

THE PIEDMONITOR

Piedmont Aviation, Inc.

Smith Reynolds Airport
Winston-Salem, N. C.

Betsy Allen, Editor



Editorial Reply

Understanding The Situation

This comment is with regard to the editorial in the January, 1970, Piedmonitor, concerning rudeness by PI employees toward pass-riders. The examples mentioned are certainly not excuses for being rude but they most definitely tend to shallow the depth of compassion with which one might approach an unpleasant situation. For a suggestion to improve the situation which you indicated exists, I would express the fact that we do everything possible and within regulations to accommodate pass-riders.

Just recently, it was rather difficult for me to explain to a pass-rider and his wife, why we had to move them from a flight even though the aircraft departed with nearly fifteen empty seats. The fact that we had nine other people, revenue passengers, who could not go either seemed to make little difference.

The full scope of this situation can only be appreciated when one thinks of the size of our station at Myrtle Beach when compared to Atlanta or Washington. These instances happened to me and I do not regularly work on the ticket counter.

One morning not too long ago two flight attendants checked in with class C passes going to Washington, for our flight 910 which operates from Myrtle Beach to Goldsboro to New Bern to Washington. As I was checking their luggage I advised them that they would probably be taken off the flight in Goldsboro due to an oversale problem there. On hearing this one indicated she wanted to purchase a full fare ticket as she had to be in Washington that afternoon to work on a flight. This surprised me of course, and I could offer no explanation that she would accept, as to the reasons she could not buy a full fare ticket.

I can only imagine that the other stewardess had no more knowledge of the reason for my action than her friend as she made no effort to explain why we could not sell her a ticket.

Of the above two problems, one could have been prevented with a little common sense and the other with a little more knowledge of aircraft restrictions. The absence of both problems would of course have prevented the rudeness that occurred.

We, at Piedmont, do have a very liberal pass policy, but to appreciate we must understand it fully. I think that is the key to less rudeness.

—John T. Montgomery, CRE

PRESIDENT'S PROSPECTUS

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best to support this effort.

In closing, and with all the sincerity at my command, I want to thank you for your loyalty and hard work.

To our maintenance personnel, including mechanics, electronics personnel, and other fleet service and support personnel, for rising to the challenge in the difficult transition to new, more sophisticated equipment.

To our station personnel who have done such a terrific job — many times during the past year under very trying circumstances.

To our accounting, purchasing and clerical and other related employees — the unsung heroes who quietly, effectively and diligently carry on a far more important function than is generally recognized.

To our flight crews — the pilots who have, especially during recent months, been doing such an outstanding job in keeping our flights on time — and the stewardesses whose performance has been resulting in a flood of complimentary letters from our passengers.

And to our General Aviation, Central Piedmont Aero and Aerospace Institute gang — bless them — they earned a nice profit last year!

You are a great people. I am proud to be associated with you. I know I can depend on you to do your part to launch our Company into the new decade of the Super Seventies on a profitable basis.

Congrats

25 YEARS

L. J. Lambert—Stckrm. Supvr., INT

20 YEARS

E. L. Hurt—Sr. Mech., INT
M. E. Stokely—Capt., ILM
Palmer Alexander—Data Process. Supvr., INT
D. B. Johnson—Ld. Mech., INT
J. M. Riggs—Sr. Mech., INT-FB
B. A. Walker—Jet Capt., ATL
J. R. Gibson—Capt., ATL
C. A. Hughes—Capt., ILM
P. N. Lyons—Flt. Serv., INT

15 YEARS

J. L. Brown—Stckrm. Clk., INT-FB
B. J. Hefflin—Ld. Agent, LEX
Sara Kelly—Agent, INT
Ted Arrington—Sta. Mgr., BLF
D. W. Kimery—F/A, INT
C. W. Morrison—Dispatcher, INT
R. F. Myrick—Parts Sales Rep., INT-FB
W. R. Gordon—Dispatcher, INT
T. J. Johnson—Chf. Agent, HTS
E. E. Pickel—Agent, TRI
B. R. Barnes—Capt., ILM

10 YEARS

K. L. Wood—Jr. Mech., ROA
W. A. Gooson—Parts Clk., ORF-FB
D. E. Collins—Sr. Mech., ROA
D. G. Moles—Instr., PASI
R. R. Gabriel—Sr. Spec., INT
G. W. Lancaster—S/O, ATL
R. L. Mann—Capt., ILM
B. J. Barnhardt—Sr. Spec., INT
J. L. Elmer—Sr. Mech., ORF-FB
W. A. Wishon—Sr. Spec., INT
L. P. Wrenn—Gen. Mgr., INT-CPA
F. R. Krynicki—Ld. Mech., ROA

5 YEARS

R. N. Johnston—Ld. Agent, ATL
R. H. Wampler—Agent, ROA
S. R. Collins—Ld. Agent, GSB
Jacob Moffett—Porter, ATL
B. W. Williams—Sr. Stk. Clk., INT
Pat Craig—Agent, ATL
L. A. Clyburn—Ld. Agent, FAY
J. E. Grubb—Jr. Clk., INT-FB
C. K. Carter—Jet F/O, ORF
J. M. Bruton—Jr. Mech., ILM
W. O. Radford—Agent, HSP

