
rupanews



Journal of the Retired United Pilots Association



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The P.O. will only forward the "NEWS" for 60 days, so tell everybody!

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PRESIDENT'S LETTER



Spring is here for most of us or just over the horizon for some. May the best of spring surround you and we hope you enjoy the colors, freshness, and flavors of the season.

WELCOME to new members Barry H. Wilson of Tiburon, CA, Robert J. Shockey of Lady Lake, FL, Michael S. Venturino of Belmont, CA, J. Read Saunders of St. David, AZ, Albert W. Johnston of Davie, FL, Honi J. Garvin of Monument, CO, Claude C. Morgan Jr. of Granada Hills, CA, John W. Grant of Lovettsville, VA, and Rolland E. 'Rob' Robison of Tacoma, WA.

The “opt-in” or subscribe (or not) period for our eblast service started February 25th. We far exceeded the response expected by iContact! By the time you have read this we may have already sent some important and timely information to you via this new service. If you didn't receive the “opt-in” email message with the RUPA wings logo at the top of the message it may be because we didn't have your email address or your correct email address. Please notify the Secretary/Treasurer ASAP so we can add your email or corrected email address to the RUPA Directory. For those of you who we do have the current contact information (see the RUPA Directory mailed in January to cross check) and didn't receive the “opt-in” message, please check your SPAM filter or Junk Email folder. I cannot “opt-in” for you (it is email specific) but I can make sure you are on the list pending your action to “opt-in” or “opt-out” - one of these two options must be from the email address the message was sent to.

What is over the horizon, for those of us who still carry our health insurance through United Services? This benefit may be in question as early as 2014. I keep in touch with the MOC in SFO and the recent proposed IAM agreement stated that starting January 1, 2014 UCON may eliminate the pre-65 and post-65 retiree medical and life insurance benefits. It would be difficult for one group of employees to have this benefit and not the others. We will certainly be watching this closely and keeping you all apprised as the facts develop.

We now have our RUPA link on the “Flying Together” section on UCON's website. That will give us a little more exposure for the new retirees. This has taken over two years to accomplish but it is done!

What still hasn't been accomplished is the pilot retiree IDs. Now HR is saying the second quarter. We inch forward. The seven retirees groups had sent a joint letter to Mike Bonds, Executive Vice President of UCON, about this issue and a few others. We received a prompt reply from HR and some issues have already been acted upon. The big issue remains the retiree IDs and how UCON will coordinate the procedure through IT.

All the best, *Phyllis Cleveland* 

WANT · RUPANEWS · BY · EMAIL?¶

If·so·—·Please·send·an·email·to·Leon·and·tell·him·¶

rupa.sectr@yahoo.com

How to update your personal Information!

Address changes, (Attention Snowbirds!!!)

The Post Office will forward the *RUPANEWS* for only 60 days. We can keep two addresses in the database for each member. If you want your address changed, just let us know by one of the following methods:

RUPA, PO Box 400, Vineburg, CA 95487-0400 — or — E-mail: rupa.sectr@yahoo.com

Send your *DUES* to the above address (include your file number)

Check your RUPA Directory to make sure we have your correct information

ABOUT THE COVER



The first Boeing-built KC-135R Stratotanker retired February 21, 2013, after more than 50 years of service and 22,500 flying hours. The aircraft, tail number 61-0312, first flew with the Air Force on Aug. 14, 1962, and was re-engined on June 27, 1985. It continued active service into this year, flying 15 sorties in January.

The KC-135 is based on the same prototype as Boeing's 707 airliner. Boeing delivered the first tanker, an "A" model, in 1957, following that up with "E," "R" and "T" models through final delivery in 1965. Boeing is now building a new 767-based KC-46A tanker to replace the KC-135.

The Air Force is in the process of retiring of 16 KC-135s. It scored each aircraft on such criteria as how much and how hard they were used, structural integrity and when the next maintenance was due.

The tanker retired one last high-speed pass over the runway before heading to the 309th Aerospace Maintenance and Regeneration Group, at Davis-Monthan AFB, Ariz., better known as the "Boneyard." There, it will provide parts for other KC-135s, if

needed, or be placed in storage for potential reactivation.

"Maintainers tend to take pride in and become attached to the aircraft they maintain, so like a number of other A-TEAM members, seeing the first KC-135R being retired brings back many fond memories and a bit of sadness," Carl Martin, deputy director of maintenance for the 97th Air Mobility Wing, said in a news release.

But the retirement should not impair the mobility wing's ability to meet its mission, Martin said. "In fact, having one less tanker could prove to be beneficial as it will allow us to fly those remaining a little more often. Up to a certain point, KC-135Rs perform better when they fly more."

SEATTLE GOONEY BIRDS

The Seattle Gooney Birds welcomed Jack Schultz to our ranks after many years. He gave Verle Roth a ride to our monthly luncheon. Thanks, Jack, and we hope you'll make it a regular event.

Herb Marks told a good joke, which he read off of his smart-phone, and the host told one from memory, which wasn't as funny. Mostly we just entertained ourselves with stories and conversation.

A special thanks to Brent Revert for sending out the E Mail announcements of events and luncheons.

In attendance: Jack Brown, Gerry Pryde, Howard Holder, Dave Carver, Herb Marks, Al Haynes, Bill Shumway, Dick Anderson, Chuck Westfphal, Verle Roth, Mark Gilkey, Dan Jessup, Jim Barber, Jack Schultz, and *Bill Brett*.

BLONDIE

DEAN YOUNG



Here It Is! AGAIN on June 1st, 2013

The Cleveland Crazie's

Mid-Summer Do!

Former CLEVELAND CRAZY Flight Attendants and Operations Personnel are always welcome!!!



Directions (you should know by now)

From I-77 or I-71 go west on I-480 and then

or

From I-80 to I-71 North to I-480 West and then

On I-480 to Great Northern Exits, Take Exit 6A

South on Rte 252 (Columbia Road) to the German

Cultural Center (approximately 2 miles) on the Right.

Parking will be there, and at the house 1 block east in the drive. However drop offs are always available.

At Richard and Carol McMakin's Home

24926 Nobottom Road

Olmsted township, OH 44138

RSVP to Carol or Richard - Phone: 440/ 235-7595 E-Mail: rmcmakin@apk.net

We will start at approximately 4:00 pm. Come early and stay late!!!

WE ASK THAT YOU BRING A DISH TO SHARE AND ANY CONDIMENTS, WHICH MIGHT BE APPROPRIATE. ALTHOUGH AN EMERGENCY SUPPLY OF BASICS WILL BE AVAILABLE.

PLEASE BRING YOUR OWN BEVERAGE SELECTION.

THE SAN FRANCISCO BAY-SIDERS' LUNCHEON



With Saint Patrick's Day a mere five days away, Harry's Hofbrau was appropriately decorated with Leprechauns and pots of gold when we arrived for our March SF Bay-Siders' RUPA Luncheon. Surely, the luck of the Irish was with us as we had an excellent turnout, including Ed and Pat Manning, whom we hadn't seen in some time. We were delighted to learn the corned beef and cabbage had been added to the menu as a special Irish treat.

We had some conversation with Rich Bouska about the next RUPA cruise, and it will probably be the Scandinavian countries. Of course, there was more talk about the problems with pass travel. Some good, but mostly bad. It seems most members have decided that buying a ticket works out the best.

In attendance were: Marty Berg, Rich & Georgia Bouska, Ned Broyles, Bob & Roz Clinton, Bob Ebenhahn, Rich & Cyndi Erhardt, Gloria Green, Dick & Jeri Johnson, Bob Kallestad, Karl Kastle, Bill Klett, Ed & Pat Manning, Norm Marshall, Kay Mazzola, Jan McNaughton, George Mendonca, Jay Plank, Walt & Mary Ramseur, Cleve & Rose Spring, Jerry Terstiege, Gene & Carol Walter, Larry & Pat Wright.

Our Luncheons are always on the second Tuesday of the month 11:00am at Harry's Hofbrau, 1909 El Camino Real, Redwood City, CA. Cheers, *Cleve*



United Airlines Historical Foundation

"Preserve the Past, Inspire the Future"

Pictured are some of the 1,411 United Air Lines personnel who served in WWII.

Row 1) Michael E. Doviak, Joel L. Crouch, Mary O'Connor, Stanley C. Hoyt



Row 2) W. E. "Dusty" Rhoades, Howard Malek, Eleanor Borman, John H. Champion



Row 3) S. R. "Si" Richards, L. N. "Luke" Powell, W. H. Larned, C. C. Bridgeman



Row 4) George C. Griesbach, R. K. Ward, Carol Macmillian, John T. Johansson



Row 5) James Shipler, Clayton Stiles, D. R. Petty, James Spencer.



At least 40 United personnel died while in the service.

By Marvin Berryman, DENTK Ret. Please mail your tax-deductible \$ Contributions and Donations of United & Continental Memorabilia & Artifacts to: UAHF, Tom Goodyear, 7401 Martin Luther King Blvd., Denver, CO 80207. www.uahf.org

SOUTHWEST FLORIDA RUPA LUNCHEON

A nice size group of 23 braved the I-75 Interstate for our March luncheon at the Olive Garden restaurant in Fort Myers, FL on March 11, 2013. The room was full and necessitated a table reconfiguration to accommodate everyone. Still working on the perfect configuration for comfort and conversation. Had to take two photos to get everyone in the picture. Our very helpful servers were Jackson and Olivia. Once again, there was no formal program but there was a lot of non-stop conversation.

We're only a month away for the RUPA Day at the Sun-n-Fun Fly-In at Lakeland, FL on Thursday 11 April, 2013 at the OX-5 Club House. The Fly-In and Expo dates are April 9-14, 2013. Flyers were provided for everyone interested.

We had two new RUPA members attend our luncheon for the first time. Brian Leiding brought Ken Kensick as a guest from ORD. Don Mosack, also a first timer, attended and very quickly was checked out in our friendly gathering. We hope more will attend. Everyone fits in very easily, including spouses, visitors from "up North", family. And you'll get a name tag! Ray and Twila White tell us that they also attend the RUPA luncheons in Clearwater, FL the week after our luncheons!

Attending members and guests were:

Photo 1 (left to right) Jim Sutton, Jim Downing, Harvey Hallberg, Rip Curtiss, Shirley Curtiss, Bill Bates, Twila White, Ray White, Georgie Chamberlain, Gene Chapman, Faith Osborne, Mamie Thompson, Don Mosack, Don Sullivan, Norb Cudnowski, Ken Kensick, Brian Leiding.



Photo 2 (left to right) Bruce Lecher, Gary Crittenden, Janice Crittenden, Jim Howard, Dot Prose, and Don Kincaid.

Since we only do four luncheons a year, the summer is free and the next one will be on Veteran's Day, 11 Nov 2013.

Everyone is welcome!

Regards, Gary Crittenden and Dot Prose
(proседа@yahoo.com)



S.E. FLORIDA GOLDCOAST LUNCHEON

It was a perfect day in South Florida as 25 of us retirees and guests met for lunch and sea stories at Galluppi's Restaurant and Patio Bar. We had a new age 65 retiree, Albert Johnston, who flew his last trip this past week. We hope to continue to appeal to new retirees to come out for our lunches.

Other attendees were; Jim Good (flew over from Naples, FL), Lyn Wordell, Dennis Keast, Ed Wheeler, Ham Oldham, Hambone Wilson, (If I had a temp gauge, I could tell you what his 36 Celcius equals to his age) Jerry Bradley, Les Eaton, Bob Beavis, Art Jackson, Richard Farmer, Joe Jenkins, Bill Garrett, Warren Hepler, Jim Morehead, Jack Wink, Bill Bonner, several active Pilots including Dan Petrovich, Bob Engleman Dan Kurt, and guest Stan Baumwald (NWA Retiree).

Ham Wilson chased me with his walker, and said I could go to my own air show at Kissimmee, FL, but he and the rest of the gang would be going to the Sun and Fun at Lakeland airport on April 12. Excuse my mistake. *Ned Rankin*

FEBRUARY MEETING OF THE DENVER GOOD OLE' BOYS AND GIRL

February 19th The Denver Good Ole Boys and Girl met at American Legion Post One on the third Tuesday of the month as usual. The 25 members and guests began arriving at 11:00 A.M.

They immediately launched into lively conversation. Following are a few of the words and phrases I heard bandied about. Three holer, rope start, PC, 1954, 1960s, furloughed twice, management, Fxxxxs, recalled, commuted, 747, triple seven, 767, DC10, guppy, reserves, national guard, active duty, auto approach, Delhi, Kennedy, LA, San Francisco, Denver, training center, TK, Miami, Heathrow, Dulles, O'Hare, BA, London, Chili, Air Force, Navy, Army, Marines, flight school, new hire school, Cessna 172, 182, 185, C130, flying in Alaska and many other subjects of lesser importance not to be detailed.

After lunch, Stanley Boehm entertained with some humor followed by Ted Wilkinson, our coordinator, with current news. Sadly, he reported the recent deaths of Charles Fellows and Rex Bales. They will be missed and remembered as loyal brothers of our profession. There was much discussion of the issue of imputed income for passes used by enrolled friends. I won't go into it since the only consensus reached was current management of the "airline"- let's not call it "United"- is disorganized on the subject to say the least.



In attendance were: Ted Wilkinson, Bill Hanson, Tom Johnston, Frank McCurdy, Denis Getman, Al Dorsey, Bernie Stoecker, Dick Garbrick, Dave Murtha, Al Snook, David Horowitz, Stanley Boehm, Bob Dietrich, Duane Searle, Ed Riehl and guest Brian Storey, Cliff Lawson, Bill Fife, Clair Fife, Bob Blessen, Susan Hytinen, Jim Reid, Carl Harder, Casey Walker, and last but not least AJ Hartzler.

Photo provided courtesy of Jim Reid. Your Humble Co-Scribe, Tom

PHOENIX ROADRUNNERS LUNCHEON

We had our regular luncheon on Tuesday March 12, 2013 at our usual place, the Bobby Q Restaurant. We had a good group which included a new couple, Neil & Lee Johnson, who we were glad to see join us. Then we had Peter & Ellen Moyer, Cory & June Liston, Dennis & Darlene Leahy, Ken & P J Killmon, Frenchy & Joan Bourgeois, Mike Carlin, Charlie Schwob. Jerry Smith and Hank Kyser joined us after their absence for a while from our luncheons. Several of our members had to cancel due to being ill. Hope they will improve and be able to rejoin us soon.

Some discussion of the personal trips completed and how to get the ZED fares and the tickets for them.

Again much reminiscing of old times when we were having mostly fun. Everyone seemed to enjoy our time spent together.

Our next planned luncheon, and the last one until the fall, will be on April 9th, 2013. *Ken*

S.E. FLORIDA TREASURE COAST SUNBIRDS LUNCHEON

Back to good Ole Shrimper's for another GR8 Luncheon in March. We had a very LIVELY GROUP for our Luncheon with a variety of different conversations all taking place at the same time. Who said that Men can't Multi-task.....??? well, Pilots certainly can and we did for over 2 hours. Yes, with staying power

too.....and we're Retired.....who needs Visalus? Not our group.....that's for sure. 🤔 The various conversations went from various models of Cell Phones, Cell Phone App's., Pass Travel as well as Pass Travel programs provided by ASU and Military experiences and airplanes and on and on..... BUT, the bottom line, a GR8 time was had by all.

The WX was just OK (we're used to better in So. FL, - soooo spoiled) and our Waiter, Tony, had an attitude problem.....but we still had a GR8 time and will NOT EVER have Tony as our waiter again. As far as the WX, there isn't much that we can do about that, as you very well know.....but in So. FL, we'll just have to put up with it!

Those who attended were: Bill Cole, Ted Osinski, Andy Lambert, George Kane, Del Gartner, Paul Andes, Jim Dowd, Jack Boisseau and myself, Bob Langevin.

Our Stuart RUPA Luncheon in April will be on the 9th at Shrimper's once again, and hope that if you happen to be in the SE FL area around that time.....that you will join us, we'd love to have you.

