

## Company chosen official airline for Expo '74

Hughes Airwest has been named the official airline of the 1974 World's Fair to be held in Spokane May through October.

**Irving Tague**, vice president and general manager, headed the company's executive delegation to Spokane April 11 to formally accept the honor of being designated the official carrier and to

announce plans for a worldwide promotional effort aimed at assuring the success of Expo '74.

Tague pledged Hughes Airwest's full support to Expo '74 and to the City of Spokane. "We are indeed pleased and honored to receive this tribute," Tague said, "which we regard as a reflection on our capabilities and passenger service.

"We will live up to our commitment by establishing Expo '74 as our number one, company-wide marketing priority in the months to come."

"The event will focus the eyes of the world on the Friendly City of Spokane and the Pacific Northwest—an important jet-age crossroads in a growing West," he said.

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Roderick A. Lindsay, Expo '74 board chairman, joined Tague in affixing the first symbolic official designation decal to one of the airline's DC-9 Sundance jets.

All aircraft in the fleet eventually will wear one of the large promotional emblems near the passenger door.

The airline's flights through airports in three countries will expose the decal to thousands of passengers during its more than 1,000 airport departures and arrivals a day.

Other officials in the Hughes Airwest delegation included **Russell Stephenson**, vice president of marketing; **Lee Pitt**, senior director of public relations; **David R. Hinson**, executive assistant to Tague; **Don Cooper**, marketing manager — Northwest; **Rob Priest**, district sales manager in Spokane; **Mike Murphy**, regional director of

(Continued on page 4)

## Spokane to Las Vegas air corridor opened

Hughes Airwest jets will open a new north-south air corridor April 29, giving Spokane its first non-stop service to Las Vegas and the fastest one-stop flights to Los Angeles.

In doing so, Spokane will be directly linked with a greater number of popular destinations than ever before in Southern California, Arizona and Nevada.

"The new round-trip jets to Las Vegas, our busiest airport, represents a major aviation milestone for Spokane," **Russell Stephenson**, vice president of marketing, said.

"This will add a new dimension in travel for Spokane and firmly establish the Inland Empire as an important jet-age crossroads in the West," he said.

(Continued on page 4)



**DECAL** — Hughes Airwest launched its first world wide promotion of Expo '74 on April 11 with the symbolic placement of the exposition's emblem on the side of a DC-9 jet. Roderick Lindsay, Expo board chairman (left), and Irving Tague, Hughes Airwest vice president and general manager, did the honors at Spokane International Airport.

## Route is highlight of spring schedule

Hughes Airwest will launch its spring schedule April 29 with an added DC-9 jet, some reduced fares and the industry's first jet artery between Los Angeles, Las Vegas, Spokane and Calgary. (See story on page 1.)

The carrier's systemwide operations will be geared to making the four cities along the new 1,300-mile international corridor more accessible to passengers from other cities and communities throughout the West.

**Terry Ashton**, staff vice president—planning, predicts this strategy will play a key role in sharply increasing traffic this spring and summer.

During the remaining months of year, the airline expects to increase passenger miles more than 15 per cent, compared with the last eight months of 1972, while boosting its available jet seat miles 5 per cent.

This will increase the company's load factor, or the percentage of seats filled, to more than 50 per cent—the highest sustained level in Hughes Airwest's history, Ashton said.

Passenger boardings are expected to increase 7 per cent and the average length of passenger journey will lengthen nearly 30 miles.

He said available capacity—for both passengers and cargo—will increase more than 31 per cent in Canada; 13 per cent in Mexico, due to the use of larger DC-9-30 jets on all Mexican routes; 12 per cent in Nevada; and nearly 7 per cent in Arizona.

Ashton said the airline will be solidifying its position in competitive markets by re-allocating aircraft to get DC-9-30s in the high-traffic summer routes and placing emphasis in markets that feed into the new north-south corridor.

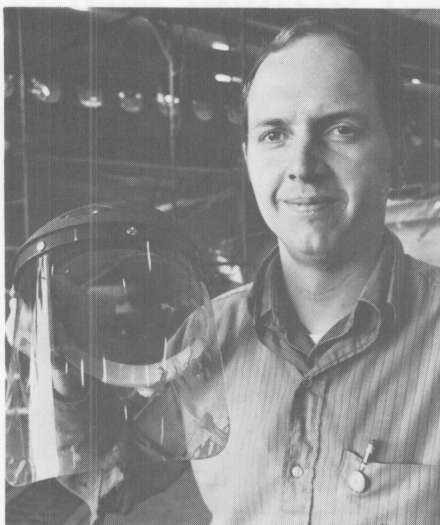
The airline's schedule also will include first-time daily jet service to Guadalajara from Los Angeles and increased service between such population centers as Phoenix and Salt Lake City, and Las Vegas and Reno. It also will offer an assortment of special and reduced fares along selected routes.

In July, the company will add another DC-9 jet to its schedule and available competitive seat miles will increase by 2 per cent to accommodate an anticipated rise in summer air travel.

## Pilots, company ink pact

Hughes Airwest and the Air Line Pilots' Association have reached settlement on an 18-month contract agreement.

The contract, that became effective April 1, covers the company's 434 pilots. Details of the contract were not released.



**SAFETY PAYS** — Phoenix-based technician **Richard Smith** received only minor skin irritations when a hose that he was using to spray a chemical began to leak. The safety face mask he is holding (above) prevented all but a few drops of the chemical from reaching Smith's face. A rubber suit and gloves worn by Smith, protected the rest of his body from injury.

### Italy is first:

## International wines served in flight

International wines are being served on selected Hughes Airwest flights because the premium California wines, which it helped make popular, are becoming too hard to get.

The airline was the first in the industry to offer airborne wine tastings for passengers.

"You might say we've promoted ourselves right out of the California wine market," said **Larry Curns**, director of customer services.

"California wineries, while trying to fill spiraling public demands, simply could not continue to meet our requirements for quantity," he said. "And we would not compromise quality for quantity."

Beginning April 1, the airline introduced premium wines from four countries—Mexico, France, Germany and Italy—on selected flights.

The new International Wine Taster flights are featuring wines from eight vineyards.

They are A. De Luz & Fils (France), Baron Philippe De Rothschild (France), Barre Freres (France), Capurso (Italy), Chateau Caruel (France), Herman Kenderman Company (Germany), Jovet (France) and La Mision de Santo Tomas (Mexico).

The wineries will be rotated monthly and will offer a variety of wines for passenger tasting, including whites, reds, roses, and sherries or dessert wines. The featured winery for this month is Capurso.

## Queenan appointed senior director of special projects

**Richard J. Queenan**, 27-year veteran of the air transportation industry, has joined Hughes Airwest in the newly created position of senior director of special projects.

He will be responsible for investigating and improving management control systems throughout the company.

Queenan, 50, most recently was vice president-international for R. Dixon Speas Associates, aviation consultants.

Before that he was director of operations controls at Pan American World Airways and held various executive positions with American Overseas Airlines.

While at Pan Am, Queenan was director of the Civil Air Reserve Fleet and coordinated White House news media charter flights.



