

'AA' DESIGNATION

New terminal operational in Las Vegas

Our largest and most modern passenger terminal opened for business June 18 in Las Vegas.

Related photos on pages 10 and 11.

It is our portion of a \$30-million expansion project at McCarran International Airport through which we will operate nearly 90 flights in and out a day—more than any other airline.

The spacious, two-level facility, to be used exclusively by us, has eight passenger gates with covered jetways at each, or more gates than any other carrier.

Reclassified "AA" Station

With the terminal's official opening, Las Vegas has been reclassified an "AA" station—the only one in our system.

Kip Wharton, staff vice president—stations and traffic, said this new classification is for stations boarding 35,000 passengers or more a month.

The new structure comprises 20,000 square feet and features an upper-level, 161-foot-diameter passenger rotunda with a center island check-in counter and support offices.

\$1.2 Million in Improvements

The company has spent more than \$1.2 million on improving passenger conveniences and service in the new building.

Television flight monitor boards are installed; computerized ticketing, which issues tickets in less than seven seconds, is available; and conveyor belts speed up baggage handling.

The upper rotunda level can seat nearly 500 passengers at the boarding gates. It is fully carpeted, partition-free and is completely enclosed by glass walls 21 feet high.

Lower-Level Offices

The airline's station manager, flight crew, catering, flight planning, maintenance and other offices are located on the lower level.

Herb Chesney, Las Vegas station manager, said the new facility "should enable us to provide much faster and more efficient service to our Las Vegas passengers. After many years of inconvenience in temporary boarding areas, we now have one of the most modern airport facilities in the entire West."

Three new ground hostesses have been hired to increase the staff in the new rotunda area, Chesney said.

(Continued on page 10)

HUGHES AIRWEST

Vol. 6, No. 5

Hughes Air Corp.

June, 1974



KEY TO PROGRESS—Rea E. Hopper, a member of the company's board of directors, is flanked by ground hostesses Yumiko Hamamura (left) and Karen Moore, who hold a symbolic key to the new Las Vegas passenger terminal. The key was presented to Hopper by Clark County Commissioner Myron E. Leavitt during public unveiling ceremonies at the new facility earlier this month.

EDMONTON BECOMES OUR NEWEST DESTINATION

Hughes Airwest inaugurated jet service in Edmonton June 1 to establish the fastest single-plane air link to the United States.

Related photos on pages 6 and 7.

Aboard the first DC-9 flight from Edmonton were the city's mayor, Ivor Dent; A. E. Bert Hohol, Alberta minister of manpower and labor; D. R. B. McArthur, president of the Chamber of Commerce; and about 20 newsmen.

The group was attired in Klondike garb, representing Edmonton's upcoming Klondike Days celebration, July 17-27.

They were met at Spokane International Airport by Irving T. Tague, general manager, and Russell V. Stephenson, vice president of marketing. Edwin N. Altman, vice president of operations, represented the airline on the inaugural flight.

Activities in Spokane included a civic reception, a ceremonial flag-raising in the Alberta Pavilion at Expo '74, and a luncheon hosted by Hughes Airwest.

"We are pleased to provide Canada's fourth largest city with its long-awaited air bridge into the United States," said Tague.

(Continued on page 6)

LESS TRAINING FLIGHTS

Pilots to use sophisticated 3-D device that duplicates any airport after dark

Hughes Airwest's pilots will be the first in North America to use a sophisticated three-dimensional flight training device that can precisely duplicate any charted airport in the world as it appears at night.

It will be operational at our existing computerized cockpit simulator in Los Angeles by Dec. 15, pending its certification by the Federal Aviation Administration.

Edwin N. Altman, vice president of operations, said that "more than 200 flights a year, normally required by the FAA for recurrent training, now will be done for the first time on the ground."

These training flights, he said, will be removed from the airways of the West, thus reducing fuel consumption and easing the volume of jet traffic.

The new device is called a "Novoview computer-generated image" and employs a unique night-only visual display system.

Simply put, it enables a pilot to see a moving, accurate reproduction of a specific existing airport environment.

"Although up to 100 different airports can be selected and programmed into the system," Altman said, "a maximum of six can be retrieved on any one training flight. Initially, we intend to program 12 airports we currently serve."

Navigational and other lights associated with a particular airport, including those along roadways and on nearby buildings, along with special problems inherent to it, are programmed into a computer.

This computerized input is transmitted to special cathode ray tube (CRT) displays attached to front windows of the simulator.