That's about it for now but hope that our Northern friends are looking forward to the arrival of an Early Spring. Best Regards, *Bob Langevin*

SAN DIEGO COUNTY RUPA LUNCHEON

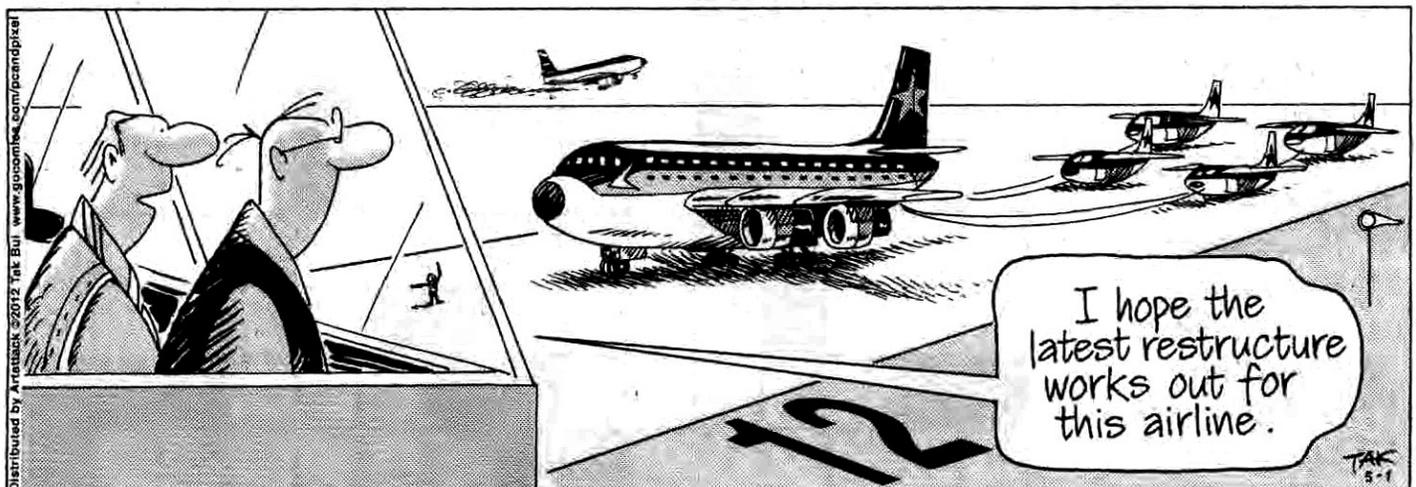
We Ruparians from San Diego area had lunch at the usual place, but today was different. We had thirteen attendees, and that's a record.

Present were: Bob and Ruth Bowman, Bob and Muriel Clark, Mark and Susan Mayer, Rhoda and Brad Green, Don and Lois Trunick, Bill and Evelyn Pauling, and yours truly. Clark and Mayer, being newbie's, had some new stories, and the talk and laughter was great. We were sorry to hear that the Whitby's are having health problems, and we all send you best wishes, Paul and Bobbie. Ruth Bowman started to feel ill at the end of our meeting, and Bob promptly took her home, of course, and we wish Ruth the best for a speedy recovery.

The restaurant we meet at is always eager to accommodate us, and readily puts tables together for the number we have, even latecomers.

The second Tuesday of each month is one to look forward to whether we have a crowd or not, but the more the merrier. Yers trooly awreddy, *Bob Harrell*

PC AND PIXEL | Tak Bui



LOS ANGELES SOUTH BAY LUNCHEON

Valentines Day, yes February 14th was our luncheon date for the LAX central folks. We were 16 strong, a very nice showing on a warm sunny winter's day. Yeah, Southern California at its best.

Our attendees were: Walter Albright, Bill Horn (at 94 our senior man) Bob Gillette, Norm Marchment & Trudy Buck, Rex May, Don McDermott, William Meyer, Loyd Kenworthy & Judy McCracken, Doug and Marcene Rankin, Tom and Helena Reidt and Arvid and Sue von Nordenflycht.

Rex May gave us information of the Celebration of Barbara Griffins life to be held at the Playa del Rey Women's Club at noon of February 23rd. Barbara, of course, was one of our favorite "Stewardesses", oops, I mean Flight Attendants.



The Hacienda Hotel was very helpful and cooperative with our current demands. They set up tables in the bar and let us all order individually from the Coffee Shop menu.

Yet Don McDermott and I would like to arrange for another lunch date at the Los Angeles Flight Path museum on Imperial Highway. Maybe we'll try to do it on a Saturday so as to ease the travel problems. We welcome any inputs and thoughts from you.

Much of our discussions dealt with the usual pass travel questions and now also about medical insurance concerns. On travel don't hesitate to use your vacation passes in order to take the best advantage of your seniority. For much of our current information, I'd like to thank Jim Morehead for all his research and for the very useful information he has published.

Check out this motley gang getting ready for lunch. Respectfully submitted, *Arvid von Nordenflycht*

THE MONTEREY PENINSULA RUPA LUNCH BUNCH

Spring has arrived in Carmel Valley! Fine yellow pollen from Oak and Pine trees covers vehicles, plants, and patio furniture. Cherry, plum, and pear trees are blooming in shades of vibrant pinks and white. California's golden poppies, blue lupine, and yellow wild mustard carpet the foothills and roadside shoulders.

The March 13th gathering was a welcomed warm almost hot day with plenty of sunshine and clear skies. Those enjoying the spring bounty were: Dave and Linda Mackie, Milt and Sunee Jines, Phil McClain, Will and Fran Blomgren, Lee and Nancy Casey, Diane Ellis, Brett (alias "Brat") Morris, Ed and Pat Manning, Carlos Quintana, Rich Myer, Pete and Donna Walmsley (our gracious hosts), and yours truly. Visiting long distant guests were Phil Young from Quincy in Northern California and Steve and Mary Filson from Danville, CA.

Regulars, Paul and Brigitte Olson are vacationing in Australia! Jon and Jane Rowbottom and Barrie and Sharon Nelson are enjoying the fresh powder at Lake Tahoe. They sent a photo to Dave an hour before our luncheon confirming their location with a "wish you were here" message! ;)

Quail Lodge will be re-opening on March 26th after a three year closure. There are no immediate plans for any changes with Edgar's hours or days of operation; we will continue to meet on the second Wednesday of each month until further notice.

We discussed the possibility of another golf tourney in September. We had quite a lot of interest so Pete will again look into available dates for late September or October.

Pat and Ed shared stories about their RV vacation to Nova Scotia, Newfoundland, and the eastern seaboard as well as visiting Oshkosh for the airshow and fly-in. Carlos, as always, had a great "true" story that brought laughter to the table. (Judy wasn't there to counter with the more plausible facts!)

Our next planned luncheon is April 10th at Edgar's; the gathering begins at 11:30 a.m. Please RSVP by the Tuesday before. *Spring cheers, Phyllis Cleveland*

DANA POINT RUPA LUNCHEON

It was a Great Day in the Harbor for our RUPA Lunch Group to meet under the green umbrellas. Early arrivals were ...brought by Bob McGowan, included Gary Meermans and Gary's caregiver Sara. Gary is in need of ride to the lunch now that he is unable to drive. It looks like Bob is running a bus service from his home in Villa Park. Glad that you can be of service Bob!

The rest of the group came on board to round our group of hardy, good humor group of dinners to fifteen. On Deck were: Al Pregler, Bill Rollins, Bill Stewart, Bob McGowan, Bruce Dunkle, Gary Meermans, Jerry Meyer Jim Grosswiler, John Arp, John Grant, Park Ames, Ron Dye, Rudy Haluza, Rusty Aimer, Ted Simmons and Gary's friend Jeff Luckey. Jeff is a non airline pilot and is currently building a RV-7. Welcome to all!

John Arp had some interesting flying recently with a C-130 that he currently flies for some company that is doing high altitude experimental dropping of supplies from high altitudes. He is making 'drops' from above 30,000 with accuracy of within a 5 ft of target. All well and good, but downside is that they take over an hour to get to altitude and it is very, very cold. They have to be on 100% oxygen for an hour on the ground, dress up for the extreme cold and then get up to the altitude. The parachute has some GPS system that guides the Drop to this 5 ft accuracy.

There was some talk of the veteran's law suit that is ongoing concerning them retiring at age 60. Another subject was the F-35, the cost of which is assumed to be 1.2 Trillion over its expect life! Also, it is currently forbidden from flying within 25 Miles of a CB. It could explode if struck by lightning... a fuel line leaking problem.

Good news, Ron Dye recently got married, her name is Natasha. Congratulations Ron! Jim Grosswiler brought some pictures from Afghanistan where his son is employed. It sure looked like a barren dusty job site. His son is working there on a private Drone flying. Cheers, *Ted*

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Pickles/Brian Crane



UAL-MEC FEBRUARY PASS TRAVEL UPDATE

Captain Pat Palazolo



A number of Smartphone and Tablet apps are available that are a big enhancement for S/A travelers as well as commuters.

One of the best is **FlightView**, rated 4 1/2 stars out of 5 with over 4,000 reviews.

Ever want to fly to a certain city here or abroad but you don't know who flies there, or how to get there? Flight view is perfect for showing you who flies where and when. If you click on a certain flight it will also tell you if it's a code share flight and who is really flying it. It's great for commuters and it's updated in real time showing you actual planned departure times, gates and terminal information.

You can download **FlightView** at <http://www.flightview.com/corporate/products/flightview-mobile-apps.aspx>

Another great app for those planning overseas travel is the **US State Department's Smart Traveler app**. It has a menu for every country on the planet, and then sub menus for everything you would want to know about that country from entry/visa requirements, traveler advisories, maps, phone numbers and addresses. It's updated on a regular basis, as well.

You can download the State Department's Smart Traveler app at: <http://www.state.gov/r/pa/ei/rls/dos/165020.htm>

Another useful app and web site is Trip Advisor (www.tripadvisor.com). This app and web site can provide valuable information on hotels and things to do and places to eat in just about any city in the world. The hotels are ranked in order by travelers like ourselves based on desirability, which is based on several factors including bang for the buck. The Trip Advisor app is available for download at <http://www.tripadvisor.com/apps>

Most employees already know about the **United Airlines app**. But let me clarify some aspects of this app that are commonly misunderstood.

1) When checking the seat map, empty seats represent only seats that are unassigned, it does not represent the seats that are unsold! A flight can show several seats unassigned but the flight can still be sold out. The only time the seat map is useful for S/A travel is when it's less than about 45 minutes from departure. By then just about everyone who has bought a ticket has been assigned a seat, and the number of empty seats on the seat map are probably going to remain empty until filled with standbys, seat changes or upgrades. After departure the seat map will display all unfilled seats. This may be a useful tool in getting an idea of your chances on a subsequent flight.

2) The standby list displays only those standbys (both revenue and non-revenue) who have actually checked in. If you want to see who's listed, then you'll have to go to **MobileRes** or **EmployeeRes** on **SkyNet**.

3) Once the flight departs the standby list on the United app displays only those who have been boarded. It will no longer display those standing by and who did not get on or who were no-shows. If an S/A traveler was boarded in Business or First, you won't see their name on the stand by list, it will be moved to the Upgrade list.

MobileRes is a web-based app that is designed and performs the functions of **EmployeeRes** on smartphones and tablets. It is quite well designed and continues to be enhanced. One little known feature is that after a flight departs, checking the Pass Rider list of any flight will show you the name, boarding priority, boarding year and cabin of every S/A who was boarded on the flight.

This is useful to see not only if your loved one made it on the flight and which cabin, but it also may be a useful tool in getting an idea of what your chances might be on a subsequent flight.

You can access **MobileRes** at mobileres.ual.com

Check your owner's manual to learn how to save a **MobileRes** icon (as well as other web-based apps and web sites) on your mobile screen.

Two more web sites that should be on your phone or tablet while traveling are **My ID90T** and **MyID Travel**. They are both available in the Travel section of SkyNet and can be accessed directly without going

through SkyNet with the links shown below.

My ID90T allows us to purchase electronic ZED tickets immediately. **MyIDTravel** allows us to list for travel on certain airlines with either electronic or paper tickets.

MyID90T <https://ifc.id90.com/index.php?act=loginPage&lang=&carrier=UA>

MyIDTravel https://www.myidtravel.com/myidtravel/start?previousAction=login-generic&action=user-check-master&form_EmployeeAirline=UA&form_UID=Uastaff&form_Password=016

UNITED LAUNCH INITIAL PHASE OF AERO – NEW SHARES FRONT-END



The first phase of our new front-end user interface for SHARES – named Aero – was launch on March 6 at gates system-wide. Co-workers were heavily involved in the development of this new platform, which not only enables them to work more efficiently but also serves as a tool for delivering better customer service.

Aero’s functionality enables customer service representatives (CSRs) to search, sort and filter passenger lists, view inbound and outbound connecting customer information and access an enhanced seat map that includes aircraft type and configuration. Some of the features are the ability to see connections and the enhanced seat map. This allows CSRs to process customers faster at the gate and serve as a better tool for customers overall.

The new features enable CSRs at the gate to better accommodate seat changes, proactively plan to help customers who might miss connections and better understand customers’ individual needs – leading to a better customer experience. It’s more user-friendly.

In upcoming phases of the rollout, the new user interface will go live for lobby use. Reservations agents at our Customer Contact Centers will also use Aero in the future.

UNITED EXPANDS ZED E-TICKETING FOR INTERLINE TRAVEL ON 15 AIRLINES

As the airline industry continues to move toward a paperless ticketing environment, we are introducing Zonal Employee Discount (ZED) eTicketing for interline travel with 15 additional carriers through our partnership with ID90T.

Meanwhile, we are reinstating our interline agreement with Iberia (IB). Eligible pass riders who wish to travel on IB should use our eTicketing process through ID90T.

Eligible co-workers, **retirees** and pass riders may buy electronic ZED tickets on these carriers for a small processing charge per segment through the ID90T website, which is available through the

[Other Airline/Interline Travel page](#) on the [Travel tab](#).

Information on ID90T and eTicketing procedures – including instructions for resetting ID90T passwords – is also available on the *[Travel tab](#)*.

REPORTING SPACE AVAILABLE (SA) BOARDING PROBLEMS

When encountering SA boarding problems, especially suspicious incidents of favoritism, email all details of the event (including flight #, segment(s), dates, etc.) to the Director of the Employee Travel Center.

Laura.motelet@united.com

She is very interested in hearing about all pass travel policy discrepancies, but needs full details to follow up with CSRs.

APHORISMS

If you don't have a sense of humor, you probably don't have any sense at all.

WORLD'S BEST CRUISE SHIPS NAMED



The results of the 2013 Cruise Critic Cruisers' Choice Awards were announced February 28, 2013.

Disney Cruise Line's newest ship, Disney Fantasy, swept the boards in the large ship class, taking five top places including best in class. Disney Fantasy, which debuted in March 2012, was named Best Large Ship, and took first place in five other categories: Best Cabins, Best Entertainment, Best Public Rooms, and Best Service. Its sister ship, Disney Dream, won Best Shore Excursions.

Holland America's Noordam ship was named Best Mid-Sized Ship, and Azamara Quest won Best Small Ship -- along with Best for Fitness and Best Service in the Small Ship category.

The Cruise Critic Cruisers' Choice Awards are based on reviews submitted by cruisers for cruises taken during 2012. They are awarded in three ship classes, according to passenger capacity – small (1,199 passengers or fewer), mid-sized (1,200 to 1,999) and large (2,000+). The top 10 ships in each class are named in the following categories: Overall, Cabins, Dining, Embarkation, Entertainment, Fitness, Public Rooms, Service, Shore Excursions and Value for Money. Awards are also given to the top-ranked ships in popular cruise regions; Alaska, Bahamas, Caribbean and the Mediterranean.

This year's winners include: Best Large Ships, Disney Fantasy: Best Overall Large Ship, Best Cabins, Best Entertainment, Best Public Rooms, Best Service, Disney Dream: Best Shore Excursions, Celebrity Reflection: Best Dining, Allure of the Seas (Royal Caribbean): Best for Fitness, Best for Embarkation, Celebrity Eclipse: Best Value for Money, Best Mid-Sized Ships, Noordam (Holland America): Best Overall Mid-Sized Ship, Marina (Oceania): Best Cabins, Best Dining, Best Public Rooms, Thomson Dream: Best Entertainment, Best Service, Westerdam (Holland America): Best for Fitness, Best Shore Excursions, Norwegian Spirit: Best Value for Money, Celebrity Summit: Best for Embarkation, Best Small Ships, Azamara Quest: Best Overall Small Ship, Best for Fitness, Best for Service, Azamara Journey: Best Value for Money, Crystal Serenity: Best Dining, Best Entertainment, Crystal Symphony: Best Public Rooms, Seabourn Odyssey: Best Cabins, Seven Seas Navigator (Regent): Best Shore Excursions, Wind Surf (Windstar): Best for Embarkation, Best for Families (all ship sizes) - Disney Fantasy, Best Destination Cruises, Best Cruise to Alaska: Volendam (Holland America), Best Cruise to the Bahamas: Disney Dream, Best Cruise to the Caribbean: Disney Fantasy, Best Cruise to the Mediterranean: Riviera (Oceania), Best from Florida: Disney Fantasy, Best from the Northeast: Norwegian Star, Best from the West Coast Westerdam (Holland America).

"These awards are based entirely on reviews submitted by cruisers, so offer a terrific insight into what consumers think of the ships they have sailed on," explained Carolyn Spencer Brown, editor-in-chief of Cruise Critic. "It's interesting to note that eight out of 10 awards in the Large Ship category went to ships launched within the past two years, so it seems that cruisers are enthusiastic about many of the emerging trends in dining, entertainment and onboard experiences."



JET LEASING COMPANY URGES BOEING NOT TO RUSH 777X



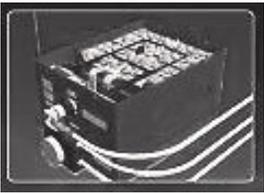
A major U.S. leasing company has urged Boeing not to rush into developing a replacement for its 777 wide-body airliner, contrasting with pressure from some airlines to refresh its popular mini-jumbo.

