

on the inside



* DOT sets hearing procedure for Piedmont/USAir merger. Final decision is due by October 30. Turn to page 2 for details.



* Taking care of our 767-200s is a big job. Details, page 5.

Public gives Piedmont applause for service, on-time operations

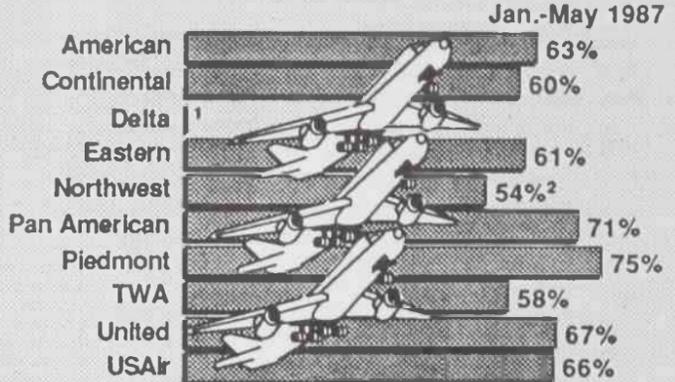
USA TODAY, the nation's most widely read newspaper, ran a six-part series earlier this month entitled, "Frustrated Fliers." The features covered such topics as on-time performance, fares, overbooking, and airport growth. Throughout the series, Piedmont continued to be recognized as a leader in the industry. Among the areas in which Piedmont excelled:

- Piedmont has the best on-time record of any of the major carriers so far this year with 75 percent of our flights arriving within 15 minutes of the scheduled arrival time, according to figures compiled by USA TODAY. (See accompanying chart.)
- In addition, the results of a USA TODAY poll ranked Piedmont second among the 10 major airlines in "excellence." Twenty-two percent of the 604 air travelers who were polled rated Piedmont as excellent. Delta received the highest marks

continued on page 4

Airlines: How timely?

USA TODAY asked the 10 major airlines for on-time statistics, the percentage of planes arriving within 15 minutes of scheduled arrival time. Five airlines gave figures: Continental, Eastern, Pan Am, Piedmont, United. Other numbers were independently obtained.



1 - Delta refused to supply delays figures and the numbers could not be obtained independently.
 2 - Northwest disputes USA TODAY's numbers — obtained from industry reports — and refused to give arrival numbers.
 Source: USA TODAY research

By J.L. Albert, USA TODAY

PIEDMONITOR

volume 38, number 6

July 1987

Piedmont FAA inspection industry's best

Piedmont employees, take a bow. The FAA's recent "white glove" inspection of Piedmont's operational and maintenance procedures yielded the best overall results of all such inspections of U.S. scheduled air carriers to date.

The inspection began in mid-February and continued through mid-March with a task force of FAA inspectors having access to Piedmont operational and maintenance records going back 15 years, and, in some instances, more.

"For a period of two years, our people have been organizing and preparing for this inspection," Gordon Bethune, senior vice president-operations, said. "That time and attention have paid off."

"If you look at the fines given airlines which have basically been static with little or no growth and compare them with Piedmont which has grown at an unprecedented 20 percent each year since deregulation, the results are even more impressive."

As a result of the inspection, Piedmont has agreed to pay fines totaling just \$30,000, all involving technical situations rather than errors affecting the safety of Piedmont's operations. For example, Piedmont was cited because a first officer flew 10 minutes beyond the 30 hours permissible by FAA regulations in a seven-day period.

Nine prior FAA inspections of other airlines have generated a total of \$15.6 million in fines ranging from a previous low of \$140,000 to a high of \$9.5 million against the other major carriers inspected.

"It's an example of how well Piedmont operates in comparison with the rest of the industry," Tom Schick, vice president-maintenance and engineering, said.

"I feel the results reflect the professionalism and capability of Piedmont's technical group—maintenance, flight operations, purchasing, systems control, and ground operations. We were cited only three times in regard to flight airworthiness, and these were only a matter of record keeping. This is exceptional," he added.

"Our people are to be congratulated. Efforts like these are what make Piedmont the outstanding airline that it is today."

Piedmont's maintenance and operations personnel achieved these exemplary results during a period when Piedmont has been the nation's fastest-growing airline. Only seven years ago, Piedmont's fleet included 46 aircraft, 10 of them prop-jets (YS-11s). By December 1982, the airline had 68 jets. Two years later, the fleet had grown to 108. Today, Piedmont has 172 jet aircraft with eight more scheduled for delivery by the end of the year.

Piedmont carried 8.5 million passengers in 1982. In 1986, the airline boarded 22.8 million passengers, and in the first six months of this year, 12.3 million people have flown Piedmont.

"This inspection covers every action by each Piedmont employee involved in the maintenance and operations of our aircraft," Chairman Bill Howard said.

"When you consider our more than 1,300 daily flight segments and our maintenance of over 170 aircraft, it is readily apparent that the inspection covered potentially millions of individual actions by Piedmont personnel. For such an inspection to reveal such a paucity of problems is a tremendous testimony to the dedication and professionalism of our work force and management."



Everything's coming up roses! Or so it seemed June 15 when Johnnie Martin, a reservations agent-INTRO, received a dozen long-stem red roses "dressed" in a tuxedo.

A passenger, impressed with Martin's professionalism and pleased with the service he received, sent the flowers along with a card which read, "customer satisfaction always wins."

Although gifts of flowers are uncommon, complimentary letters are not. On average, Piedmont receives more than 650 compliments each month from passengers praising airline personnel. Excerpts from just a few of the more recent letters appear on page 6.