

# HUGHES AIRWEST



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**BIG NEWS** — Hughes Airwest's first Bay Area hostess graduation was big news. Film crews from two local stations were on hand to film the event for their news programs. Hostess Ann Sparhawk received her wings from William E. McDonnell, president of the San Francisco Airport Commission. Irving Tague, vice president and general manager (center), presented graduation certificates to the girls. (See page 8 for details.)

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## Extortion Attempts Could Mean Prison

Two men have been charged, a third has pled guilty and a fourth has been sentenced in unrelated attempts to extort money by threat of violence against Hughes Airwest.

A 38-year-old Salt Lake City man was charged with "conveying false information regarding the destruction of aircraft" after allegedly making a series of phone calls to Hughes Airwest on April 9.

Leon Earl Faultersack allegedly made six calls to the company's San Francisco

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## Solid Traffic Gains Recorded Last Month

Hughes Airwest experienced some solid gains in its systemwide traffic during May.

The gains represent the first major upsurge in passenger travel for the airline since a lengthy strike and come less than two months after its settlement last April 10.

The most significant achievement is a 1.2 per cent increase in the number of miles flown by fare-paying passengers — 75,618,000 compared with 74,722,000 in May, 1971.

### Seat Miles

Available passenger seat miles logged by the carrier also climbed in May — up 8.2 per cent to 181,157,000 from 167,426,000 in the similar month a year ago.

Passenger density (the average number of passengers flying one mile) rose 2.8 per

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## Reno Flights Moved For Airport Project

Airport construction at the Reno Airport will force all airline operations to move to Stead Air Force Base beginning June 19.

The Reno Airport will be closed from that date until July 21 for runway paving.

Passenger service will be minimal at Stead because of limited space for baggage, ticketing and parking, Glenn Woods, Reno station manager, said. Limousines will take passengers from the Holiday Hotel in downtown Reno to the airport every hour on the half hour, Woods said.

Some flight cancellations are expected by Hughes Airwest. These include flights 546 and 547 between June 19 and July 1. These flights operate between San Francisco-San Jose-Reno and Reno-San Jose-San Francisco. Flights 754 and 755 (Las Vegas-Reno, Reno-Las Vegas), which operate on Sunday and Friday only, will be cancelled until operations return to the Reno Airport.

## Picnic Plans Told

The San Francisco Employee Club picnic will be held July 15 at Blackberry Farm in Cupertino, Calif.

This year's event will feature a golf tournament, auction of unclaimed luggage, swimming, games and a barbecued spare-rib and corn-on-the-cob dinner.

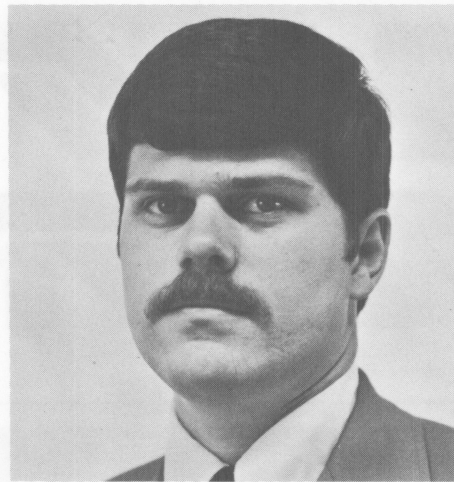
Employees from throughout the system are invited to attend. Contact Tom Bailey, club president and Oakland district sales manager, or any member of the club's board of directors for additional information.

## Aircraft Painting Project Completed

Hughes Airwest's aircraft painting project is now complete.

All 21 F-27 and 20 DC-9 aircraft have been painted Sundance Yellow. The last F-27 was completed June 18 in Seattle.

Two DC-9s, 9334 and 9335, will be repainted in Phoenix. Deficiencies developed in the finish of these aircraft that detract from their appearance. They will be repainted by Aug. 15.



Joseph Kross

## Company Honors Agent's Action

San Francisco customer service agent Joseph Kross has been awarded Hughes Airwest's Meritorious Service Award for his actions in capturing a man that assaulted a federal marshal.

Kross was working at gate 41 checking ticket envelopes and monitoring the magnetometer. The suspect passed through the magnetometer and caused the alarm light to flash. He could not produce identification to match the name on the ticket so he was denied boarding until cleared by the federal marshal.

