



Parrish



Ketcham



Baker

## New officers named; MM makes changes

Bruce Parrish has been promoted to vice president-properties and facilities, Dick Ketcham, to staff vice president-properties, and Bob Baker, to staff vice president-facilities. In addition, Cees van Meeteren and George Reynolds have been named staff vice president-line maintenance and staff vice president-base maintenance, respectively, in a realignment of the maintenance department.

Parrish is responsible for acquiring, leasing, planning, and construction of station facilities. He joined Piedmont in 1948 as a station agent at RDU. He served as station manager at DAN (Danville, VA), AVL, FAY, SDF, and ATL before becoming division manager in 1966. In 1967, he was promoted to director-station facilities, and in April 1985 was named staff vice president-facilities.

Parrish is a graduate of King's College in Raleigh, NC, where he earned a degree in business administration, and Central Airline Radio and Television School in Kansas City, MO.

Ketcham joined Piedmont in 1972 as manager-contracts and leases, and in 1985 was promoted to director-properties and leases. Prior to joining Piedmont, Ketcham worked for the Shell Oil Company in various positions including real estate acquisition and aviation fuel sales.

Ketcham received a B.A. degree in business from Gettysburg College in Gettysburg, PA.

Baker has been with Piedmont since 1979 when he was hired as manager-station facilities. His background includes a wide range of experience in the aviation industry including three years with National Airlines (now part of

Pan Am), three years with Eastern, and one and a half years as airport planner for the Dade County Aviation Department in Miami.

Baker is a graduate of the State University of New York at Buffalo with a B.S. degree in civil engineering. He also has a M.S. degree in urban planning and design from the School of Architecture, University of Miami, in Coral Gables.

Two changes have taken place in maintenance due to increased activity in outside line station maintenance and base station maintenance. Cees van Meeteren, former staff vice president-base maintenance at UCA, has assumed the new role of staff vice president-line maintenance and is now based in Winston-Salem. In his new position he is responsible for all outside maintenance activities at line stations as well as on-call maintenance agreements at non-maintenance stations.

Van Meeteren's airline career began in 1959 when he joined Fokker as a service department representative for Fokker bv. in Amsterdam. In 1963, he was promoted to technical representative and for the next nine years traveled to points all over the world. In 1972, he was appointed technical representative for Trans Air, the first air carrier in North America to operate the F28. In 1974, Trans Air hired him as its manager-maintenance planning. He accepted the top maintenance post at Empire in 1980.

Reynolds joined Piedmont in 1964 as an engineer. During the next 14 years he served as superintendent of engineering, director of avionics, and director of maintenance. In 1978, he was



van Meeteren



Reynolds

promoted to staff vice president-maintenance and engineering. In his new position, he is responsible for all scheduled and nonscheduled maintenance at Piedmont's Winston-Salem and Greensboro maintenance facilities.

Reynolds holds a B.S. degree in mechanical engineering from the University of South Carolina and airframe and power plant mechanic's licenses from Embry-Riddle Aeronautical University. Before joining Piedmont, he was a mechanic for Southeast Airlines and an engineer for South Carolina Electric and Gas Company.

Mack Swinson and Audrey Stewart, both reservations agents at our Winston-Salem Reservations Center, received more compliments in July than any other individuals. Swinson received seven compliments and Stewart, six. Four individuals received four complimentary letters each. They are Lou Caamano, LAX; Frank Sarakaitis, CAE sales; Laura Foltz, inflight services, GSO; and Nancy Brandau, CLT sales.

around  
Piedmont

On October 1, our fleet will include 17 737-300s, 63 737-200s, 25 F27-4000s, 20 F28-1000s, and 34 727-200s for a total of 159 aircraft. In mid-October, we will receive our 18th 737-300. In 1987, 19 aircraft are scheduled for delivery: 16 737-300s and 3 767-200s. On order after 1987 are 11 737-300s, 25 737-400s with options on 30 more, and three 767-200s with options on six more.

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On November 1, flight numbers will change for Piedmont; Henson. The Piedmont Regional Airline; all flights in The Piedmont Commuter System; and Piedmont charters.

Henson's flights will be numbered from 4,000 to 4,099. Jetstream's flights will be numbered from 5,000 to 5,299; CCAir, 5,300 to 5,499; and Brockway, 5,600 to 5,799. Piedmont charters will be in the 9,000 series.

All flight numbers under 2,000 will designate Piedmont aircraft.

The change is being made to allow room for growth and provide more flexibility when assigning flight numbers.

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By the end of the year, Piedmont will have four new Presidential Suites. New Suites will open at EWR, LGA, and RDU in December, and at CLT, a second suite will be ready for members in time for the Christmas holiday traffic. In MIA, our Presidential Suite will be moved to Concourse H by next March. We currently have 10 Presidential Suites.

Some of the other major projects now underway on our system include:

- A new terminal building at BTV is scheduled for completion in November.
- Expansion of our terminal facilities at FLL which will give us one exclusive gate with loading bridge, a baggage service office, more office and operations area, and additional storage. When work is completed in October, we will also have a total of eight ticketing positions.
- Construction of a new 9,000-square-foot cargo facility at FLL will be completed in January.
- The concourse extension at GRR will be ready by Thanksgiving. A new ticket counter, back offices and operations area were completed in August.
- Our facilities at ISP are being renovated, giving us new ticket counters, offices, baggage make-up and operations areas.
- A new baggage make-up facility at MIA is scheduled for completion in October.

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Piedmont stock (PIE on the New York Stock Exchange) closed August 29 at 45 5/8. The high for the month and a new record high was reached August 25 when our stock soared to 47. On August 30, 1985, the last trading day of the month, our stock closed at 31 1/2.

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Our six reservations centers answered a total of 2,916,581 calls in August, a new monthly record, and on August 18, a new daily record was set when agents took 128,917 calls. For the first eight months of 1986 calls have increased 29.15 percent over the same period a year earlier.

Calls to our Frequent Flyer Desk increased 91 percent in August over August 1985, and for the first eight months, were up 123 percent. The International Department's calls grew 51 percent in August over the same month a year ago, and year to date, rose 24 percent. Both departments are in our Winston-Salem Reservations Center.

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A ribbon-cutting ceremony is set for October 27 for our UCA Reservations Center. The center will move from the second floor to a completely renovated third floor. At the same time, the center will take over calls from New York cities currently tied into our DCA Center. The new facility will give us 180 positions initially with room to expand to 300 by March.

on  
November 1

**number of departures: 1,235**  
**miles flown daily: 427,152**  
**ASMs (available seat miles): 51,669,646**  
**number of aircraft in fleet: 159**  
**average aircraft hop: 345.9**  
**number of airports served: 87**  
**daily block time flown: 1,421 hours, 32 minutes**  
**next schedule change: December 15**