

Mechanics Rick Orelana (left) and Terry Pomichter work in Utica's newly-renovated sheet metal shop.



## Special ceremony marks opening of renovated Utica facility

Several Piedmont, chamber and county officials, and members of the media were on hand at Utica-Rome on August 10 to officially dedicate the newly renovated \$6.8 million reservations and maintenance facility there.

The hangar building at UCA, formerly the corporate headquarters and primary maintenance base for Empire Airlines which merged with Piedmont in 1986, will have nearly 600 employees working there by year end.

"The facility is truly a showplace and an enviable place in which to work in this upstate New York community of about 125,000 people," Tom Schick, senior vice president-operations, said during the dedication. "Our 190 maintenance employees as well as some 340 reservations personnel are very proud of their new working quarters and with good reason."

All office space in maintenance, stores, and engineering on the second floor and part of the first floor (hangar level) has been completely renovated and new furniture has been

purchased throughout. The UCA maintenance base performs all heavy maintenance on Piedmont's 45 F28 jets. Three aircraft overnight here daily on a rotating basis. The maintenance base operates 24 hours a day throughout the year.

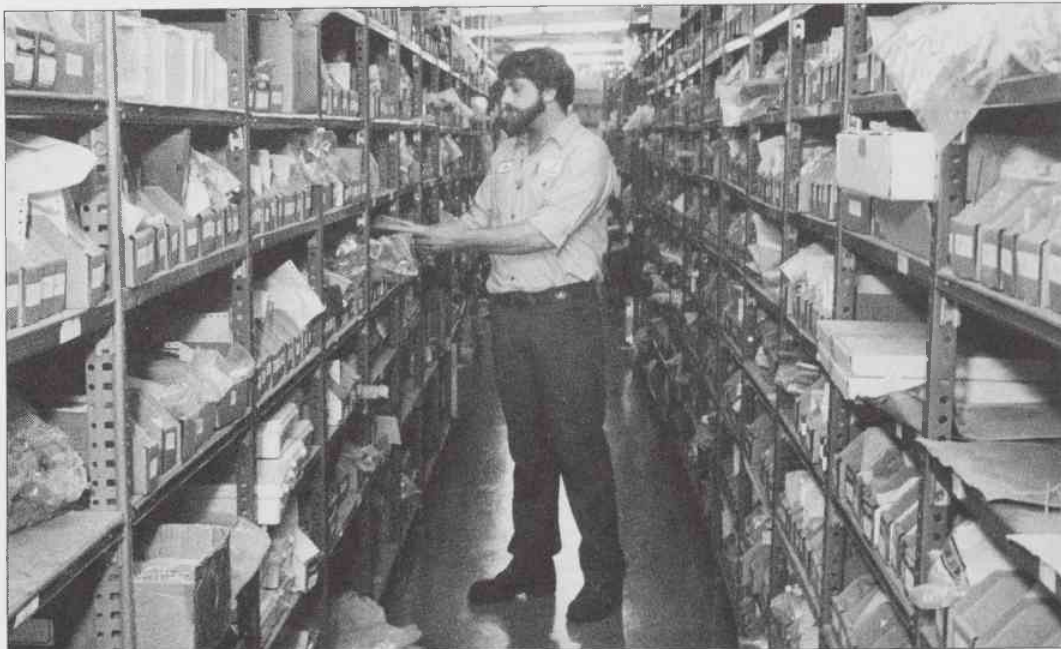
Don Shanks, vice president-customer relations, pointed out that in reservations, new terminals, terminal controllers, data stations, personal computers and printers, an automated call distributing system, and other miscellaneous additions have been installed for a total cost to Piedmont of \$1.8 million. Oneida County contributed \$5 million to the project.

The UCA reservations center handled 1,082,897 calls from the Northeast from May 1, 1986, the date on which Piedmont merged operations with Empire, through December 13, 1986 and is expected to answer 4.4 million calls this year.



Right: Reservations agents Kelly Butler (left) and Bill Burdick are among the 340 reservations personnel at Utica.

Below: Tom Mousaw, lead stores clerk at Utica, checks for a part from a stock bin.



## around Piedmont

On the October 10 schedule, Piedmont will have a total of 177 aircraft: three 767-200s, 34 727-200s, 33 737-300s, 62 737-200s, 25 F28-4000s, and 20 F28-1000s. Three more 737-300s are scheduled for delivery this year, arriving October 30, November 12, and December 3. A fourth 767-200 is tentatively scheduled to arrive December 22.

The number of airports Piedmont serves will increase to 92 (119 cities) in 29 states plus the District of Columbia, two Canadian provinces, and London on October 10 when Indianapolis joins our system. On November 15, service will begin between Nassau (NAS) and both CLT and BWI.

On the October schedule, Henson, The Piedmont Regional Airline, will serve 38 airports (53 cities) in 10 states plus the District of Columbia and five Bahama destinations.

Several schedule changes are planned on the October 10 schedule by the three carriers in the Piedmont Commuter System. CCAir will discontinue service to JAX and CHS and add service to CRW. The commuter will serve 20 airports (29 cities). Jetstream will add Lafayette, IN, to its route system, increasing the number of airports served to 26 (35 cities). Brockway will serve 23 destinations (26 cities) when it discontinues service to Niagara Falls in October.

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It has been six months since Piedmont and NCNB first invited Piedmont's frequent flyers to apply for a jointly-issued Visa card, and the response has been very good, according to David Howard, manager-frequent traveler marketing.

"The new card offers Piedmont frequent flyers the opportunity to earn one mile of credit in their frequent flyer account for every dollar of goods or services purchased using the card," Howard explained.

"Employees can apply for a Piedmont/NCNB Visa card by enrolling in Piedmont's frequent flyer program," he said. "An application for the Visa card will be included with the frequent flyer membership kit, which employees will receive within a week after enrolling."

Employees do not receive mileage credit for any type of industry discount or non-revenue travel. They also undergo normal credit check procedures as would any other credit card applicant. NCNB makes the final decision of whether or not to issue a Visa card.

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Piedmont is a sponsor of the VANTAGE Championship, a seniors PGA event to be held at Tanglewood Park near Winston-Salem September 30-October 4. The tournament offers a \$1 million purse, the richest on the tour, and will bring in 72 players, including golf celebrities such as Arnold Palmer, Gary Player, Gene Littler, Julius Boros, Orville Moody, and Chi Chi Rodriguez.

The tournament will begin with a two-day pro am during which guests play with the professional golfers. A super seniors pro am for players over 60 years of age will be held October 1 as well as a women's pro am with guests and players from the LPGA. The regular tournament will run from October 2-4. Tickets are \$12 a day. For advance tickets, call 919/766-3494, or tickets may also be purchased at the gate.

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Jim Swartz, director-ground safety, has been elected to serve on the North Carolina Department of Labor's Industry Advisory Board, the first representative from Piedmont to serve in this capacity since T.H. Davis, Piedmont's founder, served in a similar capacity from 1966-68 on the N.C. Council on Occupational Health.

The board includes 13 members from industries such as R.J. Reynolds Tobacco, Fieldcrest-Cannon, Vulcan Materials, and Duke Power Company. The board, which is limited to persons employed in North Carolina, advises the N.C. Commissioner of Labor on various matters relating to safety, occupational health, federal-state regulatory issues, and any other areas requested by the Commissioner.

"I think my appointment speaks highly of the quality of our safety program and the fine job Piedmont does implementing it," Swartz said. "It will give us the opportunity to add another dimension to the proactive, positive approach we take towards employee safety in our human resources department."

