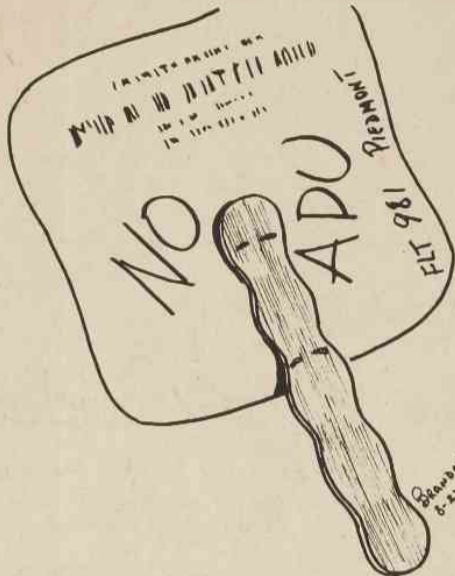


NUMEROUS LETTERS OF COMMENDATION AND COMPLAINT ARE RECEIVED DAILY. THE MOST RECENT, ALTHOUGH SUBMITTED IN A VERY UNORTHODOX MANNER, WAS APPROPRIATE AND TO THE POINT....



IT WAS PENCILLED IN ON THE BACK OF A HAND FAN OF YESTERYEAR, USED EXTENSIVELY BEFORE THE ADVENT OF AIRCONDITIONING.

LONG LINES

Since Piedmont's long line is one of, if not the most, successful of our modes of communication, we thought a column by the same name might be a good way of mentioning some of the small, but newsy things of interest that go on around the system. Any contributions you might have will be more than welcome. Address them to the Editor, Piedmonitor, INT-ZY.

Speaking of saving money, as most everyone is these days, a note from our Communications Department suggests that our day to day telephone business is not being conducted in the most economical manner. Southern Bell prepared an analysis of the Company's toll calls during May of this year. Their findings could save Piedmont a substantial amount of money this year. Surely we all know that station-to-station calls cost less than person-to-person calls but it seems we don't always remember that. The study showed that we make three quarters as many person-to-person calls as we do direct dial calls. The breakdown pointed out that person-to-person calls completed totaled 576 at a cost of \$1211.98. Their proposed cost was \$809.14. Station-to-station operator handled calls cost \$49.72 against the proposed cost of \$47.22. The present federal excise tax is \$126.17 while the proposed figure is \$85.64. The combined totals show a current cost of \$1387.87 as opposed to a proposed cost of \$942.00 or an annual savings of \$5,350.44.

And while we're on the subject of long distance calls the Accounting Department reminds everyone to be sure to submit Long Distance Phone Tickets (Form PA-2) when making a long distance call over one of the FX (Foreign Exchange) lines. These PA-2's should be forwarded to INT-AA or INT-XZ either immediately or at the end of the business day.

The Federal Aviation Administration has awarded a contract to a Norfolk firm to build air traffic control towers at two airports which Piedmont serves. They are Columbus, Ohio and Parkersburg, West Virginia. The facilities are scheduled for completion by May, 1971. Parkersburg presently operates with a temporary type portable tower, while Columbus is using a privately owned tower facility.

Vice President - Finance T. W. Morton advises that an Internal Revenue Service Ruling issued last month says that service charges paid by airline employees and their relatives for flights are subject to the 8% excise tax for domestic travel and the \$3.00 service charge for international travel. Therefore, the applicable tax is to be collected on all non-revenue pass service charges beginning immediately. The tax is levied only on amounts paid.

SUBSIDY INVESTIGATION

(Continued from Page One)

tween reported break-even need and subsidy payments amounts to about \$9 million but this is before consideration of any return on investment."

The Board emphasized that these figures represent the reported operating results of the carriers as a group and do not reflect adjustments which may be necessary to exclude any need related to operations ineligible for subsidy as well as other adjustments required by the Federal Aviation Act.

The CAB added: "The formula we are striving to design is one

that will specifically identify the amount of subsidy payment related to providing service at and between particular communities, and that will provide positive subsidy incentives to the carriers to maintain an adequate volume of transportation to smaller communities.

Carriers involved are Allegheny Airlines, Inc., Frontier Airlines, Inc., Hughes Air West, Mohawk Airlines, Inc., North Central Airlines, Inc., Ozark Air Lines, Inc., Piedmont Aviation, Inc., Southern Airways, Inc., and Texas International Airways, Inc.

FAA Is Taking Steps To Protect Its Power Systems

To cope with the ever increasing threat of power shortages throughout the country and its effects upon air traffic operations, the Federal Aviation Administration of the Department of Transportation is taking several precautionary measures and reviewing its power policies to ensure that emergency power back-up systems are available in the event commercial power fails.

Regions Alerted

FAA power coordinators have been designated for each region in the National Airspace System. Working directly with power companies in their regions, these coordinators are seeking to have the power companies designate local FAA facilities as high priority users — thus making these facilities less liable for power cutoffs — and try to anticipate potential power problem areas and devise methods of dealing with them.

