

THE PIEDMONITOR

PAGE TWO

JULY, 1963

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



Editor: Cleta Covington

CORRESPONDENTS THIS ISSUE

Flo Merritt, CAE; Naomi McGuinn, AVL; Elaine Sturr, CVG-F; Ray Norris, TRI; Bob Wylie, ORF; Frank Reynolds, LYH; Joe Robertson, BLF; Bruce Ball, LEX; Neal Dillon, PHF; Madge Lanier, CLT; J. P. Wheeler, RDU; F. J. Slone, RMT; Ruth Shumate, CRW; Jim Deans, EWN; John Morris, BAL; Marge Rieckhoff, CVG-CTO; Roger Greenlaw, SHD; Fred Classey, HKY.



VFR with Turby

Ken Ross had an urgent phone call the other day from Vize Dotson, Station Manager at PKB. Vize, being rather excited, advised that the station had been robbed the previous night. The conversation went something like this—

Vize: "Ken, this is Vize. The station was broken into last night."

Ken: "Anything missing?"

Vize: "I've checked all the tickets, equipment, furniture, communications equipment, and everything is intact — nothing missing. Oh, yeah, I almost forgot to mention the safe. They did take it with all the money!"

Ken just returned from Las Vegas where he attended the Annual Meeting of all Credit Unions. Now, can you think of a better place for such an organization to have a meeting (slot machines, dice tables and all those gadgets)? And, all those shows you have been reading about out there! Of course, he had to behave because Ileana, his attractive wife, was along to keep him in line. George Price and his wife and son also attended. George, too, was at a disadvantage. Guys, I'm kidding — I think it's great you made the trip.

BKW: Two dinners in two weeks! They sure are living high on the hog these days. As you know, they won the UAL Contest as well as PAI Incentive Contest. Bobby Harper, you know, gets the trip to Hawaii, along with his wife, of course. I had the pleasure of attending the Incentive Dinner last Thursday night, July 11. Also visited their very neat-looking station. Bill Clark, Supervisor of Ground Operations, put on his usual Twist exhibition, which, of course, he is an expert at doing.

I recently sent to all supervisors a little prayer known as "A Supervisor's Prayer," which I thought had a great deal of good advice in it. Today, I received from Howard Lewis, Agent in BAL, a prayer he wrote — "An Agent's Prayer" which I think is very good and with Howard's permission, I wish to include it in this article so that all agents at PAI may follow, I hope:

"O, Lord, please help me to do,

The many things my boss wants me to,

"Although I try to do my best,

I'm always in a mess,

"He wants so much and I give so little,

So please dear Lord, help me a little."

The horse and buggy had one advantage over the motor car at railroad crossings — the horse looked too.

Around The System

PROMOTIONS

K. W. Rose to Shop Mech. Helper
W. W. Scudder to Mech.
L. W. Peters to Mech.
L. E. Simmons to Mech. Spec.
J. D. Wiltsey to Mech.

TRANSFERS

B. A. Walker, DCA to ATL
R. A. Emanuelson, DCA to ROA
P. R. Bostick, CRW to BLF
D. H. Cooper, CVG to ILM
N. K. Vaught to ILM
E. K. Spencer to ILM
B. I. Marshburn to ILM
W. J. Selvia to ROA

NEW EMPLOYEES

G. C. Bond, Oper. Agt., ATL
Nancy Ayers, Res. Agt., ROA
J. D. Whidden, Jr. Radio Tech., ORF

Agent's Brain Busters

by Bob Reed and Tom Cowen Question

In air freight pick up and delivery service, what is "automatic delivery" and how is it used?

