

OVER THE TOP

Company earns first profit

Hughes Airwest reported a net profit of more than \$1.9 million for 1972. It was the first annual profit in the airline's history.

The financial turnaround started in April, 1970 when Hughes management took over the deficit-ridden carrier (then called Air West, Inc.), which reported a \$21 million loss the previous year.

"We've dug ourselves out of a hole," said **Irving T. Tague**, vice president and general manager, "but we're still seeking a reasonable return on investment."

Labor Dispute

He said financial and traffic results would have been better had it not been for a four-month labor dispute that ended in April and high start-up costs that followed.

"Once normal operations were restored, we had a quick recovery of traffic," he said. "Revenues during the last eight months of 1972 almost equaled all of the previous year's revenues."

Losses Slashed

After Hughes management took over, losses were slashed to \$11.8 million in 1970 and then to \$3.3 million in 1971.

Tague said improvements were achieved by more carefully tailored marketing programs, finer tuning of scheduling, reduction of service on losing operations, and changes in administrative procedures.

Commends Employees

"I want to commend employees for their efforts," Tague said. "It was teamwork and cooperation that helped put us over the top." (See employee reaction story, page 3.)

Revenues for 1972 were nearly \$96.7 million compared with \$96.2 million in 1971. Operating expenses were \$94.1 million compared with \$98 million in 1971. Operating profit was \$2.5 million in 1972 compared with a \$1.7 million loss the previous year.

Traffic performance also was affected by the labor dispute that began in mid-December, 1971, when the Aircraft Mechanics Fraternal Association walked out on strike.

The airline continued to operate with a severely restricted schedule until the dispute was settled in mid-April, 1972.

Miles flown by fare-paying passengers in 1972 totaled 891,373,000, slightly more than the 881,890,000 in 1971. Passenger boardings decreased to 2,558,000 from 2,731,000 passengers the previous year.

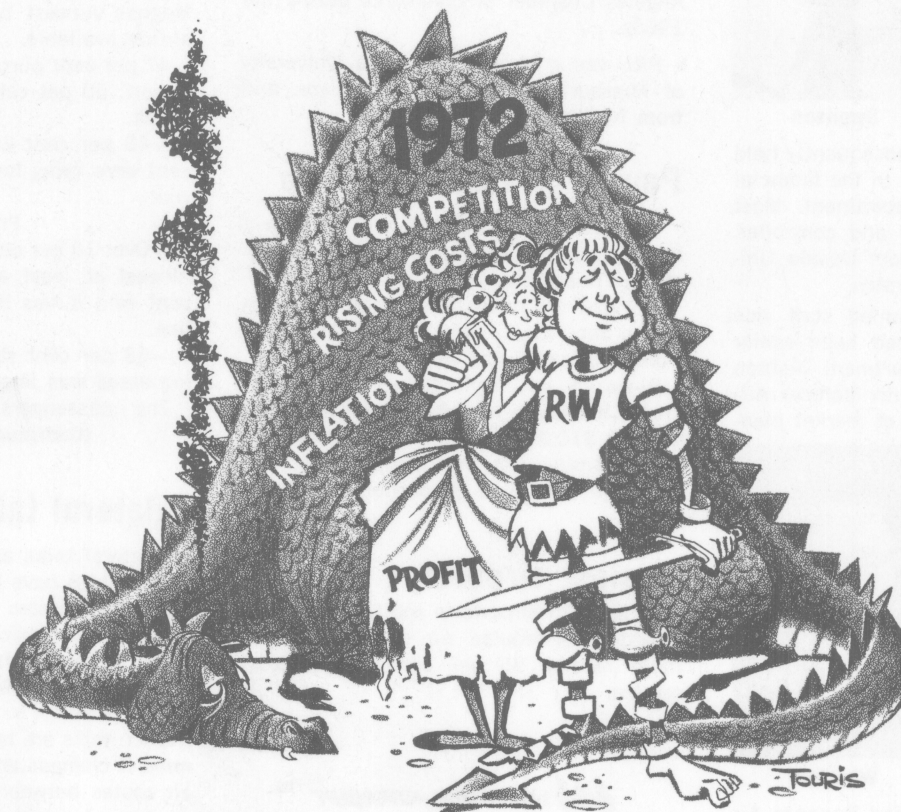
Density

However, the airline's passenger density and average load factor last year exceeded 1971 levels. Passenger density (the average number of passengers flying per mile) rose to 38.8 per mile from 34.3.

