

November 15, 1948

4. OVERFLOWN PASSENGERS - During the recent unfavorable flying weather, we had several overflown passengers who were unhappy, as they stated, by their handling on the ground after being overflown. Now, again, put yourself in the passenger's place. You would be disappointed at having not already reached your destination, but instead, here you are miles further on and more than likely in a place you know nothing about. How much better you would feel if the airline agent who met you at the door of the plane appeared to know the score and had a sympathetic attitude; showed that he knew you had been overflown and knew the best means by which to get you to your destination. Although it was by bus and he could only furnish transportation to the bus station, he knew what he was doing and he showed understanding and sympathy in doing what he could. Yes sir--you would leave with a lot better taste in your mouth than you would have had he taken the attitude of "So you were overflown? Well, why the h\_\_\_ didn't you get off when you were advised of the likelihood of passing over your destination?"

All of you know the answer. Now just a word about advising the psgrs: When the indications are that a psgr(s) destination is to be overflown and you are to advise the psgr(s), I know it is much easier for you to "sell" the psgr(s) on taking that chance. As that is all you have to do, you have gotten rid of the headache--you have passed the headache on to the next fellow. Now let's not do it like that. Be conscientious about it. Be sure to advise the psgr correctly of the chances of getting into his or her destination. Be sure to advise the psgr that, in case they are overflown, they will be taken to such and such an airport and we will only be able to furnish transportation downtown to the rail or bus station and that we cannot be responsible for their return fare. Be truthful and tell the whole story.

5. ROUND-TRIP AND CIRCLE-TRIP DISCOUNTS - Effective November 17, round-trip and circle-trip discounts will be effective over our entire system. It is requested that all stations work up a chart showing the round-trip fares between your station and all points on our system. This chart should also include some of the off-line points most frequently used. Special attention should be paid to Correction No. 185, 20th Revised Page 8, effective December 1 of Local and Joint Passenger Rules Tariff No. PR-2. I wish to call your attention to Para. C (3), and note that this part of this page is effective December 15, 1948. This permits circle-trip discounts over a number of connecting carriers. For example: If you have a Chicago passenger through CWG using AA to Chicago and returning via DAL, this is considered a circle trip. Another example: GSO has a passenger to SDF on Flts 21 and 15. Psgr is returning SDF-CHW via EAL; CHW-GSO via PAL. Again a circle trip discount applies. Please give some serious study to these new discounts and be ready before this information is needed.
6. C.A.B. SUSPENSION - The C.A.B. has suspended NAL Proportional Fares appearing on Page 99 of the Fares Tariff. Will you please mark across the face of this page "suspended". Do not remove page as the other side contains a part of National's current fares.
7. I want you fellows at the stations to understand that I am not "fussing" at any of you. In the above examples of mishandling, I have merely tried to point out some of the things in which I feel that we have slipped up on recently. I am fully aware of your problems. I know that you are experiencing difficulty with delays, late operations, weather and irate passengers--things that are entirely beyond your control. These are bad enough, but when we add the mishandlings because of someone failing to think through and to take proper action, it just magnifies and becomes a very sloppy operation. Now let's all take stock of ourselves and our station and do the very best we can with what we have to do with.

LWG:bbf

cc: All Department Heads