**Queenan**

"It is the only inflight experience of its kind to be offered passengers of any airline," Curns said.

Each passenger participating in the wine tastings will be entitled to a parchment certificate of membership in Hughes Airwest's exclusive Stellar Wine Cellar Club.

The company has been featuring California wines from Beaulieu, Christian Brothers, Mirassou and Sebastiani vineyards.

## CAB body says company should get new routes

The Civil Aeronautics Board's Bureau of Operating Rights has recommended that Hughes Airwest be granted non-stop flight authority between Reno and Seattle/Portland.

The BOR's recommendation will be considered by the CAB in making its final route award.

The BOR said no additional service is needed between Las Vegas and Reno, a route held exclusively by Hughes Airwest.

Western Airlines was recommended for non-stop authority between Las Vegas and Seattle/Portland.

A final CAB decision is expected within six months.



**FIRST ARRIVAL** — The first Continental Airlines DC-9-15F to be delivered to Hughes Airwest went immediately into the hangar in

Phoenix for a major overhaul and inspection. Nine more Continental aircraft will be delivered before mid-1974.

### Orderly development:

## *Three-year aircraft fleet expansion plans told*

**(Editor's Note: The following is a plan for the utilization of 12 DC-9 aircraft to be added to the Hughes Airwest fleet within the next 18 months.)**

The introduction of additional jet aircraft into the Hughes Airwest fleet is based on timely replacement of F-27s and orderly development of traffic.

A three-year fleet expansion plan calls for an average annual rate of increase in available seat miles (ASM) of 12½ per cent from 1971 through 1973, and 6½-7 per cent in 1974 and 1975.

"If we placed the new jets into the system as they are delivered to us in 1974, our capacity would increase about three times faster than the expected increase in traffic," said **Terry Ashton**, staff vice president of planning.

"We purchased the ten DC-9s from Continental and the two from Korean Air Lines because we got them at a good price," Ashton said. "It was to our best long-range advantage to buy the planes now even though we do not have an immediate need for them."

As a result, some planes from the existing fleet will be leased out until they are needed to meet traffic demands, Ashton said.

"However, at no time will the company have fewer DC-9s in the fleet than it did at the beginning of 1973," he said.

Ashton detailed the three-year plan this way:

—The added capacity represented by the DC-9-10 from Korean Air Lines (KAL) went into scheduled service to replace a DC-9-30 for full time charter work.

—The added capacity represented by the KAL DC-9-30 permitted the company to lease a like aircraft from the fleet to Allegheny.

—The first DC-9-15F from Continental (CAL) begins scheduled service April 29 as part of the new service between Calgary and Spokane and Las Vegas and Los Angeles.

—The second CAL DC-9-15F will enter scheduled service July 1 to meet peak summer traffic demands through Labor Day.

—Shortly after Labor Day, it is expected a DC-9-30 will be leased. The second CAL

DC-9-15F will then replace the leased aircraft in the schedule.

—Barring any new marketing initiatives, the third and fourth CAL DC-9-15Fs will enter the schedule in December. One will replace a DC-9-30 expected to be leased.

Total fleet expansion for 1973 will be one full time DC-9-30 for charter work and one DC-9-15F and one DC-9-30 in scheduled service. Three DC-9-30s will have been leased out, one in February, one in October and one in December.

"Our goal in 1973 is to consolidate our position in the existing market. We'll be doing whatever is necessary to become a stronger company. The more competitive we become, the fewer aircraft will be leased out," Ashton said.

"In 1974, we will begin to phase out the F-27s. This is planned to take two years."

City officials in Chico, Redding and Klamath Falls already have been notified of Hughes Airwest's intentions to replace F-27s with DC-9s no later than July, 1974.

Six DC-9-15Fs will be added to the schedule by June, 1974. All leased aircraft will return to the fleet by July, 1975.



**THE SUPER WINNERS** — Forrest Waymack (second from left), Phoenix-based technician, and Dorothy Smith (third from left), were the winners of the ideas of the year awards for their contributions to the company's employe suggestion award program. Waymack received a \$500 U.S. Saving Bond. Previously, he received \$500 in cash as 10 per cent of the anticipated annual savings resulting from his suggestion. He determined that wing slat roller tracks on DC-9 aircraft were reuseable by placing them on the opposite wing. His suggestion, incidentally, was adopted by the Douglas Aircraft Company as standard practice for all DC-9 operators. Mrs. Smith received a \$200 U.S. Saving Bond for the annual award and \$287 cash at the time her suggestion was adopted. She suggested changes in the methods for calculating joint fares. Presenting the saving bonds were Ed Altman, vice president of operations (left), and Harry Swenson, vice president of finance.



## Expo '74's airline

(Continued from page 1)

public affairs; and Margaret Ryan, manager of planning.

Tague said that hundreds of thousands of visitors to the fair will come from the West, including Mexico and Canada.

Others will come from the Eastern states, the Orient, Europe and Mexico.

"Our marketing offices in these regions and elsewhere will do everything possible to promote this spectacular World's Fair," Tague said.

The airline is arranging for special travel packages to the Spokane area during the run of the Exposition. It also plans to conduct tours for travel agents to the fair before it opens.

Tague said the company already is working closely with wholesale tour operators and travel agents to arrange quality tours into the Spokane area.

He said the airline's official designation will appear on flight schedules, brochures, stationery and other promotional literature.

The carrier also will place special promotional emphasis, including advertising, in areas where Exposition officials expect heavy travel to originate. This will include such regions as Seattle, Southern California, Arizona, Nevada, Mexico, Canada, Japan, Hawaii and New York City.

Tague said some of the attire worn by the carrier's flight attendants, including serving smocks, will be modified to portray the Exposition logo and colors. Flight attendants also will participate in exchange programs with other major airlines.

Plans also call for the airline to operate a ticket office in the main Exposition building.

## Spokane-Las Vegas air corridor opened

(Continued from page 1)

Spokane and its neighboring communities have been served by Hughes Airwest and its predecessor companies since 1946.

Hughes Airwest now operates 176 arrivals and departures weekly through Spokane International Airport.

Initially, the schedule calls for two round-trip DC-9 jet flights daily along the new corridor, said **Rob Priest**, Spokane district sales manager.

The new flights are made possible because of provisions of the route realignment authority recently granted Hughes Airwest by the Civil Aeronautics Board.

The daily service will provide direct connections in Las Vegas for Phoenix and Tucson. The Spokane-Las Vegas fare, which is being lowered to \$69.44 pending federal approval, will be the lowest in the market, Priest said.

Still another schedule change for Spokane will involve the addition of round-trip direct service to Phoenix and Tucson.

The Las Vegas-Spokane non-stop corridor also will extend into Canada to include Calgary, resulting in the fastest jet service to Los Angeles from the Alberta provincial capital city.

The April 29 schedule for Spokane is a prelude to even further schedule adjust-

ments that will tie in with the six-month World's Exposition—Expo '74—that opens in Spokane in May, 1974. (See story on page 1.)