Average systemwide load factor (percentage of seats filled) increased to 47.5 from 45.9 in 1971.

Tons of cargo boarded during 1972 totaled 16,236 compared with 20,241 in 1971. This total cargo tonnage flew 5,985,000 miles during the year compared with 6,952,000 in 1971.

Hughes Airwest employs more than 3,400 at its 74 airport cities throughout eight western states, Mexico and Canada. The airline was formed in April, 1968 by the merger of three local service carriers.



TWO VPs NAMED

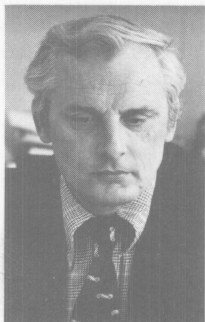
Promotions listed for five execs

Five men have been named to new executive positions with Hughes Airwest.

Arthur M. Taylor was named vice president, law. He had been staff vice president, legal. Taylor began his airline career in 1962 with Bonanza Air Lines. Prior to that he was chief deputy city attorney for the city of Las Vegas and assistant U.S. attorney for Nevada.

He was graduated from the University of Arizona in 1955.

Harry Swenson was named vice president of finance and treasurer. As such, he is the company's chief financial officer. Swenson joined Pacific Airlines in 1967 as vice



Taylor



Swenson

president of finance. He subsequently held various executive positions in the financial and corporate services department. Most recently, he was treasurer and controller.

Swenson has degrees from Upsala University and Rutgers University.

Terry R. Ashton was named staff vice president, planning. He had been senior director of the same department. Ashton began his airline career with Mohawk Airlines in 1966 as manager of market plan-



Ashton



Wharton

ning and research. He joined Bonanza Air Lines in 1967 as director of market development.

His duties include all long-range planning for allocation of company resources. He was graduated from UCLA.

Clement S. "Kip" Wharton was named staff vice president of stations and traffic. He had been senior director of the same

department. He began his airline career as a station agent for Pacific Airlines in 1957. He subsequently worked various management positions in the stations department. He also was assistant to the general manager of Pacific and assistant to the vice president of marketing of Air West, Inc.

He is a graduate of the University of Oregon.

Lee Pitt was named senior director of public relations. He had been director of the same department, a position he held since 1970, when he joined the company. Pitt is a veteran newspaperman, having worked on major publications in Los Angeles, Houston and New York. He was head of the aerospace department of the Los Angeles Chamber of Commerce during the 1960s.

Pitt was graduated from the University of Missouri's School of Journalism, and from Northwestern University.



Pitt

Paycheck deductions up

Changes in the Social Security laws will increase deductions in all employee paychecks this year.

The new law raises the annual maximum Social Security (F.I.C.A.) deduction to \$632 from \$468, a 35 per cent increase.

Bi-weekly paycheck deductions will increase to \$29.16 from \$25.62 for employees earning \$10,800 annually. Deductions for those earning less than \$10,800 also will increase, but at a proportionately lower rate.

Busiest airports

Of the 525 airports in the United States providing scheduled air service, 165 of them receive 95 per cent of the total service.

Survey identifies average passenger

More than 18,000 persons responded to a systemwide survey, designed to identify the characteristics of Hughes Airwest travelers.

The survey was conducted on all flights during mid-October, **Skip Clemmens**, manager of market planning, said.

Facts

Some of the facts revealed included:

—51 per cent said their check-in time was less than three minutes. 34 per cent said it took them from four to 10 minutes.

—50 per cent were married men. Another 15 per cent were single men.

—33 per cent were between 35 and 49 years old. 27 per cent were between 22 and 34 and 21 per cent were between 50 and 65.

—90 per cent were residents of the United States.

Convenience

—30 per cent said they chose Hughes Airwest because it had the most convenient schedules. 39 per cent said they flew Hughes Airwest because it was the only airline available.

47 per cent purchased their ticket at the airport. 50 per cent paid for it by cash or check.

—48 per cent were on business. 38 per cent were flying for pleasure or for a family visit.

Frequency

—Over 10 per cent said they flew Hughes Airwest at least every two weeks. 27 per cent said it was their first trip on the airline.

—63 per cent said designation of smoking areas was important to them.

The passengers were asked to rank
(Continued on page 6)

Bilateral talks scheduled

Bilateral talks about possible expansion of air routes have been scheduled between the United States and the governments of Canada and Mexico.

