



# THE PIEDMONITOR

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APACE WITH THE PACEMAKERS

OCTOBER, 1960

## Decision Due On Knoxville - Norfolk Route



**IN A FOREST** of Teletype machines, communicationists finish the last days in their old quarters. Shown working in their temporary obstacle course are (left to right): Superintendent of Communications L. A. Watson, Bob Reagan, Bill Fagan of A T & T, Linda Wilkins, Supervisor of Switching Center Sue Martin, Nancy Mabe and Julia Morrison.



**ELBOW ROOM** in new location is demonstrated by Sue Martin (left) and Linda Wilkins. Shown above is a corner of the Relay Center.

## Four Depts. Relocated-- "Moving Day" At INT

Four INT departments moved this month to new quarters on the second floor of Smith Reynolds Airport.

The Relay Center, Space Control, Flight Control, and Operations Control completed their relocation September 15.

The departments' new "home" features increased space facilities plus a crew room for flight personnel.

The move was at times a hectic one since, in the Relay Center for example, messages sent and connections formerly made by tape had to be Teletyped manually while equipment was being set up and readied for operation in the new location.

In addition to increased efficiency because of more space, more time is expected to be saved by the pilots since they can compile flight information

### New Point Planned

Piedmont has been authorized to serve Frankfort as a separate point in a recent decision by the CAB, and expects to be serving that city on a trial basis by December 1, 1960.

K. E. Ross, Superintendent of Stations, and W. A. Blackmon, Superintendent of Ground Operations, recently visited Frankfort to check on airport facilities there.

directly from flight control and weather centers without time-consuming trips between the old quarters and the terminal.

## Piedmont Host To Convention

Piedmont Airlines will be host to over 50 representatives of foreign and domestic airlines during the Annual Industry Customer Relations Conference here October 13 and 14.

According to Stan Brunt, Piedmont Superintendent of Passenger Service and Secretary for the Conference, every U. S. airline will be represented, plus Scandinavian Airlines, Denmark; Alitalia Airlines, Italy; and British Overseas Airways Corporation, England.

Managers from customer relations, passenger service and claims departments will discuss new methods and approaches to problems arising in these areas with a view toward better passenger service.

In addition to Brunt, other Conference officers are: Business Chairman, V. P. McCauley, New York City, American Airlines; and Liaison Officer, Gene Macearon, Washington, D. C., Capital Airlines.

## Interconnect Between Eastern And Piedmont In Operation

### Air Fair Slated At INT Airport

Piedmont participated in the Winston-Salem Junior Chamber of Commerce's annual Air Fair October 2 at Smith Reynolds Airport.

Static displays of aircraft showing the progress of aviation in this area included airplanes from Piedmont's Beechcraft and Piper outlets.

D. R. "Red" Willard, Superintendent of Engine Overhaul for Piedmont Aviation, Inc., demonstrated his flying model Viscount.

Military aircraft were also on display, among them a T-33, a C-123, and an H-19 from Seymour Johnson Air Force Base, Goldsboro, N. C.; an F-87 from the Air National Guard, Charlotte, a Grauman S-2F from the Navy at Norfolk; and aircraft from the Army Reserve and the Air Force Reserve.

The Twin City Sentinel's Aviation Editor Ed Robins, General Chairman of the Air Fair, scheduled a high speed run over the airport by an F-102 from Seymour Johnson AFB which was cancelled due to low ceiling.

Ann Herring, Miss North Carolina, was one of the guests at the Fair, which was set from 1 to 5 p.m.

Faster confirmation of reservations and increased accuracy of communications between the entire Eastern and Piedmont Airlines systems will be the main feature of the new Interconnect Teletype System installed September 22.

According to Superintendent of Communications L. A. Watson, any Piedmont station may now send a reservation or lost and found message to any Eastern Airlines station. Such messages were formerly handled separately by the companies via Teletype or telephone.

An Eastern dispatch destined for PI Charlotte and PI Washington, D. C., will appear in the Piedmont office at these points. All other messages going between Eastern and Piedmont go through Piedmont's Relay Center at Winston-Salem.

W. J. Keating, Communications Manager, and Miss Elizabeth Whittaker, Manager of Switching Center, both of Eastern's Atlanta office, assisted Mr. Watson and Mrs. Sue Martin in working out procedures and formulating methods of operation.

It was "old home week" for Watson, since he hired Keating 20 years ago as a radio operator at Eastern, and Miss Whittaker was one of the first Teletype employees hired by Watson, also at Eastern.

