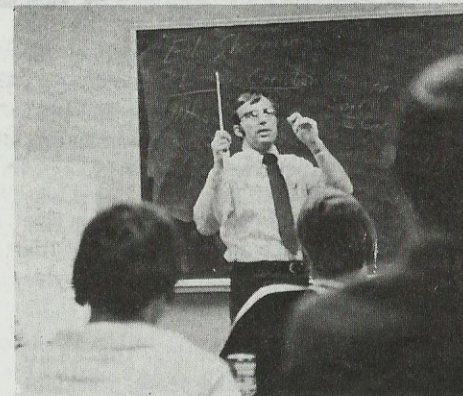


## From the cockpit

## to the classroom . . .

Conversion to a two-pilot crew on Frontier's Boeing 737 fleet resulted in a major upswing in training classes for former second officers moving up to the right seats of Convair 580s and Twin Otters. At the same time, it's back to basics for most all pilots — from Twin Otter first officers to jet skippers — for whom training cycles are being prompted by the acquisition of more jets, increased summer flying schedules and retirements. Here, ground school instructor Ed Sherman conducts a Twin Otter class with artistic precision.



**FRONTIER AIRLINES**



# FRONTIER NEWS

VOL. 9 NO. 8

Published for Frontier Airlines Employees and Their Families

FEBRUARY/MARCH, 1976

## '75 performance ranks FL among industry leaders

Frontier finished 1975 with record revenues of \$168,799,000, up more than 10 percent over 1974's revenues of \$153,038,000. Net earnings were \$6,891,000, or \$1.00 a share, down from \$9,386,000, or \$1.36 a share, in 1974.

President Al Feldman noted that, although earnings were lower than the prior year, "when compared to the rest of the industry, Frontier's substantial profit performance in 1975 was encouraging."

He said the company's performance during one of the more difficult years to

18 percent over a year ago, and the system load factor was 58.4 percent, up from 53 percent in the first two months of 1975).

While passenger traffic was setting new highs in 1975, cargo performance also ran well ahead of 1974. Frontier flew nearly 15 million ton-miles of cargo during the year for an increase of 5.2 percent, and total mail and freight revenues were up 10.3 percent over 1974.

"We enter 1976 both strong and resilient, and with a dedicated work





face our industry was a credit to the dedication of all employees at every level of the organization.

Frontier also set a new high in traffic for 1975, despite the fact that the first half of the year was relatively slow. Revenue passenger miles for the year were up 4.7 percent from 1974, and the airline carried a record 3,276,837 passengers during the year.

(Traffic continued to run strong during the first two months of 1976. RPMs through February were up nearly

## Bicentennial confusion

# Frontier simplifies discount fare theme

It's being called "Freedom Fare" and "Revolutionary Fare" and "Discover America Fare" and "Explorers Fare" and in jest, "Son of Bicentennial Fare." (And, we suspect, a confused public probably has some other names for it.)

When the air industry's standard "Bicentennial Fare" phased out on Feb. 1, the traveling public may have believed it was being offered a broadside of new discount fares. But those that waded through the fine print found out what the industry's ad people knew all along: the new fares are identical — only the names are changed to confuse the innocent.

"Frontier had originally planned to coat-tail the massive advertising campaigns of United and other carriers using the 'Freedom Fare' label," notes Jim Winston, director of advertising. "But," he explains, "the proliferation of different tags that subsequently popped up prompted us to do otherwise."

To avoid more confusion, Frontier decided to keep its new discount-fare theme as simple as possible: "Ask For Our New Big Discount."

Applicable to all markets, the fare's goal is to spur more vacation travel this year by offering passengers a chance to save up to 30 percent of their ticket costs.

To qualify, passengers must book and pay for their roundtrip tickets at least 14 days prior to departure. Also, the trip must last a minimum of seven days with a maximum stay of 30 days.

Frontier's "New Big Discount" of 30 percent from regular coach prices will be offered through Jan. 31, 1977, excluding the peak 1976 travel period of June 1 through Sept. 15 when a 20 percent discount will be available.

Children under 12 are eligible for a 50 percent discount for the entire 12-month period.

force," Feldman said.

"We expect the inflationary effect on fuel and labor will continue to increase our operating costs, but we also anticipate continued traffic and revenue growth. We will be profitable in 1976," he stated.