Discussions with Canada began Jan. 10, while talks with Mexico will begin March 17.

Such talks are held periodically to determine if changes are needed in the existing air routes between the nations. The talks continue for an indefinite period.

If it is decided, for example, that additional air service is needed between the U.S. and Mexico, the respective agencies of each government (the Civil Aeronautics Board in the U.S.), will decide which airline will provide the service. This part of the proceeding is handled in almost the same manner as a domestic route case.



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

REACTION**Positive reaction
to company profit**

(EDITOR'S NOTE: Following is a sampling of employe reaction to the profit earned by the company in 1972. They were allowed to give any response they wished with the only stipulation being that their names would be used. Calls were made at random. Whoever answered the phone was given the opportunity to respond. No one declined to give their name or to comment.)

Mernie Pierce, station agent, Fresno: "If we don't make money, I don't have a job. I think it's wonderful."

Janet LaCount, flight attendant, Phoenix: "It means a lot to me. My future is more stable than if we had lost money or even if we had broke even. I feel the company has really progressed."

Pat Albertos, reservation agent, San Francisco: "It makes me feel a little better since I was just called from furlough. I think they made more money than they said because of the purchase of the airplanes and the new building. I think the money should be used for more people, but I think it's really great."

Larry Eichler, first officer, Las Vegas: "I think it's great. The company was in dire straits and the only way to go was up. If we had not, we'd all be out of a job."

Dan Wristen, lead technician, Los Angeles: "I haven't really thought about it. It should mean more planes and more work and better working conditions."

Ann Lee, accounting clerk, San Mateo: "I was here when we weren't making money and it was a little shaky where the paychecks were concerned. I'm proud to be here and I'm glad we're making money."

Bud Moss, chief station agent, Great Falls: "I've been with the company for 18 years and I can't recall a profit like this. There is no way I would want to work for any of the other airlines here. I plan to stick around. It's great. I'm sure it will benefit me."

Sunny Choate, flight attendant, Seattle: "I'm partial to Hughes Airwest. I've seen nothing but improvement. Everything we do now can mean nothing but improvement and another feather in our cap. This can mean nothing but improvement and security for employes."

Bill Kirk, station agent, Boise: "It's a very good deal. It should mean more job security."

Ben Lewis, station agent, Las Vegas: "I'm glad we're making a profit. It will help us advance. It gives us more job security because we're handling more passengers and more freight."



BAGGAGE SEARCH—New federal regulations require that all carry-on baggage be searched and that each passenger be screened by a magnetometer. At San Francisco International Airport, above, the process is carried out by private guards. Any person entering a concourse must undergo the search and screening process. Passenger reaction has been mixed.

Company to publish first tour manual

Hughes Airwest's first tour directory will be published Feb. 1.

"It will be a major sales tool for salesmen, reservation agents and travel agency personnel throughout our system," **Norm Hansen**, system manager of group sales, said.

The first edition will feature tours to Mexico and Nevada. The second edition, to be published April 1, will be expanded

to include summer travel tours, with emphasis on national parks. The directory will contain a section for special activities such as hunting, fishing and scuba diving.

The directory will include tours developed by Hughes Airwest and by independent tour operators using Hughes Airwest flights.

Hansen and **Bill Schramm**, manager of agency and tours, will update the directory every six months.



PROGRESS REPORT — Construction on Hughes Airwest's new corporate headquarters has been slowed by heavy winter rains. Much of the framing work has been completed for the first floor of both buildings (top). The building on the left will house operations, reservations, the print shop and other 24-hour functions. The structure on the right will be the executive offices. Both will be three story buildings. In the photo at the left, C. A. "Mac" Myhre, Hughes Airwest staff vice president of administrative services (right), and Joe Souther, building project superintendent for Interland Development, builders of the complex, discuss plans for the structure. Myhre is coordinating the project for Hughes Airwest.

NEPAL CONTRACT

Technical assistance program expands to Nepal

Hughes Airwest has expanded its maintenance and technical assistance program to Nepal to include Royal Nepal Airlines.

The new contract is in addition to the technical assistance program the company has had with Burma Airways Corp. (formerly Union of Burma Airways) since July, 1970, **Bob Jorgensen**, staff vice president of maintenance and engineering, said.

Far East

Jim McManmon will continue to direct the company's activities in the Far East. He went to Burma in 1970 and has now

moved to Kathmandu, Nepal. With him are **Steve Jones**, who spent two years in Burma; **Robert Regan**, maintenance foreman from Phoenix; and **John Krekelberg**, who moved from production control in Phoenix. **Jack Zogg** and **Jorge Mayor** remain in Burma.

