the suburban passenger business of our metropolitan roads. Much of this business is transported under the immediate supervision of the railroad companies, and when
this is so it is quite likely not to receive much or any attention, especially in those cases where the express or parcel traffic proper of the company carrying it is conducted by a separate organization. The parcel traffic, like the excess baggage business, requires peculiar appliances, and where the officials of a railway company are not familiar with such appliances it is quite likely that no provision will be made to accommodate the business that comes under that head. Upon many of our suburban trains the parcel traffic is not sufficient to warrant the express companies in employing a messenger, and when this is the case it will quite likely result in the fact that much of the property forwarded by these trains that should contribute to the revenue of the carrier will escape payment altogether in consequence of the railroad companies not giving it attention. To traffic officers, occupied with the large affairs of the freight and passenger departments, so small a business seems unworthy of attention, and the result is that the desirability of watching over it is not pressed upon the attention of those immediately interested. The remedy for the omission lies either in the exclusion of this kind of property from the non-express trains or in the making of adequate provision for handling it. Upon many roads the business is not great, but on the great bulk of them the property that is carried free in baggage cars would abundantly repay an energetic and systematic effort to collect the charges properly due upon the same.
A large revenue is derived by the express companies from the produce and goods carried on suburban trains; but, as stated, there is a large part of the business carried under the immediate supervision of the railroad companies that escapes pay altogether. This suburban traffic that escapes without pay, while considerable in itself, is, however, but a fragment of the excess baggage traffic that is overlooked or ignored on the roads at large. We have endeavored to point out some of the reasons for this omission. The remedy is plain.

It is apparent, however, that the supervision of the excess baggage and suburban parcel traffic needs careful revision. This is especially true of the former. Instead of treating it as an unknown quantity, to be ignored or traded off in an unnecessary and unprofitable effort to secure business for other departments of the service, or abandoned as worthless, the pride and ingenuity of agents, trainmen and officials generally should be excited to the utmost, as it is in other departments of the service, to see that the legitimate revenue of the company from this source is collected and accounted for to the utmost farthing.

I have heard it offered in objection that the cost of thoroughly organizing the excess baggage traffic department is not warranted by the revenue that would be derived from it. This objection is not tenable. It might originally have been offered, with the same show of reason, against any of the
many sources of traffic possessed by a railroad. The expense of systematizing the baggage traffic should not prevent its consummation. The blanks required are few and exceedingly simple in their construction and cost. Every agent should, however, be supplied with all the different forms required to do the business efficiently, and his labors should be carefully and continuously supervised until he understood and appreciated the importance of this particular branch of his duties.

If the practices in force upon the different lines in reference to the manner of treating excess baggage were in all respects alike, as they should be, no discrimination could be exercised by passengers in favor of particular routes, and no cause of complaint could exist, either upon the part of railroad companies or the public.

The initiative in the reform that is demanded seems properly to rest with the general passenger and ticket agents. The admirable organization possessed by these gentlemen renders a consumption of the changes and improvements required, if conducted by them, easy and simple.

For the specific information of those interested in such matters, I have attempted in the succeeding chapters, devoted to the subject of excess baggage, to outline such a plan of accounting as seems to me best adapted to the simplification of the service, and the efficient collection of the revenue that this par-
ticular traffic should yield. However, the adoption of a particular system is not material if the object sought after can be accomplished as well in any other way.
CHAPTER XXIX.

Suggestions as to the best means of Collecting the Charges on the excess Luggage or Parcel Traffic of Commercial Travelers, Theatrical Companies, etc.—The Rules and Regulations that should be observed in connection therewith—The Auditor’s Check or Coupon and its value—The use of Adhesive Stamps—They afford the only means of Handling Effectively much of our Parcel Traffic—Method of using them described.

A very simple and ingenious form of ticket has quite generally been adopted by the railroads in the United States for the purpose of accommodating the excess baggage or parcel traffic of commercial travelers. It has also been made available for theatrical troupes and kindred organizations. The amount of property required to be transported by passenger trains for commercial agents, and the fact that it was constantly increasing in bulk, suggested the necessity of adopting some plan whereby such agents might pay in advance of their journey for such property as they desired to carry with them. The result of this suggestion was the Coupon Mileage Ticket for excess baggage. Under its operation the commercial traveler, instead of paying in cash at local rates from station to station as he proceeds on his journey, purchases at the headquarters of the
company a ticket good for a certain distance for a specified quantity of baggage; diminutive coupons are attached to this ticket or book, each coupon being good for a certain number of miles. If the extra baggage is to be transported ninety miles, coupons corresponding to such distance are torn out of the book by the agent. The ticket described may properly be called a Mileage Ticket for Baggage Car Traffic.

Under the operation of this ticket the company using it is required to fix the limit of traffic which persons holding it may transport without charge. We will suppose this limit to be fixed at two hundred pounds, and that the ticket is issued for five hundred pounds. In such case if the amount of baggage presented does not exceed two hundred pounds no charge is made, or in other words no coupons are torn from the ticket. If, however, the quantity exceeds two hundred pounds coupons are then detached for such excess.

When a mileage ticket is presented by the holder of a proper passage ticket, the agent should see whether the weight of the baggage exceeds the limit the passenger is entitled to pass free or not. If it does, then coupons should be torn out for the number of miles that baggage is transported. In selling a ticket of this description it is usually agreed that in the event the distance the baggage is to be transported is three miles or less the charge shall be made for three miles.
In the event the excess baggage of a commercial agent or person holding a mileage ticket is greater than the amount called for by such ticket, then the charge on such excess should be collected of the holder in cash, and the official issuing the ticket notified of the attempt to defraud the company in the event the holder does not voluntarily notify the carrier of the excess. The charges for excess thus collected should be reported the same as on ordinary excess baggage.

Mileage tickets should not be valid when presented by other than the person or persons in whose favor they are made. If presented by any other person cash should be collected, and the proper official notified of its improper and unauthorized use. Coupons should not be detached from the ticket except by the agent, and they should not be valid when presented to the agent detached from the ticket.

The mileage ticket should be taken up by the agent and returned to the accounting officer when the coupons have all been detached, or the time for which the ticket was issued has expired.

To prevent the use of counterfeits agents should see that the ticket is signed by the right official and properly stamped.

The mileage tickets described are usually bound in book form. Tickets are generally issued good for one thousand miles. There is, however, no reason, except the expense, why the tickets should
not be provided for distances varying from one hundred miles to ten thousand miles.

The first page of the mileage ticket (book) should describe the number of the ticket (each coupon attached bears a corresponding number), the name of the person to whom issued, the weight of baggage to be transported, etc.

In addition to this each company should require the holder of the ticket to sign a contract specifying its limitations and the responsibility of the company; this contract should also recite the consideration or price paid. This contract should be transmitted for record to the accounting officer by the official selling the ticket. The possession of this contract is necessary to the accounting officer to enable him to secure a proper check upon the official selling the ticket, and any attempt to secure a check upon such official is incomplete without it.

Reference has been made to the desirability of inserting an auditor's check in the mileage ticket book. This check should recite the particulars of the ticket. It is simply an extra leaf describing the name of holder of the ticket, how much baggage he is entitled to have carried, the number of miles the ticket is issued for, the name of the official issuing the ticket, and the date of issue. When the ticket is first presented for use this check should be detached by the agent and forwarded to the accounting officer. The possession of the information that it affords will enable the accountant to
detect counterfeits or raised tickets; it is also a necessary part of the record in examining the accounts of the official issuing the ticket.

And for the same reason all tickets, permits, orders or franks issued that are good for more than one trip should have such a check attached. This check is essential to a prompt and complete audit of the accounts.

In the operations of the traffic connected with commercial agents peculiar conditions exist. These conditions require that special provision be made from time to time for accommodating the business. Among other things, it must be remembered in determining the price to be paid by particular agents for the carriage of their samples that the quantity will vary from day to day. The supply, for instance, of a particular line of goods which an agent starts out to sell will become exhausted. When this is the case he will dispose of the samples of that character that he has on hand. In many cases he will add from day to day new articles to his stock as he progresses in his journey. When this is the case the bulk of his baggage will increase. In making a contract with him it becomes necessary, therefore, to agree upon an average amount of excess which the mileage ticket sold him shall cover. This excess may be fixed at one hundred pounds, or five hundred pounds in addition to the quantity which he is rightfully entitled to carry without extra charge. Whatever the maxi-
mum amount may be, however, it will be necessary to provide a penalty in the event he should attempt at any time to secure the carriage of a greater amount of property than his contract stipulates for. In all ordinary cases it will be sufficient that he shall be compelled to pay full tariff rates in such an event. It would be well, however, in addition to this, to provide for the cancellation of the ticket whenever the privileges attaching to it are abused. Generally speaking, the agent of a railroad company should discover any attempt of the holder of a mileage ticket to procure surreptitiously the transportation of baggage in excess of the amount allowed, but in those cases where he neglects his duty or does not have time to weigh the property the penalties attaching to a misuse of the ticket would have the effect to deter the owner of it from attempting to take an unfair advantage of the carrier.

While the coupon mileage ticket that we have described has up to this time been used only by our railway companies in connection with the excess baggage of commercial travelers it appears to me to be exactly what is required in handling the parcel traffic, especially the traffic of suburban residents and merchants when the same is carried in the baggage cars of passenger trains. The time and provision for adjusting the charges on property of this description are, as a rule, both wanting, and the result has been as explained elsewhere, that property
of this character has heretofore been carried, in many cases, without any charge whatever.

In adjusting the use of the coupon mileage ticket to the parcel traffic each coupon should be made good for the transportation of a package not exceeding a fixed weight and bulk between certain points named. The value of the coupons attached would thus be made to accommodate themselves to the character of the business they were intended to cover. Instead of each coupon being good for one mile (as it is usually made in connection with the excess baggage of commercial travelers) it would be good between particular places, as say between New York and Washington; these coupons would then be purchased by merchants, residents and others patronizing particular lines in such quantities as occasion required.

In issuing coupons such as we have described it would be well, perhaps, to make quantities of certain bulk and weight the unit, any multiple or fraction thereof requiring an additional coupon. Let us suppose this unit to be ten pounds; in that case, if the weight of a package exceeded ten pounds and fell short of twenty pounds, two coupons would be torn from the book and attached to the package, and so on, for each additional ten pounds an additional coupon would be required. Coupons might also be issued good for specific sums in dollars and cents for use in the payment of arges, thus obviating the delay and annoyance
experienced by the patrons of a line in making payment for transportation services. Indeed, the usefulness of the coupon tickets in connection with the light parcel traffic of our railroad companies is, in the hands of a skillful officer, capable of indefinite expansion. Where much time is now required in which to collect the charges and make the necessary way bill for parcels seeking carriage by passenger trains it would only be necessary, if the coupons we refer to were in use, to detach one or more, as the case required, and paste the same upon the property sought to be shipped. No excuse would then be afforded baggagemen and others for neglecting to collect the required charge in each and every case. To expedite business as much as possible and simplify its processes, the reverse side of each coupon should be gummed, as our postage stamps are, so that they might be readily and quickly attached to packages. After having given the subject very careful investigation, I am satisfied that a form of coupon such as I have described affords the only really feasible plan of reaching much of the parcel traffic that is now transported without charge upon our railroads. It can with little labor or expense be made a great convenience to the public and a source

1 The English companies have recently adopted the plan of using stamps such as I have described in connection with their parcel traffic, more especially perhaps the traffic forwarded by suburban trains; this class of business is carried by them at very low rates, and requires, as does the same class of business in the United States, that it should be handled with the utmost expedition. This expedition they find to be possible by using the adhesive coupon stamp in question.
of new and important revenue to the railroad companies. I understand that it is already in use for certain classes of business by the express companies. This, in itself, is sufficient to demonstrate its utility to the railroad companies, if such demonstration be necessary.
CHAPTER XXX.

Excess Baggage Revenue; its Contingencies and the Principle to be observed in Providing for its Collection—Defects in the System in Force heretofore—Detailed Description of the Different Forms of Way-Bill that must be Used by Agents and others to enable Accounting Officers to Properly Provide for Excess Baggage Traffic—Difficulties that Surround the Subject—Advances on Baggage—Method of Accounting for Local and Inter-Road Traffic—Excess Baggage Way-Bills.

The lack of adequate clerical facilities, and the dispatch with which the business must be conducted, require that the appliances for way-billing extra baggage and other baggage-car traffic should be as simple as possible; hence, in elaborating the following system, every effort has been made to reduce the clerical work of the agent to the minimum, and at the same time make the blanks required as few and convenient to handle as possible.

It is, perhaps, proper to state here that in perfecting the system described in this and the accompanying chapters there has been no straining after something new or original. After giving the subject of excess baggage traffic accounts much thought in the vain attempt to make certain existing plans
answer the purposes required, such plans have reluctantly been abandoned, and a new one formed, based on the same general principles as those in use to-day all over the country in connection with the freight and express business. It was necessary, however, to simplify and curtail the form and style of the freight blanks very much, besides adding several entirely new features to meet the peculiarities of the business. But, generally speaking, I have adopted the admirable arrangement of the freight system, whereby charges on property transported may be paid in advance of shipment or left for collection at the place of destination, at the discretion of the owner or carrier.

The trouble with the existing methods of accounting, as I have taken some pains to explain, is that it makes the prepayment of charges compulsory. No adequate provision is made for collecting at the place of destination. In consequence of this want of adaptability in the method of handling the traffic much of the business done escapes payment altogether, for the reason that in many instances there is no time before the departure of trains for weighing and billing the goods that are presented for shipment and collecting the charges thereon. Our railroad companies will not refuse to receive and forward baggage, even when presented upon the very eve of the departure of trains, and so long as this is so it is manifest that our arrangement for handling the business must be in harmony with.
I have heard it stated by officials, and these statements are confirmed by printed rules and regulations, that passengers having excess baggage must deliver the same at the depot in time to be weighed and accounted for before the departure of the train, otherwise it will not be received or will be forwarded by the succeeding train. This is the theory. The practices of our companies are directly the opposite. Theoretically an official may refuse to receive baggage unless presented at a certain time. Practically, however, he dare not refuse it at all; first, because it would incense the public; and second, because rival lines would take advantage of the circumstance to injure the business of his company. The European lines may provide that baggage must be delivered at the depot fifteen minutes in advance of the departure of trains, and they may be able to enforce this rule, but the railroad companies in the United States would not dare to introduce such a regulation, or would not dare to enforce it, if it were introduced. It remains, therefore, in considering the question, to make our system of accounting connected with traffic of this character harmonize with its peculiarities as they exist, and not as we would like to have them or as certain people may conceive them to exist.

The methods pursued by the freight department of our railroads afford in the main a very good basis for treating the extra baggage and parcel traffic, and it is quite apparent that the simplicity
and comprehensiveness of this method would have been adopted in the first place if those in charge of the baggage traffic had been familiar with them. The ignorance in this respect of those who devised the present method of treating excess baggage is another illustration, if one were wanting, of the desirability of officials possessing some general knowledge of traffic affairs in order to enable them to handle particular branches thereof successfully. There is, however, one serious difference between the freight and excess baggage traffic that must not be overlooked in comparing them or in attempting to readjust the system of the former so as to conform to the requirements of the latter. It is this: The business of the freight department is conducted methodically and leisurely. Nothing is shipped until it is weighed and billed. If not delivered in time to permit this it is either not received at all or remains in the warehouse until a more convenient season. The character of the property or the convenience of the public does not suffer materially by such a course. A day more or less is of little consequence if the goods are not of a perishable character. The excess baggage and much of the parcel traffic, on the other hand, requires to be forwarded promptly and by a particular train. If it does not reach the station until the bell signals the departure of the train, every effort must nevertheless be made to send it forward. To permit it to lie over would be perhaps to greatly discommodate a large number
of people or seriously endanger the property. A system of accounting that might operate successfully in the case of the freight business must, therefore, it is manifest, be rearranged and harmonized to meet the peculiarities of the business carried by passenger-trains. This re-adaptation I have attempted in the accompanying rules, and I think generally with success. However, others will doubtless discover how the methods devised may be further improved and utilized.

The peculiar features of the excess baggage and parcel traffic require that provision should be made for the following contingencies: First, for the pre-payment of charges when desired; second, for the collection of charges at the point of destination on property regularly and properly billed; third, for the collection of charges on excess baggage left at intermediate stations or carried beyond the stipulated place of destination; fourth, for baggage destined to stations where there is no agents; fifth, for the collection of charges on property received for shipment too late to be weighed or billed by the agent forwarding the same.

To relieve the forwarding agent, who is the official most pressed for time, all charges should so far as possible, be made payable at the place of destination.

When traffic is destined to stations at which there are no agents, it must manifestly be prepaid or the train baggageman must be entrusted with the.
collection of the charges. I can see no reason why
the latter should not be done. Indeed, the train
baggageman should be made the medium of collect-
ing the charges on excess baggage and parcels the
same as station officials, and returns should be re-
quired of them as in other cases for all such collec-
tions. It is desirable (so long as the present unsat-
isfactory manner of accounting for the excess bag-
gage between connecting companies continues) that
baggage destined to points on the lines of other com-
panies should be prepaid. In the event, however, that
a satisfactory agreement can be made between
connecting lines for accounting for collections made
between them for excess baggage, I do not see why
it should be prepaid any more than it is required
that charges on common freight or goods destined
to points on connecting lines should be prepaid.
The luggage is always good for the amount of the
charges, or if it is not, then such charges should be
collected in advance as in other cases, or their payment
properly guaranteed. Excess baggage may not only
be billed unpaid under such circumstances, but, if
occasion renders it necessary, charges may be ad-
vanced upon the same, exactly as charges are ad-
vanced on common merchandise. When traffic
destined to points on other roads is prepaid, the for-
warding company should report to the lines inter-
ested in the charges due them; when charges are
payable at destination the receiving company
should make the necessary returns.
Three classes of way-bills can be used to advantage in handling excess baggage traffic. The first class, which we will call Form 4, is to be used when the charges on excess baggage are paid in cash or in the equivalent thereof, namely, mileage coupons, permits, franks, passes, etc. The second form of way-bill required which we will call Form 5, is in the nature of a memorandum. This is for the use in those cases where the forwarding agent is not able to ascertain whether the baggage received for shipment should be classed under the head of excess luggage or not. The third, or last form of way-bill required, which we will call Form 6, is in the nature of a special bill designed to accommodate traffic upon which the agent is unable to collect and transmit the charges, either in cash or its equivalent.

