

Foursome starts up new overseas project - 727 support in Iran

Four employees are on their way to Iran to begin the company's newest overseas maintenance and technical support project.

The team will provide maintenance for a 727-100 owned by Projects and Technologies, Inc. (PTI), a worldwide firm, and operated primarily in the Near East by Aviation Services, Inc., an Iranian-aviation consortium.

The contract anticipates a second 727-100 by the end of the year, in which case three more employees will join the project. Term of the agreement is 18 months and can be extended.

Employees include: Bud Dewees, previously maintenance representative with our Nepal project, as Iran project manager; and Ted Ortiz, lead technician, and John Foley, technician, both of Las Vegas, as maintenance representatives. (Selection of the third representative was not final at press-time.)

They will provide on-the-job training for PTI maintenance employees. The contract also includes four weeks of classroom and on-the-job training for up to 15 PTI employees at our Phoenix maintenance base.

The project will be based in the capital city of Tehran. The second aircraft might be based in Abadan.

Start-up is scheduled for July 5. Family members will join the employees later.

The company is continuing projects in Saudi Arabia, Mauritania, Nepal and Argentina. Sixty employees are assigned to those overseas programs.

A spirited, patriotic christening on Flag Day



Lori Cox, 19, pours champagne from a silver pitcher to dedicate our fifth 727-200 as the Spirit of Patriotism. Assisting is Russell V. Stephenson, president. Nearly 400 employees, spouses, civic leaders and travel agents attended the ceremonies in Phoenix on Flag Day, June 14. Lori is the daughter of Capt. and Mrs. Dick Cox and the originator of the recently celebrated Patriotism Week in Arizona. She suggested the name for the new trijet which is now in charter service. The program included a colorful array of flags by the Phoenix Elks Club and American Legion Post #1 and music by the renowned Yuma High School Chorale. The invocation was by Capt. Bob Manning, bishop and senior member of the High Council of the Scottsdale Stake of the Mormon Church. See inside for more photos.

Enclosed: Corporate Profile

Your copy of the new Corporate Profile is inserted in this issue.

It contains a brief overview of Hughes Airwest—activities, progress and financial and operational statistics—the type of information usually found in annual reports of publicly-held companies.

The fast pace at which things are changing for the company is reflected by this edition. Portions have already been outdated since it was printed in late May—by new routes and authorities since granted, a new overseas business program and other developments.

A revised edition, reflecting many of these changes, is planned for this fall.



Nonstop from Los Angeles

CAB grants us Louisville, Nashville rights

Hughes Airwest will come within 600 miles of ocean-to-ocean nonstop service when we begin flights to Louisville, Ken., and Nashville, Tenn., from Los Angeles.

The Civil Aeronautics Board issued its final order awarding us nonstop,

permissive authority to Louisville, and Nashville beyond, on June 12. A final decision has not been made for date of start-up.

Louisville aviation officials and a CAB administrative law judge had endorsed award of the route to us over three other applicants—American, TWA and Allegheny.

We plan two roundtrips a day.

Los Angeles-Louisville is currently served one-stop by American and TWA. American also offers one-stop Los Angeles-Nashville flights.

One roundtrip will serve San Diego and the other will serve San Francisco beyond Los Angeles. There is no direct service between San Francisco and Louisville or San Diego and Nashville. American serves San Francisco-Nashville one-stop and San Diego-Louisville one-stop in one direction.

The authority will allow us to carry local passengers between Louisville and Nashville. Three airlines—American, Eastern and Air Kentucky—now serve this 154-mile segment.

The Los Angeles-Louisville nonstop is 1,842 miles, exceeding Phoenix-Milwaukee (to begin Sept. 6) by 375 miles and Las Vegas-Calgary, currently our longest nonstop, by 800 miles.

Los Angeles-Alberta nonstops to begin; service improved between NW cities

Nonstop flights linking our Alberta cities with Los Angeles highlight July schedule changes.

The new international service is planned for July 15, pending Civil Aeronautics Board approval of an exemption.

(Effective date of the new authority is July 25—60 days after it was approved by President Carter. Exemption

approval would allow us to begin service 10 days earlier to coincide with other systemwide schedule changes and to accommodate travelers attending the Calgary Stampede and Edmonton's Klondike Days and Commonwealth Games. If the exemption isn't approved, the flights will continue to operate with stops in Spokane or Las Vegas through July 24.)

The nonstop schedule includes an 8:15 a.m. departure from Calgary arriving in Los Angeles at 10:12 a.m. This flight continues to San Diego and Tucson. The nonstop from Edmonton will depart at 7:50 a.m. and arrive at 9:55 a.m.