Further, FAA regions and centers have been alerted to place mobile generators in top operating condition so that generator pools can be established for shipment to hard-hit areas. Also, consideration is being given to placing facilities on standby power during periods of critical demand such as recently occurred in New York City.

Procedures Updated

Various procedures to handle power shortages were developed by FAA following the 1965 "Blackout" in the northeast corridor of the U. S. Among them was establishment of an uninterruptible power system (UPS) for air route traffic control centers. In updating its procedures to deal with critical power problems, the agency is also taking steps to ensure availability of adequate supplies of fuel for standby engine generators.

This renewed interest in power planning stems from a May 1970 report from the Office of Emergency Preparedness on electrical power problems which warned of possible shortages this summer.

Paper Clips--Will Even Clip Paper

A study by a bank in England on 100,000 paper clips produced some very interesting statistics:

- 19,143 clips were used as stakes in card games.
- 5,308 clips were used to clean fingernails.
- 14,163 were twisted out of shape or broken during telephone conversations.
- 5,434 to pick teeth.
- 7,200 to avert clothing mishaps, such as snapped buttons.
- 3,169 to clean pipe stems.
- 30,000 were dropped on floors and until swept up by janitors, remained a safety hazard.

That leaves 15,583 clips which the investigators "guess" were used to clip pieces of paper together.

Pilots See Contrasts In African Way Of Life

Three of Piedmont's pilots have flown as few Americans have.

Washington Division Chief Mike Page, Assistant Division Chief in Atlanta Clarence McLean, and First Officer Jim Sifford of Winston-Salem returned earlier this summer from three months of flying over the primitive mid-section of Africa.

Their purpose was to help Air Africa evaluate their new YS-11's. The men were based at Doula, Cameroon. Air Africa replaced one of its DC-4's with the YS-11's which the Piedmont crew flew while the African crew went to ground school in Japan.

Sifford was talking about his experiences not long ago.

"We didn't do anything that a tourist would do," he said. It was his first trip out of this country.

The men flew across vast deserts where tribal villages appear as circular warts on the parched ground. They flew across game reserves where the sight of the airplane and the sound of its 3,060 horsepower Rolls-Royce turboprop engines made elephants disappear in a cloud of dust.

Showing color slides as he talked, Sifford said "some of these things you see as a pilot and still don't believe them."

They flew regularly from an airport with a dirt runway and straw terminal building. Some, though, had paved, light runways and modern glass terminals.

And the contrast in airports mirrors the contrasts in the country they noticed — the differences between the modern and the primitive, the immaculate and the squalid.

The primitive runway, Sifford said, was a strip burned out of the jungle, its edge marked by a white line. During the dry season its surface was parched — you could lose a pack of cigarettes in its ragged cracks. During the month it rains all day every day, mud caked on the tires of the plane and the crewmen slopped through puddles of water.

"Lowest Overhead"

That airport's terminal building was simply a grass roof on sticks. The thatched roof kept out rain and sun — there were no sides.

"That airport must have had the lowest overhead of any in the world," Sifford said. "There was no electricity, no telephone, lights or navigational aids.

"When a plane would come in, the airport manager would run the cattle off the runway, then run up

to the plane with a fire extinguisher in his hands."

For three months the men lived and worked with the Africans. The people are very patriotic, Sifford said, and they love Americans.

"I was hurt the way the Africans were treated over there," he said. "They would be screamed and hollered at and worked like slaves for 6 or 7 cents a day.

"Those are good people; they were the only thing that made it (the trip) bearable.

"You see just as many happy people on three cents a day as you do (here) on \$30.

"This was different from being in service where you live with English-speaking people and have American products.

"After living with the people, this seemed like a better country when I got back," he said.

He described one tribal custom where a mother goes out into the woods to deliver her baby and stands between two trees. She presses against one with her feet; her back is pressed against the trunk of another.

The baby drops to the ground.

"Travel Heavy"

"There are so many things we take for granted," Sifford said.

"Like when we buy an 18-cent hamburger, we assume it's been inspected by a meat department somewhere," Sifford said.

At one stop, meat was loaded aboard the plane for distribution in the hinterland. A slide flashed onto Sifford's office wall showing raw meat lying in an open half-ton truck with no refrigeration. It often stays in the open for several days where the temperature is above 100 degrees, he said.

"Vultures hang onto it and men walk around on it while they're leading it," he said.

African air travelers quite different from the American stereotype with a set of matched luggage and "travel light" motto.

"Many of these people actually take their beds with them," Sifford said. A picture he took showed the traveling items of one female passenger: A can of coal oil for lanterns and cooking, a trunk, a tattered suitcase, a basket of peanuts and dried fish, and a sword.

The per capita income of the people in Cameroon is \$80 a year, he said. "There aren't any highways, so if you go anywhere, you just about have to go by air."

Yet "air travel costs about four times what it does here," he said.

"There are two classes of people. The Europeans and the Africans. There is no middle class."



F/O Sifford talks about Africa.