

Highlights recapped of an exciting 1973 — our best year ever

The year that was was the best!

We started out with the company's first annual profit.

We expanded our foreign diversification program and introduced some innovative marketing concepts.

We flexed our biceps along new and improved routes that hold promise of even greater things to come.

We consistently shattered performance records month after month in nearly all categories.

And we did a whole lot more as reflected in the following recap of the highlights of an exciting year—1973.

Traffic for year hits record level; December up, too

More passengers flew more miles in 1973 aboard Hughes Airwest than in any other year in our history.

The passenger total reached nearly 3,366,000. The miles they flew were just shy of 1,260,000,000.

Likewise, the average load factor (percentage of seats filled) achieved an all-time annual high of 51.3 per cent and passenger density (the number of passengers flying per mile) climbed to 41.2, or the highest level for any year in history.

The systemwide on-time performance averaged 83.7 during 1973.

Available seat miles produced by the airline during the year topped 2,456,953,000—another all-time record.

A meaningful comparison with 1972 is not possible because of a 15-week labor dispute early that year.

December Results

Miles flown by fare-paying passengers last month reached nearly 117,251,000, or 18.6 per cent more than the 98,891,000 in December, 1972.

It was the ninth time during the year that monthly revenue passenger miles (RPMs) have exceeded 100,000,000. That level has been surpassed only one other previous month in the airline's history—in August, 1972.

Passenger boardings at our 64 airports rose 8.9 per cent last month to 284,912 from 261,610.

The systemwide load factor rose to 54.2 per cent from 49.9 per cent, while passenger density increased 8.4 per cent to 43.7 from 40.3.

Available seat miles in December exceeded 216,277,700, or 9.1 per cent more

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JANUARY

— A profit of more than \$1.9 million is reported for 1973; the first annual profit in our history.

— Foreign maintenance and technical assistance program is expanded to the Royal Nepal Airlines in Nepal.

FEBRUARY

— "Escape with the Sundance Kids" tourist promotion campaign to the State of Nevada is launched throughout the West.

— Systemwide traffic volume is the best for any February in the company's history.

— The industry's first honeymoon travel packages to Mexico are introduced.

— Four stations receive higher classifications due to increased average monthly passenger boardings: Santa Ana becomes an A station, San Diego moves up to a B, and Calgary and Kalispell jump to a C.

MARCH

— A computerized ticket-writing program, one of the first among regional airlines, is initiated for all class A and B stations.

— One of the world's largest commer-

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FIRST SKI JETS—More than 800 students from various campuses of the University of California flew aboard Hughes Airwest's first Saturday ski jets Dec. 15 to attend the annual All Cal Winter Carnival at Sun Valley, Idaho. Here one group, getting ready to depart from San Francisco International Airport, is given pre-flight assistance by Peter Houston (dark jacket), director of Groupair, the travel agency/wholesaler responsible for coordinating the All Cal movement, and two airline employees who volunteered their services as "ski ambassadors". They are Roy Thompson (third from right), economic control manager in San Mateo, and Steve Lakatos (white jacket), Seattle flight attendant. The All Cal group represented the largest single movement of skiers in the airline's history. The ski jets also serve Twin Falls, gateway to the slopes of Sun Valley, from Los Angeles, Santa Ana, Las Vegas and Seattle.

Employees offered passes to Spokane for preview visit to Expo '74 site

The company has made it possible for all employees and their families to visit Spokane for a preview glimpse of the Expo '74 World's Fair site.

The service charge will be waived through April 15 on all non-revenue transportation to Spokane from any city in the system.

Transportation requests must go through the Pass Department in San Mateo and will not be charged against employees' normal free vacation pass allotments.

The Davenport Hotel in downtown Spokane is offering a special rate for employees visiting the city before the fair opens. The rate of \$12 for single or double occupancy and \$3 for each additional person is on a space-available basis. Advance reservations are required.

