

Commendations

LAX employees' alertness enhance FAA inspection

On March 31, Special Agent R. L. Pelavo of the FAA's Civil Aviation Security Field Office (CASFO) in Los Angeles conducted an unscheduled inspection of the USAir station at LAX. During that inspection, Agent Pelavo conducted a test of the challenging procedures used on USAir's air operations area (AOA). Two employees went out of their way to challenge the agent and provided a positive example for their fellow employees. The employees, Spyros Tzetzos and Stan Hardman (mechanics-LAX), enhanced the inspection of USAir's station, reflecting positively on the airline as a whole. *C. Ducharm, Mgr., LAX-CASFO*

As president of a company, I have to travel many miles by air. Yesterday, I was coming back from Detroit after a business meeting there and was scheduled to land in Evansville at 10 p.m., putting myself at home after midnight. I would like to start out by saying that Piedmont Airlines/USAir is the best I have ever flown. The attitude of all Piedmont/USAir employees is terrific, something you don't find in most airlines. Secondly, I would like to pay a special compliment to Suzanne Luke (p/t sta agt) in Detroit who graciously transferred me to another airline so that I could get home at least two hours earlier to see my son play basketball. Please keep up the good work. I will fly Piedmont/USAir every time I have the opportunity. *Huntingburg, Ind.*

I just wanted to drop a note about the exceptional employees that I met during a recent visit to Louisville. I was delayed waiting for some air cargo that was to be shipped from Greensboro. But as it turned out, there was no way for the freight to fit on the Piedmont Fokker. Anyway, I am not the least bit upset by the delay of eight hours

waiting for a bigger plane to bring my package, as the guys here at the USAir counter arranged for me to use a waiting room to work in for the day. At least the day wasn't a total loss! One particular man, John Boyd (CSA), was so helpful since I wasn't quite sure where to pick up the package, and what to do all day at an airport without a USAir Club. When I returned, he even remembered my name as I checked in and asked how my day had gone. I actually feel like I've been treated just like the McLean Stevenson story for Piedmont! Good work! May all your people put their best foot forward like Louisville did today! *Graham, N.C.*

For a recent business trip I had to drive very quickly 40 miles to BWI airport to make a 7 a.m. flight to Albany. The competitor's flight was cancelled and I was shifted to a Piedmont flight destined for Newark with a change of planes and an eventual landing in Albany about an hour and 15 minutes after my original

arrival time. Your plane left BWI a few minutes late, arrived late, and I found myself with about 12 minutes to switch terminals and make my connecting flight (which was of course impossible to do in Newark). However, Sharon Greene (sta agt-EWR) and Jimmy Atallah (sta agt-EWR) quickly escorted me to a van, tracked down a moving baggage vehicle for my suitcase, and managed to deliver me to the appropriate gate in time to board the commuter flight to Albany. What was remarkable about Sharon and Jimmy was their ability to assess the situation, respond quickly, and conduct themselves in a pleasant and professional manner. I arrived at my appointment on time and in an upbeat mood. I thank each of them for their help and your organization for supporting personnel who are able to assess situations and make these types of decisions. You leave me no choice—It must be Piedmont from now on. *Annapolis, Md.*

USAir Group jet aircraft on order/option

Order	1989	1990	1991	1992	1993	1994	1995	1996	Total
B767-200	-	3	-	-	-	-	-	-	3
B737-300/400	18	24	25	6	-	-	-	-	73
Fokker 100	7	12	1	-	-	-	-	-	20
MD-82	-	-	-	2	12	6	-	-	20
	25	39	26	8	12	6	-	-	116
Option									
B767-200	-	-	2	2	3	2	-	-	9
B737-300/400	-	-	-	16	20	30	30	-	96
Fokker 100	-	-	11	9	-	-	-	-	20
MD-82	-	-	-	-	-	6	12	2	20
	-	-	13	27	23	38	42	2	145

• May 2, 1989