Frontier's annual report for 1975 is being mailed to all employees' homes in March. The company's annual meeting of stockholders will be held at 9:30 a.m., on April 22 at Stouffer's Denver Inn, 3203 Quebec St., Denver.

# discover

ASK FOR  
OUR NEW  
BIG  
DISCOUNT

For information  
and reservations,  
call your Professional Travel Agent.  
Or Frontier.

# the new Frontier

First class legroom at *less than* coach prices

**PRESIDENTIAL HONOR.** *Pleased to receive the Presidential Award from Al Feldman are Flight Attendants My-Le Farley (left) and Helene Linck, who were honored for their contribution to Frontier in flying the "jet bridge" between the Vietnamese processing center at Ft. Chaffee, Ark., and Dallas/Ft. Worth. Born in Vietnam, both women were cited for giving "outstanding aid and comfort" to thousands of refugee passengers last year. Attending the ceremony are Bobbie Lenahan, manager — flight service, DEN (far left) and Elizabeth McDonnell, manager — flight service, DFW (far right).*

## '75 consumer reaction: compliments exceed complaints

You can please some of the people some of the time, but you can't please all 3-million of the revenue passengers who traveled on Frontier in 1975 all of the time.

Last year Frontier pleased well over half of the 3,506 passengers who felt strongly enough about their experiences with us to write our Consumer Affairs Department. Fifty-nine percent of their responses were compliments, 41 percent were complaints. These 1975 results compared favorably with those of 1974, when 52 percent of the 3,189 passenger letters received were compliments and 48 percent were complaints.

According to the 1975 Consumer Reaction Report, comments by category showed increased numbers of compliments in 1975 over 1974 in the areas of Reservations, Ground Service, Inflight Service, Food and Liquor Service and Operations Performance. In the specific area of personnel attitude, compliments to reservation agents rose from 40 to 90, stations employees jumped from 668 to 933 and flight attendants rose from 696 to 830. Specific areas receiving the most complaints included oversales, misquoted fares, cancelled flights due to mechanicals and delayed baggage.

Food quality and Frontier Magazine received special attention from Frontier passengers in 1975. Compliments on Frontier meals increased from 251 to 357, with just 14 complaints. Admirers of

Frontier Magazine numbered 165, up from 61 in 1974.

Although passengers rarely compliment baggage service, improvements in this area resulted in a decrease of 24 percent in loss claims and an 11 percent decrease in delayed baggage claims.

## CAB update: latest action on filings

Among more than a dozen major route cases now pending before the Civil Aeronautics Board, following are those in which there have been recent developments:

**Denver-Sacramento:** The CAB has agreed to hear the case; a pre-hearing conference has been set for May 11, at which time an administrative law judge will frame the issues and establish a timetable for the proceedings.

**Lincoln-Chicago:** We are still waiting for CAB to clarify our authority to fly to O'Hare.

**Denver-Atlanta, Denver-Tulsa-Oklahoma City-Atlanta:** A hearing has been set for May 24, following exchanges of paperwork.

**Cortez:** We have been permitted to suspend service through Jan. 2, 1977.

**Denver-Wichita-Little Rock-Memphis:** A pre-hearing conference is expected to be announced soon.



## Ryland named chief operating officer

Glen L. Ryland, executive vice president, has been elected to fill the position of chief operating officer of Frontier at the meeting of the company's Board of Directors on Feb. 25. The post has been vacant since Al Feldman was elected chief executive officer in 1972.

Ryland joined Frontier in 1971 as vice president — finance and a director of the company. He has been executive vice president since May 1973.

At the February meeting, the Board also elected Frank Shakespeare, president of RKO General, as a new member of the Board of Directors.



## Employees earn agency praise, win special 'Good Team' prizes

Outstanding service to a travel agent or agency client made winners of three Frontier employees in the first "We've Got a Good Team Going" drawing.

Denver based Flight Attendant Susan Mizuki, Hastings Station Agent Don Porter and Denver Reservations Agent Patty Cannon will receive his or her choice of prizes valued at \$100 from a catalog of selected gifts. Their names were drawn from a list of those employees who received complimentary letters from travel agents during the months of December, January and February. The agencies which complimented the three winners were Travel & Transport, Inc., Omaha, Nebr. (Mizuki); First Tour & Travel, Hastings,

Nebr. (Porter); and Loyal Travel, Phoenix, Az. (Cannon).

"These continuous drawings are Phase II of the "We've Got A Good Team Going" program designed to promote our partnership with travel agents," states Mike Newman, manager — travel agency marketing. "We'd like to urge employees from all departments to do something special for an agency or one of its clients and be recognized for it."