Employees may visit the Expo '74 site, now entering the final phase of construction, said **Russell Stephenson**, vice president of marketing. This special travel package is being offered by the company in its role as official airline for Expo '74, he said.

Record traffic

(Continued from page 1)

than the nearly 198,275,600 logged in the similar year-ago month.

On-time performance dipped to 71.5 per cent from 74.1 per cent.

Cargo ton miles (one ton of cargo traveling one mile) increased 1.7 per cent to 749,930 from 737,669, while total tons of cargo boarded dipped less than 1 per cent to 1,945 from 1,959.

TRAFFIC SCOREBOARD

	Dec., '73	Dec., '72	% Change
PAX	284,912	261,610	+ 8.9
RPM	117.2 mil.	98.9 mil.	+18.6
ASM	216.2 mil.	198.2 mil.	+ 9.1
Load Factor	54.2%	49.9%	
PAX density	43.7	40.3	+ 8.4
Cargo ton miles	749,930	737,669	+ 1.7
Cargo tons brd.	1,945	1,959	- 0.7
On-time	71.5%	74.1%	
	Year-to-Date		
	1973	1972*	% Change
PAX	3.3 mil.	2.5 mil.	+31.6
RPM	1.2 bil.	891.3 mil.	+41.3
ASM	2.4 bil.	1.9 bil.	+31.0
Load Factor	51.3%	47.5%	
PAX density	41.2	38.8	+ 6.2
Cargo ton miles	7.9 mil.	6.0 mil.	+30.4
Cargo tons brd.	20,628	16,263	+26.8
On-time	83.7%	84.7%	

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

SCHEDULE SNARL-UP

Airline notifying 77,000 booked passengers hit by energy-saving time change exemptions

Hughes Airwest is continuing to notify nearly 77,000 advance-booked passengers who have been affected by federal exemptions allowing Arizona and Southern Idaho not to change to daylight saving time.

The exemptions meant that more than 1,000 weekly departures and arrivals in 10 cities were one hour earlier than previously scheduled starting at 2 a.m. Sunday, Jan. 6.

"We have been making every effort by phone and mail to notify these passengers and travel agents throughout the world of the change," said **Russell Stephenson**, vice president of marketing.

As a further complication, before the

exemptions were granted, the airline had completed printing and distributing more than 200,000 public timetables effective Jan. 7. The new schedule was based on all cities reverting to daylight saving time.

Stephenson said the new timetables are being corrected with special stickers.

The 10 cities that have remained on standard time are Phoenix, Tucson, Yuma, Page, Kingman and Grand Canyon in Arizona; and Boise, Idaho Falls, Pocatello, Twin Falls in Idaho.

The exemption granted to Southern Idaho is temporary until enacted into law by the state's legislature.

Four cities get first Sundance jet service; community officials greet inaugural flight

Four cities in the West formally entered the jet age Jan. 7 with the inauguration of DC-9 service.

They are Chico and Redding in California and Klamath Falls and Redmond in Oregon.

For three of the cities—Chico, Redding and Klamath Falls—the inaugural jet was designated Flight 930 from San Francisco. Aboard the mid-morning northbound DC-9 were general manager **Irving Tague**, marketing vice president **Russell Stephenson** and **Juan Sparhawk**, marketing manager for intermediate cities.

Civic officials and business leaders in each community welcomed the jet's arrival and Tague presented each mayor with a jet model symbolic of the inaugural flight.

Redmond received its first jet on Flight

933 from Portland. **Rusty Rostad**, district sales manager in Portland, represented the company aboard the flight and presented a DC-9 model to the mayor of Redmond.

The introduction of DC-9 flights to the four cities brings to 47 the number of cities in the Western U.C., Canada and Mexico that are served by Hughes Airwest Sundance jets. The airline currently flies to 64 airports in this region to serve more communities than all other airlines combined.

TRANSITION

WELCOME ABOARD—**Janis Scott**, reservation agent, San Francisco.

