

mont's logo on the aircraft's tail.

"It costs \$44 and has to be changed often. And the nine bolts needed to hold the brake on cost \$8 each. With prices like that, it doesn't take long to add up," he says.

The weather conditions at ORF can play havoc on mechanics work-

or experience in the military is necessary for anyone seeking a license. For someone in avionics, the training is just as extensive.

"We have very good and experienced people in maintenance," Hendrix says.

"For example, for someone to become a mechanic at an outside

# can high gear night aircraft

ing on the outside of the aircraft.

"Located near the ocean like we are," says David Williams, "the wind can whip around you when you're working outside on that plane. And it can really get cold when rain or snow is being blown with such force it comes sideways instead of straight down."

Most of Piedmont's almost 800 mechanics have airframe and power plant (A & P) licenses from the FAA. An 18-month program at an accredited school, a long apprenticeship,

station, he has to have 20 months' experience on airline equipment before he can be hired. They're pretty much on their own in the field and they have to be prepared."

Hendrix, a man who admittedly doles out compliments sparingly, had nothing but praise for line maintenance personnel, especially those working third shift.

"We're right proud of 'em," says Hendrix.

"Their total performance is really good, and they often work under adverse conditions. But whether there's rain, snow, sleet, or whatever, they've got to get their work done, 'cause they know the airplanes have to go on time the next morning."



**Left:** Cleaning the interior of an aircraft includes washing the windshield. Bernard Brown expertly takes care of the job. **Below:** Avionics technician Loy Dunlap tests the ILS (Instrument Landing System) in the cockpit of a 737. Piedmont's Maintenance Department has a total of 119 avionics technicians, 787 mechanics, 29 fuelers, 136 cleaners, and 37 automotive specialists.



On hand for a ribbon-cutting ceremony marking Piedmont's first flight from Chattanooga are (l to r): ATL District Sales Manager Ted Dawson, CHA Station Manager

Earl Griswell, Hugh Davis, Jr., Captain Vandell Plunkett who is based in ATL, CHA Mayor Pat Rose, and CHA Commissioner Jim Eberle.

## Chattanoogaans choosing New Piedmont flights

"We're going to turn some heads here," says Earl Griswell, Chattanooga's new station manager.

"We're going to do a lot better than anyone ever anticipated. Chattanooga is excited about us being here and we're excited about having the opportunity to offer the community better service."

Piedmont began serving CHA on January 9 with two nonstop, round-trip flights a day to Charlotte. The city of 160,000 (306,000 in the metropolitan area) had lost 27 percent of its service since deregulation in 1978. Eastern and United left in 1978, leaving Delta and Republic airlines and Sunbird and Tennessee commuter carriers to serve the area. Piedmont is the first major air carrier to enter the market in over a decade.

"People are stopping by every day to welcome us to their city," says Griswell, former customer service manager in ORF.

"The most frequent question we get from potential passengers is 'Can you get me there without going to Atlanta?'. When we say yes, they're ready to buy a ticket on Piedmont."

Located about 100 miles north of Atlanta at the foot of the Great Smokies, Chattanooga is the fourth largest city in Tennessee. Many large industries have plants in the

area, and it is headquarters for Coca-Cola.

Seven other employees transferred to CHA, the first city to join the system in 1983. Ellis Berrier and Hal Tallent both transferred from ATL. Bob Whittaker and Thomasina Hall moved to CHA from RDU. Scott Calahoun and Dick Lee were previously in CLT, and Al Prewitt, in LEX. The seven new part-time employees are Vincent Cook, Al Evatt, Malcomb Favors, Tim Gerke, Jerry Hall, Cynthia Hendrix, and Will Myrick.

Piedmont is operating from Gate 3 temporarily. Gate 4 is being renovated, and in a few months, Piedmont will have an exclusive loading bridge and hold room.

"Our facilities are second to none," says Griswell.

"Chattanooga has a very nice, small airport, with total boardings of only 25,000 passengers per month. But we're planning to increase that number considerably."

If the first week of operation is any indication, that prediction may soon prove true. In just the first few days of service, Piedmont was boarding an average of 60 passengers per day, way above its quota.



**Left:** Agents check in arriving passenger for Piedmont's first flight from CHA. **Above:** ATL-based Flight Attendants Chris and Kari Carr, who are husband and wife, worked the first CHA flight.