

THE PIEDMONITOR

Piedmont Aviation, Inc.

Smith Reynolds Airport
Winston-Salem, N. C.

Betsy Allen, Editor



Editorial

Do We Need A Project?

A number of publications come to and through the Piedmonitor's office and the majority of them are from other airlines naturally enough. Lately we have noticed that a lot of these other airlines are having company-wide campaigns such as "Be Nice Project" or "Operation Enthusiasm" or "Courtesy Campaign."

Through their publications they presented a lot of good ideas and suggestions, if not outright regulations to their employees. Certainly we are not criticizing their efforts at improvement, but we have wondered how much good this type of project really does.

In the last five years at least, there has never been this sort of project at Piedmont and although our service may not **always** be the kind we can boast about, when we do get commendations we know they're for people who genuinely like their jobs and are doing them well, without the Company having to campaign for courtesy to our passengers.

We're not saying that there is enough "niceness" in the world, or even at Piedmont. There can never really be enough. But from the tone of too many of our complaint letters we find that some, and any is too many, passengers doubt Piedmont's niceness. It seems that some of them leave us feeling unwanted, if not actually abused. Indifference and discourtesy are the majority of complaints.

This is far from a pleasant situation. We wish it didn't exist at all, but as the proverbial saying goes, wishing won't make it so.

It is bad enough that we get complaints from revenue passengers, but when we start getting them from our own employees, and we've had several lately, then it is time to stop and look at what we're doing.

At Piedmont we enjoy one of the most generous pass policies in our entire industry. This is, undeniably one of the most important fringe benefits of our jobs with an airline.

We know that pass-riding is a privilege. We realize that it carries with it certain responsibilities that cannot be ignored. Pass riders must, and usually do, conduct themselves according to the very highest standards in terms of behavior, dress and attitude.

We know that revenue passengers must always be considered first, for after all they are the very reason for our being. They are our business and the most important factor at Piedmont.

However, we have heard about, and seen ourselves, situations where some of our employees, while traveling on a pass, have been rudely mistreated and even ignored by other "on-duty" Piedmont people. This is a deplorable situation which seemingly would never happen, because at one time or another almost every-one of us is going to travel on a pass.

What makes it so much worse is the thought that if we are treating each other like this, what in the world are we doing to our revenue passengers?

If you haven't seen this happen, hopefully you won't. But if you have, what would you suggest be done about it?

It would be disheartening, to say the least, for Piedmont to have to have a "Be Nice To Passengers and Each Other" project.

Around the System

NEW EMPLOYEES

- G. W. Parker—Pilot-Charter, INT-FB
- R. W. Brown—S/O, ATL
- R. H. Bishop, Jr.—S/O, INT
- D. H. Cheatham—S/O, ORF
- E. W. Counts, Jr.—S/O, ATL
- R. D. Fraser—S/O, ATL
- T. C. Gentry—S/O, ORF
- J. R. Hamilton, Jr.—S/O, ATL
- W. F. Higgs—S/O, ORF
- R. B. Hines—S/O, ORF
- W. T. Jordan—S/O, ORF
- R. R. Kellim—S/O, INT
- B. B. Lopez—S/O, ATL
- B. C. Miller—S/O, ATL
- George Mongold, Jr.—S/O, ATL
- J. B. Queen—S/O, ATL
- W. G. Savage—S/O, ORF
- R. K. Spiess—S/O, ATL
- D. E. Vining—S/O, INT
- O. W. Vining—S/O, INT
- G. W. Oliff—Agent, ROA
- M. E. Wright, Jr.—Fleet Ser., ORF
- D. A. Boyer—Comm., TRI
- R. L. Carraway—Line Serv., ORF
- J. Abernathy—Agent, CVG
- E. A. Alfing—Jr. Mech., CVG
- C. R. Ashley, Jr.—Agent, DCA
- A. R. Aslet—Agent, RIC
- J. L. Bevier—Agent, ATL
- W. P. Buckley—Agent, DCA
- P. A. Corlette—Agent, CVG
- J. L. Crowell—Fleet Service, ORF
- D. C. Cruz—Agent, INT
- J. H. Czajkowski—Agent, ATL
- J. W. Davis—Lineman, INT-CPA
- E. E. Deal—Agent, INT-SC
- J. P. Dodd—Agent, ATL
- H. C. Freeman—Fleet Service, ORF
- B. J. Gurganus—Lab Asst., INT
- J. R. Hammack—Agent, ATL
- J. F. Harriman, III—Agent, ORF