PROMOTIONS—**Paul Burnham**, to senior programmer, Phoenix. **Hank Myers**, to manager route development, San Francisco. **June Howe**, to intermediate clerk, San Francisco. **Harriet Chochois**, to intermediate accounting clerk, San Francisco.

Beristain fills Puerto Vallarta post; Hernandez to Guaymas

Mario Beristain, former station agent in Guadalajara, Mexico, has been appointed Hughes Airwest's sales and service manager in Puerto Vallarta.

He replaces **Jose Luis Hernandez**, who has been transferred to Guaymas, which the airline began serving last Dec. 15.

Beristain was associated for seven years with AeroMexico in Mexico City and Phoenix in various operations and sales positions before joining the company in Guadalajara.

CREW SCHEDULING 75% CENTRALIZED

Hughes Airwest's systemwide crew scheduling functioning is 75 per cent centralized at the company's international headquarters in San Mateo.

Shelby Tuttle, staff vice president of flight operations, said offices formerly located at San Francisco International Airport and at Las Vegas moved to San Mateo before the end of 1973. Phoenix moved Jan. 15.

The move of the Seattle office, scheduled by Feb. 15, will consolidate Hughes Airwest's crew scheduling for the first time in one city.

SERVICE ANNIVERSARIES

These employees celebrate service anniversaries during January.

TWENTY YEARS

SEATTLE—Herbert Matzdorf, captain.

FIFTEEN YEARS

LAS VEGAS—Arlyn Eckerd, captain. SAN FRANCISCO—James Scott, cleaner. PHOENIX—Claude McCandless, quality control technician.

TEN YEARS

SAN FRANCISCO—Kathleen Jones, senior crew scheduler. REDDING—Gene Manson, station agent. PORTLAND—Delores Stanton, ticket agent. CALGARY—Ruth Murphy, reservation agent. PHOENIX—Erwin Kernin, chief reservation agent.

FIVE YEARS

LAS VEGAS—James Callen, crew scheduler; Richard Smith, ground service; Robert Hemphill and Wayne Blanchette, technicians; Karen Moore, ground hostess. PHOENIX—John Lindenfelser, Ronald Hay, William Sheldon, Everett Blair and James Hill, technicians; Carlo Ventittelli and Russell Matter, cleaners; Thomas Burke, senior director marketing information services; Thomas Webster, station agent. TUCSON—James Baker, technician. PASCO—William Hays, station agent. SALT LAKE CITY—Ralph Pizzello, station agent. SPOKANE—Ernest Horton, chief station agent. LOS ANGELES—Roger Grenier, Ronald Mikesell and David Bailey and Michael Ferguson, station agents. SEATTLE—Michael Collins, ticket agent; Vicki Cook, reservation agent. SAN FRANCISCO—John Casteen and Johnny Jones, station agents; Kathleen Doyle, reservation agent; Janette Campbell, Hildgard Scherlizin and Patricia Keating, intermediate accounting clerks; Judith Holm, secretary; Aggie Denham, junior clerk; Irene Uehara, junior accounting clerk.

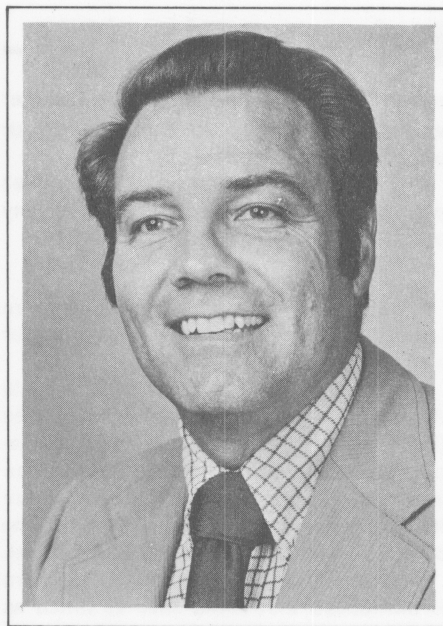
Rylander, Sundin named new economic control managers

Two employees have been appointed duty economic control managers in San Mateo.

