

10/12/2017

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Hi JAKE

IT WAS SO GOOD TO VISIT WITH
YOU AND OTHERS AT THE REUNION
IN FSM.

THANK YOU FOR ALL THE MATERIAL YOU
SENT, IT EXCEEDED MY EXPECTATIONS.
I'M FINALLY TAKING A BREAK FROM
MY BUSY SUMMER SCHEDULE TO
DIGEST ALL THE INFORMATION.

AFTER 32 YEARS & THE NEAR
DEATH ACCIDENT I SUFFERED
IN 2012 MY MEMORY TO SAY
THE LEAST IS "FUZZY".

PREVIOUSLY I HAD NOT WANTED
TO REVISIT THE DEATH OF FRONTIER
AIRLINES, IT WAS JUST TOO PAINFUL.

AFTER REVIEWING THE HANK LUND
OF MEC CHAIRMAN & BILLY WALKERS
INPUT MY MEMORY IS BROUGHT BACK
INTO FOCUS.

THE FOLLOWING IS A SHORT VERSION
OF MY THOUGHTS REGARDING THE
LAST DAYS OF FAL.

AFTER ADVANCING THROUGH THE RANKS FROM 1962 AT AGE 18 UNTIL DEREGULATION IN 1978 I WAS ASKED TO BECOME DIRECTOR STATION SERVICES IN DENVER.

IT WAS MADE CLEAR TO ME BY HANK LUND THAT EXPLOSIVE GROWTH WAS ANTICIPATED. HE ASKED ME TO PUT TOGETHER & JUSTIFY AN ORGANIZATIONAL CHART TO SUPPORT WHAT WAS TO OCCUR. I DID, HE APPROVED IT & ALLOWED ME TO PICK THE PEOPLE I WANTED.

HE ALSO ASKED ME TO WORK WITH JOHN ALQUIST WHO, LIKE HANK HAD A LOT OF EXPERIENCE DIRECTING LARGE HUB OPERATIONS AT NORTHWEST.

JOHN & I WORKED VERY WELL TOGETHER, HE TAUGHT ME MUCH & ALWAYS SUPPORTED MY EFFORTS.

I KNEW DENVER STATION NEEDED TO TRANSITION FROM AN AUTOCRATIC STYLE OF MANAGEMENT TO AN EMPLOYEE INVOLVED PARTICIPATIVE STYLE.

Therefore, as quickly as possible we added investment in excellence & Quality Circles. It took some time & lots of effort but the results were amazing.

Employees at all levels had a way to communicate & contribute like never before.

Once again without support from Mr. Lund it would not have happened.

By the time Mr. Feldman departed for Continental I was feeling much better about the condition of Denver station. There was still much to be done; it was always a work in progress. Every day brought a new set of challenges to face. I loved it.

Once Mr. Ryland took control momentum shifted. Catastrophic decisions were made. All we had achieved started slipping away.

BY THE TIME MR LUND WAS
GIVEN CONTROL IRREPARABLE DAMAGE
HAD ALREADY OCCURRED. TO LITTLE
TO LATE.

ONCE THE O'GORMAN TEAM ARRIVED
HIS V.P. CUSTOMER SERVICE &
I WERE SELDOM ON THE SAME
PAGE.

I STRUGGLED THROUGH THE ARRIVAL
OF PEOPLE EXPRESS & DON BURR
I SAW WHAT THEY BROUGHT TO
THE TABLE & I DID A LITTLE
MORE EACH DAY.

THERE WERE STILL MANY EMPLOYEES
WHO CAME TO ME FOR ANSWERS.
I COULD NO LONGER TELL THEM
I BELIEVED WE HAD A FUTURE.
I HAD SPENT LONG DAYS &
MANY SLEEPLESS NIGHTS TRYING
TO HELP MAKE IT ALL BETTER.
FINALLY I CAME TO THE SAME
CONCLUSION AS MR LARKIN.
"ALL ROADS LEAD TO LIQUIDATION."
I WANTED NO PART OF IT.

I Resigned in December 1985

I had no idea what the future held in store. It was near Christmas & my financial condition was not healthy.

I had offers from other Airlines but all required relocation. I wanted to remain in DENVER.

In February 1986 United Airlines reached out to me & I accepted a Customer Service Supervisors position. Jack Eecky, United's Director & I had a healthy respect for each other as we competed when I was Frontier's Director in DENVER. I still had to go through all the interview processes to become hired but Mr Eecky knew what I could offer.

Most of my 1st 60 days at United involve firing FAL employees as FAL continued to downsize.

I Soon Became one of 3
Customer Service Shift
Managers. Several of The
Supervisors Reporting To
Me Were Hired From
Frontier. They All Exceeded.

I Helped INTRODUCE INVESTMENT
in EXCELLENCE TO UAL.
They PURCHASED THE SAME
PROGRAM we HAD AT FRONTIER.
IT WAS USED AS PART OF A
Big PUSH TO IMPROVE CUSTOMER
SERVICE AGAINST CONTINENTAL.
IT BECAME THE "Center Piece"
of THE "Best AIRLINE" Campaign
THAT WON THE "Best HUB" AWARD
FOR THE DENVER STATION.
THAT WAS ABOUT 1988 AS I
RECALL.

In 1990 I Accepted THE POSITION
of GENERAL MANAGER CUSTOMER
SERVICE IN NEW ORLEANS WITH
UNITED.

DURING MY TENURE THERE THE
STATION ACHIEVED THE HIGHLY
COVETED "BEST AIRLINE" AWARD
SEVERAL TIMES. WITHOUT
THE SKILLS I ACQUIRED AT
FL I DOUBT THAT SUCCESS
WOULD HAVE OCCURRED.

I RETIRED FROM UNITED
IN 1995. I NEEDED TO
DO OTHER THINGS.
I HAVE STAYED BUSY, ENJOYED
SUCCESS & SUFFERED FAILURES.

I NOW LIVE IN STEPHENVILLE,
TEXAS. MOST OF MY CHILDREN,
GRAND CHILDREN & GREAT
GRAND CHILDREN LIVE IN
THE FT WORTH AREA.

I Belong to A Wonderful Church Family. And There is Always Plenty To Do. Life is Good.

It Took Me A Long Time To Understand my Life Was Upside Down.

- ① Career
- ② Family
- ③ God

Should Have Been

- ① God
- ② Family
- ③ Career

AT LEAST I FINALLY GOT IT.

Jake - I Hope You Can Use Some or All This Information.

I Admire You For All You Have Done & Continue To Do To Keep The Frontier Family Together. You Are "World CLASS".

I hope to see you in
FYV or FSM or DEN
next year if not
before.

✓ THANKS AGAIN FOR
ALL YOU HAVE DONE
FOR ME.

Sincerely
Truman Jeter

Truman Jeter

P.S. The jetmats were manufactured
in Wilmington Del.
I was there more often than
I wanted to be. Met
Ludwig Hornd. He was quite a
character. To bad the jetmats
were never used as originally
intended.