

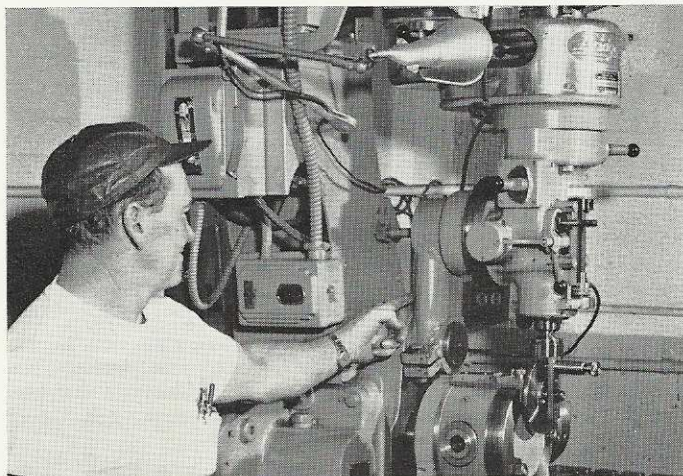


Sunliner News

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Bill Long, lead mechanic in Line Service, is mighty proud of the adapter arm modification which he devised for the vertical head on a milling machine. The modification extends the range of travel on the arm for easier milling of tools, jigs and engine parts.



Joe Coopersmith, lead mechanic in the Accessory Shop, displays several of his materialized ideas—highly usable tools for use in his department.

SUGGESTION AWARDS PAY OFF FOR MAINTENANCE MEN

Necessity, the "Mother of Invention," inspired 32 fellows in Frontier Airlines' Maintenance Department to come up with 52 worthwhile, usable suggestions in a recent 18-month period. Their ideas stemmed from on-the-job work situations where they saw a need for better tools or better methods for doing a job faster, easier, or at less expense.

Back in the early days of Monarch Air Lines, the Maintenance Department set up a suggestion program. The program has developed into an evaluation each month of many suggestions submitted, with awards up to \$25 for those found most usable. Once each year, the Suggestion Committee re-evaluates all accepted ideas, and the top three or four ideas are worth checks up to \$65 for those who originate the suggestion.

Two lead mechanics, who have consistently come up with prize-winning suggestions, contributed a total of 12 ideas out of the 52

accepted in the past 18 months. Joe Coopersmith in the Accessory Shop has produced over two dozen ideas during the past years. Modifications to tools, safer methods for prop blade grinding, and assorted gadgets used in overhauling prop blades and gear mechanisms have been the sources of Joe's ideas, which have paid off for him in extra checks. Bill Long is another gentleman with dozens of worthwhile ideas. For the past year that Bill has been in Line Service, and previously when he worked in the Machine Shop, he has modified and improved the tools with which he worked. Like the fellow who built a better mousetrap, Bill has rested on his laurels and watched the Suggestions Committee beat a pathway to his door to deliver nice, crisp checks for his many ideas.

Bill Meguire, Jr., Harry Duff and Roy Deeming, under the chairmanship of Oliver Frigon, are in charge of evaluating contributed suggestions.

FRONTIER FILES FOR SUSPENSION OF NORTHERN NEBRASKA ROUTE

Frontier Airlines has filed with the Civil Aeronautics Board an application for the suspension of its air route across northern Nebraska. This route between the terminals of Casper and Omaha also serves the intermediate Nebraska cities of Chadron, Valentine, Ainsworth, Norfolk and Lincoln.

Lack of passenger usage and high subsidy costs which would be needed for continued operation of the northern Nebraska route were the reasons for Frontier's application to suspend service. Frontier began service in this area October 1, 1958, as a result of CAB approval in the Seven States Area Case.

During this trial period, passenger load factors of 21 per cent have been considerably below the estimated 40 per cent made for the route. A policy of "use it or lose it" was stated as the CAB's philosophy in establishing routes and services in this area. Minimum standards for passenger usage were an average of five or more boarding passengers daily for each city served and an average passenger load in excess of seven passengers for a route segment.



The "Coffee, tea or milk?" chorus of Frontier Airlines has added five new voices to its Glee Club. Members of the latest class to don the stewardess uniforms of Frontier are (left to right) Julie Oats, Norma Smith, Sally Jones, Barbara McNeil and Carolyn Jackson. Dave Burr, Supervisor of Station Training, describes a DC-3 "Sunliner" flight to the girls.

As the Passenger Sees It . . .