They are Jim Rylander, former manager of extra section and charter administration, and Bill Sundin, former chief agent in Portland.

Rylander replaces Fred Smith, who has been named technical manager for the new Air Liberia project in that west African country. Sundin replaces Dave Millerburg, who left the company.

The airline's economic control management (ECM) system was established last summer to achieve greater economic regulation over the hourly operation of the company.



Balzer

Balzer joins airline as director of fuel services, a new post

E. J. "Bud" Balzer, former professional baseball player and a 14-year veteran of the petroleum industry, has joined Hughes Airwest as director of fuel services, a new post.

He will be responsible for negotiating the company's systemwide fuel agreements and truck and storage leases.

Balzer, 42, graduated from Southeast Missouri State College in 1954 with a bachelor's degree in education. During college he played professional ball under signed contract with the New York Yankees.

Following a three-year tour with the U.S. Marine Corps as a fighter-attack pilot officer, Balzer joined Shell Oil Company as a retail salesman.

He has held various managerial positions with Shell, including manager of aviation sales for the 11 western states and, most recently, district sales manager in New York and Connecticut.

Balzer will be based in San Mateo where he will report to Ed Altman, vice president of operations.



Murphy to direct company's public affairs activities

Michael Murphy, former regional public affairs director for the Northwest, has been promoted to head the company's systemwide public affairs activities.

He will relocate from Seattle to San Mateo, where he will direct the company's state and local government relations in the Western U.S.

He will be replaced in Seattle by Richard Miller, 26, former public affairs special assistant in San Francisco. Miller and Robert Hayes, 39, regional director of public affairs for the Southwest in Phoenix, will report to Murphy.

Murphy, 32, joined Hughes Airwest in 1962 as sales and service agent in Los Angeles. He subsequently worked as assistant station manager in Santa Barbara, station manager in San Diego, sales representative and district sales manager in Los Angeles and special public affairs assistant in Seattle.

Klamath Falls plugged into 24-hour res net; 5 other cities slated

Klamath Falls was plugged into Hughes Airwest's 24-hour remote routing telephone reservations system early this month in time for use by passengers flying the new jets through the city.

It gives the city, for the first time, direct toll-free access into the airline's reservations center at the new international headquarters in San Mateo.

Previously, Klamath Falls residents were only able to secure reservations and up-to-date flight information by calling Hughes Airwest station personnel at the local airport.

Five other cities in the West and Canada are scheduled to be linked up with the system this year. They are Calgary, Edmonton, Vancouver, Idaho Falls and Pocatello.

The addition of these six cities will bring to 55 the number throughout the West that have toll-free access into the company's computerized reservations network.

Systemwide trivia

One of the world's largest commercial computers directs Hughes Airwest's systemwide operations on a 24-hour-a-day basis from Phoenix.

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cial computers is switched on in Phoenix. It is the nerve center of the company's electronic data-processing operation.

— Systemwide performance was the best for any March in the company's history.

APRIL

— Hughes Airwest is named the official airline of the Expo '74 World's Fair in Spokane.

— Sundance jets open up a new north-south air corridor linking Calgary with Los Angeles to provide the industry's first non-stop service between Las Vegas and Spokane and the fastest one-stop flight between Los Angeles and Spokane.

— International wines are introduced on selected flights because premium California wines are becoming too hard to get.

— The first of 10 Continental Airlines jets purchased by the company is delivered to Phoenix for overhaul and inspection.

— The company's systemwide performance is the best over-all April in history.

— More extra sections and charters are flown than in any other month in the company's history.

MAY

— Systemwide performance is the best for any May in our history.

— The largest art show of its kind to be held in Guadalajara is co-sponsored by Hughes Airwest and the Jalisco Department of Fine Arts. Entries total 460.