Let us take up these way-bills in the order described. In the case of Form 4 when charges are prepaid they should be entered by the forwarding agent in the place provided. When they are to be collected at the place of destination they should be entered in the place provided for local charges. The face of the way-bill should be filled up by the forwarding agent.

When a bill reaches its destination it should be

1. See appendix, form 4.
2. In the event loss is to be apprehended from way-bills becoming torn or detached while en-route they may be printed on strong linen paper or otherwise as may be best.
3. See appendix, form 5.
4. See appendix, form 6.
detached by the agent and the reverse side of it filled up in accordance with the facts. In the first place the baggage should be re-weighed by the receiving agent and the excess accurately ascertained. If the local charges are paid in cash, a place is provided for inserting the amount.

Advances or back charges should in all cases be paid in cash.

If a mileage ticket is presented in settlement of the amount due for local charges, then the agent should detach the number of coupons required, and insert the amount of the same in dollars and cents in the place provided. If a trip frank or permit, that can only be used once, is presented, he should take up the same and enter its number and date, also the name of party by whom given. If a season frank or permit is presented a description of the same should be inserted.

A careful record of each way-bill, by both the forwarding and receiving agent, should be entered on the proper station books.

From the record thus made on the station books, agents can keep their accounts in order and make the abstracts and returns required at the end of the month. The way-bills received by agents each day should be sent forward without delay to the accounting officer. All cash way-bills (whether the cash has actually been collected at the time or not) should for convenience of accounting be arranged and enclosed in a separate package to the accounting officer.
In those cases where way-bills are adjusted by receiving in payment mileage coupons, franks, or permits, as already described, or when settled partly in cash and partly in coupons, franks, or permits, then, and in that case, the agent should enclose each way-bill separately with such coupons, franks, or permits.

It is important that coupons should reach the accounting officer safely with the way-bill, as such coupons are the voucher upon which he credits the receiving agent. The value of the coupons to the receiving agent is therefore that of cash.¹

Baggage car traffic should be way-billed prepaid whenever the shipper desires it. In such cases if the charges are paid with mileage coupons, franks or permits the fact will be stated in the place provided upon the face of the way-bill. The coupons, franks, or permits received should be enclosed (a separate enclosure being made for each way-bill, as already directed) to the accounting officer, accompanied by a statement that they were accepted in lieu of cash on excess baggage, giving the number of way-bill, point forwarded from and place of destination; also giving the date of the bill. But this rule, it should be remembered, applies only when the traffic which it is desired to prepay is delivered at the depot in time to be properly weighed and

¹. If a frank or permit is lost, a description of it might perhaps answer the purpose of the accounting officer, but the loss of mileage coupons would be much more serious, as they are more difficult to describe as well as more difficult to keep account of to prevent their subsequent use.
billed; when it is not so delivered it should be billed unpaid. In providing a method of accounting for excess baggage special provision is required to be made for the prepayment of charges in order to satisfy the demands of those who object for any reason to the payment of charges at the place of destination. It frequently occurs in the case of traffic consigned to large cities or transfer points that passengers are subjected to considerable delay in the delivery to them of their baggage. This is unavoidable many times in consequence of the amount of business to be handled, and when the delay is unnecessarily prolonged it may involve the loss of a conveyance or connecting train. For these and other reasons it is necessary that provision should be made in every case for the prepayment of charges. But, as already stated, it should be understood that prepayment is contingent upon the delivery of the property at the station so far in advance of the departure of the train as to afford the railroad company time for weighing and billing and collecting. Except for the inconvenience likely to be occasioned passengers at the end of their route under the peculiar circumstances just described I can see no reason why the charges on property should not uniformly be made payable at the place of destination.

Unpaid bills adjusted with mileage coupons, franks, or permits should not be entered in dollars and cents on the books or abstract returns by the
agent making the collection (but would be by the agent at the other end of the route). On the contrary, a description of what is received in place of cash should be inserted. And in the same way when prepaid bills are adjusted with mileage coupons, franks, or permits, the amount in dollars and cents should not be entered on the books and abstracts by the forwarding agent, but instead of this a description should be inserted of what was received in lieu of cash.

As directed elsewhere, free business should not be included in the monthly abstracts. Free business is intended to mean baggage traffic way-billed upon Form 6, described further on. All way-bills of Form 4 must be included in the monthly abstracts.

It will frequently happen that Form 4 will be used in way-billing baggage when Form 6 should have been used; nevertheless Form 4 whenever used must be included in the monthly return.

As way-bills and vouchers (coupons, franks, permits, etc.) are sent forward by agents, in advance of the monthly abstracts, their possession by the accounting officer will enable that official to see that the agent is correct in his accounts of such payments, or vice versa.

Agents should be charged with way-bills in the month in which they are dated, without reference to the time of collection.

In case traffic is for any reason re-shipped to
another station without the agent having been able to collect the amount charged to him in account, then the agent should detach the original bill from the package, as in other cases, and make a new one, i. e., re-bill the property. The new bill should read from the place of re-shipment to destination. In re-billing traffic the amount of the original charges, both local and back, upon the baggage should be inserted in the new way-bill as back charges.

At the close of the month the agent that re-billed the baggage should charge himself with the original or first way-bill described above. As a set-off against this charge he would take credit in his monthly balance sheet for the amount of the back charges. The agent who finally collects the back charges would of course debit himself with such charges the same as he would with any charges he may collect.

Under ordinary circumstances all unpaid charges should be settled at the point to which the traffic was originally billed. But as cases will arise where this is exceedingly inconvenient or practically impossible, it becomes necessary to arrange to carry such charges forward. The provision herein for back charges does this. It also provides for any cash advances agents and conductors may find it necessary to make to passengers on their property.

As already explained, all particulars in reference

1. The words local charges herein are intended to mean the unpaid through charges, whether the business is local or foreign.
to baggage traffic must be duly spread upon the station books at the time by agents.

Agents should take credit in their monthly balance, under the head of "uncollected baggage traffic charges," for the aggregate amount of any and all baggage traffic way-bills charged to them in account, which they have not for any reason been able to collect. In connection with this, however, the agent should be required to forward a detailed and separate statement of such uncollected charges, giving the particulars of the same. This statement should give the original date of the way-bill, date of its receipt, number, point from, point to, correct weight, local charges and back charges. This statement may properly be called a "List of uncollected charges on baggage car traffic."

As already explained, it will frequently occur, in the operation of business, that the forwarding agent will not have the requisite time to investigate the facts in reference to supposed extra baggage presented to be checked as ordinary baggage; or he will be unable, perhaps, for want of time, to regularly way-bill the baggage traffic forwarded by him and known to be such. In these and all similar cases he should attach a memorandum bill, Form 5, to the baggage.

Upon the receipt of traffic billed in this manner the receiving agent should carefully investigate all the facts in the case, and in the event it is found that the amount is in excess of the quantity entitled
to be passed free, then such agent should make a way-bill of the usual form, 4 or 6 as the case requires.

The insertion by the forwarding agent of the number of passage tickets held by the owner, will enable the receiving agent to tell just how much baggage is entitled to pass free under the rules, the excess, if any, being chargeable as extra baggage.

The insertion of the number of the station from which forwarded is not important, but it will be useful to the receiving agent in locating definitely the point of shipment if the manifest of the train baggageman or the check attached should not furnish the information.

To fill up and attach this memorandum bill requires but an instant, and it can consequently be done in all cases of doubt, or when the forwarding agent is hurried.

In this way a shipment will not be lost sight of for want of time, and no particle of the revenue of a company from this source will consequently be lost.

In the operations of the baggage department instances will arise where baggage in excess of the quantity allowed will be forwarded without the agents suspecting that it should be billed as excess traffic. In such event the agent at the place of destination will not be likely to discover the neglect. If, however, he is a shrewd observing official, or is located at an interior point, he may, perhaps, de-
tect the omission. In such a case he should make a way-bill, using the regular form. As already indicated, the baggage check attached, or the information contained in the train baggageman's manifest, ought to be such as to enable an agent to locate the point of shipment of traffic arriving without a bill.

Whenever for any reason it is necessary for a receiving agent to make a way-bill, he should, so far as possible, fill up both sides of the blank. The number as entered on the bill should in such cases be preceded by the letters R. A.¹ as "R.A.41." In numbering bills of this description, the receiving agent should commence with No. 1 on the first of each month. A duplicate of each bill of this character should be made by the receiving agent, and forthwith transmitted to the forwarding agent. The word "Duplicate" should be written in ink across both sides of the duplicate.

When for any reason traffic is stopped in transit, for delivery to the owner at an intermediate station, or when the train baggageman, under the direction of the owner, carries it beyond the point to which it is billed, then the agent at the station where it is unloaded should insert in the way-bill the right destination, and should correct the local charges, making them more or less as the tariff prescribes, sending a notice of the correction, without delay,

¹. These initials will indicate to all concerned that the bill was made by the "Receiving Agent" at the place of destination.
to the forwarding agent, so that he may alter his books.

In billing baggage traffic through to points on foreign lines, Form 4 should be used, as in other cases. The charges, however, as already explained, should, for obvious reasons, be prepaid, though a better check would be secured on the collecting agent by billing it unpaid. In the event the agent is unable regularly to bill the baggage, as already explained in connection with local baggage, as described under head of Form 5, then he should pursue exactly the same course as directed in that case.

When traffic is received from points on foreign lines without way-bill or other indication of its coming under that head, the receiving agent should, when the facts in the case come to his knowledge, make a through way-bill, Form "4," as directed elsewhere in similar cases for local baggage. The reversible checks giving the name of the station from which the property was checked will assist him in determining the point of departure of such traffic.

The proportion belonging to the respective companies for excess baggage traffic billed through from one line to or over another should be fixed the same as foreign passenger business, viz., upon such basis as the officers of the lines interested may mutually agree upon. The reports of proportions due foreign companies on account of collections for traffic of this description passing over their lines can be made supplemental to the monthly coupon (passen-
ger) return, or a separate statement can be rendered, as seems most desirable. The return should, however, give all the information shown by the way-bill, so that a company interested may properly locate each item of baggage it transports.

In connection with the inter-road business, train baggagemen on lines intermediate between the point of shipment and final destination should be required by their respective companies to send to their accounting officer an accurate transcript of each and every through way-bill. This information will be necessary to enable the intermediate company to see that it receives its just proportion of all the through baggage traffic transported by it.

In the event the agent at the terminal point for inter-road business discovers that the amount collected at the point of shipment is not enough, he should fill up and enter the correct amount on the reverse side of the inter-road way-bill. Several changes will, however, be required in the phraseology of the way-bill as given herein (if it is used), to meet the requirements of cases of this kind. The amount collected by the forwarding company he (the receiving agent) should insert opposite the words “local charges.” These words he will alter to read “prepaid charges.” The amount of the undercharge to be collected by him he should insert in the place provided for “back charges.”

1. I have always believed, however, that the excess baggage traffic accounts should be kept entirely distinct from the passenger ticket accounts.
should, however, run his pen through the words “back charges,” inserting “undercharge” in their place. This undercharge should be reported by the collecting company to the other companies interested, the same exactly as if it was for extra baggage forwarded instead of received.

In the event the agent at the receiving station discovers that the forwarding company (i.e. the foreign agent) has charged too much, then he (the receiving agent) will make a note of the fact and report it to the accounting officer, but will not alter the way-bill unless especially directed.

Except when agents discover that traffic received from foreign lines is undercharged, as already described, they should not alter or fill up the reverse side of way-bills received from such foreign lines.

When way-bills, foreign or local, are prepaid and are correctly billed, no amount will, of course, be inserted on the reverse side of the way-bill by the receiving agent.

In the event that a receiving agent discovers that local prepaid baggage traffic has not been charged enough, then the amount of the undercharge should be inserted on the reverse side of the way-bill and duly collected as already noted.

In the event, however, the amount prepaid for local traffic is too great, then the receiving agent should notify the accounting officer of the amount of the overcharge, but should make no correction upon the way-bill, except to note the amount of the overcharge across the margin of it.
A way-bill should be transmitted to the accounting officer for every pound of extra baggage transported whether billed free or otherwise.

Before closing this description of the rules and regulation governing excess luggage it remains to provide for those cases where the agent is unable to transmit to the accounting officer a direct and palpable reason why he does not collect cash or remit its equivalent for baggage traffic for which he is justly holden. He will be unable to do this, it may be said, when passengers hold season baggage franks or permits, or franks or permits good for a stipulated period, or when the frank or permit is written on the back of a passage ticket or pass, or when the agent is authorized, in his discretion, to pass traffic free.

It is manifestly impossible, in cases of the kind recited, that the order authorizing the transportation of the traffic should be transmitted to the accounting officer with the way-bill. That officer is consequently compelled to rest satisfied with a statement or description of the order. This description he can compare or verify with the records of his office, which, as already explained, should be complete in every particular.

In the cases we have just referred to and in others of a similar character, agents should be provided with a special form of way-bill similar to Form 6.

This form should be filled up and attached to
the baggage by the forwarding agent, or in the event he does not have the time to fill it up, a blank way-bill of this form should be attached. This blank in such cases should be filled up by the receiving agent, but a copy need not be sent to the forwarding agent. The receiving agent is required, however, as in other cases, to detach way-bills of Form 6 upon receipt of baggage traffic and transmit the same to the accounting officer. In the event baggage traffic of the character we have just described reaches a station without any way-bill whatever attached, then the receiving agent should make a bill and send it to the accounting officer, but a copy need not be sent to the forwarding agent.

Detailed reports should be made to the accounting officer daily by the proper officers of all franks or permits issued, also all mileage, season or commutation tickets disposed of. This information is necessary to the accounting officer and will be in constant requisition by him for the purpose of verifying the way-bills and accounts of agents and others.

Traffic way-bills (Form 4) should be numbered consecutively, commencing with number one on the first day of each month, but special traffic way-bills (Form 6) need not be numbered.

It is a general rule with all companies that baggage shall not be checked except upon the presentation of a passage ticket. It should also be a general rule that when baggage is checked the pas-
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The particular forms that I have described are more especially adapted for billing local traffic, but I can see no objections, with the modifications that I have provided for, why they should not be used for inter-road business as well. I think it is desirable to reduce the number of the forms to be used as much as possible, consistent with the simple and expeditious discharge of business; but the number of forms in use is not material, if they are compactly arranged and bound for convenient use by the agent. Several different blanks or way-bills have been devised for the purpose of accommodating inter-road traffic. One of these is in use upon several New England lines, and is thus described:

"The form is very simple, and yet seems to cover all the ground required. Its various portions respectively designate the excess baggage, enable the baggage master to make out his report of collections and furnish a voucher therefor, and allows each road over which the baggage is transported to ascertain the extra amount charged. In the hands of the passenger it becomes his receipt for the payment of the extra charge. The checks may be printed on heavy manilla tag stock, which would be sufficiently strong for the purpose intended."

This form is a great improvement, it is apparent,

1. See Appendix, form 7.
over the old habit of entering merely the amount collected on the passenger's ticket, or perhaps more often failing to make any entry of it whatever, but why a printed number should be inserted in the blank, any more than it is in the through freight way-bill, it is difficult to tell. The cost it involves for printing and accounting in excess of what a plain unnumbered blank would cost cannot but be very great. The ticket in question possesses many desirable qualities, but it is lacking in comprehensiveness. It does not possess sufficient elasticity, besides it presupposes the prepayment of charges in every instance. It also fails to make provision for advances on baggage; while it is evident that the interests of a company frequently require that advances should be made. Either of the defects named are fatal to its permanence and usefulness, or any form based upon a similar theory.

Upon lines where the method of billing baggage as practiced in Europe is in force, the amount of excess may be inserted on the face of the way-bill in the event the agent does not have time to properly bill the traffic. The European companies insert in the way-bill the gross weight of the baggage, but it seems to me that only the excess weight for which the company may make a separate charge is necessary. This would simplify and reduce the work very much, and wherever an amount was inserted in the way-bill agents would then understand that charges were to be collected therefor.
For the information of those curious in such matters I have included in the appendix (Form 8) a copy of the blank used in Austria in billing baggage. This form is more complicated than any other that I have seen, and it seems to cover more ground than the case really requires, and to involve an amount of work upon the part of the station officials and an amount of patience upon the part of the passengers that the case does not call for. Judging from this form it would be presumed that the railway passenger traffic of Austria and the countries where the blank is used was conducted on the principle that time was not a consideration, either to the railway company or to the passenger. If this is not so how can the carrier expect his patrons to arrive at the station so far ahead of the departure of trains as to permit the weighing of their baggage and the making of two such bills as that in question, one being for the use of the passenger, and the other for the use of the train officials. The Austrian form, it will be noticed, provides for all the contingencies of travel—inter-road, military and commercial. The time and labor required in filling up such a form for each package of baggage that is forwarded must be something wonderful, and indicates a complaisant public. The form in question is the creation of the officials of the Austrian Government and is enforced under their supervision. Let those who urge a more thorough governmental supervision of railroads in the United States, read and ponder this blank.
CHAPTER XXXI.


