

New law Brings changes In pass policies

Policies regarding employee pass privileges have changed due to a new taxation law which became effective January 1.

"Under the new law, space available travel of Piedmont employees (including retired and disabled employees), their spouses, and dependent children remains tax exempt, as does travel by spouses and dependent children of deceased employees," Faye Scott, manager-pass bureau, said.

"These passes will still be available without service charge and without limitation. In fact, we are the only major carrier that allows all employees unlimited pass travel at no charge whatsoever."

Unfortunately travel benefits for parents and parents-in-law are not exempt under the new law. But their transportation would be taxable to the employee only to the extent that the price paid is discounted below "fair market value."

"Piedmont believes that the current charge for parents' space available travel of 25 percent of the 'Y' fare is fair market value for the service provided and that no tax liability will result," Scott said.

"Based on this belief we will continue the 25% of 'Y' fare for parents. However, the IRS has issued temporary regulations placing a higher than 25% fair market value on space available travel."

If these temporary IRS regulations become final (the industry is attempting to have them changed), the difference between the higher fair market value of each ticket and the amount already paid would be deemed to be taxable income to the employee whose parents traveled at the discounted rate.

Since the virtually unanimous view within the industry is that 50% discounts for positive space personal travel would give rise to taxable income, we have discontinued all 50% positive space discounts except for Company business travel, as have other carriers, Scott said.

There is a special provision in the new law that allows discounts for the exempt group (active, retired and disabled employees, their spouses and dependent children, and spouses and dependent children of deceased employees) for travel on regular tickets. These persons may purchase regular tickets by paying a fare 20% less than the applicable published PI fare so long as they meet all restrictions for that fare. Unfortunately, this special provision does not include parents and parents-in-law.

Employees should find fares at 20% below existing fares that will be as low as or less than previous 50% discounts off the 'Y' fare in many markets. However, employees will have to do some advance planning in order to take advantage of lowest fares since they do have restrictions such as advance purchase, capacity control, etc. Specific instructions on this discount will be available soon.

"Basically, we have maintained space available travel for employees off-line," Scott said, "but travel varies with each airline."

If you're planning a vacation and have questions about travel contact your supervisor or check the pass manual for details.



Tsuruta

Tsuruta named v.p.-purchasing

Kuniaki (June) Tsuruta has been promoted to vice president-purchasing.

Tsuruta, 48, joined Piedmont in 1974 as technical advisor-purchasing and was subsequently promoted to senior purchasing analyst within that department. He later held positions of manager-operations budget and director-operations cost within the flight operations, ground operations and maintenance and engineering departments, respectively.

His most recent position has been director-planning and contracts within the maintenance and engineering department.

As vice president-purchasing, Tsuruta is responsible for administering the purchasing and stores department for the airline. He will design and implement procurement strate-

gies for supply, service and contract-related matters.

Tsuruta succeeds Bill Barber, who recently retired as vice president-purchasing.

Prior to joining Piedmont, Tsuruta worked for Kawasaki Heavy Industries and participated in the production of the Lockheed P2V-7 and F104J aircraft. He also represented Kawasaki's interests in the manufacturing of the Boeing KV-107 aircraft.

Tsuruta was introduced to Piedmont in 1967 as the technical representative for the Nihon YS-11A aircraft which entered our fleet that year. Nihon is a subsidiary of Kawasaki.

Tsuruta has a B.A. degree in economics from Musashi University.



PI people: 'caring and totally professional'

Piedmont receives many complimentary letters from passengers each month. The following words of praise came during the busy holiday season:

I have been flying for over 20 years and have never been motivated like this to say "thank you." On December 1 we left RDU for a 25th anniversary cruise. We knew we were in trouble when the Piedmont pilot said he could not land in Charlotte because of heavy fog. Unfortunately for us, the pilot was directed to fly to Charleston, WV, which was in the opposite direction from our destination. It was in the next three hours that we realized the quality of personnel Piedmont employs. It started with a flight attendant by the name of Shea Haynes. Shea went far beyond the call of duty to console and help us get to our destination on time. With the help of Sharon Orr (CRW) arrangements were made for a tight schedule to Atlanta. In Atlanta we were met at the gate by Glen Cunningham who helped us to a waiting plane for the flight to Miami. We arrived at the Port of Miami just 30 minutes before the ship departed.