— Hughes Airwest hosts the spring meeting of the Association of Local Transport Airlines (ALTA) in San Francisco. The chief executives of all regional airlines and officials of major suppliers attend.

— Hughes Airwest repairs the first jet planes other than its own at Phoenix. They were from the fleets of Thy Airlines of Turkey and Air Canada.

JUNE

— An economic control management

system is established to achieve greater economic regulation over the hour-to-hour operation of the airline.

— Passengers fly more revenue miles per day during the month than in any other month in the company's history.

JULY

— More revenue passenger miles are logged than in any other month in our history.

— Company agrees to provide Japan's third largest airline, Toa Domestic Airlines (TDA), with jet maintenance training. Japan thus becomes the third Asian nation involved with the only U.S. regional airline having such an overseas program. The other two countries are Burma and Nepal.

— A modified jet flight profile program is introduced that could save as much as 3,000,000 gallons of fuel annually.

— A guaranteed delivery freight service for small packages is introduced throughout the system.

— The first phase of a revolutionary maintenance data computer system becomes operational. It is designed to provide split-second information on all aspects of the company's maintenance program.

AUGUST

— Four all-time monthly traffic records are broken. They are revenue passenger miles, boardings, load factor and available seat miles.

— San Francisco-based employees start moving into the company's new \$6.2-million international headquarters in San Mateo.

— The first of the company's active fleet of F-27s is delivered to North Canada Air, Ltd. (NORCANAIR). Flight crews and maintenance technicians also are trained as part of the sale agreement, which calls for the delivery of two more F-27s.

— The company's first full freight charter DC-9 is operated between Fresno and St. Louis, Mo.

SEPTEMBER

— A route exchange agreement is signed with American Airlines that, if approved by the CAB, will permit Sundance jets to fly to Texas for the first time ever.

— The first of two DC-9 jets to be leased by Toa Domestic Airlines is delivered to Tokyo.

— Company purchases 11th DC-9-10 jet from Continental Airlines.

— More than 500 employees attend an open house on two successive weekends at the new international headquarters in San Mateo.

OCTOBER

— The company announces plans to serve Edmonton, Canada from the Spokane gateway, pending signing of the Canadian-U.S. bilateral air agreements.

— Revenue passenger miles exceed 1,000,000,000 for the first time in any calendar year in the company's history.

— Seattle, Spokane, Twin Falls and Guadalajara win the company's top air freight station awards.

— The company teams up with Scandinavian Airlines System to offer an assortment of package tours designed to attract foreign travelers to Expo '74.

— The first "international" class of flight attendants is graduated; all but one speak fluent Spanish to bolster the company's Mexico flight crews. The ceremonies marked the first graduation at the company's new headquarters.

NOVEMBER

— An F-27 is delivered to Trans-Provincial Airlines Ltd. of Canada.

— The company's new \$6.2-million international headquarters is dedicated. Richard J. O'Melia, newest member of the CAB, is guest of honor. The event is followed by the display of paintings and sculpture by the three artists who won the company's co-sponsored art competition in Guadalajara last spring.

— The second of three F-27s is delivered to Canada's NORCANAIR under a sale agreement.

DECEMBER

— Flights are inaugurated to Guaymas, Mexico.

— International wine-taster flights are expanded to feature wines from 12 nations.

— The company's foreign diversification is extended to Africa with the signing of a management assistance contract with Liberia National Airlines (LNA). It brings to four the number of foreign nations having aviation assistance agreements with Hughes Airwest.

— Reports a record traffic year in nearly all performance categories.

OBITUARIES

Mrs. Agnes E. Nelson, mother of **Keith Nelson**, technician, Seattle, Dec. 17.

Mrs. Esther Sita, mother of **Carmen Sita**, clerk typist, San Francisco, Dec. 29.

Mrs. Marian Fay, mother of **Robert Hale**, agent, Crescent City, Jan. 12.

