

HUGHES AIR WEST

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HUGHES AIR CORP.

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Suggestion Award Cash For Hansen and Roberts

Two Hughes Air West employees, John R. Hansen, Los Angeles mechanic, and L. Wesley Roberts, Spokane station agent, have been awarded \$25 each for suggestions they made to improve the company's operation. (see related story page 3.)

Hansen, who has been with the company since 1960, suggested that labels be installed on the outside of F-27 radio panels so maintenance personnel will know which radio units are installed behind the panel. Without the labels it is necessary for a mechanic to remove all radio panels to find the specific component he seeks. The labels will save many hours of unnecessary labor.

Roberts' suggestion will make the statistical load message (SLM) form easier to read and decrease the chance of mistakes when transferring the written information to the teletype.

The SLM is a multi-lined form that lists all passenger and freight boarding information for every departure of every flight each day. Roberts suggested that alternate lines of the SLM form be shaded so the teletype operator does not transpose lines of information as he reads across the page.

TELETYPE REPLACEMENT — Systemwide installation of Data Measurement Corp. Model 201 agent sets, similar to this one, began early this month. By March 1 every station will be using these sets in place of teletype machines to transmit and receive all information on flights, passengers, freight and other operations important to the running of the airline. Testing the machine are (from the left) Patti Reynolds, manager of reservation procedures; Joe Roman, manager of reservation systems training; and Paul Howe, manager of reservation systems.

All F-27s Upgraded

A six-month program to renovate passenger cabins of all 25 Hughes Air West F-27 aircraft was completed Jan. 5 in Phoenix.

Bob Jorgensen, staff vice president of maintenance, said the aircraft received a general facelifting to make them more comfortable, cleaner looking and more acceptable to the traveling public.

Each aircraft received interior painting, seat covers, curtains, rugs and wall paneling.

C.A.B. Approves Subsidy Payment

Hughes Air West will once again receive federal subsidy, according to an order issued by the Civil Aeronautics Board Jan. 7.

The C.A.B. said Hughes Air West would receive temporary subsidy at the

same rate paid Air West Inc. Hughes Air West has not received federal subsidy since April 3, 1970, the date the airline was purchased by Hughes Air Corp.

A final subsidy rate will be established
(Continued page 5)

Lundblad, Jensen Named Outstanding Employees

Walter Lundblad, instrument technician in Phoenix avionics services and instrument overhaul, and David C. Jensen, chief station agent at Salt Lake City, have been named outstanding employes for December.

Both men received \$250 and became eligible for the annual award of \$500, trip passes anywhere in the world and a week time off with pay. The first annual award will be made in August.

Lundblad was chosen from employes in quality control, avionics and avionics services and instrument overhaul, all in Phoenix. He joined the company in 1965 in his present position.

Joe Bon Smith, director of avionics services and instrument overhaul, said "Lundblad is absolutely the best at his job I have ever seen, and I've been in this business for 30 years."

His co-workers expressed similar feelings:

"Walt goes out of his way to help others." "More employes of his caliber would make Hughes Air West more efficient in all respects." "He is always pleasant to work with."

Lundblad has been confined to a wheelchair since he was involved in an auto accident in 1940. Several letters nominating him expressed thoughts on the lack of awareness of Lundblad's handicap. One letter said, "With his ability to perform any assigned task and his friendliness toward his fellow employes, it is easy to forget about his handicap."

Jensen joined the company in 1957 at Reno. He moved to Salt Lake City in 1959. He was chosen from employes based at Salt Lake City, Twin Falls, Pocatello, Idaho Falls, Boise, Baker and Ontario, Ore.

Many of the comments made in nominating him referred to his helping stranded passengers and giving assistance to his fellow employes:

"David is the type of guy who would ask what he could do for you, then do it without asking for anything in return." "No one knows his job better than



THE WINNERS — David Jensen, left, and Walter Lundblad reach for the \$250 they each won for being chosen outstanding employes in December.

Dave." "Working alongside Dave inspires you to do a better job yourself."

Employes eligible for the award in January are hostesses based at Seattle and Portland and Phoenix employes assigned to inventory control, warrants, maintenance administration, engineering, maintenance specifications, production control, purchasing, accounts payable, training, industrial relations, medical, credit union, building maintenance and mail and distribution.