Around the System PROMOTIONS

W. Lucas—to Sr. Mech., ORF
C. F. Franklin—to Ld. Mech., MEM
J. E. Nelson—to Ld. Mech., ROA
J. E. Davis—to Ld. Mech., SDF
K. W. May—to Ld. Agent, LYH
R. V. Shipton—to Div. Chf. Pilot, ILM
B. L. Harper—to Sta. Mgr., DAN
A. J. Slaydon—to Mech., ROA
W. L. Summers—to Mech., ORF
W. R. Wimmer—to Sr. Mech., INT
M. H. Baugess—to Sr. Work Cont., INT
S. H. Dudley—to Ld. Mech., ORF
S. E. Elmore—to Ld. Agent, BLF
J. T. Gibson—to Inspector, ROA
W. D. Boggs—to Ld. Agent, DCA
D. R. Collins—to Ld. Agent, BNA
D. A. Coughenour—to Ld. Agent, DCA
L. G. Brooks—Chf. Agent, ISO
G. A. Gentry—Chf. Agent, AVL
M. A. Pequignot—Acting Res. Mgr., CVG
S. L. Smith—Ld. Agent, ROA

TRANSFERS

E. G. Booth—INT to ROA
N. B. Mitchell—SHD to RIC
R. H. Bishop—INT to ORF
F. O. Adkins—to Asst. to Dir. of Flt. Standards, INT
V. B. Crisp—to Sta. Mgr., DAN
W. D. Hall—to Instructor-Flt. Ops., INT
M. L. Jones—RIC to ORF

PI Employee Stock Purchase Progress

To help you keep up with the amount you pay for Piedmont stock every month if you're buying it through payroll deduction the Piedmonitor publishes this periodic report of the number of shares purchased, average price per share and total investment in the previous month.

FOR DECEMBER, 1969

Amount Invested	\$4,528.41
Number of Full Shares Purchased	465
Average Price Paid Per Share	\$ 9.72

FOR JANUARY, 1970

Amount Invested	\$4,638.38
Number of Full Shares Purchased	651
Average Price Paid Per Share	\$ 7.12

How Goes It?

Mechanically speaking the January statistics revealed the following:

Mechanical Dispatch Reliability	Actual	Forecast
FH-227	97.8%	99.4%
YS-11A	98.3%	99.0%
B-737	97.4%	99.0%

On-Time Performance of flights

operated not more than 15 minutes late 72.1%

Load Factor	Actual	Quota Forecast
	39.9%	40.05%

HISTORY OF THE MARTINS

(Continued from Page Three)

wide acceptance in later aircraft.

The maintenance manuals for the airplane are still a model for readability and completeness.

Piedmont had a maximum fleet of 32 Martin 404's in 1967. The Company has owned 36. Of these twenty-four were TWA and twelve were Eastern type.

We started operations with the Martins in 1962. In that year we flew 28,701 hours, 1963 — 43,200 hours, 1964 — 47,755 hours, 1965 — 56,143 hours, 1966 — 68,577 hours, 1967 — 78,516 hours, 1968 — 66,281 hours, 1969 — 31,394 hours for a total fleet hours through 1969 of 420,567 hours.

The basic maintenance problems encountered with the Martin 404 were the engine, cabin supercharger, and the electrical system. After various modifications and improvements by Piedmont maintenance personnel we established a degree of reliability for piston equipment that is unequalled in the industry. Pratt and Whitney says that Piedmont Airlines now has the best R-2800 operational record that exists. The overhaul agency for the airconditioning components report that we have the highest reliability and lowest cost of any operator. The electrical system was improved to the point where

it was not a major problem area.

The dispatch reliability for 1969 was 98.6%. The average modern day jet aircraft does not meet this reliability level.

The Martin 404 was originally designed to have a maximum take-off weight of 42,750 lbs. This was later raised to 43,000 lbs. and then to 44,900 using water injection engines. Piedmont operated at 43,650 pounds.

The Piedmont Martin 404 was different from EAL or TWA. We added radar, DME, and transponder. We removed terrain warning and the galley ovens. We modified the TWA type to 44 seats and deleted portions of the oxygen system.

The steps in growth that we have now accomplished by phasing out the DC-3, F-27, and M-404 will be looked upon with nostalgia. We tend to forget the bad things and remember the good. The Martin 404 certainly has it's share of the good in Piedmont's history.

All five of the remaining Martins will be based in Roanoke to be used for charter work. Some of those that have been sold or traded are now being used by corporate operators. An effort is being made to convert others for fire fighting.



VFR with Turby

Part II of — Things That Have Happened in the Airline Business in the Past Forty Years.

I think the time I was most embarrassed in dealing with passengers occurred back in 1940 when I was Station Manager at GSO. I had three passengers booked one morning to Houston. These three passengers (all men) arrived about an hour before departure time. Shortly after checking them in, I was informed by teletype that the flight was canceled due to mechanical at RIC. In those days, there was very little frequency of service and this was our only direct flight to Houston; however, that afternoon, we did have a flight which terminated in New Orleans with an early A.M. connection to Houston which I offered to these gentlemen.

They could not make up their minds whether to wait until the next morning for this same flight or go on to New Orleans. So, trying to be of service to the gentlemen, I suggested they take the afternoon flight to New Orleans since New Orleans was a "wide-open" town, with the French Quarter and its "girlie" shows and many bars and wild night life in general.

With this suggestion, I was informed by one of the gentlemen that they were all three Baptist Ministers and were on their way to a church convention.

This was one of the few times I've been at a loss for words. They, sensing my embarrassment, eased the pain by saying they would go to New Orleans as it would be a good test of their restraint.

I never knew how strong their restraint was???

* * *

With some care, the human body will last a lifetime.