After having provided a simple and comprehensive form of conducting the excess baggage traffic it remains to provide the machinery required to secure intelligent accounting upon the part of agents and others, so that the auditing of the accounts at the headquarters of a company may be prompt and thorough.

In auditing the freight accounts of a road the receipts of stations correspond exactly with the amounts reported as forwarded by the various stations, and the fact that they so agree is corroborative evidence of the correctness of the accounting. This check is hardly possible with the excess baggage traffic. It is only occasionally that it is necessary to correct the original extensions as entered on a freight way-bill. With the excess baggage traffic it is different. The baggageman does not have the time that the freight agent does to accurately weigh the freight and bill it correctly; on the contrary, he is compelled, as I have shown, frequently
to estimate the weight of the shipment. These estimated amounts the receiving agent corrects, substituting the actual figures. Now, unless the receiving agent notifies the forwarding agent of these corrections, so that the latter may alter his books, the amounts as returned by the two agents will not, of course, agree.

To obviate this difference, the receiving agent can be required to notify the forwarding agent of all changes made upon the latter's bills, but, as the number of these alterations promise to be very large, it seems very desirable, if possible, to avoid the labor and expense of sending such notices. By reference to the form of return made by agents, (see appendix, Forms 9 and 10,) it will be seen that provision has been made for the constantly recurring differences noticed, and an effort made to obviate any necessity for the receiving agent notifying the forwarding agent of alterations made by him.

Excess baggage traffic billed to stations at which there are no agents should be taken up on the books and in the returns of the agent at the next station beyond, and the billing agent should report it in his monthly abstract as forwarded to such station.

The methods of accounting to be pursued by agents are as follows:

And first we may notice the monthly abstract of excess baggage traffic forwarded. (See appendix, Form 9.)

For all excess baggage traffic forwarded from
the different stations the agents thereat are required to make a monthly abstract.

If no excess baggage has been forwarded during the month the headings of a blank abstract should be filled up and transmitted.

This abstract should embrace a correct statement of every way bill forwarded, excepting baggage billed free as described elsewhere.

It should be sent to the accounting officer on the fifth day after the close of the month.

In making this return all the way bills for each station should, so far as possible, be entered in numerical order.

Following each station the total footings for such station should be entered.

In making the abstract the column headed "unpaid local charges as corrected by the receiving agent," should not be filled up by the agent, but should be left blank to be filled up by the accounting officer.

Stations should be arranged in the abstract in the order in which they are named in the list of stations.

When traffic is billed to points on foreign lines, such places should be entered last in the abstract; the stations for each foreign road should be grouped together in alphabetical order. To enable the accounting officer to identify the destination and route of foreign bills, the number of the coupon ticket form should be entered after the name of the place of destination.
Traffic to or from the same point, but going via a different route, should be entered separately in the abstracts.

At stations where a copying press is used an impression of the abstract should be preserved by agents.

At the close of the abstract a recapitulation should be entered, giving the aggregate amounts forwarded to the different stations and places. The recapitulation should be footed.

Upon receipt of the abstract by the accounting officer, it should be the duty of that official to compare the same with the way-bills and with the abstracts of traffic received, as returned by agents and others, any errors or omissions being carefully corrected and the agent forthwith notified of the same.

In addition to the abstracts of traffic forwarded, agents at the various stations should be required to make a monthly abstract of all baggage traffic received by them each month (see appendix, Form 10), except baggage billed free.

If nothing is received, then a blank abstract should be filled up and sent to the accounting officer.

Way-bills should be included in the month in which they are dated, and if not so included they should be added by the accounting officer.

Traffic way-billed by the receiving agent should be included in the abstract of the month in which
the baggage was received at that point. All other way-bills should be included in the month in which they are made by the forwarding agent.

Way-bills received after the abstract for the month has gone forward should forthwith be transmitted to the accounting officer with a letter explaining the case.

The abstract should embrace all way-bills excepting those billed free on Form 6, as already intimated.

The various columns of the abstract should be filled up as per their respective headings.

The footings of every way-bill, whether corrected or not, should be entered by agents in the column headed "unpaid local charges as corrected by receiving agent." When the local charges as corrected are the same as those originally inserted in the way-bill by the forwarding agent, then the amount need not be entered in the column preceding the one named above; in all other cases both columns should be filled up.

The abstract should be sent to the accounting officer on the fifth day after the close of the month. Abstracts should be held by agents until the fifth of the succeeding month, so as to afford opportunity for all bills to reach their destination in time to be included in the account for the month in which they are dated.

All the way bills for each station from which affle has been received during the month should
be grouped together, and the bills should, so far as possible, be entered in numerical order. Following each station the total footings for such station should be entered.

Stations should be arranged in the order in which they are named in the list of stations.

When traffic is received from points located on foreign lines, the account of such business should be entered last in the abstract, the stations for each foreign road being grouped together in alphabetical order.

At stations where a copying press is used an impression of the abstract should be preserved by agents.

At the close of the abstract, a recapitulation should be entered, giving the aggregate amounts received from the different stations and places. The recapitulation should also be footed.

Upon receipt of the abstracts by the accounting officer, it should be the duty of that officer to compare the same with the way-bills, and with the abstracts of traffic forwarded, as returned by agents and others, any errors or omissions being carefully corrected, and the agent forthwith notified of the same.

It should also be the duty of the accounting officer, before certifying to the baggage traffic returns of agents for the month, to see that the aggregate amount received from local stations agrees exactly with the amount forwarded from local stations, etc., etc.
In addition to the foregoing returns for traffic forwarded and received, agents should be required to make a report to the accounting officer, each month, of all moneys collected on account of lost checks. This report should also embrace collections for storage, and other miscellaneous purposes incident to the handling and care of baggage. The body of the report should specify the date of collection, number of check or ticket, from whom collected, what the collection was made for, and, finally, the amount collected.

Agents should make a special charge, in their monthly balance sheet, of the amount of all collections made by them for lost baggage checks, storage and care of property and kindred objects, as referred to in the preceding paragraph. The particulars of such collection should be entered in the baggage abstracts already described.

In the operations of business it will frequently transpire that agents will be unable to collect charges in the month in which the property is billed. When this is the case they should take credit for such amount in their monthly balance sheets, and forward with the same a "list of uncollected charges on excess baggage traffic" (as see Form 11).

Wherever charges are collected by agents it is desirable that a receipt should be given. It is a protection to the agent, to the payee, and to the company. Form 12, described in the appendix may well be used for this purpose.
For the convenience of agents in keeping a record of any traffic they may bill it would be well to provide them with a small record or pocket memorandum book in which they can note, at the time, such particulars as they will subsequently require in writing up the permanent records of the station. (See appendix, Form 18.) The little clerical work there is connected with the billing of excess baggage will have to be done, in the majority of cases, on the station platform. This fact has not been forgotten in arranging the various forms of way-bill to be used, the size being so reduced, compared with ordinary freight way-bills, that they can be carried without inconvenience or soiling in the pocket of the agent. In those cases, however, where a stub is attached to the way bill, to be filled and detached by the forwarding agent for purposes of record, the memorandum book in question is unnecessary. It is, however, valuable for recording collections for lost checks, storage, etc., and a portion of it should be set apart for that express purpose.

In addition to the blanks already described there should be provided a form of correction sheet, to be used by agents in notifying each other when local charges are changed in consequence of alteration being made in the destination of the baggage, as already described, or when for any other reason it may be desired to send a notice of correction. (See appendix, Form 14.)

To complete the system we have described, and
at the same time secure a necessary check on the excess baggage carried by them, train baggagemen should be required to report to the accounting officer the particulars of each and every traffic way-bill carried by them. This report should recite, the date of the way-bill, number, where from, where to, weight, local charges and prepaid charges. This report, it may be said, is indispensable to the accounting officer. In the event agents and others should omit way-bills from their monthly abstracts the information afforded by it will enable the accountant to at once discover and correct the omissions. It is also a complete record of inter-road business, and is especially valuable to the lines intermediate between the billing and receiving companies.
CHAPTER XXXII.

General and Detailed Instructions to Agents, Station Baggage-masters, Train Baggage-men and others in reference to their Duties in connection with the Handling of Baggage—Comprehensive Method observed in the Preparation of these Instructions—They are not the Work of one man, but represent the Experience of many.

The subjoined rules form a part of the regulations of the baggage department, and are necessary to its complete and uniform working.

In preparing these rules and regulations a careful examination has been made of the workings of many prominent and well managed roads. The instructions are not, therefore, the work of any one man, but represent the experience of many. They have been revised and greatly enlarged. These rules, as already intimated, have very little to do with the Excess Baggage Traffic for which pay is exacted, further than that they harmonize generally with the directions already laid down in preceding chapters in reference to that particular class of business. They are based upon the American method of checking baggage, but with some slight changes (mainly of phraseology), are applicable to any system.

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GENERAL INSTRUCTIONS.

The liability of a railway company for the loss of baggage, or for any unnecessary or avoidable injury done to it while in the company’s possession, is an established fact. It is therefore especially important that those connected in any way with the baggage department should exercise the utmost care in handling and watching over the baggage intrusted to them. It should be remembered that the interests of the company and the interests of the passenger are identical in this.

All employes in any way connected with the department are expected at all times to exercise their skill and ingenuity to the utmost in securing for the company they represent every species of revenue that justly belongs to it.

Employes should not collect or accept any fee or perquisite for acts performed, or for concessions granted by them, except by permission of their employers.1 When no charge is exacted by a com-

1. "The servants of the company are strictly prohibited from receiving gratuities, and passengers are urgently requested to abstain from giving them money; any servant of the company detected accepting a gratuity will be liable to fine or dismissal."—Reg. London and N. W. Ry., Eng.

"No gratuity under any circumstances is permitted to be taken by any servant of this company."—Reg. Midland Ry. of Eng.

Upon some lines, on the other hand, charges on property such as guns, dogs, baby wagons, etc., are looked upon as a perquisite of the train baggageman. "The fees for carrying dogs, monkeys, parrots, guns, baby wagons and saddles are for the personal compensation of the train baggagemen for the extra work and responsibility they cause him."—Reg.

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pany for a particular service, none should be made by its employes.¹

When upon duty employes should wear the uniform prescribed by the company.

For the information of the officer in charge, and to enable him to trace the baggage transported, and for other reasons, he should require an accurate report of the number of each and every check attached to the trunks or parcels carried.

When unchecked packages are transported, a brief description of the same, including the address, should be entered on the various records and statements. Envelopes containing ordinary statements, reports, letters, etc., are excepted from this rule. A careful record should, however, be made of all valuable letters or packages said to contain valuable inclosures. The record of all valuable letters and packages and all unchecked parcels should be so clear and explicit that they may subsequently be traced from point of delivery to place of destination.

Agents and train baggagemen should be held personally responsible for the value of all packages for which they receipt, unless the same are delivered by them in like good order at destination or unavoidably destroyed by fire or otherwise while in their possession. It thus becomes of the greatest importance to agents and baggagemen that they

¹. This rule, I have observed, is more honored in the breach than in the observance.
should carefully compare the articles with the receipt before signing the same, otherwise they may become responsible for property never in their possession.

No person except authorized officials should be allowed to have access to the baggage or baggage checks in the company’s possession.

Passengers should not be permitted to open a trunk or pack a check for the property.

Rough handling of baggage, improper language to passengers, boisterous conduct, profanity or incivility of any nature, to or in the presence of passengers, on the part of the agents or baggagemen, should occasion the infliction of a severe penalty by the company.

Employees of the baggage department should be so manifestly careful and painstaking in the performance of their duties as to relieve the public of all just cause of complaint.

1. "In all their deportment towards passengers they will be gentlemanly and accommodating; and when passengers expect or claim what it may not be proper to grant they can decline with such explanation or reasons as will be likely to prove satisfactory, and not the cause of offense."—Regulations Ill. Road, 1833.

2. In reference to the handling of baggage in Italy a gentleman writes me as follows: "Baggage is sometimes injured by careless handling, but I do not think it is worse treated in Italy than elsewhere. There are occasional complaints of pilage of trunks by conductors and baggagemasters, but in the many thousands of miles I have traveled on railway in Italy since 1860, I have never lost anything by theft except trunk-straps, which, unless nailed to the trunk, are taken off not unfrequently."
In accepting or receipting for baggage the condition of the same should be particularly examined.

Agents and baggagemen should be instructed to tie up, or otherwise carefully secure any baggage they receive in bad order and any baggage that may get in bad order while it is in their care.

All articles found in the cars or upon the track, and remaining uncalled for twenty-four hours, and all articles found at stations and remaining uncalled for one week, should be forwarded to the officer designated to receive them. A statement should accompany all such articles. This statement should recite the date when the article was found, also the number of train or name of place, name of person by whom found, also a description of the article and the name of the person transmitting the same.

STATEMENTS AND RETURNS REQUIRED OF AGENTS OR STATION BAGGAGEMEN.

Agents should keep a record of all baggage forwarded from or received at their stations. This record should give the number of the train, date, number of the check, and name of train baggageman. For baggage forwarded it should give place of destination, and for baggage received it should give name of place where checked.

1. A full and complete record should be kept in the general baggage office of all articles transmitted to such office.

"All articles found in trains and not claimed within twenty-four hours will be sent to the general office of the company, and in such cases due notice must be given."—Roman Railway, 1873.
They should deliver, with all baggage loaded into baggage cars, a detailed description of the same, taking the receipt of the train baggageman upon the stub corresponding to such detailed description. This statement of baggage forwarded should recite the date, name of the station where loaded, the numbers of the checks and place of destination, a description being given when no check is attached.

They should be required to sign and transmit to the proper officer the "statement of baggage delivered" which they receive with baggage and parcels from train baggagemen.

All claims for loss or damage, or complaints relative to baggage, should be addressed to the officer designated to receive them.

They should promptly advise the officer in charge of any carelessness or neglect of duty upon the part of train baggagemen; they should also advise him of any other matters of special importance concerning the baggage department that the interests of the company render it desirable he should know.

All communications concerning checks, missing baggage, etc., should be addressed directly to the officer in charge of the baggage department.

The following statements, reports and returns required by such officer are explained more fully further on:

1st. Applications for lost baggage.

2d. Receipts for mismatched checks,
3d. Receipts for baggage delivered, for which checks are lost.

4th. Weekly reports of unclaimed baggage and parcels.

5th. Baggage to be returned with estray cards attached, when the said baggage has remained unclaimed for thirty days.

6th. To transmit on each Monday all superfluous checks on hand.

7th. To transmit with statement all odd or mismatched checks.

8th. Copies of orders of owners, directing unclaimed baggage to be forwarded.

9th. Train baggagemen’s statements of baggage delivered at stations.

**STATEMENT OF BAGGAGE DELIVERED BY TRAIN BAGGAGEMEN TO AGENTS.**

Agents, on receiving from train baggagemen the usual statement for baggage delivered at their station, should at once compare the numbers of checks as entered on said statement with the numbers of checks on the baggage, and if found to be correct they should sign the said statement. If incorrect, the words “not correct” should be written at the foot of the statement, and the error or discrepancy noted in full on the back. This notation on the back of the statement should also be signed by the agent. They should in no case change the figures on the baggagemen’s statement of baggage.
delivered, or attempt to correct errors except as above instructed by notations on the back thereof. They should sign and inclose the statement of baggage delivered at their stations by train baggage-men to the officer in charge by the first passenger train.

DIRECTIONS FOR CHECKING BAGGAGE, THE CARE OF CHECKS, ETC.

Agents should be required in all cases to check the baggage of passengers, giving to each passenger in exchange for his baggage the form of check provided for such purposes.¹

When a passenger has more than one piece of baggage, each piece must be checked.

Packages should not be checked when articles are attached, such as umbrellas, coats, shawls, etc., but the passenger should be first required to detach such articles.

Checks should not be nailed to packages, and where the latter are not provided with handles or loops to which the check may be safely attached, the omission should be remedied or the property should not be checked.

The delivery of the check to the passenger is

¹ The following in reference to the use of way-bills is interesting:
"All office porters, before pasting a label on any description of luggage, are to see if any of the company's labels be already thereon; when such is the case the new label is to be pasted over the old one."
"All articles of luggage for London, not taken charge of by the passengers themselves, are to have red labels pasted on, showing the initial letter of the owner's surname."—English Road.
an acknowledgment of the possession of the baggage by the railroad company.

In loading baggage, particularly at the starting point, that which is to be unloaded first should so far as possible be put into the car last. An intelligent observance of this rule will greatly relieve the train baggagemen and will save much unnecessary handling of baggage, thus decreasing the risk of its being damaged while in the company's possession.

Agents should not allow baggage to be put on board passenger trains without being checked.¹

Packages should not be received or checked as baggage, unless accompanied by a passenger.

Agents should request passengers to get their baggage checked before the time for the departure of the train.²

They should in all cases have passengers show their tickets before checking their baggage.

In no case should they check baggage unless the passenger has a ticket or a pass, and they should not check beyond the destination of the said ticket or pass.

Baggage should not be checked to a point short of the destination of the ticket covering it unless the ticket is entitled to stop-over privileges; in that

¹ "No baggage must be put on board unless its destination is known."—1859.

² "Unless baggage is delivered fifteen minutes before the starting time of a train, it will not be forwarded by such train. Baggage will not be forwarded unless the owner exhibits a passage ticket."—Regulations Austrian Roads, 1877.
case the point to which it is checked should be plainly marked on the ticket.

Agents should at all times keep a sufficient supply of checks on hand to accommodate the business of their station.

They should not be allowed to lend the checks assigned to their particular use, to other agents or to train baggagemen.

They should be particular to see that checks are properly matched before handing them to passengers.

They should be required to examine carefully all checks on hand, once in each week, and see that they are properly matched.

They should also examine them when stringing them for use.

They should be held accountable for the proper matching of checks.