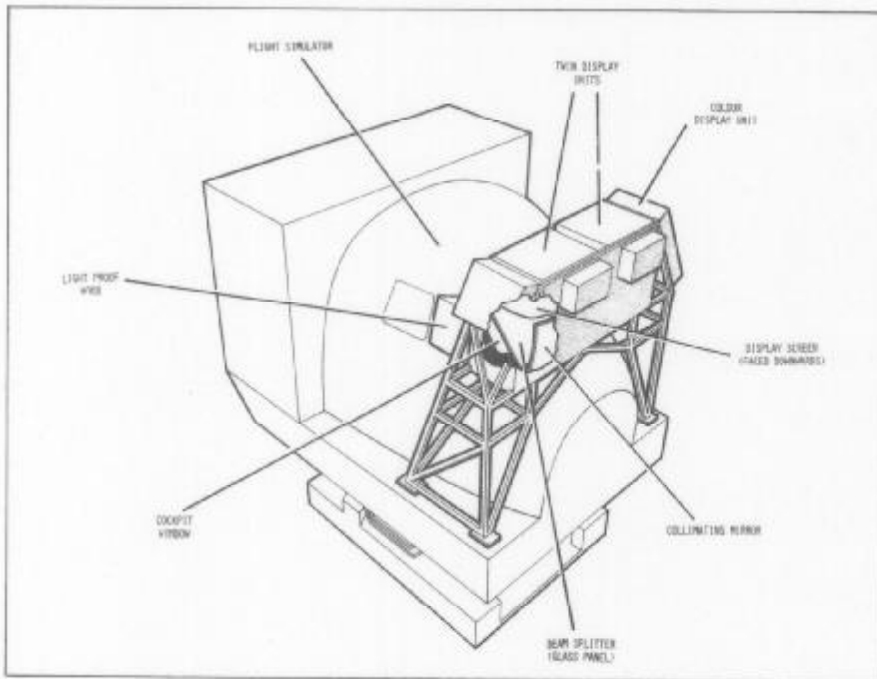
The pilots undergoing training are able to scan the CRT displays to obtain a realistic picture of that specific airport at night.

"The displayed airport image constantly changes in relation to the moving pitch, roll and yaw of the simulator," Altman said. "It's like actually being there."

The new device has the capability of producing a wide variety of airport conditions as they relate to weather visibility, horizon glow, runway markings and tower and directional beacons—to name a few—during taxiing, takeoffs and landings.

Our jet pilots still will be required to undergo initial training and periodic line check flights in actual aircraft, Altman said.

Hughes Airwest purchased the device from Redifon Flight Simulation, Ltd., of England.



SOPHISTICATED DEVICE—This is a diagram of the Novoview visual display system, mounted on a training simulator, that can duplicate any charted airport in the world as it appears at night. Hughes Airwest's jet pilots will be the first in North America to use it.

Traffic report: boardings, RPMs increase in May

Sixteen per cent more passengers flew 23 per cent more miles with Hughes Airwest last month than in May, 1973.

In other traffic results last month, density jumped 17.4 per cent, load factor rose 10.8 per cent, and available seat miles climbed 11.3 per cent to achieve the highest level in our history.

Passenger boardings increased to 316,000 from 272,400 and the miles they flew totaled 121,449,600, compared with 98,488,000 a year ago.

Density (the average number of passengers flying per mile) rose to 45.9 passengers from 39.1, while the average load factor (the percentage of seats filled) jumped to 53.3 per cent from 48.3.

Available seat miles—bolstered by the addition of another DC-9 jet to our active fleet May 1—climbed to 226,936,300 from 203,980,000.

The systemwide on-time average dipped slightly to 83.6 per cent from 90.6.

Cargo ton miles logged throughout the Western U.S., Canada and Mexico climbed 20.9 per cent to 760,000 from 628,500, while the tons of cargo boarded at the 63 airports we serve rose 15.8 per cent to 1,932 from 1,668.

Year-to-Date

Passenger boardings increased 16.7 per cent during the first five months of the year for a total of 1,543,600, compared with 1,323,000 during the comparable period in 1973.

Total miles flown by these fare-paying passengers jumped 25 per cent to 607,880,300 from 486,483,800.

Density increased 26 per cent to 49.4 passengers from 39.2, while the average load factor climbed to 59.3 per cent from 48.7.

Available seat miles rose 2.7 per cent to 1,025,165,100 from 998,055,400.

On-time average dipped to 76.4 per cent from 84.0.

Cargo ton miles climbed 6.1 per cent to 3,387,700 from 3,192,600, while the tons of cargo boarded rose 4.2 per cent to 8,800 from 8,400.

Did you know?

Every year people leave \$1.5 million worth of personal items behind on U.S. airliners, the Air Transport Association reports. Recent items returned to their owners included bras, contact lenses and false teeth.



THE EVENING'S CORKER—Attorney Hale Thompson (left), former president of the Eugene Chamber of Commerce, surprised station manager Ed LeShane before 300 dinner guests with a bottle of champagne. Thompson received the bottle from LeShane when boarding the company's inaugural jet in Eugene in 1966. Thompson didn't know why he never opened it and decided to return the bottle. LeShane said he was going to save it, too, but didn't know why.



TV TRAINING—Station managers were shown the first of a series of training aids to be used on closed circuit television for station agents. This and other subjects were discussed at the two-day operations department meeting. Presentations were made by several company executives and the meeting concluded with a general question-and-answer session headed by general manager Irving T. Tague. Keynote speaker at the closing dinner was Donald Langley, managing editor of TravelAge West.

Annual operations department meeting stresses customer services

Close the communications gap . . . smile . . . give passengers quick and understandable information . . . treat them as individuals.

These and other such topics were part of the general theme, "Improve Customer Services", at the annual operations department meeting in Eugene June 17-18.

More than 100 management personnel from stations, maintenance, engineering and flight departments from throughout the company's system participated in the discussion sessions and shirtsleeve workshops.

