



Sharon Watson and Charlie Cross started the scouts off with model explanations.

Scout program gathers support

Volunteers from nearly every department in Winston have been working with a new scout explorer post.

Post No. 049 has members from several counties in the Winston-Salem area. It was formed, with Piedmont's help, to further the aviation interests of the scouts who are between 15 and 18 years old.

The Company's advisory committee for the post is chaired by Vice President — Flight Operations Jack Tadlock. Charlie Cross, who is Manager-Stewardess Training, is the group's Institutional Representative. The Post Advisor is Sharon Watson of the Central Reservations Office.

Other Piedmont volunteers working with the group include Associate Advisor Wayne Barber, from Technical Publications; Advisory committee members Vernon Bess from Maintenance, Dick James from Research and Norm McAllister from Data Processing.

The Scouts meet at Piedmont twice a month. Their first meeting was in December and their programs have already encompassed presentations by flight attendants and pilots. Future program plans will introduce the members to the central reservations office, the FAA tower operations and the flight simulator.

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Among regionals — our customers are happiest

Among all the regional airlines in the U. S. in 1974 Piedmont had the happiest customers.

In fact, having the happiest passengers is becoming traditional.

We interpret all this good news from the numbers in the monthly Consumer Reports from the Civil Aeronautics Board.

Since this report was started, in 1970, by what is now called the Office of the Consumer Advocate at the Board Piedmont has always ranked first or second among the regional carriers and near the top in the entire industry.

Piedmont was in second place in 1970 and 1971, in first place in 1972, and in second place in 1973. And we're back in that number one spot for 1974.

The report rates complaints based upon the number of enplanements per 100,000 passengers boarded.

The figures for 1974 tell the story best. The following table shows where Piedmont was on the monthly charts:

PI's ranking in CAB Consumer Reports	
1974	
	Jan. Feb. Mar. Apr. May Jun. Jul. Aug. Sep. Oct. Nov. Dec.
All Carriers	4 7 5 5 3 2 1 4 6 1 2 n/a
Regional Carriers	2 2 1 2 1 1 1 2 2 1 2 4

July and October were Piedmont's very best

months. For both of those reporting periods we were not only number one among the regionals, but also number one in the industry. And in October our rating was significantly better than that of the next best carrier. We had about a half a complaint per 100,000 passengers for what appears to be the lowest figure, or best rating, any carrier has achieved since the CAB has been recording complaints.

Our record of keeping our customers happy is certainly a tribute to all employees. Not just our personnel who meet and talk with our customers but those behind the scenes in maintenance, accounting, data processing, operations, flight control and everywhere. Every employee contributes to the Company's efforts to provide our customers with the very best and safest air transportation possible. Keeping them happy keeps us on top.

Traffic figures show 1974 was best year ever

Piedmont's year-end traffic results were the best in the Company's history.

The airline carried 3,821,136 passengers during the twelve month period. This was an increase of 8.38 per cent over the number flown during 1973.

The December passenger totals showed a slight, .89 per cent, increase over the same period last year. There were 284,565 passengers enplaned during December, 1974 compared to 282,053 during the same month a year earlier.

Revenue passenger miles were up 10.33 per cent for the year to 1,097,082,663 as compared to 994,352,735 for 1973.

The increase in RPM's for December was 3.53 per cent to 85,352,978 from 82,444,174 the previous year.

For the twelve months the load factor was also up, to 52.9 per cent, from 50 per cent for 1973.

In December the load factor declined. In the final month of 1974 the percentage of available seats sold was 46.23 per cent as compared to 51.56 per cent for the same month in 1973.

The Company's financial results have not yet been finalized. They should be complete in February.



Any list of who's who or where or what in Washington would be woefully incomplete without prominent mention of Piedmont. And Piedmont's who, where and what in our Nation's capitol is Bud Halsey recently found standing on the right of President Gerald Ford. Others are Frank Bradley, at left and West Virginia Congressman Bill Wampler, far right.