

LONG LINES

Piedmont Pilots Praised By FAA

Captain W. O. Tadlock, Assistant Vice President—Flight Operations, recently got some warm words of praise for our flying men. The nice comments didn't come from a little old lady smitten by a striking figure in Piedmont blue either. Compliments, from any corner, are great but when they come from the real pros they're really great, if you'll pardon a little redundancy. The letter from George Hessler, Chief of the Greater Cincinnati Tower said "We have been reviewing our records over the past two years, and we believe we would be remiss if we did not apprise you of the wonderful spirit of cooperation we receive from your flying personnel. Needless to say we have experienced no problems with your ground crews, however, as you know we more closely relate to your pilots.

"Your pilots have been gentlemen in every respect. If we have a problem, they are quick to assist us in its resolution. Their conformance to instructions given has always resulted in a smooth, uniform traffic flow that, while expediting your company's aircraft, also made our job much easier. We appreciate it.

"Your station manager, Tom Crouch, has always been receptive to our briefings and truthfully, except to bring him on board of new procedures, we have had no occasion to call upon him. I hope he has felt the same way about us. Please pass on our thanks to your personnel. I know you are proud of the gentlemen you employ."

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In case you're not in the golfing set and haven't heard the results of the Company tournament which was held at the Arrow Wood Country Club in Roanoke here are the details. Joel Gibson from Wilmington won the Championship Flight. Joe Moorefield from Winston-Salem was second in that flight. Moorefield was also the first round leader. Bobby Joe Shepherd of Tri-Cities won the Tom Kersey Memorial Award for the most improved tournament round over the first round of last year's tournament. His prize was an Acushnet Bulls Eye putter. Other winners were M. H. Collins, Winston-Salem—First Flight; Bob McAlphin, Winston-Salem—Second Flight; Al Norris, Winston-Salem—Third Flight; and H. G. VanHuss, Tri-Cities—Fourth Flight. Next year's committee with Lee Cotrell as Chairman selected Tri-Cities as the tournament site. They've promised to keep us posted on their plans.

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Maintenance reports that we're way ahead in the reducing game. Engine smoke, that is. Out of our 32 JT8D jet engines all but four have been modified. Plans are to have two more done before the end of this year and the last two by May, of next year. Maybe the Friends of the Earth will give us a promptness award!

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Rocky Mount, North Carolina recently honored Piedmont's Station Manager there for his contributions to the development of youth in the area. Frank Slone received the third annual Youth Leader Award presented by the Breakfast Optimist Club. Slone was praised especially for his work in athletics in the Rocky Mount area and that of helping to plan and organize the Optimist Basketball League. Slone has also worked consistently with the baseball teams in Rocky Mount, including the Little League, Junior League and Senior League teams. He has also, in addition to serving as

president of the National Little League, served as one of three commissioners for the Little League Program.

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Fayetteville agents have selected L. R. Butts as their outstanding agent in customer relations for September and October. Lynn is an operations agent and has been with Piedmont for almost two years. Also as part of their continuing customer relations program FAY passenger service agents and counter personnel have been interviewing a cross section of Piedmont passengers to find out what they could do locally to improve service. Early in their questioning they found that many travellers wanted a place to hang their suit bags in the boarding area. Almost no sooner asked than done as shown by agent Pauline Carter in the photograph here. Since the rack



Agent Pauline Carter shows off FAY's new rack.

was installed passenger comments have shown they're most appreciative of the convenience it offers. Those busy folks at Fayetteville have also just elected new officers for their Piedmont Airlines Employees Club. Curtis Mathews is President, Larry Bullard is Vice President, Susan Bullard is Secretary and John Fernandez is Treasurer. They invite any other employees on the system to join.

Puzzle Plus!

By SHIRLEY DIBLEY, CMH

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(Answer in next issue)

Automation Will Help Industry Reduce Fraud

The world's airlines, in an effort to reduce their exposure to the fraudulent use of Air Travel Cards, are planning to introduce an automated credit card verification system.

At a recent meeting of the Universal Air Travel Plan (UATP) group, a joint committee of U.S. and international airlines set up to administer the Air Travel Card system. It was announced that the National Data Corporation (NDC) of Atlanta, Georgia, has been selected as the company to provide the service. A re-issue of all outstanding Air Travel Cards will be required because the system will necessitate redesign of the present card.

The new, automated verification system will enable airlines to get immediate computer verification, via telephone, of each Air Travel Card presented at airline ticket counters. The computer will have a listing of the numbers of all Air Travel Cards that have been reported lost or stolen, and they will be immediately identifiable under the new system.

In addition to the new verification system for Air Travel Cards, the UATP committee reported that carriers are also considering the use of embossed character and magnetic stripe, automatic credit card reading devices. Eventually, it is anticipated that all credit cards now accepted by airlines will be capable of adaptation to machine reading and automated verification.

Floyd S. Pond, left, Sales Manager of the Piper dealership in Winston-Salem, recently accepted a special plaque from William T. Piper, Jr. The award was presented in recognition of outstanding sales achievement during 1971 by Central Piedmont Aero.