Nominations for people in these categories may come from any Hughes Air West employe, vendor or customer. Nominations should be submitted to the San Francisco personnel office by the third Monday of the month.

In February those eligible will be captains and first officers, and employes in crew scheduling, operations administration, flight control, flight standards and flight times control at San Francisco and Los Angeles. Also those working in corporate services, traffic, ground communications, budgets, systems, data processing, printing, manuals, properties, mail and distribution, purchasing, research and development, community affairs, personnel, medical, benefits and records, credit union, internal security and public relations at San Francisco and San Mateo.

Traffic in 1970 Tops 1969 Results

Hughes Air West's systemwide traffic performance in 1970 gained sharply over 1969, reaching the highest level since the airline's purchase last April by Hughes Air Corp.

Irving Tague, general manager, said revenue passenger miles, passenger trip length, and the load factor (percentage of seats filled) set new all-time records in 1970, while passenger boardings increased over 1969.

"We expect to show continuing improvements in 1971," Tague said, "in all areas of traffic performance and passenger service."

Passenger boardings last year totaled 2,898,258, or 2 per cent more than the 2,841,365 boardings in 1969.

In spite of a forecast decline of 1 per cent in revenue passenger miles for the U.S. domestic airline market in 1970, Hughes Air West posted an 11.8 per cent gain without inaugurating any new route awards. The carrier flew 892,611,292 revenue passenger miles last year for an all-time high, compared with 798,298,834 miles in 1969.

The length of the average passenger trip increased to 308 miles in 1970, compared with 281 miles in 1969.

The load factor also set a new high in the year just ended by climbing to 45 per cent from 39.3 per cent in 1969.

Protests Filed With California P.U.C.

Hughes Air West has filed several protests with the California Public Utilities Commission regarding requests for expansion by Air California and Pacific Southwest Airlines.

One petition said PSA's proposed flights to Stockton and Fresno would cause a loss of revenue to Hughes Air West and would impair its "ability to serve the less lucrative California markets."

A second petition protested Air California's request to operate flights between San Francisco and Arcata/Eureka.



LARGEST SHIPMENTS — Within a recent seven-day period, Hughes Air West carried both its largest single piece of air freight and its largest total shipment of air freight. The largest shipment, shown here, was 14,558 pounds of fresh, frozen rainbow trout shipped from Twin Falls to Baltimore. The company flew the fish to Salt Lake City for a connecting flight. A few days earlier at Spokane, the largest single piece of air freight, a 1,100-pound crankshaft for heavy road equipment, was shipped to Calgary.

Suggestion Program:

Winning Can Be Easy: Think Big!

Hughes Air West's employe suggestion award program is five months old. To date three employes have been given cash awards. (see related story on page 1.)

Wayne Wiggins, director of personnel and chairman of the suggestion screening committee, said he is "encouraged" by the suggestions that have been received.

"They show that employes have a genuine concern for the operation of the company," he said.

More cash awards would have been made, however, if the nature of the suggestions had been better directed.

"Most of the suggestions have been aimed toward minor improvements to customer services or minimal operational changes," Wiggins said.

He offered a few suggestions for submitting award-winning ideas.

"Some suggestions of merit were rejected because of the expense of changing procedures," he said. "Employes should consider both the cost of change and the return expected.

"Give a great deal of thought to a suggestion; do research, ask questions and test your ideas on others. Make sure you are technically correct. Above all, think big."

For example: the airline always is

looking for a way to avoid losing baggage. An employe who could come up with a foolproof method of loading an aircraft so that bags are removed when they are supposed to be would be a natural winner. An employe who could think of a way to prevent lost reservation calls also could be a winner, he said.

Another area to consider is a method to assure standardization of procedures systemwide.

If an employe can point out where some method is bad and how it can be handled better, we can come up with the tools to do the work, Wiggins said.

He said suggestions are being sought that will reduce costs, increase revenue, improve customer service, reduce safety hazards or better promote employe/employer relations.