Mrs. Jolene Darland, daughter of **Esther Meier**, senior accounting clerk, San Francisco, Jan. 13.

Company gets new staff M.D.

Dr. Donald Fiegenberg, a specialist in internal medicine and rheumatology, has joined the company as its staff physician. He will be based in San Mateo.

He replaces **Dr. Donald Odone**, who has resigned to devote more time to his local practice. **Dr. Odone** has served as staff physician since February, 1971.

Dr. Fiegenberg, a graduate of Jefferson University in Philadelphia, most recently taught at the University of Southern California's school of medicine in Los Angeles.

Paycheck slimness to last longer in 1974 due to FICA

Uncle Sam's gotcha!

Most paychecks will seem a little slimmer longer this year.

Tracy Hornbuckle, supervisor of disbursements and payroll in San Mateo, said 5.85 per cent of the first \$12,600 earned will be withheld for social security (FICA). Last year the same percentage was taken out of paychecks for the first \$10,800 earned.

Unless a salary has gone up, this means that it will take longer to reach the \$12,600 limit and therefore the FICA bite will be reflected on more 1974 paychecks.

For California employes, the state disability insurance (SDI) deduction will remain at the 1 per cent rate. However, the amount of taxable salary will be increased to the first \$9,000 from \$8,500 in 1973, or a total SDI deduction of \$90 in 1974.

Savings Bonds now earn 6%

The annual rate of earnings on Series E and H Savings Bonds has been raised to 6 per cent when held to maturity. Bonds have been earning 5.5 per cent.

The increase went into effect Dec. 1 and will be paid on bonds purchased before and after that date.

'Good guys' exhibit warm Christmas spirit

Chief station agents Robert Klass and Dave Jensen and their Salt Lake City co-workers are the company's first "good guys" of the new year.

Their Christmas spirit was directed toward a Phoenix woman who had arrived in Salt Lake City to visit her hospitalized daughter, 6, recovering from surgery for cerebral palsy.

If that's not enough grief, another daughter, 10, had died a few days earlier from the flu and her husband was lying paralyzed with cancer in a Phoenix rest home.

To compound the woman's family problems, her three suitcases were stolen from the baggage area of the Salt Lake City International Airport shortly after her arrival aboard Hughes Airwest. They contained Christmas gifts for her young daughter,

thank-you cards she had written for mourners who attended her other daughter's funeral, money orders and cash for gifts and some irreplaceable family photographs.

Upon learning of the woman's plight, Jensen set off in search of her missing baggage while Klass took up a collection among airport employes of Hughes Airwest and other airlines.

Jensen, unfortunately, failed to locate the baggage.

But Klass quickly collected about \$80—mostly from Hughes Airwest colleagues—and turned it over to the grateful woman to buy new presents for her daughter.

This story does have a happy ending.

A few days after the woman had returned to Phoenix, her bags, with their contents apparently intact, mysteriously turned up at the Hughes Airwest ticket counter. They were quickly forwarded to her.

"If the bags were stolen, the thief must have felt some Christmas remorse after reading of the incident in the local newspaper," said Blaine Barney, station manager.

DONAHUE ELECTED TO INDUSTRY POST

Robert Donahue, director of cargo sales and administration, was elected to the board of directors of the San Francisco Traffic Club.

The organization is comprised of more than 200 representatives from airlines, steamship and trucking companies, railroads, food distributors, manufacturers and other shippers in the Bay Area.

It's a fact

Hughes Airwest is the only airline having major maintenance headquarters in Arizona. It is at Phoenix Sky Harbor International Airport.



