



ARROW-JET NEWS

Vol. 4 Number 1

Published for Employees of Frontier Airlines

January/February, 1971



Hi Santa! Children's excitement reigned supreme upon the arrival of Saint Nick (Joe Mericle, Lead Mechanic-Engine Shop, DEN) shortly before Christmas at Frontier's Arrow-Jet Club Christmas Party in Denver. An estimated 1,800 children brushed and tugged Santa's snow white beard telling how good they'd been in hopes of receiving yuletide treasures on Christmas morn.

Arrow-Jet Club Party Delights 1,800 Wee Ones

Again this year, Frontier Airlines' employee organization, the Arrow-Jet Club, sponsored an annual Christmas Party. Each year, the party is held just prior to Christmas Day at Frontier's Operations Base in Denver. Over the years, it has been attended by an ever-increasing number of children of Frontier employees. This year, an estimated 1,800 children attended the all-morning party on December 19.

The southwest bay of the Maintenance Base building was shining brightly, clear of all aircraft and tools, and replaced with a large platform elegantly decorated with a tall, handsomely trimmed tree. Besides the tree, there were mountains of Christmas stockings bulging with candy treats and gifts, all supplied by the Arrow-Jet Club. Near all this stood staunchly a large armchair which was soon to be the focal point for a jolly old man with a gleam in his eye and a knack for funning with children.

And so it was moments later as the crowds began to fill the large hangar area, the huge steel doors opened in answer to the loud alarm bell which signaled St. Nick was on his way. Off in the distance toward the mountains gleaming in the bright sunshine was a red figure of a man racing across the ramp being pulled by eight tiny—dogs.

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Lonely Christmas Averted Thanks to Frontier Employees

What would Christmas be like if you were a child fighting for good health many hundreds of miles away from your own family? Frontier employees throughout seventeen states gave that some thought and dug deeply into their pockets for the hard cash needed to avert loneliness for four young victims of asthma at CARIH, the Children's Asthma Research Institute and Hospital, in Denver.

Four families consisting of sixteen immediate family members were invited to Denver by employees to visit their young, resident patient family member during Christmas.

As in past years, employee donations covered all expenses including airline tickets, meals and gifts. Joining with Frontier in donating lodging was the Raft Club of Aurora, Colorado, owned by Mr. Charles Bristle. Complimentary rental cars were provided by Continental Rent-A-Car at Stapleton.

Flying to Denver were families from New York, Texas, California and Indiana. Parents and immediate family members arrived in Denver on Wednesday, December 23. They stayed five days, visiting at CARIH before flying home on December 27.

The four children who have been away from home for a combined sixty-three months while at the free asthma center are Olivia Armenta (9), daughter of Mr. and Mrs. Jose Armenta of Hou-

child fighting for good health many hundreds of miles away from your own family? Frontier employees throughout seventeen states gave that some thought and dug deeply into their pockets for the hard cash needed to avert loneliness for four young victims of asthma at CARIH, the Children's Asthma Research Institute and Hospital, in Denver.

Employees came up with \$2,300, twice as much as was achieved last year. They have been engaged in special Christmas projects of this sort for four years.

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As in past years, employee donations covered all expenses including airline tickets, meals and gifts. Joining with Frontier in donating lodging was the Raft Club of Aurora, Colorado, owned by Mr. Charles Bristle. Complimentary rental cars were provided by Continental Rent-A-Car at Stapleton International Airport, Mr. John Sousek, Manager, while Ed Moore Florist, East Colfax at Kearney, Denver, donated seasonal corsages for mothers.

Texas, California and Indiana. Parents and immediate family members arrived in Denver on Wednesday, December 23. They stayed five days, visiting at CARIH before flying home on December 27.

The four children who have been away from home for a combined sixty-three months while at the free asthma center are Olivia Armenta (9), daughter of Mr. and Mrs. Jose Armenta of Houston, Texas; Peter Gines (13), son of Mr. and Mrs. Baltazar G. Gines of Cypress, California; Scott Olden (13), son of Mrs. Virginia Olden of New York, New York and Gregory Grossman (12), son of Mr. and Mrs. Donald L. Grossman of Evansville, Indiana.

Continued on Page 4

TO ALL EMPLOYEES FROM PRESIDENT E. PAUL BURKE

The U.S. airline industry encountered sharp setbacks in 1970 and very likely will report losses in excess of \$200 million for the year. This will be the most severe period in airline history and is resulting in drastic reappraisal of operating policies, curtailment of scheduled services, and cost reduction programs which have already eliminated some seven thousand airline jobs. The reasons for the decline in airline earnings are varied but can primarily be related to declining traffic growth due to a depressed national economy, excessive competition and capacity on many routes, fares set unreasonably low and steadily rising costs of labor, material and services. In light of these realities, the prognosis for 1971 as viewed by airline managements and financial analysts is certainly pessimistic, and industry losses of over \$250 million for trunks and locals are being openly predicted.

It should be a source of satisfaction to all Frontier employees that despite the widespread trend of increasing losses during 1970 for most airlines, our operating results for the year should be counter to the trend and improved over both 1968 and 1969. This is not to say that our 1970 results show a profit. Unfortunately, we still are confronted by red ink which must be added to prior year losses that have substantially weakened our resources to the critical point. However, we can take a degree of pride from the fact that we have collectively moved upward against the prevailing forces working to the detriment of the industry.

Our real challenge now centers around our ability to maintain this forward momentum in 1971, and, quite frankly, the prospects of doing so are uniquely difficult. Your management staff has been concentrating for several months on the finalization of our 1971 operating plan and profit forecast, which now clearly reveal that our most challenging year lies ahead. Our problem in 1971 is simply that our costs project to increase at a faster rate than revenue growth. We believe our national economy will continue depressed and that resumption of normal traffic growth will not significantly occur during the year, while, at the same time, inflation will continue to push costs upward.

In light of these circumstances, we must continue to do what other airlines are just beginning to do. We must gird our entire organization to "tighten the belt" another notch and aggressively work to improve our service and reliability, while at the same time conserving all forms of spending that are not absolutely necessary to produce our product. This will be a real challenge in the most critical year our company has ever faced, and our ability to succeed and survive will certainly swing on the willingness of each and every employee to give added effort to our task.

Every Frontier employee has contributed to the progress made by the company despite adversities of the past. I know that by understanding the challenges ahead and by continuing to pull together we can "weather the storm" being officially predicted by qualified airline analysts.

E. Paul Burke



A mom greets her young son for the first time in several months. Mrs. Baltazar Gines of Cypress, California, has a bear hug for son Peter, 13. Frontier employees made it possible.



Olivia Armenta, age 9 (right), at CARIH since April, 1969, is bubbling with joy at seeing her mother, Mrs. Jose Armenta, sisters and brother. Mrs. Armenta and children flew in from Houston — what greater gift could be given? Frontier personnel—you made it happen!