During a search of the man, large quantities of narcotics were discovered on his person and in his carry-on luggage. As the marshal was attempting to handcuff the man, he was struck down by the suspect who then ran from the scene.

Kross chased the man and tackled him in the hallway. The marshal then arrived and arrested the suspect. Kross received a bruise in the scuffle. The incident occurred last Nov. 18.

Kip Wharton, senior director of stations, said of the award, "Hughes Airwest is proud to have employees such as you representing us."

### HUGHES AIRWEST

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## Five F-27 Dart 6 Aircraft Are Sold

Hughes Airwest has sold its five remaining F-27 Dart Six aircraft to Ward International Aircraft, Inc., of Dallas, Texas.

Two of the five planes have been delivered and the remainder will be ready for delivery by Aug. 1, Harry Swenson, Hughes Airwest treasurer, said. Swenson and Art Taylor, staff vice president-legal, handled the transaction for the company.

The planes have been out of service for some time and required some pre-delivery maintenance.

The first aircraft was flown to Dallas by its new owners. The second was delivered by Capt. W. H. Coffin and first officer G. H. Black, both Hughes Airwest pilots based in Las Vegas.

## Suggestion Program Is Back in Action

The employee suggestion program has been reactivated following a six-month shut-down.

Several changes have been made in the program that will make it more meaningful to contributing employees, Wayne Wiggins, director of personnel and coordinator of the program, said.

"We have made some procedural changes that will get answers to suggestions faster than before. We have made some changes that will insure the employee that his suggestion has received a full hearing," Wiggins said.

All suggestions submitted prior to the strike that have not been answered will receive immediate attention, Wiggins said.

Employees may submit suggestions to the program about any area of the company's operation. Specifically sought are ideas that will improve employee morale, add to revenue, cut operating costs or that will improve customer service.

Adopted suggestions earn the suggestor up to 10 per cent of the anticipated annual savings to the company or an assigned amount when the suggestion does not actually represent a dollar saving. The maximum award will be \$10,000 and the minimum \$25.



**RECORD FLIGHTS** — Hughes Airwest flew 760 passengers on 19 scenic flights at Yakima Valley's Aviation Day June 4. Some employees assisting were (from left), Pat Hough, hostess, Seattle; Bob Clayton, station manager, Yakima; and Dick Fouts, sales representative, Pasco. Connie Ambrose (second from right), Miss Washington-Universe, also helped out.

## Robert Serling To Address Managers Club

Award-winning aviation writer Robert Serling will be the guest speaker at the semi-annual meeting of the Hughes Airwest Management Club July 29 at the San Francisco Hilton Hotel.

Serling was aviation editor for United Press International for 25 years. He is the author of six books, all dealing with aviation: *The Electra Story*; *The Left Seat*;



**Robert Serling**

*The Probable Cause*; *Loud and Clear*; *The President's Plane is Missing*; and *She'll Never Get Off the Ground*.

He has received awards for his writing from the Aviation/Space Writers Associa-

tion (AWA), The Flight Safety Foundation and the Sherman Fairchild Foundation. The Air Line Pilots Association Stewardess and Steward Division gave him a special citation for his contributions to cabin safety. He is a seven-time winner of Trans World Airlines Best Aviation News Reporting Award. Three of his books, *Loud and Clear*; *The Left Seat* and *The Electra Story*, were named aviation books of the year by AWA in the years of their publication.

Serling visited Hughes Airwest in 1969 to autograph copies of *Loud and Clear*, which had just been published.

Further information on the meeting will be sent to members shortly.

## Salaries Up 45%

The average salary of airline employees has increased 45 per cent in the past four years, according to a survey by the Air Transport Association.

This compares with an average increase of 32 per cent for the construction industry, 23 per cent for the manufacturing industry and 27 per cent for all other industries. Today's labor costs take about half of every airline dollar.

## Flight Crew Sets Record for Most Flown in One Day

A Hughes Airwest flight crew may have set a record for the number of passengers carried and the number of trips flown on a single day.

Capt. Ray Simons, first officer Dale Hugdahl and hostess Pat Hough, all of Seattle, flew 19 scenic flights in an F-27 aircraft in conjunction with Yakima (Wash.) Valley Aviation Day on June 4.

All 19 trips were full! That's 760 people who each paid \$3 for the 25-minute flight around the Yakima Valley.