Subjects ranged from flight and maintenance

communication procedures to training programs for station agents, according to **Edwin N. Altman**, vice president of operations.

"We have made a number of changes to improve customer services as a result of these meetings," Altman said.

Presentations were made by **Arthur Taylor**, vice president—legal; **Tom Burke**, senior director of management information services; **Robert Bauter**, senior director of security and safety; **Russell V. Stephenson**, vice president of marketing; and **Dr. David Long**, medical director.

The meeting concluded with a general

question-and-answer session headed by **Irving T. Tague**, general manager.

Donald Langley, managing editor of TravelAge West, a weekly newspaper published for travel agents throughout the West, was the dinner speaker June 18.

Improving communications to the passengers and treating them as if each flight was their first will help overcome the growing feeling that nobody cares, he said.

"Never in recent years has there been such an opportunity as there is today to win auto travelers over to the airlines—and to keep them," he said.



SHIRTSLEEVE WORKSHOP—Flight managers, assistant managers and check pilots discuss flight operation standardization and pilot safety awareness programs with **Shelby Tuttle** (standing), staff vice president of flight operations. General theme of the annual meeting was "Improve Customer Services".



CLOSING THE LOOP—Edwin N. Altman (right), vice president of operations, met with maintenance personnel to improve the communications flow between maintenance, flight, stations and, ultimately, to the passenger. Sessions also were held between station managers and flight and maintenance departments.

Capt. Walt Tubb heads family of airline veterans

When Captain Walt Tubb of Phoenix gathers his children and their spouses together for a family reunion, it resembles an interline party.

Capt. Tubb, a 25-year veteran of the company, has three children who are all working or have worked for an airline. In addition, all of his children are married to airline employes.

His oldest daughter, Dorothy, is a former stewardess for Frontier Airlines and is now married to a Frontier pilot. Dorothy is a pilot herself, holding a private license.

Debbie, the other daughter, is a former American Airlines hostess. She is married to a United Air Lines first officer.

His son Terry is a flight engineer with Trans World Airlines and is married to a TWA hostess. Terry, like his father, is an aerobatic pilot in his off time.

Capt. Tubb recently won the Arizona state aerobatic championship in a Pitts Special plane he built himself. His son and one of his sons-in-law also own and fly Pitts Special planes in competition.

His wife Lee, although not an airline employe, is nevertheless a veteran pilot. She has been flying since her son Terry was born.

Service records set in '73

The nation's scheduled airlines set service records in 1973 by carrying more than 200 million passengers and taking in more than \$1 billion in freight revenues, according to the Air Transport Association.

The industry, with 300,000 employes, earned \$233 million in 1973 on revenues of \$12.4 billion—up slightly from the \$215 million earned in 1972 on revenues of \$11.2 billion.

TRAFFIC SCOREBOARD

	May '74	May '73	% Change
PAX	316,068	272,444	+16.0
RPM	121.4 mil.	98.4 mil.	+23.3
ASM	227.0 mil.	204.0 mil.	+11.3
Load Factor	53.5%	48.3%	
PAX density	45.9	39.1	+17.4
Cargo ton miles	760,027	628,481	+20.9
Cargo tons brd.	1,932	1,668	+15.8
On-time	83.6%	90.6%	
Year-to-Date			
PAX	1.5 mil.	1.3 mil.	+16.7
RPM	608.0 mil.	486.4 mil.	+25.0
ASM	1.0 bil.	998.0 mil.	+ 2.7
Load Factor	59.3%	48.7%	
PAX density	49.4	39.2	+26.0
Cargo ton miles	5.3 mil.	3.1 mil.	+ 6.1
Cargo tons brd.	8,793	8,441	+ 4.2
On-time	76.4%	84.8%	



LAST RUN—Captain Dave Cameron receives a planeside hug and congratulations from well-wishers in Phoenix on the completion of his last flight after 24 years of service with the company—as well as his 60th birthday. Capt. Cameron, who never has had a day of sick leave, first started with Bonanza Air Lines, a predecessor company, as a \$75-a-month agent and handyman. He plans to enter private business, selling real estate and hydroponic plant-grow equipment. The pilot on the right is wearing a Bonanza uniform.

Two company medical appointments announced

Two medical appointments were announced by the company last month.

Dr. David Long of Phoenix has been promoted to medical director.

In addition to his current duties as administrator of our Phoenix medical facility, Dr. Long will assume responsibility for our health program and supervision of all medical staff personnel.

He is a graduate of Western Reserve University Medical School in Ohio. He has a private practice in Phoenix and specializes in internal medicine and cardiology.

Dr. Long, 51, is a member of Phi Rho Sigma medical fraternity, the American College of Physicians, the American College of Cardiology and the American Society of Internal Medicine.

Dr. Peter Philbin of San Mateo has been named the company's staff physician at our international headquarters in San Mateo.

He is a graduate of the New Jersey

State College of Medicine and the U.S. Navy's Aerospace Medical Institute.

Dr. Philbin, 35, served a three-year tour as a practicing flight surgeon. He is a medical examiner for the Federal Aviation Administration and is a member of the Aerospace Medical Association.