The northbound Calgary nonstop (originating in Tucson and San Diego) will depart Los Angeles at 5:25 p.m. and arrive at 9:10 p.m. The Edmonton nonstop will depart at 5:50 p.m. and arrive at 9:55 p.m.

The nonstops will be complimented by early morning northbound and mid-afternoon southbound flights serving both Alberta cities, with stops in Spokane.

Our flights will compete with nonstops by Air Canada which has two daily roundtrips serving Calgary (early morning and evening) and one mid-day roundtrip serving Edmonton.

Other improvements

Several Northwest cities will receive improved service under the July 15 schedule change.

Two daily nonstop roundtrips will be added in the Boise-Seattle and Portland-Salt Lake City markets and one will be added Boise-Portland and Boise-Salt Lake City.

Our service is in competition with United's in all four markets. We are not currently offering direct flights on

20-year pilot

Gene Malm flight ops staff vice president

Captain B. E. "Gene" Malm, a pilot with the company for more than 20 years, has been named staff vice president of flight operations.



Malm

He will oversee our more than 600 pilots and the regional flight offices in Seattle, Phoenix, Las Vegas and San Francisco.

He replaces Capt. George Locke, who is returning to the line.

Malm, 48, joined the company (Pacific) in 1958, as a first officer. He was based in San Francisco.

A native of California, Malm received a bachelor's degree in foreign trade at San Francisco State University and a master's in education from San Jose State University.

He was a pilot for TWA before joining us.

Malm was a U.S. Air Force pilot in 1951-55, achieving the rank of captain.

Their way of saying it

Vic Remeneski, Phoenix hangar maintenance technician, gets a "thank you" from Polly Jannarone (left), Las Vegas flight attendant assistant manager, and Linda Polvino, Phoenix flight attendant. See back page for another photo and details.



TRANSITION

WELCOME ABOARD

Thomas Green, assistant dispatcher, San Mateo. **Andrea Coote**, sales representative, Sydney, Australia. **Jack Martin**, budget analyst, San Mateo. **Frank Jauregui**, hangar maintenance analyst, Phoenix. **Karen Downing**, **Oliver Caldwell**, **Lynn Muecke**, **Maxanne Millett** and **Judith Brandt**, telephone sales trainees, Phoenix. **Sandra Ondatje**, **Maria Vegara**, **Margaret Lieb**, **Kathleen Bresin**, **Isabella Utz**, **Edward Strichman** and **Suzanne Skrypek**, telephone sales trainees, Los Angeles. **Bruce Heilman**, telephone sales trainee, Seattle. **Iaulanda Maneke**, clerk typist, supply, Phoenix. **Teresa Brown**, clerk typist, telephone sales, Seattle. **Arlen Hart**, mail clerk, Phoenix. **George Grindahl** and **Elizabeth Contois**, cleaners, Las Vegas. **Ronald Beard**, **Larry Mason** and **Randy West**, maintenance technicians, Las Vegas. **Larry King**, **Walter Jenkins** and **David Gould**, hangar maintenance technicians, Phoenix. **Charlene Luken** and **Jacqueline Wagner**, cleaners, Phoenix. **Dale Armstrong**, station agent, El Centro. **Lori Krasnow** and **Debra Scrivner**, station agents, Burbank. **Steve Matthews** and **Debbie Jordan**, station agents, Las Vegas. **Michael Grinnell**, station agent, Los Angeles. **Barbara Belonti**, station agent, Grand Canyon. **Lou Smith**, telephone sales agent, Phoenix. **Paterno Veloso**, **Deborah Smith**, **Carrie Gates**, **JoAnn McIsaac** and **Pamela Haynes**, junior revenue accounting clerks, San Mateo.

(Continued on back page)

Jones named revenue accounting director

J. Stanley Jones has been promoted to director of sales and interline revenue accounting, a new position. He reports to the senior director of revenue accounting, overseeing the passenger interline and sales audit departments.



Jones

Jones, 44, joined the company (Pacific) in 1967 as senior accountant. Later he was named revenue accounting supervisor. He has

been passenger interline accounting manager since 1968.

He was with American Airlines in 1955-67.

Jones studied accounting at Capital City Business College in Little Rock, Ark., and at Canada College in Redwood City, Calif.

C. Jay Kramer has been promoted to manager of passenger interline accounting.

He joined the company (West Coast) in 1961 as passenger sales supervisor in Seattle. Most recently, he was cargo accounting manager.

Kramer, 43, studied accounting at the University of Washington.

