

around the industry

A recent report by the Department of Transportation shows Piedmont receiving the fewest number of complaints—113—among the major carriers during the month of June. USAir received the second lowest number—115—for the month. Piedmont had 4.93 complaints per 100,000 passengers and USAir, 5.30. Delta had 3.48 complaints per 100,000 passengers, the lowest rate among the major carriers. Forty of the complaints against Piedmont fell in the category of flight problems, 12 for over-sales, and 10 each for fares and baggage. Fewer than 10 complaints were received about reservations/ticketing/boarding, refunds, customer service, smoking, advertising, and credit.

American has announced plans to build a \$30 million reservations center near RDU. When the facility opens next February, American will have five centers. American expects to handle about 37 million calls a year by 1990 and employ about 1,800 people at RDU.

Continental, which now has 8,750 employees at Denver, plans to add 1,450 more jobs by year end.

Airline passenger traffic rose 13.8 percent in the first six months of 1987, and was up 11.6 percent in June, according to a recent report by the Air Transport Association. Domestic passenger traffic in the first six months increased 12.1 percent, compared to the same period last year. Available seat miles were up 9.1 percent, and the passenger load factor was 62.4 percent compared to 60.8 percent in the first six months of 1986. International traffic for the first half of 1987 was up 22.1 percent, and available seat miles rose 8.2 percent. Passenger load factor was 62.6 percent compared to 55.44 percent last year.

USAir Leasing & Services, a wholly-owned subsidiary of USAir Group, has purchased four new BAe 146-200s and two MD 80 aircraft and leased them to PSA. The 146s were purchased from British Aerospace, and the MD 80s had been owned by McDonnell Douglas and were on lease to PSA.

British Airways and British Caledonian have announced plans to merge.

United will have 400 daily departures at Chicago's O'Hare International by October, making the airline's hub operation there the largest in the U.S. United is purchasing Jet America's slots at ORD as well as DCA from Alaska Air Group which is merging subsidiaries Jet America and Alaska Airlines by the fourth quarter of this year.

Following is a chart showing the financial results for the second quarter and six months of 1987 for major carriers:

airline	2nd quarter		first 6 months	
	yield	earnings	yield	earnings
American	10.45¢	\$92.2 million	10.42¢	\$112.1 million
Delta	12.43¢	\$58.8 million	N/A	\$ 85.2 million
Northwest	10.64¢	\$50.6 million	10.65¢	\$ 15.7 million
Pan Am	9.64¢	\$ 6.3 million	9.75¢	(\$ 81.4 million)
Piedmont	16.56¢	\$46.4 million	16.22¢	\$ 52.1 million
Southwest	9.02¢	\$635,000	9.22¢	(\$ 9.2 million)
Texas Air	N/A	(\$27 million)	N/A	(\$127.7 million)
TWA	10.14¢	\$52.8 million	10.13¢	(\$ 1.97 million)
United	9.80¢	\$68.6 million	9.70¢	\$ 27.2 million
USAir Group	14.82¢	\$72.7 million	14.64¢	\$ 96.2 million

According to *Aviation Daily*, majors' second quarter net profit jumped to \$421.5 million, erasing a \$248.7 million deficit from the first three months of this year. The second quarter results also represented a nearly \$800 million turnaround from a \$235.9 million loss reported in 1986 by major carriers.

TWA plans to go private by merging the carrier into a new company controlled by its chairman, Carl Icahn. Stockholders will vote on the proposal at the annual meeting later this year.

United will add three daily nonstop, round-trip flights between Dulles (IAD) and GSO on October 31. Two of the flights continue to EWR and one to BOS. The new service will give United eight daily departures at GSO. United will have 85 flights daily at IAD on the October 31 schedule and over 100 by next spring.

Ground-breaking ceremonies were held at Pittsburgh June 26 for the new \$503 million mid-field terminal for USAir. Construction is expected to take about five years.

Piedmont to add Indianapolis on October 10

Indianapolis travelers will get a new gateway to the South when Piedmont begins service there on October 10 with two daily nonstop, round-trip flights to our Charlotte hub.

Flights will depart Indianapolis (IND) at 10:20 a.m. and 5:45 p.m. (CDT) and arrive in CLT at 12:36 p.m. and 8:01 p.m. (EDT), respectively. The return flights will leave CLT at 9:07 a.m. and 4:39 p.m., and arrive at 9:28 a.m. and 5 p.m., respectively.

The new nonstop service from IND will also provide convenient connections to 28 other destinations in the Southeast served by Piedmont. The flights will be the only nonstop service to CLT from IND and the quickest route for travelers to many of the connecting destinations.

Jetstream, a member of the Piedmont Commuter System, operates eight daily nonstop, round-trip flights between Indianapolis and Dayton with connecting flights to more than 30 destinations.

With a population of 1,209,000, Indianapolis is the 38th largest metropolitan area in the United States. The airport is served by all major carriers. USAir, which will handle us at IND, has 36 daily departures there.

With the addition of Indianapolis, Piedmont will serve 122 cities (92 airports) in 29 states and the District of Columbia plus Ottawa, Montreal and London.



Captain Fred Womack, director of flight operations and flying safety-INT, has been promoted to brigadier general in the Air National Guard.

Womack joined the Air National Guard in 1959 while a freshman at Tennessee Wesleyan. After graduating with a B.S. in business, he served as an aircraft maintenance officer. A year later, he began pilot training and flew KC-135s and KC-97s for the Guard. He is a graduate of the Air War College at Maxwell Field in Montgomery, AL.

In 1983, Womack was promoted to the Tennessee Air National Guard's state staff at Nashville as deputy commander. The state has seven units, including three flying units, and involves 3,900 people. He was promoted to brigadier general last March.

Womack, who is a native of Athens, TN, has been with Piedmont since 1967.



Alton Hughes (left) and Todd Grier, two well-wishers, congratulate Dick Henson (right) on receiving the Salisbury Award.

Henson receives Salisbury Award

Dick Henson, the founder and president of Henson Airlines, The Piedmont Regional Airline, has been awarded the Salisbury Award by the city of Salisbury, Maryland, for his work in establishing Salisbury on the air transportation map.

Henson received Salisbury's most prestigious civic prize on July 8 in a ceremony at Salisbury State College. Established in 1926 to honor "significant contributions to Salisbury life," the Salisbury Award has been presented to 38 citizens and to several institutions. The award was last presented in 1971.

"Due to the enormity of Henson Airlines' economic impact on the community and Mr. Henson's personal contributions, the trustees feel that 1987 is the time to again present the Salisbury Award," said a spokesperson.

"Richard Henson is indeed worthy of this special recognition."

on September 10

number of departures: **1,328**

miles flown daily: **474,694**

ASMs: **55,547,319**

number of aircraft in fleet: **175**

average aircraft hop: **357.5 miles**

number of airports served: **91**

daily block time flown: **1,576 hours
45 minutes**

next schedule change: **October 10**

traffic

	July	First Seven Months
passengers	2,236,540 + 8.0%	14,582,164 + 14.3%
revenue passenger miles	1.04 billion + 10.2%	6.5 billion + 12.4%
available seat miles	1.63 billion + 7.9%	10.7 billion + 8.4%
load factor	63.93% + 1.35 pts.	61.04% + 2.15 pts.

Piedmont set new records for the month of July in passengers and load factor and new all-time records for RPMs and ASMs.

The following stations set new boarding records in July: BWI, CLT, EVV, FAY, GSP, ISP, OAJ, LGW, MEM, YUL, LGA, SEA, and STL.

Our six reservations centers answered 3,141,847 calls in July, the second month in a row calls have exceeded three million.