The passenger purchasing an airline ticket unknowingly purchases the multiple pieces to a huge jigsaw puzzle. He, of course, expects to see only the completed picture—a smooth, efficiently handled, enjoyable flight. Take away *one small piece* and dissatisfaction may arise.

An average passenger will not appreciate all the idiosyncrasies which are involved in good, safe maintenance procedures. Certainly, within the Maintenance Department, we are continually evaluating and monitoring our policies and procedures to assure ourselves that we are providing equipment which excels in standards of safety. The passenger expects and appreciates smooth-running equipment, free of most troubles, free of grease and oil, stains or other conditions which would indicate an untidy condition of the aircraft resulting from lax maintenance policies. Inspection and Engineering must monitor our standards in order that this piece of the puzzle will slide into place.

Unclean airplane interiors immediately and lastingly mar the perfect picture an airline strives to create. The Cleaning Department has an important responsibility in endeavoring to maintain clean cabins. One spot—one soiled headrest—can spoil the final impression for a passenger.

The nerve center of the Operations Department—the Communications Department—is another important piece of the puzzle. Passengers will not see the complexity of the communications system which is required to maintain coordination and control of the actual operation of an airplane. However, their picture will remain undisturbed if reservations, weather and administrative functions are controlled efficiently with no delays.

Few passengers could stride into the cockpit and fly the airplane. Yet, although they do not understand all the complications that are involved in the cockpit duties, they are impressed by the courtesy and efficiency that is demonstrated by each individual crew member as they work as a team. Special attention from the stewardess, a smooth ride, an outstandingly fine landing—all these things create a vivid impression.

Dispatch is a continuous function with which the passenger does not have direct contact. However, the planning, coordination and safety standards which are adhered to by the Dispatch Department will be obvious to the passenger by virtue of the smoothness with which the operation is conducted. The accuracy of the information given to the passenger concerning the service performed by the airline is an obvious indication to the passenger that this piece does not fit into the puzzle.

Numerous observations have been expressed by the passengers concerning the speed and efficiency in handling the four-way connection at Farmington and similar connections throughout the system. The passenger is in direct contact with the stations, and is aware of courteous treatment and the expert handling of baggage. Condition of ground support equipment and its utility of handling during ground operation also enter into the picture.

It would be difficult to establish a degree of importance on any of the individual pieces which complete this picture for the passenger. It behooves each employee to realize that this sphere of responsibility is important to the overall operational phase of the company. Each individual must utilize his attributes of initiative, cooperativeness and willingness to further our objectives of putting these pieces of the puzzle together in order to present the completed picture—as the passenger sees it.

Harvey P. Barward Jr.
Vice President—Operations



Carlson Is New Assistant Director of Public Affairs

Vern A. Carlson recently assumed new duties as Assistant director of Public Affairs, assisting Director of Legal and Public Affairs William Nelson on route cases and general public affairs activities throughout Frontier's system. Carlson is on leave of absence from the Traffic and Sales Department to pursue these matters.

An "old-timer" by Frontier's standards, Carlson began with Monarch Air Lines 13 years ago. Preceding his new position, he was district sales manager in Denver, covering Colorado, western Nebraska and southern Wyoming. Before coming to Denver a year ago, Carlson had for many years been district sales manager in Grand Junction.

A native of Duluth, Minnesota, Carlson attended the University of Minnesota and Indiana Technical Institute. During World War II, he served with the Eighth Air Force in England.

Twenty-one Stations Win "Frontiersman Awards"

During the past six months the attractive "Frontiersman Award" has been decorating ticket counters of twenty-one Frontier stations. These stations have taken high honors each month for the best on-time performances in handling controllable delays of flights operating through their stations. Six of these stations have had the added satisfaction of winning this recognition three or more times in the past half year. Albuquerque has earned the honor on three different occasions in the terminal station division. As a transfer station Farmington has won the plaque four times. Beatrice and Safford have taken top recognition in the on-line station division with Beatrice hanging on to their award for the past five months and Safford winning it on three different occasions. Both Moab and Idaho Falls have been consistent winners each month in the turn around terminal group.



Olin "Pete" Couk, station manager at Beatrice, Nebraska, proudly accepts the "Frontiersman Award" from Ronald Gildea, regional manager of stations from Omaha. This is the fifth straight month that the Beatrice station has earned the plaque with a 100% on-time performance.



Barbara Leasure, Donna Myers and Ray Gies, office manager, staff the office of the Frontier Airlines Federal Credit Union to handle payroll deduction deposits, loan applications and new members.



