



Archie Ferguson

Promotions made in sales

One new appointment and several promotions have been announced by the sales department. Fred G. Dawson has been hired as a sales representative for Piedmont in Atlanta. Frank L. Paschal, Jr., formerly at the Central Res Office, has been named sales representative for Washington. Dawson is working with Lionel Anders and Paschal, with Bud Halsey.

Ben P. Bailey has been promoted to city sales manager for Tri-Cities. Bill Grubbs was named to the same position for Charleston, West Virginia. Both had been sales reps in their respective locations.

Al Huddleston has been promoted to Assistant Director — Flight Services.

Annual Report is out

The Annual Report of Piedmont Aviation, Inc. for 1972 has been mailed to stockholders and employees. The full color cover shows a panorama of the Great Smokies at sunrise. An opaque over-cover highlights the Company logos in silver to commemorate the 25 years of airline service. Based on last year's advertising campaign "Look where we're going" the report tells Piedmont's story in terms of "Look where we've been, where we are and where we're going". Photographs from our past and present are color screened throughout the publication which was put together by Liller, Neal, Battle & Lindsey of Atlanta.

The report also announced the date of this year's annual meeting of shareholders. It will be held at the home office on Wednesday, April 18, at 10:00 a.m. The proxies and proxy statements have been sent out.

Business to be taken up at the meeting includes the election of a board of 12 directors of the Company. The only nominee who is not presently a director is T. W. Morton. He is a Senior Vice President and Secretary of the Company.

Stockholders have also been asked to consider an amendment to the charter of the Company to increase the authorized capital from 4,000,000 shares of common stock having a par value of \$1 per share to 10,000,000 shares of common stock having a par value of \$1 per share.

Planes getting plainer

Piedmont's fleet, starting with the Boeing 737s, is becoming attractively plainer. The paint scheme for the jets has been changed. There are at least two, maybe more by now, Pacemakers out flying that have just Piedmont along their sides, rather than our older style Piedmont Airlines design. The entire fleet of 45 aircraft will eventually be redone in the simpler style. The changed look will come

gradually as the planes are brought in for their regularly scheduled repaintings.

Oldtimers retire

Mo and Archie are gone. With their leaving a great deal more than early payroll numbers has been left vacant.

Anniversaries of 25 years and more are bound to mean retirements but that doesn't make us miss familiar faces any less. Archie Ferguson was Director of Modification and Business Aircraft Maintenance. W. G. (Wallace Gideon) Moser was a flight dispatcher. Archie had been with Piedmont since March 1, 1949 and Mo's employment date was listed as February 2, 1948. Both men retired in March, 1973. In saying thanks for jobs very well done we also want to extend our best wishes to them.

As a result of Archie's retirement the following changes have been announced in the maintenance department: Joe Fix is now superintendent of the fabric, fiberglass and paint shops; Ben Johnson has been promoted to superintendent of the sheet metal, welding and motorized equipment shops; R. H. Easley has been named superintendent of accessory overhaul; Bill Davis is director of business aircraft maintenance and H. R. Poindexter is superintendent of business aircraft maintenance.

New uniforms are coming

Both the male and female uniform committees for station personnel have finalized their decisions on the new uniforms. From their reports it looks like June 1 will be the date agents can expect to start wearing their new attire. Agents who ordered immediately after receiving the forms should be getting theirs between May 15 and June 1.

The present uniform will be optional until January 1, 1974.

The supplier of both the male and female new uniforms is Image Wear by Robert Rollins, a subsidiary of Work Wear Corporation of New York. More details on the new look will be ready for the next issue of the Piedmonitor.

Complaints are up

In the Civil Aeronautics Board's Consumer Complaint Report Piedmont continues to be among the leaders in the industry. In January our total was 3.07 per 100,000 enplanements. Only Western Airlines, among the continental U.S. carriers, had fewer. In February we were also ranked among the lowest.

Customer Service Manager Don Shanks came up with some interesting statistics on our standings in the reports during 1972. For four months last year we had the fewest complaints of any other carrier. Among only the regionals we were number one six times. In nine of the



Johnny Lewis, left, chats with W. G. Moser at Moser's farewell party.

12 months we were ranked first or second and we were in first, second or third position every single month in 1972. Our complaints were reduced 22 percent last year over 1971. It is a great record for us to live up to, or better, during 1973.

Board approves aid

The Civil Aeronautics Board has approved an airline industry agreement to continue increased financial aid to any carrier struck by a labor union.

The decision supports the pact among 17 airlines to give struck carriers assistance ranging from 35% to 50% of their usual operating costs. The pact limits any assisting carrier's "supplemental" payment to 1% of its previous year's operating revenue. The supplemental payment is on top of the unlimited payment of windfall revenue derived from traffic diverted from struck airlines.

The CAB also approved the inclusion of seven local service carriers, along with 10 trunk carriers, in the mutual-aid plan.

The seven local service lines that signed the agreement are Air West, Frontier, Mohawk, North Central, Ozark, Piedmont and Texas International. Mohawk has since merged into Allegheny Airlines.

The 10 trunk carriers are American, Braniff, Continental, Eastern, National, Northwest, Pan American, Trans World, United and Western.



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