

# Service Talks

PHILADELPHIA RAPID TRANSIT COMPANY

No. 27

EVERY EMPLOYEE A STOCKHOLDER

September 18, 1922

## WHAT'S BEING DONE AT BUFFALO

Buffalo and high speed service continues to improve. Passengers are returning to the cars in steadily increasing numbers.

A great many jitneys continue to operate, despite court injunction. The courts seem competent and courageous, which means that the return of normal business will largely depend upon our continuing to effectively operate the machinery necessary to bring the jitneys to justice.

Court action and cold weather can be counted on to slowly but surely effect the jitney cure.

Niagara Falls and Lockport are both locally without street car service. Lockport is a hotbed of radicalism, the local service unprofitable and inconsequent. Niagara Falls is also union-ridden, and local service there will not pay costs of opening and operation for some weeks at least after we commence to operate these cars.

On September 2nd, a letter was sent to the mayor of Niagara Falls advising that International Railway was ready to resume local service and asking him to name a date when he would be prepared to give police protection—No answer to this letter has yet been received.

P. R. T. vacationists are nearly all home now. The rear guard will stay in Buffalo for an indefinite time, as stabilizers to maintain morale, and as missionaries to help teach Mittenism to the new force now operating the cars. These men, with several hundred O. E.'s (former employes of P. R. T. who were led by the union to desert the street cars in Philadelphia during the war, and having been so burned are now rock-ribbed for Mittenism) make up the foundation-force upon which dependence can be placed. As service is increased following returning patronage, room at the bottom for a limited number of those formerly in the employ of International, now on strike, can be made if opportunity still offers, but this is the best that can be now done, which means that upon the union leaders will rest responsibility for the suffering of those of the strikers who, with their families, must face the coming winter without money or job.

Mitten men and management—determined and dependable—have set their hand to the wheel, and will go through to the end. P. R. T. vacationists held the jobs open nearly two months for returning strikers, and can be counted on to see that the present adequate and courteous service is made continuous.

Co-operation made us capitalists. Our men and our money back our faith in co-operation as the cure for industrial ills, and both are ready to go through with this fight to re-establish real Americanism.

*The worst foes to America are the foes to that orderly liberty without which our Republic must speedily perish. The reckless labor agitator who arouses the mob to riot and bloodshed is in the last analysis the most dangerous of the working man's enemies.—Theodore Roosevelt.*

## SERVICE TALKS

3

### A TALE OF TWO CITIES

While trolley men in Philadelphia, under Mitten management, were shaping plans for their fourth annual picnic, trolley men in Buffalo, also under Mitten management, were dynamiting car barns and cars, destroying property, attacking crews and assaulting and grossly insulting families of men who remained loyal in an attempt to win a strike.

In Philadelphia trolley men are proud of themselves as the holders of 60,000 shares of Philadelphia Rapid Transit Company stock, representing 10% ownership of the property, while in Buffalo the striking trolley men are trying to destroy the property which furnishes them their bread and butter. What is the answer? Philadelphia is an open-shop town, and operates under the co-operative plan of collective bargaining. Buffalo is—or was—strongly unionized; and the union has resorted to old strike methods to try to retain its power.

If the co-operative plan of collective bargaining works out so successfully in Philadelphia, a city which little more than ten years ago was itself union-burdened and strike and strife-ridden, why will it not work out in Buffalo? The only apparent answer is that the union leaders do not want it to work, because a contented body of workmen does not need highly paid and well fed union officers or have to pay a tribute from their wages to cover railroad fares and hotel bills of walking delegates.

The closed shop is the only issue at Buffalo. It is not a question of wages or of working conditions, but a question of the right of free Americans to work regardless of union affiliation. The company says they may. The union says they may not. Which should win, the worker or the dynamiter?

In the first week of the strike at Buffalo not a wheel turned. Mitten men at Philadelphia were asked to run the cars. Seven hundred answered the call. Their backs were up, their fighting blood stirred, they poured into Buffalo, they ran the cars. Strikers and sympathizers strewed the tracks with obstacles of all kinds, they threw missiles and acid, they attacked and beat the workers, they dynamited the barn which housed the men, but the cars were kept running and they are still running. Philadelphia showed Buffalo that there are industrial principles for which men will fight.

With 10% stock holdings, trolley men in Philadelphia are owners as well as operators. They plan to increase their stock holdings until they own the property. This has been made possible by a co-operative wage dividend introduced by President T. E. Mitten equivalent to 10% of their annual pay. This is invested in the company's stock. Their wages are based on the average of three union cities. Their working conditions are equal to any in the country. All this without union coercion.

That is what co-operation did for Philadelphia. That was the message carried to Buffalo by 700 industrial soldiers. The seed has germinated. It has taken root. It is showing signs of sturdy growth.

Unionism as practiced in Buffalo has run its course. All labor is not lost—any more than all capital is good. There is a middle ground on which capital and labor can stand side by side in harmony, prosperity and industrial progress. That ground seems to have been found in Philadelphia. Men in Buffalo apparently are about to discover it.

—Butler News Bureau, September 6, 1922.

### GIRARD'S TALK OF THE DAY

Doing things en bloc is often a great advantage. If only one or two of Mr. Mitten's employes had bought P. R. T. stock, the effect would be nil. But when 11,000 of them in a mass buy 50,000 shares it means something.

Now I see that those same Philadelphia employes have voted to buy a million dollar slice of the Buffalo street railways.

That is a revolution! Let the millions of workers save their pennies and they soon will have tens of millions of dollars with which to buy actual control of great properties.

End strikes, lockouts and big losses from idleness pending wage disputes!  
Enter, steady work, fair pay, income from dividends on their own properties!

