

THE PIEDMONITOR

PAGE TWO

DECEMBER, 1962

Piedmont Aviation, Inc.
SMITH REYNOLDS AIRPORT
WINSTON-SALEM, N. C.



Editor: Cleta Covington

CORRESPONDENTS THIS ISSUE

Barbara Rippey, CLT-F; Dave McGregor, SOP; Peggy Sauser, DCA-CTO; Roger Greenlaw, SHD; Libby Reed, CHO; Tommy Young, ATL-O; Bob Wylie, ORF; Don Tate, GSO; Ruth Shumate, CRW; Bob Stepe and Elaine Sturr, CVG-F; R. R. Price, DAN; Gene Shore, MBC; Ashlyn Hammett, CAE; Frank Reynolds, LYH; Frank Slone, RMT; Fred Smith, PHF; Virg Flinn, PKB.



VFR with Turby

By the time this is published, Christmas will have come and gone, and I hope everyone had a merry one. I know T. L. and Sue Martin had a nice Christmas, since they are the proud owners of a "Super Dooper Wildcat Buick Convertible" with everything attached, including a speedometer which, when it reaches 55 reports to the driver, "That's fast enough." At 60, it says in a loud voice, "Slow Down," and at 70 MPH, it cries out, "Crazy Man, Crazy." Now you have to see this gorgeous thing to believe it. Custom built to the Martins' specifications. No fox tail on the antenna — but a mink tail! The rear view mirror is in technicolor. I could go on and on about the extras, but this publication doesn't have enough space for that.

We had the following station visitors last week to receive their service ring from Mr. Davis, ~~Haliburton~~—10 years; Tom Finney—RDU, George Gentry—AVL, Carl Lipscomb—CRW, E. L. Lee—ECG—all five years. It was a pleasure to give them all the "Cook's Tour" of the home office and maintenance base.

JUST GOSSIP—Forest Bates is a father again—four times. I gotta talk to that boy. Sherl Folger—getting fatter all the time—I gotta talk to that boy too! Ken Ross, ole fuddy duddy, getting grayer and losing that pretty hair. It's a shame. It used to have such a nice wave in it. Colonel Saunders just recently moved out on his farm outside of INT. I am told it's quite a show place.

I repeat, and I hope they spell it right this time!!

PEACE—A thing you can't get by throwing rocks at a hornets nest.

P. S.—The important part of a woman's letter.

QUARREL—A thing you can avoid if you won't just jaw back.

THE PIEDMONT POSTMAN

Dear Sir:

I was a passenger . . . (aboard one of your flights). I have never taken so much abuse in all my life and am very much disturbed over it.

Our flight was scheduled to leave . . . and we were advised that due to mechanical difficulty it was re-scheduled. When we finally left the airport . . . the mechanical difficulty had not been repaired and we were forced to land and change aircraft . . . This meant an additional one-hour delay.

I arrived . . . and when I went to pick up my luggage I found that it had been left . . . when we changed planes. I requested the assistance of your manager . . . and was nastily advised that the luggage would not be delivered until 11 a.m. next morning.

Because of this delay I will not be able to maintain my very tight itinerary and therefore will lose in excess of one day's work. I have an additional three flights to make on your airline this week and am very much concerned over my loss of a day's work as I do want to make it home by Thanksgiving.

I do not generally complain and I fly in excess of 100,000 miles per year, but I did want you to know that I will certainly not forget the discourteous service that I received from Piedmont Airlines and its personnel.

Sincerely,
S.T.

* * *

Dear Sir:

I am writing to you to advise you of the extra effort and courtesy your employee, Mr. Howard Hughes, Standiford Field, Louisville, Ky., extended to me recently.

Upon arriving in Newark, N. J., October 29 aboard Eastern Air Lines, I became aware that I had lost my keys. Having checked unsuccessfully with Eastern, I wired the parking lot at Standiford Field to see if they would check if the keys were left in the trunk of my car.

