

Piedmont Aviation, Inc.
SMITH REYNOLDS AIRPORT
WINSTON-SALEM, N. C.



Editor: Cleta Covington

CORRESPONDENTS THIS ISSUE

Flo Merritt, CAE; George Scherer, BAL; J. P. Wheeler, RDU; Roger Greenlaw, SHD; Barbara Holston, CLT-F; Tommy Young, ATL-O; Ray Norris, TRI; Don Pierce, CHO; Virg Flinn, PKB; Bernie Blair, ATL-R; Ruth Shumate, CRW; Bill Pearman, DAN; David Anderson, TYS; Howard Hughes, SDF; Marie Prillaman, RIC-F; Carl Bowden, FAY; Frank Reynolds, LYH.



VFR with Turby

Well, it seems that the "Guess Who" picture in the last issue didn't fool as many people as I had expected. I had this query from many people—"How did you get so ugly in fifty-two years?" "Well, it wasn't easy," I tell them.

I want to tell you again — if you want to see a sharp looking station, just go to TRI. Those people have spent a lot of time making it that way. The ramp equipment all looks like it just came out of the factory. All of you at TRI are to be commended for a job well done. TRI is a busy station, so if they can find the time to keep their station looking sharp, I don't see why all stations can't do the same. Now, don't get me wrong, there are many such stations on our system that look mighty sharp, such as LYH, HTS, ISO, AGS and others. Still, on the other side of the coin, there are a lot of stations that can be improved. So just look around and take inventory.

I was quite impressed on my recent visit to ATL at the interest and enthusiasm generated in the contest with DCA on delays. May the better station win!!

Enjoyed my visit to AVL last week and meeting the new people over there. By the way, that's a sharp looking station too—I hope you people fill 'em up this summer over there.

I understand Tom Cowen is having troubles keeping his dates and appointments straight. Next time you see him, ask him about them.

- SAXOPHONE—An ill wind that nobody blows good.
- ECHO—The only thing that ever cheated a woman out of the last word.
- EXPERT—One who knows more and more about less and less.

Agent's Brain Busters

Last month The Piedmonitor introduced the following column written by Bob Reed, Director-Cargo Services, and Tom Cowen, Director-Reservations and Ticketing Services. In it they outline and answer problems in cargo, ticketing, and reservations, which most frequently pose difficulties for the Agent. Personnel are invited to submit questions to the column dealing with the areas described above. Send them in care of The Piedmonitor, INT.

Question

At TRI a walkup passenger wants space to DCA on Flight 782. The flight is open TRI-ROA but wait list ROA-DCA.

- a. To what point is the passenger cleared?
- b. To what point is the passenger shown on the TD?
- c. What document is attached to the ticket?
- d. To what point is his baggage checked and what document is attached to the bag check?
- e. What message is sent and how is it addressed?
- f. If the passenger is removed at ROA what message is sent and how is it addressed?
- g. If the passenger is removed

at ROA with what document is he boarded on a later flight?

- h. In the event an online transfer is made and the flight from the transfer point is wait list, what document is attached to the transfer boarding slip?

Question

When Piedmont originates a collect interline air freight shipment, what document other than the Accounting Copy No. 3 of the airbill must be reported to INT-A in order for Piedmont to receive its portion of the revenue?

(Answers on page six.)

Around The System

PROMOTIONS

- L. H. Hand to Foreman
- F. R. Cook to Foreman
- G. F. Hendrix to Supt., 2nd shift
- R. H. Easley, Gen. Foreman, Air-flame Overhaul
- Ben Johnson, Gen. Foreman, Sheet Metal, Paint & Fabric