Reputation

"The reputation built by our people in Burma made it possible to expand into Nepal," Jorgensen said. "Hughes Airwest has a good name out there as a result of the work done by our personnel."

The Nepal contract was negotiated after

the airline purchased a new Boeing 727 aircraft. Burma Airways purchased a 727 from Hughes Airwest in 1970. Both contracts will run indefinitely.

Families

McManmon, Regan and Krekelberg have their families with them in Nepal.

A proposed contract with Air France that would have provided for the lease of two DC-9 aircraft, cockpit and cabin crews, maintenance personnel and spare parts for that airline's Caribbean routes was declined because of French government policy.

Four men are named to station positions

Four men have been named to new positions in the station department.

Ken Black, formerly station manager at Pullman, Wash., moved to Kalispell, Mont. in the same capacity. **Ross Smith**, a 13-year company veteran, took over as station manager at Pullman. He had been chief station agent there. Black has been with the company since 1964.

George Davidson, formerly chief station agent at Apple Valley, Calif. is the new station manager at Inyokern, Calif. He joined the company in 1965. **Robert McAdoo** moved from station agent at Cedar City, Utah to chief station agent at Apple Valley. He has been with the company five years.

Inflight service reorganizes: base managers appointed

The in-flight service department was reorganized to allow more direct contact between management and flight attendants.

Base managers now report directly to **Larry Curns**, director of customer service. Named to new positions were: San Francisco—**Pat Harris**, base manager; **Leona Schwab**, assistant base manager; and **Joan Smith**, inflight service instructor. Seattle—**Dottie Smith**, base manager, and **Stephanna Chambers**, assistant base manager. Las Vegas—**Phillis Ahlswede**, base manager, and **Tom Bennis**, assistant base manager. Phoenix—**Stan Goc**, base manager, and **Marti Henderson**, assistant base manager.

Check hostess duties will be handled by base managers and their assistants. Those named to the new positions are veterans. Phillis Ahlswede joined the company after 10 years in hostess and hostess supervisory positions with Pan American. Stephanna Chambers came from Alaska Airlines where she was a hostess supervisor.

Tom Bennis joined the company in August, 1972 as a steward.

German travel offer

Lufthansa German Airlines is offering 80 per cent reduced rate travel to Hughes Airwest employes, their spouses, dependent children and parents with these exceptions: intra-Germany travel must be part of an inter-continental trip and no reduced rate travel will be allowed to or from Canada. Tickets are available at Hughes Airwest ticket counters.



FOLD-DOWN SEATS — Fold-down seats are being installed in the company's DC-9 fleet. Two jets, N9330 and N9331, have been completed. The remaining aircraft will be converted by June 1. The conversion allows the back of the center seat in the three-seat row to be lowered and used as a tray for beverages, snacks or card playing. Ken Woodward (left), maintenance foreman, is checking the installation. Tom Arrowsmith, technician, is at the right. The missing seat cushions had been removed for cleaning.

Obituaries

Harry S. White, former director and president of Pacific Air Lines, died Jan. 9 of a heart attack in San Francisco. White was named to the board of directors in 1958. He remained on the board until 1968. He was president of the airline from 1963 until early 1966.

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Tony Booth, 18-year-old son of **Willie Ray Booth**, aircraft cleaner in San Francisco, died Jan. 5.

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Mary Koenig, mother of **Ernie Koenig**, accounting policies and procedures specialist, San Mateo, died Dec. 31.

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Stanley Sommerfield, father of **Eldon Lewnau**, manager of aircraft service and planning, Phoenix, died Dec. 31.

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Mrs. Manual De Loura, mother of **Tony De Loura**, supervisor of mail and distribution, San Francisco, died Jan. 11.

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Charles E. Clark, father of **Jim Clark**, manager of flight ground training, Phoenix, died Jan. 10.

Magazine editor reacts to employe conversation

(EDITOR'S NOTE: The following item appeared on the "Point of View" page of the October issue of *Airline Management Magazine*. Its author is not an airline employe.)

Shoptalking in the Aisles

It's been said before but we'll say it again: Airline employes traveling out of uniform should avoid shoptalk that can be heard by passengers. Maybe there are just more employes taking vacation trips these days, union wage scales being what they are, but there were plenty of them on a recent 747 trip from New York to the West Coast. Fine, except that trade kibitzing in the aisles was evident at various times throughout the cabin.

