

Five men assigned

Company establishes economic control management system

An economic control management system has been established as a major step toward achieving greater economic regulation over the hour-to-hour operation of the airline.

Five men have been selected to staff this special aircraft activity center. Their title will be economic control manager (ECM).

They are: **Thomas A. Monroe**, 32, maintenance controller, Phoenix; **Fred M. Smith**, 39, supervisor of maintenance control, Phoenix; **James R. Wright**, 39, dispatcher, San Francisco; **Curt Haag**, 32, senior financial analyst, San Mateo; and **Roy V. Thompson**, 36, first officer, Seattle.



PLANS REVEALED—Plans for the company's economic control management system were revealed to the annual operations meeting in Calgary by Richard Queenan, senior director of special projects (above, right). Queenan discussed the plans with (from left) Bob Brandia, manager of station procedures, Charles Coe, station manager, Boise, Nickie Nick, regional station manager, and Pete Lohnes, assistant station manager, Las Vegas.

Ability to adjust key to airline success, CAB official tells ALTA spring meeting

The success or failure of airlines in the future will depend largely on their ability to adjust to current situations, Whitney Gillilland, vice chairman of the Civil Aeronautics Board, told the spring meeting of the Association of Local Transport Airlines (ALTA) hosted by Hughes Airwest in San Francisco in May.

Gillilland addressed a banquet attended by almost 250 executives from regional airlines and their suppliers at the Fairmont Hotel.

"I am possessed of enough foreboding to believe that if very disagreeable consequences are to be avoided, whether soon or late, both the industry and the CAB

must assert stricter disciplines than they have in the past," Gillilland said.

He said the overwhelming need now in air transportation is the complete elimination of waste and the achievement of the greatest possible efficiency.

Gillilland reiterated the CAB's desire for the airlines to achieve an adequate return on investment. He listed some problem areas facing the industry as the elimination of routes not supportive of air service and that do not justify by utilization the payment of federal subsidy and the danger of a fuel shortage.

Other speakers at the two-day event in
(Continued on page 3)

"The purpose of this system is to achieve hour-to-hour top management participation and assistance in the economics of the on-line operating decisions of the airline," said **Richard Queenan**, senior director of special projects, who will coordinate the program.

"We are especially interested in those decisions that involve a choice of economic options and multi-station or departmental considerations so as to make the most of our customer service."

The ECMs will begin their duties in August when the move is made into the new headquarters building. In the meantime, they will undergo an intensive training program that will include a review of all aspects of the company's operating, marketing and revenue goals.

They will meet with all department heads for thorough briefing on schedules, operating certificates, collective bargaining agreements, bilateral agreements, critical flight timings, economic priorities of various flights, staffing requirements, aircraft operational data and maintenance schedules.

The training will include visits to several major stations to be exposed to local conditions. In addition, they will sit side-by-side with maintenance controllers, flight dispatchers, crew schedulers and load planners to receive a more complete indoctrination in these areas.

"The ECMs' function will be to act as a neutral, non-departmental but final arbitrator in the decision process," Queenan said.

"They will place special emphasis on anticipation and solutions to potential downline problems and problems involving
(Continued on page 5)

Four employees are praised in Portland hijack attempt

Four Hughes Airwest employees have been praised for their actions in a thwarted hijack in Portland June 4.

Ken Berg, **Barbara Henninger**, **Bill Sundin** and **Dick Manning** were commended by company officials and law enforcement officers for acting responsibly and for "never losing their cool" during a dangerous situation.

A 34-year-old Willits, Calif. man was charged with first degree assault following the incident.

Berg was at the counter around noon
(Continued on page 6)



COOL CUSTOMER—Johnny Kaye (lower left), of radio stations KUZZ-AM and KIZN-FM, Bakersfield, Calif., made a bet last winter that enough snow to shovel would fall in Bakersfield. If not, he would do his April 12 show from a bathtub filled with ice. Well, it didn't and he did. Las Vegas-based flight attendant Joy Jagers (upper left), and Bob Fuller (right), star of the NBC television series "Emergency," also were on hand.

Jalisco art competition winners are named

Three natives of the Mexican state of Jalisco are the winners of the Hughes Airwest-State of Jalisco Art Exhibit and competition held in Guadalajara in May.

Company seeks CAB approval to switch Lake Tahoe flights

Hughes Airwest has asked the Civil Aeronautics Board for authority to serve Lake Tahoe, Calif. through the Reno Airport.