PROMOTIONS

- D. G. Broadwell—Res. F/O, ORF
- W. E. Cooper—Res. F/O, TYS
- G. B. Gibson—Res. F/O, TYS

Congrats

20 YEARS

- R. C. Williams—Foreman, INT
- C. E. Ennis—Mech. Spec., INT
- P. B. Wallace—Sr. Spec., INT
- W. H. Allen—Station Mgr., ISO

15 YEARS

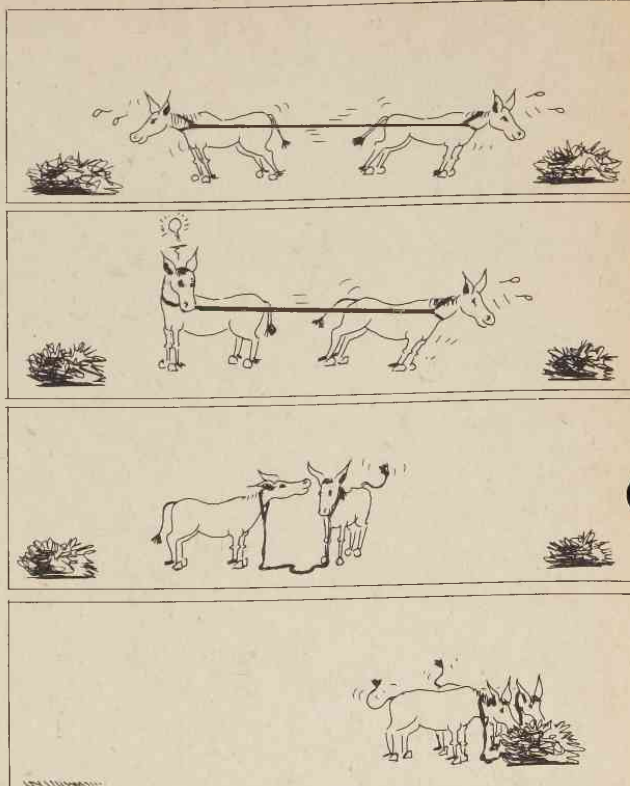
- K. E. Stephens—Sr. Mech., ORF
- J. D. Jones—Captain, DCA
- J. W. Ledbetter—Cleaner, INT

10 YEARS

- W. H. Cain—Mech. Spec., INT
- C. E. Hill—Cleaner, INT
- J. H. Ford—Jr. Spec., INT
- R. L. Gordon, Jr.—Ld. Mech., INT

5 YEARS

- Janet Royal—Sec., INT
- Mildred Buckner—Res. Agent, DCA
- Sandra Schoen—Res. Agent, CVG
- W. F. Nixon—F/O, INT
- H. C. Richardson—F/O, DCA
- E. R. Pope—Agent, FAY
- R. A. Hodges—Agent, FAY
- C. H. Hollingsworth—Agent, ROA
- K. A. Hrywko—Agent, ATL
- W. R. Hurst, Jr.—Agent, CHO
- N. F. Kopaczewski—Agent, MDW
- B. L. McKee—Agent, ATL
- W. M. Marlow—Agent, DCA
- G. M. Mavergames—Agent, ATL
- P. A. Mott—Agent, MDW
- K. R. Panice—Agent, MDW
- J. O. Patton—Agent, ATL
- H. A. Poole—Agent, ATL
- K. J. Ransdell—Agent, CVG
- D. D. Riley—Agent, HTS
- B. J. Roberson—Agent, BNA
- P. R. Speakman—Mech. Helper, ORF
- A. P. Totaro—Agent, DCA
- T. R. Whicker—Lineman, INT-CPA
- D. S. Wiles—Agent, CLT
- H. E. Barfield—Agent, ISO
- R. D. Beckham—Agent, CLT
- H. J. Butler—Agent, FAY
- A. Johnson—Agent, FAY
- D. L. Livingston, Jr.—Agent, DCA
- J. H. Phillips—Agent, ATL
- W. L. Terrell—Agent, ROA