Finance

Huffman promoted; Owens heads purchasing

Two executives have been promoted in the finance division: ● John W. Huffman has advanced to senior director and assistant to the vice president of finance and treasurer. He was senior director of purchasing.

● Kenneth E. Owens has been promoted to senior director of purchasing.

Huffman, 60, joined the company (Bonanza) in 1963 as purchasing and supply director in Las Vegas. He was based in Phoenix in 1966-72 and named senior director last year.

He served in the Air Force in 1941-45 and was employed in purchasing with TWA in 1945-63.

Huffman is a member of the Air Transport Association's materials management council.

Owens joined the company as a rotatable analyst in 1968 following 20 year's service in the Air Force.

He was named assistant to the director of purchasing in 1969 and has been surplus sales manager, based in Phoenix, since 1972.

Owens, 48, received a degree in philosophy from the University of Omaha. He was awarded the Bronze Star for service in Vietnam.



Huffman



Owens

SERVICE ANNIVERSARIES

TWENTY-FIVE YEARS

PHOENIX—**John Sondgeroth**, maintenance supervisor, avionics.

TWENTY YEARS

MONTEREY—**James Cumiskey**, SATO agent. PHOENIX—**George Morrison**, supply supervisor. **Mary Slonaker**, intermediate clerk, production control. SACRAMENTO—**Lot Lodwick**, station agent. SAN FRANCISCO—**Patricia Zekas**, flight attendant. RENO—**William Burr**, station agent.

FIFTEEN YEARS

PHOENIX—**Charles Illes**, lead hangar maintenance technician. **Arroll Harnage**, quality control technician. SAN FRANCISCO—**Christel Anderson**, flight attendant. SEATTLE—**Judy Bergh**, flight attendant. SPOKANE—**Richard Rose**, station agent. BOISE—**Garland Reich**, station agent. SAN MATEO—**Alinia McCarthy**, telephone sales agent. **Gary Hjelt**, assistant dispatcher. **Ed Altman**, operations vice president. **John Huffman**, assistant to finance vice president & treasurer.

TEN YEARS

SAN MATEO—**Jean Suttle**, auditor. **Rob Dirks**, executive assistant to operations vice president. **Margie Gostyla**, Mexico product development manager. **Ray Hahn**, building manager. **Bob Flores**, facilities manager. **Rita Bacallao**, telephone sales agent. **Celia Orlovski** and **Janice Hornbuckle**, intermediate revenue accounting clerks. SAN FRANCISCO—**Frederika VanNaerssen**, intermediate clerk, printing. **Wallace Webb**, maintenance technician. **Richard Trayler** and **Jerry Evans**, station agents. **Catherine Allen**, ticket agent. PHOENIX—**Arline Neer**, secretary, maintenance. **James Senstad**, crew scheduler. **Darlene Matlewsky**, flight attendant. **Richard Schroeder**, station agent. **Barbara Saunders**, ticket agent. LAS VEGAS—**Alvis Fawcett**, **William Frisco** and **Richard Kelln**, station agents. **Michael Donoho**, chief station agent. **Jason Cromer**, crew scheduler. TUCSON—**Edmund Untch**, station agent. **Alejanoro**

Reyes, ticket agent. PORTLAND—**Dan Donnelly**, regional cargo sales manager. SEATTLE—**Carol Dilling**, telephone sales agent. LOS ANGELES—**Denise Mariano**, telephone sales agent.

FIVE YEARS

SEATTLE—**Paulette Staff**, **Evelyn Bagley**, **Jeanette Darms** and **Tarah Baker**, flight attendants. GUADALAJARA—**Vivianne Michel**, ticket agent. LAS VEGAS—**Pamela McKinley**, **Miguel Fonseca**, **Holly Harper** and **Janet Redmond**, flight attendants. ORANGE COUNTY—**Patrick Love**, station agent. PHOENIX—**Deanna Haggard**, flight attendant. **Adelaide Fiala**, senior transcription operator. **Michael Shields**, senior programmer. SAN FRANCISCO—**Willia Polk-Morris**, flight attendant. SAN MATEO—**Jed Orme**, corporate legal senior director.

IN MEMORIAM

Romaine A. Collins, captain, Seattle; June 18. He joined the company (West Coast) as a first officer in 1957. He was 46. **Raymunda Estrada**, mother of **Angelina**

Messina, Pawluk, Woodward advance

Three employees have been promoted to manager positions:

- Doris S. Messina, central reservations services (CRS);
- Cary W. Pawluk, tour development; and
- Kenneth E. Woodward, maintenance-Phoenix.

Messina joined the company in 1976 as CRS assistant manager in charge of ticketing services.