All employees who receive written commendations from agents are eligible for the drawings which will be held every three months. Letters may be directed to the Consumer Affairs Department in Denver. Next drawing: May.

## Low scores, high spirits at Tucson Golf Tourney

## Short hops

## Field marketing honors best in '75

Chosen as top performers in field marketing for 1975 at the annual incentive awards banquet in Las Vegas last January were:

Mike Leonard (PHX) — Sales Manager of the Year  
Al Toll (TUS) — Sales/Service Manager of the Year  
Harold Maxwell (ABQ) and Lee Davis (OMA) — Service Managers of the Year  
Jack Zembeck (DEN) — Staff Director of the Year

The awards are based on a combination of factors, including performance against commitment, innovative marketing techniques and overall contribution to the company's success. Again, our congratulations.

### HARRISON AGENTS BEAT 2,000 —

You may not know about Harrison, Ark., but the Frontier agents there do a super job. Under the direction of Station Manager Jerry Parkhill (far right), agents (from left) Don Naile, Charles Jones and Tom Keeling achieved 2,146 departures without a controllable delay in excess of three minutes from May 13, 1973, to Dec. 4, 1974. That's the best record yet. It entitles them to join the ranks of Joplin, Albuquerque, Kansas City and Omaha (mentioned in the last issue) as top achievers in this on time performance category. Good Work!



### TRAVEL/FASHION INVITATION

Flight Attendant Pat White invites shoppers in Denver's Neusteters store downtown to consider "The Affordable Sun-Days" in Las Vegas, Phoenix/Scottsdale and Tucson. For the third consecutive year, Denver Sales teamed Frontier with Neusteters in a local advertising campaign during the month of February to promote warm weather fashion and travel on Frontier. Employees from both companies urged customers to consult a "Professional Travel Agent" for complete information.



**CONGRATULATIONS** — Recently announced appointments include: Bill Monday, director of consumer services; Truman Jeter, deputy director of field marketing, eastern division; Capt. C.A. Fechner, regional director of flight operations,



Beautiful weather in the 70s and scores just a bit higher produced many winners among the 60 entries at Tucson's Third Annual Employees Golf Tourney held at the Skyline Country Club and Resort on Jan. 11 and 12.

Denver-based Capt. Dale Welling hit the ball well enough to take the Championship Flight. Not to be outdone, however, was Memphis Station Agent Jeff Nichols, who walked off with the President's Flight and the low net score. Low net earned him a trip to Honolulu compliments of Hawaiian Pacific Resorts, Continental and Aloha Airlines.

Tops in other flights were Dallas Capt. Ken Vradenburg — Director's; Tucson station Agent Ron Butler — Airline; and Mardell Markwart — Angel's. Low gross winner First Officer Rusty Lambert and second low gross winner Gary Jones won a berth in the playoff to determine Frontier's entry in the World Airline Tournament.



**TEEING OFF** are captains' wives, (from left) Phyllis Orr, Marge Grandy, Helen Nicholson and Mardell Markwart.



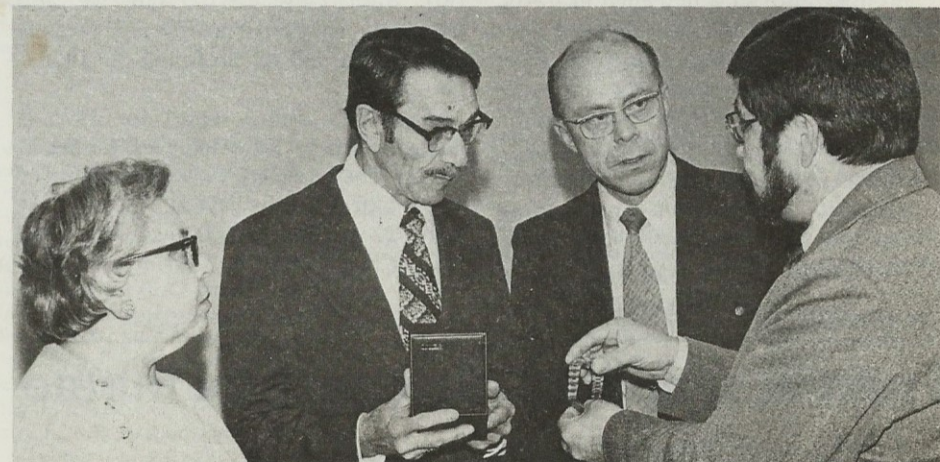
**CHAMPIONSHIP FLIGHT WINNER** Capt. Dale Welling (second from left) pauses before a fine round with CO agent Dave Breen (left), tourney coordinator Gary Mackie and First Officer Rusty Lambert.