They should send to the officer in charge on Monday of each week, all of the local and baggage traffic checks that can be spared. The card attached should give the name of the station from which the checks are sent, with the statement noted thereon, "not needed."

All odd or mismatched checks should be forwarded to the general baggage office promptly, with a full explanation of each particular case.

In checking baggage to local points, agents should use the station baggage numbers as they are given on the official list.
They should check baggage to all stations on the company's lines to which they sell local tickets. For this purpose local checks should be used.

Baggage destined to points on foreign roads should be checked via the route over which the passenger holds a ticket. If agents have no checks by such route, they should not check beyond their company's line except when the passenger desires the baggage to be checked to some point en route.

Reversible checks should in all cases be used in checking baggage through to points on foreign lines.

Baggage should be marked plainly with the number of station to which it is sent.

For indicating the number of station to which baggage is destined, the usual cardboard tag should be used.¹

Agents can not be too careful not to make a mistake in entering the number of the station, on the cardboard tag referred to above; any such mistake involves the miscarriage of the property and its possible loss.

Baggage should never be marked with chalk.

Agents should not, under any circumstances, double check baggage from their station to any other station.

When it is necessary to forward baggage that does not bear a check, and that is not accompanied

¹ "All baggage to go on the cars must be put in the most convenient place for loading, and must always be plainly labelled or marked, to show where it is to be delivered."—1863.
by the owner, they should put a strap check on the
baggage and send the duplicate in a letter to the
agent at the station where the baggage is to be left.
In the letter of advice the receiving agent should be
informed what kind of baggage the check calls for
and to whom it belongs. This rule applies only to
baggage destined to local points. Baggage checked
in the manner described should be identified by the
owner before delivery.

LOST AND ESTRAY BAGGAGE.

When checks are presented for which agents
have no baggage, they should ascertain at what sta-
tion the baggage was checked, and the date and
train checked for; also any distinguishing marks
that may be upon it or in it.¹

They should then make application to the
officer in charge, giving the above facts with the
numbers of the checks, and inform him where the
baggage should be sent.

When they receive checks from passengers to
send for baggage, they should be particular to give
the name of the owner of the baggage, the descrip-

¹. "If baggage or pieces of baggage are missing on arrival at destina-
tion the passenger will at once notify the agent, giving number and
weight of missing pieces. In exchange for the receipt delivered up by
the passenger, the agent must give the passenger a certificate stating
number and weight of missing pieces."—Roman Railway, 1872.

"Persons applying for missing luggage should be asked for full particu-
lars of their luggage and contents, name of owner, with any other names
or addresses that may be either in or on it, and date on which it was
tion and marks upon the baggage and the route by which the passengers traveled. In the event of there being more than one passenger, the number of passengers must be given.

"When luggage is forwarded to some other station for inspection, or otherwise, the station to which it has been forwarded is to be fully advised by the forwarding station, giving name of person for whom sent, and why sent. Articles forwarded from one station to another for inspection must, if not claimed, be at once returned to the station from which they were sent."1

If baggage is left behind by passengers, the officer in charge should be notified of the facts by telegraph, giving number of check and destination and the baggage should be forwarded by the succeeding train.

LOST CHECKS.

When claims are made for baggage by parties who have lost their checks, the baggage should not be delivered until it has been fully identified. The claimant should be required to mention the leading articles of contents, produce the key to the baggage, open the same, and finally pay to the agent making the delivery the price of the lost check, or any other expenses incurred, at the same time giving a receipt for the baggage to the agent. The receipt should be dated and should embody a complete

description of the property, including the number of the missing check. The receipt with the strap check should be enclosed to the officer in charge to be filed and preserved. The money should be forwarded as in other cases.¹

When no check is attached to baggage, or the check is mismatched, the property should not be delivered until the agent is fully satisfied that the party claiming it is entitled to receive it. A receipt should be taken in every case from the party to whom such baggage is delivered.

UNCLAIMED BAGGAGE.

Agents who receive orders to forward unclaimed

1. The identification of baggage in those cases where the owner cannot prove his rights by the production of the customary check or receipt requires that the baggageman should make the most searching inquiries in each instance. The interests of both the company and the owner are conserved by such a course. It is important above the mere value of the goods that property of this description should not fall into the hands of unauthorized parties. Every traveler will, therefore, readily excuse the enforcement of precautions by the railroad companies in this direction that may sooner or later be the means of protecting his own property. When baggage is claimed by parties, and the usual means of identification are wanting, the claimant should be required to furnish a detailed statement of the contents of packages, the point from which shipped, date shipped, with such other proofs of ownership of a special or technical character, as the nature of the case suggests to the attendant. In addition to these necessary and proper precautions it would perhaps be well to have the alleged owner file a bond of indemnity sufficient in amount to cover the value of the property, including any costs which the company may subsequently be subjected to in the event its action in delivering the goods is called in question.

“In default of a receipt proving ownership, parties must prove ownership and must give a receipt, or bond of indemnity according to circumstances, before baggage will be delivered to them. As a rule, baggage must be surrendered only at those stations to which it is billed. But ifatty regulations allow, it may be surrendered at a prior station return of the receipt.”—Regulations Austrian Roads, 1877.
baggage should send a copy of each order to the officer in charge unless the order is signed by him. They should notify him of any distinguishing marks on unclaimed baggage when it is received by them.

They should make a report on Saturday of each week of all unclaimed baggage and parcels at their stations, giving numbers of checks, and, when not checked, a description of baggage or property, and send it to the officer in charge on the first passenger train.¹

When baggage has remained unclaimed thirty days at stations it should be sent to the official designated to receive it, or elsewhere as he may direct, with an estray card attached stating the date when baggage was left at station and where it came from. At the same time the officer in question must be fully advised of the facts by letter.²

EXCESS BAGGAGE TRAFFIC.

When passengers have more than one piece of excess baggage, each piece should be checked with

1. All lost or unclaimed baggage left at any station must be immediately entered in a book for the purpose, and reported to the Superintendent.—1858.

2. "Station masters are particularly requested to have a periodical examination of the cloak or left-luggage room, cases having occurred in which lost luggage has been found there."—Reg. Clearing House, Eng.

"When owners after notice will not remove baggage in store, and likely to be damaged, such baggage will be sold without further notice as provided in special conditions. The same disposition will be made of baggage if not taken away within fourteen days unless otherwise agreed."—Roman Railway.
a baggage traffic check\(^1\) or some other device should be attached to indicate the character of the property.

Agents should be especially careful in preventing traffic way-bills from being taken from baggage by interested parties.

Baggage or parcels to which traffic way-bills are attached should not be given up until the owner has paid the charges on same.

An expense bill (receipt) should be filled up and kept on file by the agent for all unpaid charges on such traffic.

**MISCELLANEOUS INSTRUCTIONS TO AGENTS.**

Agents should collect and report storage at tariff rates when baggage is not taken away within the time specified in said tariff.

They should also collect and report the fee prescribed on all parcels, bundles, etc., left temporarily in their charge.

Baggage proper consists of the wearing apparel or personal effects of a passenger, not exceeding the quantity or number of pounds stipulated.\(^2\) When weighing over such amounts tariff rates should be charged, except in cases otherwise specially provided.

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1. This is a particular form of check that is used only when there is excess baggage. When a way bill instead of a check is used in forwarding baggage, I think this particular form of check can very well be abandoned.

2. In the event a company receives articles such as baby wagons, bird cages and saddles as baggage, especial notation to that effect should be made in the rules and regulations.
Children traveling upon half-fare tickets should be allowed only half the quantity of baggage allotted first-class passengers.

Jewelry and other valuable goods, unless they pertain to the wearing apparel of the passenger, should not be received as baggage. Such articles come under the head of express or parcel business. If forwarded as baggage traffic a release should in all cases be exacted.

Perishable property should be prepaid and should not be received except at the owner's risk, a formal release being exacted in each case by the agent the same as for perishable freight.

A release should also be signed for light or fragile articles, such as children's wagons, cradles, cribs, musical instrument, also for dogs and other animals. When a release is not given double the regular rates should be charged.

The tariff rate for transporting a corpse is the price of first-class ticket... the ticket or tickets must be delivered with the corpse to the train baggageman.

1. FORM OF RELEASE FOR EXCESS BAGGAGE TRAFFIC.

.....................................STATION,....................18

For and in consideration of the transportation of..............................................
by passenger trains from.................................................................to
.....................................in the same manner as ordinary baggage, I hereby
release the.................................................................company from all responsibility
for loss or damage to the same or.................................contents while in said
company's charge between the points named.

......................................................AGENT OR OWNER.

Check Nos........ | ........ | ....... | .......
Charges, §.............
The purchase of a ticket covering the transportation of a corpse does not carry any rights in reference to the transportation of baggage.

The casket containing a corpse must be inclosed in a box and must be accompanied by the certificate of a physician, or officer of the Board of Health, that the deceased did not die of a contagious disease.

"When it is desired to forward a corpse a notice of at least six to twelve hours must be given. The coffin must be hermetically sealed, and must be inclosed in a box; it must be in charge of and must be accompanied by a competent person. The papers required by law must be made and forwarded and the railroad companies' charges must be made in advance. If a corpse should be delivered, under false statement, to be forwarded as ordinary freight, the difference in the charges must be paid, and a fine of four times the amount of such charges may be exacted. A corpse must be removed from the depot within six hours after the arrival of the train."

Agents receiving baggage in bad order from connecting roads, or from passengers, should note particulars in ink in regard to the condition of the baggage on any receipt they may give for it. The use of the words "bad order" is not sufficient; full particulars should be given.

On the arrival of passenger trains at a station, agents are expected to give their attention to the
BAGGAGE, EXPRESS AND MAIL TRAFFIC.

baggage car first, and transact the necessary business with the train baggage men before attending to any other duties.

Agents should be careful not to deliver baggage that is checked without receiving a duplicate check in return.¹

All baggage while in their charge should be well guarded or kept in a secure place.

They should be held responsible for the safety of all baggage, for the care of checks, and for all articles left at their station.²

In connection with their other duties they should care for and promptly forward letters and packages, on account of the company's service.

1. The mode of identification or delivery of baggage abroad is thus described: "And the porters at King's Cross are, on the arrival of the trains, to take care that the luggage thus labelled is placed in the proper bins, or divisions of the barrier on the platform, and delivered only to the proper owners. No luggage at King's Cross, or any other station, may be delivered to any one, unless the name of the party be first of all ascertained and compared with the address on the luggage; and in case of there being no address, the party attending on that passenger must ask for some other mode of identification, and if this cannot be given, he must refer the case to the inspector or clerk on duty, and not on his own authority deliver up the luggage."—Great Northern Railway, Eng., 1866.

"The check must be demanded when it is deposited at the station, or first delivered to the owner."—1868.

"Baggage is delivered by the company on presentation of the receipt, no matter by whom presented."—Austrian Roads, 1877.

"If baggage receipt is not presented at destination, passengers will have to prove property before receiving their baggage."—Roman Railway.

2. "The baggage carriers at the different stations are at the disposal of passengers, but without responsibility upon the part of the railroad company. The carriers must be paid for their services, according to a tariff regulating their fee; they must issue receipts for any baggage received by them."—Austrian Roads, 1877.
The utmost expedition should be exercised in the delivery of baggage.1

Statements and returns required of train baggagemen.

They should be required to make a report to the officer in charge for each train run. This report should specify the date, number of train, starting point, destination, name of baggageman, the number and kind of each check attached to baggage, the number of the station where baggage was received, and the number of the station where left; if no check is attached to baggage a description must be given. They should commence to write up their report promptly at the starting point of the train.

The train baggageman should be required to make a report to the accounting officer of all excess baggage traffic way-bills. The report should specify the date of the way-bill, its number, where from, where to, the weight of the traffic, the gross amount of unpaid local charges, and also the gross amount of prepaid charges.

A detailed statement should be left with the baggage or parcels delivered to agents, baggage-

1. "They are to take care that they know where all the luggage for the different stations is put, and they are not to wait at the stations to be asked by the various passengers alighting for their luggage, but on reaching such stations they are personally to attend to the handing out of the various packages. The head guards are to see that the luggage is so loaded, that on opening the door of the van at the station, they may be enabled at once to see the destination of each article. All 'long' luggage is to be loaded in the lower compartments of the luggage vans, unless placed on the roof of the through carriages. All guards are mutually to assist each other."—English Road,
masters or train baggagemen (as the case may be, by either of the class of employes named), describing such baggage or parcels. The statement should include property belonging to the company. It should be signed and recite the date, number of train, number of each check and name of place where checked, also name of destination.

The blank forms of "Statements of baggage delivered" should for convenience be bound in book form. A stub or receipt should be attached to each form; it should recite the facts as described above. The stub must be receipted by the agent. It is the train baggageman's voucher for the delivery of the baggage, and it should be retained by him until all the statements in the book have been used. The receipt or stub should then be forwarded to the officer in charge to be filed and preserved. This form should also be used, as intimated above, in delivering baggage to baggagemen on connecting trains.

The reports required by the officer in charge may be summarized here as follows:

1st. Report of failure to deliver baggage at proper destination.

2d. All special information referring to the business of the department.

3d. Any neglect of duty or irregularities observed.

4th. Reports of baggage damaged while in care of train baggagemen.
5th. Notice of permission to change off with other baggagemen.

Train baggagemen should be required to transmit to the proper officer promptly at the end of each round trip all reports required of them, including the way-bills of baggage forwarded which they may have received; also all statements of baggage delivered received by them from other baggagemen.

Whenever train baggagemen perform any of the duties of an agent they should be required to make the same records, returns and accounts that agents are required to make under similar circumstances. It is therefore important that they should carefully acquaint themselves with the duties and responsibilities of agents in connection with the business of the baggage department,

THE RECEIPT AND DELIVERY OF BAGGAGE BY TRAIN BAGGAGEMEN.\(^1\)

They should not receive baggage or other arti-

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1. The following in reference to the duties of baggagemen, culled at random, are interesting: "Fish and game must not be taken into first-class carriages with passengers, but the guards [baggagemen] must take charge of such packages, and hand them out to the passengers when they alight. Fish and game, as parcels or luggage, must be stowed so as not to injure other articles, or annoy any passenger."—Gt. Nor. Ry., Eng., 1886.

"They will not be allowed to carry packages of freights of any description on their own account, or to receive valuable packages or money for transportation, or mail matter in violation of law, under any circumstances."

"They will have charge of the mails carried upon their train, when no mail agent is with the train."—1853.

"They will, when at stations, immediately after disposing of their baggage, examine the journals of their train and see that all are in order, keeping in readiness and with them at all times, suitable cans of oil to use when necessary."—1853.
cles (from stations having an agent or baggageman) unless properly checked.

They should be careful to deliver baggage, letters, and parcels at their proper destination.

"In case any letter should be marked as 'Important,' or for immediate delivery, they must send a porter with it to the proper office as soon as the train stops."\(^1\)

If by accident or mistake baggagemen fail to deliver baggage at its proper destination, they should report the failure promptly to the officer in charge.

On arriving at a station they should first deliver and receive the baggage for such station.

In case it is necessary to transfer baggage in consequence of accident to train, or for any other reason, they should count the number of pieces and check them, one by one, into the car to which they are to be transferred, seeing that none are lost or carried off by passengers or others.

When agents are not on hand to receive baggage, the fact should be noted on the returns.

When baggage is received by baggagemen in bad order, they should be particular to note the fact on their reports and upon any receipts signed by them.

When baggage is damaged while in their possession, full particulars should be entered upon the returns.

\(^1\) Gt. Nor. Ry., Eng.
RECEIVING AND DELIVERING BAGGAGE BY TRAIN BAGGAGEMEN AT STATIONS AT WHICH THERE IS NO AGENT.

They should provide themselves with local checks to use at stations where there is no agent or baggagemaster on duty, and if passengers deliver baggage at such stations, baggagemen should receive it and at once check it to destination, delivering to the passenger the duplicate check.

In all other cases baggagemen are prohibited from receiving or allowing unchecked baggage to be placed in their cars.¹

They should always have their checks in readiness when approaching the stations described.

If necessary, they should find the owner of the baggage that has been checked, after the train is in motion, and deliver to such owners the duplicates.

Owners of such baggage should, however, identify it in the same way as prescribed when checks are lost by passengers.

When baggage is to be put off at the stations described, the duplicates for such baggage should be collected before the same is unloaded.

At stations where there are no agents, they should fill up a "statement of baggage forwarded" and in other respects perform the functions of agents, as already directed.

¹ "Baggagemasters will allow nothing to go into the baggage car, unless checked or way-billed, and accompanied by owner."—N. Y. Road, 1883.
SPECIAL DIRECTIONS TO TRAIN BAGGAGEMEN IN REFERENCE TO EXCESS BAGGAGE TRAFFIC.

They should be especially careful to prevent traffic way-bills being taken from baggage while it is in their charge. These way-bills represent a money value and should be as carefully protected as though they were the only checks on the baggage.

The ticket or tickets which the rules require should be delivered with each corpse should be canceled and turned over to the conductor by the train baggageman.

All traffic way-bills destined to points where there are no agents should be detached by the train baggageman and left with the agent at the next station, who should take them up in his monthly accounts.

Train baggagemen should be required to keep on hand a supply of traffic way-bills, books, and returns for use whenever occasion requires. It should be their duty to bill any traffic which they may for any reason suspect is being carried without a regular way-bill; the weight must of necessity be estimated, but the way-bill should be so marked. In making these bills, they should insert their names in the blank with the number of the station from. These bills should be reported by them at the close of the month, the same as provided for agents.
HYPOTHECATED BAGGAGE.