The company cited the proximity of the Reno Airport to Lake Tahoe and the numerous means of public transportation available between Reno and the lake area.

Also cited were the severe operational limitations at the Tahoe Valley Airport caused by weather and terrain.

The request said expenses for flights operating into the Lake Tahoe Airport exceeded revenue by more than \$53,000 in the nine months ending March 31, 1973. No subsidy is allowed on the route.

Their works were picked as best among the 461 entries. Each received \$800 and will come to San Francisco for the unveiling of their work in the company's new international headquarters building. The art—two paintings and a metal sculpture—became the property of Hughes Airwest.

Eduardo Vazquez, Hector Navarro and Luis Valsoto received their prizes from Irving Tague, vice president and general manager, and Gov. Alberto Orozco Romero. The presentations were made at a dinner in honor of the winners in Guadalajara June 1.

CAB orders separate area for smokers on U.S. flights

The Civil Aeronautics Board has ordered airlines to provide separate sections for smokers and non-smokers on all domestic flights beginning July 10.

The CAB said the failure of some airlines to voluntarily separate smoking and

Be aware of restrictions when traveling non-revenue

Employees traveling on reduced fare tickets should be aware of exceptions or restrictions that may cause interruptions in travel or additional personal expense.

The warning was issued by Stan Jones, manager of passenger interline accounting.

"Many employees accept on face value that they have been charged the correct amount or that there are no restrictions on their planned travel," he said.

"They occasionally arrive at an airport in a distant part of the world to find their ticket is not valid during that period or that the fare is more than they have paid. The traveler should contact the pass bureau before he leaves to make sure of the fare or to determine if there are restrictions."

He said one Hughes Airwest employee received a bill for more than \$200 for travel on a European airline. The employee purchased his ticket at a Hughes Airwest ticket counter at a lower rate than should have been paid.

"The pass bureau is kept current by all airlines on changes in fares or restrictions or any number of other items that might effect travel. A quick check with them might eliminate a problem later," he said.

Travel benefit information also can be found in the Master Manual. In addition, the pass bureau sends bulletins to all employees when changes in pass policy occur.

Seattle reservations office wins 5th performance award

Seattle reservation center personnel are running away with the telephone sales department's monthly proficiency awards.

They have won the award every month this year.

The award is presented to the office that has the lowest percentage of lost calls, the highest number of calls per agent per hour, the least amount of sick leave taken and the least amount of overtime needed.

The San Francisco center earned second place honors in May.

non-smoking passengers made the mandatory separation necessary.

Hughes Airwest has provided separation since May, 1971 and will not be affected by the ruling.

Seven are assigned new management positions

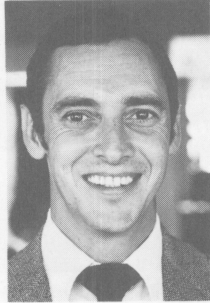
Seven persons have been named to new positions with Hughes Airwest.

Alicia Eide was promoted to supervisor of the credit and collections department, San Mateo. She has been an intermediate accounting clerk. Before coming to Hughes Airwest in 1968, she held positions with the Bank of America and California Canadian Bank.

Thomas A. Peppler joined the company as labor relations representative, Phoenix. Previously, he was with a private law firm



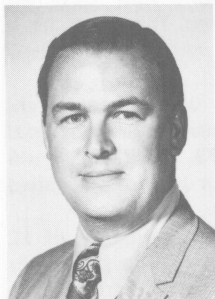
Eide



Henriquez

in the same city. He was graduated from the University of Arizona Law School in 1970 and holds a bachelor degree in political science from Princeton University.

Julio Henriquez, a 15-year veteran of the travel industry, joined the company as station manager at Guadalajara. He has held positions with Mexicana Airlines, a



Rickel



Wade

Mexico City travel agency and, since 1958, with Canadian Pacific Airlines in Mexico City.

Jack Douglas has been promoted to district sales manager in Salt Lake City, where he worked as sales representative since 1971. Before joining the airline, he was employed by the Air Transport Association of America, American Airlines, Pratt & Whitney Aircraft and Western Airlines.

Lane R. (Dick) Fouts, formerly located in Pasco as sales representative, has been moved to Seattle. He will continue to handle the Pasco sales district.

