



The Atchison, Topeka and Santa Fe Railway Company

General Office Building, Topeka, Kansas

PASSENGER DEPARTMENT

February 6, 1946

File D-23-2

R. T. ANDERSON,
General Passenger Agent
F. L. STURGES,
Assistant General Passenger Agent
S. CARLSON,
Assistant General Passenger Agent
H. H. CARLIDGE,
Assistant General Passenger Agent

Dr. Forrest C. Allen,
Director of Physical Education,
University of Kansas,
Lawrence, Kansas.

Dear Dr. Allen:

I was indeed chagrined to receive your communication of January 31, relating your unfortunate experience in connection with the trip of yourself and Basketball Party from Lawrence to Oklahoma City and return on December 25, 1945.

I can quite well appreciate how you feel with reference to this matter, but I can assure you that our Company does not condone discourtesy on the part of our personnel. We are continually working with our personnel trying to impress upon them the fact that the wishes of the patron are paramount to all others, but unfortunately, some of our men fail to appreciate the importance of this fact. You can rest assured that we shall have this matter promptly investigated and such action taken as will prevent a repetition. Just as soon as we have completed the investigation, I shall communicate with you further.

We are also endeavoring to locate Mr. Pierce's travelling bag, and am hopeful that we shall be successful in this respect.