Should it become necessary for conductors to take the duplicate baggage checks of passengers to secure their unpaid fare the checks should be forwarded to the agent at the place of destination with a statement signed by the conductor showing the number of check and the amount of fare due. The baggage should be plainly marked, by tag attached to the strap check or otherwise, "C. O. D."; where the trip extends over more than one division the statement and checks should be handed to the connecting conductor and each conductor should enter on the statement the amount of fare due on his division; upon arrival of such baggage at destination the amount should be collected by the agent and remitted to the Treasurer with the statement of the conductor. Baggage upon which charges have been advanced as described should not be delivered to connecting lines or permitted to leave the custody of the company until such charges have been paid.

ATTENTION TO DUTY, CARE OF CAR, ETC., UPON PART OF BAGGAGEMEN.

They should be required to be at their cars at least thirty minutes before the starting time of the train, on their regular runs. Baggagemen should be at the depot at the time of starting of the train preceding their regular run, and be prepared to go
on duty in case of accident or sickness of the baggageman of the preceding train.

While on duty the baggage car is the proper place for baggagemen to attend to their business.

They should respect the authority of the conductor, obeying his instructions in all things not inconsistent with established rules.

They should not leave their train to change off with other baggagemen without permission from the officer in charge.

They should not sleep while on duty.

At the end of their run they should remain with the car until the baggage is delivered, or the baggageman who is to relieve them formally takes charge of the car.

When they leave the car unoccupied, they should see that the doors are securely locked.

All articles carried should appear on the report of the baggageman in charge of the car.

They should be held responsible for loss, or damage to baggage from carelessness on their part.

They should not be allowed to lend the checks assigned for their particular use to agents or other baggagemen.

They should be required to embody in their reports a statement of all special and important facts that come to their knowledge that in any way relate to baggage.

They should promptly report to the officer in charge any neglect of duty on the part of agents or
station baggagemen, or any irregularities that may come to their notice.

They should be prohibited from copying their statements and reports from those made by other baggagemen; they should write up each and every account from the baggage.

The utmost care should be exercised to prevent any accident occurring from fire. Explosive oils should not be used in lighting the car, and the stove door should be kept securely fastened when the train is in motion.

Train baggagemen are expected to perform all the duties of the forward brakeman whenever the exigencies of the service require it.

And finally, no person should be allowed to ride in the baggage car without a permit.

1. "They will consider themselves to be, and act as brakemen when the train is in motion."—1855.

2. "Passengers must not be allowed to travel in the guard's break van."—English Standard.
CHAPTER XXXIII.

The Parcel Traffic—Why the term Parcel Traffic is more Appropriate than Express Traffic—What the Parcel Traffic embraces; its Peculiarities; its Restrictions and Limitations; its Necessities; how its Profitableness has been Undermined—Some of the Considerations that Determine Rates—The Requirements of the Service demand Able and Methodical Treatment, and the Necessities of the Business when Conducted by Separate Companies require that its Expenses shall Harmonize with its Receipts—Relative Expense of the Parcel Traffic when Conducted by Railroad and Express Companies—Advantages of a Distinct Organization; the Facilities such Organizations possess—General Remarks in Reference to the Business.

The parcel traffic is the least bulky, and relatively the most profitable business to handle that a railway company possesses. It is made up of innumerable items that, while individually of little importance, are yet in the aggregate of great value and of a character that can pay a better price than the ordinary freight or goods traffic can afford.

The parcel traffic embraces the carriage and insurance of property and valuables (save baggage for which no special charge is made by the carrier) transported on passenger trains. It also embraces the collection of accounts and the execution of papers, and it includes the carriage of valuable doc-
The industry that is grouped under the head of express business is known in England as the parcel traffic. It is perhaps not material which designation is used; the carrying of parcels may be said to be the peculiar feature of the business, and it seems, consequently, as if the British designation were a very appropriate one, but as the parcels are generally carried (in the United States at least) under the supervision of special messengers the use of the term "express" by us is perhaps not inappropriate. In many cases, however, special messengers are not provided, and hence the American term is not, in such instances at least, as appropriate as the English designation.

While the parcel traffic is still relatively the most profitable that a company has, it is not now as productive as it was at one time. The introduction

1. In addition to the fee exacted by our express companies for letters the sender is also required to stamp the same in accordance with the regulations of the post-office department.

2. "An express messenger on a train; a messenger sent on a special errand; a courier; hence a regular and quick conveyance for parcels and the like."—Webster.
   "That which is sent by an express messenger or message."—K. Charles.

3. In reference to the title given this book, "The Baggage, Parcel and Mail Traffic of Railroads," I use the word Parcel in preference to Express for the reason that the express traffic in the United States is understood to cover only the business of the express companies, while there is a large amount of business carried in baggage cars of railroads that is identical with the express traffic but that is not understood to be included when speaking of the express business. The term "Parcel Traffic" not only covers the business done by express companies but it includes the business of a similar nature done by the railroad companies; hence my son for using it.
by the government of the money order department in connection with the postal service, whereby people are able to remit sums of money not exceeding fifty dollars through the mails for a merely nominal fee, has greatly reduced the demand upon the companies for services of this kind, and necessitated besides an immediate and marked reduction in the rates asked for doing such business as offered. The parcel traffic has been still further reduced by the enlargement of the post-office facilities so as to embrace the handling of what is known as third-class matter.\textsuperscript{1} This class of business was handled entirely by the express companies previous to its incorporation into the postal facilities of the country. The parcel traffic has also been greatly undermined by the use of refrigerator cars and the introduction of fast freight trains and other improvements and appliances of the freight department.

In the carriage of merchandise by freight trains our railroad companies base their rates primarily upon the tonnage carried, the length of haul and the space occupied. In the passenger department of the service the question of speed and the nature of the accommodation are important elements. In the parcel traffic, however, the protection or insurance of the property forms one of the prime elements to be considered in determining the rate.

\textsuperscript{1} Embracing merchandise, minerals, agricultural and horticultural products, advertising matter, works of art, etc., etc., etc., in packages weighing four pounds or under.
The question of speed forms an important consideration in determining the price asked. In the case of bulky articles the space occupied must be considered. These are the main elements aside from the question of remuneration for services actually performed and interest on the plant.

The parcels that make up the traffic of our express companies may be said to embrace the articles requiring transportation that are too valuable to be entrusted to the comparatively rude appliances of the goods department. It includes a class of property that requires the constant guardianship of a trustworthy messenger. A peculiar requirement of much of the business that is done by this department of the service is the necessity of dispatch. A very considerable part of the parcel traffic except for this last-named element would seek the slower and cheaper goods trains. Especially would this be the case with such articles as vegetables and fish and game. The most profitable branch of the service of the parcel traffic department is comprised in the collection of notes, drafts and accounts; in the attention given to the execution of deeds, conveyances and contracts; in the transportation of gold and silver coin, bank-notes, currency, deeds, contracts, bullion, precious stones, jewelry, watches, clocks, gold and silver ware, plated articles, costly pictures, statuary and other articles of virtu; also musical instruments, laces, furs, silks, china, stained glass, birds, valuable animals, delicate fruits, fresh
vegetables and fish. The transportation of the remains of deceased persons is also an important and profitable source of revenue.

The carriage of milk forms a part of the parcel traffic when performed by passenger trains. As a rule, however, this business is conducted directly under the auspices of the railroad companies, and they therefore derive whatever profit there may be in it. When the traffic from this source is sufficient to warrant it, special vans are usually provided for its accommodation. In the conduct of the business the cans are brought to the city in the morning full and returned during the day empty. The charge agreed upon pre-supposes the can to be filled, and the rate in one direction covers the service both ways.¹

The distribution of newspapers, magazines and books is conducted largely through the medium of the parcel traffic department, and yields a handsome income. All the great dailies, and many of the weekly papers find their way to interior cities, towns, villages, and hamlets in this way. The business is easily handled, and each year adds something to its value. The risk is unimportant. The traffic

¹ The machinery that has been devised for keeping accurate account of the milk traffic may be said to be practically perfect. It is direct and extremely simple and inexpensive, and consists of consecutively numbered tickets attached to the cans. To obviate the difficulty that arises in consequence of the cans not being uniform in size, tickets are provided for the various grades; these tickets are tied through an eyelet to the can at the starting point and are canceled by being torn off when the milk is unloaded from the car.
is therefore especially desirable to the carrier.\textsuperscript{1} In handling business of this description, promptness is of course one of the chief requirements of the service, as a delay of a few hours would be sufficient to render the property valueless in many cases. The conduct of the business, therefore, requires watchfulness upon the part of the carrier; it involves precision, harmonious action and efficient service. All these we see happily combined in the conduct of the service upon our different railroad lines.\textsuperscript{2}

The carriage of common freight of a heavy or bulky character on passenger trains is especially avoided by railroad companies everywhere; the expense attending its movement in this way is too great; it is besides not practicable to provide the necessary facilities for handling the business, including the room, in that way.\textsuperscript{3} The bulk of the profits

1. To accommodate this business stamps of different denominations are prepared and sold to the various newsdealers. These stamps are attached to the packages containing the printed matter and are canceled when used.

2. In England parcels containing newspapers only, weighing twelve pounds or less, are carried by the railroad companies for a charge varying according to weight and distance, from two to twenty cents, prepaid by stamps, and when weighing over twelve pounds at half the ordinary parcel rates, either prepaid or collectible at destination. Periodicals published at intervals not exceeding one month are conveyed at half the ordinary parcel rates, with a minimum charge of eight cents. Packages of such periodicals containing single copies or several copies are taken, irrespective of distance on the lines of the company, at one cent per copy, prepaid by stamp. Special rates are also made on periodicals in van-loads. All these rates are made at owner's risk, and do not include collection or delivery. To prevent fraudulent use of these rates packages are required to be open at the ends and subject to inspection.

3. In the United States the high rates exacted of the express companies leave them little or no margin for doing this class of traffic, and it is only in exceptionally urgent cases that such property is offered as express matter.
of the parcel traffic, as before remarked, lie in the handling of small and valuable packages, and in the adjustment of accounts. The collection of notes indeed, forms a more general and lucrative source of income than is commonly supposed. It embraces the accounts of banks, collecting agents, insurance companies, manufacturers, jobbers, traders and others, and requires in its prosecution the utmost tact and fidelity of purpose.

The parcel traffic, while not so complicated, nor presenting perhaps so many difficult problems as the freight business, is nevertheless quite extended and intricate in its ramifications, and requires for its successful handling, business ability of the highest order. Its successful operation embraces substantially all the diverse features governing common carriers, including the manifold theories and practices common to transportation companies. Besides this it embraces many of the peculiar features of a banking house, and requires for its agents men familiar with the local regulations governing the making of notes and drafts, the rate of interest, the liquidation of contracts, the protesting of paper for non-payment, and kindred services. The satisfactory discharge of these manifold services require in their execution definite and extended knowledge and integrity of the highest order.

While the parcel traffic has been a source of wealth to the express companies in the United States, it is doubtful whether if it had been con-
ducted by the railroad companies it would have afforded them any profit whatever, for the reason that the *minutiae* attending its affairs requires an attention to details that the business of a railroad company of this character rarely receives.

Many of the objectionable features in connection with the operation of the traffic when it is attempted to be carried on by railroad companies directly, instead of by organizations effected for the purpose, have already been noticed in connection with the baggage business. The parcel traffic is fragmentary in its character, and is made up of innumerable items of small amount compared to the passenger and freight business. Many of these items seem hardly worthy of regard when compared with the transportation of goods or the carriage of passengers, and would undoubtedly be so considered by those in charge of the affairs of these larger and more lucrative departments of the transportation service. The inability of the railroad companies to successfully grapple with the *minutiae* connected with the affairs incident to our sleeping and drawing room cars, and necessary to their profitable working, has been so marked and so pitiable heretofore that, reasoning from analogy, we are justified in doubting whether they would have managed the parcel traffic any better. In the conduct of the latter by companies formed for the purpose, business is considered with direct reference to the income it will bring, and expenses are
governed by receipts. This is necessarily the case for the reason that they have no other source of income. On the other hand, where small and isolated ventures of this sort are attempted directly by the railroad companies the relation that the income of the traffic bears to the outgo is frequently not known at all, or if known its consequences are disregarded. It is claimed to be not unusual for railroad companies carrying on business of this kind to bolster up the same when unprofitable, by diverting the traffic of other and more productive departments, so as to be able to exhibit a satisfactory result. Such practices, if they exist, are, of course, extremely silly, not to designate them by a harsher name, and are, as I have already stated, impossible when a business such as the express traffic, or that incident to a sleeping car, is carried on by a separate company; when the latter is the case these companies must produce satisfactory financial results or go into bankruptcy. The result is that their administration is characterized by judicious and economical management.

The methods of accounting pursued by the express companies are in harmony with the nature of their business, and simple and economical in the extreme. The looseness and incoherency that forms so disagreeable a feature of accounting in connection with excess luggage and baggage car traffic generally, as conducted by the railroad companies, is not observable in the accounts of the express
companies. Their charges (expressage) are, as a rule, collected at the point of delivery to the consignee, the returns of the agent at such place being checked and verified by the accounts of the forwarding agent. Shipments are rarely, if ever, made unless accompanied by a way-bill, and the officials of the company are not, fortunately for the stock holders, guilty of the weakness and imbecility of habitually permitting goods to go free lest some other company should do so.

It is noticeable in the operations of railroads that whenever peculiar branches of business, corresponding to the parcel traffic are operated directly by them, that these branches being relatively small as compared to the passenger and freight business, are placed in charge of officials at greatly reduced salaries; these officials are not only lacking in experience as compared with those in charge of our express companies and sleeping car lines, but they are, as a rule, denied adequate authority to prosecute the affairs of their departments successfully; other and more influential officials are allowed to trespass upon their domain and use its facilities without necessary or proper cause for the purpose of aggrandizing the business of the departments immediately under their charge. The result of this is to weaken and demoralize the lesser department without really aggrandizing the greater, or rendering it any service that could not be dispensed with without detriment to the company’s interests. If
in attempting the operation of a species of business like the parcel traffic our railroad companies would require an exceptionally minute organization to take cognizance of its affairs, and would appoint officials equal in administrative ability, and with salaries and prerogatives corresponding to those of the officers in charge of other departments, or of those appointed by the express companies, I think such business could be conducted directly by the railroad companies to their great advantage. In the past however, their operations in cases of this kind, in consequence of the circumstances referred to, have, as a rule, been characterized by loss rather than gain.

The working of the parcel traffic under the conduct of companies organized for that purpose has had the effect to leave all the fragments of business, that these companies do not find it profitable to attend to, without in many cases any provision whatever upon our railroads. This is especially the case in reference to the transportation of baggage in excess of the legal limit a passenger is allowed to carry without extra charge. It is also true of the innumerable articles that find their way into the baggage car upon non-express trains without payment, although they properly form a part of the parcel traffic of the line, and should contribute to its revenue. The reason is that the items of which this business is made up are so small in amount, separately considered, that the imperative need of
co-operation among the railroad companies for the purpose of collecting charges upon the same, is not so manifest as it is in the freight and passenger departments, nor, indeed, so manifest as it would be if the express traffic as a rule were carried on directly by the railroad companies. In the case of excess baggage one company is deterred from enforcing its rules in relation thereto, because a neighboring line does not make any charge for such business, or is exceedingly lax in regard to it. And in reference to the articles of merchandise that are presented to the railroad companies and by them checked as baggage, the amount is so small that it does not seem to justify any concerted and pre-arranged effort to collect it, or if it is made the lack of information in regard to freight traffic matters, and the methods pursued in connection therewith, upon the part of those in charge of the baggage business renders their efforts to devise a system of accounting sufficient to cover it futile, or only partially successful.

If the baggage and parcel traffic could be consolidated upon our railroads under one head and subject to the control of officers who understood fully the principles of business and had a general acquaintance with the transportation service, including its methods of accounting, and were, besides, clothed with full authority to make their wishes in the premises respected, much of the business that now escapes the payment of any charge
whatever upon our railroads would be made to contribute its just proportion to their receipts. The enforcement of charges in all proper cases would then become one of the principal concerns of those entrusted with the management of the baggage department, whereas now, in consequence of the limited nature of paying traffic, it is only an unimportant and neglected incident of their service.

Not only is much of the excess baggage and parcel traffic now transported without pay, but it is manifestly the disposition of many companies to still further extend the free list, thus rendering nugatory the efforts of competing lines who strive to limit the business of this character within reasonable bounds. The motive of these officials who seek to add to the quantity of baggage that shall be transported without extra charge, and to increase the number of parcels that may be transported free, is to attract patronage to their lines. It does not do this permanently. Their action besides is in the interest of the very few only, and is performed at the expense of the multitude. It is for the interest of the latter, it is well to remember in this connection, that every source of traffic that the railroad companies possess should be made to pay its full and just proportion of revenue, for the reason that whatever omissions may occur in one branch of the service, either through the ignorance or intention of those in charge, must be made good by other departments of the service. The enlargement
of the prerogatives, therefore, of particular classes of travelers is done at the expense of others, less clamorous perhaps but quite as deserving.

The present trouble with the baggage department, and through it with the limited parcel traffic carried directly by the railroad companies on the non-express trains, is that the officials in charge are, as a rule, only the creatures of the passenger and freight departments. While, if it is designed to make the parcel traffic as productive as it should be, they must be entirely independent of and free from influences foreign to the immediate department over which they preside. The baggage business, and collaterally the parcel traffic, it may be said in conclusion, requires to be placed upon an independent basis, and should be reorganized and delegated to the care of those who understand its requirements and possess the capacity required to develop its resources.

