

M. Davis

PIEDMONT AIRLINES
Winston-Salem, North Carolina

TRAFFIC MEMORANDUM #39

October 20, 1949

1. Card Commendation - Our ROA station received the following card:

"Dear Sirs: I have just received my college class ring that I lost on your plane from Charleston to Roanoke and I wish to thank you kindly. The ring did not cost much, but the sentiment attached was invaluable to me. For such kind consideration on the part of your employees, I will make it a point to use Piedmont Airlines every time I can. Again I thank you. -- Mrs. Carolyn S. Spencer, 19 Williams Avenue, Richwood, W. Va."

Correspondence such as the above certainly does make good reading. I think it particularly points out the importance of the many little things that we have an opportunity to do for those people that are spending their money with us.

2. COMAT TO INT - Mr. Nickerson advises us that a great many of the items that are returned via COMAT from various field stations do not show in any way the station that shipped the item. If they receive a piece of Comat addressed INTM with no other information or return address, obviously they cannot tell where it came from. I believe it would help all concerned if a small note was placed on the package, for example "FROM CLT". In addition forward a memorandum at the same time advising that the article has been shipped. This again is a little thing, but it can cause considerable trouble.

3. OIL CHANGE - As most of you know, in the beginning Piedmont contracted to use Shell Oil exclusively. Recently we have been conducting experiments with various types of oil in a never ending effort to find something better. It has been decided to continue these experiments and to use another type oil for some period of time so as to compare results over a long period. Therefore, for the time being we have discontinued the use of Shell Oil. However, we do not want to imply nor do we want you to assume that this change is a reflection on Shell. This is purely an experimental change.

4. CHARTER FLIGHTS - At the present time we are so set up that ordinarily any day we have available one DC-3 for charter work. Naturally, the more we can work this ship, the better. From time to time all of you receive inquiries

regarding charter flights, some of which are no doubt idle questions to some extent on the part of the person contacting you. All stations by this time should have received copies of our Charter Tariff and by use of this Tariff you can answer at least in general the main question of "how much does it cost". For your guidance we always follow the 75¢ off-line and 50¢ on-line ferry mileage charge. Usually we quote the full \$1.10 charge per mile for the actual charter flight, plus 15% Federal tax. This tax does not apply to ferry mileage. Certain circumstances may warrant a charge of \$1.00 per mile for the charter portion. We would not be interested in going below this figure. We feel it best for all concerned if stations in handling the initial inquiry would give an estimated cost. If the prospect is still interested then contact this office for confirmation and information as to equipment availability. When forwarding charter inquiries to this office it will help if you can let us know whether or not other Airlines are bidding for the business and if so what carriers. In general, we can pretty well estimate the amount of their bid. However, if you know the amount of their bid, let us have that too. Again let's keep this ship working as much as possible.

5. MORE ABOUT LIVE ANIMALS - TWA is amending Rule 2.4 F of the Air Freight Rules Tariff to indicate that TWA will not accept live animals as air freight on passenger equipment. Delta is revising Rule 16(E) in the Redfern Tariff cancelling the provision that Delta will not accept pets on DC-6 flights. They now will accept pets if confined in a suitable container, providing the gross weight of pet and container does not exceed 45 pounds.

6. HANDLE WITH CARE - The Air Express Company has again contacted all airlines regarding the handling of various fragile and perishable shipments. They advise that apparently the labels "Handle with Care", "This side up", "Perishable", etc., are not noticed and certainly not adhered to. I do not believe that we have been an offender in this respect, but let's watch it. Not only does it result in claims which must come out of our revenue, but it gives the shippers a poor opinion in general of all airlines. With winter coming on, let's particularly watch those shipments that might be damaged by freezing.