

Passengers Like Pilot To Use PA But Not Too Much

By ROBERT J. SERLING
UPI Aviation Editor
Washington — 478 — Note to airline captains who talk too much and airline pilots who don't talk at all.
Passengers don't like either extreme.
This was the gist of a United Air Lines survey of passenger reaction to flight crew use of the public address system. United did not reveal how many travelers were questioned but said most were businessmen who fly a lot.
The majority, the airline reported, prefer:
— At least one PA announcement from the cockpit before take-off or shortly thereafter, giving the planned altitude, general route, weather conditions en route and at destination, flying time and time of arrival.
— Any pertinent en route information, but brief and to the point.
— No lengthy travelogues but occasional mention of well-known or interesting landmarks.
— Free and full explanations for any delays.
— News of special interest, such as World Series scores or dramatic space achievements. (Several passengers praised the thoughtfulness of pilots who kept them informed of John Glenn's orbital flight).
Normal Service
United said the survey showed an overwhelming feeling that regular pilot PA announcements should be a normal part of cabin service. Not one passenger favored complete silence from the cockpit. But some criticism was expressed of captains who make long-winded speeches.
Significantly, a number of travelers commented that too many captains fail to explain incidents that may be routine to a pilot but may generate uneasiness in a passenger. For example, several suggested that flashing on the "fasten your seat belt" sign during a flight always should be preceded by a cockpit announcement of why it is necessary.
No complaints were registered about pilot voice, diction and pronunciation. Apparently passengers do not expect pilots to sound like professional announcers. But, as United put it, "they do expect flight crews to provide factual messages about the aircraft and its progress."
United published the survey results in "Cockpit," a news letter distributed among its flight personnel. It did not issue any compliance order. Exposed one UAL official: "Let's face it. There are captains who would almost rather lose a wing than get on the PA, there are captains who use it wisely and effectively, and there are captains who are outright ham. I don't think it's possible to do anything but lay down a general policy and just hope the majority of pilots adhere to it."

Americans Spend Billions To Relax

At backyard cookouts and in home workshops, in crowd stadiums and at golf courses, beaches, marinas and pools — Americans by the millions are "at ease."
Over 20 billion dollars are spent annually by energetic citizens on combined leisure and recreational activities and related gear. This is double what they spend on new cars or home goods.
In fact, from early summer to the last sunny days of fall, Americans are doing so many things out of doors that the days are "just too short."
These constant fun around the barbecue, poolside and on the patio — or, the family takes off in the car for a picnic, sightseeing or for long week ends.

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FATHER'S DAY SUNDAY JUNE 17th

Trinidad Wooing Americans Into Over-Ocean Trek

By RALPH VILLERS
United Press International
Trinidad, an ideal chunk of tropical real estate that gave birth to the calypso, is wooing more and more Americans into the over-ocean trek to the Caribbean.
The jet now has put the mountain-dotted, lushly vegetated island only 4 hours, 10 minutes from New York. It's also easily reached from Miami.
One refreshing aspect, despite the fact that tourism there has increased 110 percent in the past five years, there still are a relatively few Americans around. Compared to some other over-sea vacation spots — that you really get the feeling of being a long way from home.
The unique mixture of races, nationalities and cultures allows you to imagine yourself almost anywhere — but the almost constant year-around warm temperature makes it contain you know you are in the tropics. As for the mixture, there are Moslems and Hindus from the East Indies, a sprinkling of Chinese and Portuguese, much from Africa, including a touch ofoodoo, and there are architectural reminders of the reign of the Spanish.
Tropical Crossroads
The capital city of Port-of-Spain is a sun-drenched tropical crossroad where modern buildings look down on a quay dotted with donkey carts loaded with bananas. There's a Chinese restaurant specializing in American-style businessmen's lunches and ice cream sodas and there is a native fruit and meat market the likes of which you won't see anywhere else.
Although Port-of-Spain is several miles over scenic mountain roads from the Caribbean beaches envisioned by the vacation escapist, it still is the mecca for tourists. It also is the jumping off point for the smaller, really unspoiled state island Tobago, where there are scores of unworked beaches for the hunting and fishing in the interior of Trinidad, or offshore, and for the sightseer.
Donald A. Bain, general manager of the Trinidad and Tobago Tourist Board, who recently completed a swing through Toronto, Montreal, Chicago and New York City, reported that the number of visitors in 1961 climbed to 11,818, compared to 10,538 in 1960 and only 3,808 as recently as 1956.
Overall Development
"We are spending several millions as part of overall tourist development," Bain said, pointing out not only government outlays but private investments aimed at the traveler, or at making him happy.
Principal development that year is the opening of the new Trinidad Hilton Hotel, which will be formally dedicated June 15.
The \$7.5 million "upside-down" hotel built onto the side of Belmont Hill overlooking Queen's Park Savannah in Port-of-Spain, has its entrance on the top, middle-level floor. Guests take elevators down to reach one of the seven floors containing suites.
The 261 rooms which the Hilton adds give Trinidad and Tobago a total of over 1,000 guest rooms, a pretty impressive figure for an island which admittedly entered the competition for tourists rather late.
Week-Long Tour Offered in Sweden
Stockholm — 479 — Sweden is a place where you can get radioed into the Arctic and come back smiling.
A tour may only be a week long but by electrified railroad through some of the world's most spectacular scenery and enjoy, at the same time, such hotel-like comforts as a room with private shower, a library, a lounge, a good bar and a restaurant featuring Swedish cuisine. They are all standard equipment on a Swedish "hotel train."
A tour under midnight sunlight takes you from the ore-fields of Kiruna and Gällivare to the Bohman Gulf and the Atlantic. The route goes through Dalecarlia, popular for its folk dancing and music, and Lapland with its reindeer, mighty mountains, tundras and lakes.
The route goes as far north as uppermost Alaska or the center of Greenland but, in summer, the weather is warm and darkness is virtually nonexistent.
The train cruise from Stockholm costs about \$385. There is little language barrier for American in Sweden because English is taught in Swedish schools.

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