Don Rickel, sales representative in Eugene, Ore., has been promoted to district sales manager for Burbank. He will work

out of the Los Angeles sales office. He was graduated from Portland State College in 1965 with a bachelor degree in political science. Before joining the company in 1972, he was employed by Bronson Travel, Inc., Northwest Airlines, Inc. and King Broadcasting Co.

Jean Wade was named assistant to the vice-president of marketing. She began working for the company in 1961. Previously, she was executive secretary to the vice-president of marketing and secretary in the traffic and sales department.

Charles "Skip" Clemens was appointed marketing manager of the intermediate cities. He previously was manager of market planning. Before joining Hughes Airwest in 1971, he worked for Scott Paper and Trans World Airlines. He also served in the Peace Corps for two years.

ALTA spring meeting hears CAB official

(Continued from page 1)

cluded Robert Sullivan, general manager of the San Francisco Convention and Visitors Bureau; Bill Lane, publisher of Sunset Magazine; and Congressman Brock Adams of Washington.

Adams urged the adoption of a national transportation policy to insure the orderly growth of transportation systems that will continue to provide adequate service to outlying communities.

He said of particular concern is the continuance of air passenger and freight service to the nation's small towns. He said it should be the federal government's responsibility—not that of the airlines—to insure such service is maintained.

"Federal support payments have fallen short of covering the actual cost of unprofitable routes," he said, "and the small communities are going to suffer badly if their transportation needs are not met."

Adams is a member of the House Transportation and Aeronautics subcommittee.

Obituaries

Sherman Sheng, printing press operator, San Francisco, died May 21 of a heart attack. He was 63. He joined the company in 1967.

Mary Priest, mother of **Harold Priest**, lead technician, Seattle, died June 2. She was 83.

Maude Karlberg, mother of **Capt. Eugene Karlberg**, Seattle, died May 23. She was 81.



SUNDANCE KIDS—Employees throughout the system recently received badges declaring "I'm a Sundance Kid, too!" The badges were the idea of Sue Harshbarger (center), and Karen Klinker, both intermediate accounting clerks in San Mateo. They were presented the first badges by Russell Stephenson, vice president of marketing. "We felt a lot of non-uniformed employees could answer questions about the company," Karen said. "But we needed some identification and something that might spark interest. We thought the badges would do that."

Johnny Miller is winner of U.S. Open golf meet

Johnny Miller, Hughes Airwest's touring golf pro, is the winner of the United States Open Championship Golf Tournament, the most prestigious tournament in golf.

Miller shot a record-setting final-round score of 63 to win the event, edging Hawaiian Open champion John Schlee by a stroke, Tom Weiskopf by two and Arnold Palmer, Jack Nicklaus and Lee Trevino by three shots.

The win earned Miller \$35,000, to put his winnings for 1973 over the \$100,000 mark.



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STATE OF THE UNION—General manager Irving Tague (left) gave a company status report at the annual operations department meeting in Calgary, June 4-5. The text of the speech ap-

pears below. The meeting also featured talks by several department heads, seminars and workshops and a dinner for civic and business leaders from the Calgary area.

Calgary speech

Tague says cost control is main obstacle of controlled expansion

(EDITOR'S NOTE: The following is the text of Irving Tague's speech to the annual operations department meeting held in Calgary, June 4-5. For additional information, see story on page 1.)

"I would like to congratulate the operations department for our ontime performance. While I know everyone talks about it, I cannot over-emphasize its importance and what being ontime has meant to the company. It is one of our greatest sales assets.

"I'm sure you have seen the financial performance of one major trunk airline since they dropped to the bottom of the ontime parade. They were down 50 per cent and their losses were large.

"I know from experience how much work, planning and devotion being ontime takes and I want you to know it is recognized and appreciated.

"I would like to use this forum as sort of a state of the union message to capsize on where we are and what we see in the relatively short-term future.

"First of all, we are going to be engaged in the continuing battle of cost control, probably for the rest of our careers. It is particularly acute at this moment.

"For the first four months of this year, we met revenue requirements almost to the goal we established. But, we spent al-

most \$1 million more than budgeted to achieve it.

"If it were not for some special items below the line, we would be in much worse shape that we are. We now are \$330,000 below budget through April.

"We have reached the end of our road with special items and below the line items. From now on, we are going to be evaluated on solid operating performance only. And it's not going to be easy.

"It will require constant attention, hard work, new methods, ideas and greater productivity to stay in the ball game.

"To this end, we have established certain personnel policy decisions to ensure continued control of our expense level throughout the company, particularly for the rest of the year.