By some error, Western Union called Piedmont Airlines and Mr. Hughes went out in the rain, retrieved my keys, and kept them for me until my return on October 31, wiring me at my motel

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Happy Birthdays

JANUARY

P. R. Bostick, CRW	1
B. D. Caudill, CVG-M	1
E. J. Laskowski, Sta. Mgr., CVG-F	1
T. G. Bachan, Capt., ROA	2
H. J. Brendle, INT-FB	2
Joanna Gray, INT-C	2
C. R. Kenney, LEX	2
J. J. Settle, CRW	2
Laura Talbert, INT-C	2
E. C. Kearney, ILM	3
Harold Miller, F/O, DCA	3
J. F. Wood, Supt. of Eng., INT	3
I. S. Everhart, INT-D	4
R. N. Fletcher, INT-FB	4
R. L. Neal, INT-M	4
H. A. Robinson, SHD	4
G. E. Twiddy, ORF	4
C. L. Bunch, F/O, ORF	5
W. H. Pinein, Capt., DCA	5
J. D. Pratt, ROA	5
Eva Harper, INT-A	6
J. F. Morris, BAL	6
R. P. Query, RIC	6
Irene Sharpe, INT-C	6
W. J. O'Connell, F/O, ROA	6
R. L. Gilley, BAL	7
R. A. Grass, F/O, ILM	7
T. M. Pierce, DCA	7
E. H. Durham, SDF	8
J. L. Smith, INT-CPA	8
Joyce Gilbert, INT	9
J. L. Kendrick, PKB	9
L. C. Agee, Capt., ROA	10
G. W. Lewis, FLO	10
T. F. Webb, INT-M	10
H. W. Woolridge, LYH	10
J. R. Cansler, F/O, INT	11
T. R. Durrer, CHO	11
A. R. Salyers, CVG	11
E. L. Smoot, BAL	11
L. A. Watson, Dir. of Comm., INT	11
H. W. Kreeger, INT-M	12
A. G. McAllister, INT-M	12
Naomi McGuinn, AVL	12
W. H. Tackenberg, Capt., ORF	12
H. N. Wilson, INT-M	12
W. C. Wooten, Sta. Mgr., FAY	12
D. E. Britt, Asst. to Pres., INT	13
H. K. Saunders, V.P., INT	13
R. S. Logan, INT	14
J. V. Holbrook, INT-M	14
M. C. Moore, SDF	14
Halsie Moser, Sec., INT	14
Celia Saunders, ORF-FB	14
Sarah Welch, INT	14
D. E. Martin, ROA	15
Helen Hopson, TRI	16
M. A. Knouse, INT-M	16
W. D. Mercer, TYS	16
W. D. Terry, INT-M	16
E. G. Cooke, SOP	17
L. O. Golden, INT	17
T. R. Webb, INT	17
D. R. Brown, ROA	18
J. L. Dunn, F.A., INT	18
W. G. McGee, Gen. Sales Mgr., INT	18
W. A. Blackmon, Asst. to V.P., INT	19
C. W. Gray, DCA	19
F. W. Hastings, INT-M	19
J. M. Mason, F.A., TYS	19
W. A. Downs, EWN	20
Isabel Johnson, INT-A	20
Mary Jo Rigney, HTS	20
G. H. Rush, DCA	20
R. J. Snyder, INT-FB	20
T. W. Vaughan, Capt., ILM	20
Shirley Wall, INT-FB	20
Donna Brown, DCA	21
R. P. Haley, Sta. Mgr., GSB	21
D. L. Kiser, INT-M	21
J. G. Swaim, INT-CPA	21
W. C. Yates, INT-FB	21
M. B. Banguess, INT-M	22
Carol East, ATL	22
C. F. Field, Sta. Mgr., BKW	22
T. F. Finney, RDU	22
R. G. Price, PSK	22
J. B. Robertson, INT	22
H. M. Cartwright, Dir. of Maint. and Eng., INT	23
H. B. Crites, DCA	23
M. F. Fare, Sec. and Asst. Treas., INT	23
C. H. Livengood, INT-M	23
W. R. Rowell, F/O, ORF	23
B. D. Turner, HTS	23
D. F. Johnson, INT-M	24
J. T. Nelson, ROA	24
L. J. Braun, F/O, TYS	25
J. W. Broadstreet, F.A., DCA	25
R. M. Foster, INT	25
C. D. Gore, INT	25
W. A. Tomlin, DCA	25
F. O. Leonard, INT-FB	26
J. B. Minnix, LOZ	26
Eugene Banner, INT-FB	27
C. A. Hall, PKB	27
A. G. Melson, Capt., ROA	27
Cletus Shelton, INT-M	27
R. T. Tieke, CVG	27
R. A. Williams, ROA	27
T. F. Beck, INT-M	28
J. R. Cox, INT-M	28

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Notable Quotes

T. H. DAVIS, President, Piedmont Airlines

"... I'm proud of all of you at Piedmont, and of the tremendous way you met the challenge of our expansion program this summer."