TEAMWORK AND COOPERATION

- J. R. Michael—Res. Capt., DCA
- R. B. Parker—Res. Capt., PRF
- S. L. Summer—Reg. F/O, TYS
- B. H. Sharpe—F/O, ORF
- T. W. Porter—Res. F/O, ROA
- T. R. Allen—Res. F/O, ORF
- T. H. Harger—Reg. F/O, INT
- P. S. Beeson—Res. Capt., ATL
- D. H. Browning—Reg. F/O, ORF
- J. A. Cain—Res. F/O, ORF
- J. K. Combs—Res. Capt., ORF
- W. S. Cooper—Res. F/O, ROA
- G. E. Everest—Res. F/O, ORF
- G. N. Irwin—Res. Capt., DCA
- R. L. Mann—Reg. Capt., ORF
- F. C. Nicholson—Jet Capt., INT
- L. H. Shepherd—Reg. Capt., ORF
- D. E. Speas—Reg. F/O, INT
- G. G. Ward—Res. F/O, ROA
- A. S. Ashley—to Jr. Steno., INT
- G. Lancaster—to Res. F/O, ILM
- J. A. Nemeroff—to Capt., ORF
- G. G. Perry—to Res. Capt., ORF
- J. W. Royall—to Sr. Sec., INT
- J. T. Sprouse—to Res. F/O, ROA
- H. T. Young—to Capt., ORF
- K. E. Booze—to Inspector, INT
- L. C. Howell—to Jr. Spec., INT
- V. Miracle—to F/O, TYS
- C. E. Murphy—to Mech. Spec., INT
- W. H. Smith—to Inspector, INT
- I. H. Johnson—to Sec. Steno., INT
- B. F. Harrison—to Util. Serv., ORF
- R. R. Duggins—to Util. Serv., CVG
- J. B. Carter—to Util. Serv., ORF
- W. G. Lynch—to Ld. Mech., INT
- A. G. McAllister—to Ld. Mech., INT
- F. D. Richardson—to Radio Tech., ATL
- R. W. Cole—to Ld. Agent, DCA
- J. H. Dial—to Chief Agent, ROA
- R. W. Flanagan—to Ld. Agent, DCA
- A. W. Perry, Jr.—to Ld. Agent, CRW
- E. R. Pope—to Ld. Agent, FAY
- J. J. Feather—to Ld. Agent, DCA



VFR with Turby

As of February, 1970, I will have completed 42 years in aviation, of which 40 have been connected with airlines. I have been asked by many to relate some of the unusual and amusing things that have happened in this business over the years, so for the next few issues will relate some true stories that I hope will be of interest to you—

In 1939, I was working the night shift in GSO. At about 2:00 a.m., a car drove up and a horn blew. I stepped outside to see what was up when a man leaned out of the window on the driver's side and asked me to come over to the car, which I cautiously did. When I reached the car, I could see that the driver was completely without clothes. He asked if I would call the sheriff for help, that he had just been robbed of all his clothes while he was asleep at his home at Friendship, which is about a mile from the airport. I went back and called the sheriff, and another agent on duty went back to the car with me to get more info. We gave the man a cigarette and talked for about five minutes when he said he had better get back home to be there when the law arrived.

At this point, he drove away. About forty-five minutes later the sheriff came to our office and asked if this man acted normal. We advised that he did except for being naked. The Sheriff advised that the man was asleep through his trip and awakened when he drove back into his garage.

It's true — I omitted the name to protect the innocent. I knew the man quite well.