Capping off the tourney was a Monday night cocktail party and awards banquet with special music by Tucson agent Ron Herring. Lowell Erickson, a Denver agent with a fine sense of humor and some bad luck, received the Turkey Prize at the banquet for shooting a two-day high score of 274.

With an appreciative thanks to all those on the system who helped out this year, tourney coordinator Gary Mackie in Tucson has announced plans to hold next year's tourney in early January at Rio Rico, 40 miles south of the city.

In the meantime, golfers are urged to sharpen their skills for the '76 Frontier Championship Tourney to be held July 17 and 18 at the Aurora Municipal Golf Course (not far from the GO). Information will be forthcoming, but to check it out, call Denver First Officer Bob Drake, tourney organizer.

Denver region; Duane Hollis, supervisor, schedule production; Dan Fink, chief dispatcher. Welcome aboard: Robert Coombs, joining Frontier as an analyst in Futures Planning, and John Stark, a new analyst in Economic Planning.



**RETIREMENT WELL DESERVED.** Print Shop Operator Frank Weilminster, joined by his wife, Marie, receives a watch and best wishes from his bosses Frank Villegas, supervisor of printing (right), and Roy Hilderman, director — administration services. Weilminster retired in March for health reasons following 16 years with the company.



**SHE GETS LETTERS** Flight attendant Barb Womack receives the key to Scottsbluff, Nebr., from Mayor Donald E. Overman for taking on a flight segment from Omaha to Scottsbluff following a flight attendant injury.

## frontier news

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# Survey results show strengths, weaknesses in communications

With comments ranging from praise of the survey itself (It's the first time anyone has asked what a station agent thinks") to criticism of the suggestion program ("it stinks"), 40 percent of Frontier employees demonstrated their interest in internal communications by responding to the communications survey distributed last November.

Demographically, 59 percent of the 1,396 respondents work in Denver while 39 percent work in outlying stations. Seventy-one percent have been with the company from 1-14 years; 67 percent fall in the age category of 26-44; 79 percent are affiliated with a union. Here's what they have to say:

● The top three channels of communication used to receive information about the company are *management bulletins/interoffice memos* (rated by 76 percent as very important/important), *Frontier News* (70 percent) and a tie between *supervisor* and *departmental publications* (69 percent) — (with one vote for the men's room walls).

● The top three channels of communication used to receive information directly affecting job performance are *supervisor* (rated by 82 percent as very important/important), *other employees* (79 percent) and *management bulletins/interoffice memos* (72 percent).

● The top two channels judged as most important for upward communication of ideas are *supervisor* (rated by 70 percent as very important/important) and *other employees* (57 percent).

Seventy-four percent of respondents find the information they receive to be accurate. Fifty percent feel they can talk knowledgeably about Frontier to

their families and friends, but 42 percent say they cannot. Specific reaction to some of the communication channels includes the following:

● Opinion on the suggestion program as a communications channel is divided. Forty-three percent say it is very important/important while 41 percent say it has little or no importance. A majority of employees, however, always or often read about the suggestion winners in Frontier News.

● Sixty-three percent of respondents see management bulletins posted in their work areas. Some comment, however, that information is posted all over. ("You must read all the irrelevant information on the bulletin boards to find out what's important.")

● Forty-eight percent feel departmental meetings are very important/important. Write-in comments show employees would like to use this form of communication more often.

Survey responses indicate that most employees (70 percent) feel Frontier News is a legitimate means of receiving information about the company. ("Employees and Frontier News are my only reliable sources of information.") Eight-nine percent read all or most of it and 54 percent occasionally refer to information in Frontier News in conversations with other people.

When invited to comment, however, respondents criticized the news in the paper for being old ("I enjoy reading it but I already know the news it contains.") and oriented toward Denver activities ("the smaller cities get very little coverage. How can we get information to you?").

A breakdown of reading preferences reveals that 94 percent of employees always/often read stories on our route applications and awards. Other subjects generating interest are letters from customers (89 percent always/often read), airline industry issues (85 percent), Frontier view on industry issues (81 percent), financial stories (81 percent), personnel changes (80 percent), suggestions (78 percent), traffic (77 percent), interlining (77 percent) and service awards (77 percent).