An employe can win up to 10 per cent of the anticipated annual saving to the company or an assigned amount when the suggestion does not represent actual dollar saving. The maximum award will be \$10,000 and the minimum \$25.

Suggestion forms have been made available to all employes. Additional forms and program outlines are available through the San Francisco personnel office.

'Splendid American' Award Goes to Phoenix Hostess

Phoenix-based hostess Suzanne Berube, Hughes Air West's first participant in the Thomas A. Dooley Foundation's teaching program in Nepal and Laos, has been honored at the foundation's sixth annual "Splendid American" award dinner in New York.

Presenting the "Splendid American" award was William J. Lederer, author of "The Ugly American." Suzanne was unable to attend the December award presentation because of illness.

Suzanne was one of 60 hostesses from 23 airlines who during 1969 and 1970 participated in the program that utilizes teaching talents of airline hostesses. To aid the foundation's work, hostesses took turns in three-month assignments teaching English in free schools in Laos and Nepal.

She was accepted into the program in November, 1969 — two years after her first application. Her work began with orientation in the Laotian capital, Vientiane, in preparation for her assignment to Khong Island in southern Laos. Here she taught four mornings each week to classes of 30 students ranging in age from 14 to 24.

Phoenix Sky Harbor Now International

The Phoenix City Council has changed the name of the airport in the Arizona capitol to Phoenix Sky Harbor International Airport.

The move follows federal action designating the terminal as an international point-of-entry. Full operation as a port-of-entry is not expected for five or six months, following completion of customs, health and immigration facilities.

Designation as an international port-of-entry means Hughes Air West flights bound for Mexico could use Phoenix for customs and immigration services, eliminating the need for these services at Tucson except for passengers boarding and freight disembarking there.

Marysville Flights Stop

Hughes Air West suspended all flight operations at Marysville/Yuba City on Dec. 24 in accordance with a Civil Aeronautics Board order authorizing the move.

The C.A.B. agreed with the company's statement that the citizens who had previously been served through the Yuba County Airport in Marysville could receive much better air service through the new Sacramento Municipal Airport. It also agreed that continued operation of Hughes Air West flights into Marysville/Yuba City would present a financial hardship on the company.

Ray Melcher, former station manager at the closed station, moved to Phoenix as chief agent.

Local Carriers Join Aid Pact

Six of the nation's regional airlines, including Hughes Air West, have joined the mutual aid pact through which 10 trunk airlines have been sharing some of the cost burdens of pact members closed by strikes.

Others joining in the agreement were Frontier, Mohawk, North Central, Ozark and Piedmont.

Trunk carriers which are members are American, Braniff, Continental, Eastern, National, Northwest, Pan American, Trans World, United and Western.

Scoreboard

HUGHES AIR WEST TRAFFIC

DECEMBER

	Dec. '70	Dec. '69	% change
PAX	243,960	231,673	+5.3
RPM	79.6mil	71.6mil	+11.1
Load factor	46.3	42.2	
On-time	70.6	73.3	

Two Named to Management Jobs; Two Others Make Lateral Changes

Two persons have been appointed to management positions with Hughes Air West. Two others made lateral shifts within the management structure.

Carol Hicks joined the company in the newly-created position of coordinator of reservation schedule changes, based at San Francisco.



Carol Hicks

She will be responsible for coordinating the programming of schedule changes into the reservations computer. She joined Hughes Air West from a consortium of construction companies in Saigon, Vietnam where she was a computer programmer. She has also worked for Southern Pacific Railroad and Pan American World Airways in computer programming and reservation control.

Bill Stohlton, 31, was named administrator of crew schedule planning, a new position. He is based at San Mateo. He joined the company in 1960 and most recently had been a dispatcher at San Francisco. He will be responsible for developing crew schedule plans in coordination with planned flight schedules.

Charlotte Peters, formerly manager of reservations at Los Angeles, has moved to San Francisco in the same capacity. She replaces Ed Riederich, who chose to return to Phoenix as a reservation agent.



Bill Stohlton

Russ Ford, regional reservation manager at Los Angeles, has assumed Mrs. Peters' previous duties.

Jerry Indgier, 33, was named assistant station manager at Phoenix. He joined the company in 1959 as station agent and served as station manager at Page, Apple Valley and Cedar City. He replaces Tom Magness, who resigned.