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### Letter From A Customer

## They'll Have To Wait A While For This One

Dear Sir:

Over the years our family has had a most pleasant association with Piedmont Airlines. While traveling with you, our trips have been characterized by courtesy and cooperation from all.

By the time our eldest son was three years old, he had crossed the state 16 times from Wilmington to Charlotte with me in the care of a most kind Piedmont steward. Last year both our boys (aged nine and five at that time) traveled to Charlotte in the care of another steward whose friendly concern made him the family hero for some time.

Your air personnel has always been kind and considerate of our family — from rerouting schedules and warming baby bottles to meeting relatives and buying popsicles. Our boys love flying and all their "air hours" have been on Piedmont. Both have often desired to visit your headquarters in Winston-Salem.

In view of all the kindnesses shown us by your airline, I feel it is only right to try to show you a kindness now too.

A short time ago "Mr." Samuel Glasgow III sent in to Beechcraft for free information concerning their planes. Almost immediately he received the infor-

mation he requested. This with the pictures and other advertising material interested him greatly. And yesterday, to the surprise of all the family, he received a letter from you indicating that a representative from Beechcraft and from you would call on him shortly. "Mr." Glasgow was thrilled beyond words and would be quite delighted to meet or even talk to one of your representatives when they are in this area. In fact, I can't help but hope one will be able to call. However, in all fairness to you and to that representative, my husband and I feel that I must tell you that your very interested potential Beechcraft customer, "Mr." Samuel M. Glasgow III, is only ten and one half years old. Yours truly, Mrs. Samuel M. Glasgow 307 Main St. Wallace, N. C.

**Just another fine example from Piedmont's aggressive sales staff. Keep up the good work.**

Airline interline business is big business these days. For 1959, it is predicted that \$1.25 billion of passenger revenues will result from interline agreements between, and among, the world's scheduled airlines.

Oral argument on the "severed and expedited" portion of the Piedmont Area Case involving the Norfolk-Knoxville route was heard September 21 by Board members Whitney Gilliland, Chairman; Gen. John S. Bragdon; and Allan S. Boyd.

### Interests Represented

Parties interested in the Norfolk-Knoxville route, and appearing at the CAB session were: Piedmont Aviation, Inc.; Capital Airlines; Eastern Airlines; the Norfolk Port and Industrial Authority; the City of Asheville, N. C., and the Asheville Chamber of Commerce; the City of Charlotte, N. C., and the Charlotte Chamber of Commerce; the Wilson/Pitt County — City of Greenville Airport Commission; and the Greensboro-High Point Airport Authority.

Also the City of Hickory and the Hickory Chamber of Commerce; the Raleigh-Durham Airport Authority; the City of Rocky Mount, N. C., and the Rocky Mount Chamber of Commerce; Rowman County, N. C.; the Airport Commission and the Board of Commissioners of Forsyth County, N. C.; the Winston-Salem Chamber of Commerce; Elizabeth City, N. C.; and the South Carolina Aeronautics Commission.

Piedmont Aviation was represented by President T. H. Davis, Vice President C. G. Brown, Jr., and Cecil Beasley.

Oral argument is the last procedural step before a CAB decision in a route matter.

Commenting on the proceeding, Mr. Brown said, "Since the Examiner and the Board have accorded expedited treatment to the Norfolk-Knoxville route, we are hopeful that a decision from the Board will be forthcoming within the next 30 to 60 days.

The route in question, segment 3 of AM-51, is now held by Capital Airlines which wishes to drop its services. Piedmont now serves all but two cities on this route and is supported by Capital as its replacement.

### Examiner Recommendation

CAB Examiner Keith recommended that the route be divided at Raleigh-Durham with one segment going to Pinehurst-Southern-Pines-Aberdeen and to Charlotte; the other segment comprising Greensboro-High Point, Winston-Salem, Charlotte, Hickory, Asheville, and Knoxville.

Keith, who was in an automobile accident last July, attended the Oral Argument and appeared

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## New Schedules To Debut

New flight schedules will go into effect October 30, but will reflect no major flight or time adjustments.

Chief change will be shifting flights from cities currently on Daylight Saving Time back to Eastern Standard Time.

According to Preston Wilbourne, Director of Tariffs and Schedules, employee schedules will be sent to stations the first week of October, reflecting changes effective October 30.

Another revision is planned for December 1.