"First, there is no present need for major personnel cutbacks, furloughs or across-the-board reductions, even though we are short of our forecast.

"Second, there is a need to reduce personnel in a number of departments. The reduction will be achieved through normal attrition—leaves of absence, resignation, retirements, etc.—except in some extraordinary cases, and those will be to a minimum.

"There is a need to utilize all our staff in the most positive manner. I think you're

going to see a number of changes in some of the staff in San Mateo, in order to get to some common point and eliminate some of the duplication. There will be a continuous search for methods to achieve this goal.

"For the remainder of the year, I am confident we can achieve our profit goal of \$2.5 million for 1973. If we can, it will allow us to continue our plan of controlled expansion.

"You are aware of the purchase of 12 DC-9s and the plan to integrate these into the fleet. The F-27 aircraft replacement program—as it relates to our city suspension activities—is proceeding on schedule.

"In terms of new routes, a CAB examiner has recommended us for all or part of the Las Vegas/Reno to Seattle and Portland route. This case still is pending. At this time, there is no way to predict the end result. But if the routes are awarded, we will get all or part of them.

"The Mexican bilaterals are in progress and we have high hopes for additional authority. Some of it sounds pretty exciting and I think we may be given the opportunity to serve more cities in Mexico.

"The initial success of our new routes is greater than we expected from Spokane

to Las Vegas and the so-called Portland by-pass where we go from Yakima/Pasco to Eugene and south.

"This has led us to re-examine some of the opportunities that are inherent in our over all route realignment. It is going to be a good summer on these routes and now we are going to have to look for some new opportunities.

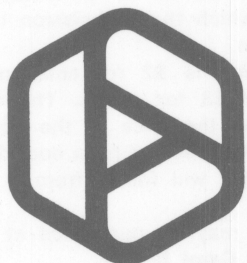
"We are aggressively pursuing offshore business as part of our diversification program. I am sure you are familiar with these efforts in Burma and Nepal. These contracts recently have been renewed. We also are working on an agreement for the lease of two DC-9s in Japan.

"There may be other promising opportunities.

"In short, the future looks pretty bright. But it looks bright only if we manage at all levels. I mean manage and I want to emphasize that. And you are the people who can do it."



NEW POLICIES—New economic control policies were revealed to the annual operations meeting in Calgary by Irving Tague. Ed Altman, vice president of operations (right), was chairman of the event.



EXPO '74.

Official Airline

Economic control system established

(Continued from page 1)

ing deviations to the company's plans concerning schedules, charter, extra section ferrys and especially the expense/revenue elements thereto."

He said the decisions made by the ECMs will be those effecting the operation of the airline for the up-coming 24-hour period.

"The ECM will not and could not possibly watch every flight," Queenan said. "That is the particular dispatcher's or pilot's or station agent's responsibility and this will not be changed."

Queenan said the ECMs' duties will include advance approval of every ferry flight, advance approval of every cancellation, instigation of plans for returning the airline to normal operation following a diversion or alteration of the flight schedule, setting standards for charter and extra section commitments and approval of advance decisions or connections.

The ECMs will be located in the aircraft activity area. They will be close to flight control, crew scheduling, central seat control, charter control, extra section control and aircraft routing.

Monroe, a private pilot, joined the company in 1964 as a mechanic. He moved to maintenance control in 1969. Prior to join-

Performance up sharply; record trend continues

Hughes Airwest's systemwide performance last month rose sharply over levels achieved in May 1972. Over-all, it was the best May in the company's history.

Revenue passenger miles increased more than 30 per cent and passenger boardings were boosted more than 19 per cent.

Nearly 272,500 passengers flew more than 98,488,000 revenue miles, compared with more than 228,000 passengers who logged more than 75,618,000 miles a year ago.

Available seat miles exceeded 203,903,000, compared with 181,157,200 in May, 1972. The load factor (percentage of seats filled) climbed to 48.3 per cent from 41.7 last May.

Systemwide on-time performance was 90.6 per cent, compared with 88 per cent in May, 1972.

Passenger density (the average number of passengers flying per mile) increased to 39.1 from 33.5.

Cargo ton miles were up 17.9 per cent to 628,481 from 533,079. Tons of cargo boarded rose 12.5 per cent to 1,688 from 1,483.

ing, he was a mechanic for an aircraft distributor in Los Angeles and an aircraft crew chief in the Navy. He is married and the father of two.