Previously, she was with Mohawk and Allegheny Airlines in ticket sales and as a reservations instructor and was an instructor at Airline Career School, Cobleskill College and Franklin Pierce College.

Messina, 39, attended Point Park College in Pittsburgh and Syracuse University and University College in New York.

Pawluk joined the company as Edmonton sales representative in March of last year.

He studied commerce at the University of Alberta in Edmonton.

Pawluk, 28, was regional marketing manager with a tour company before joining Hughes Airwest.

Woodward joined us in 1969 as a cleaner and was later promoted to maintenance analyst. He has been a maintenance supervisor since 1974.

Before Hughes Airwest, he was a civil service aircraft mechanic at Hill AFB in Utah, where he earned the Zero Defects Silver Service Award.

Woodward, 35, studied management at Weber State College in Utah and at Phoenix College. He served in the Air Force in 1962-66.

He reports to the hangar maintenance manager.

Rubi, intermediate revenue accounting clerk, San Mateo; June 3.

Ellen Gaughan, mother of **Lucille Gaughan**, intermediate revenue accounting clerk, San Mateo; June 18.

May boardings, cargo miles at near-record levels

We boarded 485,842 passengers in May—25.3 per cent more than in May 1977 and the second highest month in our history.

The miles they flew advanced 26.1 per cent to 1,006,106,000. Available seat miles were increased 9.9 per cent to 345,104,700.

Load factor (the percentage of seats filled) climbed to 57.1 per cent from 49.8, while average density (the number of passengers flying per mile) increased 17.7 per cent to 54.6.

Cargo tonnage rose 30.3 per cent to 2,467 tons, and it was carried 1,021,250 miles. This is 25.5 per cent farther and

the second greatest ton miles ever logged.

(March of this year remains our top month in boardings at 500,730. December 1977 is the record-holder in cargo ton miles at 1.06 million.)

Year-to-date

Passenger boardings during the first five months of 1978 totaled 2,330,561, or 25.1 per cent more than the same year-ago period.

They flew 1,006,106,000 miles—a gain of 26.3 per cent. Available seat miles were increased 12 per cent to 1,678,259,700.

Load factor rose to 59.9 per cent from 53.1, while density advanced 16 per cent to 57.3 passengers.

The tons of cargo boarded increased 18.9 per cent to 10,888 and it was carried 4,601,370 miles, or 16.1 per cent farther.

Charters

A new record load factor of 75.4 per cent (overall, including positioning flights) was set in charter operations in May. Load factor in May 1977 was 56.4. The previous record was 70.1 per cent in April 1978.

(See Traffic Scoreboard for other performance statistics.)

MAY YEAR-TO-DATE 727 PERFORMANCE

	1978	1977
Scheduled service*		
Passenger boardings	118,256	82,579
Load factor	60.5%	56.4%
Density	93.8	87.4
Average trip miles	740	905
*Presently PHX-LAS-YYC/OAK/SJC		
Charter service		
Passenger boardings	32,551	22,824
Charter miles flown	347,028	214,060
Average trip miles	1,436	1,092

TRAFFIC SCOREBOARD

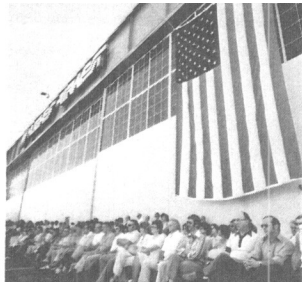
	May 1978	May 1977	% Change
Passengers	485,842	387,822	+ 25.3
Revenue passenger miles	197.0 mil.	156.2 mil.	+ 26.1
Available seat miles	345.1 mil.	313.9 mil.	+ 9.9
Load factor	57.1%	49.8%	+ 14.3
Passenger density	54.6	46.4	+ 17.7
Average trip miles	405.5	402.9	+ 0.6
Cargo ton miles	1,021,250	813,633	+ 25.5
Cargo tons boarded	2,467	1,894	+ 30.3
On-time performance	93.5%	86.8%	+ 7.7
Charter passengers	9,987	7,959	+ 25.5
Charter miles flown	110,298	46,990	+134.7
Employs	4,632	4,171	+ 11.1
Year-to-date			
Passengers	2,330,561	1,862,601	+ 25.1
Revenue passenger miles	1,006 bil.	796.6 mil.	+ 26.3
Available seat miles	1,678 bil.	1,499 bil.	+ 12.0
Load factor	59.9%	53.1%	+ 12.8
Passenger density	57.3	49.4	+ 16.0
Average trip miles	431.7	427.7	+ 0.9
Cargo ton miles	4,601,370	3,963,163	+ 16.1
Cargo tons boarded	10,888	9,157	+ 18.9
On-time performance	84.6%	82.9%	+ 1.7
Charter passengers	60,249	68,052	- 11.5
Charter miles flown	660,727	464,986	+ 42.1