L. C. Baldwin, Jr. Key Punch Oper., INT
L. N. Linville, Jr. Gen. Clrk., INT
W. B. King, Jr. Acctnt., ROA-M
W. B. Marshall, Cleaner, INT
W. A. Lambeth, Lineman, INT-CPA
D. G. Avera, F.A., INT
D. D. Murray, F.A., INT
F. E. Vaught, F.A., INT
W. E. Johnson, Helper, INT-FB
B. G. Dillenseger, Gen. Clrk., DCA
C. W. Sparks, Jr., Chf. Pilot, ORF-FB
P. E. Cole, Lineman, ORF-FB

Jack Baum, ORF	1
S. P. Brown, ILM	1
C. W. Bryant, Supt. Eng. Overhl. Shp., INT-FB	1
M. P. Holt, INT-M	1
D. E. Knight, MBC	1
Joanne Margiot, DCA	1
J. L. Martin, ATL	1
I. R. McHargue, INT-FB	1
D. C. Miller, BAL	1
R. P. Pate, ISO	1
J. M. Fouts, Res. Mgr., DCA-F	2
Betty Fulp, Personnel Rep., INT	2
E. C. Groce, INT	2
B. L. Harper, BKW	2
C. C. Jackson, ILM	2
J. L. McDonald, INT	2
C. E. Pitts, INT	2
J. L. Smith, INT-F	2
N. L. W. Ball, F/O, INT	3
Lewis Watson, ATL	3
A. L. Bianucci, INT	4
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A. T. Gray, INT	4
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H. H. Hutcheson, Capt., INT	6
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Margaret Gorman, RIC	7
William Miller, ROA	7
Carole Roub, DCA	7
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R. R. Gabriel, INT	8
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Elizabeth Reed, CHO	9
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Palmer Alexander, IBM Superv., INT-A	12
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Open Forum

This month your "Open Forum" reporter visits Lynchburg, talking with some of the personnel on duty there and asking them:

"What do you think are some of the things we can do to solve the lost and damaged bag problem?"

Ed Best, Division Station Supervisor

"We recently made a survey of all the stations in my division on bags mishandled during a two-week period. By a conservative estimate, approximately 148 mishandled bags in that time cost the company over \$245 in delivery and miscellaneous costs. The majority of these bags missed connections in Washington. They were not delivered to Piedmont by other carriers in time to make our flights. The rest of the mishandlings were purely errors on the part of our personnel and carelessness in the handling of the baggage. Occasionally there would be rare instances in which problems would occur over which we had no control — for instance, a bag ticket being torn off or bags torn up by bouncing against each other when hitting rough air during flight. One solution to the problem of bags damaged in flight would be to segregate cargo, loading baggage in one bin and cargo and express in other bins.

"There are so many varied reasons for baggage problems that you can't put your finger on a specific cause and say, 'This is it.' I wish it was that simple."



C. R. Blackmon, Assistant Station Manager

"If every Agent would think through, and then follow through, 60 per cent of our baggage problems would be eliminated. The main body of our baggage problems are caused by carelessness. The rest cannot be helped since they are caused by misconnections over which we have no control."



Frank Reynolds, Agent

"As far as the lost bag department goes, if in booking return reservations we can make sure there is sufficient time to make connections, I think it would help. We also need to have more information. When a bag is not on the flight, right away a passenger is upset, but if you can tell them where the bag is, the reaction is much better. If other stations would make it a practice to forward on bag information, I think we would find the problem much easier to deal with."



Larry Fuda, Agent

"A lot of times these things cannot be helped. If a flight has a tight connection and then is late, the bags are lost. Agents should be careful checking the cargo. No cargo should be placed on top of bags — they should have priority. When bags are taken off one flight the Agent should make sure they are placed on the right flight. Mistakes in this cause many of our problems. If we followed through on being careful our problems would be solved."



Gene Clay, Agent

"I think if everyone would do his part and check the airplane thoroughly it would solve the problem. We have a system here that might help. We get the Total Dispatch of cargo on the airplane from the last station on the flight before it gets here. We check the bags on the airplane against this TD. If we can't find the piece we keep checking till we do."



Lloyd Jones, Agent

"The main problem is misconnections at Washington or Atlanta, our two main points. The trunk lines coming in misconnect to our flights and there's nothing we can do. We can make the passenger happier, though, by having some kind of information for them. When the trunk carrier is late, if they would only let us know then we can tell the passenger so he will know his bag won't be on the flight, and he will not be so upset. If we could tell the passenger in advance that his bag was going to be late but would be delivered just as soon as possible, I think it would really help the problem."



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