



Piedmont began service to Buffalo (BUF) on December 15 with two nonstop, round-trip flights daily to BWI. (Above) Dorsey Glover, from the governor of New York's office, cuts the ribbon assisted by BUF Station Manager Chuck Hathaway and Captain Jack Vandelaar, BWI. (Left) On hand for the opening day are (l to r) Agent Connie Price; Crockett Stanley, PI station trainer; and Supervisor Liz Beltrami.

Brockway will be 5th To join Commuter system

Another airline will join the Piedmont Commuter System this spring.

Piedmont will start a new marketing program with Brockway Air on March 15 that will give passengers on Brockway the benefits of fast connecting flights to destinations on our route system, and provide us with additional passengers at cities Brockway serves.

Under the marketing program, Brockway will operate as a "Piedmont Commuter" carrier and will use the Piedmont Commuter insignia and colors. There will be joint marketing, advertising and sales promotions between the carriers, and we will also provide administrative support. In addition, we will provide all reservations services, sharing our two-letter reservations code with Brockway, and will include the airline in our flight schedule.

Brockway will fly its current schedule until May. At that time, its routes will be adjusted to complement Piedmont's air service.

Brockway is a commuter carrier serving 23 destinations in five Northeastern states and the District of Columbia. The airline headquarters is in Burlington, VT. Brockway Airlines is a division of

Brockway Inc., headquartered in Jacksonville, FL. In addition to the airline division, Brockway is a leading manufacturer of glass, plastics and metal packaging.

Brockway operates a fleet of five 44-seat Fokker F27's, and eight Beechcraft 1900's that seat 19 passengers each. Destinations it serves include Albany, Binghamton, Buffalo, Corning/Elmira, Ithaca, Massena, New York's LaGuardia Airport, Ogdensburg, Plattsburgh, Poughkeepsie, Rochester, Saranac Lake, Syracuse, Watertown and White Plains, NY; Boston, Martha's Vineyard and Nantucket, MA; Burlington, VT; Philadelphia and Wilkes-Barre/Scranton, PA; Newark, NJ; and Washington, D.C.

Other airlines currently part of the Piedmont Commuter System include Britt, CCAir (formerly Sunbird), Jetstream, and Trans Air.

Our presence in New York growing strong

"I love New York" could well be Piedmont's slogan, for we're now taking a large slice out of the Big Apple.

While during the past several years we've opened new hubs at DAY and BWI, vastly expanded our CLT operation, and most recently, taken Florida by storm, our operations at New York-area airports have expanded to the point where today we're the third largest carrier in terms of departures.

In fact, each day Piedmont, including Empire, offers New York travelers a choice of 110 daily departures—that's 10 percent of all our departures—and more than 12,400 seats daily in this marketplace. More than 700 people are employed at the three major New York airports—LGA, EWR, and JFK—to handle our operations.

To take care of this rapid expansion program, our facilities at EWR and LGA are undergoing major changes to accommodate the growing number of passengers we carry.

LGA service

Piedmont began flying to New York on November 15, 1966. Initial service was begun to LGA with five non-stop round-trip flights daily linking ROA and LYH to the Big Apple. We contracted with Eastern for all our operations. In 1983, when we reached 13 departures, we gained our own facilities. Today we have 53 departures and more than 300

employees, including 40 in maintenance and avionics, as well as full ground support at this station. Bill Felt is station manager.

"We have wanted to give our employees at LGA better facilities for a long time," Leonard Martin, senior vice president-passenger services, said, "and recently, we have been able to negotiate a contract with the Port Authority and American to enlarge and improve our areas. These improvements, which are being made over a three-year period, will enable our people to better serve our customers."

renovation

The improvements include a complete renovation of our concourse in conjunction with American. The concourse will be widened and upgraded, and new loading bridges will be installed and other support areas improved. Security for the concourse will be relocated, which will improve the flow of passengers. Our holdrooms will increase by 30 percent at the three gates from which we operate, and we will have almost 10,000 square feet when all work is completed.

A Presidential Suite will open on the second level by late summer.

"Our employees are very proud and very pleased with the completed facility we have today," Felt said, "and we're looking forward to the additional expansion now in the planning stages."

Piedmont has served EWR since 1969 when service began to LYH, INT, AVL, and ATL. EWR was the first of Piedmont's stations to be served totally by B-737s. When the terminal was completed in 1973, we had two gates, then in 1981, gained two more. Today, we have nine gates and seven loading bridges and we along with United and Eastern are the only carriers with full satellite operations.

EWR growth

When Frank Woodruff became station manager 11 years ago, Piedmont employed just 25 people at this station. There are now over 300 employees boarding an average of 105,000 passengers each month.

"Our facilities will soon rival those of all other carriers at Newark," Martin

said. "Our employees have done an excellent job handling all aspects of service, and once all work is completed, I think they will be proud of their surroundings."

The ticket counter at EWR has already been expanded and administrative offices relocated for better passenger service. On our Concourse A2 we operate from seven gates with loading bridges and have two other gates we'll equip with loading bridges as our services increase. New York Helicopter presently uses one of these gates.

The holdrooms are being completely renovated, and a Presidential Suite will be ready by late summer. The support area on the lower level is being renovated and enlarged by 50 percent for employees in maintenance, avionics, flight crews, and

operations, and a new conveyor system is being installed for baggage handling. All work will be completed by Thanksgiving.

"Our employees are anxiously awaiting completion of the project," Woodruff said. "They have been working under very tough conditions in tight quarters. These new facilities will really brighten up our station."

Empire also serves JFK where Pan Am currently handles its operations. Empire has 43 employees at this station.

facilities

The Facilities Department is responsible for seeing that all work at both LGA and EWR is completed on schedule. These people include Staff Vice President Bruce Parrish, Director Bob Baker, and supervisors Barry Smith and John Smith. Pat Eaton is the administrative assistant.

"Our Facilities Department is doing an excellent job upgrading our New York stations to equal that which we have at our other locations on the system," Martin said.

"We're pleased that we're now able to improve facilities at these New York-area airports. Plans for these projects have been long in the works, and we're glad that we're finally able to get underway."

Our slice of the Big Apple

February 15, 1986

	# of daily departures	# of seats daily
Newark		
Piedmont*	53	6,540
Henson	4	60
Commuter**	2	38
LaGuardia		
Piedmont*	41	4,622
J.F. Kennedy		
Piedmont*	16	1,200
TOTAL	116	12,460

*includes Empire

**Does not include Brockway Air which will join the Piedmont Commuter System on March 15. Brockway serves both LGA and EWR.