As long as we live and recall the pleasant memories of this anniversary cruise we will remember the three strangers who helped us.

On December 25, my 92-year-old father traveled from Newark bound for Charleston, SC, on Piedmont Flight 275. During the leg from Norfolk to Charlotte he fell asleep. During the braking and reverse thrust pro-

cess on landing at Charlotte, he was awakened. Being hard of hearing and barely awake, he did not hear the complete cabin announcement but he did hear the word "Charleston." He got off the plane thinking he had arrived in Charleston.

When the plane arrived... we panicked. We immediately checked at the ticket counter while my sister called from New Jersey. At this point Piedmont people took over. They contacted Norfolk, Newark, and Charlotte to alert them to the problem....

Dad was found in Charlotte at the baggage claim area. At this point Piedmont people at Charlotte took over. We were immediately informed as to the situation. They made Dad comfortable, informed us as to Dad's situation, and allowed us to talk to Dad. They put him up for the night and got him on the first flight out the next morning.

Based on this experience we can only describe Piedmont people as calm, caring and totally professional.

Although I travel quite a bit, I flew Piedmont for the first time on December 22. It was the last flight to the midwest for the day, and things were crazy. People were tired, flights were oversold, tempers were short. Handling all this not only with good grace and efficiency, but also (I was astonished) with good cheer, was Reed Barber. He continued to put out the extra energy to smile and act like this was all in a day's work.

Since I am a frequent user of Piedmont, I have met many of the "Piedmont People" who are responsible for getting me from one

place to another. These people are always courteous, efficient, and enthusiastic and a credit to your company....

I had just recently purchased my first pair of prescription eyeglasses and I forgot about them and left them on the seat of my flight. I had an additional hour and 15 minutes of driving to get to my final destination. When I arrived and realized what I had done, I immediately called Piedmont. Frank Stack answered and said he'd get right on it. Within 15 minutes, he called and said he had my glasses... He suggested that rather than mail them or hold them for a week (my next flight) he would deliver them personally when he finished work for the day... Truly service beyond the limits.

A gentleman by the name of Linno Davis in Memphis is a credit to your organization. I was traveling December 20 from Memphis to Charlotte with my two sons, a five-year-old and an eight-year-old. The airport and all gate areas were packed due to the Christmas rush. Planes were late so connections of all airlines were confusing. I observed Mr. Davis handle several very frantic people as graciously and helpfully as could possibly be managed. In the midst of all of this there happened about a three-minute lull... He asked my sons over and showed them their travel reservations on the screen... To make time for two little boys when he needed a breather himself was too much! He is to be commended and so is Piedmont for the quality of its people.



Compliment/Complaint Scoreboard

Month	1984 Ratio	1983 Ratio	1984 Compliments Compared to 1983	1984 Complaints Compared to 1983	1984 Boardings Compared to 1983
January	1.23	1.68	+63.3%	+19.1%	+33%
February	1.72	1.18	+12.1%	+64.0%	+43%
March	1.96	.18	-27.9%	+48.1%	+29%
April	1.05	1.16	+57.4%	+42.6%	+29%
May	1.58	1.01	+ 7.8%	+67.9%	+29%
June	1.61	1.17	+ 4.4%	+43.9%	+24%
July	1.42	1.13	+19.3%	+49.8%	+11%
August	1.45	1.46	+ 1%	+ 5%	+19%
September	1.43	1.32	+ 4%	+13.1%	+12.2%
October	1.07	1.33	+15.3%	- 7.3%	+11.3%
November	1.30	1.03	+16.1%	- 8.4%	+21.3%
December	.98	1.55	-17.5%	+31.2%	+17.2%
Total	1.22	1.43	+ 12.94%	+30.38%	+22.5%

Note: For the first 9 months of 1984 we ranked second among the airlines in the CAB's report on compliment/complaint ratios.