EXECUTIVE MESSAGE



James W. Arpey

"If you don't do it—it won't get done." We all are aware this slogan was recently utilized by the United Way Campaign to achieve their goal to provide funds for a multitude of worthy causes. These words had a profound meaning to each of us as individuals. It occurred to me that this message is equally meaningful to all of us as members of the Frontier Airlines family.

Individually and collectively, we must all do it—perform our work in an outstanding manner to attain our corporate "goal"—to provide the public with transportation services of superior safety, efficiency, reliability, convenience and pleasantness—or, it won't get done.

We recently had the opportunity of touring hundreds of visitors through our base operation facilities. Most of these people were viewing for the initial time the inner workings of an airline. Practically all of them expressed amazement at the variety and number of functions and activities that must be performed in a highly professional and coordinated manner to produce our "product"—revenue generating customer seat and cargo ton miles.

These guests observed and commented on an aspect of our airline operations that we too often tend to forget. That is that it takes teamwork on the part of each and every company employee, from all divisions and departments, to produce our product for well-satisfied customers. Some of us on a day-to-day basis become so involved in our own problem-solving work that we fail to clearly see the importance of individual effort to the success of each scheduled flight.

In the Technical Services Division alone, there are hundreds of individual responsibilities that must be accomplished on a daily basis to provide the airline with timely and reliable aircraft to operate our schedules. Each and every person within our division is a vital part of the team.

This can be said of all divisions, departments and employees of the company. And yet, from too many fellow employees we continue to hear only criticism of other areas of responsibility. It should be a source of concern to all of us as members of the Frontier team that not everyone relies on and trusts that all team members are dedicated, equally professional and committed. When you combine the activities company wide that must be accomplished in order to produce one successful flight, the importance of teamwork becomes abundantly clear.

They Care Enough to Write

ALL THE WORLD IS NOT BAD

"Please forgive me for taking the salt and pepper shakers. I told the hostess—she said it was alright. But I have felt bad about it. So please take this \$1.00 bill to pay for them. It will make me feel better. The Bible says you shouldn't take things that don't belong to you. I am studying the Bible and believe it. It says if you take something that don't belong to you, you must make good for it. I hope this is double what they cost. Please forgive me. I have traveled by your plane three times and enjoyed it very much, but if I get to travel that way again, I sure won't be foolish again. With good wishes for all you."—
(Unsigned)

Your girls 'try harder,' as Avis says, and your food was the 'very best' since Eastern Air Lines gave up on their 'Eastern I' service.

"Today, I am still a tired businessman, but the difference is I feel I have been treated well, fed well, and instead of taking a snooze after dinner, I'm keeping my eyes open in pleasant expectation that one of your charming girls will come by and give me a smile.

"A sincere thank you to an airline that 'tries harder.'"—S. Hager, Olin Corporation

EXTRA EFFORT PAYS OFF

"Dear Mrs. Lenahan: Yesterday, October 26th, I rode flight No. 27 from Denver to Phoenix. The flight was nearly an hour late taking off. The girls on the flight more than made up for the inconvenience. The service was excellent, the food delicious and the girls were lovely.

"I am a businesswoman, and I do a lot of air traveling. This was my first experience with Frontier, and it certainly will not be my last.

"I feel the stewardesses in the tourist section should be complimented."—Mrs. Margaret Elliott, Gary, Indiana

ONE SLIPUP AFTER ANOTHER

(Editor's Note: To shorten a lengthy letter of complaint, we have taken a few key points and coupled them with the gentleman's closing comments.)

Under the impression that it was a one-stop flight from Phoenix to Chicago, it was later found that stops were required in Colorado Springs, Denver and Omaha as well. . . . Airborne out of Denver, the "squawk box" notified passengers of an unscheduled stop in Lincoln. At Lincoln, the air stairs were inoperative. . . . Airborne once again on to Omaha the aircraft was grounded again. . . . The agent at Lincoln inadvertently picked up all tickets, leaving nothing with the passenger so he might continue his journey. . . . In Omaha, an argument arose as to who was

TREATED WELL, FED

and reliable aircraft to operate our schedules. Each and every person within our division is a vital part of the team.

This can be said of all divisions, departments and employees of the company. And yet, from too many fellow employees we continue to hear only criticism of other areas of responsibility. It should be a source of concern to all of us as members of the Frontier team that not everyone relies on and trusts that all team members are dedicated, equally professional and committed. When you combine the activities company wide that must be accomplished in order to produce one successful flight, the importance of teamwork becomes abundantly clear.

A close look at profitable and successful firms reveals these companies are possessed of one main quality—namely, a highly professional group of employees who work together as a "team."

If our airline is going to become profitable and grow, we must improve our approach and our respect for all members of the team, knowing full well that each function is necessary and vital for a successful airline. How can this be done?

I'd like to make one suggestion—that in the coming year we reexamine our attitudes toward each other's areas of responsibility. Let's make a meaningful attempt to discuss with personnel involved the areas of concern with constructive recommendations for the betterment of Frontier Airlines.

We have the capability of being the largest and best regional service airline in the United States if we plan and work together for success. And remember, if we don't do it—it won't get done!

JAMES W. ARPEY
Vice President
Technical Services

1970 Passenger Travel Increases 11 Per Cent

Frontier revenue passenger miles totaling 1,020,347,000 produced an 11 per cent gain over the 918,656,000 revenue passenger miles flown in 1969.

In reporting this year-end gain, President Burke specifically noted that this was the first time that the company had recorded in excess of one billion revenue passenger miles in a single year of operation since the inception of the airline twenty-four years ago.

Generating Frontier's travel increase dur-

ing 1970 were 2,472,609 passengers, for a 5 per cent increase over the 2,347,930 passengers who flew the previous year. These passengers flew an average trip of 413 miles compared with 391 miles per average trip in 1969, resulting in a 6 per cent gain.

Available seat miles during 1970 totaled 2,331,393,000. This compares with 2,052,328,000 during 1969 for a 14 per cent increase. Load factor during 1970 was 43.8 per cent compared with 44.8 per cent in 1969.

"I feel the stewardesses in the tourist section should be complimented."—Mrs. Margaret Elliott, Gary, Indiana

TREATED WELL, FED WELL — BUT CAN'T SNOOZE

"Dear Mrs. Lenahan: I am a tired businessman (age 32) who has traveled extensively (every week) for the past eight years. Air travel, which at first seemed very exciting, has become for me a dull routine and rather mundane.

"Service has gotten worse amongst the 'big' airlines, and the food no better than 'TV dinner types.' Today I was surprised, entertained royally and I shall remember it for some time!!!