Smith became a mechanic with the company in 1959. He subsequently worked as crew chief, technical foreman and, since 1968, supervisor of maintenance control. He is married and the father of two.

Wright joined the company in 1960 as a station agent. He has worked as assistant flight dispatcher and, since 1965, dispatcher. He is married and the father of one and is a Little League baseball coach.

Haag was employed by Hughes Airwest in 1972 as senior financial analyst. He holds master degrees from Massachusetts Institute of Technology in management science and aeronautical engineering, a bachelor degree from the same college in aeronautical engineering and an associate degree in engineering from Union College. He is a bachelor.

Thompson came to the company in 1967 as a pilot. He earned his captain's stripes in the Piper Navajo Mini-liner and has been flying as first officer in F-27s for two years. He served in Vietnam as a pilot and earned the Air Medal with five oak leaf clusters and the Distinguished Flying Cross. He was graduated from Utah State University with a bachelor degree in forestry. He has been active in the Air Line Pilots' Association.

"We had 65 applicants for the positions," Queenan said. "As a newcomer to Hughes Airwest, I was very impressed with the high caliber of the applicants. The final selections were difficult to make."

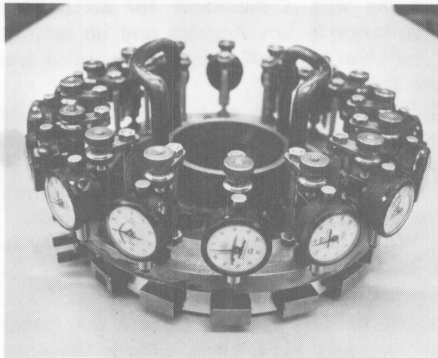
Mexican airport officials visit Bay Area terminals

Eight airport officials from the four Mexican cities served by Hughes Airwest visited airports in the San Francisco area in April to learn firsthand about security procedures.

They were accompanied by **Roberto Padilla**, regional station manager for Mexico, and **Juan Reyes**, station manager at Mazatlan.

The officials were Merced Martinez Salazar and Carlos Samartin Rojas of La Paz, Enrique Lara Melendez and Ernesto Amaro Avila of Guadalajara, Pascual Arenas and Vicente Alcaraz of Puerto Vallarta, Eugenio Cruz Garcia and Filogonio Guzman of Mazatlan. They met with their counterparts at the San Jose and Oakland airports and with security officers of the Federal Aviation Administration.

What is this?



Turn to page 8

Four employes are praised in Portland hijack attempt

(Continued from page 1)

when a man approached and said he would like to take a ride. When Berg suggested the flight to Seattle via Astoria and Hoquiam, the man left the counter, saying he would return.

The man returned 45 minutes later carrying a 30.06 rifle and some maps. He told Sundin he wanted a plane and crew to fly him over the route marked on one of the maps. He said he "would shoot anyone who tried to stop him."

Sundin talked to him while Miss Henninger went to the office behind the counter to report the situation to Manning, the shift supervisor. Manning called the police, the company's dispatch office in San Francisco and the other ticket counters adjacent to the Hughes Airwest counter.

In the meantime, Berg went to the counter to assist Sundin. They explained that the company did not have a plane and that even if one was available, it was not capable of flying the route demanded by the hijacker.

Police officers arrived and, after a scuffle, the hijacker was subdued.

The hijacker fired five shots during the scuffle, two of them wounding a police officer in the leg. Berg joined police officers in capturing the hijacker.

Manning, in the meantime, had gone downstairs to the bag room to warn agents there to stay clear of the counter. He was attempting to approach the hijacker from behind when the scuffle took place.

No company personnel were injured.

"This is one of the finest examples I have seen of people keeping their cool in an emergency," said **Bob Bauter**, director of corporate security. "These people did all that could be expected of them."

Transition

WELCOME ABOARD—**Carol May**, credit union representative, Phoenix. **Jack Brown**, maintenance service analyst, Phoenix. **Jacob Yovanov**, system designer, Phoenix. **T. S. Andrus**, junior sales representative, Boise. **Judy Aguilera**, junior accounting clerk, San Francisco. **Winifred Li**, transcription operator, San Francisco. **John Johnston**, station agent, Calgary. **Debra Day**, junior accounting clerk, San Francisco. **A. L. Yock**, junior accounting clerk, San Francisco. **D. A. Dockery**, junior accounting clerk, San Francisco.