FINANCIAL RESULTS

	May 1978*	May 1977*	% Change
Operating revenue—scheduled	\$ 25,033	\$ 19,524	+ 28.2
—charter	645	346	+ 86.4
Operating expense—scheduled	23,847	19,318	+ 23.4
—charter	716	332	+115.7
Operating earnings	1,115	220	+ 406.8
Non-operating earnings (loss)	1,187	(347)	+ 441.8
Provision for taxes	1,013	(8)	+ 124.8
Net earnings (loss)	1,289	(119)	+ 1075.7
Year-to-date*			
Operating revenue—scheduled	\$ 122,655	\$ 96,483	+ 27.1
—charter	3,700	2,814	+ 31.5
Operating expense—scheduled	114,228	93,304	+ 22.4
—charter	3,697	2,656	+ 39.2
Operating earnings	8,430	3,337	+ 152.6
Non-operating earnings (loss)	(452)	(1,710)	+ 73.4
Provision for taxes	3,315	99	+ 3236.4
Net earnings (loss)	4,663	1,528	+ 205.4

* All data in thousands (add 000).

'Spirited' occasion



Employees were treated to contemporary patriotic music by the 49-member Yuma High School Chorals and band (center) at the dedication of our fifth 727-200 (see front page photo). They have performed throughout the state, including presentations for three Arizona governors. The dedication marked the beginning of a 21-day patriotic salute running through July 4th. Bob Hayes, regional public affairs director, was master-of-ceremonies. It was held in

conjunction with the operations/stations annual meeting in Phoenix. Executives from throughout the system spent three days, often in small groups (left), discussing 99 scheduled topics of mutual interest. Telephone sales and inflight services representatives also took part. The conference ended with a dinner attended by Phoenix-area civic leaders.

Inquisitive employees: answers to a few of your questions

(Editor's note: Employees had lots of questions for the officers when visited cities throughout the system recently for company presentations. Following are a few of them.)

Q. Do we have plans to discontinue painting the entire aircraft and use only a stripe?

A. Consideration has been given to using only a yellow stripe rather than painting the entire aircraft since current painting adds about 300 pounds to the weight of the aircraft. This necessitates additional fuel consumption and costs about \$20,000 to repaint each aircraft. The stripe is only a possibility at this point. In light of our advertising campaign, it is very unlikely that we would make this change (to a stripe) in the immediate future. However, if the cost of fuel increases and competition intensifies, we could be forced to make this change.

Q. Why isn't the 727 included in our visual advertising?

A. The 727 is seen in comparatively few cities. It was more practical to use DC-9s.

Q. Burbank has a check-in problem—long lines of passengers. What can be done to expedite check-in.

A. We are installing CRT's and high-speed ticketing printers, which should be in operation by July. We also are increasing the staff at Burbank by three employees.

Q. A computer print-out of field condition reports for all stations each morning is unnecessary and wasteful. It uses about six feet of paper each day and ties up the DMC.

A. We have asked Eastern to delete this from the system.

Q. What can be done about the rear cargo pits on the DC-9? These pits do not have a flat floor.

A. We would lose cubic feet capacity and cause a balance problem if we put in a flat floor.

Q. Telephone sales would like video training on stretcher and handicapped passenger acceptance.

A. Video training on handling of paraplegics is being made available to telephone sales agents. We have nothing available on

stretcher cases and no training film on this subject is planned at this time.

Q. Are the "Yes" radio commercials available on cassette for purchase by employees?

A. The musicians' representatives require that talent fees be paid for all public exposure of the music. This cost for producing cassettes would be considerable and prohibitive.

Q. Why was San Diego-Las Vegas service cancelled when it was doing so well?

A. Western is the dominate carrier in this market and we do not have the resources to compete with them on a frequency basis. Therefore, we shifted our emphasis to the San Diego-Alberta market where we are able to compete with Western with limited frequencies and, at the same time, go after long-haul traffic.

Q. Some stations are willing to handle cargo weighing more than 300 pounds and others are not. Can all stations be encouraged to handle these larger pieces since much of this size cargo is being moved by (Continued on back page)

Meeting the challenges

Saudia wives: no time for boredom

Wives of employees in Saudi Arabia are finding ingenious ways to keep busy while living in an area of the world where few familiar or ready-made diversions exist.