"The difference??? Frontier Airlines and the perfectly charming girls in their 'eyeball bulging,' but yet tasteful outfits. The flight was No. 8 from Denver to St. Louis, November 17, 1970.

air stairs were inoperative. . . . Airborne once again on to Omaha the aircraft was grounded again. . . . The agent at Lincoln inadvertently picked up all tickets, leaving nothing with the passenger so he might continue his journey. . . . In Omaha, an argument arose as to who was to transfer luggage from Frontier to another carrier. . . . At no time did an agent offer the courtesy of a lunch as a result of delays. . . . Meanwhile back at Lincoln, an agent neglected to make a cancelling phone call which he offered to do, thereby costing the customer \$20 after his arrival in Chicago.

The closing—"You can be sure I will never use your airline again under any circumstances. I would rather drive, and I think if this had happened to you, you would feel the same way. We had no assurance from anybody connected with your airline in those various airports that we would get to Chicago at all that day or night."—Joseph J. LaMorte, Chicago, Illinois



ARROW-JET NEWS

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News Items and Photographs are welcome.

Co-mail for the ARROW-JET NEWS
should be directed to DEN-GP.

Neal T. Amarino Manager-News Bureau/Editor
Edward H. Gerhardt . . Vice President-Public Relations
Kandee Stephens Executive Secretary

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SERVICE AWARDS



25-YEAR SERVICE PINS— JANUARY

Clark, A. F., Regional Mgr.-
Transportation Services, DEN
Myers, J. A., Director-Operations
Planning, DEN

20 YEAR SERVICE PINS— DECEMBER, 1970

Crawley, V. R., Sr. Station Agent,
PHX
Fulscher, D. T., Reservations
Agent, DEN
Smith, F. H., Captain, DEN

20-YEAR SERVICE PINS— JANUARY

Albany, W. C., Sr. Station Agent,
ABQ
Bradley, H. R., Mechanic, DAL
Crozier, J., Mechanic, DAL
Favors, J., Aircraft Tech., DAL
Fechner, C. A., Captain, DEN
Hurd, B. J., Captain, DEN
Matthews, D. E., Aircraft Tech.,
PHX

15-YEAR SERVICE PINS— DECEMBER, 1970

Lowe, H. P., Station Agent, MKC

15-YEAR SERVICE PINS— JANUARY

Huddleston, R. A., Jr., Captain,

5-YEAR SERVICE PINS— DECEMBER, 1970

Barnett, L., Aircraft Tech., DEN
Bryan, S. P., Field Training Rep.-
Reservations, DEN
Dawson, J. V., Sr. Station Agent,
DEN

Evans, S. A., Stewardess, DEN
Given, R. J., Inspector, DEN
Glantz, M., Provisioning Coordi-
nator, DEN

Harper, L. R., Station Agent,
DAL

Kelsch, G. Y., Stewardess, DEN
Knudsen, D. K., Station Agent,
MSO

Kramm, F. M., Station Agent,
TUS

Lail, C. A., Ticket Counter Agent,
DAL

Officer, M., Station Agent, DEN
Patterson, J. O., Station Agent,
MHK

Potter, L. J., Stewardess, DEN
Sanders, B., Stock Clerk, DEN
Stone, V. D., Sr. Station Agent,
DEN

Vess, T. D., Station Agent, DAL
White, D. R., Aircraft Tech., DEN

5-YEAR SERVICE PINS— JANUARY

Aiken, F. W., Station Agent, OKC
Atenhan, D. L., Station Agent,
DEN

Cline, E. F., Secretary, DEN
Green, P. M., Station Agent,
FSM

Kraber, D. R., Regional Sales
Mgr., STL

Krout, J. E., Aircraft Tech., DEN
Matson, D. W., Station Agent,
PHX

McGuire, E. W., Aircraft Tech.,
DEN

Miller, E. H., Station Agent, DAL

Clark / Myers Receive 25-Year Service Pins

Both Share Same Anniversary Date

In this case, first place is a draw.

Bert Clark, Regional Manager-
Transportation Services, and
John Myers, Director-Operations
Planning, were the first to be re-
corded as employees of Frontier
Airlines on the same date—Janu-
ary 1, 1946.

This past month (January)
twenty-five years later, these
gentlemen shared the honor of
receiving the first two 25-year
service pins presented by man-
agement. The new 25-year ser-
vice pin is accented with a dia-
mond.

When asked why they were
job hunting on New Year's Day,
Bert and John explained that
they really weren't, it just ap-
pears that way. In fact, they were
previously employed by the Ray
Wilson (founder of Frontier Air-
lines) Company, predecessor to
Monarch Air Lines, which in turn
was one of three predecessor
companies to Frontier. When the
corporate name change was
made to Monarch on January 1,
1946, John and Bert began offi-
cially working for what is now
Frontier Airlines.

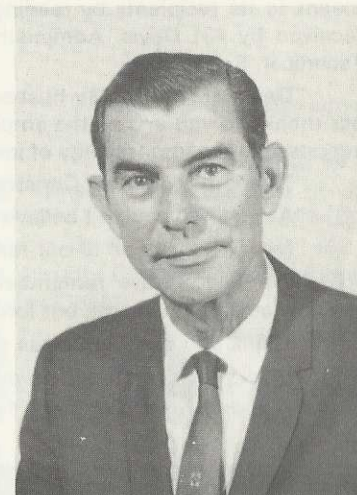
During the Ray Wilson Com-
pany days, Bert Clark and John
Myers worked in pre-operations
in preparation for beginning the
new airline.



Bert Clark
Regional Manager-
Transportation Services

Bert (Albert F.) Clark joined Mon-
arch Air Lines on January 1, 1946
as pre-operations Chief Pilot in Den-
ver. Bert's history with the company,
however, goes back beyond that
date to when he worked in the pre-
operations area for the Ray Wilson
Company. Ray Wilson is the founder
of Frontier Airlines.

In May of 1950, Bert transferred
from Denver to Phoenix as a line pi-
lot. Later in April of 1963, he took
on the duties of Flight Simulator In-
structor within the Flight Training
Department in Denver. In January,
1964, Bert was appointed Regional
Manager of Stations-Phoenix. On his
25th anniversary with Frontier Air-
lines, his title is Regional Manager-
Transportation Services.



John Myers
Director-Operations Planning

John Myers joined Monarch Air Lines,
one of three predecessor companies of
Frontier, on January 1, 1946 as Cap-
tain-Denver. Prior to January 1, John
worked for the Ray Wilson Company in
pre-operations.

During November of 1946, John was
appointed Operations Supervisor in Den-
ver followed in May, 1947 by his return
to the flight line as a Captain.

In August, 1958, he assumed the re-
sponsibilities of Supervisor-Flight Train-
ing. Later, in 1960, he became System
and Denver Division Chief Pilot.

During June of 1962, John was ap-
pointed Director of Flight Operations.
He has worked in various capacities
within this area up to the present time.
His current title is Director-Operations
Planning.

