

Doug Anderson, Gray Fishel, Aubrey Warren (manager-air traffic services), Harvey Tedder and Tom Cook, all dispatchers, watched the map closely as they followed Hurricane Gloria's path up the east coast. Each day our dispatchers follow almost 1,000 flight segments.



## Piedmont people hop To keep fleet safe From hurricane threats

Friday, September 27, Hurricane Gloria roared up the East Coast destroying much in its path. Our operations as far south as Myrtle Beach, and all the way up the East Coast to Massachusetts were affected, and to some degree, Gloria indirectly affected operations in other parts of our system.

What happens to our people, our aircraft, and our schedules during a state of emergency of this kind?

A core of people representing all areas of our operation work together daily with employees in the field to ensure a safe, effective, on-time airline. When Gloria became a reality, the jobs of these men and women in the Airline Operations Control Center (AOCC) intensified dramatically.

"Twenty percent of our departures were cancelled, and our load factor for the day dropped to 45 percent," Reggie Powell, staff vice president-

operations control, said.

"Our people made the difference. They did their job and did it well, with the end result being a good operation under extremely adverse conditions."

Gloria began to affect our operation the night of September 26. We elected not to leave any aircraft overnight at MYR, ILM, ORF, OAJ, ISO, or RIC. This meant 18 aircraft had to be diverted or cancelled short, which in turn resulted in cancelling the first legs of the trips for the next morning.

"As the storm came in and continued its northerly movement, we closely monitored our operations from BWI north, and began suspending service as weather conditions dictated," Powell explained.

"We began service back to all cities as quickly as conditions allowed. We were one of the last to leave and the first to return to our markets, and we did that certainly with a safe opera-

tion. There were numerous compromises, but never on safety."

Powell attributes the success of our operation under such demanding conditions to a team effort by those in AOCC and the excellent cooperation received from the people out in the field.

"We were fortunate, for Gloria was an extremely strong hurricane that could have caused much greater damage to the East Coast," Powell added. "We were under considerable pressure, but that happens often, especially in the winter during snow and ice storms."

AOCC is located on the first floor of the General Office in Winston-Salem. It includes six disciplines: Aircraft Routing, Flight Attendant Scheduling, Pilot Scheduling, Dispatch, Passenger Movement, and Maintenance Control.

Aircraft Routing schedules the fleet for regular maintenance while meet-

ing passenger schedule needs. These employees plan routes five to six weeks ahead, so a major disruption such as that caused by Gloria plays havoc with their work.

Flight attendant and pilot schedulers make sure we have crews at the right place and at the right time. When flights are cancelled, crews must often be rerouted or new crews brought in.

Dispatchers stay abreast of our flights, and hold, divert and/or cancel as conditions warrant, with the duty supervisor having the final say in the decision-making process over the system's daily operations. On September 27, we cancelled approximately 200 departures.

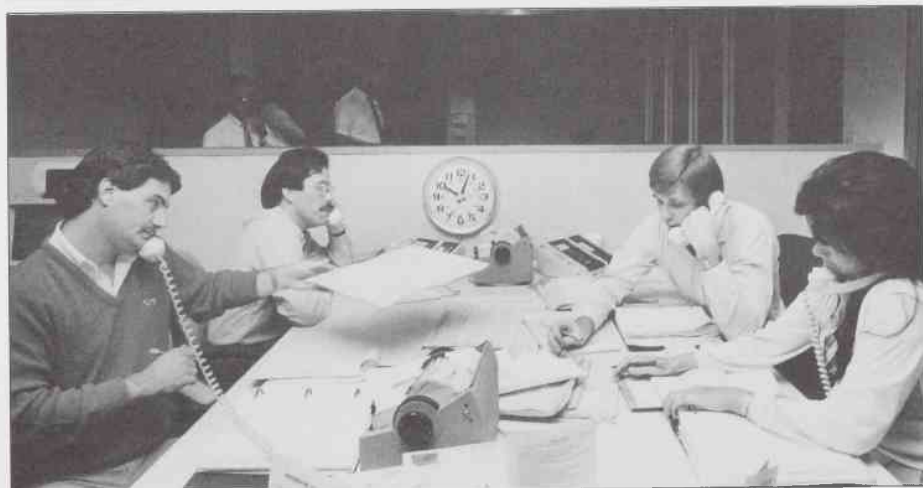
Passenger Movement follows the passengers and monitors flight information. When irregularities occur that affect passengers, such conditions are coordinated with Dispatch, stations, and the CRO by the passenger movement coordinator to insure the customer is properly protected and well informed.

Employees in Maintenance Control are available to our outside maintenance force and pilots for technical assistance. They interface unscheduled aircraft maintenance into the general operation.

"Everyone here works closely together," Powell said. "We have to look at the overall operation before any decisions can be made, and in most cases, these decisions have to be made quickly. Our work is compounded when something like Gloria comes along, yet we have the dedicated people to get the job done."



Left: Joe Lunsford and Jim Nazarkewich (seated) and (l to r) Jim Taylor, Krista Flynt, and Al Beamon (manager) are in Maintenance Control. Below: Carol Hoover (seated), Jerry Overby, and Brenda Newsome schedule aircraft for maintenance. Hoover and Overby are coordinators and Newsome, a supervisor.



Piedmont now has over 1,900 flight attendants whose schedules must be coordinated with other departments. Four of the employees responsible for deter-

mining these schedules are (l to r) Dale Milikan, Bobby Stockton, Ron Hindson, and Carol Martin.



Pilot schedulers include (l to r) Jack Clowney, supervisor; Tom Rutkowski; Mike Tapler, senior supervisor; and A.T. Watkins, supervisor. In this department,

schedules are made for more than 1,500 pilots.