PROMOTION—**Ernie Koenig**, to administrator of insurance and financial planner, San Francisco. **Wesley Nakata**, to senior programmer, Phoenix. **Jack Douglas**, to district sales manager, Salt Lake City. **Charles Winters**, to buyer, San Francisco. **Dennis Anderson**, to chief station agent, Calgary. **Duane Styck**, to chief ticket agent, Las Vegas. **Fred Seifert**, to chief station agent, Las Vegas. **Beulah Colwell**, to senior transcription operation, Phoenix. **Nelda Williams**, to assistant manager, inflight service, San Francisco.

RETIRED—**Roderick Ross**, dispatcher, San Francisco, retired April 30. He joined the company in 1947. **Willard Briley**, aircraft cleaner, San Francisco, retired May 9 after 26 years with the company. **R. H. Lee**, flight officer, Seattle, retired March 24 after five years with the company.



HONORED—**Ralph Sellars** (right), Hughes Airwest station manager at Los Angeles, was honored by the L.A. Department of Airports and the Air Transport Association of America for his performance as chairman of the local ATA Security Committee. The award was presented by **J. R. Mettler**, Los Angeles International Airport manager.

Annual picnic plans set by employe club officers

It will be Fun! Fun! Fun! for everyone when the San Francisco regional employes association family day picnic gets under way at Frontier Village in San Jose at 10 a.m. July 14.

There will be plenty of food, rides and games for all ages.

Beer, pop, hot dogs, sourdough French bread and potato salad will be served along with a steak and corn-on-the-cob dinner.

For the hale and hearty types, there will be horseshoes and volleyball or rides on one of the 12 complimentary attractions to which their admission ticket entitles them.

Admission is \$2 for children, 4 and older, and \$3 for adults. The rides are included in the price of the ticket.

Food will be served from noon to 5 p.m. and dancing will follow from 8 p.m. to 10 p.m.

Tickets may be purchased at the airport from **Carol Lorenz**.

At the general offices, contact **Patti Clark**, **Linda Homer**, **Mary Ames**, **Kay Jones**, and **Charlotte Peters**.

Judi Allen, **Marlene Hultz**, and **Mary Szekely** will be selling tickets in the San Mateo offices.

Traffic Scoreboard

	May, '73	May, '72	% Change
PAX	272,444	228,200	+19.4
RPM	98.5 mil.	76.6 mil.	+30.2
ASM	203.9 mil.	181.1 mil.	+12.6
Load factor	48.3%	41.7%	
PAX density	39.1	33.5	+16.7
Cargo ton miles	628,481	533,079	+17.9
Cargo tons brd.	1,668	1,483	+12.5
On-time	90.6%	88%	

	Year-to-date		
	1973	1972*	% Change
PAX	1.3 mil.	650,420	+103
RPM	486.5 mil.	222.9 mil.	+118.2
ASM	998.1 mil.	494.5 mil.	+101.8
Load factor	48.7%	45.1%	
PAX density	39.2	37.9	+3.4
Cargo ton miles	3.2 mil.	1.3 mil.	+140.4
Cargo tons brd.	8,441	3,662	+130.5
On-time	84.8%	89%	

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

Employe phone classes set

Classes to help familiarize employes with the telephone system in the new executive offices will be held daily July 9-20.

The new telephone system will include direct inward dial, consultation hold, three-way calls and will allow the user to transfer his own calls without going through the operator.

Employees celebrate service anniversaries

These employees celebrate service anniversaries with the company in June.

TWENTY YEARS

PHOENIX—**John Sonderoth**, supervisor of ground electronics.

FIFTEEN YEARS

PHOENIX—**George Morrison**, supply supervisor and **Mary Slonaker**, intermediate clerk. SACRAMENTO—**Lot Lodwick**, station agent. MONTEREY—**James Cumiskey**, station agent. SAN FRANCISCO—**Pat Zezas**, flight attendant. RENO **William Burr**, station agent.

TEN YEARS

SAN FRANCISCO—**Edward Altman**, vice president of operations; **John Huffman**, director of purchasing; **Alnita McCarthy**, reservation agent; **Crystal Schemainski**, flight attendant. LAS VEGAS—**Gary Hjelt**, crew scheduler. SPOKANE—**Richard Rose**, station agent. BOISE—**Garland Reich**, station agent. PHOENIX—**Charles Illes**, lead technician; **Arroll Harnage**, quality control technician. SEATTLE—**Judy Bergh**, flight attendant.