FINANCIAL RESULTS

	May '74*	May '73*
Operating revenue	\$13,655	\$10,188
Operating expense	12,446	10,436
Operating earnings (loss)	1,209	(248)
Non-operating earnings (loss)	(325)	(241)
Provision for taxes	451	—
Net earnings (loss)	433	(489)
Year-to-Date		
Operating revenue	\$64,896	\$49,927
Operating expense	57,381	50,178
Operating earnings (loss)	7,515	(251)
Non-operating earnings (loss)	(454)	(666)
Provision for taxes	1,945	—
Net earnings (loss)	5,116	(917)

*All data in thousands.

TRANSITION

WELCOME ABOARD — Joanna Rollins, industrial nurse, Phoenix. Gary Hallgren, Fernando Fernandez and Stephen Day, station agents, Los Angeles. Toni DeLoura, junior accounting clerk, San Francisco. Pat Smith, Paul Longden and Clinton Bech, reservation agents, Seattle. Melinda Musick, Irene Davila, Margaret Papke, Donna Myers, Paulette Burch and Anna Martinez, reservation agents, Los Angeles. Marilyn Hoppe, clerk typist, San Francisco. Patrick McGinnis, station agent, Santa Maria. Elmer Canady, station agent, Monterey. Natalie Cabral, Sigrid White and Joyce Heydt, reservation agents, San Francisco. Paulette Grace, clerk typist, San Francisco. Patricia Real, ground hostess, Burbank. Neva Ruder, ground hostess, Phoenix. Philipp Riley, station agent, Las Vegas. James Mayer, Robert Erickson, Samuel Raynovic, Thomas Collard, Jose Perez, Frank Hight and Walter Kaliaur, technicians, Phoenix. Michael Courtney, cleaner, Las Vegas.

PROMOTIONS—Carol Schultz to chief ticket agent, Phoenix. Michael Murphy to chief station agent, Calgary. Allen Selgenesen and Clifford Yeats to chief station agents, Edmonton. Karen Hart to intermediate accounting clerk, San Francisco. Nancy Smith and Roddy Cox to chief reservation agents, Phoenix. Edward Riederich to chief reservation agent, Seattle. John Kile to assistant manager telephone sales, Phoenix. Samuel Brown to supervisor maintenance, San Francisco. John Cano, Clive Antram and Keith Nelson, maintenance representatives, San Francisco. Delores Menchini to executive secretary, San Francisco. Erwin Newman to assistant station manager, Phoenix. Ruth Murphy to ticket agent, Edmonton. Charles Fallon to chief station agent, Las Vegas. Henry Smith to captain, Seattle. Adam VanVugt to lead technician, Phoenix. William Morrissey, Eugene Hite and George Snyder to lead technicians, Phoenix. Carol Lorenz to secretary, San Francisco. Patricia Moriarty to chief reservation agent, San Francisco. Ida Sciarra and Edith Pereda to intermediate accounting clerks, San Francisco.

RETIREMENTS — David Cameron, captain, Phoenix, after 24 years with the company. Russell Elliott, technician, Phoenix, after 26 years. William Smith, cleaner, San Francisco, after 8 years.



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



Manning



Burgess



Gostyla

Management promotions gained by 3 women

Three women employes have been promoted to new positions.

They are Lynne Manning, Carol Burgess and Margie Gostyla.

Manning is the new assistant manager of passenger services in Phoenix and our first woman airport executive.

"She won her position in competition with 35 men and several other women," said C. S. "Kip" Wharton, staff vice president of stations and traffic.

Manning, 28, has been with the airline seven years. She started with Pacific Air Lines, a predecessor company, as a revenue accounting clerk. She entered the management ranks in 1969 as an analyst in the planning department. Most recently, she has been an analyst in the marketing department.

In her new position, Manning will handle all of the airline's customer related problems at Phoenix Sky Harbor International Airport.

She is a native of Missouri and attended Macon (Mo.) High School and Central Missouri State College.

Burgess is our new Boise sales representative and the first woman in the com-

pany to hold a major sales position in the Northwest.

She started with the airline in 1972 as an executive secretary and most recently was a marketing representative in Boise.

Burgess, 27, is a member of the board of directors of the Greater Boise Visitors and Convention Bureau and chairwoman of the scholarship committee for the National Secretaries Association.

She was born in Nampa, Idaho, graduated from Vallivue High School in Caldwell, Idaho and attended Boise State University.

Gostyla has been appointed the company's Mexico sales representative in the United States.

She will assist the airline's marketing manager for Mexico, Juan Sparhawk, in promoting travel from the U.S. to Mexico.

Gostyla, 28, has been secretary to the director of sales for the last six years.

She is a member of the Comite Civico Patriotico, which is being formed to plan a "Mexico Week" for the City of San Jose. She also is a member of the Association for Airline Representatives.

Annual company picnic set for July 13

The company's annual Family Day Picnic will be held Saturday, July 13 at Frontier Village amusement park in San Jose.

All employes are invited, regardless of base or station.

The day features all the beer and soft drinks you want, broiled steaks and hot dogs, corn-on-the-cob, potato salad, sourdough bread, and free rides. Cost is \$5 for adults and \$2 for children. There is no charge for children under 5.