Such chatter can only have a negative effect on passengers, particularly when—as usually is the case—the subject is free travel and the captive audience has to listen to a comparison of weekend nightlife in London and Los Angeles.



NEW ADDITION — The DC-9-10 jet purchased from Korean Airlines was used extensively during the Christmas travel period. So much so, in fact, that painting the plane in Hughes Airwest colors was delayed. A company identification decal was placed on each side. Korean's red, white and blue livery was replaced by Sundance Yellow and Universe Blue in mid-January. The aircraft was given federal registration number N9348.

Differences noted in fleet additions

The new additions to the company's jet fleet are the same on the outside but are different inside.

The 10 jets from Continental are designated DC-9-15F. Outwardly, they appear the same as a DC-9-10. They will seat 75 passengers when in service, **Bill Drechsler**, director of maintenance, said.

Differences

Some of the differences are: a large cargo boarding door just behind the passenger loading door; a single lavatory in the rear of the cabin and a second in the front; and a different galley arrangement.

Not so noticeable is a strengthened floor in the passenger compartment to permit the jets' conversion to an all-cargo configuration. This type of floor adds to the weight of the aircraft.

No Plans

However, Hughes Airwest has no plans for an all cargo aircraft.

Expect medical claim delay

Delays of up to 30 days in processing medical and dental health insurance claims are being experienced by Hughes Airwest employes.

The delays are caused by a heavy influx of claims, **Mary-Jean Hackwood**, manager of pension and insurance programs, said.

"Many employes wait until the end of the year to turn in their insurance claims," she said. "Claims should be filed within 90 days of the occurrence. That way, there is no delay."

The first of these aircraft will be delivered in April, 1973.

Two recently purchased jets from Korean Airlines will require some modification to meet Federal Aviation Administration requirements, Drechsler said. One jet is a DC-9-10 and the other a DC-9-30.

The DC-9-10 was modified and went into service in mid-December. The other will be delivered later this month.

Major Changes

The major changes are: moving the flight and voice recording equipment from the lower compartment to the tail section; installing new lighting equipment indicating the location of emergency exits; and applying non-skid material on the wings near the emergency exits. The galleys will be modified to meet current standards.

Survey identifies average passenger

(Continued from page 2)

Hughes Airwest in its performance on some of those items listed. Of the two figures in each of the following categories, the first indicates the percentage that felt the company was above average or excellent. The second indicates where the company was average or below.*

- On-time performance, 47; 45.
- Prompt baggage delivery, 40; 32.
- Avoiding ticket counter delays, 54; 36.
- Notification of flight delays, 31; 39.
- Prompt answering of reservation telephones, 41; 43.

SPECIAL DISCOUNT

Public is offered Mexico tour packages

Two new tour packages — designed to promote travel to Mexico — have been introduced by Hughes Airwest.

The first, called "Sunspots," was designed to be sold to travelers in Southern California. It is a fully inclusive tour, said **Norm Hansen**, system manager of group sales.

"That means once a passenger makes his reservation for the tour package, everything is taken care of. It includes hotels, flight reservations, transfers from airport to hotel, sightseeing and other items in the package," Hansen said.

Combination of Cities

By using the Sunspots tour plan, the traveler can visit any combination of cities in Mexico served by Hughes Airwest as well as other Mexican cities. The traveler can decide his length of stay, hotels to be used and which cities will be visited.

Bill Schramm, manager of agency and tours, and Mexico Tourism Consultants, a private travel agency, developed the tour. It has been available to the public since mid-December, and, according to Schramm, has been successful.

Mexico Sundancer

A second tour, named "Mexico Sundancer," was designed by Schramm to be sold in the San Francisco Bay Area, Los Angeles, Las Vegas and Phoenix.

The traveler can stay from five to eight days and visit a combination of Mexican cities served by Hughes Airwest.

A special feature of this tour is a reduced rate air fare. A package rate of \$186 includes air fare, hotel and some meals for a typical four-night, five day visit in Mazatlan. (Regular air fare to Mazatlan from San Francisco is \$193.)

—In-flight meal service, 27; 36.

*The percentages do not add up to 100 per cent because some passengers did not complete every part of the survey.

On-time Performances

In each of these categories except on-time performance, only nine per cent or less said the company was poor. Just over 13 per cent said on-time performance was poor.