Respondents definitely want to read more stories on interlining bargains ("We don't get this information in our department.") and the functions of various departments and personnel ("We always hear about flight crews, what about accounting people, station agents, cleaners?"). Interest in airline industry news, interviews with management, letters to the editor and company history also runs high (with 71-85 percent of respondents voting yes).

So much for the results. In this sampling of employee opinion, responses indicate that employees feel a need for evaluation of the effectiveness of various channels of communication, including Frontier News. As one respondent noted: "This type of feedback is excellent and very needed by Frontier. I hope it is used."

It is the intention of Corporate Communications to do just that. Future issues of Frontier News will place more emphasis on news of the company's growth, position in the airline industry and view of industry issues. In addition, we will continually evaluate ways of making all our communications channels more relevant to the needs of the majority of employees.

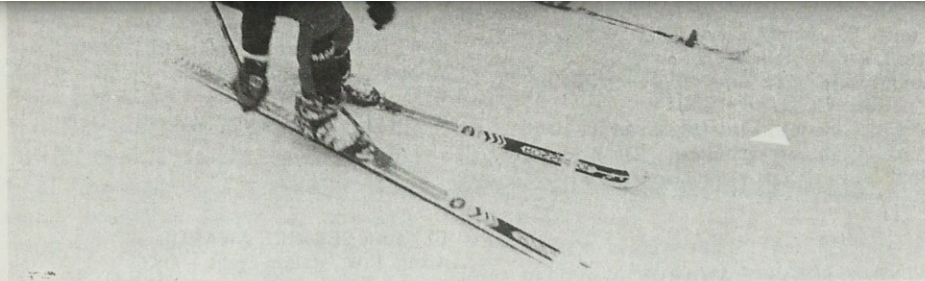


## Winning ideas save time, money, improve FL service

Maintenance improvements on the CV-580 and customer service dominated the suggestions awarded in the first two

Eldon Munro, aircraft tech — \$39.18, for prolonging life of oil cooler thermostats.





RACERS show great form as they fly down the courses at the Frontier Pro-Am.

## Club racers meet superskiers at Pro-Am

The emphasis was on action Jan. 11, 12 and 13 as ski club members from across our system raced head-to-head with '74/'75 World Champion Hank Kashiwa, Billy Kidd and other top professionals at Frontier's First Annual Pro-Am Ski Race in Steamboat Springs, Colo.

While the club members delighted in skiing with today's superstars in the sport, Frontier had the opportunity to acquaint these active skiers with the convenience and quality of our service to Rocky Mountain ski areas.

Club members paid their own air fare to Steamboat while Frontier provided the three-day race format, the purse for the participating professionals and ski equipment prizes for the amateurs.

"The Pro-Am Race was a unique approach to ski marketing," explains Gail Godbey, manager — sales promotion. "Our attention was specifically directed towards the experienced ski club member who takes several ski trips a year, rather than the ski show consumer who may or may not ski."

Winner of the race was the Southwest Oklahoma Ski Club, Lawton, Okla., racing with Copper Mountain pro Mike Klysa. Other club participants included the Cornhusker Ski Club, Lincoln, Nebr.; Flatland Ski Assoc., representing 14 clubs; McDonnell Douglas Ski Club, St. Louis, Mo.; Columbia Ski Club, Columbia, Mo.; DFW United Skiers Assoc.; and ski clubs from St. Louis, Tulsa, Oklahoma City, Miami, Kansas City and Wichita.

Frontier's Second Annual Pro-Am Ski Race is scheduled for Snowbird, Utah, next January.



SUPERSTAR Hank Kashiwa skied with the Cornhusker Ski Club team for second place in the competition.

months of the year as 25 employees divided over \$1090 in winnings.

Aircraft Tech Ed Allen proved that awards for several small suggestions can add up. He received a total of \$212.40 for the following three ideas: in house modification of the CV-580 tailpipe flange, addition of drain holes on the CV-580 tailpipe and modification of the hinge stress area on the B-737 first observer seat.

Following Allen as the top money winner was Charles Magnetti, aircraft tech, who suggested that radio noise filters on the CV-580 could be repaired instead of discarded. Because of the cost savings to Frontier, he received \$175.50 for his efforts.