PERSONNEL CHANGES

DECEMBER, 1970

Lowe, H. P., Station Agent, MKC

15-YEAR SERVICE PINS— JANUARY

Huddleston, R. A., Jr., Captain,
DAL

McLain, E. G., Sales/Service
Mgr., DUC

10-YEAR SERVICE PINS— DECEMBER, 1970

Fletcher, H. L., Captain, MKC
Hatfield, W. F., Station Agent,
PHX

Marr, W., Aircraft Tech., DEN
McCall, D. H., Station Agent,
LBF

Muske, R. W., Asst. Mgr.-Trans-
portation Services-DEN

Ness, J. W., Station Agent, SLC
Nessler, O. M., Jr., First Officer,
DAL

Wright, D. E., Station Agent,
MOT

10-YEAR SERVICE PINS— JANUARY

Clemons, W. E., Station Agent,
BFF
Henderson, P., Stewardess, DEN

Keefer, R., Aircraft Tech., DEN
Roorda, J. L., First Officer, DEN
Ruiz, A. L., Station Agent, GUP
Scheetz, D. D., Sr. Station Agent,
CPR

Schenck, C. E., Sys. Mgr.-Fuel
Facilities, DEN

Sigwart, L. L., Station Agent,
GJT

Sundquist, R. B., First Officer,
DEN

Warrick, R. L., Station Agent,
RAP

Kraber, D. R., Regional Sales

Mgr., STL

Krout, J. E., Aircraft Tech., DEN

Matson, D. W., Station Agent,
PHX

McGuire, E. W., Aircraft Tech.,
DEN

Miller, E. H., Station Agent, DAL

Niejadlik, R. H., Station Agent,
FLG

Sissons, B. G., Station Agent,
OKC

Sorenson, C. A., Secretary, DEN

HERE'S The Payoff . . .

. . . FROM IDEAS UNLIMITED

A grand total of \$416 was presented during December to eight Frontier employees offering outstanding suggestions to Ideas Unlimited. They include: \$136 to FRANK JESMER, Lead Aircraft Technician, DEN, for his suggestion concerning the use of hangar air for pressurizing 580 aircraft in the hangar.

\$140 to EDWARD BRO-
NOWSKI, Aircraft Technician,
DEN, for his suggestion to re-
locate the drain hole in the flap
control valve to prevent skydrol
contamination of solenoid mak-
ing it unrepairable and for the
utilization of a test fixture de-
signed by him for testing and
adjusting the air temperature
control valve, FL 219-8043,
P/N 10724-36.

\$40 to W. C. LAMKINS, Sen-
ior Station Agent, LAW, for his
suggestion concerning the use
of terminal maps illustrating the
physical layout of the major ter-
minals served by Frontier.

Continued next column

Myers worked in pre operations
in preparation for beginning the
new airline.

25th anniversary with Frontier Air-
lines, his title is Regional Manager-
Transportation Services.

within this area up to the present time.
His current title is Director-Operations
Planning.

PERSONNEL CHANGES

NAME	FROM	TO	BASED
Shirley Godfrey	Reservations Agent	Sr. Reservations Agent	DAL
Sheryl Cook	Reservations Agent	Supervisor-Reservations	DAL
Doris Thomas	Junior Clerk	Clerk	DEN
Gayle Steinbach	Clerk	Sr. Clerk	DEN
Joseph Howell	Crew Scheduler	Workload Controller	DEN
H. Lee Davis	Asst. Mgr.-Transportation Services, MKC	Manager-Transportation Services	OMA

\$35 to ROGER RICHARDS,
Station Agent, LAS, for his sug-
gestion to use a standard form
in all Frontier stations handling
air freight riding on Government
Bills of Lading.

\$30 to ROBERT C. VOIGHT,
Station Agent, BIL, for his sug-
gestion concerning an abbrevia-
tion of the new form KZ 3004
(TSL) for terminating flights.

\$15 to O. A. SOMERS, Air-
craft Technician, DEN, for his
suggestion concerning the
manufacturing of a new tool to
pick up blind nut plates and dill
locks.

\$10 to JANE MOORE, Sec-
retary, DEN, for her suggestion
to print stored flight plans so
that all pages face the same
direction.

\$10 to E. MUNRO, Lead Air-
craft Technician, DEN, for his
suggestion to eliminate the sten-
ciling of CV-580 stabilizer bolt
torque valves after each 580
BOP.

Your suggestion could be
worth \$\$\$.



Carol Diane Johnson

Carol Diane Johnson, 23, a
Denver-based Frontier steward-
ess, lost her life in a four-car
accident near Dillon, Colorado,
early in January.

Carol joined Frontier and
graduated as a stewardess May
1, 1970. She attended school in
Omaha, Nebraska, and graduat-
ed from the University of Nebras-
ka, class of 1969.

Sympathies from each Fron-
tier employee go to Carol's
parents, Mr. and Mrs. W. E.
Johnson of Omaha.

Lonely Christmas—Continued from page 1

CARIH is the world's largest asthma facility, treating youngsters with steadily worsening asthma at no cost to their families and conducting research into the causes of the allergic disease, of which asthma is the most severe form.

Employees may better realize what this Christmas program meant to its recipients by reading the following letters which were received by Art Davis, Administrative Assistant to Vice President-Technical Services.

"Dear Mr. Davis: My husband, children and I wish to express our thanks to you and all the employees of Frontier Airlines for making possible the impossibility of joining our son, Peter.

"This is the greatest Christmas gift we have ever received.

"At first, we couldn't believe our own eyes or ears.

"Now it makes all of our family believe in Santa Claus again.

"We will always remember the Frontier Airlines employees not only at Christmas time but forever.

"Thank you and God bless all of you for making it possible.

"May your Christmas be as happy and as wonderful as you have made ours."—Elizabeth M. Gines and Family.



Mr. and Mrs. Donald L. Grossman of Evansville, Indiana were extremely gratified with the opportunity to visit their son, Gregory, at Christmas.



President Burke took time to personally greet Frontier's invited guests and was interviewed by CBS Television in Denver, KLZ-TV. Pictured (left) is Judy Ruegge, Records Clerk-Production Control. Next to Judy (partially hidden) is Gordon Cumming, Instructor-Technical Services Training. Others in photograph are the invited guests and news media.





Denver news media move in so their microphones can pick up each emotional yet joyful word of greeting. Pictured is Mrs. Gines stepping from the Continental rental car to greet her son, Peter, for the first time in many months.



Mrs. Virginia Olden of New York accepted the employees' invitation. Mrs. Olden and three children, Boyd, Elliott and Sharon, flew in to visit Scott (wearing Lakewood Jaycees Shirt). Art Davis, Administrative Assistant to the Vice President-Technical Services, and Louise Helverson, Secretary, were instrumental in assisting the Oldens.

Timm In as CAB Member

Robert D. Timm, 49, was confirmed on December 16, 1970 by a full Senate voice vote as the newest member of the Civil Aeronautics Board. Previously (1951), Timm was elected to the Washington State Legislature where he served four years. Since 1958, Timm held the post of Republican National Committeeman for the State of Washington. He also joined the State Utilities Transportation Commission in 1966 and was later named Chairman.