### Traffic Scoreboard

	Mar. 73	Mar. '72*	% Change
PAX	278,345	160,993	+ 72.9
RPM	102.2 mil.	56.5 mil.	+ 81.1
ASM	205.4 mil.	120.5 mil.	+ 70.6
Load Factor	49.8%	46.9%	
PAX Density	39.9	41.3	— 3.3
Cargo Ton Miles	696,650	296,132	+135.2
Cargo Tons Brd.	1,813	812	+123.3
On-time	85.3%	85.4%	
Year-to-Date*			
	1973	1972*	% Change
PAX	777,470	228,517	+240
RPM	285.6 mil.	80.9 mil.	+253.3
ASM	592.6 mil.	164.1 mil.	+261.2
Load Factor	48.2%	49.3%	
PAX Density	38.7	43.6	— 11.2
Cargo Ton Miles	1.9 mil.	347,482	+448.1
Cargo Tons Brd.	5,075	957	+430.3
On-time	81.7%	84.9%	

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

### Transition

WELCOME ABOARD — **K. L. Toth**, programmer, Phoenix. **G. D. Landon**, system designer, Phoenix. **L. M. Matzley**, executive secretary, San Francisco. **B. S. Greenwood**, technical writer, Phoenix. **M. E. Long**, station agent, Kalispell. **J. L. Holmes**, transcription operator, Phoenix. **W. B. Redfern**, station agent, Palm Springs. **D. G. Roberts**, station agent, Boise. **L. J. McGriff**, station agent, Phoenix. **A. L. Cox**, cleaner, Las Vegas.

PROMOTIONS—**Terry Middleton**, to station manager at Astoria.

RETIRED—**Walter Benson**, San Francisco-based cleaner, retired April 1. He joined the company in 1960 and for many years handled cleaning chores in the San Francisco general office.

## Company, Mexican officials co-sponsor travel seminars

Hughes Airwest and the Jalisco Travel Mission co-sponsored a week-long series of travel agent seminars and sales visits in Tucson, Phoenix, San Francisco and San Jose in April.

Hotel and motel operators from Guadalajara and Puerto Vallarta, officials of the Guadalajara Visitors and Convention Bureau, members of the Guadalajara Chamber of Commerce and officers of the Mexican National Tourist Council made up the 18-person Mexican contingent.

Hughes Airwest sales personnel assisted the group with their seminars and directed them in visiting travel agencies and tour sales organizations.

## Duty-free shopping begins for Mexico-bound tourists

Duty-free shopping now is available to Mexico-bound passengers boarding Hughes Airwest flights in Los Angeles.

The shop is located near the ticket counter at Los Angeles International Airport. It is operated by Hosts International.

Goods purchased at the shop are placed in a sealed container which is placed in the cargo pit. The container is taken into the cabin of the aircraft at Tucson. The goods are distributed once the flight is airborne.

**Jack Stoops**, district marketing manager for Southern California, coordinated the company's efforts in getting the service for passengers.

## Flights halt at four cities

Service to four Hughes Airwest cities will be discontinued this month.

The Civil Aeronautics Board granted a company request to end flights at Roseburg, Ontario and Baker, all in Oregon, because of low passenger demand and the proximity of other airports. The last flights to these cities will be April 27.

Service to Prescott, Ariz. was halted April 6.

Personnel at these stations will be re-assigned.

## Agents awarded US bonds

Two Hughes Airwest station agents have been awarded \$25 U.S. Saving Bonds for their contributions to the employe suggestion award program.

**James Gilliatt**, Klamath Falls, suggested modifications to assembly-shipment air freight airbills.

**Richard Manning**, chief station agent at Portland, suggested new documentation procedures for excess baggage charges.

## Hayes, Murphy named regional directors

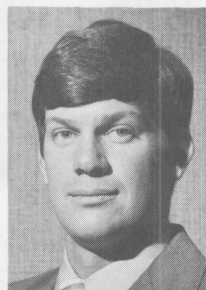
**Mike Murphy** and **Bob Hayes** have been appointed regional directors for public affairs for the Northwest and Southwest, respectively.

Murphy is based in Seattle and Hayes in Phoenix.

Murphy, 31, joined the company in 1962 as sales and service agent in Los Angeles. He subsequently worked as assistant sta-



Hayes



Murphy

tion manager in Santa Barbara, station manager in San Diego, sales representative in Los Angeles, district sales manager in Los Angeles and special assistant for public affairs in Seattle.

Hayes, 38, joined in the company in 1957 as station agent in Apple Valley. He subsequently worked as station manager at Apple Valley, sales representative in Los Angeles, district sales manager in Ontario, cargo sales manager for the Southwest, regional sales manager and special assistant for public affairs in Phoenix.

## March performance hits all-time high

Last month's systemwide performance was the best for any March in the history of Hughes Airwest.

It also was the second highest month ever for the number of revenue passenger miles and available seat miles flown.

The company logged nearly 205,500,000 available seat miles last month, with nearly 50 per cent of the seat filled (average load factor).

More than 278,300 passengers were boarded in March. They flew more than 102,268,400 revenue miles.

The average number of passengers flying per mile (passenger density) totaled 39.9.

Average on-time performance was 85.3 per cent.

The airline boarded more than 1,800 tons of cargo. This tonnage was flown more than 696,600 miles.

## LAS flight attendant saves father's life

**Marie Bishop**, Las Vegas, is credited with saving her father's life—thanks to her training as a flight attendant.

She was visiting with her family in Idaho when the incident occurred.

Her father, feeling ill, went to bed early. A short time later he arose only to faint and fall to the floor. He was quickly revived and returned to bed. He arose a second time only to collapse again. This time he could not be revived.

Family members determined there was no heart beat and immediately called an ambulance. In the meantime, Marie began administering mouth-to-mouth resuscitation. She continued this procedure for about three minutes when her father began breathing under his own power.

A doctor said later that Marie's quick action saved her father's life because the blood supply to his brain had been cut off.

"It was an automatic reaction," Marie said. "My training just sort of took over."

Marie's only first-aid training came after she became a Hughes Airwest flight attendant. She joined the company in 1970.

## Security surcharge okeyed

The Civil Aeronautics Board has granted a Hughes Airwest request to attach a 34 cent security surcharge to passenger tickets.

