



Retired United Airlines Employees Association NEWSLETTER

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**May 22 - 28, 2011
RUAEA Convention
Portland, Oregon
The City of Roses!**



Portland is known as the City of Roses for very good reasons; one of them being that the largest rose test garden in the USA is located in the city's Washington Park. It should be in glorious bloom for the convention. The Portland Japanese Garden, also in Washington Park, is one of the most authentic Japanese gardens outside of Japan. The Lan Su Classical Chinese Garden, in China Town, is a downtown oasis. Crystal Springs Rhododendron Garden, in southeast Portland, is home to more than 2500 rhododendrons, azaleas and companion plants. There are many other beautiful gardens in the city.

Portland has good mass transit options. A streetcar system covers most of the downtown area. The MAX light-rail system covers most of the urban area. The bus system covers the entire metropolitan area. Tickets are available for different lengths of time, and an all-day ticket is less than \$5.

Portland is known as "the microbrewery capital of the world". There are brew pubs all over the metro area. The brews are great and the people are friendly. Of course, Portland has world-class coffee, too.

Oregon is a great place to shop. There are many great nationally known stores, both retail and outlet, and there is NO SALES TAX.

If you ever have wanted to take the Inland Passage cruise to Alaska, here is your opportunity. Special rates are available for both pre- and post- convention departures on Holland America. These cruises must be booked early, so if you are interested, contact our Tours Chair, **Cindy Passanante** at: (503) 658-5646 or by e-mail at: cptours@aol.com to get more information.

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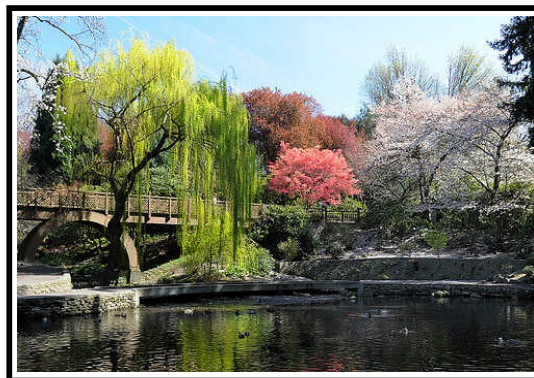
Lan Su Chinese Garden



*Portland
Japanese
Garden*



*Crystal Springs
Rhododendron Garden*



GENERAL NEWS

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The Writers' Column – Special Olympics in Lincoln by Ron Bertacini

Clipped Wings has had Special Olympics as their National Philanthropy and over the years, they have provided volunteers for the International Games, provided Grants to parents and hosted a Parents Reception at those games. The grants are monetary assistance for parents to be able to attend the games where their athletes are participating.

My wife Barbara has been a member of Clipped Wings since 1990 and we have been volunteers since 1993. We have volunteered at all the International Games from 1993 to the present with one exception, the 2007 Games in Shanghai. We have also volunteered at many of the Northern California Regional Games. Back in July, we volunteered along with other Clipped Wingsers at the Special Olympics National Games held in Lincoln, NE. This was especially fun for me being a native Nebraskan and a big Cornhusker fan. Many of the Clipped Wings volunteers are also members of RUAEA. This was the second National Games, the first occurring in 2006 in Ames, IA where we also volunteered. During

each year, there are many regional games throughout the country.

At the games in Lincoln, there were about 3000 athletes and some 7000 volunteers. Forty-eight of the fifty states were represented. Hawaii and Nevada did not send any athletes. Our first assignment was meeting and greeting athletes, coaches and families arriving at the Lincoln Airport. There were others doing the same at the Omaha Airport and another group meeting Cessna flights at the private aviation center at the Lincoln Airport. Over the years, Cessna owners have volunteered their planes to transport athletes to the various games. The coordinator of this year's Cessna Airlift was Harrison Ford. He personally flew athletes in and out of Lincoln. Upon arrival at the various venues, the athletes and coaches were greeted by volunteers, assisted with the baggage by volunteers from the Nebraska National Guard. They then were loaded on buses to be taken to the accommodations on the University of Nebraska campus. UPS had volunteers that transported the baggage from the airport to their lodgings. The Nebraska Motorcycle Club had volunteers with their bikes to escort the buses to their destinations.

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Letter From The President



Ron Bertacini

By the time you read this, there most likely will be a new United Airlines. The merger with Continental Airlines has moved faster than anyone had expected. Back in July, both companies got agreement from their pilot groups regarding the transition. Also in July, the merger got the go ahead from the European

Union. On August 27th, the merger got the OK from the Department of Justice and on August 30th, the approval of the Department of Transportation. The remaining hurdles are the approval of the stockholders of both companies. Stockholders from both companies will vote on September 17th. Their approval, which is expected, will leave only some closing paper work which is scheduled for October 1st.