Henri Courpron, chief executive of AIG subsidiary International Lease Finance Corp., said Boeing's hot-selling, 365-seat 777-300ER would work well for the industry into the next decade.

"The 777-300ER is working fine and does not have much competition. It is a formidable airplane. Why break that?" Courpron said in a telephone interview. "The market does not need a replacement any time soon."

He said Boeing in any case had its hands full resolving a crisis over the grounding of its 787 Dreamliner.

BOEING PROVIDES DETAILS ON 787 BATTERY IMPROVEMENTS



Boeing announced March 15 that a comprehensive set of improvements that will add several layers of additional safety features to the lithium-ion batteries on 787 commercial jetliners are in production and could be ready for initial installation within the next few weeks. New enclosures for 787 batteries also are being built and will be installed in airplanes in the weeks ahead.

These improvements, which continue to undergo extensive certification testing, will allow operators to resume commercial flights with their 787s as soon as testing is complete and the U.S. Federal Aviation Administration (FAA) and other international regulators grant their final approval. The improvements include enhanced production and operating processes, improved battery design features and a new battery enclosure.

"As soon as our testing is complete and we obtain regulatory approvals, we will be positioned to help our customers implement these changes and begin the process of getting their 787s back in the air," said Boeing Commercial Airplanes President and CEO Ray Conner. "Passengers can be assured that we have completed a thorough review of the battery system and made numerous improvements that we believe will make it a safer, more reliable battery system." Battery system changes include changes to the battery itself, the battery charging unit and the battery installation.

Earlier this week the FAA approved Boeing's certification plan, which lays out the discrete testing to be done to demonstrate that the battery improvements address the conditions laid out in the Airworthiness Directive that has suspended 787 commercial operations.

Development Team Created Solution: The enhancements to the battery system address causal factors identified by the Boeing technical team as possible causes of battery failure. The technical team's findings also were verified by an independent group of lithium-ion battery experts from a number of industries, universities and national laboratories.

"We've come up with a comprehensive set of solutions that result in a safer battery system," said Mike Sinnett, vice president and chief project engineer, 787 program, Boeing Commercial Airplanes. "We have found a number of ways to improve the battery system and we don't let safety improvements go once they are identified. We incorporate them into our processes and products."

Enhanced Production Controls and Operating Processes: The first layer of improvements is taking place during the manufacture of the batteries in Japan. Boeing teamed with Thales, the provider of the integrated power conversion system, and battery maker GS Yuasa to develop and institute enhanced production standards and tests to further reduce any possibility for variation in the production of the individual cells as well as the overall battery.

"We've all developed a better understanding of the sensitivities of this technology to variations during the manufacturing process," said Sinnett. "And we all feel the need to increase monitoring of this process on an ongoing basis."

Four new or revised tests have been added to screen cell production, which now includes 10 distinct tests. Each cell will go through more rigorous testing in the month following its manufacture including a 14-day

test during which readings of discharge rates are being taken every hour. This new procedure started in early February and the first cells through the process are already complete. There are more than a dozen production acceptance tests that must be completed for each battery.

Boeing, Thales and GS Yuasa have also decided to narrow the acceptable level of charge for the battery, both by lowering the highest charge allowed and raising the lower level allowed for discharge. Two pieces of equipment in the battery system – the battery monitoring unit and the charger are being redesigned to the narrower definition. The battery charger will also be adapted to soften the charging cycle to put less stress on the battery during charging.

Improved Battery Design Features: Changes inside the battery will help to reduce the chances of a battery fault developing and help to further isolate any fault that does occur so that it won't cause issues with other parts of the battery.

To better insulate each of the cells in the battery from one another and from the battery box, two kinds of insulation will be added. An electrical insulator is being wrapped around each battery cell to electrically isolate cells from each other and from the battery case, even in the event of a failure. Electrical and thermal insulation installed above, below and between the cells will help keep the heat of the cells from impacting each other.

Wire sleeving and the wiring inside the battery will be upgraded to be more resistant to heat and chafing and new fasteners will attach the metallic bars that connect the eight cells of the battery. These fasteners include a locking mechanism.

Finally, a set of changes is being made to the battery case that contains the battery cells and the battery management unit. Small holes at the bottom will allow moisture to drain away from the battery and larger holes on the sides will allow a failed battery to vent with less impact to other parts of the battery.

New Battery Enclosure: The battery case will sit in a new enclosure made of stainless steel. This enclosure will isolate the battery from the rest of the equipment in the electronic equipment bays. It also will ensure there can be no fire inside the enclosure, thus adding another layer of protection to the battery system. The enclosure features a direct vent to carry battery vapors outside the airplane.

New titanium fixtures are being installed in the electronics equipment bays to ensure the housing is properly supported.

"Our first lines of improvements, the manufacturing tests and operations improvements significantly reduce the likelihood of a battery failure. The second line of improvements, changes to the battery, helps stop an event and minimize the effect of a failure within the battery if it does occur. And the third line of improvements, the addition of the new enclosure, isolates the battery so that even if all the cells vent, there is no fire in the enclosure and there is no significant impact to the airplane," said Sinnett.

Testing Status: Testing to gain FAA approval of the battery enhancements has already started, with the FAA's permission.

During engineering testing, which occurs prior to certification testing, the team demonstrated that the new housing could safely contain a battery failure that included the failure of all eight cells within the battery. The "ultimate" load is the equivalent of 1.5 times the maximum force ever expected to be encountered during a battery failure. The housing easily withstood this pressure and did not fail until the pressure was more than three times the ultimate load.

Through another test, the team demonstrated that fire cannot occur within the new enclosure. Its design eliminates oxygen, making the containment unit self-inerting. Inerting is a step above fire detection and extinguishing as it prevents a fire from ever occurring. The design also vents all vapors by venting directly outside of the airplane rather than into the equipment bay.

"We put this new design through a rigorous set of tests. We tried to find a way to introduce a fire in the containment but it just wouldn't happen. Even when we introduced a flammable gas in the presence of an ignition source, the absence of oxygen meant there was no fire.

"We drew from the new industry standard, DO311, established by RTCA, to establish our testing plan," said Sinnett. "These standards weren't available when we set the testing plan for the baseline battery and they helped us ensure the new design is robust and safe. We intend to show, during certification, that the 787 battery meets all objectives of DO-311 and only deviates from specific requirements where the 787-unique items are not covered by the standards." RTCA is a not-for-profit organization that serves as a federal

advisory committee in establishing guidelines for the aviation industry.

Working towards Resuming Flights: "We are following all of the necessary protocols to get our new design fully approved and properly installed so that we can help our customers start flying as soon as possible. We're simultaneously moving out on an effort to resume deliveries but completing our certification work and getting the delivered fleet flying again is our first priority," said Conner. "Our customers and their passengers have been incredibly patient as we have worked through this process and we thank them very sincerely for their continued support and confidence in the 787.

"The more-electric architecture of the 787 brings real value not just to the airlines but to our industry. By reducing fuel use, we are reducing our environmental footprint. This battery technology is an important part of the more-electric architecture, which is helping us to cut fuel use by more than 10 billion gallons of fuel over the life of this program. "New technologies require extra attention and hard work, but the benefits are real."

UNITED NAMED BEST NORTH AMERICAN AIRLINE, STAR ALLIANCE BEST AIRLINE ALLIANCE

Business Traveler magazine named United the Best North American Airline in its 2012 Best in Business Travel Awards. Readers also named Star Alliance as the Best Airline Alliance.

Star Alliance Corporate Office Vice President Christian Klick said "the award is further proof that international travelers value the benefits that only an airline alliance can provide."

The 2012 Best in Business Travel Awards honors 41 travel service companies in 64 categories. Readers selected the winners based on a range of criteria including service levels, route structures, location, convenience and comfort.

In addition, the following Star Alliance member carriers received awards: Singapore Airlines for Best Long-Haul Airline, Best Asia Airline, Best Economy Class and Best Cabin Staff; LOT Polish Airlines for Best Eastern European Airline; and South African Airways for Best African Airline.

UNITED MORE THAN TRIPLES CEO SMISEK'S PAY

(Crain's) — CEO Jeff Smisek saw his compensation soar to \$14.7 million last year from \$4.4 million in 2010 as United Continental Holdings Inc. completed its first full year as a merged airline. Most of Mr. Smisek's compensation increase came from a restricted stock grant valued at \$7.5 million that will vest over three years, according to the company's proxy statement.

About \$4 million of that restricted stock requires that the airline meet certain goals related to the merger, such as reaching joint labor contracts with unions and achieving revenue and cost-savings targets.

He also received \$4.4 million in long-term cash incentive compensation largely based on performance of Continental Airlines prior to the merger with United. His salary was \$975,000. The total compensation also includes an estimated increase in pension value during the year of \$1.4 million.

In awarding Mr. Smisek's compensation, the company's compensation committee cited performance including \$1.3 billion in pre-tax income and achieving approximately \$400 million of the \$1.2 billion in annual revenue and cost savings targeted by 2013.

UNITED AIRLINES 2013 GOLF TOURNAMENT ITINERARY (As of April 1, 2013)

May 5th, 2013, Sunday Night, 6 pm Get Together at Oasis Grill Room, Oasis Golf Courses.

May 6th, 2013, Monday 0730 SG, Canyons Golf Course Two Person Gross / Best Ball.

Monday Night, Poker at Eureka Poker Room.

May 7th, 2013, Tuesday 0730 SG, Casa Blanca Golf Course, Gross / Net Individual Peoria or Handicap.

May 8th, 2013, Wednesday 0730 SG, Palmer Golf Course, 4 Person Team Event.

Wednesday Night, Oasis Grill Room, Drinks at 1730, Dinner at 1800 (Individual Pay at Door)

May 9th, 2013, Thursday 0800, Valderra in (St George UTAH) Gross / Net + Blind Draw Two Person.

For more information contact Paul Levan, Ph 702-345-2987 email plevan@rconnects.com.

AIRLINES FINDING NEW PASSENGER FEES

If you think air carriers have run out of ideas for new fees to charge passengers, think again. Among the fees airlines have announced in the past few weeks are a charge to zip through airport screening gates and board early, a fee to watch streaming movies and a fee to have your bags delivered in 36 cities around the country.

It should be no surprise that airlines keep coming up with new fees: Combined, such charges generated an estimated \$36 billion in 2012 for the world's largest airlines. A trade group that represents the biggest U.S. airlines says such fees helped many carriers maintain a slim profit margin in 2012.

Among the latest fees, United Airlines now allows economy passengers to board with the first group of passengers and to speed through "exclusive" security gates with shorter lines. The airline says the Premier Access fee starts at \$9, but the charge for a typical flight is closer to \$50 to \$100, said Amy Lee, a senior analyst at Travelnerd, an online review site for travel products. United has also expanded a service to deliver checked luggage to your home, office or hotel within 100 miles of the airport. The fee, starting at \$29.95, has been expanded from six cities to 36, including San Francisco, San Diego and Palm Springs.

Fees, uncomfortable seats top gripe list. Airline fees are among the most annoying aspects of commercial flying, but the biggest gripes among passengers are uncomfortable seats and tight legroom. That was one of the key findings of the latest annual survey of more than 2,000 people in the U.S. by the travel review site TripAdvisor.com. After uncomfortable seats, tight legroom and hefty passenger fees, the travelers surveyed said unpredictable flight delays, long security lines and obnoxious passengers were the biggest annoyances.

The most irritating fees, according to the survey, are charges to check bags, carry bags into the cabin, upgrade to a better seat, print a boarding pass and buy in-flight extras.

With all of those complaints, you might think fewer people would want to fly. Instead, 91% of those who were surveyed said they planned to take a flight at least once in 2013, up from 86% who said they flew last year.

"It seems equally clear that these challenges are not limiting the increasing demand for flights," said Bryan Saltzburg, a general manager at Trip Advisor.

UNITED OFFSETS TRAFFIC DECLINE WITH HIGHER PRICES

By Samantha Bomkamp

United Airlines' parent said its traffic fell again in February, but it made up for the shortfall through higher prices.

United Continental Holdings, the world's largest airline company, estimates that a key measure of per-seat passenger revenue rose 6.5 to 7.5 percent last month, indicating increasing fares or fees. Traffic fell 4 percent for flights in the U.S., but dropped by the largest amount on flights to Europe. Traffic on flights to Asia and elsewhere in the Pacific rose 2.5 percent. Overall, traffic was down 3.4 percent. January traffic rose for the first time since August.

United cut capacity during February, making flights more full and therefore boosting demand for seats. Airlines can do this by either using smaller planes or cutting flights. It reduced the number of available seats worldwide by 8.4 percent.

Flights were 83.4 percent full on average on U.S. flights last month, up from 80.2 percent last February.



WELCOME OUR NEWEST NEXT-GEN BOEING 737



We took delivery on Monday of another Boeing 737-900ER, our fifth so far this year. We expect to receive another in about two weeks and 18 more through the end of the year. Aircraft 469 is our 29th 737 with the customer- and crew-friendly Boeing Sky Interior. This new interior creates a larger sense of space through sculpted sidewall panels and LED cabin lighting that mimics soft blue skies and sunset colors. These next generation 737s feature cabin enhancements like speakers in every row to improve the clarity of cabin announcements, larger overhead bins and brighter reading lights. Overall, these winglet equipped 737s are more than 25 percent more fuel efficient per seat than the 737-500s we're retiring.

The 737-900ER has substantial economic advantages over heavier competing models including 7 percent lower trip cost and 5 percent lower seat-mile cost. It shares the same performance attributes of the other models of the Next-Generation 737 family (737-600, 737-700 and 737-800): reliability, lower maintenance costs, lower operating costs and optional state-of-the-art flight deck systems such as Head-Up Display (HUD), Global Positioning Landing System and Vertical Situation Display.

The 737-900ER also has the same advanced-technology wing design that helps increase fuel capacity and efficiency. The advanced wing airfoil design provides an economical cruise speed of .791 Mach (525 mph). It is powered by new CFM56-7BE engines produced by CFM, a joint venture of General Electric Co. of the U.S. and Snecma of France. The engines meet the latest noise regulations and, through a tech insertion package introduced in 2007 and further refinements in 2011, have reduced fuel use and increased engine time on wing because the engine burns cooler.

ECONOMY PLUS NOW IN ALL BUT 50 UNITED PLANES



United added the popular Economy Plus seating to all but 50 of our mainline aircraft, most of which will be modified before the summer peak travel season.

The other 275 have already been modified by subsidiary CO mainline aircraft. As of mid-February they only need to reconfigure seats and the passenger service units above each row on four Boeing 767-400s, two 757-300s, 13 737-900s and 31 737-800s.

By any measure, Economy Plus is a successful product and premier customers see it as a comfortable alternative if they don't fly in the premium cabins. In addition, said Merchandising Revenue Optimization Senior Manager Amy Costigan, non-premier customers who purchase Economy Plus rate their entire travel experience (from check-in to post-flight) higher than do those in standard economy.

Technical Operations co-workers have accomplished the majority of narrowbody conversions, mainly at HOU (Houston Maintenance Base), LAX and MCO (Orlando, Fla.). The remainder will be done in conjunction with other upcoming cabin conversions.

MORE THAN HALF OF UALs AIRBUS FLEET NOW HAS EXPANDED BIN SPACE



As of mid-February, we have completed the modifications on 81 of 152 of the narrowbody planes, or 53 percent, and are on track to complete the project by this spring.

These modifications are among the many included in our \$550 million cabin product investment. The existing bins on the A319s and A320s get new latches, hinges and doors, which create more useable space, deep enough for stowing standard, 22-inch rolling suitcases wheels-first and side-by-side. This nearly doubles carry-on capacity, which results in quicker boarding and deplaning and higher customer satisfaction.

Line Maintenance co-workers are doing many of the modifications during Airbus visits to DEN and SFO, and our business partners perform others along with scheduled maintenance at vendor locations.

AIRLINES GO RETAIL. MAYBE. PERHAPS. WHATEVER.

By Dr. Elinor Garely



This is both a bad news and a good news story. The bad news is that the airlines continue to disassemble the services that were, once upon a time, delivered to consumers in one nice neat transparent package.

Historically, making an airline reservation and paying for the ticket was similar to other shopping experiences. Buying a movie ticket? The ticket included entrance to the theatre, open seating (first come, first choice), a cushion to sit on, the use of the toilet, as well as the performance. Buying a pair of sneakers? We would leave the shop with the sneakers as well as the laces. Buying a car? The price included the transmission, windows, steering wheel, seats, doors, locks, etc.

Airlines Transform the Shopping Experience: The airline industry has found the way to change the entire purchasing structure and shopping experience, creating a nightmare for consumers.

Currently when an airline purchase decision has been made, the only item purchased is the privilege of getting on the plane! To actually have a seat (the middle seat is the default option) there is likely to be an additional fee attached. We can look forward to additional charges for seat location (proximity to the cockpit), size and fabric of the seat cover, micro-inches of additional leg room, steps to the toilet, willingness to assist other passengers in case of an emergency, and access to the light/ventilation switches (which are curiously placed over the middle seat giving the person seated in the middle – a middle seat advantage), plus taxes and fuel charges.