FIVE YEARS

SEATTLE—**Carol Dilling**, reservation agent. LOS ANGELES—**Donna Mariano** and **Susan Boot**, reservation agents. PHOENIX—**Louise McKinion**, reservation agent; **James Senstad**, crew scheduler; **Barbara Scheinbaum**, ground hostess; **Wallace Webb**, technician; **Richard Schroeder**, station agent; **Darlene Matlewsky**, flight attendant and **Dorothy Neer**, secretary. SAN FRANCISCO—**Richard Trayler**, ticket agent; **Margie Gostyla**, secretary; **Jean Suttle**, intermediate accountant; **Michael Donoho**, chief station agent; **Celia Orlowski**, **Helga Luther** and **Janice Wright**, intermediate accounting clerks; **Raymond Hahn**, building agent; **Catherine Allen** and **Rota Bacallao**, reservation agents; **Jason Cromer**, crew scheduler; **Robert Dirks**, senior budget analyst; **Frederika Van Naerssen**, intermediate clerk and **Jerry Evans**, station agent. PORTLAND—**Dan Donnelly**, regional cargo manager. TUCSON—**Alejandro Reyes** and **Edmund Untch**, station agents. YAKIMA—**Lynn Schatz**, ticket agent. LAS VEGAS—**Alvis Fawcett**, **William Frisco** and **Richard Kelln**, station agents. CALGARY—**Dennis Anderson** and **Warren Wood**, chief station agents; **Ruth Murphy**, reservation agent.

Concentrated air service

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



VOLUNTEER SERVICE—Ruth Becker, a San Francisco-based Hughes Airwest flight attendant, spent three months in Laos with the Thomas A. Dooley Foundation as a medical assistant. Above she is giving a class in personal hygiene to Laotian children.

Flight attendant completes volunteer service in Laos

Serving others has been part of **Ruth Becker's** daily routine since she began her career as a flight attendant 13 years ago.

Ruth has just completed a different and unique kind of service to others. She spent three months as a volunteer health care assistant with the Thomas A. Dooley Foundation in Laos.

"We worked mostly with children," she said. "We tried to show them the importance of dental care and just plain keeping clean.

"It was the experience of a lifetime. I wouldn't have missed a day of it."

Ruth was based in Tadeua and paired with another volunteer airline hostess from Australia.

They traveled from village to village using a puppet show and a magnetic illustration board to demonstrate health care techniques.

"We concentrated on tooth and gum care and care of open sores as well as dental hygiene," Ruth said.

Q and A Corner

Q. Why it is that Hughes Airwest offers one-way service on some flights? For example, you can fly from Phoenix to Arcata/Eureka but there is no return flight to Phoenix. I am told by our reservation department that we have several such goodies to offer the public.

A. It is a coincidence that the aircraft traveling between Phoenix and Eureka has the same flight number for the entire trip. The company does not feel there is sufficient market potential to provide single plane service between these cities. The markets of most interest on this flight are Phoenix-Santa Ana and Los Angeles-Eureka.

Q. Our colors are Universe Blue and Sundance Yellow, right? Well, why is the company going to white shirts for agents and male flight attendants when a bright yellow shirt looks very good with the blue uniform?

A. We agree that a yellow shirt would look very good with the uniform. However, it is a question of supply. The shirt manufacturers are willing to make a shirt in a color of our choice but they will make only one run and will not continue the color. We would have to purchase enough shirts to last far into the future. From a cost standpoint, this is impractical. We therefore standardized the uniform to include a white shirt.

Q. Why isn't Hughes Airwest flying between Tucson and San Diego? As I understand it, Hughes Airwest is authorized to fly this route but is not. Yet Frontier and American are fighting to get this route. There are more than 1,000,000 persons in the San Diego area.

A. Local traffic between Tucson and San Diego is 32 passengers daily each way. This is not enough to make the trip pay for itself. Hughes Airwest does not have the backup or connecting traffic from the east and southwest to support the route. There is a case pending before the CAB whereby American would trade the Tucson-San Diego route for an existing Frontier route.

Extra flying in April best in company history

April was the best extra flying month in the company's history.

Most of the additional flying—extra sections and charters—were flown in the last half of the month.

Extra sections produced the bulk of the nearly \$314,000 in revenues from additional flying.