Jerry Indgier

C.A.B. Procedures:

'Elmstown' Service Case Followed

"Elmstown, U.S.A." — a growing, prosperous community somewhere in the West — wants passenger service initiated at its local airport by a regularly scheduled, certificated airline.

And Hughes Air West wants to be that airline.

O.K., now what?

Do we just start flying? Or is there a formal procedure to follow?

Many should know it's the latter.

Elmstown is a fictitious place used to illustrate what an airline must do to develop a new route.

Hughes Air West must file an application with the Civil Aeronautics Board seeking permission to fly into Elmstown.

But why the C.A.B.?

Because the law requires it.

Imagine what would happen if any airline could fly any place at any time simply because it wanted to.

Official Overseer

Thus the reason for establishment of the C.A.B. — initially under the Civil Aeronautics Act of 1938 — as an official overseer of the nation's airline industry, with one of its prime responsibilities being to regulate the air routes crisscrossing the country.

So armed with desire and facts, Hughes Air West sets out to prove to the C.A.B. that Elmstown can economically support air service and that the airline, in turn, is willing and able to provide it.

If successful in its application, Hughes Air West will be given C.A.B. permission to fly into Elmstown. If not, some other carrier may get the route. And it may be that the route will not be given to any airline at all.

Lengthy Proceedings

Regardless of the outcome, proceedings in the Elmstown case could last up to three years. This will depend on many factors, including the complexity of the application, the number of cities involved, the number of other airlines seeking the Elmstown route, and the extent of opposition, if any.

Let's follow the fictitious Elmstown application and see how the city gets new air service from Hughes Air West. (Although somewhat simplified here, the explanation does show how a new air route is born.)

First, through an "examiner," the board establishes the basic lineup of issues, persons and organizations — pro and con — involved in the Elmstown case. Issues usually defined at this "prehearing conference," as it is called, might include what related route applications could be consolidated with Elmstown, the geographical area involved and the type of proposed air service.

Conference results are reported by the examiner to both sides and a hearing date is set.

Accepts Evidence

Before the hearing takes place, however, the examiner accepts stacks of written and graphic evidence and exhibits from Hughes Air West in support of its Elmstown application.

This material, gathered with the cooperation and assistance of Elmstown, includes statistics reflecting the region's population growth, economic activity and growth, retail and wholesale trade capacity, manufacturing potential, existing and planned transportation facilities, quantity of mail service and so on.

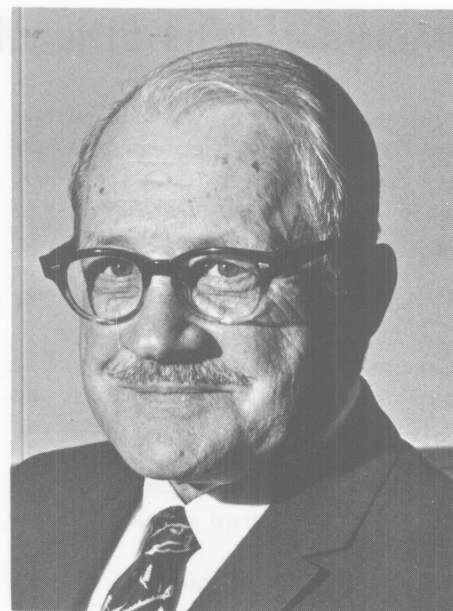
At the same time, other airlines or communities that may be opposed to Hughes Air West's application submit evidence to the examiner in support of their views.

After all evidence and exhibits — which frequently become quite voluminous — have been received and studied by the examiner and made available to all parties in the case, the hearing itself gets under way.

Conducts Hearing

The examiner conducts the hearing much like a judge in a law court. Witnesses for both sides present verbal testimony. Elmstown city fathers cite the need. The chamber of commerce points

(Continued page 7)



EARLY RETIREMENT — Joe Ekstrom, 63, Las Vegas senior crew scheduler, will take early retirement beginning Jan. 25. Ekstrom has been with the company since 1959. He will live in Prescott, Ariz., where he owns a home.

