

Long lines

Since Piedmont's long lines were one of, if not the most successful of our modes of communication, we thought a column by the same name might be a good way of mentioning some of the small, but newsy things of interest that go on around the system. Any contributions you might have will be more than welcome. Address them to the Editor, Piedmonitor, INT-A215

A number of stations and maintenance locations received safety awards for having worked all of 1979 without a lost time accident. The three maintenance facilities receiving the award were Washington, LaGuardia and Memphis. Congratulations are in order for the following stations: Baltimore, Beckley, Bluefield, Nashville, Columbia, Charlottesville, Charleston-West, Denver, Dallas/Ft. Worth, Florence, Hickory, Kinston, Lexington, London-Corbin, Lewisburg, Lynchburg, Miami, Myrtle Beach, Jacksonville, Pittsburgh, Raleigh/Durham, Rocky Mount, Tampa, Knoxville and Shenandoah. That's more than 50 percent of our total stations!

We're the most on-time airline

In the February issue of Air Transport World magazine, Piedmont again ranked number one in the industry in on-time performance. The monthly report is based on Civil Aeronautics Board statistics covering the top 200 U. S. markets. These latest figures were for the month of October when our flights were on time 85.57 percent of the time. Piedmont also had the first-place position in the industry for January and August, 1979. In February and September, we placed second among all carriers. Of the top 200 markets considered for the report, Piedmont serves Chicago-Louisville, New York-Norfolk and New York-Richmond.

Aero club elects Johnson

George Johnson, salesman with the General Aviation Group in Winston-Salem, and his wife, Evelene, were recently elected to the Board of Directors of the North Carolina Aero Club. The group, which includes members from across the state, works to make general aviation a safer and more efficient means of transportation while enjoying the fun and fellowship of flying families. Johnson was also honored by the club for his help in signing up the most new members during 1979.

Flight ops people move up

Atlanta-based Captain C. D. McLean was named division chief pilot for that base, effective January 1. He assumed duties formerly held by Captain W. F. Martin, who returned to

Supporting Piedmont's inaugural of service between Norfolk and New York's Kennedy International were, from left, Norfolk Port Executive Director Ken Scott, Assistant Director Pete Daikos, Jeter Walker of the city's Visitors and Convention Bureau, Virginia Beach's Director of Economic Development Jim DeBellis and Earl Griswell, Piedmont's customer service manager.



line flying. Captain P. S. Beeson was named assistant division chief for Atlanta. The new assistant division chief pilot in Winston-Salem is J. B. Cansler. Captain V. C. Brunelle was selected for the same position in Norfolk.

In the maintenance department, F. J. Horton has been promoted to avionics instructor/technical services.

Credit Union had a good year

At the annual meeting in January of the Piedmont Aviation Credit Union, President A. F. Long reported successful results for 1979 including a 5 percent increase in members' savings and deposits, to \$11 million. Loans to members were up 11 percent, to \$13 million during the year. A 7 percent dividend was paid on share accounts for the first three quarters of 1979 and a 7.5 percent dividend was paid for the fourth quarter.

The membership elected four directors to the Credit Union board. They are Robert Alley, lead mechanic in the electrical shop; Jerry Angel, supervisor of maintenance budgets and resources; Thelma Davis, director of charter and convention sales; and Andree Long, controller and assistant secretary.

Following the business meeting, a drawing for door prizes was held. The winners, in prize order, were Francis Livengood and Henry Dannelly, both of Winston-Salem, and Catherine Proctor of Wilmington.

Jacksonville boasts TOPS winner

The winner of the November-December TOPS (Total Outstanding Passenger Service) award was Andy Anderson, agent from Jacksonville.



British Airways' Campbell Pritchett, left, congratulated Piedmont's Debby Flack and Jim Haney when Piedmont became the only domestic carrier operating out of the BA terminal at New York's Kennedy Airport.

The Anderson family invited a young girl who missed her flight to spend the night with them. The child's mother wrote a grateful note saying, "I am thankful that there are people in this world that still care for others."

Anderson, who has been with the Company since 1968, was awarded five shares of Piedmont stock and the TOPS plaque.

Honorable mention for the November-December TOPS award went to agents Sue Niedenthal of Norfolk and Harold Brooks of Kinston.

We've slipped

The Civil Aeronautics Board's Consumer Complaint report for September revealed Piedmont slipped in the rankings of carriers.

For the month of September, Piedmont placed fourth among the locals and eighth in the industry.

The rankings are expressed in terms of the fewest number of complaint letters to the CAB. Letters to the Board are categorized according to comments involving delays, reservations, baggage, fares, refunds, cargo, customer treatment and charters. The monthly reports are compiled based on letters per 100,000 enplanements.

Northington reappointed

Secretary of Transportation Neil Goldschmidt has reappointed Senior Vice President Robert S. Northington to the Department of Transportation Unit of the National Defense Executive Reserve for another three-year term. Northington has been affiliated with the organization since 1962, representing Piedmont's support of the national transportation preparedness program.

Medical benefits improved

There have been some recent improvements in the medical benefits provided by the Company for all full-time employees.

The changes, outlined below, indicate there is no longer any advantage in going to a hospital emergency room rather than to your doctor for emergency treatment.

The medical plan will now pay 100 percent of doctor fees as well as service charges for an accidental emergency, provided the expense is incurred the day of or the day following the accident. The 100 percent coverage will apply up to a maximum of \$300 per accident. All charges in excess of the \$300 will be covered at 80 percent after the deductible has been met.

Service charges include the use of the emergency room (or doctor's office), x-rays and lab tests. The x-rays or lab tests may be performed at a facility other than that at which