As the newest member of the Board, Timm believes that the economic problems confronting the air transport industry can be solved by the airlines and the Federal Government working together. Airline managements, according to Timm, willing to face problems at hand and work together in conjunction with the CAB will permit the Air Transport Association to avoid "economic traps" like those currently exhibited among the nation's railroads.

Timm went on to say that as for service throughout the far West, it is a large area with a great number of common air

transport problems. This area will be one of his special concerns.

With regard to mergers, Timm says they have become an economic fact of life and a pattern of private enterprise development that he is willing to recognize.

On the subject of route awards, Mr. Timm favors healthy competition; subsidy—he reportedly favors it for regional carriers serving supportive cities. Last but not least, on the matter of the SST, Timm favors the prototype program and is pledging total support to continued development of U. S. aircraft technology.



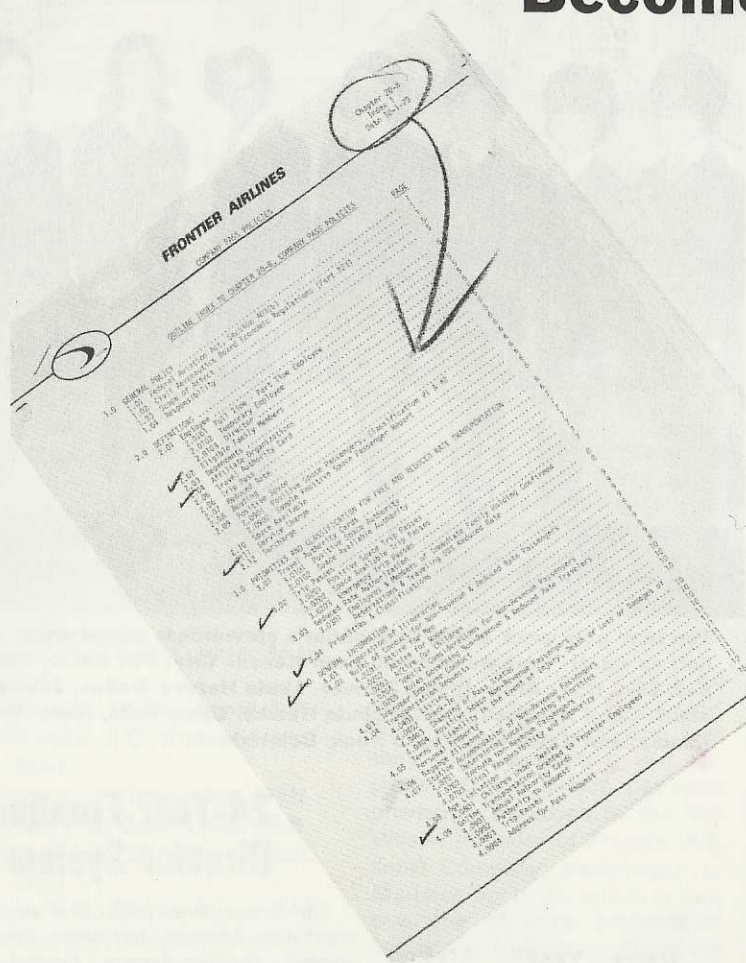
Honorable Robert D. Timm (right), CAB nominee, is confirmed as the newest CAB member. With him are (left to right) Senator Warren G. Magnuson, Chairman-Senate Commerce Committee, and Brigadier General Joseph P. Adams, Executive Director, Association of Local Transport Airlines.

Employee Savings In Credit Union Protected by Federal Insurance

As of January 4, 1971, your money that is in share savings within Frontier Airlines Federal Credit Union is covered with Federal Share Insurance. What does this mean to you?

It means your account is now insured up to \$20,000, the same as any bank or savings and loan company. This announcement was made by Wally Adams, Executive Manager of the Credit Union.

Mr. Adams added that at the present time the Credit Union does have ample funds available for Frontier employees who are thinking in terms of a loan. Employees requiring information about loans or share accounts should contact the Credit Union in Denver—DEN-CU.



Major Pass Policy Changes Become Effective

If you were well versed on Frontier's former pass policy procedures, you will no doubt want to remain equally informed. Eight changes of major importance became effective February 1. That might affect planned upcoming trips. Therefore, the Pass Bureau strongly recommends that each employee update himself by reviewing the Policy and Procedures Manual, chapter 20-8.

The eight areas of change include:

- 1) Eligibility of family members of deceased employees (section 2.0201)
- 2) Eligibility of retired employees of affiliate organizations (2.0401)
- 3) New refund requirements (2.1101)
- 4) New requirements for extension and reissuance of inter-line and on-line passes (3.0204)
- 5) Revision of the Priority and Classification Section (13.04)
- 6) Recent changes by inter-line carriers (5.06)
- 7) Revision of pass request form (Form 4001) (4.0)
- 8) Definition of dependent eligibility (4.0801)

The Pass Bureau asks adherence to the new procedures as they become effective February 1. The volume of on-line and off-line requests to Frontier's Pass Bureau does not allow for special handling of individual employee's pass needs. Therefore, requests properly filled out will be greatly expedited.

ARROW-JET PARTY

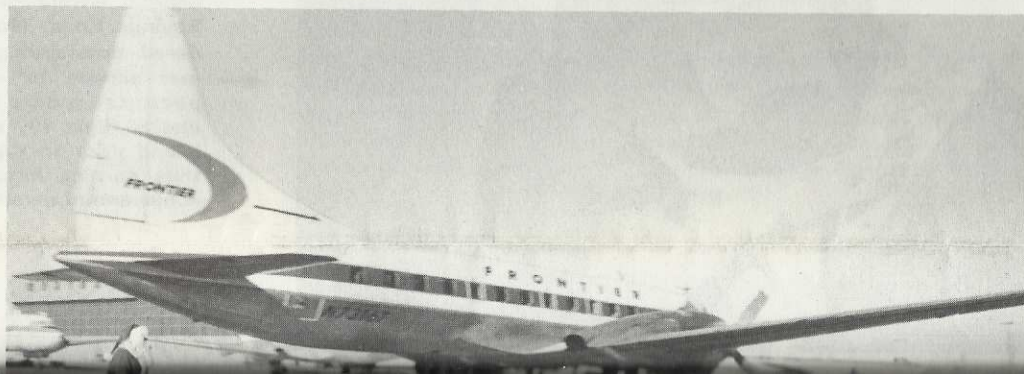
Continued From Page 1

Leave it to St. Nick to come up with a way to outsmart the weatherman. Leaving his sleigh at home, St. Nick (and we're sure you guessed his off-stage name by this time—Joe Mericle, Lead Mechanic, DEN) came up with eight beautiful sled dogs which effortlessly whisked him across the distance into the crowd of 1,800 cheering children. The adults got as big a charge out of Santa's arrival as did the wee ones.