Subsidy Payment Approved

(From Page 1)

following an investigation of the airline's needs, the C.A.B. said. In approving the temporary subsidy, the C.A.B. rejected an effort by Western Airlines to block any subsidy at all for Hughes Air West.

The C.A.B. said that "since April 3, 1970, Hughes Air West — like the eight other local service carriers — has provided service to numerous small communities that cannot by themselves support a self-sustaining operation. However, unlike the other local service carriers, Hughes Air West has received no federal assistance since April 3, 1970. Thus the losses incurred mainly in serving small communities have not been offset by subsidy, with the result that the carrier's financial position is that its need is critical. We, therefore propose to grant the carrier temporary subsidy in order to alleviate its current financial dilemma."

The company will be provided with about \$4.4 million subsidy for the period of April 3 through Sept. 30, 1970 and, subsequently, at an annual level of about \$8.8 million, the C.A.B. said.

Domestic, International Route Cases on File

A number of domestic and international route cases, if approved as submitted to various levels of governments, could add many new flight segments to the Hughes Air West system.

The application nearest final judgment is the Reno-Seattle/Portland case. The C.A.B.'s Bureau of Operating Rights has recommended that the company operate non-stop flights between Las Vegas and Portland/Seattle and between Reno and the same two Pacific Northwest cities. The bureau's recommendation will be considered by a board examiner in making his decision.

A Subpart M application to fly non-stop from Los Angeles to Boise/Spokane is in the early procedural stages. A subpart M application is a special provision of the C.A.B.'s regulations that provides regional airlines an expedited proceedings toward a route award. In this case, however, Northwest Airlines has filed a Los Angeles/Spokane application and included a motion to consolidate its application with Hughes Air West's. A hearing on this

application is expected in the near future.

A third application would allow non-stop flights between Los Angeles and Arcata/Eureka and one-stop flights between Los Angeles and Eugene.

Negotiations are currently in progress between the United States and Canada on a new bilateral treaty relating to the exchange of routes between the two countries.

Routes that are being considered and that will be of interest to Hughes Air West include:

1. extension of the Spokane-Calgary route to Edmonton.
2. Spokane/Seattle-Vancouver.
3. Los Angeles/San Francisco-Calgary/Edmonton.

Non-stop authority to Guadalajara from Phoenix/Tucson currently awaits final approval from the President. The case also includes non-stop authority from Phoenix/Tucson to each of the following: Puerto Vallarta, Mazatlan and La Paz. Additional approval will be required by the government of Mexico.

Interline Bargains

The sixth annual Salt Lake City Interline ski party will be held Feb. 7-12. A rate of \$8 a day includes transportation to slopes, lift passes and a cocktail party. A special hotel rate of \$8 a day for a single also is available. For an application form contact Hughes Air West pass bureau or write Interline Ski Holiday, 19 East 2nd South, Salt Lake City, Utah.

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Lufthansa Interline Ski Holidays in the Austrian Alps depart Jan. 30; Feb. 13; Feb. 27; and March 6. The nine-day tour costs \$125 a person and includes round-trip air transportation from Los Angeles to Munich, some meals and transfers. Contact Hughes Air West pass bureau or Lufthansa German Airlines, 291 Geary St., San Francisco 94102.

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Alaska Airlines Interline Ski Week at Mount Alyeska, Alaska will be held Jan. 31-Feb. 6. A fee of \$11 per day includes hotel, ice skating, several parties, bikini contest, ski lift passes and door prizes. Air fare is \$21.06 for round-trip from Seattle to Anchorage. Present airline identification to Alaska Airlines ticket counter for ticketing. Call nearest Alaska Airlines sales office for reservations at hotel.

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This publication incorrectly reported the address of the Interline Tour Guide in a recent issue. The Interline Tour Guide is published in two editions: Transportation and Tours, printed quarterly; and Lodgings, printed semi-annually. Both are a compilation of worldwide bargains for interliners. Subscription for both is \$3.50 per year. Write Interline Tour Guide, 431 Fourteenth Avenue, San Francisco 94118.