—Philadelphia Inquirer, September 11, 1922.

## SERVICE TALKS

### INDUSTRIAL PHYSICIAN

Out of the ruck and muck of our upside-down industrialism, steps a Philadelphian with an "Abe" Lincoln idea, that is based on common sense, patriotism and fair play. The man is Thomas E. Mitten, and the idea is known as the "Mitten Plan." It is the nearest approach ever made to finding an instrument to create social justice, ward off industrial strife and start a basic foundation on which to build the house of Industrial Progress.

The "Mitten Plan" always takes into consideration the rights and well-being of three factors—the employes, the public and the management.

The "Mitten Plan" has turned a city that was heatedly antagonistic to the Philadelphia Rapid Transit Company into a friend of the system.

The "Mitten Plan" turned ten thousand employes filled with unionistic sentiments and strike fevers into ten thousand of the most faithful workers in the land.

The "Mitten Plan" has developed a traction company that it found bound for the scrap heap into the best traction system in the nation.

Mr. Mitten has taught labor how to act collectively along the lines laid down by the best co-ordinated factors of capital. All the purposes for which labor unions were conceived have been achieved by the Mitten Plan—and then some.

Under unionism the P. R. T. experienced strikes that were costly in life, limb and money. Under "Mittenism" the P. R. T. has risen to be the model street car system of America.

Under unionism the employes of the P. R. T. got wages and conditions far under mark; under "Mittenism" they get splendid wages and ideal working conditions.

Under unionism the entire system was operated along impersonal, haphazard methods; under "Mittenism" the company is operated in friendly spirit and for consideration of the welfare of the public and the employes.

The "Mitten Plan" is based on the general principle that human nature responds to fair play, mutual confidence and the other concepts of the Golden Rule.

When the spirit of co-operation takes possession of the twin factors of production, capital and labor, human progress will no longer be halted by heavy strike costs, unemployment, slackened production, periods of depression and all the other evil manifestations of discordant industrialism.

What "Mittenism" has done for the ten thousand employes of the P. R. T. system, the principle of "Mittenism" can and will do for all workers in industry, if "Mittenism" is accepted by employes and employers of America.

And it is patent that once union men in general get to grasp the benignant policies and principles of "Mittenism" the professional labor leadership of the nation will have to hunt for new jobs at some other sort of game.

The proof is in the fact that at least ninety per cent of the Mitten men of today were ardent strike-maddened under Pratt and Malon in the periods when Philadelphia was the trolley-strike center of the country.

The fealty they confusedly gave to "Bill" Mahon they now give with open minds and honest hearts to "Tom" Mitten, the greatest physician of industrialism in America.

—National Industrial Review, September 12, 1922.

The American Federation of Labor may condemn "company unions." But the proof of the pudding is in the eating, and members of the company unions, like the Mitten workers, seem to be thoroughly enjoying it and thriving on it to the envy of the less fortunate.

—Philadelphia Evening Bulletin, September 14, 1922.

## SERVICE TALKS

### AS THE WOMEN SEE IT

To the Wife or Mother of Every P. R. T. Employee:

Have you ever stopped to think what Mitten Men and Management means to you?

Do you realize, as the wife or mother of a P. R. T. employe, what your responsibility is to Mr. Mitten and the Philadelphia Rapid Transit Company?

What President Mitten does for the employe is a direct benefit to the home. In the briefest possible way let me call your attention to the high spots:

Mr. Mitten pays the highest possible wages to our husbands.

He organized the Co-Operative Welfare Association with its committeemen to adjust any differences between employer and employe.

We have sick benefits and insurance.

We have the Saving Fund, with Mr. Mitten constantly urging our husbands to save so that money is put aside for real needs of the future.

Then he made the men stockholders.

The biggest thing of all—the bonus to the employe. By creating that bonus Mr. Mitten made each employe his partner and responsible for the success of the P. R. T.

Then he advised them to agree not to draw their bonus, but to let it accumulate to buy more stock, making each employe gradually own more and more of the very road he works on.

And who benefits most? The more prosperous a man is the more prosperous his family is. That bonus is our combined contribution, through which we may co-operatively own the company for which we work, and so becomes available to help build up the sum which makes us all capitalists, who get our living now from wages, but later on, when we older grow, things will be made easier because of the earnings from our savings and the dividends from our ownership of P. R. T.

Now, as wives or mothers of P. R. T. employes, what are we doing for Mr. Mitten, the Philadelphia Rapid Transit Company and our husbands or fathers?

Woman forms the backbone of the home, so our responsibility is to be absolute—loyal to the P. R. T. But that isn't enough. When we hear a neighbor, friend or anyone criticize the P. R. T. or its service, if we can't properly answer the criticism tell them that you know someone better versed could set them straight. Any company that has done as much as the P. R. T. and its President have done for your family, you know must have the right feeling toward the public.

The U. S. census, I believe, shows that the average family consists of five. According to the precise some P. R. T. families have a great many more than five members. The P. R. T. has ten thousand employes, ten thousand families, or at least fifty thousand people in Philadelphia and suburbs connected with the P. R. T.

50,000 real boosters continually crying cooperation. Our efforts are bound to have a good effect with the people, and the morale of P. R. T. employes will be so strong they can accomplish unlimited good, so stand back of your husband or father every minute and be proud that he has a part in this great movement.

Yours truly,

Folsom Division, September 9, 1922.

OLIVE R. LARKIN  
Wife of a P. R. T. Employe.

*A glorious company, the flower of men,  
To serve as model for the mighty world,  
And be the fair beginning of a time.*

—Tennyson.