



*Above: Reservations agents in Winston-Salem proudly show off their refurbished facilities. The \$1 million renovation project brings our oldest and largest reservations facility up to standard with our other offices. Standing by one of the new "quad-style" work stations are (l to r) Roslyn Malone, Wilma Haynes (seated), Alton Pardue, Annie Howard, and Linda Earp. At right: Gary Blackburn (left), Janice Foster (seated), and Tom Ellington take a look at the computer control room for our new reservations office in Dayton. Blackburn is manager of the facility and Ellington and Foster are assistant managers. The \$3.3 million facility is scheduled to open next month.*



*Members of the top flight crew of 1984 are (l to r) Captain Larry Mullis, First Officer Jack Young, and Second Officer Jack Isham.*



## PI pilots named best flight crew in '84

Three Piedmont pilots have received outstanding service awards from the International Airline Passengers Association (IAPA) for their superior professional skill and consideration of passenger comfort and safety.

Captain Larry Mullis, First Officer Jack Young, and Second Officer Jack Isham, all based at ORF at the time of the award, have been named the top flight crew of 1984 from North and South America by IAPA.

The crew was scheduled to fly from CLT to LGA on March 28 with weather conditions ranging from tornadoes in North Carolina to severe snowstorms in the northeast. On board was veteran flier Stephen Medicus who later wrote the following to Piedmont and IAPA praising these pilots:

*Many airline crews I have found are not too concerned for passenger comfort and safety and will willingly take the most direct route to a destination, even if it is through the center of a storm track. But Captain Mullis and his crew operated the flight brilliantly. They took great trouble to avoid any atmospheric turbulence along the route by superb navigational expertise, careful planning and repeated route and altitude adjustments at the first sign of rough weather. Throughout the flight, Captain Mullis kept the passengers informed, reassured and warned well in advance of bumpy weather. Because of his skill, this turned out to be almost non-existent — in fact, quite smooth and even enjoyable.*

*We were all equally impressed*

*at how skillfully the crew landed the Boeing at La Guardia, amidst a severe snow squall, with blowing snow on the runway and dangerous wind gusts of 40-50 miles an hour. It was flawless landing, under the most difficult conditions.*

*Many thanks to Captain Mullis and his crew — they set a standard of flight deck performance which serves as a model for the airline industry.*

Mullis has been with Piedmont for 17 years. Young, who has four years of service with Piedmont, is now a captain, based at CLT. Isham has recently been promoted to first officer, CLT. He has been with the airline two years.

## Capacity up 26%, Cargo rises 6.8% In January

Piedmont's traffic continued to grow during the month of January.

We boarded 1,160,177 passengers last month, an 18.1 percent increase over the 982,263 boarded in January 1984. Our revenue passenger miles (RPMs) grew 23.7 percent to 533.2 million compared to 431.1 million recorded in January 1984.

Piedmont's capacity in January grew 26.2 percent over the same month a year ago, offering 1.13 billion available seat miles (ASMs) compared to 898.4 million in January 1984.

The load factor for the month of January was 47.04 percent compared to 47.98 percent in January 1984.

Piedmont flew 6.8 percent more cargo ton miles in January than during the same month in 1984. Total cargo ton miles were 2.88 million compared to 2.70 million ton miles the same month a year earlier.

During January, Piedmont carried 1.46 million ton miles of air freight, up 21.8 percent over January 1984. Air Express ton miles grew 6 percent to 46,294, and U.S. Mail ton miles declined 5.5 percent from 1,455,792 to 1,375,821.