So what happens on October 1st and beyond? Actually, both companies will continue to function separately. The merged company will only apply to top management with Jeff Smisek as the CEO. Revenues and expenses of both companies will be merged into the new holding company, United Continental Holdings, Inc. It will be about a year before the merger is "complete" and will function as one airline. It is estimated that it will take that long for the FAA to issue an operating certificate for the new United. In the meantime, the various Integration Teams will be meeting to integrate all areas of the two airlines. Most changes will not occur until sometime in 2011.

Merger Integration Update has been posted on the RUAEA website (information is also on **Skynet**) some of the highlights are below:

- **Annual Benefits Enrollment** for United employees and retirees will begin October 26th and run through November 24th. The program will remain separate through 2011.
- **Pass Travel** will take time to develop a joint pass travel program and the new program will not take effect before 2011. On Closing Day, travel on Continental by United employees and vice versa will be enhanced.
- **Communications**, United has **Skynet** and Continental has **Inside Coair** and they will continue to exist after the merger. Work will begin to merge the two systems into one common intranet.

There are and will be many questions to be answered. As soon as decisions are made that affect retirees, we will post that information on our website. The

information will also appear in the RUAEA Newsletter. If you do not have a computer and have access to Skynet and the RUAEA website, you may want to consider investing in one. Of course, most if not all public libraries have computer access to the Internet for public use. Lastly, have a good friend with a computer. It is the faster way to keep in touch with what is happening.

Ron Bertacini
President – RUAEA

Combined Company's Senior Leadership Team Announced

The following message was sent to all employees on Wednesday, September 1. See a [July 27](#) message for additional appointments.



Jeff Smisek today announced that substantially all of the senior leadership team for the combined company has been selected as Continental and United approach the anticipated October 1 legal closing of their merger. Jeff said he expects the board of the new company will elect the following officers as senior vice presidents of the new United Airlines at the closing. Their names, company affiliations and responsibilities at the new company follow.

- ★ Fred Abbott, Continental; Flight Operations
- ★ Mark Bergsrud, Continental; Marketing
- ★ Scott Dolan, United; Airport Operations
- ★ Greg Hart, Continental; Network Planning and Scheduling
- ★ Dave Hilfman, Continental; Worldwide Sales
- ★ Jim Keenan, United; Technical Operations
- ★ Leon Kinloch, Continental; Pricing and Revenue Management
- ★ Gerald Laderman, Continental; Corporate Finance and Treasurer
- ★ Alex Marren, United; System Operations Control and United Express
- ★ Doug McKeen, United; Labor Relations
- ★ Tom O'Toole, United; Loyalty Business
- ★ Rohit Philip, United; Corporate Strategy and Business Development
- ★ John Rainey, Continental; Financial Planning and Analysis
- ★ Mark Schwab, United; Alliances

"This strong team provides proven leadership and significant depth of experience from both airlines and will play an important role in guiding the new United to its place as best in the industry," said Glenn Tilton after consulting with Jeff on the decisions.

Jeff also said that substantially, all vice presidents of

the combined company will be announced through internal divisional communications and, as a result, the entire officer team will be selected by the time of the legal closing of the merger.

"The team will be ready to work together from Day 1 to lead the talented people at both companies as we work together to create the world's leading airline," said Jeff.

Jeff said he understands that other salaried and management employees are anxious to know about their own status at the new company and noted that the companies will announce no later than October 12, the details of how the talent selection process for salaried and management co-workers will work.

He reiterated that the merger will have minimal impact on frontline co-workers, but will impact a number of salaried and management positions in Houston and Chicago. No salaried and management positions, other than those held by officers, will be eliminated as a result of the merger before March 31, 2011. The timing of any job impacts after that date will depend on the integration plan for each department and those impacts will occur over the course of 2011 and into 2012.

"We will not lose sight of the fact that decisions about people, organization and culture are among the most critical decisions we will make during this merger integration process. We are working hard to make the right decisions. We will communicate with you as soon as we have more information about how this process impacts you," he said.

Latest livery and logo



Our president, **Ron Bertacini**, has written in his president's letter, an excellent synopsis of merger updates sent by United and Continental to the employees.

The entire updates can be viewed on the RUAEA website and SkyNet. By the time you receive the printed newsletter, there will be more updates/changes. Therefore, we are now including only the latest livery and logo photo. As information becomes available regarding retiree issues such as pass travel or benefits, they will be posted as soon as possible on the RUAEA website.