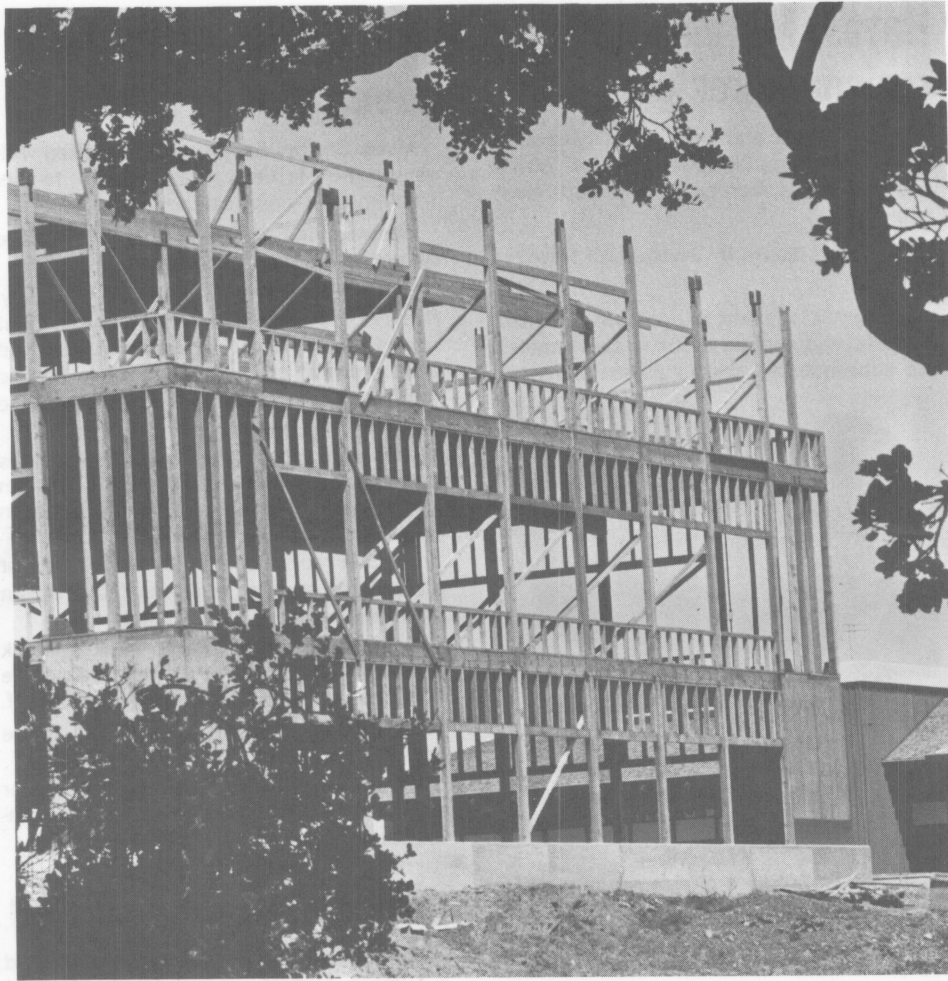
The charge is being individually assessed against each passenger ticket coupon. Funds received are going to pay for federally required security screening and hand luggage searches. It became effective April 1.

## Obituaries

**Jeanne Hayes Tresslar**, 51, Seattle reservation agent, died March 16 of an apparent heart attack. She began her career in 1956 as a reservation agent in Seattle for West Coast Airlines. She became senior reservation agent in 1957, assistant reservation manager in 1959 and manager of the Seattle reservation office in 1960. Later the same year she was named supervisor of station and cabin service training. She left the company in 1961 and returned in 1968.

Bill Eraneicki, father of **Celia Orłowski**, intermediate accounting clerk, San Mateo, died March 25.

Robert Fee, father of **Bonnie Gray**, ticket agent in Boise, died April 4.



## Building completion planned for August

Work is progressing on Hughes Airwest's new international headquarters building in San Mateo—despite continuous rain-caused work stoppages.

Occupancy of the two buildings is tentatively scheduled for August.

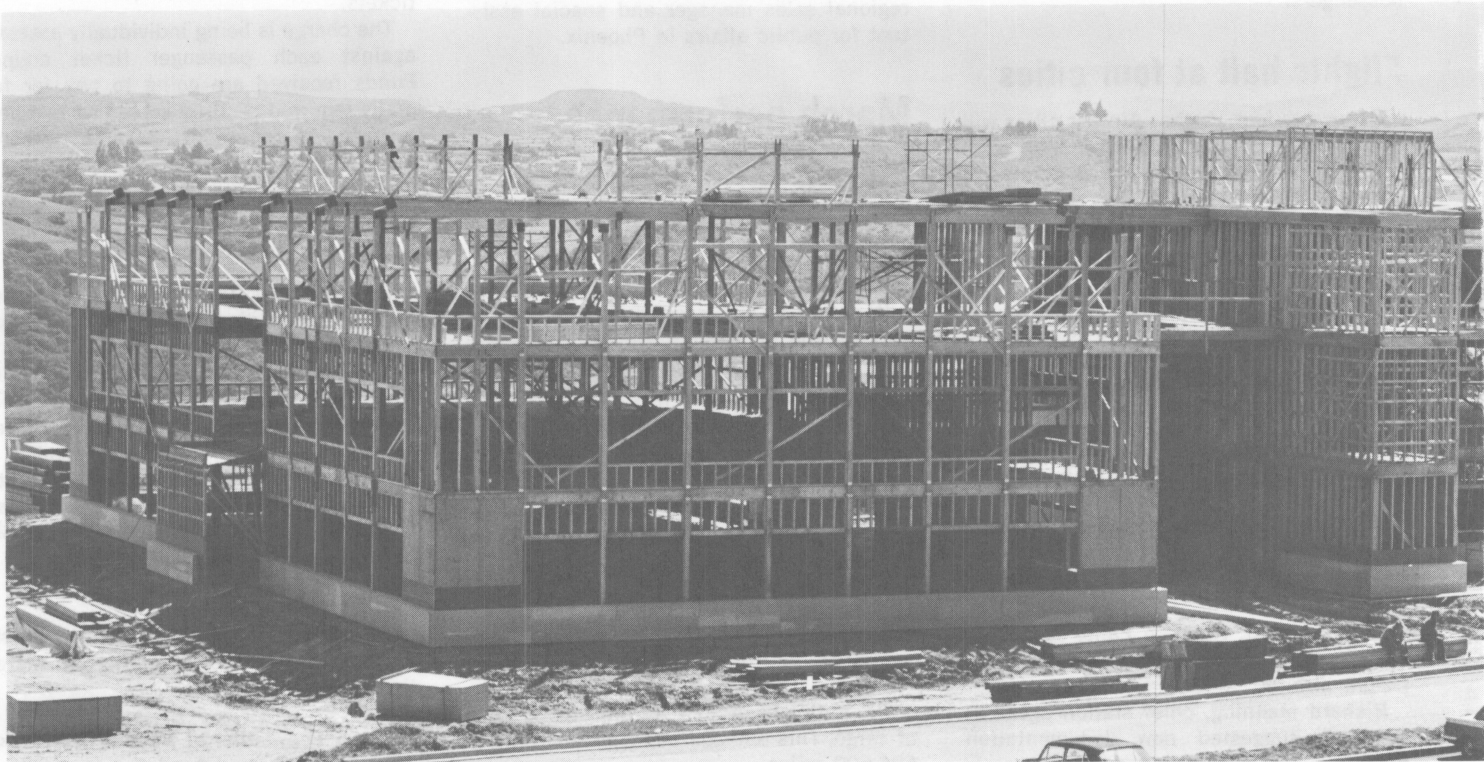
The photo essay depicts the work that has been completed and the general layout of the \$6.1 million complex.