They are meeting the twin challenges of societal restriction and boredom by working, teaching, developing hobbies and exploring their surroundings.

Perhaps the most adventuresome is Janice Brunson, wife of Robert Brunson, flight operations manager. More than two years ago, she began freelance writing for the *Saudi Gazette*, an English language newspaper. Today she is the senior foreign female journalist in the kingdom.

Many of her feature stories have been firsts, such as one on the little-known Bedouin folk medicine, involving thin hot irons placed at various points on the body. Janice is the only foreign journalist to regularly cover Saudi women, sometimes writing on subjects even unknown to many Saudis, such as an article on sheikas, or chieftainesses.

Later last year, she also began broadcasting daily on Saudi radio.

Joyce Stribling, wife of Wendell Stribling, assistant maintenance supervisor, is completing her second year of teaching at the American Parents' Co-Operative School where she has taught children of several Hughes Airwest employees.

Janice Droke, wife of flight instructor Bill Droke, is using her experience as a stretch-and-sew instructor in Phoenix by teaching sewing to each new group of employees' wives.

Teacher Joyce Stribling with one of her students, Bryan Droke.



Into athletics is Sandra Rhodes, wife of pilot Michael Rhodes. Her last inning homerun helped the Saudi baseball team win the closely pitted local league championships. She also has competed in volleyball and has been a judge for local swim meets. Recently-arrived Tory Squelch, wife of co-pilot Russ Squelch, has kept busy discovering Jeddah's tennis courts, in addition to taking sewing lessons from Janice.

(Brunson and Droke have been with the Saudi project since it was started in early 1975. Stribling and Rhodes transferred there in 1976 and Squelch joined the company in February of this year as a member of the project. Previously, Droke and Rhodes were Phoenix first officers, Stribling was a Phoenix hangar maintenance technician and Brunson was a Las Vegas first officer.)

Other wives, who have since returned to the U.S., also found a variety of vocational and avocational involvements.

Patti Jackson, wife of James Jackson, now a San Francisco first officer, opened a dance and exercise studio and performed in the annual Jeddah Follies. (One of her students was 10-year-old Colleen Brunson, who appeared in a local theatrical production following dance instruction by Patti.) Patti also learned English horse riding.

Nurse Olga Blanchard, wife of John Blanchard, Phoenix lead stock clerk, worked for one of the three American physicians in Jeddah, regularly assisting in deliveries and simple surgery. In her spare time, she collected and classified sea shells and semi-precious gemstones from the desert floor.

Lynn Rhoades worked as a secretary, as have a

number of other wives. Because of the shortage of qualified help, secretaries command high salaries, short hours and extended vacations. Lynn now is a second officer for Western Airlines. She is the wife of James Rhoades, San Francisco first officer.

Several wives began their own businesses at home. Razia Leonhardt, wife of John Leonhardt, senior buyer in San Mateo, had a massage parlor. Joan Tabrum, wife of Gerrald Tabrum, Las Vegas first officer, did interior decorating from her home.

The wife of another employe, no longer with the company, operated a mini beauty salon.

The local Arabesque atmosphere inspired Carrie Hibbs to continue her painting. Carrie, the wife of Jim Hibbs, Las Vegas first officer, also gave art lessons for children.

Jan Cook, wife of Jerry Cook, Phoenix first officer, took belly dance lessons.

A number of wives have learned scuba diving and explored the Red Sea. Monica Foster learned deep sea photography with her husband, Larry Foster, Phoenix first officer.

The wives also have explored the remote regions of the kingdom served by our aircraft under the lease agreement with Saudia. As guests of Saudi families, they are possibly the first foreign women to have ever been received.



Janice Brunson (left) in her usual position at a typewriter, and Sandra Rhodes in winning form.



Sewing instructor Janice Droke (left) with student Aggie Gant, wife of pilot Steve Gant.

Las Vegas

Station agents aid airport coworkers in explosion, fire

Two station agents are credited with helping save the lives of two county maintenance workers in Las Vegas.

One of the crewmen is still recovering from severe burns.

Mike Donoho, chief station agent, and Phil Nault, ticket agent, assisted the two men who were caught in an explosion and fire in an underground power area at the airport on April 26.

Nault helped the first man to climb out of a manhole. His hands were so severely burned that he couldn't press the mike button on his radio.

Nault took the radio and completed the call for help. Meanwhile, Donoho contacted our operations office to make sure the message got through.

Once the second, more severely burned workman was out, Nault and Donoho moved the two to safety, fearing further explosions.

Donoho, who has extensive first aid training, then assisted paramedics until an ambulance arrived.