The conduct of the parcel traffic or express business is attended with many expenses not known to the freight business. In the large cities, in consequence of the competition that exists and the customs that have grown up with the growth of the service, the carrier is obliged to provide the facilities, including men and teams, required to traverse the streets from door to door for the purpose of collecting and delivering the goods consigned to his care. Convenient offices, that are accessible to the business community are also needed in handling the
parcel traffic, and capacious and costly vaults must be at hand in which to store its more valuable articles. Agents, accountants and laborers of capacity and tried experience are also required to transact its business and protect its depots, and finally the property while in transit must be accompanied and kept under the immediate eye of skillful and trustworthy messengers. Not the least important of the special expenses of the parcel traffic is the exceptional speed that characterizes the conduct of the business and the valuable space it requires for its accommodation in the train. In both these respects the traffic occupies fundamentally the same relative position that a passenger does, and should pay correspondingly.

Many of the expenses that attend the conduct of the parcel traffic by separate companies it is apparent might be greatly reduced, and in some cases entirely avoided, if the business were carried on directly by the railroad companies. On the other hand, the former are in many cases able to compass results at a less expense relatively than the railroad companies would be. This is so particularly in the employment of the managing force that is required by an express company that is able to consolidate the expenses of many lines under one efficient corps. This exceptional state of affairs, however, would not operate in its favor, it is apparent, against a railroad company whose lines were so extensive as to constitute a system in itself. Indeed, all the special
expenses that operate in favor of the express company as against the railroad company may be said to cease when the extent of the latter's lines reach a point where it requires the undivided attention of a full corps of officers; where, in fact, it constitutes a system within itself; always provided that the railroad company is able to organize and conduct the business with the same ability and vigor that characterizes its operation when carried on by separate companies. In the case of short and isolated railway lines, however, the superior organization of the express companies, and the great concentration of business in their hands, will always enable them to carry on their operations more effectively and economically than the owners of such lines would find it possible to do. The advantage that the express companies have in this respect is noticeably apparent in the handling of property in the large cities, where separate offices, distinct from those required to do the freight and passenger business of the railroads, are needed. The express companies in such cases are able to apportion the cost of such buildings among several lines instead of one. In the same way they are able, in consequence of the considerable business they do, to utilize their force to better advantage than a railway company would ordinarily be able to do. The expenses of administration are also apportioned according to the business in the same manner instead of being concentrated upon one line. On the other hand if the
business were carried on directly by the railroad companies they would be able in many cases to make the baggersmasters perform the mixed duties incident to the baggage and parcel traffic, where two men are now employed. They would also in many cases be able to add the duties incident to the business of the smaller towns to the other duties of their agents without in any way overburdening the latter, and in all but the very large cities the parcel traffic or express business could be concentrated in the same building with the baggage traffic or ticket business, thus avoiding the expenses now separately incurred for rent, fuel, lights, etc. Generally, however, the responsibilities attending the handling of the parcel traffic are so peculiar and so exceptionally great that there cannot be any wide division of the duties attending its operation as in the case of the freight or baggage business. It must on the contrary, be restricted within narrow limits to particular agents and employes duly designated, and whose integrity has been considered in advance. The traffic must in the main be regulated and carried on entirely by officials entrusted with its particular care, and those connected with the service, not immediately identified with it, must be prohibited from discharging or attempting to discharge any of its functions or duties, more particularly those embraced in the carriage of valuable packages and the making of collections.

The conduct of the parcel traffic by distinct com-
panies organized for the purpose and monopolizing a large section of country has still other advantages than those we have named as compared with the conduct of the same business by the different railroad lines. In the former case the frequent transfers of parcels at junctions between connecting companies are avoided, and the delay and liability of loss in consequence thereof is greatly lessened. The responsibility also is more direct and explicit where the business is concentrated in a few hands. I think there can be no doubt that the inter-road or through business is conducted more expeditiously by the express companies than it would be by the railroad companies. Still other influences operate in favor of the express companies; while they are held in check by the mercantile classes and by the concentration of rival lines at all the great trade centers they are comparatively free from the devastating competition that has impoverished so many railroads. They are consequently able to provide facilities for conducting the business expeditiously, and employ competent and adequately paid agents to carry it on and at the same time return to the proprietors a fair rate of interest on the capital they have invested. As already intimated it is hardly reasonable to suppose that the express or parcel traffic if carried on directly by the railroads would be entirely free from the disturbing elements that have so injuriously affected all the other important sources of revenue which they possess. Until these
disturbing elements are eliminated or brought under better control it seems to me that the traffic as now conducted distinctly from that of the railroads is more secure in its results and more productive to the latter than if carried on by them directly. If, however, the business could be organized by the railroad companies under officers equally competent with those now in charge of it, with power to develop its resources in all possible directions, and at the same time restrict the influences of competition in other departments, so far as it affects this particular traffic, then and in that case I think the business could be conducted more advantageously in many respects by the railroad companies than it can be by anyone else.

As we have already stated, the parcel traffic requires for its successful operation a carefully selected and well drilled organization, and an attention to detail not usual with the business of railroads. Several of our companies have at different times attempted to carry on the business, but after a reasonable trial have again turned it over to the express companies. Doubtless the opposition of the latter had something to do with the failure upon the lines named, but what was still more potent was the manifest inability of the organization they possessed to grapple successfully with the subject. Other companies—notably the Reading—have carried on the business, and it is claimed with success. Still other companies have recently made
arrangements to carry on the parcel traffic upon their lines without the intervention of the express companies. Whether they will be successful or not, or what measure of success they will meet with, cannot now be determined.

The conduct of the parcel traffic by the express companies is a tacit acknowledgment by the officers of our railroads that the former are able to do the business more economically and effectively than the latter. Otherwise the express companies could not pay the royalties that they are compelled to pay on the business and still be able to make it profitable. The conduct of the express business abroad directly by the railroad companies would seem to indicate one of two things; either that they have a better organization for the purpose of carrying on work of this kind, or that they are not so particular as we are as to results. The number of men per train employed by foreign companies is less than that in the United States, but the station force is not noticeably different in numbers or efficiency from ours. The wants of the parcel traffic, on the other hand, are practically the same in all countries. I am inclined, therefore, to think that the conduct of the business abroad, more particularly in England perhaps, is not carried on more successfully, if indeed so successfully, as it is with us.

Those who advocate the conduct of the express business directly by the railroads claim that in the event the business were carried on by the latter they
would be encouraged to solicit the carriage of goods by passenger train, at high prices, that now seek the slower and more economical freight trains. This is only partially true, as the arrangement of the railroad companies with the express companies stipulates the character of the business of which the latter shall have practically a monopoly, and this embraces that kind of traffic that naturally and inevitably seeks transportation by passenger trains. As we have already stated, it is not for the interest of a railroad company to carry more than a limited quantity of traffic by passenger trains, such traffic being confined to valuable packages light in weight and requiring, as a rule, but little space for their accommodation.

The basis upon which the express companies do business with the railroad companies varies upon different roads according to the extent and character of the business done. Upon the bulk of our roads the rate is so much per diem for a stipulated amount of traffic. This may be called the minimum rate, and when the amount of business it provides for is exceeded an additional charge is made by the railroad companies.

Of the measure of security that the express companies afford the public for the property entrusted to them there can be no question. They not only carry the valuables of the community, but in many instances those of the railroad companies as well. The principal express companies in the
United States touch at all the great commercial centers, and are thus able individually to do most of the business that is offered to them without the intervention or co-operation of other organizations. This fact adds greatly to the security and convenience they afford the community, as in the event of loss or damage settlements can be made by them without the intervention or co-operation of other companies. Their ability to do this is an important consideration in their favor, as compared with any organization attempting to do such a business that is made up of several distinct companies, dependent upon each other and requiring to be consulted before action can be taken in the settlement of claims for losses and damages that affect more than one of them.

The measure of success that characterizes the conduct of the parcel traffic by separate organizations is directly dependent upon the good will and co-operation of the railroad companies, and while the latter cannot perhaps exclude the express lines from their roads, still there is nothing that can prevent them from carrying on the business independently of the express companies if they see fit in the absence of any explicit contract to the contrary; and the fact that this is so in a measure places the express companies at the mercy of their more powerful and wealthy rivals, the railroad companies. That this power is not likely to be abused the past history of these organizations abundantly demonstrates,
CHAPTER XXXIV.

How Rates are arrived at for Express Matter—The Basis for each Class of Business—Its Variableness.

In the making of rates for parcel traffic essentially the same elements operate as in the freight business, but in different degrees. Thus rates for different descriptions of business do not increase or decrease in the same ratio in connection with the parcel traffic that they do in connection with the freight traffic. This is partly in consequence of its peculiar surroundings, among which we may enumerate its restricted facilities.

The principles or bases to be noticed particularly in connection with the rates charged for parcel traffic are speed, distance, quantity, value and character of goods, the space occupied, and the nature of the services rendered.

In determining the rate, the value of the property and the speed with which it is transported are perhaps more important than any other two factors.

The element of speed may be said to be the occasion of the most important differences in rates as between goods carried by passenger trains and those carried by freight trains. In the former case it may be said to operate uniformly upon all classes
of goods. In the latter, however, the rate of speed varies according to the urgency or nature of the business, this variation in every case having its influence upon the rate charged by the carrier.

In examining the published tariffs of the express companies we find that the rate charged for packages transported a thousand miles is less relatively than on packages transported half that distance, the difference averaging in the neighborhood of twenty-five per cent. against the short haul shipment. Where the goods are exceptionally bulky, or especially liable to damage, or require special attention in transit, a proportionate addition is made to the regular rates. Small packages and isolated shipments are also charged greater rates relatively than large packages and regular shipments. The rate for transporting one hundred pounds a given distance is usually made the unit, packages weighing more being charged on this basis, while on those weighing less the rates are relatively much higher; thus the rate on a package weighing ten pounds for a short distance is in the neighborhood of one-half as much as on a package weighing one hundred pounds, while for any distance it will be considerably over one-tenth as much. No package is taken any distance for less than a minimum sum—usually twenty-five cents.

Having established a rate based on weight for the transportation of merchandise parcels of an average character (which rate may be said to be in
the neighborhood of two to three hundred per cent. higher than the ordinary rate for goods carried by freight trains), a certain additional charge is made on the basis of values when said values exceed a certain amount, say fifty dollars; this charge may be said to be in the nature of insurance rather than transportation. Freight of certain classes, aside from other conditions, is charged a higher rate in consequence of its excessive bulk or liability to damage or the especial care and attention required in handling. Such articles as looking-glasses, pictures in frames, statuary, etc., are usually charged three times the regular rates, while plate-glass and show-cases are charged twice the regular rate. In the same way, live poultry when in coops is charged double rates, and live stock from one and one-half to three times the regular rates. The rate for the transportation of corpses is based on the regular passenger tariff, being usually double first-class fare.

In reference to the rates charged by express companies on extra baggage (which is only another form of parcel traffic) a committee of railway officers, appointed to investigate the subject, reported in March, 1881, that the rates charged per one hundred pounds by two of the principal express companies on property of this description between New York and four of the great inland cities were equal to, and in some cases in excess of, ten per centum of the price of unlimited first-class passenger fares.
between the same places. In view of this fact the officers in question recommended the adoption of ten per centum of the price of unlimited passenger tickets as the rate per one hundred pounds for extra baggage, deeming such rate sufficient to protect the revenues of the railway companies from the competition of the express companies in this particular field of business.

In adopting this rate for extra baggage, which, however, I understand applies only to through or inter-road traffic,¹ no distinction is made by the railroad companies, it will be observed, between goods that are valuable and those that are not valuable, nor between compact and heavy packages and packages of a light and bulky character. These distinctions are never overlooked by carriers where their observance is not impossible without great inconvenience and expense, as in the case of extra baggage. They form indeed, in the case of the traffic peculiar to express companies, an important element in determining the price to be charged that is second only to the question of speed.

In making rates on money and valuable papers the charge is based by the express companies primarily on the declared value of the same. Distance is also considered, but not to the same extent as in making rates on ordinary parcels. In practice the rate for transporting one thousand dollars in cur-

¹. On the excess baggage of local passengers, rates vary upon different lines according to the business and peculiar circumstances of the company making the charge.
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rency is made the unit, sums over this amount being charged on this basis; on smaller sums an arbitrary rate is made which is proportionately higher than the rate per thousand dollars, but is modified to meet somewhat the very low rates made by the government on postal money-orders and registered letters. The transportation of gold and silver brings a material element of weight into the problem. An additional rate per thousand dollars or fraction thereof, as compared with currency, is therefore made. The addition for gold is in the neighborhood of twenty-five per cent., and for silver double that for gold. Papers the value of which is only nominal, or which can be replaced in case of loss, are usually charged only a fraction of the rate for currency or papers having intrinsic value. Where papers are received for collection a fraction of the currency rate is charged for carrying the papers and making the collection, and full currency rates for returning the money. When, however, the papers taken for collection have a specific value, for which the carrier would be liable in case of loss, such as bonds and coupons, full currency rates are charged both ways. Where goods are sent to be collected for on delivery, the regular rates are usually charged for the transportation of the property and for the return of the money.¹

¹ In the regulations governing the transportation of parcels it is understood by those having the conduct of such business that in billing matter designed to points on the lines of other companies the through price is to be inserted when it is known, otherwise agents bill only to the junction points of their respective lines.
In connection with the regulations governing the parcel traffic it may be said that they are affected by the nature of the business, the rates especially being determined by the extent of the traffic, its character and the length of the haul, and the nature of the competition. What we have said, therefore, is to be accepted qualifiedly, or as representing certain averages that the traffic embodies over the country as a whole, and not as including any particular company or line of business.
CHAPTER XXXV.

Description of the Rules and Regulations governing the Parcel Traffic—The Manner of Accounting required of Agents and others in connection therewith—Difficulties of providing a thorough System—The Element of Good Faith as between Employees—Details of the Business.

The parcel traffic, as we have already explained, as conducted in the United States, is carried on partially by the railroad companies and partly by separate organizations formed for the express purpose of prosecuting this particular business. The bulk of the parcel traffic handled directly by the railroads is made up of excess baggage and small packages that find their way into the baggage car and coaches in the absence of the messengers of the express companies or in disregard of them. The great bulk of our parcel traffic is, however, carried on by the express companies, and while the following suggested rules and regulations may be said to apply to the parcel traffic generally, they in this instance have reference only to the business carried on by the express companies.

As already stated, the express companies undertake, in connection with the transportation of packages, to collect notes, drafts, and accounts through their agents. This feature of their business finds
collecting the note, draft or account, as the case may be, but he also collects enough to cover the company's charge on the return remittance. 1

To avoid misunderstanding or loss the express companies require that the identical money collected by an agent shall be remitted. The responsibility thus becomes fixed, and in the event counterfeit money is paid to the agent it can be definitely traced.

In making collections, the express agent acts as the immediate agent of the person employing the express company, and he must, in all respects, carry out the wishes of such person, protesting paper in legal form when required, and performing all other necessary and proper acts that may be requisite to protect the interests of his patron.

Agents are, or should be, required in all cases to give a receipt specifying the value of each and every package received by the company for transportation. This rule is necessary to protect the

1. When the charges are to be paid on the return remittance by the original sender, the way-bill and envelope are made to read "P. O. R." (i.e., the return charges will be paid by the sender of the note or property). In returning proceeds to the forwarding office way-bills and packages are marked "Pd. Coll." (i.e., this is the proceeds of a collection) or "Pd. Coll. C. O. D." When the agent is for any reason unable to make the desired collection, he returns the article, note, draft or account to the forwarding office, noting on the bill "Ret. Coll." In cases of this kind a reasonable charge is made for the expense and trouble the company has been put to. When the return charges are collected of the consignee such charges are usually retained by the agent making the collection and the exact proceeds of the property, note, draft or account is returned to the sender, the express company's charges on such proceeds being entered on the way-bill as prepaid. When the expressage is to be paid by the original owner of the property ("P. O. R.") the way-bill reads unpaid.
company against excessive claims in the event property is lost, and, what is quite important, persons can not present fraudulent claims against the express company on the plea of having delivered property to it for which it gave no receipt or other evidence of possession in return.

A general supervision of the business of our express companies is exercised by division superintendents, much as the local affairs of railroad companies are looked after by corresponding officers. The division superintendent has immediate charge of the servants of the company, regulates their salaries, adjusts claims, and performs many important functions corresponding to those of traffic manager.

The property of the company, including the valuables intrusted to it, is under the immediate care of the agents at the various stations, and they are responsible to the company for its safe custody.

The companies employ experts called route agents, whose duty it is to examine from time to time the affairs of the various agencies, and see that their accounts are kept in accordance with the prescribed form, and that they duly account for all moneys coming into their possession.

The servant of the company who has immediate charge of the property intrusted to it while it is being transported from the point of shipment to the place of destination is called a messenger. He receipts to the agents for the property they deliver to him at the various stations and exacts a similar re-
receipt for the property turned over to them by him. ¹

In the operations of the parcel traffic the work of receiving and delivering packages is performed with so much celerity at the stopping places of trains, in consequence of the limited time allowed for delivering and receiving property, that the receipts that pass between the agent and the messenger are receipts in name only. A minute examination of each parcel for the purpose of seeing that it corresponds in every respect with the receipt given to the co-agent from whom it is received would require considerable time and labor. This time is not granted. The result is that agents and messengers virtually receive for the number of way-bills delivered to them only. Afterwards these bills are examined in detail, and if the articles are not found to agree with those called for on the way-bills explanations are demanded by the official in charge.

An examination of the workings of the express business elicits the fact that good faith as between man and man enters very largely into all the transactions between the various officials of the company.