Tickets are available in San Mateo from (Bldg. #1) Joan Drayton, Faye Minto and Carole Siekierski; (Bldg. #2) Mary Ames, Candi Kellam and Bev Gear. Marion Szekely has tickets at our San Francisco International Airport offices. No tickets

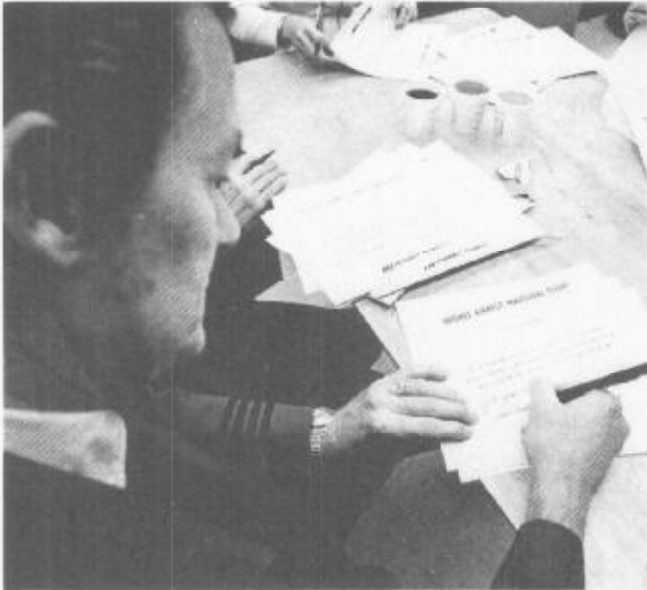
will be sold at the door. Deadline for buying tickets is noon on Friday, July 12.

Linda is back at work on vacation in Haiti

Linda Collins, San Francisco-based flight attendant, flew 4,000 miles to Haiti for her vacation and found herself back at work.

As Linda was boarding a local flight in Port Au Prince, the pilot asked her to fill in as stewardess, according to her traveling companion, Wendy Knight, another San Francisco flight attendant.

Linda couldn't say she didn't know what to do, so she cheerfully served beverages to the pleased passengers.



CERTIFICATE SIGNING—It took many cups of coffee and several pens for the flight to personally sign more than 100 inaugural certificates. The souvenir certificates, commemorating the historic flight, were presented to each passenger.



TIP-O'-THE-HAT—Leo LeClerc, manager of Edmonton's business development department, prepares to tip his hat in salute to Hughes Airwest's new service in Edmonton. Seated on the platform at Canada Island in the Expo '74 fairgrounds are Rob Priest (left), Spokane district sales manager; and Irving T. Tague, general manager.



RIBBON CUTTING—Alberta Cabinet Minister Bert Hohol (left) and Ed Dent cut ribbon on Edmonton ramp as Ed Altman, vice president of o They are flanked by two Canadian Mounties and flight attendants Ka and Donna Laughlin.

Edmonton becomes a

(Continued from page 1)

The new flights are the first to result from the recent signing of the Canadian-U.S. bilateral agreements.

Our schedule in Edmonton consists of departures at 7 a.m. and 3:15 p.m. and arrivals at 2:35 p.m. and 9:55 p.m.

Edmonton Vitals

SALES OFFICE:

Dave Ferguson, sales manager-Canada
10024 Jasper Avenue
Edmonton, Alberta, Canada
(403) 423-2423

CITY TICKET OFFICE:

Ruth Murphy, manager
10024 Jasper Avenue
Edmonton, Alberta, Canada
(403) 423-2423
(Hours: 8:30 a.m. to 5 p.m., weekdays)

EDMONTON INTERNATIONAL AIRPORT:

Warren Wood, station manager
(403) 299-7252
Cliff Yeats, chief agent

24-HOUR RESERVATIONS TELEPHONE:
(403) 429-4716



AIRPORT STAFF—A monoton ticket counts George Lovell, Warre



Edmonton Mayor Ivor Ivens, looks on. Wilkinson (left)



KLONDIKE VIPs—Passengers board Hughes Airwest's first flight in Edmonton. All the Canadian guests were dressed in clothes of the 1800's to focus attention to Edmonton's upcoming "Klondike Days", July 17-27.



INAUGURAL CREW—The crew of the inaugural flight to Spokane, Las Vegas and Los Angeles stand ready to greet passengers in Edmonton. They are First Officer Mitch Griffin (left) and Captain Jack Spargo; and flight attendants Karen Wilkinson, Donna Loughlin and Phyllis Bays (from left), all of Las Vegas.

Sundance city



on duty for the first day of service stand ready behind the Ed-
dy are (from left): Greg Park, Bev Zerk, Cliff Yeats, Ingrid Dohrn,
rd (station manager), Al Selgensen, and Ed Bordun.



PLAQUE RECEIVED—Edmonton Chief Commissioner George Hughes presents an inaugural plaque to Irving T. Tague, general manager, at a luncheon in Spokane.



'SALUTE TO AVIATION'

Company to be participant, sponsor at Calgary Stampede

"Hughes Airwest Presents: Hughes" is the title of a special exhibit in a 2,000-square-foot, dome-shaped structure at the Calgary Exhibition & Stampede, July 4-13.

It will include various items that relate to Howard Hughes as a pioneer in aviation and aerospace, and an 18-minute movie film showing many of his achievements.

The exhibit will be in the Stampede's Flare Square area and will be among other exhibits as part of this year's "Salute to Aviation" theme.