(An extra section is a second, or in some cases in April, third or fourth, aircraft operating in tandem with a scheduled flight. It operates at approximately the same time and follows the same flight pattern as the scheduled flight. It is used when passenger loads exceed that which could be carried on the scheduled flight. Flight numbers remain the same but a prefix number is added to indicate which extra section a particular flight is. The first extra section to flight 748 would be 2748.)

Some 750 persons were carried on extra sections between Calgary and Santa Ana and return. This was the largest group movement in terms of passengers carried, revenue passenger miles and revenue, in the company's history.

In all, 186 extra section flights operated in April, carrying 3,972 passengers.

Charter flights, while not setting records, did have a successful month. Charterers included Elvis Presley, the Dallas Symphony Orchestra, Gunsmoke television show personnel, and a group of gamblers flown from New Orleans to Las Vegas.

"Extra flying is the best way we have to make use of temporarily idle aircraft," Jim Rylander, manager of central control, said.

"The only time an aircraft is producing revenue is when it is carrying passengers," he said. "Anything we can do to put planes to work, whether they are on an overnight stop or on a lengthy layover, could be profitable."

Curfew law struck down by Supreme Court action

The United States Supreme Court has ruled that cities cannot regulate the flight times of commercial jets to curb aircraft noise.

In a five to four decision, the court struck down a Burbank, Calif. ordinance that barred take-offs of most jet aircraft between 11 p.m. and 7 a.m. at the Hollywood-Burbank Airport.

The ordinance was passed to halt alleged noise pollution during hours when most residents were asleep. The court said, however, that regulation of aircraft noise was the responsibility of federal law.

What is this?



BOLT STRETCHER—Most airline employees have heard about sky hooks and prop wash. Few, however, have ever heard about bolt stretchers. The instrument held by technician Joe Vivona measures the bolts after they have been stretched. It is known as a first-stage/second-stage tie-bolt stretch gauge. It was originally designed by Pratt and Whitney but was extensively modified by Hughes Airwest personnel. The modification reduced job completion time from seven hours to one hour. The gauge is used to insure that the bolts that fasten the first and second stage fan blades in the company's JT8D-7 jet engines are tightened to the exact same degree. It is accurate to within .0001 of an inch. If the bolts had different tightnesses, the fan blades could vibrate, become loose and damage the engine.

Financial Results

	April, '73*	April, '72*
Operating revenue	\$10,413	\$8,083
Operating expense	10,145	7,961
Operating earnings		
(loss)	268	122
Non-operating earnings (loss)	(88)	(161)
Net earnings (loss)	180	(39)
Year-to-date		
Operating revenue	\$39,739	\$20,151
Operating expense	39,742	20,838
Operating earnings (loss)	(3)	(687)
Non-operating earnings (loss)	(425)	(660)
Net earnings (loss)	(428)	(1,347)

*All data in thousands.

New division is created to handle labor pacts

A new division has been created in the industrial relations department designed to deal more effectively with negotiation, administration and grievance handling of the company's six collective bargaining agreements.

It is located in Phoenix, center of the company's labor relations activities.

Al Davies, formerly director of employee relations in Phoenix, has been named to head the division as director of labor relations.

Davies will be assisted by two labor relations representatives. One position has been filled by Tom Pepler, (see story on page 3) who will handle grievances and arbitration cases; and another person, yet to be selected, who will develop background information for use in collective bargaining. He also will assist in labor negotiations.

"Placing our labor relations division in Phoenix puts us closer to our largest concentration of employees covered by labor agreements," said Ron Carlson, staff vice president of industrial relations.

Bill Levings, formerly director of industrial relations, is the new director of industrial relations services. He will deal with group insurance, retirement plans and employee records and statistics.

Wayne Wiggins, formerly director of personnel, is the new director of employee selection and development. His responsibilities include employment, management development, salary administration, medical services, ground safety, employee social activities, cafeterias, suggestion award programs, and the company's equal employment affirmative action program.

Owen Hayhurst will continue as manager of employment. Jack Wallace was named manager of management development.

2nd Continental jet flying on Hughes Airwest system

The second of 10 DC-9-15F aircraft purchased from Continental Airlines went into service for Hughes Airwest June 8.

The aircraft is designated N9350. It is the 24th DC-9 in the company's aircraft fleet.

Continental paid Hughes Airwest to complete the necessary pre-delivery overhaul and paint work under a contract awarded on a competitive bid basis.

The aircraft received a standard Hughes Airwest galley, complete with food serving trollies. The first Continental aircraft has only a modified version of the Hughes Airwest galley, requiring the use of a folding serving trolley.