

PIEDMONT AIRLINES  
Winston-Salem, North Carolina

TRAFFIC MEMORANDUM #26

February 10, 1949

1. ADVANCE NOTICE OF "LIKELY" PASS-OVERS - We have had several examples of improper handling in cases of forecast (50% or better) indicating that trips will pass over certain stations to change passengers already booked. In the mishandlings referred to, passengers destined for those unlikely stops have been requested to purchase tickets to stations beyond. This has been done, I am sure, because of misinterpretation of policy by the agents concerned. The passenger or passengers are to be definitely advised of the probability of over-flying their destination and given the choice of reroute by another means or if they prefer to take a chance and their station is passed up that they are to bear their own return expense or to be returned on one of our later flights. All managers are requested to go over this policy with their personnel and should there be any doubt as to policy in handling, please let me know as it is important to get this matter straightened out now.
2. HERTZ DRIV-UR-SELF SYSTEM, INC. - Have you ever noticed the Plane-Auto-Travel Plan advertisement on page 4 of the Aviation Guide? Well let's take a look at it again-- don't be afraid to recommend and use it. This is just another passenger service
3. PASSENGERS BOARDED FARE -

1. CVG - 518	7. LEX - 231	13. INT - 125
2. TRI - 449	8. RIC - 173	14. AVL - 90
3. ROA - 305	9. GSO - 159	15. LYH - 70
4. CHW - 281	10. SDF - 155	16. EWN - 59
5. RDU - 236	11. IMN - 139	17. SOP - 56
6. CLT - 234	12. ORF - 137	18. GSB - 38
		19. DAN - 19

From the above it will be noticed that we made a number of FIRST during January '49-- a new high for WX interruptions--a new low for equipment interruptions--a new high for WX cancellations and a considerable number of cancellations due to equipment being out of place and most certainly a new low for passengers carried per day (112.06). Most certainly a wonderful month over which you show improvement. There is a bright side too. It should not be overlooked that there was a decided improvement in the Maintenance Department. If those fellows keep it up, and the indications are that they will, we shall be in excellent shape when we do get some decent flying weather.

4. IMPROPER REFUNDS - This has happened---example: A trip cancels prior to your station and passengers are forwarded to your station by limo at PAI expense to board the flight which is originating your station. When passengers arrive your station, do not refund the unused portion (from prior station to your) as this portion of the ticket would be used to defray a part of the ground transportation expense. As indicated above, it has happened that several such tickets were refunded.
5. TWA EXCHANGE ORDER - For your information in the near future TWA will begin using a new exchange order form. It is the same size as our present transportation receipt and carries four Number 150.
6. COCKPIT DOORS - Locking these doors is no longer necessary as the directive covering same has been rescinded.

PIEDMONT'S TIME IS '49