

Editorials**Who cares?**

We do.

The Company is about to unveil a new program to improve customer service. It will eventually involve all employees. Many have already contributed time, ideas and effort towards formulating this campaign.

The initial plans for it were announced late last year.

Carelines promises to be much more than just a new word in our lexicon.

Watch for it.

He engineers fun

Legends about Piedmont employees are numerous.

Legendary passengers are much rarer phenomena. We met one the other day. We had heard about him for several years. And when he recently appeared in the seat next to us, we were instantly sorry we hadn't found him before.

S. M. Blount, Jr., according to his business card, is president of his own consulting engineering firm. The card gives his office address in Raleigh, North Carolina. He says he works in Louisville, Kentucky and lives on Piedmont airplanes. He proves it with pictures.

Sam, known as the picture man, has the largest collection of Piedmont flight attendant photos outside the corporate mug files. He carries hundreds of the candid, color prints with him. As we looked through his collection, he gave us the current name of every one of his Piedmont girls! When we couldn't put a name and face together, he'd say, "But, she got married three months ago." His incredible memory is as fascinating as the wonderful facial expressions he captures with his camera.

Sam loves to talk about Piedmont and his girls. He doesn't like to talk about himself and adamantly refused to let us have his picture taken.

Asked about when he started taking the pictures, Sam said it was in the early 1970's. Before we could ask why, he told us he prefers to fly "on the YS-11s 'cause they're not as fast and I have more time to play." Flying with Sam is like playing, unless you're trying to find out about him. We hope what we sifted from his conversation is more fact than fiction, but only he knows for sure.

Sam showed us his much-used Vivitar pocket camera. He keeps it in a briefcase which contains more magic tricks and games than engineering drawings or business papers. In addition to being a superb candid photographer, Sam does magic tricks with ropes and Piedmont swizzle sticks painted in disappearing ink.

With the charming accent that's definitely east of Raleigh, Sam says he's originally from Beaufort Countee, North Carolina. He is married and his wife thoroughly enjoys seeing his Piedmont pictures. They have two children, a son and a daughter, who are 10 and 12. A mechanical, civil and electrical engineer, Sam is a rarity who went to the University of North Carolina in Chapel Hill and then to N. C. State in Raleigh.

When he's not on a Piedmont flight, Sam admits to "just sitting and watching the river go by." He has an apartment overlooking the Ohio River in Louisville and a cottage by the Pamlico Sound in Little Washington, North Carolina.

Then, our too short flight landed in Raleigh and we couldn't find out any more about the most delightful Piedmont passenger we've ever met.

The next time you are on a flight that's going or coming to or from Raleigh or Louisville, look for Sam. He'll be wearing the biggest smile on board.

Meeting him will make your day.

And, if anyone can snap a black and white photo of Sam, we'd love to have it. The Piedmont has had a picture of a legend in a long time.

Industry notes**Last concrete poured in Atlanta**

Atlanta Department of Aviation officials joined the city's mayor to pour out the final structural component of concourse D of the new midfield terminal in Atlanta in mid-June. The ceremony marked the completion of the building structure making up the central terminal passenger complex. Work is well underway enclosing the separate buildings and installing mechanical and electrical systems. Piedmont will be in concourse D when the new airport opens in late 1980.

New Carrier in Nation's capital

Western Airlines became the final U. S. trunk airline to begin serving Washington, D. C., with its inaugural flight on June 15 this year. They're offering two round trip flights between Washington National and Seattle via Minneapolis-St. Paul and either Billings, Montana or Spokane, Washington. The Washington service is Western's second transcontinental route. They also serve Miami from the West coast.

Republic is born

President Carter has given the final approval of the merger between North Central Airlines of Minneapolis and Southern Airways of Atlanta. According to North Central, the new carrier is expected to rank 10th among the U.S. airlines in terms of passengers carried with about 12 million annually.

Republic Airlines will fly 34,000 miles to more than 150 cities from Florida, Puerto Rico and the Cayman Islands in the Caribbean to Winnipeg and Thunder Bay, both in Canada, and from Boston to San Diego.

Carter had the final say because international routes are involved.

Republic, which will continue use of North Central Airlines' mallard duck symbol, will have 8,000 employees and operate a fleet of 99 jets.

The carriers officially merged on July 1, 1979.

Industry traffic up 16 per cent

The 27 U. S. airlines carried 16.2 per cent more passengers in the first five months of 1979 than they did in the same period last year, according to recent figures reported by the Air Transport Association.

The ATA said traffic in May was up 10.1 per cent over the same month in 1978 despite the fact that United was grounded by a strike. The continued growth of traffic was attributed to discount fares and gasoline shortages which the ATA said had prompted shifts from auto to air travel.

Merger opposed by judge

An administrative law judge for the Civil Aeronautics Board has ruled that an acquisition of National Airlines by Eastern Air Lines would be unlawful and should not be approved.

The ruling by Richard J. Murphy, the chief hearing officer for Eastern's merger application, is preliminary. The final decision is up to the full CAB and the White House, which has jurisdiction when merger plans involve airlines with international routes.

Previously, a law judge ruled that bids for National by Pan American World Airways and by Texas International Airlines should also be denied, but the full board has not decided in either case.

"To Fly" returns

The Smithsonian's Air and Space Museum has brought back the popular film "To Fly" for a limited summer run. The movie will be shown three times daily through Labor Day.

Some four million viewers saw "To Fly" since it first opened at the museum in Washington in July, 1976. The 27-minute, 70-mm. film covers the history of flight in the United States from balloons to spaceships. It will be shown at 10:55 a.m., 2:55 p.m., and 6:55 p.m. daily.

The special performances will be interspersed with the museum's latest film "Living Planet" which is presented at 40-minute intervals beginning at 10:15 a.m. through 8:15 p.m. The movies are shown on a screen nine times the size of conventional screens.

Admission to the film is 50 cents for adults and 25 cents for children, students and senior citizens.

Hughes rumor confirmed

Hughes Airwest management has confirmed that its shareholders, Summa Corporation and the estate of Howard R. Hughes Jr. have been considering the possibility of disposing of the airline.

John G. Carlson, staff vice president and executive assistant to Russell V. Stephenson, president of Hughes Airwest, said, "It is emphasized, however, that negotiations aren't under way."

Hughes Airwest is a subsidiary of Hughes Air Corporation, which is 22 per cent owned by the Hughes estate and 78 per cent owned by Summa.

More proposals for less smoking

The Civil Aeronautics Board has formally proposed new steps for restricting smoking on airliners.

The CAB won't adopt all the proposals but will choose from them after getting comments from the public. The comments from interested parties are due by August 20.

The new proposals would go beyond more general regulations put into effect by the CAB on February 23, this year.

The new proposals include establishing a buffer zone of at least one row between smoking and nonsmoking sections; the buffer row could be left empty or filled with nonsmokers who don't mind sitting next to smokers. Another proposal would place at least seven rows of cigarette smokers or indifferent nonsmokers between cigar and pipe smokers and the regular nonsmoking section.

Other proposed rules would ban all cigar and pipe smoking on domestic flights, require smokers to extinguish cigars or pipes if another passenger requests them to do so, or force cigar and pipe smokers to sit by air vents or at the rear of the plane.

The proposals also include requirements to limit smoking sections to one for each passenger compartment to ban all smoking on small planes or short flights, or to place partitions between smoking and non-smoking sections.

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