¹ "It is the duty of the guards to ascertain that the parcels delivered to them for transmission, as well as all carriages, horses, dogs, cattle, etc., correspond with the entries on the way-bills handed to them, and to report, specially, to the Superintendent all irregularities. They must count the parcels, and compare them as far as the time will allow, with the way-bills; and at their arrival at each station they must count out the parcels to be left there, and they must, themselves, give them to the persons appointed to receive them, and at the end of the journey the guard must remain at the station and count out his parcels, and give every assistance in the transfer of them to the parcels officer, whose signature he must at once obtain for their proper receipt; the guard is held responsible for the parcels intrusted to him at the time of starting and during the journey."—St. Nor. Ry., Eng.
As already noticed, the expedition with which the business is conducted, renders it impossible at the time to methodically compare the articles with the receipts which pass between the different officials of the company. In every thing that is done the element of good faith between subordinates, assumes an importance that can not perhaps be found in any other business of equal magnitude. It thus becomes of the utmost consequence, not only to the company, but to its servants as well, that the greatest care should be exercised in introducing new men into the service. A rogue may not only seriously cripple the company by his depredations, but he will quite likely bring upright and honorable associates into serious and undeserved disrepute with their employers.

As greater time is allowed for way-billing and accounting for the express or parcel traffic, a more elaborate system of accounts is possible than the simple form devised for excess luggage and baggage car packages. The community understand and cheerfully acquiesce in the fact that the immediate forwarding of their property by the express companies is dependent upon their allowing the officials a certain margin of time before the departure of trains, in which to perform the clerical work required.

The various forms employed by the express companies in connection with their business conform generally to those in use in connection with the
freight traffic. Such changes and modifications have been made, however, as the peculiar nature of the business and the necessity that exists for despatch requires.

The general, or headquarters, books that answer for our railroad companies are also equally applicable to the wants of the express companies.

The agencies employed by the express companies are classified under three heads, namely, reporting, half-reporting, and non-reporting offices. The first regularly way-bills all property forwarded by it, and makes returns as often as required of all business it may forward or receive.

The half-reporting agency makes returns to the general office for either the business forwarded or received, as it may be directed to do. If the returns are for business received, then no regular way-bills or returns are made by it for the business it forwards, such bills and returns being made by the messengers as described further on.

The third or non-reporting office makes no returns to the home office, nor does it regularly way-bill the traffic it forwards. So far as the general accounts and books of the company are concerned, the agencies on either side of the non-reporting offices receive all business of such non-reporting offices. All the business forwarded from such offices is delivered by the agent thereof, to the messenger with a memorandum way-bill. From this memorandum the messenger regularly way-bills
property to its destination. In place of inserting the name of the forwarding station in the way-bill, he inserts his own name. At the end of the week, or as often as required, he makes returns to the company (the same as an agent) of all way-bills made by him. The accounts are thus kept with the messengers instead of the non-reporting offices, for all the business forwarded by such offices. In such cases the name of the messenger takes the place of the name of the station in the returns made by him and in the accounts connected therewith.

All business destined to non-reporting offices is way-billed to the first reporting station beyond such destination, but the messenger leaves the property with a memorandum or duplicate bill at the non-reporting office, and collects the charges of the agent at such office at the time of making the delivery, or at such subsequent time as may be agreed upon. The amount of the charges thus collected the messenger leaves with the way-bill at the station to which the property was billed as described.

The same principle of accounting is observed, in a restricted sense, at the half-reporting offices. Some of these offices report the business received, the traffic forwarded being way-billed and reported by the messenger as already described. Others again will way-bill and report the traffic they forward, while the business they receive will be way-billed to, and reported by, the offices on either side
of them, as before explained. The volume of business regulates the class of an agency.

The effects of the system of half-reporting and non-reporting offices as will be seen by those familiar with such matters, is to greatly simplify and reduce the work of the agents at such places, while the number of returns received at the home office is very materially lessened, and in consequence the accounts required to be kept upon the general books of the company are reduced in number. The system of offices described is peculiar to the express companies. Railway officials require direct reports from every station where there is an agent.

As the class or grade of the agencies of the express companies is constantly changing, in consequence of the fluctuations of business, messengers are required to conform to such changes. For instance; if freight should, through mistake, be billed to a station that had previously been a reporting office, but had been reduced to a non-reporting office, the messenger would not deliver the way-bill, but would carry it to the next reporting office, leaving a duplicate bill only with the freight.

The form of way-bill used by the express companies is especially adapted to the peculiar requirements of their business. The system pursued by them in numbering their way-bills differs from that generally in force by railroad companies. The

1. For a full description of the form of way-bill used see Appendix, Form 16.
latter commence with number one on the first of each month, the bills following each other consecutively until the end of the month. The express companies, however, commence with number one on the first of January, and all the bills made upon that day are numbered one. All on the second day are numbered two, and so on through the year. If a day passes without any way-bills being made, the number for that day is not passed, but the number is continued where left off. At the larger stations two series of numbers are sometimes enforced, one for freight and one for money packages. When this practice is pursued one series will commence with number one, while the other series will perhaps commence with five hundred.

In way-billing the express traffic, valuable packages, other than those inclosing money, are frequently entered upon money way-bills, but this is only so when the element of weight is of so little importance as practically to cut no figure in fixing the rate for transportation and insurance.

"EXPENSING." (ADJUSTING DIFFERENCES.)

Among the many make-shifts adopted by the express companies for saving labor, the device resorted to by them for adjusting differences between agents, and between the various agents and the home office is worthy of notice. Those familiar with the manipulation of traffic accounts know that the amount entered upon a way-bill in the advanced
or back charges column is credited at the home office of the company to the forwarding agent, and debited to the receiving agent. Accordingly, if John Doe, Express Agent, owes Richard Roe, Express Agent, the latter will make a bill reading from his station to John Doe’s station, and insert in the advanced charges column of such bill the amount of Doe’s indebtedness to him. In the same way, if in auditing the accounts at the home office an agent is found in error, the error is corrected by making a way-bill on the agent, or vice versa. The technical term “Expensing” is generally used by the express companies to designate this peculiar form of transaction. Bankers would call it drawing.

In prosecuting the parcel traffic contracts are entered into by the express companies, with railways, bankers, merchants, and others, when the exigencies of business suggest it, by which the former agree to transport the express matter of the latter, for a specified sum for a stated quantity, or for a stated season. These are called season contracts, and in way-billing property coming under these contracts, the charges column of the bill is usually left blank, “S. C.” (season contract) being entered under the head of “Remarks.”

In reference to the records and returns required of agents the following comprise the principal statements and accounts kept at ordinary offices, not including those already enumerated. The forms will be found to vary somewhat with different
organizations, but the methods pursued remain practically the same with all.

1st. Agents are required to keep a record of the notes, drafts, and accounts sent forward by them for collection. This record provides for entering: a, date sent; b, in favor of; c, on whom; d, where payable; e, with what payable; f, amount; g, when returned; h, remarks. The column "when returned," remains blank until the collection has been heard from, consequently the blanks represent at a glance the accounts in course of collection.

2d. The "out trip book." This is a record book, in which the way-bills for property forwarded by the different stations, are copied. The columns correspond exactly with those of the way-bill already referred to. At the head of the page the number of the statement (Balance Sheet) that embraces the business that follows, is entered for purposes of reference.

3d. The "in trip book." All way-bills received are copied into this book. It corresponds with the "out trip book," except that two columns are added for "Signature acknowledging receipt of package" and "By whom identified." The signatures in these columns, opposite the description of the packages, are the evidence of the delivery of the property by the company.

4th. A form of blank which the agent uses in giving a receipt for express charges paid.

1 See Appendix, Form 16.
5th. "Abstract of bills forwarded." The name of the office making the abstract is inserted at the top, also the time for which the abstract is made, and the number of the balance sheet in which it is included. The columns of the abstract provide as follows: a for the number of the way-bill; b its date; c where to; d the total amount of the advanced charges on the way-bill; e the total amount of the express company's charges; f the total amount to be collected; and finally a column for "Prepaid" business. The footings of this abstract must agree exactly with the "out trip book," described above.

6th. "Abstract of bills received, including a summary, or account current, or balance sheet." 1

This abstract should embrace all way-bills received at the station since the date of the last return (way-bills for different months, never being included in the same abstract); and the aggregate footings of such way-bills should harmonize with the totals, as shown on the "in trip book." The names of the stations are required to be entered in alphabetical order. "Proceeds" has reference to the summary or balance sheet, which agents make on this blank. It means the balance of cash collected since the previous summary, after allowing for all proper credits.

7th. The balance sheet referred to in the abstract just described, embraces a summary of the affairs of the agency, since the last return, viz.: Debits; a, the

1. See Appendix, Form 17.
balance brought forward from the last account made up of uncollected charges, cash, etc.; \( b \), the total unpaid charges on way-bills, as shown by the abstract of bills received; \( c \), the amount of "Prepaid" charges collected on business forwarded. \( d \), the total amount of charges advanced on bills forwarded; \( e \), the total amount of cash remitted to the home office; \( f \), the amount of the "Deductions" as explained upon the way-bills; and entered on the abstract of bills received; \( g \), the total amount of charges remaining uncollected at the time of making the return; \( h \), the amount of vouchers, for services of employes paid out of the proceeds of the agency.

No complete recapitulation can be made of the items appearing in the balance sheets of agents, as they will increase or decrease just as the importance of the agency increases or decreases. In reference to the amount that may be due the company, and that is necessary to balance the account of the agent it should be transmitted to the treasurer at the time of making the return described. In addition to the blanks enumerated, agencies are provided with record books in which they are required to transcribe the various returns forwarded by them from time to time.

The form and number of blanks described above may be said to embrace substantially all the operating statements and returns needed in connection with the parcel traffic. In connection with these blanks, however, there are many auxiliary forms of
minor importance, but, as we have already explained, they are not materially different from those used by railroads in connection with the passenger and freight traffic, and need not, consequently, be described at length in this place.

In reference to the methods of accounting pursued by express companies differences more or less marked occur, but these differences are of form only, the principles observed being the same with all companies, just as the principles that govern the parcel traffic are substantially the same everywhere and at all times.
CHAPTER XXXVI.

The Relation that the Baggage and Parcel Traffic bears to the other Classes of Traffic as evinced in the Earnings Exhibits—The Inaccuracy of the present Division of Receipts as shown in the Returns of Railroads.

In concluding what we have to say in reference to the baggage and parcel traffic, it is proper to call attention to the fact that the relation that receipts from these sources bear to the receipts from other sources of business are not to be determined from the earnings exhibits made by our railroad companies. For while the earnings tables upon different lines embrace substantially the same class of receipts under the heads specified, nevertheless these tables are only approximately correct in the divisions they make, for the reason that the different classes of railroad business are so interwoven that no perfectly accurate division can be made of the earnings of the different departments of the service, or at least the accounting in vogue upon our railroads does not contemplate any such division. Thus, the earnings credited to passengers not only embrace the amount charged for carrying the passenger himself, but they also include the amount received for transporting his baggage, notwithstanding that the latter is clearly a property account. The
amount received by railroad companies, on the other hand, for the transportation of mail and express agents and from newsmen and peddlers clearly form a part of the receipts of the passenger department, although they are not credited to that branch of the service. The earnings of the freight department embrace in many instances receipts from goods carried by passenger trains, such as milk, fish, and in many instances parcels; this traffic clearly belongs under the head of Express or Parcel business. Miscellaneous earnings are often made to include charges for extra baggage, the collections of baggagemen for packages handled by them, and the amount paid by news agents and peddlers for the transportation of their property, etc., etc., notwithstanding the fact that receipts from these sources clearly appertain to the express or parcel traffic.

The amount set down in the earnings tables of our railroads as express or parcel receipts is generally supposed to cover the earnings on all property carried by passenger trains, but in the majority of instances, probably it only includes the amount paid to the railroads by the express companies for the privileges they enjoy and for the services performed on their account. The tables of express earnings might with propriety embrace, in addition to the sum paid by the express companies, the amount derived from the carriage of the passenger's baggage, for which he pays when he buys his ticket;
the amount received for excess or extra luggage; the amount collected directly by the railroad companies on property carried on non-express passenger trains, the collections from peddlers, etc., etc. Where the parcel traffic is carried on directly by a railroad company no reason exists for separating the receipts from the sources just named, except in the case of baggage, from the other express earnings, and we may consequently expect to find upon such roads these receipts all grouped under one head, viz., that of Express Earnings; but where an express company collects for a part of the traffic carried on passenger trains and the railroad company collects for part, then the receipts of the latter will quite likely appear under some other head or heads.
CHAPTER XXXVII.

Transportation of the Mails—Impossibility of Determining Exactly what the Rate Charged by the Railroads for Performing the Service should be—What has to be Considered in Fixing the Rate—The Rate of Compensation fixed Arbitrarily by the Government; its Basis, and the Inconsistencies Connected Therewith—The Facilities the Carrier must Provide—Deliveries to Post-offices—When Payments are made by Government Method of Settlement.

No entirely satisfactory basis of compensation for carrying the mails has up to this time been devised. The obstacle in the way is the impossibility of determining the cost to the carrier of doing the business. If this could be ascertained the percentage of profit, including the rate of interest on the plant, that it would be reasonable to allow would not be difficult to determine. To ascertain the cost of conducting the mail traffic it is necessary that the gross tonnage should be considered, and by gross tonnage I mean not only the weight of the mails, but the weight of the vehicle or fraction of vehicle used by the carrier. This information it is practicable to obtain with approximate correctness, but the difficulty lies in determining the cost of movement afterward. For while it is possible to ascertain what it costs a company per gross ton on its aggregate business, the average
thus arrived at is valueless for practical purposes, for the reason that the cost *per ton per mile* is not the same upon different trains, but depends in each instance upon the weight of the vehicle and the speed with which it is moved. But in exactly what ratio these two elements of weight and speed affect the cost of maintaining and operating a property it is impossible to determine, for reasons that I have already had occasion to explain at considerable length.\(^1\)

In determining the rate of compensation that railroad companies shall receive for transporting the mails it is desirable that the peculiarities of each line should be carefully considered. Not only is the cost of operating and maintaining widely different upon different lines,\(^2\) but the cost of construction also varies to an even greater extent relatively.\(^3\) No entirely equitable arrangement can be made that ignores considerations so important as these.

Not only is the cost of operating relatively different upon different lines, but it can never possibly be the same for any considerable portion of time upon the same road. The rate, therefore, allowed by the government for transporting the mails should not only be peculiar to the railroad concerned, but, to be entirely fair, it should possess a flexibility

1. "*Railway Expenditures, Their Extent, Object and Economy*," Vol. I., Chapter XXVI., pp. 395-395,

2. Ibid. pp. 27-283.

3. Ibid. pp. 45-98.
proportionate to the vicissitudes of the cost of working and maintaining the property.

Our laws base the rate that is allowed by the government on the average weight of the mails transported the whole length of the line of the carrier. To enable the government and the railroad company (for the understanding between them as to the amount of matter transported is supposed to be mutually satisfactory) to determine the weight of the mails, the post-office department is required to carefully weigh the same as often as once in four years, and when this service is performed for any particular route the process of weighing must go on on that route for at least thirty consecutive days. The average thus determined for different lines forms the basis of the amount that the government will pay upon such lines for the succeeding four years, or until a new adjustment occurs.

From this it will be seen that in the event the average weight arrived at is in any case too small the carrier will suffer thereby, and if in any event it is too high the government, on the other hand, will be the sufferer. This evil, it has been suggested, might be remedied, in part at least, by basing the rate that the government will pay on the number of lineal feet furnished by the carrier for the accommodation of the mails in the car or cars set aside for that purpose. Under such an arrangement the space required by the government could be re-adjusted without difficulty from time to time to
meet the actual requirements of the postal service, and thus the injustice that characterizes the operation of the present system could be avoided. The arrangement of the railroad companies with the express companies is interesting in this connection. It provides that the latter shall pay the former an agreed sum commensurate with the privileges they enjoy; these privileges embrace the transportation of a fixed quantity or tonnage, and include the carriage of the messenger and the allotment of a certain space in each baggage or express car. In the event the tonnage agreed upon is exceeded at any time, the rate charged by the railroad is increased uniformly with the increase of matter; in every case the price charged is a matter of negotiation and mutual agreement. The facilities enjoyed by the post-office department upon our railroads correspond in substance with those enjoyed by the express companies, and the method of settlement devised for the latter, with its assent, would no doubt be found to afford many valuable suggestions in any attempt that might be made to devise an equitable basis of rates for the carriage of mails and the attendants and agents of the post-office department in charge thereof.

The present arrangement, however, under which compensation is determined for transporting the mails does not contemplate an equitable basis. Under its operation the opinions and rights of the carrier in the premises are not considered at all, or
only generally and abstractly. He is told, arbitrarily, the price he will be paid, and he is left the poor privilege of accepting it or of arraying himself against the law-making power, and inferentially against the people! He has no recourse, and the government appears unable to see in the arrangement anything that lacks in honesty and fair dealing as between it and its citizens, the owners of the railroads. The government in the first instance fixes the rate it will pay without consulting the agent who was to perform the service, and, naturally, it arrogates to itself the right afterwards to lower or otherwise change the rate thus made whenever its necessities or the judgment of its legislators suggest the advisability of so doing. This change actually occurred in 1876 and 1878, and in each instance to the serious detriment of the carrier.\footnote{In 1876 (act of July) the government arbitrarily reduced the rate of compensation that the railroad companies should receive ten per centum. In 1878 (act of June) the rate of compensation was still further reduced five per centum.}

The law providing the rate of compensation to be allowed railroads in the United States for transporting the mails makes no accurate distinction between the cost of building and working different properties. It bases the rate on the actual weight of the matter carried (arrived at in the manner we have described), without reference to any other consideration. If the property of the carrier costs little and can be worked cheaply, good! If, however, it costs a great deal and requires a large outlay to
operate and maintain it, it is all the same, the price cannot be changed! It is a law of averages in a case where averages are absolutely without value.