Of course, there are the additional before departure fees (i.e., baggage size and numbers, priority boarding), as well as on-board fees (i.e., food, snacks, beverages, Wi-Fi). There are occasional rumors that additional fees are being added for use of the toilet; so far, no airline has put a meter on these doors. I still have not read of an exit fee or a tarmac charge (the amount charged to actually get off the plane and enter the airport), and the airports have not started to collect fees for entering and leaving their property (just give them time, I am sure they will catch up).

No Transparency: In addition to being nicked and dimed to death, consumers are placed in the awkward position of having to agree to pay for this product at a transaction point that offers little or no clear and precise assessment of what the charges are (how much for the ticket, the seat, the taxes) – until it is too late to leave the shopping cart behind. Heaven forbid there is a need to cancel or modify the reservation: forget about it! Dresses and shoes purchased at Bloomingdale's can be exchanged/returned even if they have been worn. Make an error on an airline ticket and the consumer is levied a heavy fee for a time/date change or modification, if permitted at all!

Retail Heaven: When customers shop and return time and again to Amazon the technical interface gives both the vendor and the customer a virtual link. Thanks to cookies and other techno-advances that I do not need to know about, when I decide to visit the Amazon site my name appears at the top of the screen welcoming me back. I do not have to provide my frequent shopper number, demographics, or psychographics; I do not need any credit card information; and I am free to browse to my heart's content. Amazon also provides me with guidance: Like this book? Then you are also likely to like these other books; people (similar to you) have purchased them, and they are happy campers (read their comments, typos, and all). All of this happy shopping occurs because Amazon already knows ME (especially if I have made purchases on the site before). Based on my shopping selections they know the size I wear, the colors I prefer, my family status, and the price point for my shopping decisions.

Trying to get into an airline site is like trying to get into Fort Knox. Not only do I have to provide my name, I have to include my frequent flyer number, telephone number, and a whole wealth of information that I may (or may not) have available or have the time to enter. If Amazon and Bloomingdale's knows who I am as soon as I show up at their website, why not the airlines? Just try to get an airline on the telephone – it is easier to speak to an orbiting astronaut. American Airlines recently placed me on a 45-minute hold pattern,

and then I was told that my request for a seat change would have to wait until I arrived at the airport. (Yes, I tried online before I picked up the telephone).

Preparing for Change: There is a new product that is predicted to change the way that airlines demonstrate customer service. Developed by the Farelogix high-tech organization, their Airline Commerce Gateway is a system that makes consumers think that the airlines are finally interested in who they are, their destination and departure time preferences, seat locations, and food allergies (if any). It is fortunate for us all that the techno-geeks are flying around the planet and, prompted by their unhappiness with the airlines, they have taken their talents and created a new “skin” that should make the reservation experience easier and faster.

More Than Lipstick on a Pig: The airlines are redefining what they do, but they are very slow to amend the error of their ways! They have decided that they are not in the service business but rather are retailers and selling products. Using Amazon as the benchmark, the airlines that adopt the new Farelogix technology will identify the historical patterns of the customer (database mining) with current demands/requests. Whether the customer is accessing airlines on their laptop or a mobile device, the interface with the airline will be the same. Once the customer and airline are linked, there will be no separation until the customer has successfully landed at their intended destination.

From searching and making the reservation, through check-in to seat selection, purchasing in-flight services (i.e., food, drinks, Wi-Fi), the new Gateway technology will enable the Passenger Name Record (PNR) to be self-service, including flight /time/date changes/exchanges, ancillary purchases, etc.

Catch 22: Although Jim Davidson, President and CEO of Farelogix, has created a product that takes some of the sting out of interacting with the ineffectiveness of the airline, it is still up to the individual airlines to raise their hands (and open their checkbooks) to adopt this new technology. Davidson recognizes that some of the airlines will not want to acquire the entire customer service system immediately (how could they possibly deal with happy customers?); fortunately he is willing to start them on the road to nurturing an improved customer/vendor relationship. Davidson suggests that his new Gateway product be introduced incrementally, i.e., Reservations, Departure Control, and Loyalty. The airlines could start providing these customer services without dumping their entire antiquated legacy system.

The Airline Way or the Passenger Way: More than 8.1 million people boarded commercial flights (each day) in 2012. The airlines have their dinosaur-age method of doing business, and then there is the consumer who shops, plans, reserves, and buys airline products in a completely different environment, thereby creating a disconnect between the airline and the passenger.

Google analytics indicates that a typical traveler uses 22 websites to research a trip (in multiple shopping sessions) before making a decision. The potential consumer who is not brand loyal will search through Kayak.com, Google, Orbitz, Travelocity, etc. before coming to a conclusion.

Davidson finds that folks using third-party websites are unable to get all the information they need to make a fully-informed decision. Online agencies may not inform travelers that journeys requiring multiple carriers could have better fares if the selected carriers were within an alliance. They may not know that they can purchase Wi-Fi, in-seat power, on-demand audio/video, drinks, whatever, in advance of the flight (and at what price).

According to Davidson:

1. Consumers want simple, straightforward planning and booking processes. Choices and prices must be at their fingertips (or thumbs).
2. Passengers want to customize their flights the same way they personalize their morning coffee choices (Starbucks offers 87,000 variations of its products).
3. Airline executives have got to pay attention to Concur (since they acquired TripIt in 2011) to gain access to massive volumes of customer data and insights that will be available for sale (i.e., market share, fare paid, purchase channels used).
4. Apple’s Passbook can store a traveler’s loyalty program account information, boarding passes, coupons,

etc. – creating a media and financial toll booth that airlines will have to pay for if they want to reach their passengers.

5. Facebook (one billion users worldwide), a powerful site for data aggregation, will be monetized through real-time bidding algorithms that will pit airlines against intermediaries to reach travelers.

6. Google participates in almost every aspect of airline distribution, ecommerce, and marketing and as such can force an airline to use a certain product to reach consumers.

7. Amazon (world's retail marketplace) is positioning itself to be a factor in how airlines sell and how passengers buy air and travel.

What Happens Next: Davidson is optimistic. He believes that the airline industry will cease being myopic and willingly look at other industries for inspiration and ideas. Eventually they will realize that they have to change the way they do business, and the use of eCommerce will move to the top of their priority list. He also believes that the airlines will invest in creating customer data warehouses, acquire the relevant technology to do this, and hire employees who are skilled in analytics and data visualization.

We Can Hope: If the Davidson observations are correct, and the airlines do adopt his technology, the end result may be an airline industry that can present relevant, tailored offers and prices to travelers or travel agents shopping for flights in a manner that makes for a happy customer instead of a satisfied airline executive.

AIRBUS DELIVERS 100TH A380



Malaysia Airlines (MAS) and Airbus together marked a major achievement, with the hand-over of the 100th A380 to MAS at Airbus' Henri Ziegler Delivery Centre in Toulouse, France. The aircraft is the sixth A380 for MAS.

“We are delighted that our 100th A380 delivery is to Malaysia Airlines as this gives us an early glimpse into the future shape of aviation,” said Fabrice Brégier, Airbus President and CEO. “We see a growing demand from dynamic, competitive airlines such as MAS for larger aircraft, with many markets and

routes, and in particular in the fast developing Asia-Pacific region, being ideally suited to A380s.”

Now in its sixth year of commercial service, the A380 is flying with nine world class airlines. To date, the worldwide fleet has carried some 36 million passengers in 100,000 flights. Previous generation Very Large Aircraft (VLA 400 seats and above) would have required 140,000 flights. This reduction in flights brings essential relief to airport-congestion and the environment. The corresponding saving of 5.7 million tons of CO₂, demonstrates the A380 generates more revenue whilst minimizing emissions and noise.

The A380 fleet performs over 140 flights per day and carries over one and a half million people each month. Passengers can hop on board one of the A380s which are either taking off or landing every six minutes at one of the 32 international airports where it operates to date. On top of these, more than 50 other airports are getting prepared to accommodate the A380 and answer the airlines' need for more A380 destinations.

Over the next 20 years, more than 1,700 VLA such as the A380 will have been delivered. Asia Pacific leads demand (45 percent) for these high capacity aircraft, followed by the Middle East (23 percent) and Europe (19 percent).

Typically seating 525 passengers in three classes, the aircraft is capable of flying 8,500 nautical miles or 15,700 kilometers non-stop, carrying more people at lower cost and with less impact on the environment. The spacious, quiet cabin and smooth ride have made the A380 a firm favorite with passengers, resulting in higher load factors wherever it flies.

Since 2006 the A380 has registered repeat orders by satisfied customers every year, bringing the total order book to date to 262 from 20 customers.

BOEING TO CONSOLIDATE FLIGHT TRAINING FACILITIES IN NORTH AMERICA



Boeing today announced it is consolidating flight training capabilities in North America – including 787 flight and maintenance training – at the Boeing Flight Services training campus in Miami. The consolidation is part of a larger Commercial Airplanes focus on customer commitments, stepping up efforts to meet market demand for Boeing products, services and support as airplane delivery rates increase.

Boeing will relocate all full-flight simulators and other devices from Seattle to Miami, starting with two 787 training suites. Miami is Boeing's largest commercial aviation training campus and is a preferred training location for customers based in Latin America as well as the United States, Middle East, Europe and elsewhere. With this consolidation, Miami will be established as the pro forma flight training location for Boeing in the Americas. Implementation will begin immediately.

"This is about getting close to our customers, doing what is right for them and bringing them the best product support and services in the industry," said Sherry Carbary, vice president, Flight Services, Commercial Aviation Services. "If we are going to better serve our customers and meet training commitments and airplane deliveries as we ramp up on rate, the time to do this is now."

With 20 simulator bays, the Miami facility is one of the largest commercial flight training campuses in the world, but currently that space is underutilized, with 11 training devices and the capacity to accommodate nine additional full-flight simulators.

The majority of the Seattle Flight Services team will not be affected, but some employees will be impacted by the planned consolidation, Carbary said. "Our training team is the best in the industry. We value the contributions they bring to Boeing every day, and the competitive advantage they bring to our customers around the world."

The plan to locate 787 training in Miami was announced in 2008 as part of Boeing's strategy to better serve the training requirements of airlines by locating training closer to where they do business.

Over the past several years Boeing has consolidated and relocated a number of flight training campuses, including four in the United States, based on customer requirements. Boeing Flight Services, a part of Boeing Commercial Aviation Services, has also continued to expand capabilities elsewhere across the global network including new campuses in Shanghai; Baku, Azerbaijan; and Istanbul and is expanding capabilities at existing campuses in Singapore and London with additional new full-flight simulators.

Strategic positioning of the Boeing global training network is of vital importance to airlines around the world as they seek world-class training resources to meet the demand for aviation personnel. The 2012 Boeing Pilot & Technician Outlook, a respected industry forecast of required commercial aviation personnel, cites a need for 460,000 new pilots and 601,000 new maintenance technicians over the next 20 years.

ALASKA AIRLINES WINS ON-TIME PERFORMANCE AWARD 3 YEARS IN A ROW



FlightStats.com has named Alaska Airlines the No. 1 on-time major carrier in North America for the third year in a row. Alaska's average on-time rate for 2012 was 87.26. The average on-time performance was 79.62 percent among North American carriers.

"This award is a credit to the more than 12,000 Alaska Airlines and Horizon Air employees who continue to meet our core promise to customers of getting them to their destination safely and on time," said Ben Minicucci, Alaska Airlines' chief operating officer and executive vice president. "Winning this award for the third time is a credit to the caliber of our employees and their relentless focus on robust operational processes, all while keeping safety and customer service at the forefront of everything we do."

FlightStats' on-time rate for Alaska Airlines differs from the Department of Transportation number of 87.52 percent because it relies on more sources for information.

READ ABOUT THE NEW BOARDING PROCESS IN WORLD



Our new gate layout for managing departures is one of a series of changes we're introducing to make it easier for our airport coworkers to do their jobs and provide customers with a better boarding experience.

In January, we reduced the number of boarding groups from seven to five and this spring we'll start improving the layout of our gates by setting up designated lanes and clear signage for the five boarding groups. We also plan to modify the way we assign customers to the three general boarding groups to improve our customers' boarding experience.

Read the March edition of World to learn more about the simplified boarding groups and revised gate layouts and our "WilMA" approach for general boarding via an interactive graphic.

SOUTHWEST AIRLINES LAUNCHES MOVIES ON DEMAND



Southwest Airlines announced February 20 that movies on demand are now available on all WiFi-equipped Southwest aircraft for only \$5 per movie, per device. The airline also announced an upgrade to their television package.

In 2012, Southwest became the only airline in the world to stream live television directly to Customers' personal devices. Now, in addition to eight channels of live news and sports, Customers can also select on-demand episodes of popular television shows. The upgraded TV package is \$5 a day, per device on WiFi-enabled planes.

"Providing a comprehensive and robust inflight connectivity system for our Customers is paramount," said Dave Ridley, Southwest Airlines' Senior Vice President Business Development. "Our Flight Attendants are famous for delivering superb Customer Service, and we're excited to enhance our onboard entertainment offering and take the Customer Experience to new heights."

The majority of Southwest Customers now have access to WiFi, movies on demand, and the upgraded television offering. As of February 6, all Southwest Boeing 737-700 and 737-800 aircraft were equipped with Row 44 satellite technology that enables these entertainment offerings/services. This milestone represents nearly 75 percent of all Southwest aircraft, which completes the retrofit installations. Moving forward, all new deliveries and AirTran conversions will enter service with Row 44 technology installed.

WiFi service can be purchased for \$8 a day, per device including stops and connections. Customers do not need to purchase WiFi in order to access movies or TV.

Accessing the Internet, or watching movies and television is simple. Customers use their WiFi-enabled device onboard any Boeing 737-700 or 737-800 aircraft, connect to "southwestwifi," and launch their browser to be directed to the inflight entertainment portal. From the portal, Customers are able to select WiFi, movies, or television. The portal also provides free access to a flight tracker, shopping, and games. With Row 44 satellite technology, connectivity continues to work over bodies of water so Customers remain connected all day, no matter where they travel.

HAWAII GOVERNOR RELEASES 113 MILLION DOLLARS TO IMPROVE AIRPORT EXPERIENCE FOR TOURISTS



Governor Neil Abercrombie released \$113 million for various capital improvement projects at airports and harbors throughout the State of Hawaii. "These important projects will improve the airport experience across the state – from Hilo to Lihue – as well as the efficiency and capacity at our harbors," Governor Abercrombie said, "Funding for many of the Honolulu Harbor improvements are part of a larger New Day Work Project that will increase harbor shipping capacity."

WHAT DOES THIS AIRLINE MERGER MEAN FOR COMPETITORS?

By [Adam Levine-Weinberg](#)



While understanding that the recently announced merger between US Airways and American Airlines is obviously very important for shareholders of those two companies, it will also have a significant impact on competitors. On one hand, consolidation is expected to improve pricing power for the airline industry, which should benefit competitors. On the other hand, combining the American Airlines and US Airways networks will create a stronger carrier that could potentially take market share away from competitors. So who stands to gain or lose the most? Let's take a look.

1. United Continental United Continental is likely to be the biggest loser. In a message to employees, CEO Jeff Smisek tried to put a positive spin on matters by focusing on the benefits of consolidation. However, as part of the merger, US Airways is moving from United's Star Alliance to American's Oneworld global alliance. The merger presentation pointed out that whereas Star Alliance has a 45% share of U.S. international capacity today (versus 30% for SkyTeam and 26% for Oneworld), Star's share will drop to 36% while Oneworld improves to 34% after the merger.

United still has the broadest international network of any U.S. carrier. But it has benefited in recent years from the additional scale provided by being part of the dominant global alliance. United's current code-share arrangement with US Airways gives travelers additional itinerary options and opens up a few destinations served by US Airways but not United Continental. Today, American Airlines has one offsetting advantage, which is its trans-Atlantic joint venture with British Airways. This partnership gives American a strong position at London's Heathrow Airport, which is the top market for international business travel from the United States. After the merger, Oneworld will maintain its advantage in London while overcoming its previous size disadvantage.

United will also see a particularly large impact from the merger because it has significant route overlap with American. The two have competing hubs in the New York, Chicago, and Los Angeles markets. Because of the strategic value of those cities, the three largest in the U.S., the post-merger American Airlines is likely to fight hard to maintain or improve its position in those markets. Thus, the effects of stronger competition from American are likely to outweigh any benefits from consolidation for United.

2. Delta Air Lines Delta is likely to see a more limited impact from the merger. Delta also competes in the New York and Los Angeles markets and has been working particularly hard to gain share in New York. American's East Coast strategy will have a major impact on whether Delta benefits from the merger. US Airways has a major hub and European gateway in Philadelphia, less than 100 miles from American's European gateway at JFK. If the combined carrier focuses on growing the larger Philadelphia hub, then Delta will be able to bolster its position in New York.