YANKEE INGENUITY — Los Angeles lead mechanic Harold Cumberlin, left, used slack maintenance periods to turn this scrapped electric ramp cart into a useful vehicle for aircraft cleaners. The cart, shown here with aircraft cleaner Ray Pedraza, was repaired and remodeled to be used by cleaners to haul their supplies and the trash taken from planes.

HUGHES AIR WEST

Published for employees and families of Hughes Air West by the Public Relations Department International Airport San Francisco, Ca. 94128 Ken Jensen, editor

Q and A Corner

Employees are encouraged to submit questions to the Editor.

Q. In one section of the Master Manual it states that sweaters are not to be worn by either male or female customer service employes. In another section, a listing for a vendor for a ground hostess sweater is printed. My question is if a ground hostess can wear a sweater, why not other female personnel?

A. These differences have been noted and a revision of the manual will be out shortly. In brief, the revision will state that all female ground employes may wear the sweater described under section 121:05-Uniforms.

• • • •

Q. It was recently reported that reduced insurance deduction would appear on paychecks and that the reduction would be retroactive to Sept. 1. I have seen the reduced rate but as yet no retroactive refund. When will we receive this?

A. All employes should receive their refunds by Jan. 31. The refund will appear on paycheck stubs as a credit under miscellaneous deductions heading.

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Q. Will there be any difference in the number of holidays observed by the company in light of the federal government's designation of certain holidays to be celebrated on a Monday?

A. No. The number of holidays to be observed will not change.

• • • •

Q. Why do reduction-of-force letters or possible reduction letters like Mr. Tague's recent letter always come in December or at the end of the year?

A. It is the period of time when a company can accurately assess the results of the past year and begin planning and budgeting for the following year.

Employes Celebrate Service Anniversaries

These Hughes Air West employes celebrate service anniversaries in January:

TWENTY YEARS

Phoenix — R. L. McNeeley, supervisor of maintenance data collection. Portland — S. O. Stewart, station agent; Capt. W. H. Lord, flight department.

FIFTEEN YEARS

San Francisco — Capt. C. E. Johnson, flight department. Portland — Capt. C. C. Oldham, flight department; Terry Hunter, station manager. Phoenix — Capt. R. J. Henderson, flight department.

TEN YEARS

Spokane — M. B. Brown, station agent. Las Vegas — B. R. Bishop and H. J. Par- ent, mechanics.

FIVE YEARS

Yakima — L. E. Radka, station agent. Phoenix — J. Stewart and A. D. Knox, ground service; D. L. Weinland and R. G. Moxley, mechanics; P. F. Koury, hostess. San Francisco — John Krema, manager of cargo accounting; G. H. Brown, station

agent; S. F. Johnson, senior accountant. Eureka — D. L. Walquist, station agent. Las Vegas — S. T. Hilborn, C. S. Gillilan, and D. L. Myers, Hostesses. Paso Robles — C. A. Cryer, station agent.

Hallock Gets Hole-in-one — Almost

This item should win the "hard luck story of the year" award.

Bernie Hallock, of San Mateo general accounting, played golf in the United Air Lines tournament held in Las Vegas in conjunction with the World Airline Christmas Party.

He almost had a hole-in-one.

The 158-yard-long hole played to a par three. Hallock, playing alone but accompanied by his wife, Beverly, watched as the foursome ahead played the hole. He asked one of the players what club he had used on the hole and then selected the same club. Hallock felt that if the other

What's This Man Doing?

If you answered "none of the above" in each case, you were correct. Actually, the Hughes Air West ground agent is giving taxi directions to an aircraft that has just landed. His signals are a form of visual communication with a pilot, who is unable to hear verbal commands over the din of the engines.



In the photos, from the left, the pilot is being told to (1) move forward, (2) stop and (3) turn left.

The agent in the photo above is using a modified stop signal — his hands overhead — to halt the jet.

player could hit the ball on the green with that club, so could he.

Hallock teed-up the ball and promptly hit it into a small lake in front of the green. He counted one stroke for hitting the ball and a second stroke as a penalty for going into the water. He teed-up another ball and with the same ease with which he hit the first ball into the lake, he hit the second ball into the hole.