United Cargo Outperforms Industry in Second Quarter

United Cargo significantly outperformed all of its major U.S. airline competitors in revenue generation in the second quarter, growing 57 percent or 69 million



and Delta, up 22 percent.

"Our improvement was in part a function of our strength in the Pacific and the improving economy, but there's much more to it than that," says Kyle Betterton, managing director-United Cargo. "We did a much better job than others of rate restoration and recovery, improving our yields across all regions. This was done through great team work between the sales and revenue management teams to implement this very aggressive strategy. In addition, our sales group brought back the volume and we outperformed everyone in cargo ton miles, increasing by 33 percent year over year in the quarter. We also focused on Temp Control, our new service for shipping temperature sensitive goods, and on our guaranteed express traffic(EXP), which provides a much higher yield."

The stand out month of the quarter was May. It was United's second best May in 10 years, The year-over-year cargo revenues increased 70 percent in May 2010.

"In some markets, we are considered higher priced than our competitors, but our aircraft are still full," Kyle says. "That's a reflection of the value customers place on our service and the strategies that our sales teams put in place. We also execute on the operational side and deliver what we commit to our customers."

Planning, Customer Communication Helps United Cargo Meet 100 Percent Screening Deadline

Beginning in August, 2010, 100 percent of all cargo boarded on United flights in the United States was security screened - and customer communication and methodical preparation helped ensure a successful launch. In 2007, Congress passed the 9/11 Act, which mandated 100 percent cargo screening by August of 2010.

"We spent several years preparing for this, investing millions of dollars in security equipment and training to protect our cargo revenue," says Rod Zimmerman, manager-Cargo Operations at the O'Hare freight facility. "We also held a number of face-to-face customer forums with up to 70 attendees at each. TSA representatives joined us to answer questions about the overall program."

At the beginning of August, United deployed man-



agers from the operations team to support employees at its major hubs to ensure the company answered customer questions quickly and helped resolve issues. United is also encouraging customers with un-screened freight to tender earlier-than-posted drop times if possible during the early stages of 100 percent screening.

According to Rod, United took a phased approach to meet the requirements of the new rules. In October 2008, it reached 100 percent screening of narrowbody flights domestically. By February 2009, United had achieved 50 percent screening of all U.S. widebody departures. By May, United was at 75 percent on widebody departures and are now at 100 percent.

The amount of prescreened freight is on the rise, as United partners with freight forwarders in the security program so they can screen cargo for themselves. Most of United's major customers are freight forwarders that have been certified by TSA to do their own screening, which helps tremendously. There's a chain of custody of the cargo, which they deliver to United sealed, so United doesn't need to accomplish screening itself. More than half of United's U.S.-origin freight, by weight, is currently pre-screened.

"Cargo has been moving very smoothly, with no bottlenecks or major delays," says Rod. "It's essentially been moving flawlessly."

"We were well prepared for the August 1 deadline," says Kyle Betterton, managing director-United Cargo, "thanks to our planning and the necessary investments, along with the team's hard work."

United and Continental Announce Interim Pass Travel Program



After the two carriers legally merge, which is expected to occur by Oct. 1, 2010, United and Continental employees, retirees and their eligibles will enjoy an interim, mutual

and enhanced pass travel program that will enable us to list and travel on each other's flights. Under the interim program, United's travel companion passes will not apply to Continental routes, but will remain in effect for United flights. A harmonized travel privilege program for the new United is under development.

"We recognize that travel privileges are important to our employees and retirees, and we have received several inquiries about how they will be impacted once the merger closes," said Doug Rose, VP-Total Rewards. "The combined carrier's interim travel program will provide improved access to what will be the world's leading network as soon as the two companies merge. Meanwhile, we are working hard on identifying systems

issues and implementing a plan to harmonize the current United and Continental pass travel programs."

Until the merger legally closes, United and Continental employees will continue to follow the pass travel rules currently in effect at their respective carrier.

Enhanced Boarding Priority - After the merger closes, the enhanced boarding priority will allow United employees, retirees and their travel eligibles to stand by for Continental flights after Continental employees and their travel eligibles, but at a higher boarding priority than employees from other airlines. The same privileges will be extended to Continental employees, retirees and their eligible pass riders on United flights.

Details will be provided in future communications on how United employees, retirees and eligibles will list, obtain reduced ZED fares, and receive their enhanced boarding priority on Continental flights, as well as how Continental employees will list, obtain reduced ZED fares, and receive their enhanced boarding priority on United flights.