However, the strategic importance of New York makes it more likely that American will keep trying to expand its presence at JFK, even though capacity is constrained by the lack of available slots there. While a resurgent American Airlines could crimp Delta's plans to gain market share in New York, Delta will be improving its own position at the same time, through a recently announced joint venture with Virgin Atlantic. That airline is the second largest carrier at Heathrow (albeit a distant second), and this partnership will vastly expand Delta's access to that critical market. Benefits from this new joint venture should more than offset any uptick in competition from American.

3. Low-cost carriers Companies such as Southwest Airlines and JetBlue Airways are likely to see the biggest benefit from the merger. As the three network carriers (American, United, and Delta) focus on gaining high-value international business travelers, Southwest and JetBlue will probably have opportunities to grow domestically. Southwest is best positioned to take advantage of any capacity rationalization that eventually takes place following the merger, because of its larger size and nationwide footprint.

For example, the US Airways hub in Phoenix lies between American's hubs in Dallas/Fort Worth and Los Angeles. With the latter two being larger and more important business markets, Phoenix could eventually see

some service cuts. Phoenix is already the fourth largest focus city in Southwest's network, with 173 daily departures to 47 cities. If American downsizes there, Southwest would gladly take up the slack.

For JetBlue, the biggest upside comes from the strategic value of its hub at JFK Airport in New York. JetBlue has had an interline agreement with American Airlines since 2010, which allows customers to connect between American and JetBlue at JFK (and also in Boston). If American chooses to grow its European gateway at JFK, slot constraints will force it to rely even more heavily on JetBlue to generate connecting traffic. In other words, as American shifts JFK capacity toward international flights, JetBlue could see a corresponding increase in traffic on its domestic flights at JFK.

Conclusion Thus, low-cost carriers such as Southwest and JetBlue are likely to be the biggest beneficiaries of the most recent round of airline consolidation. For Delta, and particularly for United, having two weaker competitors combine into one strong one is more likely to hurt than to help.

PILOT SHORTAGE STUDY

Industry urges study to highlight pilot shortage as the first wave of age 65 pilot retirements began in December, 2012. A coalition of industry, academic and government officials, an informal group, has met periodically over many months, and asked the Government Accountability Office (GAO) to conduct a study, saying, "The aviation industry is entering an era of unprecedented pilot staffing challenges as a result of a struggling economy, bankruptcies, mergers, increasing flight training costs, manufacturing declines and numerous new public laws and regulations." The organizations in met with GAO to discuss the need to look at the potential for a pilot shortage and ramifications to the industry.

The organizations then followed with a formal pilot study proposal outlining all the factors that such a study should entail. Typically such study requests come directly from Congress, but GAO has the authority to initiate a study without such a request. The coalition comprises a range of airline, general aviation, business aviation and academic representatives. But it also includes Flight Standards Director John Allen, who has made the potential pilot shortage one of his personal priorities. Allen told Aviation Week last summer he believed that first they must determine that there is a potential crisis and that the issue should be studied. "We have to understand whether it will be a problem," Allen had said, noting that the agency was sensitive to past claims of shortages that haven't surfaced. However, a number of factors are combining to suggest that the problem is looming this time, he said. Airlines are bracing for substantial retirements as the first wave of age 65 retirements begin.

The military supply of trained pilots has slowed substantially, and new rules mandated by Congress for all Part 121 pilots to obtain an air transport pilot certificate are further exacerbating the potential shortage, industry officials believe. Boeing, a member of the coalition, has suggested that the industry will need about 4,000 new pilots each year. In its proposal to GAO, the coalition notes that the industry is facing "unprecedented pilot attrition rates coupled with diminished pilot availability caused by a decline of new entrants into the profession and a dramatic reduction in the availability of military trained pilots that have been a primary source of airline pilots since World War II." Metrics are showing declines in nearly all sectors, from the number of commercial pilots, general aviation active pilots and new pilot starts. The number of new private pilots has dropped by 10,000 each in the past couple of years, the coalition says.

"As the airlines hire the few qualified pilots available, a lack of pilots would severely impact corporate and charter operations of general aviation," the coalition says, adding, "With few pilots choosing to enter the field of aviation as a career, universities and flight training providers will see a continued drop in enrollment." A University of North Dakota study has tracked the flight training declines, the groups say. "Available data suggests that the consequences of an inadequate pilot supply are potentially disruptive and harmful to not only the aviation industry but to local, national and global economies," the groups say, adding this could lead to disrupted service to smaller communities.

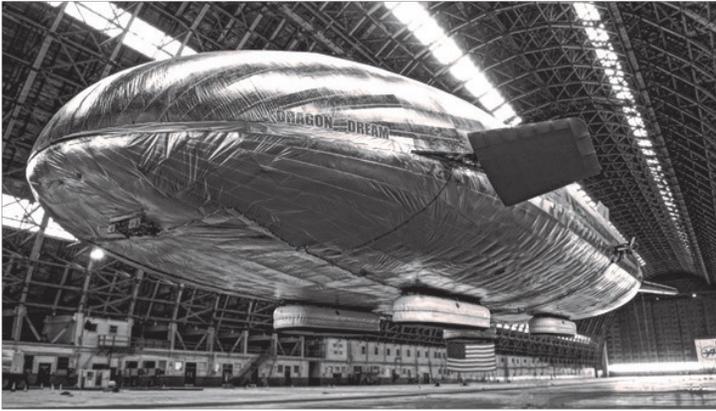
The coalition believes a study needs to determine how severe a pilot shortage could be, how long would it last, what sector would be affected first, and what are the safety and economic impacts. The study should look at both supply and demand side, including pilot graduates, financial support, public laws and

regulations affecting training, airline pilot retirements, global pilot demand, training capacity and fleet growth.

What needs to be investigated, but is totally missing, is identification of the single factor or variable which controls the supply side of the supply-demand equation for commercial pilots. What represents the prime motivation that would attract anyone to a demanding high skill career field? Without exploring that factor, the rest of the study is useless. Professions requiring high skill levels don't attract applicants with low pay, poor benefits, and abusive working conditions. Fixing ease of entry won't necessarily solve the supply problem.

AIRSHIP MAKERS CLOSE IN ON CRAFT FOR CARGO

By Robert Wall/San Francisco Chronicle



Airship builders say the development of lighter stronger materials will allow them to deliver on a century-old ambition of making craft capable of winning business from freight operators such as FedEx Corp. within three years.

A drop in the price of carbon fiber and advances in systems that can control the buoyancy of even the largest airships have also encouraged development of models to move goods faster than surface ships and at half the cost of a Boeing 747. A 500-foot dirigible being built by California's Aeros Corp. will carry 66 tons, according to founder Igor Pasternak.



Manufacturers must overcome industry skepticism about a mode of transport widely regarded as obsolete, together with a lingering fear of lighter-than-air travel that can be traced to the 1937 Hindenburg disaster, in which 36 people died when the airship was consumed by fire in New Jersey. Airship makers argue their products are a cheaper means to move many goods directly to the point of delivery. "When it matures, the lighter-than-air industry will be as big as the fixed-wing sector, with a huge impact on freight movements," said Barry Prentice, professor of supply-chain management at the University of Manitoba in Winnipeg. "But I can't be sure that it's finally going to happen in my lifetime."

Commodity clients: Airship manufacturers themselves are likely to be the first commercial operators in order to build confidence, he said. Commodities companies may be among early customers, Gary Elliott, chief executive officer at Britain's Hybrid Air Vehicles, said. Airships, traditionally rigid-framed craft with a lifting capacity well in excess of blimps that maintain their shape through internal pressure, might also be used to supply oil rigs to remote locations, Elliott said.

The receptiveness of the market will become clearer later this year when Hybrid begins taking orders for its Airlander 50 model. Elliot is targeting the first commercial flight for the year after next. The company doesn't disclose a price for its product. Any sales to airlines would probably follow interest from logistics specialists including FedEx, operator of the world's largest cargo carrier, and United Parcel Service, the No.1 package-delivery provider, according to Prentice. "These companies have tremendous needs for lift, and pressure on cost, so they would be likely customers," he said.

Hybrid says its Airlander will beat aircraft shipments on price, allowing it to win some flows even though an Atlantic crossing would take two days rather than eight hours. And while sea-freight will remain cheaper, an airship has the advantage of being able to cut out transfer consignments on trucks and trains, aided by the ability to take off and land vertically. "The whole concept of transportation will adapt," said Elliott.

Checkered history: Germany's Zeppelin, which built the ill-fated Hindenburg, survives as Zeppelin Luftschifftechnik. It began developing semi-rigid airships in the 1990s and won orders for three craft from Goodyear in 2011 for delivery in 2014 to replace aging blimps, reviving a decades-old alliance.

The last large-scale effort to commercialize rigid airships failed in 2002 with the collapse of Germany's Cargolifter. While the company remains in business making more modest balloon-like craft, its gleaming white 19.4 million cubic-foot hangar that rises in a field south of Berlin is now used as a tropical amusement park.

Over the past decade, the Pentagon has provided momentum for airship development as it seeks lower-cost surveillance capabilities. The Hybrid Airlander 50, which features a multihulled, non rigid design, is a cousin of the Long-Endurance Multi-Intelligence Vehicle, which first flew in August and has been sold by Northrop Grumman to the U.S. Army.

The Airlander will measure 365 feet and feature a cargo compartment capable of handling standard containers, LD3-type aircraft boxes and other cargo forms.

Hybrid expects to set prices in March and needs 15 orders "to start cutting fabric," with an initial public offering planned if demand blossoms. Elliott said he'll avoid the overaggressive expansion strategy that undermined Cargolifter, with thousands of share holders losing their investment as a result.

Challenges remain: Aeros is conducting indoor tests of its rival half-scale Aeroscraft model, with flights in the open planned for midyear. The Montebello (Los Angeles County) company is seeking \$400 million to fund full-scale versions with a near-3,500 mile range, mainly from U.S. federal and state sources, with certification sought for 2015.

Still, development of a viable airship industry remains hobbled by outdated thinking among regulators that has its origins in the Hindenburg disaster, Prentice said, among them a ban on the use of hydrogen that makes the craft more expensive. "There is a lot of legacy regulation that was passed 75 years ago that hasn't been updated," he said.

UNITED F/A COMMENTS ON HER NEW UNIFORM

During her fitting appointment for the new uniform, a friend of mine, an attractive, sophisticated, slim woman in her sixties, asked to have her new uniform skirt long enough to cover her knees. She was told that, in an effort to prevent the flight attendants from looking dowdy, we were being outfitted in shorter, more form fitting uniforms. The majority of our flight attendants are over the age of 40, some are over 70, and many carry extra weight. Has United's decision makers ever heard the expression, "Mutton dressed as lamb?" These uniforms are designed for women the age of our daughters, or granddaughters. Dressing matrons in clothing one would expect to find in a store such as Forever 21 will not make us look like those cute little girls who fly for the Asian carriers.

I would like to first address the skirt length. I am 72 years old, active, and slim; still my inner thighs swag in a manner reminiscent of window drapery. I have seen some of my heavier coworkers seated on jumpseats while wearing short skirts, and if it weren't for the extra weight, there would be a view of parts that should remain unseen. Perhaps United logos on crotches would be a nice additional marketing tool. After my uniform arrived, I placed the massive carton on the floor, and put on my skirt. I then bent over to retrieve the jacket from the carton, and the kitties, startled by the sight of my personal plumbing, scrambled under the couch, and remained there for hours, blinking in disbelief. My legs have always been shapely, and remain so, but I have been cursed with bulging ropey veins that cause lust in phlebologist; unfortunately, they are also atop the fronts of my legs. Medical students take notes as they look at me, studying the major thoroughfares for blood in the human body. Since the new trousers resemble either dual sausage casings or pantaloons, the

skirt is my only option, and the short length reveals the aforementioned flaw to disadvantage. It'll give people a better view of my medically prescribed compression hosiery, though. Maybe the manufacturer's name should be visible, and I can make money doing endorsements. Given our present wages, that could be a very good thing.

The dresses are short-sleeved, giving us older women more opportunity to reveal additional crepe yardage. Of course, as we wave goodbye, there will be that echoed farewell from the underarm flesh.

The uniforms are tight. I'll admit that I did see one flight attendant who looked good in the aqua colored dress. She was tall, very slim, and had a nice little butt. She looked like probably 1% of our population. I saw another woman, probably 45 to 50 years of age, who was short, busty, and overweight. In one of the dresses, she looked like a navy blue loaf of bread. Even though I am not overweight, I am not the firm package I once was. The sight of myself in the dresses, reminded me of music one would hear in the chase scenes of old Western movies: "Lumpity Lump, lumpity lump, lumpity lump, lump, lump." Pity the poor young woman who had her uniform fitting before her pre-menstrual bloat. Closing the zipper may be impossible during "that time." And did anybody remember that everyone inflates a bit in flight? Those who remove clothing during rest breaks may end up like those hapless passengers who remove shoes during a flight, only to discover that they can no longer put them back on.

We will be required to wear a serving jacket when working in the premium cabins and an apron if working in economy. If one moves into another cabin to assist, a change of costume will be necessary. Economy workers volunteering to help in Business and First Class will be as rare as intelligence in United's management.

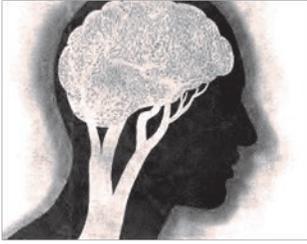
Cintas, who has made our uniforms, also provides for McDonalds. Maybe they think that our job is the same, but they do not understand what flight attendants actually do. We know that our management does not. We stand on seats to reach into luggage bins, and those wearing the skirts may be giving new meaning to the term, "Friendly skies." We get filthy, and I, often a galley worker when not flying as purser, usually look as if I'd been on the losing end of a food fight. There are no pockets in any of the uniform pieces, and we need a place for pens, keys, and flashlights. Maybe we need tool belts They could be equipped with flashing lights which read, "chicken/beef", small computers, and a cattle prod. (I would also love weaponry with which to threaten the next designer of our uniforms!) Unlike Mickey Dee's employees, we travel the world, and sometimes fly to very cold places. The new coat is short and lightweight, and those of us in skirts will suffer blasts of arctic air that may put frost on our knees and shrubbery. We aren't always at home when we dress for work. Women who ordered the dresses say that they can't zip them up in back. Will we soon have to share rooms in order to have assistance getting dressed? Maybe we will receive reprimands from hotel managers for knocking on doors of other guests, requesting zipper assistance.

I have flown for over 47 years, first with Pan Am, and now with United. I have seen the decline in the quality of flight attendants' lives over the decades, yet we soldier on, making things as good as we can, given the challenges hurled at us. A good example is the meal service in United Business, which Continental does with double the number of galleys and flight attendants the United group has. Yet we make it work. We always "make it work", which is probably not always in our best interest. . We cannot make these new uniforms work! Management, while filling their pockets, has cheapened our airline. Now they're trying to cheapen us, too! Welcome to Walmart Air!



CAN YOU DO TOO MUCH TO PREVENT A STROKE?

By Jane E. Brady/New York Times



Stroke is the fourth leading cause of death among Americans, and a much larger contributor to chronic disability and health care costs than this ranking suggests. There's no question that preventing strokes is important. But a big question is how best to do so and in whom.

Currently, some experts say, far too many people who are free of symptoms that might herald a stroke are undergoing surgery to ream out carotid arteries that feed the brain, or are having stents inserted in these arteries, than is justified by available evidence. Critics say these invasive procedures on asymptomatic patients are unnecessary, creating a risk of serious complications like heart attack or, ironically, stroke itself, even death, and driving up health care costs.

Based on the latest research, they maintain, most patients without symptoms like a mild stroke or transient ischemic attack do as well - or nearly as well - with intensive medical therapy to control blood pressure, cholesterol and diabetes. "Intensive medical therapy is a much safer way to prevent strokes caused by clots than either surgery or stenting," said Dr. David Spence, a stroke prevention specialist at the University of Western Ontario. But surgeons, even those who acknowledge the limits of current research, nonetheless say carotid endarterectomy, as the reaming operation is called, is the treatment of choice for many patients with serious blockages. That sentiment also is reflected in guidelines from the Society of Vascular Surgeons and the American Heart Association.

Dr. Michael Belkin, the chief of vascular and endovascular surgery at Brigham and Women's Hospital in Boston, who performs scores of endarterectomies each year, said, "In asymptomatic patients with high-grade carotid stenosis, meaning a blockage of 70 percent or greater, surgical therapy is better than medical therapy." But he emphasized that good surgical results depend on selecting patients who have at least a five-year life expectancy and are healthy enough to tolerate the operation. He also said the procedure should be done only by a surgeon with a good track record and lots of experience. "This is an elective procedure," Dr. Belkin said. "Patients should be well-informed about the benefits and risks."

To Stent or Not: Experts are less sanguine about inserting stents in asymptomatic patients. They said pressure was being exerted by stent manufacturers, who would like to see them used as widely as possible. Stents, which are threaded through a catheter from the groin to the carotid arteries in the neck, are used to keep an artery open after a balloon presses the plaque against the artery's walls. "Stents are pretty good, but not as good as surgery for asymptomatic disease," Dr. Belkin said. Still, many cardiologists who insert stents into coronary arteries to prevent heart attacks are now stenting partly blocked carotids in hopes of preventing strokes in patients otherwise free of symptoms.