Yakima station manager Bob Clayton said the first flight left at noon and the last landed about 9 p.m.

"We had to turn about six people away at the end," Clayton said. "It was dark and the crew was exhausted."

## Alarm System for Company Aircraft

Hughes Airwest aircraft will soon have "intruder alarm" systems designed to detect persons tampering with them when the planes are left unattended.

The alarm system was designed by Roy Lecker, director of avionics maintenance, Phoenix.

A loud, shrill siren, audible for several hundred feet, will sound when an intruder tries to enter the plane at times when it is left alone, such as over-night.

Installation of the alarms will begin about mid-July. The project will take about six months to complete.

## CAB Awards T-I Mexico Service

Texas International Airlines has been awarded authority to operate flights between Houston and Mexico City.

The route was given approval by President Richard Nixon on May 19. In recommending TI for the route, the Civil Aeronautics Board denied an application by Braniff International to serve the same route.

TI also serves Monterrey, Tampico and Veracruz in Mexico.

# Extortion Attempt Could Mean Prison

(Continued From Page 1)

reservation office saying there were packages containing bombs on several Hughes Airwest flights. He demanded a plane to take him to Cuba, according to a Federal Bureau of Investigation report.

Roger Charles Turner, 41, San Jose, Calif., was charged in Seattle with giving false information related to attempting air piracy and carrying a concealed weapon aboard an aircraft.

## Threatens Extortion

The FBI said Turner allegedly told a private pilot that he would board a Hughes Airwest flight and, under threat of destruction, demand \$800,000. He is accused of attempting to contract with the private pilot to pick him up from a predetermined spot where he planned to force the hijacked airplane to land.

Talbot A. Gregory, 29, Merced, Calif. will be sentenced July 7 for attempting to extort \$125,000 from Hughes Airwest. Gregory pled guilty June 9 after being charged for originating a 19-month series of calls, letters and taped messages to the company demanding money and threatening to blow up company aircraft. He was arrested March 30 by FBI agents.

## Hijacker Guilty

Richard Charles LaPoint, 23, the man accused of hijacking Hughes Airwest Flight 800 on Jan. 20, has been found guilty and sentenced to 40 years in a federal prison.

U.S. District Judge Alfred Arraj, Denver, said he considered the death penalty for LaPoint, but said he believed the crime deserved a sentence long enough to "act as a deterrent to other hijackers."

LaPoint commandeered the aircraft as it taxied away from the Las Vegas terminal on a flight to Reno.

The crew members of the plane were Capt. Don Burkhard and Capt. Frank McDonald, and hostesses Trudy Hunt, Teri Dalton and Delores Wilson.

## Get Tough

In conjunction with the current rash of hijackings, Federal Aviation Administrator John Shafer told a U.S. Senate subcommittee that courts should adopt a "get tough" attitude with "speedy trials

and maximum sentences" for aircraft hijackers.

Shafer said imposing death sentences would be a strong deterrent to extortion-type hijackings. He said the sky marshal program, begun in 1970, has served to dampen the enthusiasm in hijacking. Political hijackings are diminishing but "we continue to be plagued by the extortion type," he said.

Congress made aircraft hijacking a capital crime with a minimum sentence of 20 years and a maximum of death.

# Savings Bond Delays To Be Eliminated

Delays experienced by employees in receiving U.S. Saving Bonds under the payroll saving plan will be eliminated by action taken this month by the payroll department.

Under a new plan, the California Canadian Bank in San Mateo will mail the bonds to employees within 10 days of receiving an order from Hughes Airwest. The company will speed up its process by submitting an order to the bank very pay-day rather than once a month as has been done in the past.

"The new plan means that employees should receive their bonds about two weeks after the payroll deduction was made," Charles Hom, assistant controller, said.

# Company To Sponsor Baseball Broadcast

Hughes Airwest will sponsor the Oakland A's post-game radio program for the remainder of this year's baseball season.

The popularity of the program among sportsmen made the show a natural attraction for the company, Tom Touris, manager of advertising, said.

"We will feature destination ads on our service from Oakland to Las Vegas, Phoenix and Mexico," Touris said.

"By sponsoring the program, we are going to reach many of the people that would likely be traveling to one of our destinations," he said.