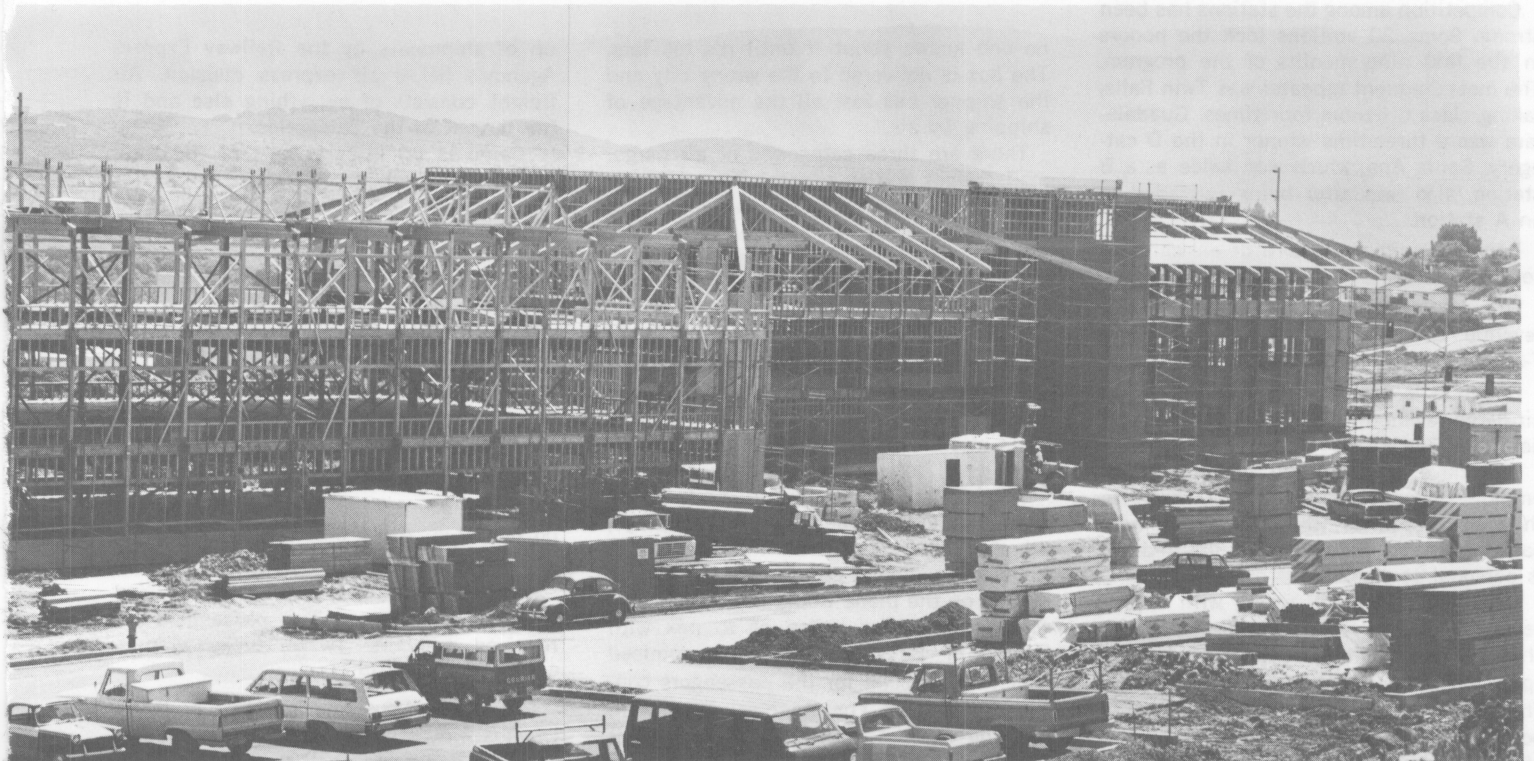
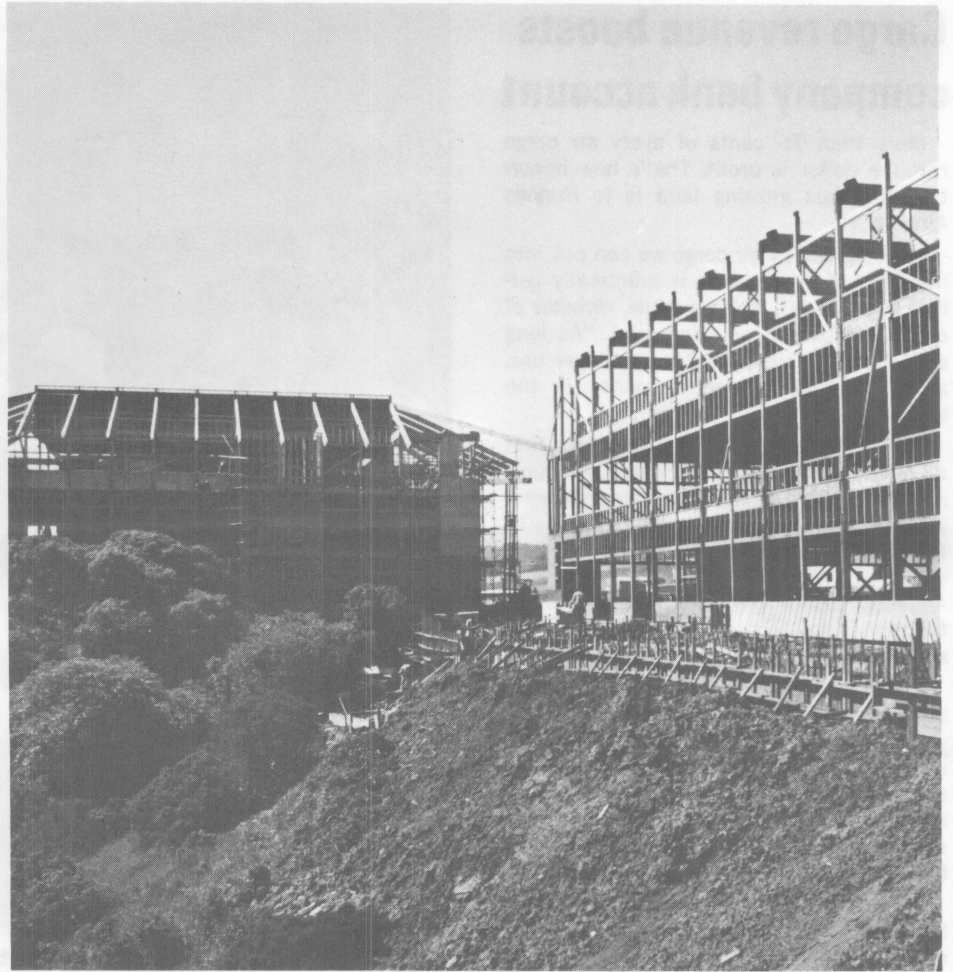
The top left and top right show some of the natural trees and shrubbery that will remain. The hill area (top right) will be landscaped further and wooden decks will be constructed to connect the two buildings.

The view in the top right photo is to the southwest. It shows the 24-hour building on the left and the executive offices on the right.

The workman (top center) is preparing one of the massive ceiling beams that will be a feature of top floor offices.

The view at the bottom is to the south. The building in the foreground will house the executive offices, operations and marketing. Reservations, print shop, accounting, flight control and other offices will be in the building on the right.





