

# Wheels-Up Landing Is Perfect, Without Any Practice

It was perfect. Even the press said so.

After it was all over those people who classify things said it was only an incident and there is no better way for an almost accident to end than as an incident.

The perfection which delighted everyone



Captain George Malcomb

was the work of Piedmont Captain George Malcomb. He belly-landed a YS-11 so perfectly that the aircraft manufacturer has requested a copy of the news film to be used for training purposes.

Flight 984 on April 5 originated in Knoxville and headed for Roanoke and Washington. There was an intermediate stop at Tri-Cities and another at Bluefield. The next scheduled landing was Pulaski, but when Captain Malcomb started to come down there the left landing gear would not cooperate. It was decided then to divert the flight to Winston-Salem for the emergency landing.

En route Captain Malcomb kept trying to lower the gear and preparations started for the emergency, both on the ground and in the air. Co-pilot Ray Wood and stewardesses Rebecca Hunt and Joyce Hall explained the situation to the twelve passengers on board. In Captain Malcomb's words, "They (the crew) did a superb job."

In getting ready for the landing activity around Smith Reynolds Airport picked up considerably. The foam truck sprayed the runway while several fire trucks and ambulances went out on the field closer to the proposed touch down point.

Flight 984 made its final approach at 10:35 a.m. The large crowd was silent as the plane eased down. The silence was broken first by the screech of metal on the runway and then



Stewardess Joyce Hall

Stewardess Becky Hunt

by applause and cheers from the crowd.

In what had to be record time, the passengers and crew were out of the aircraft. There was no fire and everyone was okay.

Damage to the plane was not nearly what it could have been. The propellers were badly bent and the landing gear doors were scraped severely. Only a small part of the skin on the tail section was scraped.

The Federal Aviation Agency's investigation attributed the problem to a jammed gear door. Apparently a bolt slipped out of place on take-off at Bluefield. It caused the door to realign and jam so that the left wheels could not come down.

On every hand there was praise for the crew, for the passengers and for the sturdy YS-11.

In commenting on the incident later Captain Malcomb had very special thanks "for his crew, and for everyone who helped make the belly landing a successful event instead of a disaster." He also noted that April 5th was co-pilot Ray Wood's sixth anniversary with Piedmont. Captain Malcomb said Wood "celebrated" the occasion in a spectacular manner but did so like a real professional. (Editor's Note: Sorry we were unable to come up with a picture of Co-pilot Wood.)

By the next day the crew was flying their scheduled run and repairs were well underway.



## PIEDMONITOR

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### Despite Increased Revenues We Lost Money

Piedmont's total gross revenues for 1970 reached an all time high of \$83,945,936. This increase of 21% over the 1969 figures was the highlight of the Company's Annual Report To Stockholders released the latter part of March.

Despite this encouraging increase in revenues, because of extreme inflationary cost increases coupled with the decline of the national economy, Piedmont Aviation, Inc. had a net loss of \$2,596,169 for last year.

The Airline Division carried 2,716,267 passengers during the year, an increase of 22% over 1969. Each passenger flew an average of 276 miles as compared to 265 miles the year before. The overall passenger revenue miles increased 27%. Total cargo ton miles rose 24% from 6,225,051 to 7,732,503.

The Company's General Aviation division showed a pre-tax profit of \$201,329. Sales of this division were severely depressed also as a result of the general economy and the inability of prospective customers to arrange financing for aircraft purchases on reasonable terms during most of the year.

In commenting on the report, President Davis said, "While the financial results are disappointing, there were several notable achievements during the year which should enhance the return to profitable operation and further growth." Among those he listed were the award by the Civil Aeronautics Board of a new non-stop route between Norfolk and New York; extension of the Company's route system to Charleston, South Carolina and the Construction of a new computerized central reservations system, second to none in the industry. He also noted the retirement early last year of the last piston-powered aircraft from scheduled operation thus making Piedmont's fleet totally jet powered. The fleet now consists of twelve Boeing fan-jets and thirty prop-jet YS-11 and FH-227 aircraft.

Piedmont now serves 83 cities in 12 states and the District of Columbia. The route system covers approximately 11,000 miles, and the Pacemakers fly more than 64,000 miles daily or approximately 23½ million plane miles per year.

### Labor Relations Group Is Formed

Twelve U.S. airlines have announced the formation of an organization to promote uniformly good employee relations in the industry.

An agreement was filed with the Civil Aeronautics Board on April 6 establishing the Airline Industrial Relations Conference (AIRCO).

Any U.S. scheduled airline is eligible to join AIRCO. Founding members are American, Continental, Eastern, National, Northwest, Pan American, TWA, Western and United, among the trunks, and Alaska Airlines, Piedmont and North Central, of the regionals.

Everett M. Goulard, former Pan American industrial relations executive who is serving as counsel to AIRCO, explained that in the past the Air Transport Association has provided informational services on industrial relations matters. "But ATA has such a broad scope of activity that it was felt a new organization would bring a greater measure of concentration to industrial relations affairs," Mr. Goulard said.

On an industry-wide basis, he said, employee costs account for nearly half of all airline expenses, and the costs have been rising dramatically. "This makes it necessary for airlines to take all proper and lawful measures to bring about intelligent and meaningful collective bargaining," he asserted.

AIRCO will provide a forum for the free exchange of ideas among its member airlines, coordinate their industrial relations activities, and in certain circumstances, may act as bargaining agent for one or more of its members.

Mr. Goulard said the Board of Directors, to be composed of the chief executive officers of major member carriers and three of the regional carriers, will select a full-time president. Industrial relations officers of member companies will comprise an advisory board to assist the president to carry out the broad policies and objectives of the organization.

### Piedmont's Passengers Are Happiest, Says Board Report

Airline passenger complaints received by the Civil Aeronautics Board during March totaled 706 compared to 700 in February and 605 in March, 1970, according to the latest monthly consumer complaint report. The 706 complaint figure represents 482 letters received. Telephone complaints are not tabulated and some letters mention more than one carrier or problem area.

Based on complaints per 100,000 enplanements Piedmont had 0.45, for the lowest number. Caribair hit the high mark with 26.19.

Flight delays continued to outrank all other problem areas in number of complaints received during March, followed by "fares, rates and refunds," apparent reflection of public confusion catching up with numerous last-minute fare boosts. Oversales ranked third, continuing to edge out baggage loss/damage/delay complaints.

#### 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 FEBRUARY, 1971

Amount Invested .....	\$5,285.03
Number of Full Shares Purchased .....	712
Average Price Paid Per Share .....	\$ 7.42

##### FOR MARCH, 1971

Amount Invested .....	\$5,310.82
Number of Full Shares Purchased .....	833
Average Price Paid Per Share .....	\$ 6.37