**HONORED** — Jeanne Koreltz (right), Las Vegas-based Hughes Airwest hostess, was honored by the Air Line Pilots Association Steward and Stewardess Division May 24 for her contributions to aircraft cabin safety. Presenting the award is Maggie Jacobsen, secretary-treasurer of the group. Jeanne is central safety chairman for Hughes Airwest's flight attendants.

# Scoreboard

## HUGHES AIRWEST TRAFFIC

May

	May '72	May '71	% Change
PAX	228,200	234,374	- 2.6
RPM	75.6 mil.	74.7 mil.	+ 1.2
ASM	181.1 mil.	167.5 mil.	+ 8.2
Load Factor	41.7%	44.6%	
PAX Density	33.5	32.6	+ 2.8
Cargo Ton Miles	533,079	630,499	- 15.5
Cargo Tons Brd.	1,483	1,815	- 18.3
On-time	88%	88.4%	

## Year-to-Date

	1972	1971	% Change
PAX	650,420	1.1 mil.	- 43.7
RPM	222.9 mil.	373.9 mil.	- 40.4
ASM	494.5 mil.	814.4 mil.	- 39.3
Load Factor	45.1%	45.9%	
PAX Density	37.9	33.4	+ 13.5
Cargo Ton Miles	1.3 mil.	2.9 mil.	- 54.4
Cargo Tons Brd.	3,662	8,520	- 57
On-time	89%	83.1%	

## Station Managers Choose Monterey For Yearly Confab

More than 80 Hughes Airwest executives and station managers met in Monterey, Calif., May 22 and 23 to discuss ways to further improve the airline's operational efficiency.

The event — the first of its kind for the city — was the carrier's third annual station managers meeting at the Del Monte Hyatt House.

Station managers and their wives from most of the airline's 74 airport cities attended.

Highlight of the two-day session was a civic reception and dinner May 23, to which local legislators, municipal and county officials and business and civic leaders were invited.

Capt. Pete Hendrickson, a Hughes Airwest pilot and chairman of the Air Line Pilots Association master executive council for the carrier, spoke to the group May 22. He discussed the role that ALPA and the company's more than 400 pilots can play in further improving the airline's over-all level of service.

Company representatives that participated in the series of meetings and seminars included Irving Tague, vice president and general manager; Ed Altman, vice president of operations; Russell Stephenson, vice president of marketing; Arthur Brennan, staff vice president of industrial relations; Robert Jorgensen, staff vice president of maintenance and engineering; Shelby Tuttle, staff vice president of flight operations; Kip Wharton, senior director of stations; Arch Miller, director of telephone sales and passenger service; Hugh Davis, director of advertising; and Robert Bauter, director of security.

## 265 Million Phone Calls to Airlines

More than 265 million telephone reservations are made annually with scheduled airlines. The average transaction takes about 2½ minutes. The speed of this service is the result of more than \$250 million worth of reservation equipment owned and operated by the carriers.



**STATION MANAGERS** — More than 80 Hughes Airwest station managers and executives attended the station department's annual meeting at the Del Monte Hyatt House Hotel in Monterey. The two-day meeting featured speakers and seminars.



**THE REAL MEETING** — Station managers gathered during coffee breaks to discuss ideas related to their individual stations. These managers (from left), are: Jim Wells, Arcata/Eureka; Art Armstrong, Palm Springs; Harold Peters, Bakersfield; Jack Whitehill, Spokane; Glenn Woods, Reno; and Duke Brisco, San Francisco.



**WINNING MANAGERS** — Portland, Sacramento, Pullman and Tacoma were the best on-time stations in their respective categories last year. The winning managers are (from left), Ken Black, Pullman; Terry Hunter, Portland; and Gene Martin, Sacramento. Tom Mason, Tacoma, was not present to receive his station's award.

## Station On-time Winners Named

Portland, Sacramento, Pullman and Tacoma were the winners of the station department's on-time performance competition for 1971 in A, B, C and D categories, respectively.

Trophies were presented to the winning station managers at the department's annual meeting in Monterey May 23.

The stations earned points for their monthly on-time performance standing. The station with the best performance earned 10 points, second place received eight points; third got seven and fourth received five. The station with the most points at the end of the year was the winner.

The competition is continuing this year beginning with March operations. Winners for March, April and May have not yet been named.

Station and maintenance personnel earn the on-time trophy for their station by having the fewest controllable flight delays. A controllable delay includes time lost for aircraft servicing, cargo and passenger boarding, catering and oversales.