However slow and uncertain in other things the government may be, it is nevertheless quick to recognize and take advantage of the fact that it is possible to conduct a large business at a relatively less cost than a small business, and acting upon this knowledge, but without knowing the relations, it has sharply reduced its rates for the transportation of mails as the tonnage of the latter increased. According to the rate of reduction it enforces, the price allowed the carrier for transporting five thousand pounds of matter daily is only four times greater than for transporting two hundred pounds; or, in other words, the amount of compensation allowed, compared with the amount of work required, increases as four to twenty-five.¹ Where, or in what manner, or by whom, this wide and most extraordinary difference between the relative cost of carrying two hundred pounds and five thousand pounds was discovered I do not know.

The details connected with the transportation of the mails are very simple, so far as the carrier is concerned, the work of opening and distributing the mails and watching after their safety en-route being performed wholly by the officials of the government. At all terminal points the carrier is required to carry the mails back and forth between

¹. For basis of carrying the mail see Appendix, Form 18.
the post-office and the station. For this labor he is allowed the same rate per mile that he receives for the ordinary service of carriage directly on his line. The cost, however, for making the deliveries at these places is, relatively, much greater than for transporting an equal distance upon the lines of his road proper, for the reason that he must make special arrangements in each instance. At local post-offices on the line of a railroad the carrier is required to carry the mails back and forth between the station and post-office when they are not situated more than eighty rods apart. Nothing is allowed by the government for this onerous service, although in many instances the carrier is compelled to employ special agents to perform the duty. Where the distance is over eighty rods the carriage is performed by the government officials.

In reference to the carriage of mails between stations and post-offices by the railroad companies an equitable arrangement requires that the service should be considered by itself, and a rate of compensation agreed upon commensurate with the expenses incurred. It does not in any proper sense form a part of the ordinary cost of transportation, and should not be attached as a rider to such service without due consideration.

In defining the postal facilities that the railroad companies shall provide the law directs "That the

1. An official of the Louisville and Nashville Railroad claimed that that company was compelled to pay $1,800 for carrying the mails back and forth at Louisville, while it received only $150 from the government.
mails shall be conveyed with due frequency and speed; and that sufficient and suitable room, fixtures and furniture, in a car or apartment properly lighted and warmed, shall be provided for route agents to accompany and distribute the mails."

Aside from the compensation allowed for transporting the mails, as based upon the weight carried, an additional allowance is made, according to the importance of the route and the number of times the mail is transported, for the use of what are known as railway post-office cars. The amount of room provided in these cars is an important consideration in determining the price.

Whatever the rate fixed by the government for transporting its mails as provided by law may be, such rate is understood to cover the transportation of the agents in charge of the service as well. In the event the carrier fail at any time to transport the mail required, a deduction proportionate to the delinquency is made by the post-office department.

Payments for carrying the mails are made by the government quarterly, the quarters ending on

1. Law of 1875.

2. There were at the date of the last report of the Postmaster General, June 30, 1880, sixty-nine of these post-office car routes in the United States. They comprised all the more important lines of railroad where the mail was large, and valuable time could be saved by its distribution while en-route.

According to the same report the total length of the railroad mail routes in the United States was 85,330 miles, the average number of mails carried upon such routes in both directions being at the rate of 3 65-100 per day or one-half that number in one direction. The average weight of the

* * * per day the whole length of the different railroad routes in

* * * States amounted to 740,948 pounds.
the last days of March, June, September and December respectively; the payment is made usually by draft on the Treasurer of the United States or one of the Sub-Treasurers. Formerly the railroad companies were required to collect the balances due from the postmasters along their lines and apply the same upon the amount due them from the government, but this arrangement, which was at once an annoyance and an expense to the carrier, has happily now been changed by the government.
APPENDIX.

FORM 1.—FORM USED IN WAY-BILLING (CHECKING) BAGGAGE IN EUROPE, AS AMENDED.

The first of the above blanks is retained by the forwarding agent as a record; the second is torn off and pasted upon the baggage; the third is detached and given to the passenger as a receipt. The asterisks printed on the blanks enable the railway company to identify particular coupons in the event deception should be attempted to be practiced.

The name of the place from which baggage is checked (billed) should also be printed on the blank. It would answer, however, just as well if the bill were stamped with the place of shipment by the official in charge. The stamp required to do this might also be made to include the date of shipment. At all the principal stations the place of destination should be printed on the bill, thus saving the necessity of writing it. The place provided for weight would only be used for inserting any excess there might be of weight over the amount the carrier transports without extra charge.
APPENDIX.

LOCAL CHECK.—Form 2.

C. & A. R. R.
185
LOCAL.

Note.—This check should always have one or more asterisks stamped upon its face to distinguish it from the duplicate given to the passenger. See Form 2½.

FORM 2½.

C. & A. R. R.
219
BAGGAGE TRAFFIC CHECK.

Form of Local Check attached to baggage when there are charges on account of excess weight.
APPENDIX.

REVERSIBLE CHECK.—FORM 3.
(To be attached to inter-road baggage.)

ST. LOUIS
TO
MILWAUKEE.
C. & A.
C. & N. W.

149

Note.—The reverse side of this check reads Milwaukee to St. Louis. The check is consequently good only between these points. (See Form 3½.)

REVERSIBLE CHECK.—FORM 3½.
(Form to be delivered to the passenger.)

BETWEEN
ST. LOUIS
AND
MILWAUKEE.

149
C. & A.
C. & N. W.

(This is part of Form 3.)
APPENDIX.

FACE OF EXCESS BAGGAGE WAY-BILL.—FORM 4.

Blank Road.  No.

No. Parcels.

From.  To.

How many passage tickets.

No. Pounds.  Rate.

Charges to be collected at terminus, viz.:

Local Charges, $.

Back Charges, $.

Prepaid charges collected by Forwarding Agent, the said charges being paid in...

(Excess baggage way-bills should be bound in book form, a stub being attached for the convenience of the agent in keeping a record of each bill made by him. See next form.)

BACK OF EXCESS BAGGAGE WAY-BILL.—FORM 4.

Detached at.  Station.

Date.  18.

Correct Weight.

PAID in Cash, viz.:

Local Charges, $.

Back Charges, $.

PAID with Coupons, viz.:

Local Charges, $.

PAID by Permit No.

Dated.

Signed by.

(Note.—This way-bill should be attached to the baggage or parcels by the usual check-strap, or in any other way that the nature of the traffic may demand. Upon all parcels a small red label bearing the words "Baggage Traffic" might be posted, so that in the event the way-bill became detached the label would still warn the receiving agent. In reference to extra baggage proper, the distinctive form of excess baggage check given the passenger serves to warn the receiving agent. See form preceding this.)
APPENDIX.

MEMORANDUM WAY-BILL OF EXCESS BAGGAGE.—Form 5.

From ........................................ Station.
How many Passage Tickets ............... 
No. of Pieces .............................. 

Upon receipt of the attached baggage, 
the Receiving Agent will carefully weigh 
and otherwise investigate the same, and, if 
the facts warrant it, make an Extra Bag- 
gage Way-Bill of the proper form.

(Note.—When there is more than one parcel a separate 
bill should be attached to each; in such cases a number (it is 
immaterial what) should be inserted in the upper left hand 
corner, the same number appearing on each bill; this infor-
mation will enable the receiving agent to identify the baggage 
and determine the amount of the excess.)

SPECIAL EXCESS BAGGAGE WAY-BILL.—Form 6.

Extra Baggage amounting to .......... 
........................ lbs. passed from .... 
.............................. to ............. 
on account of ................................ 
................................................ 
................................................ 
................................................ 
................................................ 
................................................ 
................................................ 

Dated........................................ 18... 
No. ............................................

THE DUPLEX BAGGAGE WAY-BILL (BORROWED).—FORM 7½.

"The inventor of what is called the duplex passenger ticket advocates the application of the same principles to excess baggage. This ticket is punched to show the date, the amount paid by passenger and the number of pounds. One-half of the ticket is given to the passenger and the other half returned by the baggageman with his report, which latter shows the route, number of ticket, weight of baggage, amount due, and proportion due each road. The plan is simple and seems practicable, although it would entail much additional work upon baggagemen."—Railway paper, September 19, 1872.

AUTRIAN RAILROAD BAGGAGE TRAFFIC WAY-BILL.—FORM 8.

(Busy Barage Receipt and Way-Bill No. 1.

<table>
<thead>
<tr>
<th>Weight of Baggage</th>
<th>lbs.</th>
<th>CHARGES PAYABLE FOR</th>
</tr>
</thead>
<tbody>
<tr>
<td>Deduct acc't.</td>
<td></td>
<td>I. Receiving</td>
</tr>
<tr>
<td>Tickets</td>
<td></td>
<td>II. Connecting</td>
</tr>
<tr>
<td>Balance to be paid for</td>
<td></td>
<td>III. Connecting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Delphètes Delphètes Delphètes Delphètes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Labels for</td>
</tr>
<tr>
<td></td>
<td></td>
<td>other connecting</td>
</tr>
<tr>
<td>Military Baggage</td>
<td></td>
<td>lines are printed</td>
</tr>
<tr>
<td>Rs.</td>
<td></td>
<td>in &quot;Red Ink.&quot;</td>
</tr>
<tr>
<td>Number of Dogs</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stamp Duty.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Declared value of the Freight per lb. $</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Damage in the event of any delay $</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(The duplicate (attached) which is given to the passenger is the same as this. Passengers must arrive in time to have their baggage weighed and two blanks, such as the above, properly filed up, otherwise the baggage does not go.)
**APPENDIX.**

**MONTHLY ABSTRACT OF EXCESS BAGGAGE FORWARDED FROM STATION FOR THE MONTH OF 188.**

**FORM 9.**

<table>
<thead>
<tr>
<th>Date of Way Bill</th>
<th>No. of Way Bill</th>
<th>Destination</th>
<th>Weight</th>
<th>Unpaid local charges as originally billed</th>
<th>Unpaid local charges as corrected by receiving agent</th>
<th>Prepaid charges</th>
<th>Back charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(Note.—A Record Book of the same form and style, substantially, as the above should be kept at each station. The column headed "unpaid local charges as corrected by the receiving agent," should be omitted from such book, but in place of this a column for the Rate should be inserted.)*

**MONTHLY ABSTRACT OF EXCESS BAGGAGE RECEIVED AT STATION FOR THE MONTH OF 188.**

**FORM 10.**

<table>
<thead>
<tr>
<th>Date of Way Bill</th>
<th>Date of Receipt of Way Bill</th>
<th>No. of Way Bill</th>
<th>Where from</th>
<th>Weight</th>
<th>Unpaid local charges as originally billed by Forwarding Agent</th>
<th>Unpaid local charges as corrected by Forwarding Agent</th>
<th>Prepaid charges</th>
<th>Back charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

*(A record book similar to the above form should be kept at each station for entering baggage traffic received. A column for the "Rate" should be added in such book; also a column for the address of the owner.)*

**LIST OF UNCOLLECTED CHARGES ON BAGGAGE AT STATION FOR THE MONTH OF 188.**

**FORM 11.**

<table>
<thead>
<tr>
<th>Date of Way Bill</th>
<th>Date of Receipt of Way Bill</th>
<th>No. of Way Bill</th>
<th>Where from</th>
<th>Unpaid local charges as billed by Forwarding Agent</th>
<th>Unpaid local charges as corrected by Forwarding Agent</th>
<th>Prepaid charges</th>
<th>Back charges</th>
<th>Is baggage worth the amount of charges?</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

26
APPENDIX.

RECEIPT FOR EXCESS BAGGAGE CHARGES.—FORM 12.

Blank Road,
Station,

Received of

$______, for Charges on Excess Baggage, viz.:

forwarded from______station to______station

Way Bill No______, Agent.

MEMORANDUM RECORD OF EXCESS BAGGAGE, BILLED AT

______________Station.—FORM 13.

<table>
<thead>
<tr>
<th>Date</th>
<th>No. of Way Bill</th>
<th>From</th>
<th>To</th>
<th>Weight</th>
<th>Rate</th>
<th>Local charges</th>
<th>Back charges</th>
<th>Prepaid charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

NOTICE OF ERRORS.—FORM 14.

Station__________________________188

Agent at________________________Station:

I have corrected____________Excess Baggage Way Bill
to read to____________station as follows:

<table>
<thead>
<tr>
<th>Date of Way Bill</th>
<th>No. of Way Bill</th>
<th>Where from</th>
<th>Where to</th>
<th>Weight</th>
<th>Rate</th>
<th>Local charges</th>
<th>Prepaid charges</th>
<th>Back charges</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

(Note.—The accounting officer will require a blank similar in many respects to the above form for use in notifying agents of corrections made in their abstracts and way bills.)
**APPENDIX.**

**Excess Baggage Ticket designed to aid in the collection of amount due from Foreign Roads for the carriage of Extra Baggage (Devised and adopted by the Road named therein).—Form 15.**

<table>
<thead>
<tr>
<th>M. K. &amp; T. R'Y.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Form</strong> 396.</td>
</tr>
<tr>
<td><strong>Excess Baggage Tag.</strong></td>
</tr>
</tbody>
</table>

**TAKE UP**

**Excess Baggage Receipt**

and Duplicate Check

**Before**

2995 Delivering Baggage.

<table>
<thead>
<tr>
<th>M. K. &amp; T. R'Y.</th>
</tr>
</thead>
</table>
| **Excess Baggage Receipt**
| to be given to passenger. |

| Excess weight ..................... lbs. |
| Bearing Check No. .................. |
| From .................................. |
| To ..................................... |
| **Paid $ ......** ........ |

2995 Passenger will present this with Duplicate Check when Claiming Baggage.

<table>
<thead>
<tr>
<th>M. K. &amp; T. R'Y.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Excess Baggage Memoranda</strong></td>
</tr>
<tr>
<td><strong>Excess weight ............ .... lbs.</strong></td>
</tr>
<tr>
<td>From ................ ..................</td>
</tr>
<tr>
<td>To .................................</td>
</tr>
<tr>
<td><strong>Paid $ .............</strong> ..........</td>
</tr>
</tbody>
</table>

2995 Agent will attach this to form 396 to Controller.

*(Train baggagemen are required to give the number of the ticket or tag, and when issued by a foreign company the route and name of the road issuing same over the tag number on such train report.)*
WAY-BILL OF PARCEL TRAFFIC.—FORM 16.

(Messengers must register their names in rotation across the outside of this way-bill.)

No.  To.  From.  18.

|-----|------|---------|-------------------|---------------------|-------------------|-----------|------------------|----------------------|--------|------------------|---------|

This form of way-bill is used by both agents and messengers.

Money way-bills in some cases, have the word "Money," printed upon them, but in other respects they are the same as the form described above, except that the column for weight is omitted. A different colored ink is, for convenience, sometimes used.

The duplicate or memorandum bill used by messengers and agents (as described further on) in connection with the traffic of half-reporting and non-reporting offices does not differ materially from the above form.

The receipt book, in common use, which the agent or messenger signs (for the way-bills which one delivers to the other) gives the name of the official making the delivery, the date number of way-bill, the date of same, whether money or freight, where from and where to; a column is also inserted for the name of the party receiving for the way-bills.

PARCEL TRAFFIC.—FORM 17.

Abstract of bills received and Balance Sheet, from. Office, No. 18.

Including all Way-Bills and Proceeds received previous to. 18.

This Abstract forwarded to the General Office on Way-Bill No. 18.

Dated. 18.

<table>
<thead>
<tr>
<th>No.</th>
<th>Date.</th>
<th>From.</th>
<th>When Bill is made by a Messenger, his name will be entered in this column.</th>
<th>Advanced Charges.</th>
<th>Total Amount of Charges.</th>
<th>Deductions.</th>
</tr>
</thead>
</table>

The amounts of the charges as entered on the way-bills are frequently incorrect. If the amount entered is too much, the excess is generally entered herein, in the column headed "Deductions." This column serves as a Clearing House for agents to adjust the overcharges of their stations in accordance with the facts. A full explanation of each deduction is required to be made upon the way-bill.
APPENDIX. 405

Basis of Rates for Carrying the Mails.—Form 18.

The regulations of the Post-Office Department of the U. S. Government (March 29, 1881,) in reference to the rates railroads shall receive for carrying the mail, provide under the laws governing the service:

"That the pay per mile per annum shall not exceed the following rates, namely: On routes carrying their whole length an average weight of mails per day of two hundred pounds, fifty dollars; five hundred pounds, seventy-five dollars; one thousand pounds, one hundred dollars; one thousand five hundred pounds, one hundred and twenty-five dollars; two thousand pounds, one hundred and fifty dollars; three thousand five hundred pounds, one hundred and seventy-five dollars; five thousand pounds, two hundred dollars, and twenty-five dollars additional for every additional two thousand pounds; the average weight to be ascertained, in every case, by the actual weighing of the mails for such a number of successive working days, not less than thirty, at such times after June thirtieth, eighteen hundred and seventy-three, and not less frequently than once in every four years, and the result to be stated and verified in such form and manner as the Postmaster General may direct."

"In case any railroad company now furnishing railway post-office cars shall refuse to provide such cars, such company shall not be entitled to any increase of compensation under the provisions of the next section.

"Additional pay may be allowed for every line comprising a daily trip each way of railway post-office cars, at a rate not exceeding twenty-five dollars per mile per annum for cars forty feet in length; and thirty dollars per mile per annum for forty-five foot cars; and forty dollars per mile per annum for fifty-foot cars; and fifty dollars per mile per annum for fifty-five to sixty-foot cars."

"The length of cars required for such post-office railway-car service shall be determined by the Post Office Department, and all such cars shall be properly fitted up, furnished, warmed and lighted for the accommodation of clerks to accompany and distribute the mails."—Act of March, 1875.

"That railroad companies whose railroad was constructed in whole or in part by a land grant made by Congress, on the condition that the mails should be transported over their road at such price as Congress should by law direct, shall receive only eighty per centum of the compensation authorized by this act."—Act of July 12, 1876, Sec. 13.
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