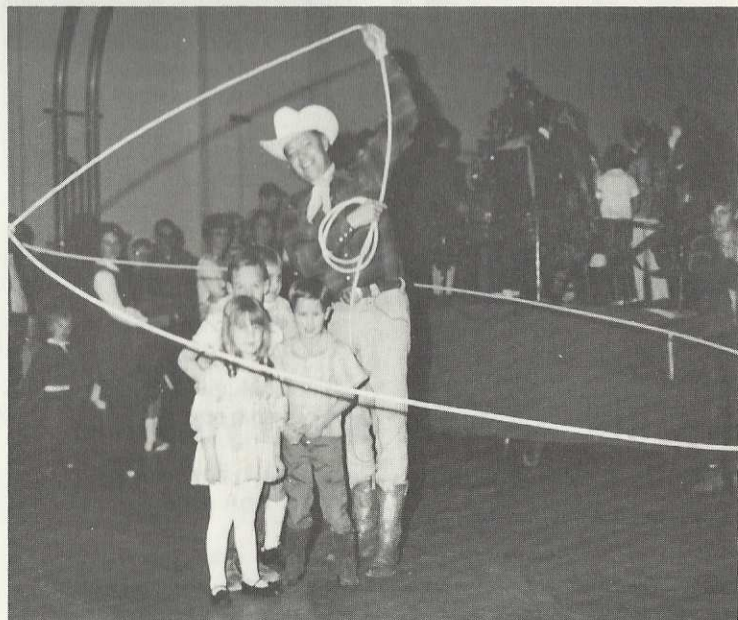
Waving through the crowd with a ho ho ho!, Santa worked his way to his treasure of treats and gifts where he listened to each and every request. According to Santa, it not only appears, but indeed is a fact, that the line gets longer each year.



On Rover, on Snoopy . . .



Waving through the crowd with a ho ho ho!, Santa worked his way to his treasure of treats and gifts where he listened to each and every request. According to Santa, it not only appears, but indeed is a fact, that the line gets longer each year.



Frontier's own Lefty Carlson, Reservations Salesman, had his own social circle for entertaining.

Frontier to Operate Beech 99's

In a new program to attract more passengers through increased flight frequency and reliability, Frontier will operate two twin-engine Beech 99 turbo-prop aircraft beginning March 1.

Those cities to receive the new fifteen-passenger aircraft service are Rapid City, Chadron, Alliance, Scottsbluff, Sidney, Cheyenne, Laramie and Denver. This Beech 99 service will be replacing selected Convair 580 services on a trial basis. It is planned at this time to thoroughly evaluate this type service over the next several months.

The twin-engine Beech was basically designed for short range commuter service. In addition to a seating capacity for fifteen passengers, it is operated by a crew of two—pilot and copilot. It is powered by two Pratt and Whitney turbine engines which produce a cruising speed of 250 miles per hour. These aircraft along with pilots and maintenance personnel will be based in Scottsbluff. Seven captains, six first officers and three maintenance personnel will make up the Beech complement.

Photographs and more in-depth stories regarding the Beech will highlight the next issue of ARROW-JET NEWS.



... Dash away all. The absence of snow didn't hinder ole Saint Nick (Joe Mericle). He arrived on schedule at Frontier's Maintenance Base, falling captive to some 1,800 super-excited little people.



Boys n' dogs naturally go together.



In spite of two casts, little Cynthia Kern was able to make it to Santa's lap. Cynthia's daddy is Pat Kern, Maintenance Scheduler, DEN. Stewardess Barbara Spriggs topped off the occasion with a Santa Claus sucker.

Reservations Plagued by Employee Requests

Special request practices by some Frontier employees are reportedly creating unnecessary work loads on Frontier reservations personnel.

"These time-consuming practices are resulting in revenue passenger sales losses," reported Lawrence C. Sills, Vice President-Sales and Marketing.

An increasing number of extraordinary demands have been noted by reservations sales personnel to book hotel and rental car reservations and to handle other such needs for employees traveling on both company business and on vacations.

Mr. Sills stated, "While we would very much like to accommodate the needs of our traveling employees as they pertain to reservations at hotels and for rental cars, it is not possible time-wise for our reservations sales personnel to do so and at the same time provide this valuable service to our revenue customers."

The complete cooperation of Frontier employees is urgently requested.

Vacek Gets Pres. Award



← **Harry Vacek, Station Agent, HSI, accepts from Royal Burt, Director-Ground Services, a Presidential Award—\$25 U.S. Savings Bond. Harry rendered outstanding customer service to an incapacitated passenger aboard flight 107 at Grand Island prior to Christmas, thus earning himself this achievement award.**

Ten Stewardesses Graduate December 18



Ten new girls were added to Frontier's stewardess complement on December 18, 1970. They are (left to right): Barbara Mitchell from Kansas City; Pat Snow, Colorado Springs; Laurel Bradford, Salt Lake City; Anita Jones, Denver; Linda Hervey, Dallas; Jeanne Reynolds, Independence, Missouri; Carol Haddock, Joplin; Linda Hatzky, Cedar Falls, Iowa; Pat Giordano, Springfield, Illinois; and Kathy Ott, Castle Rock, Colorado.

24-Year Frontier Veteran Named Director System Control

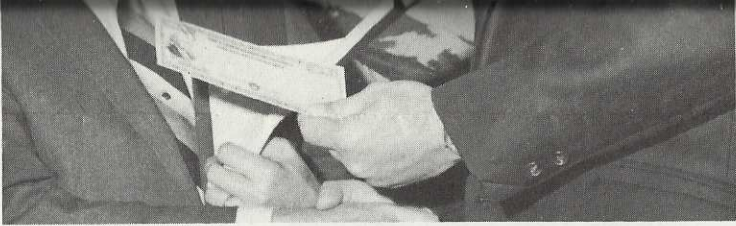
Earl Keene, twenty-four year veteran with Frontier, has been appointed Director-System Control. This was announced this month by Ed O'Neil, Senior Vice President-Operations.

Since 1968, Mr. Keene had worked as Operations Manager-Denver. He began his career with Frontier in May, 1947 when he joined Challenger Airlines (a predecessor company of Frontier) as a Dispatch Clerk in Salt Lake City. During July of 1948, he was promoted to Dispatcher.

Mr. Keene transferred to Denver in May of 1950 as a Dispatcher followed in 1968 by his appointment as Operations Manager.



Earl Keene
Director-Systems Control



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Earl Keene
Director-Systems Control

For Teenagers

Answer these questions, then come

1. Do you see any difference between marijuana and alcohol?
2. Have you ever taken drugs to get high?
3. Do you know anyone who takes drugs?
4. Have you ever experimented with drugs to see what it's like?
5. Do your younger brothers or sisters have access to drugs?
6. If you wanted drugs could you get them easily?
7. Have your parents ever asked you directly, "Are you using drugs?"
8. Is it possible to get high on something in your parents' medicine chest?
9. Do your parents take too many pills?
10. What are the reasons young people take drugs?