A company-sponsored bronze trophy (above left) that depicts a wildlife scene will be presented to the best exhibit in Flare Square July 11—which has been designated "Hughes Airwest Day".

The unique bronze was created by the noted Canadian artist



and sculptor Mrs. Gina McDougall.

On the same day, the company also will hold public graduation ceremonies in Flare Square for 14 new flight attendants. The flight attendants also will present a 40-minute musical show, including a tribute to Canada.

On Saturday, July 13, the company will award a handmade saddle (shown above right with flight attendant Linda Simpson) to the winner of the 20th running of the Stampede Handicap. Hughes Airwest is the sponsor of the one-mile horse race. The saddle was crafted by Fletcher Whitlow of Phoenix.

Fuel costs to increase?

Jet fuel costs will increase by more than \$1 billion this year unless the Federal Energy Office takes action to correct inequities in their fuel allocation regulations, according to the president of the Air Transport Association.

Paul R. Ignatius, testifying before a Senate subcommittee said "the impact of jet fuel price increases on the airline industry is overwhelming."

Three agents receive Boise State degrees

Three Hughes Airwest agents were among the 1,176 Boise State University students receiving degrees last month.

Glen Schloe, 36, received a bachelor of science degree in mathematics. He is a chief station agent in Boise and a 16-year veteran of the company.

Spokane ticket agent Gary Williams, 27, earned a social science, secondary educa-

tion degree. He has been with the company since 1972.

Alan Kartchner, Salt Lake City station agent, was awarded a bachelor of business administration diploma in accounting. Kartchner, 26, has been with the company six years.

About 340 Hughes Airwest employees now hold college degrees. An additional 1,585 have some college credits.

'Ten Trails West' tours offer fare cut of 25 per cent

Hughes Airwest and American Airlines are offering new "Ten Trails West" packages, many giving tourists a visit to the World's Fair, Expo '74, in Spokane.

"Up to a 25 per cent reduced rate is available for air fares on both airlines, when purchased with the basic tour packages," said Jim Garvin, manager of interline marketing.

Starting points for the tours are reached by flying from any of the cities on American's system, such as Chicago, Washington, D.C., Boston or Buffalo. Sundance jet service is provided between tour points.

The most extensive package is a 15-day tour, "Mountains & Magic", to such varied locations as Salt Lake City, Calgary, the Canadian Rockies, Banff, Lake Louise, Expo '74, Las Vegas, Los Angeles, Disneyland and San Francisco.

A 10-day tour, "Coast & Canyons", includes a three-day bus trip down the scenic Pacific Coast from San Francisco to Los Angeles. At Los Angeles, Hughes Airwest flights are taken to the tour's remaining destinations—Las Vegas; the Grand Canyon; and Phoenix, the final stop.

A third tour, "The Four Top", features visits to three cities—Los Angeles, Las Vegas and San Francisco. A visit to Disneyland rounds out the nine-day itinerary.

Hughes Airwest Flyers 'on track' in Eugene

Thirteen budding track stars—known as the Hughes Airwest Flyers—have been organized by Eugene station agent Gary Timms.

The team, uniformed in bright yellow Hughes Airwest T-shirts purchased by the company, has logged its share of wins in local track meets.

Timms' son, Gary, 8, is a stalwart member of the team, which is comprised of boys 8 to 12.

Olympic gold medalists have been known to start this way.

IN MEMORIAM

Mr. Clarence Meier, father of Roger Meier, station agent, Tucson; June 16.

Mrs. Maria Carrasco, mother of Arthur Carrasco, driver, Los Angeles; June 12.

Mrs. Nona Snider, wife of Harold Snider, technician, Phoenix; May 29.



ON-CAMERA—Sundance Kids Elizabeth Palmimi (wearing hat) and Annette Williams recently appeared on a Tampa, Fla. television show during a tour through the South to help promote an Expo '74 tour program that Hughes Airwest is sponsoring with Delta Air Lines. Show host Russ Byrd (left) listens attentively as the girls make a point with Delta representative Bruce Shorter.

Q and A Corner

Q. Why can't we ticket interline, using such commonly used credit cards as Master Charge, BankAmericard, Diners and American Express?

A. There is presently no specific agreement between the carriers to accept the particular credit cards. An agreement must include which airline will pay the discount charges and which airline will be liable for losses. We are presently negotiating with Western for acceptance of the credit cards mentioned. We do have an agreement for Master Charge with Delta, which will soon be indicated in the sales guide. (From Arch Miller, senior director of marketing.)

Q. If we are unable to accept these credit cards, why doesn't reservations advise the passengers? This would avoid the need to rewrite tickets when the passenger arrives at the counter 30 minutes before flight time and wants to use his credit card.

A. It is standard procedure for the telephone sales agent to determine the acceptable method of payment and indicate in the time limit field of the PNR. In instances where this is not done, the local telephone sales manager should be notified. (From Arch Miller.)

Q. Passengers often ask flight attendants and station agents about Expo '74, since we are the official carrier. How can we answer these questions when we have not been there ourselves?

A. We have already taken a majority of the station managers to Spokane to preview Expo '74. In addition, a film preview has been shown at various stations. Although it is not economically practical to

send the 1,000 station employees to Spokane, marketing is making arrangements for an employe Expo package that will enable interested employes to attend Expo with their families. (From Kip Wharton, staff vice president of stations and traffic.)