Thalia M. Dondero, chairman of the board of county commissioners, and John D. Solomon, aviation director, wrote to Nault and Donoho that their "... quick action brought the necessary response, and your calm attitude and medical training prevented the two men from going into shock.

"We acknowledge, commend and thank you on the way in which you aptly handled the situation. There is probably no greater reward for you than knowing you aided in saving another person's life."

ON-TIME

We set an all-time record in on-time performance in May—93.5 per cent.

The 90 per cent mark has been passed in only six months since 1970. The previous high was 92.1 per cent in May 1975. (Records are not available prior to 1970.)

The new record is the first time we have passed the 90 per cent mark in two years.

Eric Wilson, stations senior director, credits the improvement to extra effort to assure that originating flights (the first departures of the day) take off at their scheduled times.

The systemwide performance is based on the percentage of all flights that depart within 15 minutes of schedule. May's record is compared with an 86.8 per cent performance in the same month last year.

Four high school seniors have been selected to receive the company's 1978-79 scholarship awards worth up to \$2,000 each.

This is the fourth year dependents of employees have been named for the awards. Twelve winners selected previously are currently attending universities and receiving the scholarships.

This year's winners are:

- Carrie Jaquess, 17, daughter of Don Jaquess, scheduled airline traffic office agent, Norton Air Force Base, Calif.;

- Maureen Kennedy, 18, daughter of Ronald Kennedy, station agent, Phoenix;

- Kim Schubach, 18, daughter of Bill Schubach, chief station agent, Lewis-ton; and

- Sharon Spargo, 17, daughter of John Spargo, captain, Las Vegas.

Two runners-up also were selected. They will receive scholarship support if the four winners do not completely use the funds available.

They are Kirk Peterson, 18, son of Dwight Peterson, and Janice Malm, 17, daughter of Gene Malm. Both



Winners proudly display their scholarship plaques following an awards luncheon at international headquarters (from left): Sharon Spargo, Maureen Kennedy, Carrie Jaquess and Kim Schubach. With them are their parents (from left): John Spargo, Ron and Janet Kennedy, Don and Olga Jaquess and Prudy and Bill Schubach.

fathers are San Francisco captains.

Some 40 dependents applied for the awards this year. Finalists were selected and interviewed by the scholarship committee comprised of Glenn P. Smith, chancellor of the San Mateo County Community College District, Edwin N. Altman, operations vice president, and Tom Hall, personnel director.

The scholarships are awarded at a maximum rate of \$500 per year for up to four years, as long as the student

qualifies. (The rate, previously \$250, was doubled, starting with this year's recipients.)

With this year's four winners, up to \$5,000 will be divided among 16 students next year.

Final selection was based on the application, academic record, test scores, extra-curricular activities, recommendations, ability and an interview.

An old-fashioned thank you



Phoenix maintenance employees were guests at a surprise 'round-the-clock dinner party June 8, hosted by the inflight services department. It was an "old fashioned thank you" to maintenance for their work on aircraft interior modifications this year. Representing the swing shift for a plaque presentation were (from left, front row): Linda Polvino, Phoenix flight attendant; Bernard Audet, hangar maintenance technician; Marti Henderson, Phoenix flight attendant manager; Al Colletti, component overhaul technician; Ruth Cowan, Phoenix flight attendant; Trish Wills, Seattle flight attendant manager; and (back row) Tom Miller, hangar maintenance technician; Julie Holtry, inflight services senior director; Don Shirie, avionics technician; Phyllis Ahlswede, Las Vegas flight attendant manager; and Mel Bartz, Jr., cleaner. The plaque reads "... The modification or aircraft and special projects has been accomplished beyond all expectations because of your interest, dedication and high degree of professional talent. The inflight services department recognizes your efforts and expresses to each of you our grateful appreciation." The buffet feast was served to each shift during regular lunch breaks.

TRANSITION . . . (Continued from inside)

teo. Lisa Cardwell, personnel, Josephine Mota, consumer affairs, Nanette Morgan, pensions & group insurance, Elizabeth Conner, treasury, and Angelina Peet, word processing, clerk typists, San Mateo. David Vaillancourt, component overhaul technician, Phoenix.

McDonald in Sept. 1947. Previously, Christman was a pilot with United and Hale and McDonald were Navy pilots.

Mernie Pierce, station agent, Fresno. He joined the company (Pacific) there in 1962 following four years with TWA.

