



continued from page 1
CLT-MM

"First, as we increase our departures here, it has become evident that we need to increase our support functions. This means starting a maintenance facility and a parts inventory to support the 200 aircraft which come through Charlotte every day. Second, the new facility will support our 767 program and sustain wide-body service. We will base our 767 flight crews here as well as provide maintenance support in order not to deadhead or ferry 767 aircraft to Winston-Salem or Greensboro for maintenance.

"What we're really doing is putting our people and parts where our aircraft are," Bethune explained.

The new 300,000-square-foot facility will be located directly across the

runway from the terminal, next to the Flying Tiger hangar. It will be comprised of a cluster of three buildings, all connected, and the CLT terminal will be readily accessible via an underground tunnel.

The large center core will include a hangar which will accommodate two 767-200s or four 737s simultaneously. It will have a three-level support and shop area on the front side, facing the street. People will enter the building from the street on the second level.

"In addition, if we ever decide to purchase any 767-400 extended range aircraft, the hangar will be large enough to handle them as well," Tom Schick, vice president-maintenance and engineering, said. "We also have designed the facility so that if we need another bay, we can easily add on."

There will also be adequate ramp area for large aircraft as well as ramp space for washing the 767. The plans also include an area at a remote site on the ramp for engine run-ups.

The stock distribution center will be located to the right of the center core.

"Because Charlotte is such a large hub with non-stop flights to 54 destinations, it's logical for us to put an inventory parts distribution center here," Schick pointed out.

"The center will allow us to send spare parts to stations more efficiently and minimize costs while doing it. For example, today if Asheville needs a part, we send that part from Winston-Salem to Greensboro to Charlotte to Asheville. With our new center, we can just put the part on a nonstop flight to Asheville. We save time and, because the center will be

so convenient to so many stations, we can reduce the number of parts we have to keep at these outlying stations and thus better control our inventory."

The third building in the cluster will be devoted to training and group maintenance. On the second floor we will initially install a new 737-300/400 flight simulator, primarily for recurrent training. There will be room for a second simulator if expansion is needed. On the ground level will be 40,000 square feet for ground maintenance.

"As our flight crews have grown, it has become apparent that we need more space for training," Bethune said. "Now, for example, pilots from BWI or Norfolk must deadhead into Winston-Salem for recurrent training which requires an overnight visit. With a simulator in Charlotte, crew members can fly in for training and fly back out the same day. It will be much more efficient and provide for better crew scheduling flexibility."

Schick added: "The lower level will give us much needed space for maintaining our ground equipment, of which Charlotte already has over 600 pieces. In addition, with the 767 we'll use large cargo containers which require a great deal of space. In the new facility, we'll have room to store as well as repair these containers."

Ralph Hicks has been named manager-facility planning for maintenance and will oversee the construction. He has been with Piedmont 29 years,

most recently as head of the expansion project at the company's GSO maintenance facility.

Next year, Piedmont will take delivery of 19 aircraft — 16 737-300s and three 767-200s — which represent the most available seat miles we have ever added in a single year. On order after 1987 are 11 737-300s, 25 737-400s with options on 30 more, and three 767-200s with options on six more.

"We have been aware of our fleet growth and the maintenance needs such growth would require for some time," Schick said. "Since so many of our aircraft are new, they will not require a great deal of maintenance over the next two years and our present facilities should accommodate them. The new facility will open at an opportune time to handle this growth."

"From a routing and operations standpoint, the new facility will be very beneficial. Greensboro and Winston-Salem can more properly focus on scheduled maintenance such as 'C' and 'D' checks, leaving much unscheduled maintenance for Charlotte. Our Charlotte operation will complement these programs."

Schick added: "Safety and on-time performance are always first in our minds, and the new facility will enhance both enabling us to provide a more reliable product."

continued from page 1
CLT-Terminal

The estimated \$42 million project will be funded primarily by the City of Charlotte through revenue bonds.

Improvements will include:

- An addition — identical to the addition built on Concourse C in 1984 — will be constructed on Concourse B, giving us 15 gates on the former Eastern Concourse. Six of our 31 gates will be designated for wide-body aircraft, and we will have ramp space to accommodate two international aircraft. We will have all 16 gates on Concourse C and all gates on Concourse B except for B1 and B3 which Eastern will retain.
- Moving sidewalks are being installed in the 300-foot connector between the two concourses.
- The outside wall behind our ticket counters in the main terminal will be moved back 60 feet. The space will be terraced and turned into a mall with a

central diamond-shaped fountain and atrium area surrounded by restaurants and gift shops.

- A new security point will be added at the entrance to the mall area, giving us three security points on our concourses.
- A Presidential Suite, the second at Charlotte, will be located on Concourse B where Eastern currently has an Ionosphere Club.

commuters

- The commuter concourse, which will have 12 gates, will also have a concession area and restrooms in the expanded commuter check-in and gate area. Escalators and elevators will take passengers to and from the commuter area, and the new commuter holdroom will occupy 8,000 square feet. By eliminating the need for a second security checkpoint in the remodeled concourse, transfers of passengers between commuter and jet flights will be faster. In addition, the commuter gates are substantially closer to the main terminal and con-

courses, a major advantage over the previous design.

- Also located in the commuter area will be a federal inspection station for international flights.
- The new design will give us 40,000 square feet for baggage makeup and, unlike the previous design, give us facilities to handle large cargo containers used on the 767-200. In addition, a computerized baggage makeup system will be installed.
- An 80-foot-high control tower will be located over the connector between the two concourses, and we will control all traffic as it comes into the terminal area to concourses B and C, and the commuter concourse. The tower will be operated by specially-trained Piedmont employees.

support facilities

- The new design will include large crewroom and operations areas on the ground level as well as training rooms and other support facilities.
- Ticket counters now used by United and Delta

will become Piedmont counters when construction on Concourse A is completed later this year, and the majority of the counter space leased by Eastern will be turned over to Piedmont this fall. When all work is completed, we will have over 250 feet of ticket counter space — approximately 40 positions — in the main terminal.

"When all the construction is completed by the end of 1987, we will be able to easily handle 275 to 300 flights daily at Charlotte," Martin said. "And we expect our crew bases to grow accordingly. In the next 18 months, we will see both the number of pilots and flight attendants based here increase to as many as 1,000 each, and we should have over 1,500 agents as well."

Today, Piedmont has over 1,125 station agents, 94 people in catering, 55 people in maintenance, 800 pilots and 325 flight attendants based at Charlotte. On the November 1 schedule, we have 194 flights daily at our largest hub.

The expansion program is scheduled for completion by the end of 1987. The timetable is as follows: October 1, 1986 — Piedmont takes over all of Eastern's gates except for B1 and B3.

February 1, 1987 — A temporary connector will be completed between concourses B and C.

June 1, 1987 — The addition on Concourse B will be ready for use as well as the commuter and international gates.

December 1, 1987 — The central area, including the mall and control tower, will open.

"One major advantage of the new design will be the mall," Martin said. "Passengers who have time between flights can browse in specialty shops or have a meal in an elegant restaurant, all without leaving the security area. Few airports offer this convenience."