Three Denver res agents and a flight attendant made top suggestions concerning improved customer service. Agent Mary Leis received \$35 for her work on various reference lists to be put on computer, while Marie Miller picked up \$30 for suggesting computerization of the blue customer request form. Maradee Peakman received \$32.50 for her idea concerning confirmation of waitlist passengers. The suggestion of red call lights on all Boeing passenger units earned Flight Attendant Deborah Stayton \$47.50

Several other interesting ideas from various company departments also won awards. Accounting Secretary Clara Murdock took the time to design a form for monthly SATO reports for \$69. In the same department, Accounting Clerk Patricia Bronson received \$12 for suggesting participation in a paper recycling program. For his thoughts on fuel conservation on the B-737, First Officer Kent Higgins picked up \$25. And our thanks go to Richard Norway, Casper station agent, for showing interest in running photo contests and puzzles in Frontier News.

The following Maintenance suggestions rounded out the rest of the winners:

**CV-580.** Patrick Corrigan, aircraft tech — \$33, for addition of safety wire to present loss of roll pins.

Ron Ferrie and James Bullington, aircraft techs — \$10 each, for improvement of aircraft balance during engine changes.

Gerald Anderson, aircraft tech — \$30, for manufacture of plates to protect rear blow out discs.

Rod Slack and Bob Tomalino, aircraft techs — \$17.50 each, for replacement of pinion adjusting screw tool.

Albert Wells, aircraft tech — \$30, for reuse of 501 engine gaskets.

Clifton Barlow, aircraft tech — \$22.50, for rerouting wiring on coffeemaker.

**B-737.** Merle Russell and Jerry Hix, aircraft techs — \$10 each, for improvement in oven hinge for door reinstallation.

Mathias Litzinger, aircraft tech — \$32.50, for replacement of bearings in Gasper fan.

Gene Smith, aircraft tech — \$128.48, for in house repair of door assembly hinge.

**Miscellaneous.** Glenn Robinette, lead mechanic — \$43, for installation of protecting guards on ground vehicles.



SHARING SUGGESTIONS are Aircraft Techs Charles Magnetti (left) and Ed Allen.



## Interlining

### New 'do it yourself' reduced rate form

Employees are now allowed to make out their own *reduced rate* authorization forms for most online and domestic tickets without assistance from the Pass Bureau.

The new procedure is to obtain a form from Stores or your supervisor, fill it out correctly and present it to any Frontier ticket counter or CTO with a Travel ID.

Exceptions to the normal procedure include the following: the form may *not* be used for United and American 90 percent reduced rate travel, may *not* be used for parents and may *not* be transmitted via teletype. For parents, United and American travel, submit the regular pass request to the Pass Bureau.

Remember: with use of the new form, employees are totally responsible for determining percentage of reduction available and applicable restrictions on various airlines *in advance of ticket purchase*. Our ticket agents already have their hands full handling full paying revenue passengers. Also, misuse of the form will subject employees to the standard penalties stated in current policy.

**FINAL SKI GOODIES.** April is still a big month for skiing and two airline weeks are ready to take off. A \$10 registration fee at Vail's 10th Annual Airline Week (April 19 - 25) entitles you to all kinds of parties, races and lift tickets at \$7 per day (three day minimum). Contact Vail Resort Assoc., at (303) 476-5677 for details.

Up in Wyoming employees are invited to the Sojourner Inn in Jackson Hole anytime from April 2 - 11 for a \$15 double room. Lift ticket rates are \$6 chair and \$8 tram. For reservations, contact Teton Village Resort Assoc., at (800) 443-6931.

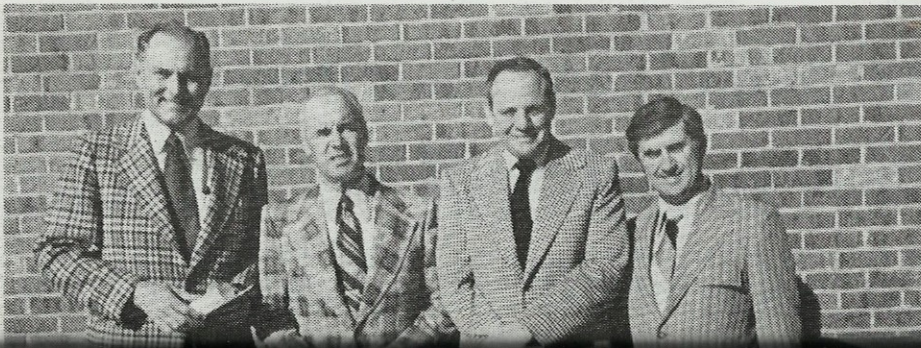
Spring skiers will also be delighted to know that Snowbird has extended its season through May 2. Frontier employees may get discounted lift tickets from Duane Phelps or Sandy Crosby at our station. Please call one of them at (801) 359-3726 prior to your trip to set it up.