Almost half those surveyed had connecting flights in their travel plans. Of those making connections, about one-third were to other Hughes Airwest flights.

CHRISTMAS CHEER**Employees do own thing; add holiday spirit**

At least three groups of Hughes Airwest employees went the "extra mile" to bring cheer to people during the Christmas holiday period. There were probably more that went unreported.

Six Phoenix reservation agents and some of their family members collected five truckloads of food stuffs for the St. Vincent De Paul Charity Dining Room in their city. They are **Rod Cox, Patti Nelson, Marsha Peterson, John Kile, Sharon Jewel** and **Colleen Erickson**.

Large Van

They persuaded Hertz to loan them a large van at no cost to help with the project. They used it to collect more than 600 pounds of citrus fruit and more than 200 loaves of bread in addition to many other food items.

Five other Phoenix employees, flight attendants **Chip Russo, Kathy Riland** and **Judee Schuster** and **Capt. Alex Cordes** and first officer **Jim Hudspeth**, took a little extra time to make flying more enjoyable for their passengers.

Elf Costumes

The girls made red elf costumes to wear on their Christmas Eve and Christmas Day flights. They distributed candy to children and made special in-flight announcements. The cockpit crew added their own Christmas message over the public address system.

One passenger said that in more than

Transition

WELCOME ABOARD—**L. R. Hathcock**, programmer, Phoenix. **S. M. Ciano, D. A. Haines, D. K. Whittaker, E. R. Small, and M. J. Urib**, junior accounting clerks, San Francisco. **R. H. Burns**, clerk/typist, San Francisco. **L. B. Hayden**, transcription operator, San Francisco. **D. K. Hansen**, transcription operator, Phoenix. **B. F. Olson** and **F. R. Croghan**, cleaners, Spokane. **J. C. Hill** and **A. R. Fields**, cleaners, Seattle. **R. E. Proulk**, cleaner, Las Vegas.

PROMOTIONS—**W. C. Johnston, T. J. An-del, Dave Knutsen, Gary Ahmann, R. D. Funk, H. R. Haley** and **G. N. Wilkinson** to system designers, Phoenix. **Ronald Windred** to chief station agent, Los Angeles. **H. F. Kilbride** to chief ticket agent, Portland. **K. W. Lamb** to chief station agent, Medford. **R. J. Parrott** to technician, Tucson. **P. W. Dickson** and **T. D. Harper** to technicians, Phoenix. **F. F. Pegram** to ground serviceman, Las Vegas. **L. A. Schwartz** to lead technician, Pasco. **D. A. Kuszynski** to lead technician, Phoenix.

150,000 miles of flying, he had never enjoyed himself so much.

Pasco Agents

All the agents in the Pasco station chipped in to make Christmas brighter for a Tri-City area family.

The agents read in the local paper about a 5-year-old girl who was born with a defective heart and not expected to live much



SANTA'S HELPERS—Three Phoenix-based flight attendants—(from left) **Chip Russo, Kathy Riland** and **Judee Schuster**—made holiday flying a little brighter for their passengers. They dressed in elf costumes they made themselves and passed out candy. The passengers loved it.

longer. The girl's father is an unemployed, disabled veteran and her mother has cancer and is developing cataracts. The mother was missing her own treatments in order to spend as much time as possible with the little girl, confined to The University of Washington Hospital in Seattle. The father expressed a desire to be with his wife and daughter on Christmas.

Plane Ticket

The station's personnel donated enough money to buy a round-trip plane ticket for the father, plus \$45. But they didn't stop there. They visited area grocery stores and collected donated food supplies for the family's Christmas dinner. They even got a Christmas tree.

Tony Parisi and **Wade Hankle** coordinated the effort.

Idea earns \$\$ for technician

R. T. Denton, Phoenix-based technician, has been awarded a \$25 U.S. Saving Bond for an idea he submitted to the company's employe suggestion award program.

Denton designed a system for troubleshooting the public address systems of company aircraft.

Employees celebrate service anniversaries

These employees celebrate service anniversaries with the company in January.

TWENTY-FIVE YEARS

BURMA—**Jack Zogg**, technical assistant.

TWENTY YEARS

PHOENIX — **Capt. Lionel Leonard** and **Capt. Bob Manning**. **SAN FRANCISCO** — **Keith Hansen**, dispatcher.