When it comes to the drug scene, a lot of parents really don't know what's happening—as you may be able to see by their answers to their questions. You can help them get the facts by sending for the Federal source book "Answers to the most frequently asked questions about drug abuse." When you get it, give the book to your parents as a gift. You'll have a lot to talk about.

For Parents

together and see how far apart you are.

1. Do you see any difference between marijuana and alcohol?
2. Has your child ever been high on drugs?
3. Do your children associate with any drug users?
4. Have you ever experimented with drugs to see what it's like?
5. Do you think your children under 13 have access to drugs?
6. If your children wanted drugs could they get them easily?
7. Have you ever asked your child if he or she uses drugs?
8. Is there anything in your home that your children could get high on?
9. Do you believe you take too many pills?
10. What are the reasons young people take drugs?

If your child's answers disturb you, it's high time you sat down together and had a talk about drugs.

We've written a booklet that might help that talk. It's called "Answers to the most frequently asked questions about drug abuse." It won't make you an expert, but it will give you some important answers.

Send for the booklet. Read it. Talk with your child. It's important—for you both.

For a copy of the Federal source book: "Answers to the most frequently asked questions about drug abuse" write to: Drug Abuse Questions and Answers
National Clearinghouse for Drug Abuse Information
Box 1080
Washington, D.C. 20013

Name: _____
Address: _____
City: _____ State: _____ Zip: _____

Snow Crystals Add Depth to Snow Club Service

Seven attractive Frontier ticket agents, each named "Crystal," have been designated as Snow Club ground hostesses. These ladies, attired in ski wear, can be seen working in gate departure areas welcoming skiers and other winter sports enthusiasts aboard Frontier's Snow Club flights. Each "Crystal" is supplied with and is ready to offer complete information and literature relating to Frontier's Snow Club flights, ski areas and snow conditions at same.

These girls are in addition to Gail Hannigan — "Crystal" — who makes radio and television appearances system wide in behalf of Frontier's ski program.

As employees are aware, Snow Club service was recently instated by Frontier to attract skiers and winter sports enthusiasts to the white world of Frontierland. Each weekend, twenty-six Frontier Snow Club flights operate to thirty-five major ski areas on system. They originate in the major markets of Dallas/Ft. Worth, Kansas City, St. Louis, Denver, Grand Junction and Salt Lake City, where the "Crystal" Snow Club ground hostesses are located.

In flight, customers aboard Snow Club service delight to such taste-tempting beverages as piping hot Irish Coffee which is freshly brewed with a "wee bit" of Irish Mist and topped with a mountain of whipped cream. It is served with a ski-shaped swizzle stick. Ski magazines and other skier-oriented information are made available to customers aboard Snow Club flights.

SNOW CLUBBERS GET SKI REPORT

"Snow Crystals," a weekly newspaper featuring ski area snow condition reports and items of interest to skiers, is published by the Public Relations Department and made available to customers through "Crystal" representatives.

Additionally, stewardesses on all Snow Club flights make special public address ski announcements prior to taxi and takeoff at cities where Snow Club flights originate.

Snow Club service is a major part of Frontier's winter Sales/Marketing program. It also includes other features such as special fares for skiers, free ski travel cases, the flying of ski equipment free as a part of normal baggage allowance, free ski films (available from the General Office, DEN-SP) and ski condition reports available from Reservations — Ski Department.

Also, Frontier makes available a free four-color brochure entitled "Cool Spots" which lists numerous winter vacation packages available through the carrier.

Frontier will continue its Snow Club service through April 11. The carrier serves thirty-five major ski areas throughout the Rocky Mountain West and Southwest. This ski program is one of the largest to be implemented by any airline.

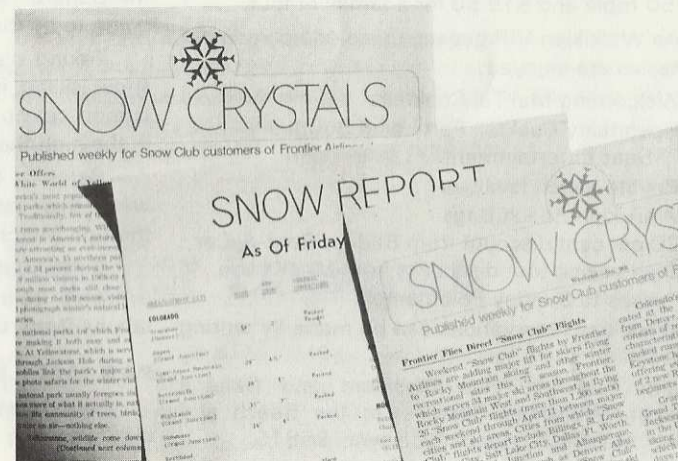
At the same time, its costs to Frontier are negligible. A concentrated public relations program has resulted in national publicity on Frontier's Snow Club service. Additionally, special in-flight Snow Club services are made possible through Frontier's beverage suppliers. Ski wear for "Crystal" representatives is courtesy of White Stag Manufacturing Company, Gateway Sporting Goods of Kansas City and Barron's Famous Brand Name Women's Shoes of Denver.

The entire concentrated effort is producing satisfactory results in added revenue, while at the same time is informing the traveling public that Frontier is in fact the skier's airline.



Also promoting Snow Club flights are these gracious Ticket Counter Agents, "Crystals" (left to right): Connie Grulke, Denver; Becky Stevens, St. Louis and Judy Padboy, Denver.

Ticket Counter Agents each named "Crystal" promoting Frontier Snow Club flights include (left to right): Bobbie Bailey, Kansas City; Ann Corcoran, Grand Junction; Cindy Lail, Dallas and Dianne Torrey, Denver.



"Snow Crystals" is published weekly for the benefit of Frontier customers flying to the high country. It contains the latest of snow reports and other information important to skiers.

SKI REPORT

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Employee Thefts Result in Dismissals

Air freight and baggage thefts in Dallas recently resulted in the dismissal of three employees. At this time, prosecutive action is being considered by federal and local authorities for the violations.

It has also been reported that an agent in the St. Louis station has admitted to the theft of funds which has resulted in his termination. Charges have been filed in local court for theft. Prosecutive action is being considered.

From Turkey and Trimmin's To Potluck

For two years, the Revenue Accounting Department in Denver used proceeds from coffee machines for their Christmas party and dinner. This year, however, dinner was potluck and the coffee fund proceeds were used to provide gifts and food for senior citizens of the Little Flower Center of Denver.

No, the Little Flower Center is not a home for hippies. It is, however, a center for senior citizens which is sponsored by the Archbishop's Development Fund.

Of fifty senior citizens at the Center, approximately fifteen are shut-ins. They represent every

race, creed and color. They also exist on a meager income.

In addition to the coffee fund money from Denver Revenue Accounting, other Frontier employees donated canned goods, fruits and other delicacies such as Christmas candy and fruitcakes. These yuletide gifts were delivered on Tuesday before Christmas with a follow-up delivery the week after Christmas.