Members of the Credit Committee, (left to right) Gordon Shaffer, Les Bergstrom, Roy Deeming, Claire Almquist and Len Stuart, meet two times a week to review loan applications.

Save When You Can — Borrow When You Must!

The five per cent dividend to shareholders in the Frontier Airlines Federal Credit Union amounted to the tidy sum of \$9,131.10 for 1959! Quite a highlight for the seventh and most successful year of service of this employee organization, which saw deposits grow to \$268,379 and loans to members total more than \$500,000 this past year!

Because 1,018 members of Frontier's Credit Union pooled their money together to form a fund from which loans could be made to each other, more than 550 Frontiersmen were able to buy homes, home furnishings, better cars—and to pay off medical bills and straighten out debts which might otherwise have no happy solution.

Among many Frontier employees—even those who are owner-members—there is some vagueness about management and operation of their Credit Union. Like all credit unions, ours is a legally incorporated, non-profit service organization. It is owned only by members who are Frontier Airlines employees. It is entirely run by its members. These employees, donating their own time and effort, make up the Board of Directors, which governs the Credit Union, the Credit Committee, which approves loans, and the Supervisory Committee, which audits the books of the Credit Union.

To encourage employees to save in the Frontier Airlines Federal Credit Union, a five per cent dividend on their deposits has been declared in both 1958 and 1959. This dividend is now compounded semi-annually, meaning that dividends as well as deposits can earn additional dividends every six months. For employees who need to borrow money, interest rates on loans are kept to a low one per cent on the balance owed. There are no hidden loan charges or insurance fees on these loans to add to the cost! And recently, because our Credit Union is chartered by the United States federal government,

it was authorized by the United States Congress to grant signature loans up to \$750 to member-owners—depending on length of service with the company and the employee's ability to repay the loan.

There are a couple of other good reasons why all Frontier employees should do business with their Credit Union besides good dividends on savings and low interest rates on loans. Should a Credit Union member die while participating in the functions of the organization, there is a life insurance policy which would pay his family a sum matching his deposits up to a maximum of \$2,000. Should a Credit Union member die while still owing a balance on a loan, that loan is fully cancelled. There are no extra charges for this added service and protection.

Managing the Frontier Airlines Federal Credit Union on a full-time basis is Ray Gies, who has been with the organization for the past six months. Ray has had an extensive background in credit union work and in collection operations. He is ably assisted by Barbara Leasure and Donna Myers in handling the volume of paperwork and accounting procedures connected with the daily activities of the Credit Union.

Frontier employees who head up the important committees of the Frontier Airlines Federal Credit Union are: John Randall, president of the five-member Board of Directors; Roy Deeming, chairman of the five-member Credit Committee, and Robert Snider, chairman of the three-member Supervisory Committee.

This going and growing organization, with assets of over \$351,000, was begun by a handful of far-sighted and interested Frontier employees. To these charter members—Claire Almquist, Harvey Barnard, Jr., Earl Fischer, Barney Foster, Earl Keene, John Myers and Elton Snoke—all of us in Frontier owe a sincere "Thank you!"



Recently elected members of the Board of Directors, (left to right) Ed Gerhardt, Al Olinger, Ray Gies, Jim Montgomery and John Randall, hold their first meeting to discuss plans for building up employee participation in the Credit Union.



Mary Kennedy of the Treasury Department is a gal with the right idea! Here she signs a payroll deduction authorization to build up her savings account in the Frontier Airlines Federal Credit Union, assisted by Barbara Leasure of the Credit Union.

Frontier Route Development And Regulatory Affairs . . .

BY WILLIAM A. NELSON
Director of Legal and Public Affairs

In the last issue of *Sunliner* I described in some detail the necessary procedural steps the company must take in route cases. In this and future issues of the *Sunliner* our various applications in pending CAB cases and the company policy as it relates to such cases will be set forth.



NELSON

The most current case involving additional route authorization in which Frontier Airlines is a participant is the *Southwestern Area Local Service Case*. The Civil Aeronautics Board instituted the investigation to consider the public convenience and necessity requirements for local air transportation in the following area: That area bounded on the east by the cities of Little Rock, Shreveport, Beaumont-Port Arthur and Galveston; on the north by Little Rock, Tulsa, Oklahoma City, Amarillo and Denver; on the west by Denver, Albuquerque and El Paso, and on the south by the U. S.-Mexican border.