FIFTEEN YEARS

SAN FRANCISCO—**Bill Lawson**, dispatcher; **Wally Jee**, assistant district manager of maintenance; and **Hiro Tsukimura**, technician. **SEATTLE**—**Capt. Don Ballew; Capt. Ron Gelineau; Capt. Merrill Hodges; Capt. Robin Pulsifer; Capt. Jim Vandenbiesen**.

LAS VEGAS—**Capt. Dick Tribe** and **Phyllis Moser**, secretary. **OAKLAND**—**Wallace Nutt**, chief station agent. **PHOENIX**—**Allen Hawkins**, technician, and **Jean Household**, chief reservation agent. **STOCKTON**—**Larry Shephard**, station manager.

TEN YEARS

SEATTLE—**Capt. Richard Owen** and **Analy McPherson**, chief reservation agent. **PHOENIX** — **Jack Hooper**, station agent; **Dixie Karber**, reservation agent; **David McClendon**, supervisor of avionics maintenance; and **Helen Francisco**, flight attendant. **LAS VEGAS**—**John Makela**, technician. **LOS ANGELES** — **Joe Cadenhead**, district sales manager.

FIVE YEARS

SAN FRANCISCO—**Richard Vankoevinger**, ticket agent; **Susan Nazy**, reservation agent; **B. V. Beulen, J. S. Crable, E. E. Gentry, J. M. Grissom, D. A. Harris, R. P. Porter** and **R. G. Rohn**, first officers. **BURBANK**—**Richard Bounds**, station agent. **SEATTLE**—**Bill Wall**, first officer, and **Earl Shadle**, station agent. **LOS ANGELES** — **Pat Conlan, Pat Moriarty, B. S. Goforth, Sandra Poirier** and **Billie Renick**, reservation agents; **Doug Hibbard**, station agent.

ONTARIO — **Joe Journiette** and **F. E. Burns**, station agents. **PHOENIX** — **Judith Dufraim, Doris Graves, Virginia Magouirk, Ken Moroney, April Thomas** and **Ellouise Trauernicht**, reservation agents; **John Lindvig**, aircraft router; **Jolene Dickinson, Millie Parez, Cathy Kavanaugh** and **Barbara Hayes**, flight attendants. **LAS VEGAS** — **Marvin Kelley** and **Ronald Pepper**, station agents; **Larry Brown, Stan Kompst, R. G. Bevins, V. F. Heywood, C. M. Rettig** and **J. D. Robertson**, first officers.

YUMA — **Allen Leonard**, station agent. **TUCSON**—**Daniel Rodriguez**, station agent. **PORTLAND** — **Gene Tracewell** and **Ken Luthe**, station agents; **Charles Nielsen**, technician; **Claude Arneson**, ground communications technician; and **Claudia Dixon**, ticket agent. **PALM SPRINGS**—**Don Webber**, station agent.

Agent, family take lumps; still like pass travel

(EDITOR'S NOTE: Ted Kaphan is a station agent at San Jose. He and his wife, Pat, and 10-month-old daughter, Stacey, are frequent users of free and reduced rate pass benefits. They have few complaints about the system. What follows is an unbelievable — but true — experience the Kaphan family had last month. Other employees may have had similar experiences while traveling as non-revenue passengers. It is doubtful, however, that many will top this one.)

The Kaphan family reported to the San Jose Airport in plenty of time for Hughes Airwest flight 941 to Las Vegas. From there they planned to connect to flight 802 to Salt Lake City, the home of Mrs. Kaphan's parents.

They never made it. Here is a chronology of their trip:

7:15 a.m.—Arrive at San Jose Airport for 8 o'clock flight.

8 a.m.—Flight delayed because of fog.

9:30—Flight holding on ground at Oakland because of fog at San Jose. Finally over-flew San Jose and proceeded to Las Vegas.

Bus Ride

10:30—Kaphans take bus to Oakland Airport to meet flight 749, thinking that it also will probably over-fly San Jose because fog is still there.

12:20 p.m.—Flight 749 lands at San Jose and Kaphans are asked to get off because all seats are sold. They get off, but are

lucky and allowed to reboard because six seats were available at departure time.

2 p.m.—Arrival at Las Vegas. No lunch available because airport cafe is under construction. This means there has been no food since breakfast.

4:30—Flight 862 to Salt Lake City finally leaves after a one-hour delay.

5:30—Over-fly Salt Lake City because airport fogged-in.

Boise in Rain

6:15—Arrive in Boise in driving rain. No time for dinner. Reboard plane bound for Twin Falls where bus will take passengers to Salt Lake City.