Q. We understand many of our passengers are first-time riders. How do we expect them to ride with us again when our aircraft are not as clean as they might be?

A. Overnight aircraft grooming is being emphasized by station management. Managers and chief agents have been asked to inspect each overnight aircraft each morning for a period of 30 days to evaluate the effectiveness of aircraft grooming. The stewards and stewardesses are asked to complete a grooming checklist and to give it to the gate agent each morning. It will then go to the manager for his review and corrective action. This increased emphasis on overnight grooming should assist in having the aircraft start its day in a clean condition. (From Kip Wharton.)

Q. Why are the crew scheduler's reports chronically late at Las Vegas? Why doesn't the agent who is supposed to post the report have a key to the bulletin board?

A. The report, a recap of time for each crew member, is issued daily in Phoenix. There was some confusion at first, but a meeting was held in Las Vegas to thoroughly review the problems. As a result, the report is being sent by company mail to Las Vegas for posting. It is posted as soon as it is received. The agent who posts the report has access to the key. (From Kip Wharton.)



STATION MANAGER—Herb Chesney, Las Vegas station manager, welcomes visitors to the new passenger rotunda and civic reception.



LEGISLATOR SERVED—Gene Empey, Las Vegas assistant manager of passenger service, assists Nevada State Assemblywoman Jean Ford with refreshments.

UNVEILING CEREMONY

New terminal opens in Las Vegas

(Continued from page 1)

More than 200 civic officials and community leaders joined executives from the airline and members of its board of directors June 13 for a special unveiling of the new facility.

The event was planned by **Jesse James**, Southwest marketing manager in Las Vegas, and **Jean Wade**, assistant to the vice president of marketing.

Employe Previews

Earlier in the week, two previews of the new facility were held for Las Vegas employes and their families.

Adults were offered champagne and hors d'oeuvres while the youngsters were treated to soft drinks, balloons and a visit by the Friendly Eagle cartoon character from Busch Gardens in Burbank.

An estimated 300 persons attended the employe previews, which also included tours of the new building.

(A future issue of this publication will be entirely devoted to Las Vegas and the new facility.)

Symbolic Gold Key

Director Rea E. Hopper accepted a symbolic gold key to the new terminal from Clark County Commissioner Myron E. Leavitt. Directors William E. Rankin and James F. LeSage also were present.

Representing the company from San Mateo were **Russell V. Stephenson**, marketing vice president and a board member; **Harry Swenson**, vice president of finance and treasurer; and staff vice presidents **Ron Carlson**, industrial relations, and **Terry Ashton**, planning.



SUPERLATIVES GALORE!—Ground hostess Sachi Kurashige points out some of the airline's superlatives in Las Vegas to company directors William E. Rankin (left) and James F. LeSage.

BRIEF ADDRESS IN LAS VEGAS:

- Las Vegas is our 21st airport in terms of passenger loadings, 11% of the total.
- More than 400 employes are housed here, with an annual payroll of over \$7,000,000.
- Seven in Las Vegas (to 1,000,000) passengers in 1974. This is 20% of the international airport total.
- Third largest carrier in Las Vegas in terms of passengers boarded.
- Non-stop service to 13 cities from Las Vegas.
- Most flight arrivals and departures per day than any other carrier serving Las Vegas.



EAGLE HUG—Ground hostess Sylvia Unger gets a hug from the "Friendly Eagle", symbol of Burbank's Busch Gardens. The eagle flew into Las Vegas to add color to the festivities and to promote our new "Two Beers from Burbank" in-flight service.



ROTUNDA ADMIRERS—Arthur Eastman, Las Vegas Convention Service Co., points across the spacious rotunda, 161 feet in diameter. Looking on are Marty Osburn (left) of the Del Webb Travel Service and Bill Allen, Southwest regional cargo sales manager.



OPENING REMARKS—Russell V. Stephenson, vice president of marketing, delivers welcoming remarks to the crowd of more than 200 civic officials and community leaders who previewed our passenger rotunda area (above) in the new terminal facility in Las

Vegas. The two-level terminal is the largest and most modern in the system and was open for business on June 18. Las Vegas also became our only station with an "AA" designation. The facility has eight gates—or more than are used by any other airline.

SERVICE ANNIVERSARIES

These employees celebrated recent service anniversaries.

TWENTY YEARS

SAN FRANCISCO—Hal Pedersen, manager of tariffs. EPHRATA—James Smith, station manager. PHOENIX—Jack Huffman, captain.

FIFTEEN YEARS

SANTA ANA—Larry Green, chief station agent. ONTARIO—Jesse Law, chief station agent. SACRAMENTO—Robert Walther, station agent. SPOKANE—Fred Primmer and Robert Allen, station agents. MEDFORD—Roger Wimpy, station agent. EL CENTRO—Duane Byers, chief station agent. YAKIMA—Vernon Martin, station agent. LOS ANGELES—Ralph Sellars, station manager. PHOENIX—John Flitton, manager shop planning. William Madsen, lead technician. George Snyder, technician. LAS VEGAS—Jesse James, regional marketing manager, southwest. James Kennedy, technician. SAN DIEGO—William Bulloc, chief station agent. SAN FRANCISCO—Mary Moriarty, chief reservation agent. Jim Garvin, manager of interline marketing. Larry Curns, director of customer services. SEATTLE—Collette Ellingson, flight attendant. MONTEREY—William Gross, station manager. SAN MATEO—Dick Neal, director of sales.