G. H. RIDGEWAY, ATL Airport Manager

"... Be sure to keep the airport manager's office aware of your particular problems and procedures . . . We get a number of complaints from passengers and visitors that sometimes airline employees won't take the time to help someone and be courteous. It takes a lot of cooperation to make an airport serve its intended function. It's big business and it's continuing to grow."

ARVIN BASNIGHT, Assistant Administrator, FAA Southeast Region

"We who have worked in aviation have harmed ourselves by being narrow in concept, provincial in our thinking, and inconsiderate of others' viewpoints. In the FAA we are now trying to create an attitude of friendliness. We need this friendly attitude if we are to complement each other . . . We hope to bring a closer, more personal interest in your problems by having as many problems as possible decided on local level . . . Cooperation between all elements in industry cannot be overemphasized."

THOMAS M. MILLER, Vice President of Traffic and Sales, Delta Airlines

"You people with Piedmont represent a very special group to us at Delta and it's a pleasure to be able to work with you. When Delta sends its passengers to Piedmont, we know we will have the service we can count on."

DON L. SMITH, FAA Assistant Chief of Air Traffic Control for the Southeast Region

"... We've been proud of the relationship the ATC center has always had with Piedmont and hope it will continue. We seem to get along better with the Piedmont pilots than those with other lines."

ROBERT B. MINOGUE, Director of Special Market Services, ATA

"Each individual is a salesman for Piedmont Airlines regardless of your other responsibilities . . . the Department of Defense is the largest single user of commercial transportation today, and 28 per cent of the potential military market is located within the area served by Piedmont. That 28 per cent has an income of over a billion dollars, which will give you a good idea of the passenger potential in this military market. If each state in Piedmont's district boarded one more military passenger it would mean \$18,662 a month extra revenue."

HENRY ROSS, Sales Promotion Manager, Delta Airlines

"... Several years ago the military traffic committee felt better guides were needed on all levels of military business. The Military Traffic Handbook was the answer."

CHARLES SPEERS, Vice President—Passenger Sales, American Airlines

"... The growth history of our two companies is very similar. Both struggled many years before turning the corner into profitable operations — American in 1938, Piedmont in 1960 . . . There are enough people available who can afford air service, but the problem is to make them want it enough to buy it instead of something else."

CHARLES HODGES, Managing Director of the Charleston Chamber of Commerce

"... Airlines have a special responsibility as a public service corporation. Speaking as a member of the public I can say the public is unreasonable and will take advantage of you as long as you'll let them. However, that doesn't mean you don't have to take it. If you can't you shouldn't be in a job where you must meet the public . . . You are all public relations people . . . It is your job, as frontline public relations people for your company, to present the image of your company the best way you can."

"I've known Piedmont from its beginning, and since that time Piedmont has conducted what has been almost a model operation. I've testified that before the CAB, and if I were asked right now, I'd say the same thing. Our office has never received a single complaint on Piedmont—never—and I can't say that about our other carriers."

WALTER J. DANE, Director—Ground Services, Eastern Airlines

"... When we find a way to make thing easier for the customer, we always find it makes it easier for us . . . We're always alert for ways to speed ground as well as air time. We'd like to go non-stop on the ground as well as in the air . . ."

JOHN HALIBURTON, Vice President—Operations, Eastern Airlines

"For many years the yardstick used to measure air safety has been the passenger fatality record per 100 million passenger miles flown. When I started with Eastern Air Transport the figure was 25 — recently it has gone as low as .04 fatalities. None of us in the industry should be ashamed of our safety record. It compares favorably with any other form of transportation, and is considerably lower than car transportation."

"The principal responsibility of any airline is to furnish a safe aircraft for any scheduled flight . . . What we need in case of an accident is honest reporting of the facts concerned so we can determine its cause and take steps for its prevention."

"... The only way to gain and maintain a good safety record is by: (1) constant vigilance; (2) strict adherence to operating procedures; (3) thorough and repeated training; and (4) development in personnel of a sense of personal responsibility toward the human lives entrusted to their care. Safety is a habit developed by faithful employees observing the points I've just listed . . . A good safety record is the best asset your company can have."



Davis



Miller



Speers



Haliburton