7:30—Kaphans decided to give up on Salt Lake City trip. Stacey was tired and hungry. A six hour bus ride would not add to an otherwise bad day. Only food in Twin Falls Airport is from a candy machine.

9:30—Kaphans board flight for Las Vegas but in route decide to continue to Los Angeles. Send note later requesting that bags be sent to San Jose.

Midnight Flyer

Midnight—Kaphans board PSA "Midnight Flyer" for San Francisco. Security check is very thorough. The flight is packed.

1 a.m.—Arrive in San Francisco. Run through driving rain to rented car only to find keys are missing. Run back to counter to get keys.

2 a.m.—Arrive home 18 hours after leaving to suddenly realize they really hadn't been anywhere.

Award of excellence earned by newspaper

An Award of Excellence for the best one-color employe newspaper under 5,000 circulation in the San Francisco Bay Area has been presented to Hughes Airwest.

The award was presented to **Ken Jensen**, editor, by the Bay Area Society of Industrial Communicators Jan. 10.

Competition included publications from such firms as American Telephone and

Telegraph Long Lines, Metropolitan Insurance Co., Saga Food Administration and others.

Judges said Hughes Airwest's publication rated high in writing, content and photography and art work.

The competition was judged by members of the society who are or have been industrial editors.

Increased drug use draws sharp warning

A sharp increase in the use or possession of drugs by Americans traveling in Mexico has prompted a warning from Robert H. McBride, United States Ambassador to Mexico.

"Despite all the warnings and efforts by both the United States and Mexican governments, there are still serious misconceptions in the minds of many young American visitors who come to Mexico," he said.

"Many think that the Mexican government's laws concerning narcotics are not

strict and are not strongly enforced; this is far from true."

Mexican law states that anyone found with narcotics, regardless of the amount, is subject to arrest. Those charged with possession or dealing in dangerous drugs will be tried. McBride said such action usually takes about eight months. There is no bail.

Sentences for possession range from two to nine years. For trafficking, a person could receive a sentence of up to 12 years.

Financial Results

NOVEMBER

	Nov. '72*	Nov. '71*
Operating revenue	\$9,594	\$8,187
Operating expense	9,411	8,494
Operating profit (loss)	183	(307)
Non-operating profit (loss)	351	862
Net profit (loss)	534	555

Year-to-Date

	1972	1971
Operating revenue	\$86,978	\$90,544
Operating expense	84,434	91,859
Operating profit (loss)	2,544	(1,315)
Non-operating profit (loss)	(1,555)	(1,387)
Net profit (loss)	1,389	(2,702)

*All data in thousands.

DECEMBER

	Dec. '72*	Dec. '71*
Operating revenue	\$9,686	\$5,687
Operating expense	9,705	6,142
Operating profit (loss)	(19)	(455)
Non-operating profit (loss)	538	(161)
Net profit	519	(616)

Year-to-date**

	1972	1971
Operating revenue	\$96,664	\$96,231
Operating expense	94,140	98,001
Operating profit (loss)	2,524	(1,770)
Non-operating profit (loss)	(617)	(1,548)
Net profit	1,907	(3,318)

*All data in thousands.

**All December, 1972 and 1972 year-to-date data is preliminary.

Scoreboard Hughes Airwest Traffic

	Dec. '72*	Dec. '71*	% Change
PAX	261,610	100,904	+159.3
RPM	98.9 mil.	32.6 mil.	+204
ASM	198.3 mil.	81.9 mil.	+142.1
Load Factor	49.9%	39.7%	
PAX Density	40.3	31.5	+ 27.9
Cargo Ton Miles	737,669	347,994	+111.9
Cargo Tons Brd.	1,959	977	+100.5
On-time	72.3%	75.8%	

Year-to-Date*

	1972	1971	% Change
PAX	2.6 mil.	2.7 mil.	- 6.3
RPM	891.4 mil.	881.8 mil.	+ 1.1
ASM	1.8 bil.	1.9 bil.	- 2.3
Load Factor	47.5%	45.9%	
PAX Density	38.8	34.3	+13.11
Cargo Ton Miles	5.9 mil.	6.9 mil.	-13.9
Cargo Tons Brd.	16,263	20,241	-19.7
On-time	84.3%	85.4%	

*All 1972 year-to-date and December, 1971 data is the result of a severely restricted flight schedule caused by a 3½-month strike.