

PACIFIC MUTUAL LIFE INSURANCE COMPANY

HOME OFFICE LOS ANGELES, CALIFORNIA

A. N. KEMP, CHAIRMAN OF THE BOARD

ASA V. CALL, PRESIDENT

* CHARLES PORTER HOCHSTADTER
MEMBER MILLION DOLLAR PRODUCTION CLUB
FOR SEVEN YEARS

THE JOSEPH M. GANTZ AGENCY
23RD FLOOR, CAREW TOWER
CINCINNATI 2, OHIO

February 1, 1950

Dear Sir:

Inasmuch as you are a member of the Board of Directors of American Air Lines, the attached letter should be of interest to you. All other members of the Board of Directors are likewise receiving a copy.

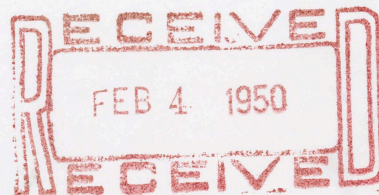
Yours very truly,

Chas. Porter Hochstadter

Charles Porter Hochstadter

Mr. A. G. Carter
Ft. Worth Star Telegram
Ft. Worth, Texas

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It occurs to me that some sort of priority should be given to stranded passengers and advance notice should be sent ahead where the airlines know that connections cannot be made.

To let a person flounder in a strange city with no help except of that from the Goddess of Luck seems to be pretty rough treatment. If this were the first time it happened, probably not too much would have been thought of it, but it has happened several times before, not on this same flight but on others, and I think it is just about time that the airlines take cognizance of the fact that they are dealing with human beings and not animals.

I am sending a copy of this letter to each member of the Board of Directors of American Air Lines so that each can get first hand report on at least one phase of actual operations --- or Luck of it.

Yours very truly,

Charles Porter Hochstetler

Mr. W. H. Johnson
Regional Vice President
American Air Lines
122 E. 42nd St.
New York City 17, New York

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February 1, 1950

Dear Sir:

The following paragraph is my schedule of flight as of December 27, 1949:

12/27	Limousine leaves Gibson Hotel		10:00 a.m.
12/27	Lv. Cincinnati	A.A.L. #283	10:41 a.m.
12/27	Ar. Nashville	A.A.L. #283	11:23 a.m.
12/27	Lv. Nashville	A.A.L. #403	12:05 p.m.
12/27	Ar. Dallas	A.A.L. #403	4:30 p.m.
12/27	Lv. Dallas	A.A.L. #2159	6:15 p.m.
12/27	Ar. Mexico City	A.A.L. #2159	10:10 p.m.

We were quite late leaving Cincinnati due to weather conditions, which, of course, were beyond control of the airlines. There is no complaint on holding up the flights because of bad weather, as such care and cautiousness is not only appreciated but desired.

It is to be noted that Flight #403 was due in Dallas at 4:30 p.m. Our arrival there was over an hour later than the time of take-off of Flight #2159, so Flight #2159 to Mexico City went without us, even though we were scheduled to be in Dallas one hour and forty five minutes before Flight #2159 was to take off.

When we arrived, the agent behind the counter advised me there was nothing he could do or promise us under 36 hours -- even then he said there would be a question. (Courtesy was never lacking.) Might I say at this point that there were others on the same plane who were scheduled for that flight. Advance notice should have been wired ahead so that re-routing plans could have been under way upon our arrival, as there was ample time. Were it not for the fact that I was acquainted with a Braniff executive, I would probably have had to wait the 36 hours, or even longer. I managed through my connection to get out of Dallas early the next morning. Even though the airlines paid for my hotel room that night I was put to considerable expense. I do not know what happened to the others who were also left stranded.

My main purpose in writing this letter is not because of the expense item but to express my feelings at the shameful, inconsiderate, disinterested and careless manner in which American Air Lines handles its customers. There was absolutely no excuse for American Air Lines not making a definite effort to place us on another plane -- even though on a different line. There were no signs of priority given any of us who missed Flight #2159. American Air Lines in Dallas knew in advance (or should have known) that there were passengers on Flight #403 scheduled for Flight #2159, but nothing was done about it.