The expression of joy on the faces of those who received these gifts was most rewarding, report Revenue Accounting employees. The gifts were most sincerely and gratefully appreciated. It was indeed "peace on earth, goodwill toward men."

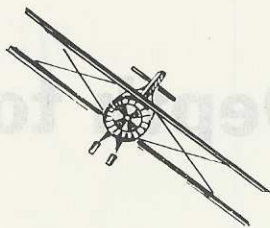
Frontier Skiing Is on Camera



On camera at WFAA-TV in Dallas is "Crystal," Frontier's Denver-based stewardess Gail Hannigan. As "Crystal," she appeared on Dallas/Ft. Worth area television sets on the Barbara Williams "World of Travel" Show, January 3. Frontier's ski program was the topic, skiing Aspen was the film.



INTERLINING



CP AIR EXPANDS PASS AGREEMENT

Effective immediately, CP Air is offering a 75 per cent fare reduction on a space available basis to active and retired employees of Frontier Airlines and their spouses and dependent children under 21 years of age.

This fare will apply on CP Air system wide and is in addition to the 50 per cent discount positive space program now in effect.

WAIKIKIAN HOTEL DOES IT AGAIN

Another Holiday for Frontier Personnel

All Frontier personnel and families may enjoy deluxe lanai room accommodations with air conditioning and breakfast bars at the Waikikian Hotel at specially reduced rates year 'round.

Special rate reductions of 30 per cent to 60 per cent are extended depending on the type of accommodations required and availability. Rates are as low as \$9.50 single, \$13.50 twin or double, \$14.50 triple and \$19.50 for a family of four.

As Waikikian VIP guests, these complimentary courtesies are enjoyed:

- Welcoming Mai Tai Cocktails
- Hospitality Cocktail Party with South Seas entertainment
- Private beach facilities
- Waikikian Beach Bags
- 20 per cent discount from Budget Rent-A-Car
- Sightseeing tour discounts from MacKenzie
- Passes to Sunday Polo games

Waikikian reservations can be made by writing direct to:

Jim Knaefler, Vice President and General Manager, Waikikian Hotel—On the Beach and Lagoon at Waikiki, Honolulu, Hawaii 96815.

AIR FRANCE INTERLINE TOURS FOR '70-'71 NOW AVAILABLE

Air France makes available to Frontier employees a vacation in Paris, on the French Riviera, a combination of Rome/Lison or Paris/Nice.

Departure dates are various times in February and March and include from three days and two nights to eight days and seven nights.

A typical weekend in Paris consisting of three days and two nights costs interliners \$83. It includes round-trip positive space transportation on Air France, first class accommodations, all meals, sightseeing tours, transfers, tips, service charges and airport tax.

For more information, contact the nearest Air France representative and ask for Air France Interline Tours for '70-'71. Bon Voyage.

SAHARA TAHOE WINTER PARTY

Everyone (well, almost everyone) is holding airline parties these days — so say the Sahara Tahoe people. However, according to the folks at the Sahara Tahoe, their Airline Winter Carnival is going to be the hit of the airline party gamut.

Taking place February 18-28, it will combine snow skiing in the great outdoors with swinging indoor casino fun at the Sahara Tahoe, located in the high Sierras.

Rates — \$9 single or double per night. By the way, this rate applies for Frontier personnel through March 31, 1971.

Additional information and brochures are available upon request from Frontier's Public Relations Department; DEN-GP.

PAN AM LISTS BLACKOUT PERIODS

From Pan American World Airways comes the following blackout periods which will apply

Continued Next Column

IS THAT WHO I
THINK IT IS?



Yep, it sure is! Ole' St. Nick himself is busy parking airplanes, assisting passengers down air stairs, handing out candy and assisting with reservations. It all happened at Kansas City and the busy Santa Claus was none other than Don Oberg, Station Agent, who thrilled both little and big kids with his Christmas gestures.

to employees' parents traveling at the Pan Am 80 per cent reduced rate:

1) Transatlantic—Eastbound May 15 through July 31, Westbound July 1 through Sept. 30;

2) Caribbean—All travel February 4 through April 15 and De-

COMING EVENTS

Jim Knaefer, Vice President and General Manager, Waikikian Hotel—On the Beach and Lagoon at Waikiki, Honolulu, Hawaii 96815.

PAN AM LISTS BLACKOUT PERIODS
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Continued Next Column

COMING EVENTS

FEBRUARY

S	M	T	W	T	F	S
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7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

February 7-12, 1971

SIXTH ANNUAL INTERLINE SKI PARTY AT SALT LAKE CITY

Ski five days at five different areas for \$8 per day. Includes lift passes, transportation to areas, cocktail parties and surprise gifts. Hotel rate — \$8 per day, single; \$6 per day, double. Registration is from 5:00 to 7:30 p.m. on February 7 at the Hotel Utah in Salt Lake City.

February 15, 1971 (Washington's Birthday)

HOLIDAY FOR NONCONTRACT PERSONNEL

Those employees essential to the operation may be requested to work.

February 18-28, 1971

SAHARA TAHOE AIRLINE WINTER CARNIVAL

\$9 (single or double) room rate per day plus \$6 registration fee. Includes free cocktail party every night, wine tasting party, nine-hole indoor miniature golf tournament, dog sled races, big name entertainment, snowmobiling, skiing on four slopes, dining and dancing, plus fun and games twenty-four hours around the clock in one of the world's largest casinos.

Any department or organization within Frontier wishing to list upcoming events can do so by contacting the Public Relations Department, DEN-GP.

to employees' parents traveling at the Pan Am 80 per cent reduced rate:

- 1) Transatlantic—Eastbound May 15 through July 31, Westbound July 1 through Sept. 30;
- 2) Caribbean—All travel February 4 through April 15 and December 15 through January 10, 1972;
- 3) Bermuda—All travel the entire month of April and June 15 through July 15;
- 4) South Pacific—All travel the entire month of May only.

NOVEMBER CLASS GRADUATES EIGHTEEN



Eighteen new stewardesses from Virginia to Oregon who joined Frontier and graduated last November 20 include (left to right, front row): Sandra Beamer from Lakewood, Colorado; Ivonne Heras, El Paso; Deborah Herbert, Denver; Susan M. Miller, Collinsville, Illinois; Barbara Petty, Lakewood; Sally Fleeason, Arlington, Virginia; Cindy Pishner, Fort Worth; Sandra Coleman, St. Louis and Lynn Rapp, Hot Springs, South Dakota. Back row, left to right are: Lorraine Martinez, Denver; Gwendolyn Chambers, Eastlake, Colorado; Janice Ostberg, Denver; Karen Kingsolver, Arvada, Colorado; Virginia Stephens, Salt Lake City; Shawna Mower, Salt Lake City; Janie Farmer, Garland, Texas; Susan E. Miller, Aurora, Colorado and Karen Hulshizer, Hillsboro, Oregon.