PROMOTIONS

Michael Montrose to chief crew scheduler, San Francisco. Hamer Williams to lead maintenance technician, Salt Lake City. Dana Riggs to lead maintenance technician, Orange County. Clive Antram to quality control supervisor, Phoenix. Robert Hosking to chief station agent, Salt Lake City. David Woodrell, Stephen Paine, Steven Aertker and Steven Gant to pilots, Saudi Arabia. Cheryl Johnson to intermediate accounting clerk, treasury, San Mateo. Mary Tassan to intermediate general accounting clerk, San Mateo. Consuelo Azucena and Barbara Jones to intermediate revenue accounting clerks, San Mateo.

RETIREMENTS

Jim Hale, Max Christman and Frank McDonald, captains, Seattle, after more than 30 years. All joined West Coast—Hale in Sept. 1946, Christman in May 1947 and

More than 1,300 pinned

'Top Banana' trophy list hits 150

Twelve employees will soon be receiving "Top Banana" trophies for mention in five complimentary letters from customers. They are:

- Carol Belyea, telephone sales agent, Los Angeles;

- Chuck Ward, assistant station manager, Las Vegas;

- Louise Navarro and Joseph Wood, flight attendants, Seattle;

- Irma DeLeon and Leticia Santana, flight attendants, Phoenix; and

- Rose Andrews, Louise Bellamy, Nanette Blum, Peter Ruskin, Cheryl Stephenson and John Strutzel, flight attendants, Las Vegas.

The trophy has now been awarded to 150 employees.

The "Top Banana" pin, for the first complaint, has been earned by 1,341. The latest recipients are:

Marietta Ademann, Max Andrus, Curtis Barber, Marie Bishop, Doris Baraff, E. K.

Bliesath, Wendy Biggam, Don Burnham, Kathleen Belehovek, Richard Couper, Jerry Coates, Mary Ellen Cala, Debra Cuva.

Jacki Doty, Joanne Dennis, Kim Dahmen, Steven Farmer, Gary Farr, Linda Golliday, Paul Garcia, Gary Hoopes, Elaine Hansen, Deborah Hackett, Bob Hosking, Melba Heide.

Soren Johnson, Patricia Kirst, Charles Knight, Alex Leibham, Sandy Luciano, Shirley Long, Jane Laney, Paula Levine, Andrew Lewis.

Hugh Meggs, Allison Moore, John Matthews, Haree Martz, Peggy McLeod, Tom Martin, Ruth Murphy, Raymond Nichols, Nick Newman, Wayne Osher, Elena Paez, Raymond Quirion.

Jan Scott, Beth Scott, Fred Shaft, William Strickland, Leticia Suffe, Janelle Shipp, Loretta Shipp, David Scholz, Dorothy Stein, Riqui Sedoris.

Patrick Tucker, Karen Turner, Junichi Takao, Karen Vercellino, James Woodall, Carol Woolridge, Elizabeth Whitney, Rhodell Willard, Sharon Yates, Laurie Young.

QUESTIONS & ANSWERS . . . (Continued from previous page)

truck, due to inconsistency in policy?

A. Policy is to not limit the weight of any shipment for which advance arrangements have been made between the managers or supervisors of the origin, transfer and destination stations. The key is whether all stations involved have belt loaders (34 do). We are adding loaders (at \$25,000 each) as cargo growth and capital expenditure plans permit.

Q. A group ticket is written for all dead-heading charter crew members, requiring that they travel together. This creates a problem if all crew members do not agree—if some wish to return immediately while others wish to remain overnight and return

after their legal rest, or if schedules split the crew at an off-line city.

A. The United system of "write your own tickets" for crew deadheading is being studied. Suggestions for change in procedures will be made to the operations vice president.

Q. There should be a charter coordinator in Las Vegas.

A. This will be tried for a 90-day period. (Donna Blanchette, Las Vegas flight attendant, is serving as charter service staff representative.)

Q. Why do published new fares and routes go to travel agents before they are given to telephone sales agents?

A. Airline Tariff Publishing Co. mails out their publication to airlines as well as travel agencies at the same time. These are redistributed throughout the company via e-mail which causes up to three days delay.

Q. Can we place a coat closet in the front of the 727 by reducing the number of seats?

A. Yes, but this could result in a considerable loss of revenue.

Q. When will station personnel have new uniforms?

A. A manufacturer has been asked to prepare two sample uniforms. Upon approval, the order will be put out for bid and an order will be placed. We expect to have the new uniforms before the end of the year.

Q. Increases in cargo are beginning to slow transits at the airport, due to limited personnel. What is being done?

A. We constantly review staffing requirements at each station. From May 1 to June 15 of this year, 35 employees were added to help accommodate increased passenger and cargo loads.



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