Reduced ZED Fares - United and Continental will reduce the current Zonal Employee Discount (ZED) fees by 33 percent for United employees and their eligibles to travel on Continental and vice versa, after close.

Aligned Pass Travel Dress Code - As of the merger close, there will be a consistent pass travel dress code across both airlines. Relative to United's current dress code, the new guidelines will allow for a broader range of comfortable, casual attire, including in our premium cabins. However, the overall expectation will continue to be that we present a professional, neat, well-groomed appearance to our customers as we enjoy this valuable privilege.

For more details, see the [interim travel program Q&A](#) on the Let's Fly Together site on SkyNet.

Long-term Travel Program - The merger integration team continues to work to create a long-term travel privilege program for the new United. United and Continental will also give employees the opportunity to participate in a survey about pass travel in the fourth quarter of 2010. United expects to announce the combined program in the first quarter of 2011.

Denver Leads the Way in DOT Baggage Improvement

There was a period of time when skeptics thought baggage performance in Denver might never improve.

"There's no question Denver went through some tough times, but over the past three years it has been showing dramatic improvement," says Scott Do-



lan, SVP-Airport Operations, United Express and Cargo. *"But Denver - our second largest hub - has always been and will continue to be very important to our system."* Denver showed just how vital it is in June, as it led the way in DOT baggage performance to help United record 3.74 mishandled bags per 1,000 customers - the third best June on record. It marked a 27.6-percent year-over-year improvement.

"Preplanning, focus, hard work and accountability are the words that would sum up our success," says DEN Terminal Mgr. Denny Parrish, whose team registered a 49% year-over-year improvement. *"We worked with our supervisory team to review data from last year relative to volumes, performance and resources. This drove added focus during times where we could identify operational synergies. This is the kind of work that has always made United proud of its employees."*

O'Hare (37 percent) and Los Angeles (24 percent) also showed strong improvement, thanks to a number of changed processes such as transfer running of mainline and United Express baggage and Continental interline drop points.

This past June was the first June since 2004 that United's DOT baggage performance was under five. The year-to-date number now stands at 3.76 - just 0.15 from the year-end goal of 3.61.

It's important to note that DOT baggage represents about 45 percent of United's total baggage defects, while MBTA is an expanded measure that records each customer that arrives without his or her baggage. MBTA also includes all international arrivals, while DOT only measures domestic baggage.

"We've recently leveraged good arrival performance to lead our continued DOT baggage improvement, and Denver is a perfect example of that," Scott says.

In 2006 and 2007, United ranked last in DEN for A :14 and is now No. 1 in DEN. Baggage performance is 40 percent better now in Denver than it was in 2007.

"Our baggage and planeside leads, ramp service personnel and all teams in general have done an outstanding job transferring bags and ensuring our customers are getting the service they expect from us," says Denny, whose hub has more than 400 daily flights - almost three times more than the next-closest Denver competitor. *"This type of performance is what makes us stand out among the competition."*

Emergency Training Helps Save Lives in the Air

"What our flight attendants do on an airplane varies incredibly," says Tim Cameron, instructor, emergency procedures at the Denver Flight Training Center. *"One minute they are pouring coffee, and the next they are treating sudden cardiac arrest, an obstructed airway or other life-threatening situations."*



United's crews receive extensive training in first-aid and a variety of medical procedures since they are often the only medical assistance available to ill or injured passengers during flight.

Using that training, United flight crews have saved about 45 lives in the last decade, primarily through the use of automated external defibrillators (AEDs) and cardiopulmonary resuscitation (CPR).

United recently received a note from a Premier Executive customer, who counted on that training during a flight in July: *"I wish to thank (Denver-based Flight Attendant) Wayne Hickey for saving my life when he performed the Heimlich maneuver. This young man responded quickly and performed the maneuver quickly when I was down to some of the last oxygen I had left in my body. This young man saved my life, plain and simple. My wife, my family and myself are eternally grateful."*

Last year, a customer on a flight from Europe to San Francisco started choking and became unconscious. San Francisco-based Flight Attendant Pamela Foster-Moon successfully administered the procedure to clear the airway of an unconscious adult. The Heimlich maneuver, used on conscious adults, is fairly common, noted Tim. But it is far more unusual to encounter a situation where the choking person has already lost consciousness. *"I remembered the procedure from my United training,"* says Pamela, *"and I was very glad that I could perform it quickly and accurately. In a medical emergency, you do not have time to think, just to act."*