## Cargo revenue boosts company bank account

More than 75 cents of every air cargo revenue dollar is profit. That's how important this fast growing field is to Hughes Airwest.

"Every piece of air cargo we can put into the belly of an airplane is practically getting a free ride," **Bob Donahue**, director of cargo and passenger sales, said. "As long as a flight is scheduled for passenger use, almost everything else is money in the bank."

Donahue organized the company's first all-out effort to increase air cargo revenues. He has two full time cargo sales managers in the field to assist him. **Dan Donnelly**, based in Portland, covers the Northern part of the system. **Bill Allen**, based in Los Angeles, covers the Southern half. Their function is to assist stations in their cargo activity.

A major part of Donahue's efforts have been directed toward cargo handling employees. In July, 1972, he began an incentive award program. Stations in each classification that have the greatest month-to-month revenue increases are given a plaque. The station with the greatest revenue increase for a quarter gets a party.

"The program has been very satisfying," Donahue said. "Air cargo revenue increased more than \$330,000 in the last half of 1972, compared with the same period of 1971."

Competition among the stations has been strong. Some 20 stations took the honors in the first nine months of the program. The most frequent repeater was Twin Falls, taking class C honors four times. Guadalajara was a three-time winner in the D category. Santa Ana, which won twice as a B station, also won after being upgraded to an A station.

Donahue said the future of air cargo is very promising.

"It's not inconceivable that our air cargo revenue could double when we replace F-27 aircraft with DC-9s."

Donahue is forecasting \$4.5 million in air cargo revenue in 1973, up from \$3 million in 1972.

"We have concentrated our efforts on employees who work with cargo because they are the ones who bring customers back," he said. "Extra care is required. So is personal service.

"When something is wrong with a passenger's ticket or if he notices his luggage checked to the wrong destination, he can speak up and the problem is taken care of. This is not so when dealing with air cargo boxes. If the billing is wrong or if a piece of cargo is routed to the wrong destination,



**AIR FREIGHT** — Hughes Airwest's air freight business is growing annually. The company expects revenues of more than \$4.5 million in air freight this year. **Ed Maymo**, chief station agent in San Francisco (right), is loading cargo bound for Portland.

no one knows about it until it's too late. The box is delivered to the wrong city and the shipper has lost all the advantage of shipping by air."

There are three categories of air cargo: mail, freight and air express. The company earns about one cent from every 11-cent air mail letter carried. Air express is made

up of shipments by the Railway Express Agency's (REA) air express division. Air freight consists of everything else and is the largest of the categories.

"Cargo is an integral part of the total company product," Donahue said. "It should be considered as such by all divisions of the company."

## Cabin crew improvises on impossible situation

There's an old adage that says when you are faced with an impossible situation, you should improvise. Three Hughes Airwest flight attendants did just that and received many good comments from passengers.

The impossible situation for **Karla Hauprich**, **Sandy Hoke** and **Marcia Middaugh**, all of Phoenix, began on the Tucson-Los Angeles leg of flight 289. The drinking water system on the plane would not work. There was no water for coffee or to mix with Scotch or Bourbon. The girls promised something special for the passengers continuing on past Los Angeles. They were thinking of the California Wine Taster service.

The water system worked okey on the ground in Los Angeles but was inoperative once airborne. Not to be foiled a second time, the girls prepared for the wine service.

But, alas, luck was not on their side. Their corkscrew was broken and there was no way to open the wine.

The quick thinking flight attendants decided to hold a raffle to fulfill their promised treat to passengers. The passengers all received numbers. Twelve lucky winners were given a bottle of wine.

One satisfied customer said he'd be flying Hughes Airwest again and wanted to know when he could win another bottle of wine.

## Employees celebrate service anniversaries

### TWENTY YEARS

SACRAMENTO — **Gene Martin**, station manager. TWIN FALLS—**Ron Masoner**, station agent.

### FIFTEEN YEARS

BOISE—**Glen Schole**, chief station agent. LAS VEGAS—**Carl McDermitt**, first officer. SEATTLE—**Glenda Moss**, cleaner. PHOENIX—**George Batiza**, supervisor of quality control; **Herman Jones**, technician; **John Smith**, lead stock clerk.

### TEN YEARS

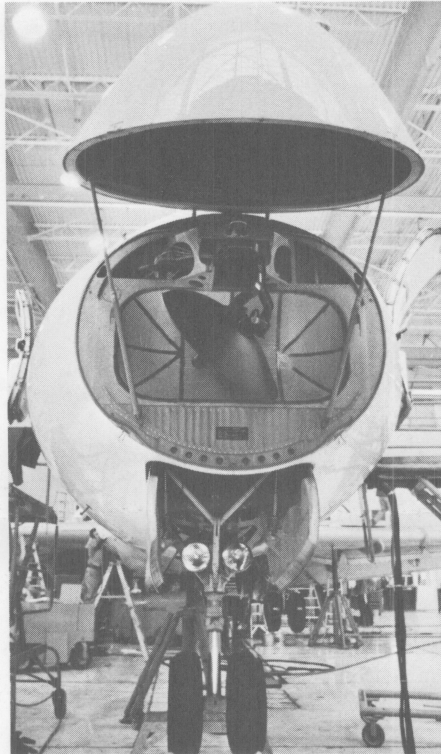
LAS VEGAS—**Eddy Campiglia**, stock clerk. PASCO—**John King**, technician. PHOENIX—**Joseph Bruun**, assistant district manager of maintenance; **Ed Friend**, first officer; **Dick Bennett**, flight instructor. SEATTLE—**Capt. Howard Cluff**. SANTA ANA — **Paul Anderson**, station agent.

### FIVE YEARS

SAN FRANCISCO—**Candy Bidman**, data processing clerk; **Perry Jackson**, manager of sales administration; **Pat Albertos**, reservation agent; **Ann Galvin**, **Lai Lun Mark**, **Pamela Parr**, **Nancy Potts** and **Cynthia Smith**, flight attendants; **Bill Renshaw**, station agent; **Rene Tatham**, ground hostess; **Hete DiGiorgio**, **Karen Klinkner** and **Susan Harshbarger**, intermediate accounting clerks; **Jay Kramer**, manager of cargo accounting.

SEATTLE—**Pam Erickson**, **Sheryl Rheinberger**, **Susan Robinson**, **Lynn Skaggs** and **Janet Vogel**, flight attendants; **Richard Lupp**, station agent. LAS VEGAS — **Joan Smith**, **Rosa Heben** and **Mary Valentine**, flight attendants; **Milton Park**, **David Hunter**, **Albert Batsavich** and **Larry Dau**, station agents. PHOENIX—**Sam King**, stock clerk; **Aaron Kidd**, lead cleaner; **Rhonda Miller**, crew scheduler; **Larry Nettle**, station agent.

PORTLAND—**Ken Finch**, **Jim Reineccius** and **Warren Cady**, station agents. SANTA ANA—**John Klipfel**, station agent. APPLE VALLEY—**Rodney Cillo**, station agent. KLAMATH FALLS—**Robert Lane**, station agent. PALM SPRINGS — **Art Armstrong**, station manager.