TEN YEARS

BURBANK—Robert Winebrenner, chief station agent. SALT LAKE CITY—Maxine Katsilas, ticket agent. John Denys, station agent. SACRAMENTO—Ken Black, station manager. PORTLAND—Rodney Aig, station agent. SANTA ANA—Kenneth Barker, station agent. SAN FRANCISCO—Cheryl Keeney and Judith Hedberg, reservation agents. Billye Moore, intermediate accounting clerk. Joan Hiatt, flight attendant. Tom Monroe, economic control manager. RENO—James Nagel, station agent. PHOENIX—Charles Faulkner, Larry Keitel, Thomas Wilson, David Fowler and Clayton Lester, technicians. Jorge Mayor, supervisor maintenance center. Eileen Gurney, reservation agent. Melvin Hayes, station agent. Jerrold Coates, ticket agent. Richard Cox and George Brinkop, captains. EATTLE—James Kraus, technician. REDDING—Joseph Miller, station agent. LAS VEGAS—Delores Wilson, flight attendant. SAN MATEO—Dorothy Green, senior accounting clerk. Sammie Belliston, intermediate accounting clerk.

FIVE YEARS

LOS ANGELES—Jerry Bones, Carl Parker, Keith Petree, Rogelio Rodeiguez, John Weber, Larry Whitlock, Uel Carter, Jimmy Wharton, Richard Young, Ronald Bogenreif, Arthur Carrasco, Robert Dailey, Jack Markham, Arvid McClary, Nicholaas Struyck and Robert Vaughn, station agents. Ramon Pedraza, Narciso Fernandez and Jorge Plasencia, cleaners. ARCATA—Floyd Mor-



MAURITANIA-BOUND—This is the new paint job, recently completed in Phoenix, on one of the two F-27s sold to Air Mauritanie. The West African airline became the fifth carrier to sign a foreign diversification contract with Hughes Airwest earlier this year. Under the contract, we are providing pilot and mechanic training in Phoenix and long-term support and maintenance in Mauritania.

rell, station agent. BURBANK—Martin Lieb, station agent. SAN JOSE—David Kitt, station agent. SANTA ANA—Anthony Kern and Michael Brink, station agents. PUERTO VALLARTA—Juan Garibay, senior passenger service agent. PASCO—Carl Ogan, technician. Barbara Montank, ticket agent. SEATTLE—Gerald Kincade and Mark Clirehugh, station agents. LOS ANGELES—Newmann Theriot, ticket agent. LAS VEGAS—Cheryl Davidson, ticket agent. Cheryl Stephenson, flight attendant. SAN MATEO—Ed Hall, director audits & tax. SAN FRANCISCO—Kenneth Gfroerer, Joseph Kross, Franklin Medina, Anthony Sanchez, Alfredo Briones, William Peters and Byron Smith, station agents. Dennis Homer, ticket agent. Georgann Walschon, secretary. Elmer Steitz, intermediate accountant. Mary Koslosky, intermediate clerk. Willa Woods, clerk typist. B. J. Neff, secretary. PHOENIX—Jerry Svec, Dallas Villemonde and Louis Bennett, technicians. John Destiche, analyst, warranties control. Mark Dorris, cleaner. Thomas Andel, systems design. William Sadler, reservation agent. Roxanne Caserta and Rita Cobain, flight attendants. Lorraine Burow, clerk typist. SUN VALLEY—Martin Iverson, chief station agent.

Spokane boards 10,000th passenger for first time in May for station record

Spokane, site of the World's Fair, Expo '74, boarded more than 10,000 passengers in one month in May for the first time in the station's history.

"This is a milestone and just a preview of what is ahead," said station manager Jack Whitehill, who is looking forward to a continued influx of visitors to Expo '74.

New National Parks Service office in Spokane suggests other attractions near Expo

A special U.S. National Parks Service office has been established in Spokane which suggests tourist attractions Expo '74 visitors might want to see while in the area.

It has information on Yellowstone, Mt. Rainier, Glacier, Olympic and Grand Teton National Parks, all easily accessible from Spokane. A total of 12 national parks are just a day's drive away.

Dozens of state parks, 15 national forests and hundreds of campgrounds are also within a day of Expo '74.

For the fisherman, there are 76 lakes within a 50-mile radius of the fairgrounds.

Five Indian reservations and numerous historical sites also are close by.

Airport Holiday Inn in Seattle offers special employe rate

Employees wanting to visit Expo '74 will be able to get around the difficulty of finding hotel space in Spokane by taking advantage of a special rate available at the Seattle Airport Holiday Inn.

After spending the day at the fair, employes can take our late evening flight to Seattle, returning to Spokane the next morning.

The rate at the Holiday Inn is \$22 a night for the entire family, including ground transportation. Reservations can be made by calling (800) 453-5555 (in Salt Lake City, 521-6200) and identifying yourself as a Hughes Airwest employe.