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Happy Birthdays

MAY

C. L. Brooks, INT-F	1
W. H. Hogan, ORF	1
Edith Ray, INT	1
W. B. Sparks, INT	1
D. W. Tate, GSO	1
Bruce Ball, LEX	2
W. W. Cook, ATL	2
S. C. Dervin, INT	2
L. M. Gaither, F/O, INT	2
R. M. Bradford, SDF	3
H. R. Brown, Capt., DCA	3
E. H. Casey, CAE	3
P. Z. Herrman, DCA	3
J. H. Pitts, INT	3
Irene Blake, HTS	4
L. G. Brooks, ISO	4
K. K. Clegg, INT-FB	4
W. R. Crow, ROA	4
J. H. Ford, INT-FB	4
J. P. Onoff, Capt., ATL	4
J. A. Simmons, ROA	4
C. H. Widener, Asst. Crew Cor., INT	4
F. C. Brammer, ROA	5
M. H. Collins, INT	5
T. C. Ferguson, Mgr., ORF-FB	5
James Fulwood, INT	5
O. E. Halsey, Dist. Sales Mgr., DCA	5
J. E. Hurt, ROA	5
P. M. Lindsey, Capt., INT	5
B. A. Muse, INT	5
R. B. Pruitt, Print Shop Superv., INT	5
C. H. Williamson, RDU	5
Enos Young, INT	5
J. M. Cude, INT	6
J. A. DeLaney, INT	6
John Jefferson, INT	6
E. C. Ludwick, INT-A	6
J. R. Martin, INT	6
D. L. Morris, HTS	6
S. E. Gartner, CVG	7
C. W. Beale, ORF-FB	8
K. G. Edwards, RIC	8
R. H. Mahn, Sta. Mgr., CHO	8
J. H. Mance, INT-F	8
A. L. Williams, Capt., ILM	8
E. D. Morris, Sales Rep., ORF-FB	9
J. M. Taylor, INT	9
Patricia Wacaster, F.A., DCA	9
F. O. Adkins, ROA	10
R. H. Hobbs, F/O, ILM	10
H. S. Norman, INT	10
Nancy Strickland, F.A., ORF	10
Dorothy Whitman, INT	10
C. E. O'Neal, INT	11
W. W. Pearman, DAN	11
F. L. Burner, DCA	12
Jackson Leonard, INT-M	12
F. M. Shelton, Capt., INT	12
H. F. Waller, RDU	12
N. H. Young, INT-FB	12
Janice Kirk, ROA	13
F. D. Smith, PHF	13
B. J. Barnhardt, INT	14
P. E. Bombardier, DCA	14
Karen Brown, ORF	14
R. J. Edney, ROA-FB	14
Ted Farrington, BLF	14
D. E. Holiday, ROA	14
D. G. Sutphin, ROA	14
Richard Tindal, INT	14
J. T. Wilson, CVG	14
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J. M. Booth, DCA	16
W. H. Durbin, SDF	16
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Open Forum

This month "Open Forum" visits Fayetteville and talks with some of the personnel there on the following question:

"In what way have the travel privileges on Piedmont and other airlines been of benefit to you?"

W. C. Wooten, Station Manager

"My travel benefits are like money in the bank to me. I don't use them a great deal, but it's certainly nice to know they're there!"



Wooten

Henry Poole, Agent

"Last summer my parents decided to drive to Atlanta, and I decided on the spur of the moment that I would like to join them there. Because of my pass privileges I was able to be with them. I used my travel benefits many times on the weekends, when I was working in Newport News, to fly home to visit my folks in Raleigh."



Poole

Sandra Bennett, Agent

"I'm fairly new with the company, so I haven't had a chance to use passes on other lines, but I have flown on Piedmont often. I've gone home to Raleigh several times on the weekends, and it's so much better than driving. It's so quick — I no sooner get settled than I'm back at Raleigh."



Bennett

Constance Zick, Agent

"We went to Milwaukee to visit my husband's parents, and we couldn't have made the trip if we hadn't gone by plane. We only had a week of vacation left and we needed the extra time. The other airlines were very nice and we learned from them where we could stay and what hotels extended an airline discount. It was interesting, during the trip, to see the other, larger airports and ride on the different types of airplanes. We both enjoy flying and traveling—that's why I love the airlines."



Zick

Jane Fryar, Agent

"I have flown once so far and that was on Piedmont. I had a weekend free and I flew to Washington from Fayetteville on Saturday and returned Sunday afternoon. I couldn't have made the trip if I hadn't been able to fly, since it's about an eight-hour drive from Fayetteville. On my trip I wouldn't have had any time to spend in Washington if I had gone by either bus or car."



Fryar

Robert Beard, Agent

"I haven't had to use passes for any emergency situations but it's a good thing to know that they're there if you have to have them. I think interline passes are particularly helpful when you're working the ticket counter. There are so many things a passenger asks you that aren't in the books, and if you've traveled interline you know the answers from personal experience. I've used my interline passes to see the country and ride the jets. Of course passengers often ask about jets and connections at the larger airports, and due to my trips I'm able to advise them."



Beard

C. S. Melvin, Jr., Agent

"We don't use passes now as much as we like, but when I worked at Raleigh we used passes to come to Fayetteville to visit my family. Our children were small then, and it made a lot of difference when we could get to Fayetteville in 25 minutes as opposed to the time it would take to come by car. I think the passes are a real privilege and should be used often to visit other stations."



Melvin

Public Dollar Brings More Benefits

Each public service dollar paid to the local service airline in 1962 bought almost twice the public benefits it bought five years ago, according to a survey just released by the Air Trans-

port Association.

Titled "Public Benefits Provided by Local Service Airlines," the study was prepared for the ATA by the Systems Analysis and Research Corporation.

The number of cities served by the 13 local service airlines, says the study, has increased from 315 in 1950 to 577 at the end of 1962. The number of these served exclusively by local airlines has almost doubled since 1950; from 177 to 341.

Other Findings

The study also said:
(1) Local airline service has been added over more than 8,300 route miles (23 per cent of total) in the past four years; 3,700 of these miles and 41 new cities were added in the past year and a half. Passenger traffic has grown four-fold in the past decade and increased 130 per cent in the last five years;

(2) In 1962, passengers originated by locals generated \$69

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