**BLESS YOU, MARRIOTT.** Marriott Hotels and participating Inns are offering a 50 percent discount on regular rates to airline employees traveling for pleasure during 1976. Reservations are to be made directly with the hotels in the U.S. and through (800) 228-9290 for International hotels (Amsterdam, Acapulco, Barbados, Puerto Rico etc.). Requests for reservations are to be made no more than 30 days in advance and, of course, are on a space available basis. Note: several of the resorts lower their discount to 25 percent during peak season.



A FRONTIER WELCOME to the January class of flight attendants. Front row, left to right, they are Gypsy Gunby, Terri Hannigan, Lynda Eaton, Jane Sherrow, Bardy Schollmeyer, Robert Smith and Gary Cooper. In the back row are Lynn Bowen, Cindy Harris, Rachel Lawrence, Ellisa Davison, Kay Schuknecht, Nancy Hamilton and Linda Roberts.

## service awards



### 30 YEAR SERVICE AWARDS

Hall Jr., A.R., captain - DEN

### 25 YEAR SERVICE AWARDS

Albany, W.C., station agent - ABQ  
Brown, W.B., captain - DFW  
Casey, C., aircraft technician - DFW  
Claffy Jr., J.A., dispatcher - DEN  
Crozier, J., plant maintenance mech - DFW  
Curtis, E.J., captain - DEN  
Fechner, C.A., asst reg dir flight ops - DEN

Roorda, J.L., captain - DEN  
Rowe, G.D., station agent - COS  
Ruiz, A.L., sales serv mgr - GUP  
Sarver, W.L., station agent - MCI  
Scheetz, D.D., sr agent - CPR  
Schenck, C.E., sys mgr fuel facfts - DEN  
Sigwart, L.L., station agent - GJT  
Sundquist, R.B., captain - DEN  
Teakell, W.A., sales serv mgr - CYS  
Vaughn, J., aircraft tech - DEN  
Warrick, R.L., sr agent - RAP  
Watkins, B.J., captain - DEN  
Weldon, L., flight attendant - DEN



**FLYING VETERANS.** Celebrating anniversaries at a January luncheon are (left to right) Frontier Captains C.A. Fechner — 25 years, Frank Smith — 25 years, Walt Gilliam — 20 years and Hugh Barron — 20 years.

## Crawley earns quarter century tribute

Phoenix Senior Agent Vern Crawley (right) accepts his 25-year pin from Ed Dunaway, director — western field marketing, at a ceremony held in Denver. After joining Frontier in 1950, Crawley held positions in Durango, Farmington and Dickinson (N.D.), as well as Phoenix.



**HAPPY MOMENT.** Delighted to be honored after 25 years with Frontier is Reservations Agent Dolores Lanick Fulscher who receives her pin here from Dick Rohrmann, director — system reservations. Fulscher flew the system as a stewardess for 13 years and has been in Res for the last 12 years.

Fechner, C.A., asst reg dir flight ops — DEN  
Fuqua, E., aircraft technician — DEN  
Hurd, B.J., captain, DEN  
Johnston Jr., C.R., sales service mgr — CEZ  
Lasseter, W.L., captain — DFW  
McCrory, E., lead aircraft technician — DFW  
Pratt, H., aircraft technician — DFW  
Shaffer, J., aircraft technician — DFW

### 20 YEAR SERVICE AWARDS

Bussell, M.W., sr ticket counter agent — STL  
Francis, J.R., captain — DEN  
Hillis, A.W., captain — DEN  
Houston, W.T., lead stock clerk — DEN  
Howard, T.P., captain — DEN  
Huddleston Jr., R.A., captain — DEN  
Kelly, E.S., maintenance scheduler — DEN  
McLain, E.G., station agent — LAW  
Medcalf, W.G., captain — DEN  
Perry, C.S., customer service supv — DEN  
Phenix, J.A., dispatcher — DEN  
Sanders, B.R., station agent — HOT