**SAY AH** — The open nose compartment of the first DC-9-15F delivered to Hughes Airwest from Continental appears ready to bite the photographer. The plane was undergoing a major overhaul following delivery. (See story on page 3.)

## European tours announced

Interline International is offering a series of tours to Europe in 1973. Most are week-long trips that include transportation from New York City or other gateway city, hotels, some meals, sightseeing and transfers. Prices begin at \$210. Destinations include: Copenhagen, Stockholm, Moscow and Prague. Write for information to: Interline International, Suite 124-D, 1005 Virginia Ave., Atlanta, Ga. 30354.

## Monthly survey shows manpower statistics

There are 3,425 persons in the Hughes Airwest payroll, located at 83 locations in the United States, Canada, Mexico and Asia, according to an Industrial Relations Department manpower census.

The majority is employed at stations, general offices, maintenance facilities, reservation centers, and city ticket offices within the company's route system. The remainder is located at off-line sales offices and in Asia as technical assistants to other airlines.

Just over 2,400 employees are men. The largest concentration of employees — some 866 — is in Phoenix. San Francisco has the next highest total, 818. However, more women — 385 — are based in San Francisco than at any other company location.

Other large employe populations are found in Seattle, 428; Las Vegas, 359; and Los Angeles, 203. There are 20 locations, mostly stations and city ticket offices, where only one employe is assigned.

There are 718 unmarried women and 623 unmarried men working for Hughes Airwest.

A breakdown of departments shows that operations tops all others, with 2,261. Some 434 of these are pilots. Maintenance and engineering totals 735. There are just over 1,000 in the stations department.

Marketing personnel total 840. This includes 469 hostesses and administrative personnel, 282 in telephone sales and 77 in field sales.

There are 133 in the finance department, including 97 in accounting and 19 in purchasing.

The smaller departmental breakdown is as follows: management information services, 70; legal, 24; industrial relations, including credit unions, 59; planning, 16; and executive, 20.

## Q and A corner

**Q. Why was the question and answer column discontinued from the employe newspaper?**

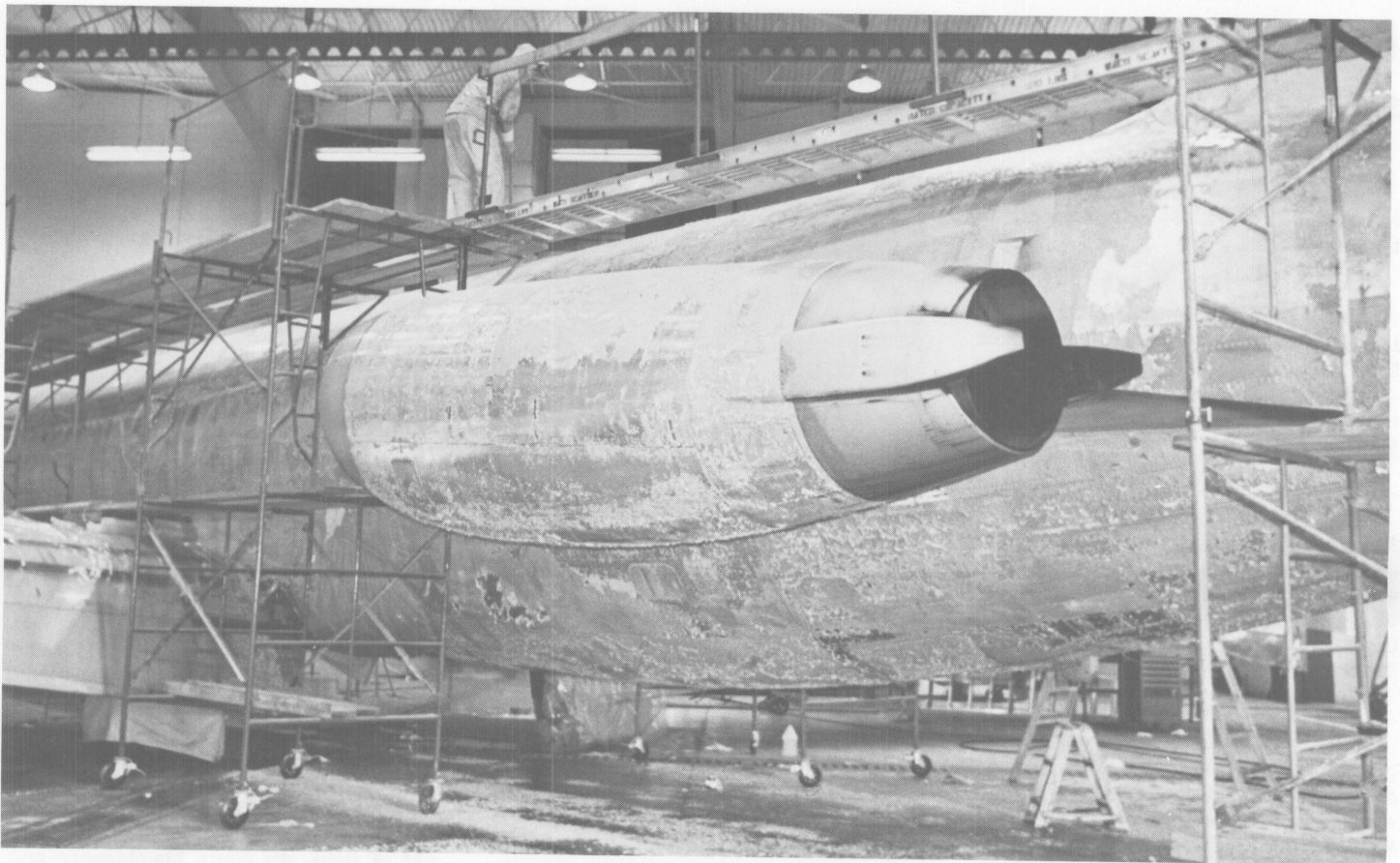
A. The column was not discontinued. It didn't appear because questions were not submitted. The rules for the Q and A Corner are simple. Employees may send questions on any subject to the Editor, Hughes Airwest, San Mateo. Questions must be signed but only the editor will know the identity of the questioner. Questions will be answered by the appropriate company official.

**Q. Is it true the company has leased out all ten DC-9 aircraft recently purchased from Continental Airlines.**

A. No. To date, none of the Continental DC-9's have been leased out. Hughes Airwest has, however, leased a DC-9-30 to Allegheny (see story on page 3) and is negotiating for the lease of two other DC-9-30 aircraft.



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Ken Jensen, editor



**Take it off:**

## *Company's own strip show is done without music*

Step right up, folks. Presenting the Hughes Airwest strip show. It's guaranteed to please, tease and appease.

The star of the show is none other than N9335, a Hughes Airwest DC-9-30 aircraft. Assisting with the strip show will be some

of the best hands in the business, Hughes Airwest technicians.

It's not likely this pitch ever was given, even though the show was held.

Aircraft N9335 was completely stripped of paint by company personnel in Phoenix

prior to its lease to Allegheny Airlines. It was a simple, but time consuming job.