Frontier Airlines has applied for the following route authorization: Denver-Colorado Springs-Santa Fe, New Mexico-Albuquerque-Alamogordo-El Paso, Texas. Our application then is limited to include only those cities generally comprising the western boundary of the investigation and further involves the addition of only four new cities to our system.

It is Frontier's position in this case that we are not seeking territorial expansion of our route system; rather, we are attempting to improve our north-south service pattern between Denver and Albuquerque with an extension to the logical terminal point of El Paso.

The CAB in this case will also consider whether or not local service carriers operating in the area should be allowed to conduct skip-stop operations over their segments.



Frontier Airlines' Stewardess Wanda Foster greets her old friend, Tabby, who hurriedly skitters up the airstairs to welcome the passengers on all flights into Safford.

Cooldest Cat Waits For Frontier Planes

BY BERT FIREMAN

(EDITOR'S NOTE: The following article appeared in Fireman's column, "Under the Sun," which is featured in THE PHOENIX GAZETTE. Tabby, the subject of the article, belongs to the son of C. K. Norton, station agent at Safford.)

The Chesapeake & Ohio Railroad has immortalized a fluffy little kitten as a symbol of the quietness in its trains. So much for that old-fashioned way of traveling. Chessie ain't nothing to what Tabby does as a host for Frontier Airlines out here in Arizona. Let me tell you about Tabby, based initially upon a report from Don White, two travels the country over for the National Sales Executive organization.

When a Frontier plane lands at Safford the stewardess is quick to caution passengers about Tabby: "Please don't step on the kitty-cat. He'll be waiting for us to lower the ramp and may even try to dash into the plane."

Yes, there he is waiting at the bottom of the steps. As cats will, he rubs himself against the inside of passengers' ankles. Friendliest cat you ever saw. Almost a one-feline chamber of commerce for the agricultural town on the Upper Gila.

Tabby belongs to five-year-old Timmy Norton, son of a station agent. The cat has been raised at the airport, but has never had a plane ride.

While the passengers enjoy a smoke, Tabby strides along a fence, begging to be stroked and petted. He puts on quite a show. When the plane is ready to move on after its stop, one of the station agents lifts Tabby in his arms and places him back of the fence. But a cat is as hard to keep confined as a slippery pig.

As the props rev up for the run down to the end of the strip Tabby scoots away from the fence and into a favorite spot behind the plane. The propwash is better than catnip to this individualist. Tabby is happy and content as the wind ruffles his fur and shakes him—as a cat will a mouse. Between planes he snoozes. But when the whistle and throttled-down sound of another plane coming is heard, Tabby awakens from his sleep. There aren't many towns, like lucky Safford, that can boast of a cat that meets all planes.



Holding a place of distinction in the main lobby of the Central Bank and Trust Company in Denver is this dazzling, colorful Arizona display. Central's President Max Brooks and Vice President E. B. "Ted" Slocum, who is also a member of Frontier's board of directors, relax in the sunny setting while snow and sub-zero temperatures hover outside the door.

Profile: Albuquerque . . .



Station Manager at Albuquerque, E. E. "Buddy" Knudson (right) checks the weight load of a "Radar Convair" flight with Station Agent Walter Lemke (center), while Lead Mechanic Hobart These inspects the landing mechanism.

A-l-b-u-q-u-e-r-q-u-e is implanted in the minds of school children all over the United States, since it's probably the most difficult city name to spell in their U. S. geography quizzes! And as these children grow up and become travel-minded, they should journey to Albuquerque, a charming, unique city of Spanish, Indian and English cultures, to acquaint themselves with the center of the Southwest.

The "Duke City's" principal industries are atomic weapons research and production, tourists (more than six million annually), and wholesaling. During the past two years with only two exceptions Albuquerque was among the top ten cities in the nation every month in overall business increase as compared with months of the previous year. The population is nearing 240,000.