GRADUATES — Hughes Airwest graduated a class of 26 new Sundance Kids on Dec. 12 in ceremonies at the company's international headquarters in San Mateo. From left, the graduates are (front row) Marina Ambrosio from San Francisco; Melody Aimee, Phoenix; Joan Bader, Salt Lake City; Kathy Bakey, San Mateo; Michele Cerati, Sacramento; Sherry Conoscenti, Inglewood, Calif.; Brenda Dickens, Phoenix; Lieko English, Chicago; Linda Eck, Tempe, Ariz.; John Hallack, San Carlos,

Calif.; Michael Harder, Tustin, Calif; and Joyce Hanneman, Sahvarita, Ariz. Also (second row) Brian Sutnick, Phoenix; Marcia Wylie, San Mateo; Glenna Walker, Phoenix; Karen Turner, Redwood City, Calif.; Robert Shirek, Arcadia, Calif.; Marilyn Sanders, San Francisco; Debbie Regello, Foster City, Calif.; Dolores Patton, San Jose; Jackie Molloy, London; Marcia Matoza, San Leandro, Calif.; Steve Jenkins, Belmont, Calif.; Sharie Kahn, Las Vegas; Joy James, Phoenix; and Janis Hill, Sacramento.



GUAYMAS INAUGURAL — A brief ribbon-cutting ceremony in Phoenix Dec. 15 preceded the departure of Hughes Airwest's first scheduled flights to Guaymas, Mexico —the fifth Mexican resort city served by the airline. In larger photo, Phoenix ground hostess Markie Lynch holds up her end of the ribbon; Phoenix district sales manager John Kozma steadies sign; and Ed Altman (second from left), operations vice president, watches ribbon being cut by local officials (from right) Ted Riggins, president of the Arizona governor's Arizona-Mexico commission; Norman Williams, director of the Mexican Department of Tourism; and Eduardo Briones, Mexican consul. In the smaller photo, the Las Vegas-based inaugural flight crew—(from left) pilot Stewart Nielson, flight attendant Mia Carcamo and first officer Jim Grissom—smiles approvingly before takeoff.



Company expands ability to communicate internationally via SITA teletype network

Hughes Airwest has a new international capability — communicating via teletype with any major airline office, including its own, most anywhere in the world.

Up to now, the company had to use the more expensive TELEX system to communicate outside the continental U.S., said **Don Ohler**, administrator of telephone sales and passenger systems.

The airline's new global "voice" was obtained by joining the Societe International de Telecommunications Aeronautiques (SITA), a worldwide non-profit communications firm in Paris formed by the world's airlines to act as a common communications vehicle.

As a member, Hughes Airwest may use the SITA communications network to communicate with any foreign office that has a teletype or TELEX machine, Ohler said.

If the office lacks a machine, SITA will telephone the message or, if unsuccessful, mail it.

All of the company's international offices will be connected to the SITA net-

work. These include the Athens sales office, the Tokyo sales office and the four offices involved in the company's foreign technical and management assistance programs. The latter four are located in Kathmandu, Nepal; Monrovia, Liberia; Rangoon, Burma; and Tokyo, home base for Tao Domestic Airlines (TDA).

Management Club elects four to board of directors

Four employees were elected last month to the board of directors of the Hughes Airwest Management Club.

Elected for three years are **Robert Donahue**, director of cargo sales and administration; **Bill Gerrard**, marketing manager for Northern California; and **Howard Parker**, Santa Barbara station manager.

Harvey Kyllonen, manager of printing and graphic arts in San Mateo, was elected for two years.

Their terms began Jan. 1.

Insurance claim reminders

Employees are reminded of the following when processing medical and dental claims, according to **Mary-Jean Hackwood**, manager of pension and insurance programs.

1. All claims are to be submitted direct to the Connecticut General claims office (300 W. Osborn Road, Ste. 318, Phoenix, Ariz. 85013).

2. Payment for all covered expenses, excluding prescriptions, will be made direct to the doctor, dentist or hospital. The only exception will be if the bill has been marked "paid" through normal accounting procedures.

3. Employees are asked to direct questions to the Connecticut General claims office in writing, instead of by telephone. The employee will receive a written reply at his home.

4. Questions regarding procedure in handling claims should be directed to the pension and group insurance office in San Mateo.