Dr. Frank J. Veith, a vascular surgeon affiliated with New York University, called carotid stenting in asymptomatic patients by interventional cardiologists "a moneymaking free-for-all" that doesn't take into account vital differences between arteries to the heart and those to the brain, which has more vessels feeding it.

Dr. Spence said, "Cardiologists have no business messing with carotid arteries." There is "a natural bypass called the Circle of Willis at the base of the brain to which all four arteries that feed the brain are connected," he said. "If one artery is blocked, blood gets to the brain through the other three." Despite pleas from interventional cardiologists, Medicare has thus far declined to cover the costs of carotid stents in low-risk patients without better evidence of their benefit.

Complicating the issue is that only about one-quarter of strokes result from carotid disease. The rest are caused by problems like clots coming from the heart and ruptured blood vessels in the brain. So treating carotid arteries surgically or with stents is no guarantee against a stroke. Another problem is identifying patients without symptoms of carotid disease who do face a high stroke risk, Dr. Veith said. About 50 of his patients with severe carotid disease have been free of strokes for years, he said. Ultrasound is most often used to screen for carotid disease, which may also be suggested by a whooshing sound in the neck, called a

bruit, heard through a stethoscope.

Reducing the Risks: No one questions that surgery or stenting is advisable for patients with symptoms if they are healthy enough to undergo the procedure. But for patients who lack symptoms, all sides agree that a trial comparing the benefits and risks of surgery, stenting and modern medical therapy is sorely needed. Until that study is done, the controversy will continue over how to best treat carotid disease in patients without symptoms.

For example, Harvard Medical School experts recently stated that before carotid surgery or stenting is recommended, doctors should consider that "medical treatment is preferred for symptomatic patients with mild narrowing and also for many asymptomatic patients with moderate or even severe narrowing. And even patients who undergo artery-opening procedures need long-term medical therapy."

Dr. Spence, noting that the main study used to justify invasive treatment, called Crest, enrolled patients in 1995, said, "Interventionists are using old data to justify procedures now not warranted because the risk of stroke in asymptomatic patients has changed dramatically since then." These reductions in stroke risk, he said, are from better drugs to treat high blood pressure, lower cholesterol and prevent clots; stopping smoking; and improved control of blood sugar in people with diabetes.

Dr. Veith said statin therapy is primarily responsible for reducing the risk of stroke in asymptomatic patients to a level equivalent to the benefits of surgery or stenting. Statins are mainly used to lower artery-damaging cholesterol, but the drugs also stabilize arterial plaque, preventing pieces from breaking off and blocking small blood vessels in the brain, where they would cause a stroke.

Dr. Spence is a strong advocate of a traditional Mediterranean diet, high in whole grains, fruits and vegetables, lentils and beans, olive oil and canola oil and low in cholesterol and animal fats. "I recommend that my patients go vegetarian every other day," he said, "and when they eat meat, chicken or fish on the days in between, the portion should be the size of the palm of their hand."

OLDER MEN IGNORE SKIN CANCER RISKS

A new survey says that men over 50 - who are at a greater risk for developing the deadliest form of skin cancer often do little to protect themselves.

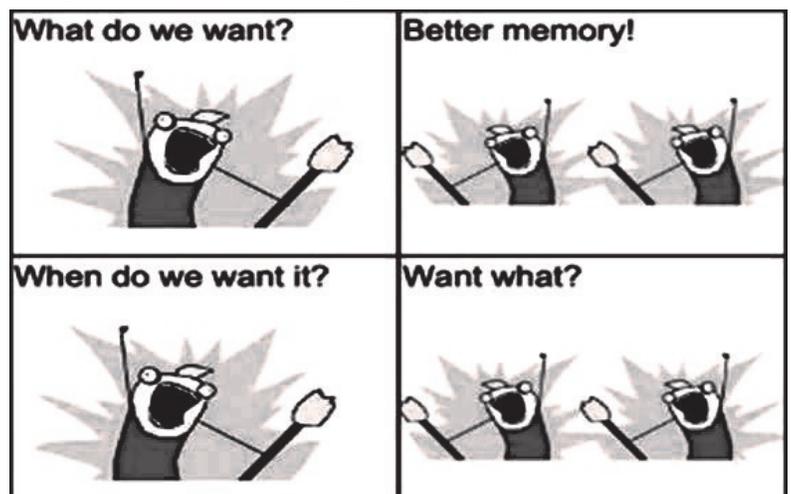
The American Academy of Dermatology conducted an online survey of adults nationwide that found that when outside in the sun, 29% of men say they always protect their skin. That compares with 43% of women who say they always protect their skin.

A mere 46% percent of men indicated they knew how to examine their skin for signs of skin cancer compared with 59% of women.

"This survey demonstrates that many men do not protect themselves from the sun when outdoors and that some still believe that sun exposure is good for their health. This is a very troubling combination in light of the fact that the major risk factor for melanoma is exposure to ultraviolet light," said Thomas E. Rohrer, a clinical associate professor of dermatology at Brown University School of Medicine. "Men need to examine their skin and see a dermatologist if they spot anything changing, bleeding or growing."

Caucasians and men older than 50 are at a higher risk of developing melanoma, the deadliest form of skin cancer, than the general population, the academy says.

Curiously enough, for those under the age of 40, melanoma incidence rates are higher in women than in men. After 40, rates are almost twice as high in men as in women.



LETTERS

NORM AMES—Thousand Oaks, CA
My new e-mail is semacal@aol.com *Norm*

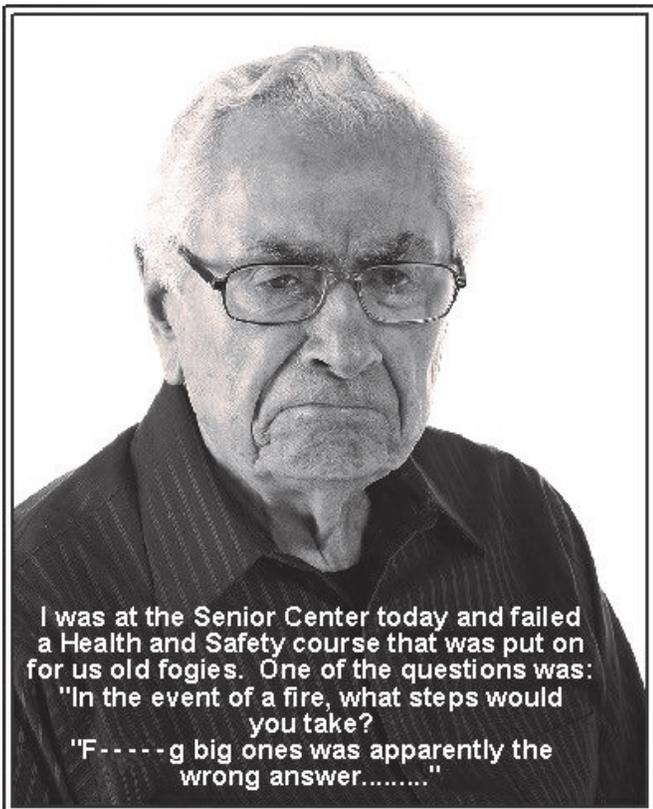
MIKE BARRETT--Absecon, NJ
Another year has passed, with no significant life or health events.

Survived a Derecho, I never heard of one either, but you don't want to experience it and hurricane Sandy! I'll gladly return to boring "normalcy".

Seven years since parking at EWR, time sure passes quickly!

Thanks to all the staff who keep us up to date with all the changes at the "new" United. Maybe we'll get some good news one of these days.
Stay healthy and happy. *Mike*

JOHN BOOM--Golden, CO
Well, a few more years have flown by so its time for an update. Approaching 11 years in retirement Janet and I are still in pretty good health.
Several years ago we returned to the Seattle-Tacoma area for our 50th High School class reunion. There was only one to attend because we graduated



in the same year from the same school. In 2011 we took a summer trip to Ireland, which was wonderful. We enjoyed great scenery, fine food, nice hotels and I really liked seeing the ancient stone structure called Blarney Castle. We did a couple of days on our own adjusting to the time zone then joined a Tauck tour. The tour was extremely well done and I would definitely use them again. We flew into Shannon and out of Dublin on Continental and were glad we bought tickets as almost every flight was full.

Two years ago for spring break we took our grandson to Florida to See Cape Kennedy, Busch Gardens, manatees and Universal Studios. A few weeks later Janet took our daughter and 2 granddaughters to California to Universal Studios and Disneyland. The last two years on the 4th of July we trailer camped at the Glendo Reservoir in WY with our son and family, rode Seadoos and shot fireworks which are pretty much unrestricted in Wyoming.

I still keep busy with yard work, hobbies and helping at my son's aircraft maintenance company.

Many thanks to our group's officers and those who put out such a fine publication.

John, 64-02, EWR, SEA, DEN, IAD, DEN

BOB BOWLES--Hampshire, IL

Here are some things I'm thankful for:

- I'm thankful God has a sense of humor.
- I'm thankful that I'm the best man Jane can get. She remarried me on November 1st. I thought she was smarter than that.
- I'm thankful that I can instantly and instinctively tell the difference between a solid and a gas. Oops! I might have spoken too soon on that one.
- I'm thankful for the "raise" the PBGC gave me. I'm sure I got it because I'm doing such a good job at retirement. I think I'll use the extra funds to grow a mustache. I finally figured out that the only way to avoid work is to get someone else to do it. As soon as I figured that out, the boss promoted me to management. I'm now the Lay-Low supervisor. My duties include carrying a piece of paper around, pretending to care about people's problems, and sleeping with my eyes open. Management is tougher than I thought it would be.

Other than that, it's been a quiet year in Hampshire. Except for wearing that new pair of socks I mentioned two years ago, not much has happened.... No wait, there was that one thing.

Sometime in September, my boom-box crapped out. Now, I really like good music, so I started looking around for a good deal on a new one. I found this ad for one for \$38 plus S and H that sounded pretty good...light-weight, portable, good response, faithful reproduction, etc. The ad was fairly descriptive. "Satisfaction guaranteed", it said. Of course, it was imported from a place in Thailand called Phuket.

So I ordered the highly-touted product, and a couple of weeks later, a little package arrived...smaller than I thought it might be. I opened it right away, and inside, I found a little bundle of pink plastic. Well, I read the directions, and they said to inflate the darned thing, so I found the valve and started blowing. It wasn't too long until I began to notice that it looked a lot like a woman....a really UUUUGGGLLEEEE woman! And naked to boot! What on earth??? "Anatomically correct", the brochure said. If my memory serves me correctly, which it seldom does, the guy who wrote that description didn't know much about anatomy.

But it was supposed to make music, so I nervously slipped a couple of "C" cells in the appropriate place, turned on the switch, and listened. I could hear something coming out of its head, so I got down close to those full, sensuous, silicone-filled, slightly-open lips. I got REAL close. mmMMmmm!! And sure enough, I heard music. It sounded like "Shaft!" Duh-dump...duh-dump... duh-dump.....duuuuum! And in the background, that pulsing rhythm guitar, overdriven through a Wah-Wah pedal; Wooka-wacka-waaka-wicka-weeka-wooka-waaka...Yup! That's "Shaft." I like "Shaft." Cool!

So, I sat my music-box down on the couch right next to me. That's the couch where I sit and watch my sexy movies... and eat Cheetos. I thought, "I oughta cover this thing up in case I have company." And then I remembered, "I don't have much company. So I guess it'll be OK." I mean, "Who needs company, when I have this great companion?" And that's where it is today...just me and my little music box. (Jane still lives in her own house. Imagine that!) I visit it two... maybe three times a day. Maybe more. I can watch my movies, and eat

Cheetos, and listen to "Shaft" until my head starts to throb. Then I usually call it a night. By that time I'm usually pretty tired....and satisfied.

Other than that, it's been a quiet year.

I really love good music.

Til' next year, **Bob**

P.S. I named her "Airreal". Does anybody know where I can get a pair of inflatable handcuffs??

GEORGE BRINKMAN--Daytona Beach, FL
Hi Al, Life is good-----6 months in Florida in the winter and 6 months in Michigan in the summer.

We're doing a lot of volunteer work. Our favorite place to do this is at the Creation Museum in Northern Kentucky.....8 miles from Cincinnati Airport. ([Answersingenesis.org](http://www.arkencounter.com/)) Soon the Ark Encounter project (<http://www.arkencounter.com/>) will be underway where they will be building a full size Noah's Ark, plus theme park. Can't wait to be involved with that.

Health is good for us both. Please pray for our great nation.

Happy Landings, *George & Shannon*

WALT BULLARD--Wilmington, NC
Hello to all, Well, another year has passed much too quickly, but, happily.

I remain in reasonably good health. Having experienced the two happiest days in a boat owner's life--the day he buys his boat and the day he sells it--I now have a good deal more time for family, grandchildren, and for what I do best of all, loafing. What I do less well is grow old gracefully, but I'm working on it!

Thanks to all you good folks who keep *RUPANEWS* going. My dues and a little extra for postage are coming via "snail mail." Sorry I'm a little tardy getting it to you, but only a month late for me ain't too bad!!

Walt, DCA and ORD

HORRACE CAIN--New Caney, TX
Hello there, Great job in the February issue, especially those 2 pages, *Sad Commentary*, by Dick Borrelli on pages 28 and 29. I like editors who tell things as they are.

I have a son who is now back with United. He left USAF a number of years ago and went with United

for some time. He was furloughed after about 2 years. Being in a reserve outfit he was recalled for 9-11. After a year he managed to remain on active duty. His United recall and USAF 20 years meshed so he retired as a Lt. Col. and back to "Un-Tied."

After a few months he was furloughed again when United sold the 737 fleet. He manage to put his Master's degree to work and started flying a desk. Very unhappy but it put bread on the table. About a year ago, Continental called him and invited him to come for an interview. He went and started flying again. Now he is back to United. Circles and circles. *Horrace*

GARRY CLARK--Frisco, TX

Hi Everyone, I haven't written an update for a couple of years, so it's time!

The big news is that we finally sold our house in Missouri after 9 months on the market. Then we had a big auction and sold most everything we owned...furniture, tools, you name it. Cleaned out the house, literally. (Nobody wanted to buy the cat so he is still with us.) Moved into a rental home in town for a year while looking for a real retirement home in Texas. We ended up buying in an age restricted (over 55) development in Frisco, TX. Small homes, small lots, golf course across the street, great amenities and neighbors.

Carol retired from her pharmacist position in January and we rented a Penske truck to move what little we had left. We love it here in Texas...great shopping, restaurants and grocery stores (not Wal-Mart). The exciting part for Carol, other than retiring, was buying all new furniture. The stuff we auctioned off was 25 years old. Now I'm trying to sell my 2 year old Camry so we can go down to one car. However, it's hard to sell a car when I want cash and the dealers are selling new cars with 0% interest.

We are both doing well health wise, although we have both had a tooth with resorption (Google it. *I*



did, Ed) within the last six months. Carol had the tooth pulled then reinstalled with a bridge put in. I, on the other hand, am in the process of having an implant. Almost \$4,000 for both procedures. (*I had an implant, \$8,000, Ed*) Wish we still had dental insurance.

Carol still takes good care of me and I her. She's a Nook - I'm a Kindle, she loves to read books - I listen to audiobooks, She's Windows - I'm Mac, she has a smartphone - I don't have a cell phone, she snores - I don't, (note from Carol--he does too!), she's a great cook - I'm not, she's a carnivore - I'm vegetarian (truth...I do eat seafood occasionally). I try and stay away from fat, sugar, salt, MSG, artificial sweeteners, hydrolyzed vegetable protein, GMO's, BHA, BHT, HFCS, nitrates and all those other wonderful things the big food corporations give us. Did you know that Finland has mandated that all foods high in salt have large, bold labels that say "HIGH IN SALT" like cigarette warnings? The result has been an 80% reduction in heart attacks and strokes. UPDATE Carol now has an I-Mac. Buy, buy Bill Gates.

Until next time, *Garry & Carol*

CLARK CRAWFORD--Hansville, WA

Hi Leon, What a nice letter you have devised to wake me up to overdue dues! (Membership)

I have in the past sent in enough to cover several years at a time because one year rolls by so fast now it is difficult to write checks that fast.

Enclosed is \$100. Use it to extend my membership fees as long as the rules permit, or if not, use it for others. Thanks, *Clark*

RALPH DILULLO--Charlotte C.H., VA

Anyone remember the "Good Ol Days" when you wrote your name and destination on ticket stock, listed yourself on the telephone, and away you went by "Date of Hire?"

So far I've read about 25 pages of how the new passes work, and still don't get it. (Yeah I know, dumb Marine, etc.)