### 15 YEAR SERVICE AWARDS

Altman, J., aircraft techn — DEN  
Armbrister, C.C., station agent — SLN  
Beecham, R.E., sales service mgr — OLU  
Bevans, L.E., station agent — PUB  
Castilloux, P.E., first officer — DFW  
Clemons, W.E., station agent — BFF  
Conner, J.M., staff mgr sls svc admin — DEN  
Decha, R.A., first officer — MCI  
Farra, C.A., station agent — LIT  
Gann, K.W., dir field mktg east div — DEN  
Goffart, H.J., station agent — LIT  
Griffin, B.R., station agent — LIT  
Gross, E.B., first officer — DFW  
Gunn, D.A., captain — DFW  
Hanna, D.D., station agent — PHX  
Haven, D.W., station agent — GTF  
Haynie, P.C. captain — DEN  
Henderson, P., flight attendant — DFW  
Huchowski, J.W., station agent — STL  
Kardell, R.C., captain — MCI  
Keefer, R., aircraft technician — DEN  
Keller, S.M., sales serv mgr — PNC  
Lambert, C.G., captain — DEN  
Lane, J.E., station agent — DEN  
Leander, K.R., station agent — SLN  
Lowe, S.L., sato manager — HMN  
Mackie, G., station agent — TUS  
Mayo, E.M., captain — DFW  
Murray, C.D., ticket counter agent — DEN  
Musselman, L.H., station agent — TOP  
Nagle Jr., B.J., station agent — LIT  
Nestelroad, O.L., station agent — ICT  
Neu, J.E., flight attendant — DFW  
Peterson, O.C., station agent — FSM  
Pierce, A.A., captain — DFW  
Powell, D.R., captain — MCI

Watkins, B.J., captain — DEN  
Weldon, L., flight attendant — DEN  
Wells, M.L., ticket counter agent — DFW  
Williams, J.R., captain — DEN  
Wilmoth, A.L., station agent — STL  
Wyche, J.P., asst reg dir flight ops — DEN

### 10 YEAR SERVICE AWARDS

Aiken, F.W., station agent — OKC  
Atenhan, D.L., station agent — DEN  
Baker, K.R., station agent — FYV  
Barlow, T., asst dispatcher — DEN  
Barrett, R.D., station agent — DFW  
Beach, D., aircraft technician — DEN  
Bell, J.E., station agent — TBN  
Dake, M.G., station agent — TBN  
Elliott, W., quality control analyst — DEN  
Epperson, D.L., aircraft tech — MCI  
Galland, A.E., lead accounting clerk — DEN  
Ganske, M.L., ticket counter agent — DEN  
Green Jr., P.M., station agent — FSM  
Hastert, G.F., station agent — MCI  
Hein, G.M. reservations supv — DEN  
Hershberger, C.D., aircraft tech — DEN  
Holmgren, L.J., station agent — BIL  
Huebner, P., first officer — DEN  
Jacobson, R.E., aircraft tech — DEN  
Jernegan, J.A., ticket counter agent — DEN  
Keffalos Jr., G.S., sales serv mgr — FSM  
Kraber, D.R., dist sales mgr — STL  
Krout, J.E., aircraft tech — DEN  
Laskoski, R., aircraft tech — DEN  
Matson, D.W., station agent — LAS  
McGuire, E.W., aircraft tech — DEN  
Miller, E.H., sr ticket counter agent — DFW  
Montgomery, R.E., porter — MCI  
Newman, R.W., aircraft tech — DEN  
Niejadlik, R.H., station agent — FLG  
Rankin, J., flight attendant — DEN  
Reed, P.J., sr accounting clerk — DEN  
Rotenbery, B., reservations agent — DEN  
Ruster, S.P., first officer — DEN  
Ryan, S., flight attendant — DEN  
Samuelson, H.A., station agent — DEN  
Sissons, B.G., station agent — DEN  
Wareham, G.F., res agent — DEN  
Wooding, M.J., flight attendant — DEN

### 5 YEAR SERVICE AWARDS

Benson, G., ticket counter agent — DEN  
Barry, L., senior clerk — DEN  
Cummins, T.H., lead systems analyst — DEN  
Dearing, P., flight attendant — DEN  
Feldman, A.L., president chief exec officer — DEN  
Neubauer, G.J., secretary — STL  
Ponder, C.A., senior clerk — STL  
Ryland, G.L., exec vice president — DEN  
Warren, R., cleaner — STL