Delays caused by gate congestion, passenger connections, air traffic control and weather do not count against a station's record.

## Maintenance Hot-Line

Maintenance personnel around the system now have a direct line to **Bob Jorgensen**, staff vice president of maintenance and engineering.

Jorgensen has set aside an hour a week for personnel to call him direct with any problem, suggestion or information about the airline's operation. The time is allotted to shifts on a rotating basis.

"We are doing this to improve communications between the various levels of personnel in this department. We want to stop rumors before they get a good start. This is also a good way to get closer to the activities on the hangar floor," Jorgensen said.

The published schedule for calling has been made available to all maintenance personnel.

## ID Badges Required By Federal Rules

All Hughes Airwest employees working at airports throughout the system, at the Phoenix maintenance base and general office, and at the San Francisco general office are now required to wear company identification badges while on duty.

New Federal Air Regulations make wearing the badge mandatory for all persons except flight crew members. However, these employees must have their badges available for display, **Bob Bauter**, director of security, said.

Employees working at company facilities other than those listed must have their badges available for display, Bauter said.

## Three Appointed To Sales Posts

Three men have been appointed to positions in Hughes Airwest's marketing department.

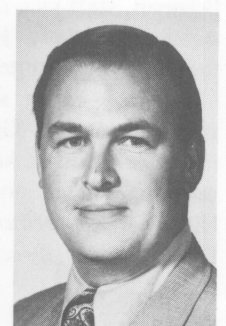
**Tom Touris**, 42, joined the company as manager of advertising and sales promotion. He replaces **Tom Finn**, who resigned to establish his own business.

Touris has extensive experience in advertising, illustration and production of promotional materials.

**Dick Fouts**, 51, filled the newly-created position of sales representative



**Tom Touris**



**Don Rickel**

for central Washington, based in Pasco. He is an experienced industrial salesman.

**Don Rickel**, 32, filled the newly created position of sales representative for central Oregon, based in Eugene. He joined the company from Bronson Travel in Eugene. He has been a sales representative for Northwest Orient Airlines.

## Mexico Meeting For Directors

The most recent meeting of the Hughes Airwest Board of Directors was held May 26 in Guadalajara.

A full day of meetings was concluded with a board-hosted dinner for business, civic and governmental leaders from Guadalajara and the State of Jalisco, including Alberto Orozco Romero, governor of Jalisco, and Guillermo Cosio Vidaurri, Mayor of Guadalajara.

Several Hughes Airwest department heads made presentations to the board during the day's meeting. These presentations described projects that have been concluded and plans for future developments for the airline. The board members met in private session during the afternoon.

The board members are F. T. Alexander, Calvin J. Collier Jr., E. M. Connor, Raymond M. Holliday, W. A. Kistler Jr., James R. Lesch, Park L. Myers and L. B. Stinson, all of Houston; Chester C. Davis, New York City; Frank W. Gay, Los Angeles; and M. E. Montrose, Rancho Santa Fe, Calif.

Board members Connor, Davis and Myers were not able to attend the meeting.

The next board meeting will be held in San Mateo July 28.



**RECEPTION** — Hughes Air Corp. board members hosted a reception for Guadalajara business and civic officials. From left are Raymond M. Holliday, director and member of the executive committee; Alberto Orozco Romero, Governor of Jalisco; Irving Tague, vice president and general manager; Guillermo Cosio Vidaurri, Mayor of Guadalajara; Raul Fernandez, staff vice president and general manager — Mexico; Frank W. Gay, director and member of the executive committee.



**GOVERNOR'S HELLO** — Governor Alberto Orozco Romero personally greeted each Hughes Air Corp. board member. His welcome to director L. B. Stinson (right) was typical of the friendliness expressed by the Mexican officials.



**MAYOR'S WELCOME** — Guadalajara Mayor Guillermo Cosio Vidaurri (right) officially welcomed Hughes Air Corp. director Raymond Holliday to Guadalajara.



**WARM GREETING** — Hughes Air Corp. board members received a warm welcome in Guadalajara. From left are L. B. Stinson, director; an unidentified

Guadalajara businessman; Calvin J. Collier Jr., director and member of the executive committee; M. E. Montrose, director; and W. A. Kistler Jr., director.