Everybody is fine and doing well. *Ralph*

AL FRENCH--Cape Coral, FL

Like many of my contemporaries I enjoy each edition of *RUPANEWS*, but also don't recognize as many contributors as I once did. That said, it's still

interesting to read the many activities of the retired. I'm still playing with the college jazz group and making sawdust in my shop. We don't travel much due to Kay's illness, and then it's mostly road trips. Many thanks to those of you who keep us in the loop. *Al*

PETER FRIEDMAN--Edgewater, MD

Well, you know how things are going this year when you thought you did, but you didn't. You thought you could, but you couldn't. And, you can't remember if you couldn't or wouldn't or didn't. I hope that clarifies the dilemma. So, I am sending my dues late because of all of the above!!!

It is now 10^{1/2} years since I skidded to the final landing at IAD. Crossed the big 70 heading into the wherever you go after 70. Too many friends are leaving us now, which is not fun. All in all, life is good. Still running every day, except the days I'm sliding down the ski slopes in Utah. One thing I noticed is that I am not in too much of a hurry anymore. Things will get done when they get done. Stuff happens. And, we already know that.

We are still living in Annapolis area, and sponsoring a Middy from the Academy. He is a great guy with manners like you would want from all young people. They teach them respect.

Not traveling too much. Only back and forth to Utah where I ski and manage the 4 rentals I have there. My wife, Marcia, is finally retiring from the insurance business. Then, it is off to the races trying to keep up with 3 daughters, 2 granddaughters, and 1 great granddaughter. The oldest is living with a federal agent, US Customs border guard. The second is taking over Marcia's business. And, the youngest is a spiritualist. She will be the first medicine woman in the Lakota Indian tribe. That job doesn't pay. What's new!!! So, she is a massage therapist in the real world.

Thanks to RUPA for all their dedication to keeping all of us United people informed. United/Continental.....Well, what can I say. Always welcome here in Annapolis or Utah. Give a call or drop a note pflyerB777@aol.com. Best to all.. *Peter*

MIKE HEPERLEN--Crystal Lake, IL

As some of you know, I have been helping a retired Dentist on a RV-7 project. It is ready to go to the

airport for final assembly and should fly by this July or August. It is fun to keep my hands in aviation as I am no longer able to qualify for a medical due to a TIA (mini stroke) two years ago.

Peg and I have been doing some traveling, however we have not used any passes, just buying a ticket or using credit card miles. That has been a good move, since each one of the four flights we have been on were full with standbys. We flew to Hawaii in January and to a family reunion in the Sacramento area last September.

Our health has been good except for Peggy's hip which she had replaced a year ago last September. It has been slowly getting better, however bursitis in the hip area had curtailed her life style quite a bit. The check is in the mail. *Mike*

ED HOFFMANN—Inverness, IL

Having just read Ron Jersey's comments on passes and boarding procedures in the latest *RUPANEWS*. I'd like to add a few comments.

A trip my wife and I took in November, ORD to Maui and return, via LAX also made me think that we were finally getting the boarding problems solved. Using vacation passes, we were 1 and 2 on the list on three legs and 3 and 4 on the other leg. On all four legs we were in economy plus with seats together. At that time the gate screens at ORD and LAX had displays for Upgrades, Standbys, Cleared and a Seat Map. On one of the legs we got to the gate about 30 minutes before departure and found our name on the Cleared list. We went to the podium, picked up our boarding passes and boarded. Wow, everything smooth and as we hoped it would be.

I might mention that one of the smarter (or luckier) things I did quite a while ago was to buy lifetime memberships for my wife and myself in the then Red Carpet Club, which are now still good in the new United Club. Having this, we like to take advantage of it when we get to the airport early, leaving the Club to get to the gate 30 to 40 minutes before departure. Then we would wait (on a fairly full flight) for the last minute calling of SA's. For relatively empty flights (rare nowadays) we would get to the gate sooner.

Last week we went ORD – LAX. We arrived at the airport very early and went to the United Club. Using the United App for smart phones (very handy),

we saw that we were 1 and 2 and there were probably 20 economy plus seats showing available, including many together. We left the Club and arrived at the gate just about 38 minutes before departure. First of all, there was no longer a “Cleared” list on the screen. Then we saw that our names were not on the Standby List. I assumed we had been cleared, went to the agent and received a brusque “I called your name and you didn’t answer” so he took us off the standby list. I have since been told by another Customer Service Agent that in order for them to move on to the next person on the list, they must do something with you, either assign you a seat and hope that you show up, or take you off the list. This agent choose the later. By this time all the pairs of seats had been assigned to other SA’s, but fortunately there were some middle seats remaining that we were given. So much for seniority!

Coming back from LAX we did essentially the same thing but arrived at the gate an hour before departure. Again there was no “Cleared” list but our names (1 and 2) had a different colored background than the rest of the people on the Standby List. I went to the agent and was told we were cleared, one seat in Row 8 and one seat in Row 20 (both exit rows). I politely asked if there was any chance of sitting together or at least near one another. He then reassigned us seats 14 A&B. The question is why did he, or the computer, split up an obvious party of two?

Another passenger agent told me that the normal procedure is to start clearing SA’s 30 to 35 minutes before departure but they have recently been directed to start clearing SA’s as soon as possible. MORAL: get to the gate very early or bad things might happen and your seat assignment might not



be what it should be for your seniority.

As to what else is happening in our lives, my health is good, but my wife has early Alzheimer’s, so that is slowing us down a bit. We get to our condo in Maui a couple of times a year but other than some local trips not much else. I’m still flying gliders and towing for a Glider Club about 20 miles west of here. To keep towing, I have had to get a Special Issuance one year Third Class Medical for about the last ten years due to Afib that occurred in 2001 a few times but not since and for kidneys that are not working at 100%. All the necessary reports have been stable for this whole time and my health hasn’t changed, but suddenly the FAA doubled the testing necessary to get the Medical Certificate. I’m not sure yet if I’m going to jump through their new hoops or just give up the towing and just stick to gliders.

Thanks to all involved in putting out a great publication. *Ed*

STEVE JAKUBOWSKI—Grasonville, MD

Hard to believe it was ten years ago this month I set the brakes on that B-777 for the last time. It was a great thirty seven years that literally flew by preceded by some interesting flying in the Air Force as well.

I have to say the ten years since retiring went just as fast and with three of our four sons having been or currently are military pilots, there’s a lot of aviation stuff to keep abreast of, and enough worry to give us some restless nights.

We took the usually trips to see the kids and grand-kids on the west coast and Hawaii, but the highlight this year was to go with our #3 son (USNA ’99) and his girlfriend to London for a couple of days and then over to Ireland to watch Navy engage the Fighting Irish in the kickoff football game for about one quarter before that battle was decided. Still it was a great three days in Dublin with some classy Norte-Dame fans who didn’t rub it in too badly before moving on to Galway, Killarney and Limerick for the remainder of our two week visit.

Just booked a two week cruise out of Rome in May for our 45th anniversary that heads South though Naples, Sicily, several Greek Isles and Turkey before winding up in Venice. Looking forward at the planned loads, I just couldn’t take the chance on not getting there so I’m finally putting to use most of

the mileage plus miles I've been accumulating to secure some PS seats. Same thing on the way back from Venice to Frankfurt and then we'll take our chances with the passes to get home from there.

Great to hear from all of you and especially this month to read in the *RUPANEWS*, the large number of 90+ aviators who still have it all together. I hope some of those genes rubbed off on me.

Check is on the way to Leon. Regards, *Steve*

PHIL JENSEN--Eagle River, WI

Hi, Cleve, Not having written anything in the eleven years since I retired in 2002, I thought I should at least share a few words of gratitude. The folks on the RUPA team are terrific. You keep everyone up to speed on the whirlwind changes at UAL while maintaining friendships created over a lifetime. Thank you!

On retiring, my wife Mickey and I moved to Eagle River, WI. Northern Wisconsin is far from the nearest RUPA gathering place, so I've never been able to attend a RUPA luncheon. However, it's good to hear the news and see the names and faces of those I knew and flew with for thirty-seven years. How fortunate we were.

Our three kids are all married and now have families of their own, seven grandchildren all told; and we became great-grandparents a while back. All of our children became pilots, two professionally. Our daughter, Kirsten Goetz, is an eighteen year captain with UAL on the A320. Our son, Lars, was a captain for Air Wisconsin, but left to start his own online aviation magazine. It's called "Hangarsphere," and as the name implies, offers information on the cost, construction, care and lifestyles associated with the second most important investment we make after the purchase of an aircraft. It's extremely well done, (of course), and is a free app on iTunes. A link is available at www.hangarsphere.com.

Like most of you, I've found that retirement is just a waypoint where our course changes. For Mickey and me it has been delightful and rewarding to meet new friends and take on new challenges. If there is a downside it is staying too busy. Travel and golf get squeezed in between projects and meetings. I'm currently trying to raise millions of dollars in dona-

tions to build a new library in our small town.

Thanks again for all you do! Greetings and kindest regards to all. *Phil*

MIKE KAUFMANN--Capitola, CA

But there was something else that caught my eye in the NYTimes. In the business section, a picture of solar panels being inspected before being shipped. Oh? Well, the company making the panels is being taken over by a Chinese company based in Wuxi, China. Wuxi? Well, that place just above Shanghai, is also a checkpoint that must be reported when flying the airway between Shanghai and Beijing (both directions!) Well, being the copilot, it was my job to report it, orally over the radio! So, I do, pronouncing it like Wuxi, rhymes with truck-see. A groan comes from behind me. It's Paul, the flight engineer. He's an old hand flying many more years than I around the world with Pan Am. He says, "Woo-Shee, Mike, Woo-shee!" Like a Whoosh with a Shee!

Well, Pan Am was the World's most experienced airline. This was an example of an experience being learned. I'll never mis-pronounce Wuxi again! Of course, it's the first time I've seen the name in print since I retired in 1998. But there's no memory like an old memory.

Wuxi! What a place! Cap'n *Mike* PAA-UAL-

CHUCK MCKINNON--St. Helena, CA

Here we are at 97 years, still vertical and enjoying life to the fullest. Sometimes I think that I must be the last surviving Tracy Ace as I no longer recognize even the names in the flown west page. Life has been good, all things considered, and we enjoy a wonderful life here in Saint Helena, in the heart of the beautiful Napa Valley.

The pilots that United hired for the Tracy program came from an unusual background. All of them had BS degrees in Engineering or Business and had completed the primary and advanced Civilian Pilot Training (CPT) course. The winter of 1940 – 1941 was a time of extensive morning ground fog in the San Joaquin Valley. Some 80% of the days up to two o'clock in the afternoon were not suitable for VFR flying. The flight training that was scheduled to last three months actually ran on for eight months.

United used this open time to teach airline Opera-

tions. They brought in William Harrison, the father of Aviation Meteorology, to teach weather forecasting. We were required to plot the individual stations on a USA weather map from the raw telex data and then provide a forecast for the UAL green three airway stations for the next day. United also brought in two of their top dispatchers who gave the pilots a very detailed course in airline dispatch. United also brought several of the older airline pilots to talk to us. I well remember Jack Knight who had flown the first scheduled Night Mail from Cheyenne to Chicago using bonfires lit by farmers. In his talk he said there were only three things that you had to know about flying -- keep the nose down, keep the nose down, keep the nose down.

This letter has gone on much too long and I still have many recollections of the early days of flying with some of the most skilled, precise and professional pilots in the world -- Pop Sterling, Pop Worthington, Otis Kline, Bob Sailors, Elroy Jeppesen and many others. Well I'll just have to save that for next year. I am sure that there will be a next year as I'm having too much fun to cash in now.

The check is in the mail. Many thanks to all of you who donate your time to getting the "RUPANEWS" out, it is the glue that keeps us together. **Chuck**

GARY MC GAUGHEY--Denver, CO

Greetings All, Eleven years of retirement it gets more fun every day! Our RUPA group of adventurers certainly does a lot of fun and exciting things. Thanks to the RUPA journal, we get to read about them. Thanks to all the volunteers, I do so much appreciate the time you give to our organization.

My routine has not change much over the last few

years, I ski in the winter, hike in the summer and do a little traveling. Next month I'm going to Barbados to SCUBA dive and a few trips during the year visiting my children and grand children.

I am volunteering at the Wings over the Rockies Air and Space Museum here in Denver. It is always a joy to spend time with the other volunteers at the museum.

I'm so fortunate to be enjoying good health, no problems to speak of and the ability to be active and enjoy this life style with my friends.

Wishing you the very best in the coming year. Every day is a gift; every day of good health is a blessing. God bless you all. **Gary**

TOM MC GEE--Napa, CA

Twelve reasons I've enjoyed my first twelve years of retirement.

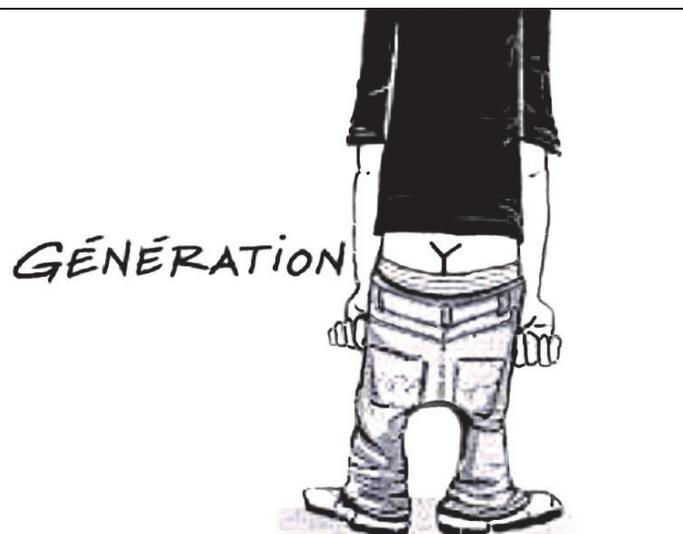
1. Not going to DEN to take a PC.
2. Only driving to the airport to board Southwest.
3. Rising at 0230 to fly the Modesto Mauler, only to remember I'm retired and go back to bed.
4. Flying behind an R1820 instead of watching two guys fly 4 R2800's.
5. Pushing over a tail-dragger instead of a stretch 727.
6. Seeing my white shirt with epaulets exactly where I left it twelve years ago.
7. Having a beer when I damn well please.
8. Going through security when I damn well please.
9. Reading a Reacher novel instead of electrical chapters.
10. Never missing a kick-ass game by the SF Giants or SF 49er's.
11. Laying over in Sandpoint, Idaho, instead of Canton-Akron, Ohio.
12. Being alive to write this message. **Tom**

BILL MOORE--Henderson, NV

Dear Leon, can get a happy feeling just dropping you a note. Give all the UAL guys and gals we know and you see my best. And thank you and all the others for all you are doing for "ole UAL."

Mary Lou fractured her pelvis last August and the broke a bone in her hip in December. She's now in the hospital trying to get back to walking. Watch your bone density and workout if possible.

I had a golf cart accident one night in March, 2012,



and broke three bones in my rotator cuff and severed a nerve in my left arm. Having rehab every day, and lots of exercise and electricity. My shoulder and elbow are beautiful, and the movement in my left wrist and fingers is slowly improving every day. We are making bets on when will things get back to normal. It seems that nerves will re-grow themselves, but the older you are the longer it takes. Driving the car with one arm is getting a little old.

Anyway, Spring Training started today in Arizona and Florida, and March Madness is almost here, so things are looking up.

Take care, *Bill*

HAROLD E. MORRIS--Henderson, NV

Where has the time gone? Except for age related aches and pains, Shirl and I are both healthy! Had cataract surgery on both eyes a couple of months ago and it is great to have 20/20 vision again.

Have traveled from Vegas to the East Coast on different airlines on many occasions but thought we'd try SA on United in November. What a mistake! It was the trip to hell and back. Either tickets or don't go.

Scott, our youngest, is going through the American merger as an 11 year 757/767 copilot. Wish him lots of luck. Lew, the oldest, quit the IRS after 6 years as a revenue agent. Could not stand the attitude of the managers and supervisors and the Government red tape, so he is looking for a job!

With the 1st 100 degree day in May, we head for Flathead Lake and Bigfork, Montana, and stay until October or the first snow.

Many thanks to you RUPA guys and gals for the great publication that the *RUPANEWS* is.

Capt. *Hal*, '61-'95, Newark, JFK, Newark, IAD, SFO

GEORGE NIXON--Tasmania, Aus

Haven't written in a few years and Heather is helping with this one. Liver cancer has been rearing its ugly head for the last 3 years. I've had two resections and now radiation, go in every 3 months to see what's happening.

We have downsized considerably, much easier to take care of now as only a small garden and a bungalow which we are gradually having renovated to the comfort we are accustomed to. Our new address is 16 Corsair Place, Huntingfield 7055 Tasmania, Australia. We are getting the *RUPANEWS* at the

new address, but the annual directory gives our old address. The phone is 0011 61 36229 2313.

The Norwood's cruised by and stopped in Tasmania last year, had a good visit with them. Over 50 ships visit during the season. If any of you are fortunate to visit our island give us a call and stop by for a cuppa.

Just celebrated our 44th wedding anniversary, and have a new grandson nearly one year old, such joy!

Cheers, *George & Heather*

JOHN C. RAINS--Morrisville, VT

Twelve years since setting the parking brake for the last time.