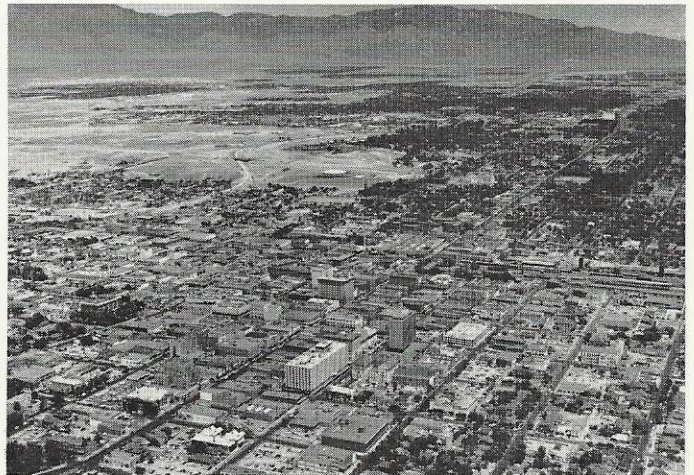
Frontier Airlines has been serving Albuquerque for over 13 years. Currently, the city is third in terms of passengers enplaned of all 68 communities which the airline serves. And, as this fast-growing city leaps ahead, the traffic grows proportionately. Albuquerque, during 1959, boarded $6\frac{1}{2}$ times the number of passengers boarded ten years ago!

Albuquerque, as the largest city in New Mexico, is the logical meeting place for large conventions and business groups. It is the shopping center and principal distribution point in New Mexico.

In Albuquerque, or within a day's drive, are some of the most scenic spots in America. In the immediate vicinity of the city the Turquoise Trail Scenic Loop Drive leads through Old Town Plaza, with its ancient Spanish Church and quaint shops. The present site of Old Albuquerque was first visited in 1540 by the Spanish Conquistadores. Visitors to Old Town Plaza may savor authentic Mexican dishes in a restaurant contained in the Casa de Armijo, originally built in 1706. Also in Old Town Plaza, visitors can see Indian handicraft of the past and watch Indians make jewelry and creative artwork for present-day purchases.

The Turquoise Trail Scenic Loop Drive continues past Santo Domingo Indian Pueblo, famous for its Indian dance exhibitions, to Sandia Crest, 10,678 feet above sea level, with a glorious view of the surrounding countryside. On all sides of the city stretch the scenic beauties of mountain, mesa, desert, woods, mountain stream and western sky—perhaps Albuquerque's greatest gift to its citizens in their leisure hours.

Recreational activities of every type flourish abundantly in Albuquerque. Summer temperatures in an arid climate seven months out



The metropolitan city of Albuquerque, sprawled in the center of the Southwest, is one of the fastest-growing industrial hubs in the United States.

of the year provide a perfect backdrop for swimming, tennis, golfing and horseback riding. If the snow comes, Albuquerque has at its doorstep one of the finest skiing areas in the Southwest—La Madera, only 23 miles from the city. For the spectator, there are professional tennis matches, football at the University of New Mexico, rodeos and Little League baseball. The outdoorsman can drive only a few miles from Albuquerque to partake in trout fishing, hunting and boating activities.

E. E. "Buddy" Knudson has been station manager of Frontier's Albuquerque operations since April of 1951. He is assisted by nine station agents, who handle passengers and cargo loading on the four daily round-trip flights which serve Albuquerque. To handle the traffic on Frontier's Salt Lake City-Albuquerque route, Frontier has placed 44-passenger "Radar Convairs" into service on one of these daily round trips.

Maintenance of aircraft in Albuquerque is under the supervision of Lead Mechanic Hobart These who is in charge of four other Frontier mechanics. Sales activities in Albuquerque and the rest of New Mexico are handled by Sales Representative Carl Butts.

In addition to Frontier Airlines, Albuquerque receives air service from Continental Air Lines and Trans World Airlines. Also, Frontier connects with Cutter-Carr Flying Service, an air taxi terminating in Los Alamos, New Mexico.



A languorous cowboy, enjoying his smoke in the midst of breathtaking scenic splendor, typifies the pleasure of living in the Southwest. The Sangre de Cristo Range, about 80 miles from Albuquerque, forms the setting.

THE STATIONS SPEAK . . .

(EDITOR'S NOTE: This is the first of a series in which we will ask questions of Frontier's employees. "The Stations Speak" will alternate monthly with "Over the President's Desk," which will contain answers to your questions about the company by Frontier's President Lewis B. Maytag, Jr. Forms for these features will be provided monthly.)

QUESTION: If You Could Compose Your "Dream Girl" or "Dream Man" What Would Her/His Qualifications Be?

TOM STITTLER, Station Agent, Alliance: "Looks are secondary. She should be clean and tidy with a good sense of humor and a fondness and knowledge of classical music. MUST snow ski, or be willing to learn!"

JANETTE CRUMPLER, Stewardess, Billings: "I want a blond, blue-eyed, tall man who is kind, considerate, and has a good sense of humor. And get him here quick!"