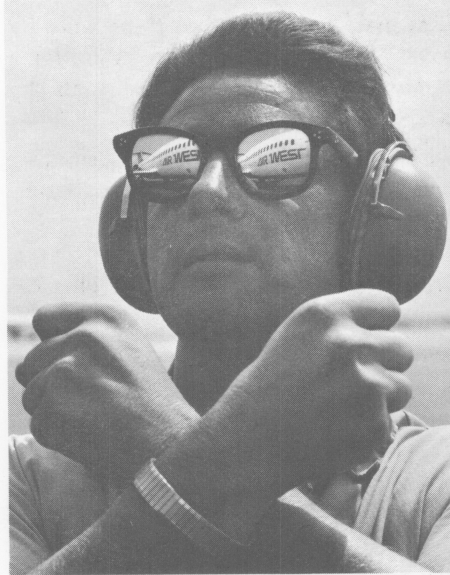
What normally would have been a hole-in-one turned into a par three.

Hallock's comment: "I'm not sure what I said, but I am sure my jaw was hanging a bit low."

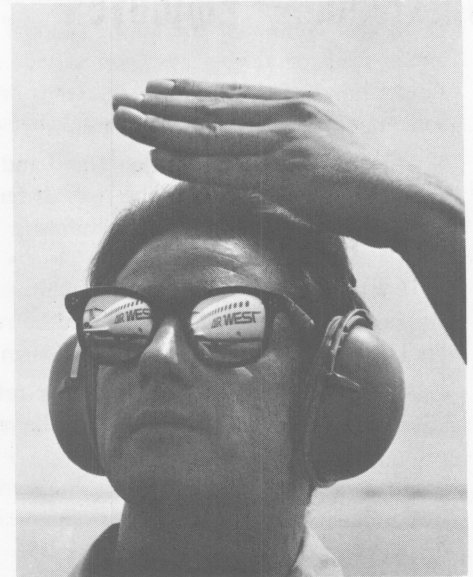
What is This Man Doing?



1. Eavesdropping on a conversation behind him?
2. Swatting a fly on his ear?
3. Sheepishly admitting to a basketball foul?
4. Bragging about his clean fingernails?
5. None of the above?



1. Preparing to be handcuffed?
2. Delivering simultaneous right and left uppercuts?
3. Doing isometrics?
4. Restraining his temper?
5. None of the above?



1. Saluting a passing general?
2. Shielding his eyes from the sun?
3. Signaling for first down?
4. Looking for smoke signals?
5. None of the above?

For the correct answers, please turn to page 8.

'Elmstown' Service Case Followed

(From Page 5)

out how the area's economy will be bolstered.

Hughes Air West spokesmen explain how the airline plans to provide the service into Elmstown. Projected passenger flow is disclosed.

The board's Bureau of Operating Rights also acts as an independent party and makes a recommendation to the examiner.

During this verbal testimony there is cross-examination by opposing attorneys. Strong facts support your case. Weak evidence is vulnerable.

Within a few months after the hearing — after he has had time to study evidence and testimony from both sides — the examiner makes what is termed an "initial decision."

And this ruling on the application is final in 30 days, with three exceptions.

They are (1) international routes, which require Presidential approval; (2) when the opposition requests the entire board to review the examiner's decision (such review being at the board's discretion); or (3) when the board itself decides to review the examiner's decision and make its own final ruling.

Subsequent action after the initial decision usually involves oral arguments being made to the entire board.

The Elmstown case does not involve an international route, there was no request that the entire board review the examiner's decision and the board did not feel it necessary to make its own additional ruling on the examiner's decision.

Thus the application seeking a new air route into Elmstown was successful for Hughes Air West.

File Claims Early For Fast Payment

The best time to file claims for reimbursement under Hughes Air West's health insurance policy is immediately following the sickness or hospitalization, according to Fran Gray, manager of benefits and records.

"Many people wait until the end of the year to submit their claims," she said. "This is not only unnecessary but adds to the workload of the insurance company and delays payment."

Claims should be filed as they are incurred, she said.

Employees who do not have enough medical bills during a year to satisfy the \$50 deductible may still be eligible for a medical claim payment. Medical expenses incurred during the last three months of 1970 credited to 1971's deductible — providing the employe has had no other claims during 1970.