We are enjoying retirement up here in the North Country of Vermont and being in the beautiful Green Mountains. We live near Stowe so I'm still skiing, but rather picky about the day. Weather permitting, I'm still jogging but a little slower. We're still making the trip to Tuscany each year in May, and this will be our twelfth trip to the same place. Have been told we should get a life and branch out but it seems like a pretty good thing we've got there so we just keep doing it.

I'm very blessed to be married to my favorite flight attendant and 30 years into the adventure we're still having fun. She's a great traveling buddy. To date we've been mostly successful doing SA on UAL/Con. Haven't done the 20% tickets yet but always check. Margie wishes they'd make the eTickets easier, or at least understandable. Her recent adventure on USAir was typical in that they wanted a paper ticket and she thought the eTicket was all that was needed. Fortunately she was at a real UAL station so was able to get one without a hassle and no delays. But, there's always tomorrow!!

We're both active in our local church and community. Otherwise we're not doing anything particularly out of the ordinary. Our health is good and our kids are doing well. Again, we feel blessed.

Our daughter, Julie, is on a road trip and 4,500 miles on the speedometer finds her in SFO and, as this is being written, heading back to SoCal. She mentioned to me that while the "state car" of Vermont is a Subaru the "state car" in southern California seems to be a Bentley.

So that's about it. Thanks to you guys who do the *RUPANEWS* that makes it easy for us to stay in

touch and know what's going on. Keep it up!

John, DCA 767 retired 2001

DICK RUSSELL--Port Orange, FL

Others have commented about not recognizing many of the names except those on the last page and I find myself in the same position as a member of the class of 1990.

The articles and stories are always read with great interest. The past 5 years must have been frustrating for the presidents of RUPA because only a few pilots retired, but that should change and we applaud our past and present leaders for their perseverance.

We were recently told that every 18 hours another United pilot retires or about 400/year. While retirement at age 60 was fought for many years, perhaps we were blessed in doing so as we were still young enough and in good health to really enjoy that extra 5 years of retired life.

Noisy cockpits do take a toll on pilot's hearing and it caught up with me this past year. My wife, Wilma, was a "Stewardess" in the '50s and just walking out on the ramp when the Viscounts were operating has affected her hearing too. We had quite a game going for some time when she would tell me what she thought I said and I would tell her what I thought she said, and then we would laugh about it. The game was over when she decided to get hearing aids and in self-defense, I also made the move.

Parts do wear out and I had both hips replaced several years ago which gave me a new lease on life without pain. It also allows me to play tennis 4 days per week and get in and out of the T-34 easily. Wilma also plays tennis at least 4 times per week and has become a pretty good bridge player. Cataracts also appear as one ages and this year we both have had cataract surgery and now need glasses only for close work and extended reading. The DMV removed the requirement for me to wear

*The biggest lie I tell myself
is "I don't need to write
that down, I'll remember
it"*

glasses and I'll have it removed from my FAA medical next month. What a pleasure to reach up to remove my glasses and find none there!

Fortunately, the insurance company still has confidence that I am safe to fly formation in waived airspace so plan to continue to do a few airshows this year.

Activity with the Daytona Beach Surfside Barber-shop Chorus and with our quartet, "Three Nice Guys," keeps a person busy especially on Valentine's Day.

The years are passing rapidly when we consider that our LAX based son, Marc, has 28 years seniority and Jon has 27 years. Our daughter, Kristine Davison is based in IAD. With 24 years seniority she found herself on reserve! Continental management does things differently. She lives near us in Daytona Beach and will commute to IAH starting next month.

We find that because of the full flights and the difficulty other retirees have had we travel less and use vacation passes and just take our chances. First class is always full so the best you can hope for is an exit row seat that will not tilt back! Although the conditions have changed, the passes are still a nice perk.

Regards, to all. *Dick & Wilma*

DAN SEIPLE--North Canton, OH

There is a great video that every pilot should watch! It is a 15 minute production by Lufthansa, of an A-380 approach, landing, and parking at SFO. This came to me via my USAF C-124 ex & retired org. <http://www.wimp.com/approachlanding>.

I have made slow, but steady, progress in my recovery from the 2009 surgery to remove a tumor from my cervical spinal cord that was paralyzing me from the neck down. The pain is diminished, and less frequent. We decided to do the trip to Paris that we had to cancel because of the surgery, and we will go this spring.

Since the spring of 2010, I have been active in the Democratic Party, doing phone calls, canvassing, petitions, etc. for local, state, and national candidates and issues. I came out of the Air Force a Republican. United Airlines and the Republican Party turned me into a Democrat.

The SFO video got me reminiscing about when fellow Cleveland Crazy Merv Billings & I were flying

the same trip ID, different days, from SFO-OAK, early mornings. We tried to outdo each other on least time on ACARS. I think my best was 3:05. Merv broke 3:00, but he said that "it wasn't pretty." I miss the 727!

Dan, 1964-1998, DCA-DEN-DCA-CLE-ORD

JIM SHIPP--Battleground, WA

I'm late with annual letter, as we spent a couple of months escaping the Pacific NW rain by going to Southern Arizona with our motorhome.

It is nice to report that my health is good for a senior citizen, and my Wife, Naty, is fine also.

We are planning on taking our diesel trawler boat from Portland area to SE Alaska for the coming Summer. Alaska is so beautiful for a cruising boat and so many areas to explore in.

I still miss flying the 747-400. What a wonderful airplane. I, however, would hate to give up my retirement lifestyle to go back to work. It was a great career to get hired at age 23 and fly DC-6 and Con-vair 340's and on to the jets. Lots of fond memories, and some exceptional Captains to think back about.

We have our home on Nimpo Lake in B.C. Canada for sale, as we have sold our floatplane. The 800 mile drive is just too far to go after enjoying the short trip in the Cessna for years.

We have not tried to fly on passes since all the changes, and just plan on driving instead of being stuck somewhere trying to get there and return. Too many changes and requirements to carry a computer and such to get anywhere.

Happy trails to all, **Jim**, Mostly SFO

WHIT SIMPSON--Nashville, TN

Dear Cleve, 11 years has passed since my last landing on 9R at ORD in the beautiful triple seven. Where has the time gone? Life is good and health is excellent.

I spend a lot of time as the Foreman of the Nashville Criminal Court Grand Jury. We review and approve, or disapprove, about a thousand criminal cases each quarter before they are sent to a Judge and Jury for a trial. It has really been interesting, not unlike the TV program "Law and Order."

Still flying my Cessna 182 to keep my hand in the aviation game!

The annual check is being delivered by Pony Express... SMILE

My best to all my fellow retirees. Stay healthy!

Whit, Class of 2002

WALLACE SITTON--Lowell, AR

We sure enjoy living in the beautiful Ozarks, at a slower pace. We live in a log home on the bank of Beaver Lake with our airport (AR-91) serving as our front yard.

We enjoy the *RUPANEWS* and look forward to it each month and try to keep up with the activities of the other retired folks.

Leilani and I still enjoy good health. Part of our family live nearby in Bentonville, home of Walmart, the rest in Rexburg, ID and in the Dallas area.

We do not travel much on UAL, but do enjoy our motor home and seeing the US from the ground.

Thanks to all of the RUPA staff for your good work.

WR class of 7/56 LAX, SFO, MAC & LAX

ROBERT TANONS-- Roseburg, OR

Hello all, This month is a time that a lot of things have come together and made themselves known; my application for a deluxe 2 B.R., 1 bath apartment in Roseburg, OR has been approved, Linda and I agree that we're better emotionally when we aren't in view of one-another, our attorney agrees that our joint decision to live separately is reasonable, and we're making slow but steady progress toward establishing our separate identities. Last week I made purchases of furnishings for my new location near my son and his wife...we have missed many years of the ability to share Friday night pizza and beer.

So, this may come as a surprise to some and brings the promise of happier days for the future for all involved. I invite the good wishes of all. My new abode is 2545 Edenbower Blvd, #105, Roseburg, OR 97471. New phone is 1-541-378-8664, will be cell only for now and starting 1 April. US Mail address is as above and is operational, email of rtanons@gmail.com may be sporadic till the move is complete. Moving of personal items begins in the last week of March; move-in is on or after 1 April, 2013.

Health wise, all continues to be okay. We continue to avoid all but necessary contact with UAL. All travel since retirement has been with Alaska; we

both have sour memories of dealing with non-flight UAL mid and senior management types.

Hope this finds peace in the lives of all those who read this. Life is only as good as you make it
Cheers, *Bob T.*

JOE WEST--Corvallis, OR

Hi Cleve, If this year's letter seems like a repeat of last year's, there's a good reason, a very good one. The 2012 letter appeared in the May issue and generated responses that were such unexpected and pleasant surprises, I can joyfully explain my pleasure in reiterating the content of it that told of my life-experience and God's control of and gifts to me during my life.

With my April birthday, it will be 85 years of life. A life I fervently wish everyone who reads this could experience.

The afore-mentioned letter was written with considerable caution and trepidation. I tried to imagine the effect of my experience on each person who might be reading it. I retired in 1988 after a career of 31^{1/2} years. Somewhat acquainted with the spiritual outlook of most of the people with whom I had worked. Thankfully and gloriously the responses poured in to my mailbox and on the phone. Among the responses was some mild agreement and a remarkable host of wild enthusiasm that was highlighted by contacts with the wife of my long-time pilot friend, Gerry Beaulaurier. Everyone should get the thrill of Elizabeth Beaulaurier's acquaintance!

If you can access the May issue of the 2012 *RUPANEWS* and read it, you won't wonder, or object, when I quote Gary Cooper's closing line in the movie Sergeant York, WW-I hero and Congressional Medal of Honor winner, when he returned home to Tennessee: "The Lord sure do move in mysterious ways!" Cheers, *Joe West*

MIKE O. WILLIAMS--Broken Arrow, OK

Just a note to again say thank you to all the folks for putting this great magazine together.

I was recently advised by Dave Murtha that my phone number is wrong in the index. Just in case someone needs it, it is 918-286-2600. If I owe someone money, keep using the other number!

I'm still holding my own with Parkinson's. Trying a new patch treatment and it only hurts when the old patch with hair is pulled off. *Mike*

TOM WORKINGER--Tucson, AZ

On February 5th I reached the big year of age 85. I am relatively healthy and can still get into my uniform in order to volunteer at the UAL 727 at the Museum of Science and Industry. And I can still tell the histories of the 130 aircraft while driving the tram at the Pima Air Museum in Tucson.

My wife Bev and I were successful in pass-travel; although we used vacation passes to get through IAH to get home to Illinois and to get to PDX to visit the "Spruce Goose." Also we did make the trip from ORD to Vancouver on the trips planned.

Our oldest grandson has produced three Great-Grandchildren for us to babysit in Illinois.

I got a ride in a souped-up T-34 (with a 300 HP engine and glass cockpits) and got to do some rolls and loops. I am planning to get my Biennial check ride next week in a Cessna 182.

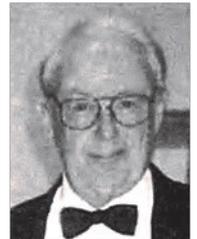
Many thanks to the volunteers at RUPA; check was sent.

Tom ORDFO '55 to '88

IN MEMORIAM

JOHN CAIRNS

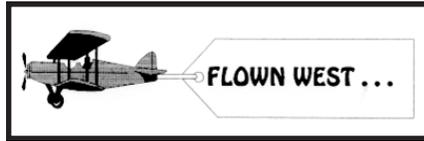
John Austin Walker Cairns, formerly of Sea Ranch, CA, passed away February 24, 2013 at the age of 87. He was born October 4, 1925 in New Ferry, England.



While serving in the British Merchant Marines as a radio officer during WWII, John had a chance meeting while docked in New Orleans, LA with Patricia Ann Rinow. After a three-year correspondence during WWII, John immigrated to the United States to marry Patricia to whom he had been happily wed for 64 years until his death.

In 1950, John obtained his private pilot's license and from that point went on to a long and successful career as a commercial pilot for United Airlines, with his base in San Francisco. John and Patricia lived at Rogue Valley Manor in Medford, OR for five years before moving to Eugene.

John is survived by his wife, Patricia, two; daughters, three grandchildren, and a great-granddaughter.



Robert A. Kramer	Oct. 03, 2012
Malcolm C. Brown	Dec. 22, 2012
*R. James Childs	Feb. 15, 2013
John A. Cairns	Feb. 24, 2013
*William L. Gutteron	Feb. 26, 2013
*Robert L. McCartney	Mar. 02, 2013

**denotes non-member*



HIGH FLIGHT

Oh! I have slipped the surly bonds of Earth
And danced the skies on laughter-silvered wings;
Sunward I've climbed, and joined the tumbling mirth
Of sun-split clouds, - and done a hundred things
You have not dreamed of - wheeled and soared and swung
High in the sunlit silence. Hov'ring there,
I've chased the shouting wind along, and flung
My eager craft through footless halls of air....
Up, up the long, delirious, burning blue
I've topped the wind-swept heights with easy grace
Where never lark or even eagle flew -
And, while with silent lifting mind I've trod
The high untrespassed sanctity of space,
Put out my hand, and touched the face of God.

John Gillespie Magee, Jr., September 3, 1941

United Airlines Retired Pilots Foundation, Inc.

Send memorial and other donations to: Capt. Bernard "Bernie" Sterner, Treasurer
839 Euclid Avenue, Villa Park, IL 60181-3328, 630-832-3002



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RUPA's MONTHLY SOCIAL CALENDAR

Arizona

Phoenix Roadrunners (2nd Tuesday)—*Bobby Q Restaurant* - 623-566-8188

Tucson Toros (Jan. 22, 2013)—*Tucson Country Club* - Randy Ryan, 520-797-3912, randyryan40@msn.com

California

Dana Point CA (2nd Tuesday)—*Wind & Sea Restaurant* - 949-496-2691

Los Angeles San Fernando Valley (2nd Thurs, Odd Months)—*Mimi's, Chatsworth* - 818-992-8908

Los Angeles South Bay (2nd Thursday, Even Months) - *Hacienda Hotel* - 310-541-1093

Monterey Peninsula (2nd Wednesday)—*Edgar's at Quail Lodge*—*Please RSVP* - 831-622-7747

San Diego Co. (2nd Tuesday)—*San Marcos CC* - 760-480-7420

San Francisco Bay-Siders (2nd Tuesday, 11:00am)—*Harry's Hofbrau*, Redwood City, CA, 650-349-6590

San Francisco North Bay (1st Wednesday)—*Petaluma Sheraton*

Thousand Oaks (2nd Thursday on even months)—*Dish Restaurant*, Thousand Oaks, CA 805-371-8418

Colorado

Denver Good Ol' Boys (3rd Tuesday)—11:30am *American Legion Post 1* - 303-364-1565

Florida

N.E. Florida (3rd Thursday, Feb, Apr, Jun, Oct, Dec)—*Spruce Creek CC* - 386-760-0797

S.E. Florida Treasure Coast Sunbirds (2nd Tue. Nov thru Apr) - 561-756-4829

S.E. Florida Gold Coast (2nd Thursday, October thru April)—*Galuppi's Restaurant & Patio Bar*

S.W. Florida (2nd Monday, Nov, Jan, Feb, Mar)—*Olive Garden, Ft. Myers* - 239-540-9112

Tampa, Florida Sundowners (3rd Thursday)—*Daddy's Grill* - 727-787-5550

Hawaii

Hawaii Ono Nene's (To Be Announced, Call Larry Becker, 808-262-8785)—*Mid Pacific Country Club*

Illinois

Chicago Area (1st Wednesday, Mar, Jul, Nov)—*Wellington Restaurant, Arlington Heights* - 630-832-3002

McHenry, IL [ORD] (2nd Tuesday, Jan, May, Sep)—31 N. Banquets & Conference Center - 815-459-5314

Nevada

Las Vegas High Rollers (3rd Tuesday)—*Memphis Barbecue* - 702-558-9422 or 702-565-7175

Reno's Biggest Little Group (3rd Wednesday)—*Sparky's Sports Bar* - 775-787-9669

New York

New York Skyscrapers (June)—*Rock Spring Golf Club, West Orange, NJ* - psofman@gmail.com

New York Skyscrapers (October)—*The Assembly Steak House, Englewood Cliffs, NJ* - psofman@gmail.com

Ohio

Cleveland Crazy's (3rd Thursday)—*TJ's Wooster* (Always coed.) - 440-235-7595

Oregon

The Columbia River Geezers (2nd Wed. of every month)—*Claim Jumpers Restaurant, Clackamas, OR*

Ron Blash - rblash@mac.com - (H) 503 636 3612, - Tony Passannante - hotshotcharley@aol.com

The Intrepid Aviators of Southern Oregon (3rd Thursday)—*Pony Express, Jacksonville* - 541-245-6896

Washington

Seattle Gooney Birds (3rd Thursday)—*Airport Marriott* - 360-825-1016

Washington D.C.

Washington D.C. Area (3rd Thursday, Jan, Apr, Jul, Oct)—*Marco Polo Rest, Vienna, VA* - 540-338-4574