All high stress metal areas, such as landing gears, and all windows, vents and other openings were covered with a special protective aluminized material.

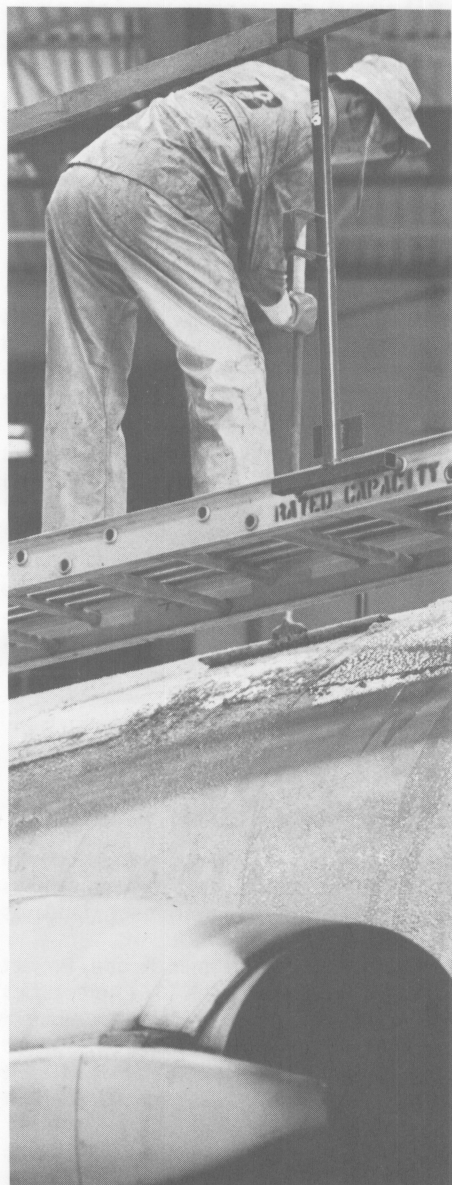
Technicians then sprayed more than 250 gallons of Turco Aircraft Paint Stripper over all painted areas. The stripper reacts chemically so the paint literally melts and drips from the aircraft. It was sort of like a giant yellow ice cream sundae melting in the sun.

Technicians then took stiff-bristle, long-handled brushes and went over the painted areas, making sure the stripper was worked well into the paint. The technicians wore heavy rubber suits, gloves, helmets and face masks to protect themselves. Contact with the stripper could cause serious burns.

After the jet was sprayed and brushed, it was sprayed again. Technicians used brushes and rubber squeegees to remove any remaining paint or stripper. When this was done, the plane was given a thorough washing.

The protective coverings were then removed from the vents and other openings. Paint surrounding these areas was removed by hand.





**THE STRIPPER**—Don Townsend, Phoenix-based technician, uses a rubber squeegee to push paint from the top and tail assembly of a Hughes Airwest DC-9. The dark patches on the aircraft are bare metal. Townsend and other technicians completely stripped the jet prior to its lease to Allegheny Airlines in February.

When the hand work was completed, the protective coverings were removed from the windows. What remained was a bare aluminum DC-9.

Stripping is necessary to prevent excess weight buildup. Hughes Airwest's Sundance Yellow and Universe Blue paint adds about 190 pounds to the weight of a DC-9-30, or the equivalent of one passenger and his luggage. Several paint jobs could significantly add to fuel costs.

The strip show took about 2½ days.





**ELECTRONIC SEARCH** — Hughes Airwest personnel in Eugene took part in a two-day test by the Federal Aviation Administration of the prototype of an electronic baggage search system. The new system, built by the Rens Corp. of Cottage Grove, Ore., would eliminate the necessity of opening baggage to search for weapons. Ron Spellmeyer (left), station agent, and Ed LeShane, station manager, were among those taking part in the test.

## Alleged security violations investigated by government

The Federal Aviation Administration is investigating two alleged violations of passenger screening and baggage search security regulations by Hughes Airwest, each of which could result in a fine of up to \$1,000.

In one case an employe traveling on company business circumvented the screening and search procedure by showing his identification badge and then boarded a flight as a passenger. In the second, the wife of a flight crew member boarded a flight directly from the operations office.

"The regulation states that all passengers must undergo the personal screening and baggage search before boarding a flight," said **Bob Bauter**, director of corporate security.

"The only persons not screened and searched are crew members. They must be in uniform and must display their identification badges when they pass the screening area. There are no other exceptions."

## Small town air service blasted by Nader group

A consumer action group associated with Ralph Nader charged that regional airlines are not meeting the government standards for serving small towns.

The Aviation Consumer Action Project filed its charges with the Civil Aeronautics Board. It said the nation's eight regional carriers, including Hughes Airwest, violated CAB regulations by not operating at least two round-trip flights daily to 149 different airports during 1972.

A CAB spokesman, however, said no such standards had ever been set. CAB rulings cited by the consumer group were not intended to be applied generally, and moreover, were outdated, the CAB said.

The consumer group said government subsidy should be withheld until what it termed adequate service was provided.

The CAB said it would take the charges under advisement.

## Sick leave record set

What may be a record in reduction of sick leave time taken has been established by employes in central seat control (CSC) in San Francisco.

Some 213 hours of sick leave were taken in January by the 13 employes of CSC. The total was reduced to 88 hours in February and zero in March.

**Jim Rylander**, manager of CSC, said there would be no way of knowing if a record was set since information of this type is not kept.

## Credit union officers elected in PHX, SFO

New officers and boards of directors for the two credit unions serving company employes have been elected.

New officers for the Hughes Air West Federal Credit Union based in Phoenix are: **Capt. Joe Brinnon**, president; **Terry O'Don-**

**nell**, vice president; **John Lodwick**, treasurer; and **Betty McGuire**, secretary. Other members of the board of directors are **Capt. Frank Akers**, **Sandy Sondgeroth** and **Charles Turnbull**.

New officers for the Hughes Airwest Employees Federal Credit Union based in San Francisco are: **Capt. George Pomeroy**, president; **Bill Rampone**, vice president; **Mary Ames**, secretary; **Clyde Kostenbader**, treasurer. The other members of the board of directors are **Eric Wilson**, **Duke Briscoe**, **Ken Jensen**, **Harvey Kyllonen** and **Cliff Magnuson**.

## Golf tournament planned

The Portland region of the employes' club will sponsor a golf tournament May 26. The 18-hole event will be played at the Delta Park Golf Course in Portland.

Send \$7 entry fee to **Sandy Ruff**, Portland maintenance. Transportation from the airport to the golf course will be furnished for out-of-town golfers.

## Financial Results

	Feb. '73*	Feb. '72*
Operating revenue	\$9,336	\$3,121
Operating expense	9,433	3,475
Operating earnings (loss)	(97)	(354)
Non-operating earnings (loss)	(179)	(158)
Net earnings (loss)	(276)	(512)
Year-to-Date		
Operating revenue	\$18,802	\$5,814
Operating expense	19,322	6,533
Operating earnings (loss)	(520)	(719)
Non-operating earnings (loss)	(131)	(320)
Net earnings (loss)	(651)	(1,039)

\* All data in thousands.