VINCENT DAVIS, Station Agent, Billings: "She would definitely have to be a brunette, about 5' 7" tall, good figure, very kind, nice and exciting, PLUS be an x-ray technician. Oh goodie! Money, money, money!"

V. BUD ORTGIES, Station Agent, Bismarck: "Female. Hour-glass figure with 35 minutes of sand on top and 25 minutes on the bottom. Must appreciate fine art, including cold beer and hot pizza!"

DAN TINLAN, Accounting, Denver: "She should be fairly nice-looking, 5' 7" to 5' 11" tall, dark eyes and hair, good figure. Also, she should be a good mixer, a good dancer, and have a pleasing smile!"

JOANNE UERLING, Traffic and Sales, Denver: "He must have a heart condition coincidental with mine. He must be smile-y and thought-y, but MAINLY, he must be love-y."

DEANNA WEBSTER, Reservations, Denver: "He doesn't have to be real good looking—but it helps! I would like him to be educated, well-liked, kind, gentle, thoughtful, sports-minded, and a handyman around the house!"

TONY ILLICH, Station Manager, Dickinson: "She would have trim proportions from bow to stern (the larger the better). A love of outdoor sports, especially fishing and water skiing, with a forgiving nature if handled roughly. By the way, since I'm happily married, my DREAM girl is an outboard motor boat!"

VANT VICKERS, Station Agent, Farmington: "She should have a perfect figure, with the face of Venus de Milo, the legs of Jayne Mansfield and the voice of Julie London. Old enough to know better—yet too young to care!"

RAY WILLCOX, Station Manager, Havre: "In composing a dream girl, one should consider the qualities of neatness, cleanliness and purity—not measurements. Her traits would be the same ones I would want in our children!"

ELVIN HULLET, Station Agent, Lincoln: "A pair of rosy red lips and a pair of willing arms would be helpful. She should combine a good sense of humor and a quick smile with a rather reserved manner!"

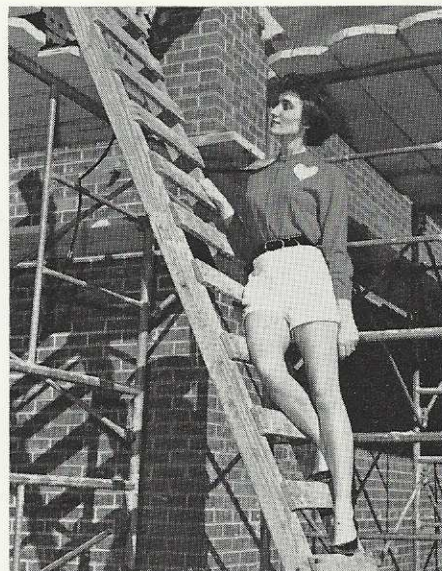
LARRY PHARIS, Station Agent, Minot: "I would like my dream girl to have black hair, blue eyes, fair complexion, medium height, perfect figure, and other necessary items like fingers, ears, etc. She should be warm, friendly, intelligent, attentive, humorous, thrifty and, most of all, MADLY in love with me!"

CAROL JEAN HANSEN, Reservations, Omaha: "I dream of the strong, physical-fitness type. I'd prefer an older man—with an adolescent mind. One who is likable and fun to be with!"

LORRIE CAMPBELL, Division Chief Stewardess, Phoenix: "I would like my dream man to look like Rock Hudson, be athletic and a good dancer. He should also be romantic and complimentary. Also, money would help, as I like places like Las Vegas and Hawaii!"

DUWAYNE HINTZ, Station Agent, Sidney, Mont.: "Proportionately built to 5' 7", long hair, sparkling eyes—man, that's heaven! . . . She'll have a beautiful face and a radiant smile; never disrupted by worry or trial . . ."

J. L. ABBOTT, Station Manager, Valentine: "Medium height to short; brunette. Sense of humor, easy-going nature, willing to share both successes and failures with her man. I found my dream girl, and married her eight years ago!"



Looks like Betty Moore's going right to the top—of Frontier's new general office building, that is! During February, the building peeked its head above the surface, as the first brick work was begun.



Congratulations to Paul Almquist, Frontier's station manager at Farmington! Almquist has been elected president of the Farmington Chamber of Commerce for 1960—the first Frontiersman to be extended this honor. Almquist has headed up the Farmington station for 12 of the 13 years he has been with the company.

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