

August 15, 1949

1. FAMILY PLAN DISCOUNTS -- Effective immediately when a passenger purchases tickets for an entire trip which qualifies for either a circle trip or round trip, but includes family excursion fares for a portion of the trip, the 5% discount will apply to the segments not sold under the family plan. On a round trip if the going portion is under the family plan but the return portion is on a non-family plan day, the 5% discount will apply to the return portion of the trip. Similarly if the family plan is used for a portion of a circle trip, the 5% discount will apply to the remaining segments.

2. WARNING - All personnel having to do with the loading of cargo in rear compartments will see that the webbing or cross bars are in place (across bottom part of door) and properly secure before closing cargo door. We have had several instances where this door has come open and on takeoff or flight and some near serious losses of baggage and mail. The loss of baggage would be serious and expensive enough, but the loss of mail would never be forgotten. Station managers will be responsible for seeing that extra precaution is carried out to prevent these losses from taking place.

3. FIRST RIDERS - (Definition of first rider - one who has never ridden in any type of aircraft before, but making their first flight on PAI). A lot of you are missing a big bet on not getting in your first riders. Let's set it up so that they will be sent in to this office on the 1st and 15th of each month and here's why: Each of them receives a letter from our President and I am sure they are proud of getting the following letter:

"It has come to my attention that it was our privilege recently to take you on your first airplane trip from - - - - to - - - - -."

We are delighted to have had this opportunity and certainly hope that your trip measured up to your expectations and that it was exceedingly satisfactory.

We always get a great deal of pleasure out of taking people for their first ride, and thusly play a small part in acquainting the public with the tremendous advantages air transportation has to offer.

We look forward with a great deal of pleasure to having you with us again many times in the future, and I certainly hope you will never hesitate to advise me of your reactions regarding our service."

4. JUMP SEAT RIDERS - In order to cut down on the confusion which presently exists in the proper manifest and handling of "jump seat riders" please refer to your Traffic Manual, Section 7 and read the section 7.1001 through 7.1003 and start using this procedure.

5. SLAMMING DOORS - I am quite sure that you don't do it at home, so let's use more care when closing our instep door. They can and are being damaged by rough handling. Since the extra safety devices have been installed for assurance of proper closing, it is no longer necessary to pound on the door after closing. Please use more care.

6. UNITED AIR LINES MAINLINER EQUIPMENT - Let me remind all of you that all United aircraft are referred to as Mainliners and in Rule 16(E)(4) in your local and joint passenger tariff you will find that UAL does not carry pets such as dogs, cats, and other animals as baggage.

7. QUOTA FOR AUGUST - Now here is the quota for August and the results of passengers boarded during July:

	Boardings July	August Quota
IMN	424	428
SOP	102	102
CLT	484	491
AVL	375	380
TRI	805	810
LEX	533	535
CVG	1175	1225
SDF	335	340
INT	277	283
GSO	483	487
RDU	516	518
GSB	83	80
EWN	109	100
DAN	122	127
ROA	1092	1123
ORF	702	704
RIC	708	708
LYH	249	249
CHW	779	779
MRH	172	172
TOTALS	9525	9641