**HOTEL OFFICIAL** — Hector Perez (right), general manager of the Camino Real Hotel, where the board meeting was held, was among the guests at the reception. With him are Frank W. Gay, director and member of the executive committee, and F. T. Alexander, director.



**SUNDANCE KIDS** — Hughes Airwest's newest Sundance Kids are (from left): Carol Olsen, Christine Koplos, Donna Sagor, Kathi Zablocki, Shirley Jasper, Ann Sparhawk, Lissa Blasi, Angela Sollecito, Caren Wilkinson and Mary Lou Swirsky.

## First SFO Hostess Class Graduates

Gold wings have been pinned on the first Hughes Airwest hostess class to be trained in San Francisco.

The June 2 graduation established the company as the only certificated airline with an initial hostess training school in San Francisco.

The new hostesses also received a graduation certificate, a yellow rose, a champagne toast and a lot of admiring smiles from friends, relatives and officials of the airline.

William E. McDonnell, president of the San Francisco Airport Commission, and **Irving Tague**, vice president and general manager of Hughes Airwest, pinned, carefully, the wings and handed out the certificates.

All 10 graduates were assigned to the company's Las Vegas domicile.

The graduation brings to nearly 400 the number of on-line hostesses employed by the airline.

The 10 new hostesses are: **Mary Lou Swirsky**, Bellevue, Wash.; **Angela Sollecito**, Castro Valley, Calif.; **Caren Wilkinson**, Chula Vista, Calif.; **Carol Olson**, Encino, Calif.; **Lissa Blasi**, Marysville, Ohio; **Kathi Zablocki**, Menlo Park, Calif.; **Ann Sparhawk**, Richmond, Calif.; **Shirley Jasper**, San Francisco; **Christine Koplos**, Sausalito, Calif.; and **Donna Sagor**, South San Francisco.

**Kathi Zablocki** was the outstanding graduate, finishing with the highest grade-point average of the class.

The airline's second hostess class of the year began June 5 with 20 candidates.

## Bonus Plans Told For Liquor Sales

Hughes Airwest hostesses can receive monthly bonuses if the airline's sale of in-flight cocktails passes its quota.

Each qualifying hostess will receive a \$25 U.S. Savings Bond if the following conditions are met:

- The hostess must accumulate 66 pay hours during the month.
- The minimum sales quota is exceeded.
- Liquor sales records completion and error level must fall within acceptable limits.

The quota will vary monthly depending on the previous month's activity and on schedule changes. For June, 38 per cent of all originating passengers must average one cocktail purchase each.

As many as 300 hostesses per month could receive savings bonds, **Larry Curns**, director of customer service, said.

## New Flights for AAL

American Airlines has received authority to carry local traffic between Los Angeles and Palm Springs and Palm Springs and Phoenix.

## May Traffic Gains

(Continued From Page 1)

cent to 33.5 from 32.6 in May, 1971.

"All this clearly points up the speed with which the airline is regaining traffic momentum and recovering passengers 'lost' during strike-forced schedule cut-backs," said **Irving Tague**, vice president and general manager.

"It frequently takes an airline up to six months or a year to restore any of its traffic to pre-strike performance levels," he said.

The number of passengers boarded at the 74 airports served by the carrier decreased 2.6 per cent to 228,200 from 234,374 in 1971.

On-time performance dipped slightly to 88 per cent from 88.4.

The average load factor (percentage of seats filled) dropped to 41.7 per cent from 44.6.

Cargo ton miles (one ton of cargo traveling one mile) fell 15.5 per cent to 533,079 from 630,499 miles in May, 1971, and total tons of cargo boarded through the system declined 18.3 per cent to 1,483 from 1,815 a year ago.

## New CTO Opens

Hughes Airwest opened its Disneyland City Ticket Office on June 12. The facility is located in the Disneyland Hotel.

**Ray Curion**, former chief station agent at Los Angeles, is manning the office. The Santa Ana district sales office is now located there.

## Retirements

**Paul M. Heglie**, maintenance inspector in Las Vegas, retired April 21. He joined the company in 1955 and became an inspector in 1958.

**Alexander Kosloff**, Seattle-based first officer, retired April 30. He joined the company in 1959.

**Jack Clayton**, Las Vegas aircraft cleaner, retired May 1. He joined the company in 1955.

**Beulah Oxford**, Seattle aircraft cleaner, retired June 1. She joined the company in 1959.