A diversion in that situation, if feasible, would have taken at least 20 minutes, notes Joan Vincenz, managing director-safety, strategy and performance systems-Onboard Service. *"An unconscious, non-breathing person may not have been able to wait that long for medical care,"* Joan says. *"Instead, he walked off the plane."*

Even when additional medical care is available, flight crews are essential in caring for both the ill customer and the family or companions. Customer Jimmy W. wrote United: *"Approximately halfway into the flight, my wife suddenly passed out. It was very comforting to know that a professional team was working with the doctor (another customer) to restore my wife's vital signs. One crew member got some oxygen; another went for the heart monitor and another for the IV kit. Soon the Captain came back to speak to me and the doctor. He was ready to divert and land if necessary. On landing, everyone was asked to remain seated so the EMTs could bring the stretcher aboard and transport us to an emergency room for further examination. You should feel proud to have a team the caliber of these ladies and gentlemen."*

Around the System: United Relocates Into Terminal C at Houston

United began operating all of its flights out of Terminal C, gates 20 and 21 at Houston's George Bush Intercontinental Airport on August 16, 2010. The space features eight new check-in counters in the newly renovated Terminal C lobby, two curb-side check-in counters adjacent to Continental's and a United baggage service office.



The move helps make connecting easier for Star Alliance customers traveling on United and Continental.

JetBlue Ticketing Update

Several months ago, United lost the ability to issue interline tickets on JetBlue when changes were made to JetBlue's reservations system. Since then, a cross-functional team of United employees has explored various potential solutions to this ticketing issue. Unfortunately, a viable solution has yet to be identified.

United understands that JetBlue is a valued interline carrier to many of its employees and retirees, and although United does not anticipate this issue being resolved in the near term, the company is hopeful that as business conditions evolve, the company will be able to address this situation to everyone's satisfaction.

United Flew the Emmys to L.A.



Pictured: Michael A. Jackson, ORDCS, with an Emmy statuette.

As the official airline sponsor of the 62nd Primetime Emmy Awards, United had the honor of

flying 80 Emmy Award statuettes from Chicago to Los Angeles on August 24, 2010. Two lucky Emmy Award statuettes representing the special cargo received the "star" treatment at O'Hare - checking in at Global Reception and spending a few moments at United's Red Carpet Club before boarding their flight through the Premier Line. The statuettes, accompanied by United representatives, were flown in first class aboard the A320 aircraft.

With a crowd of eager customers at the gate hoping to catch a glimpse of the two statuettes, the Emmys departed Chicago, bound for their final destination at the Nokia Theater in L.A., where they were presented to the winners during a live telecast Sunday night, August 29th.

Earlier in the day, the Emmy Award statuettes made

an appearance on the NBC5 morning show in Chicago, accompanied by Flight Attendant Carrolen Hill, ORDSW.

After an on-time arrival, the Emmy Award statuettes were greeted at LAX by more fans, as well as a crew from the popular entertainment television program "Access Hollywood," which plans to feature United's "Flight of the Emmys" in an upcoming segment.

United's partnership with the Academy of Television Arts and Sciences, which administers the Emmy Awards, allows the company to visibly demonstrate its ability to get precious cargo to its destination safely. In addition to flying the official Emmy Awards, United has been entrusted over the years with flying the Academy Awards and even the Stanley Cup, among many other unique cargo items.

Inside Our Industry

Here's a look at some of the airline industry news.



- ➔ The Chicago Tribune reports that American Airlines, in the quest for more nonticket revenue, in August began charging customers who want to sit in the first few rows of coach on domestic flights. Customers who pay the fee, which ranges from \$19 to \$39, will be among the first to board, giving them a chance to snag coveted overhead bins. United Airlines also charges extra to reserve the first few rows of coach, but their seats, called Economy Plus, offer more legroom.
- ➔ The Sydney Morning Herald (Australia) reports that Virgin Blue will cease flying within New Zealand and redeploy aircraft to short-haul international destinations after chalking up losses in the tens of millions of dollars across the Tasman over the last three years. It will also change schedules for V Australia flights between Sydney and Los Angeles, which will now leave Australia in the mornings so as to give travelers same-day connections to the U.S.'s east coast. V Australia has lost millions of dollars since it began flying between Australia and the US early last year, as it faces intense competition.
- ➔ The Denver Post reports that Frontier Airlines has done an about-face, announcing that it would continue service to Aspen-Pitkin County Airport this winter. In July, Frontier officials said service from Denver to Aspen would end Sept. 30.

- ➔ Reuters reports that demand for premium air travel rose 16.6 per cent in June, according to an international industry group, while coach-class demand grew at a slower 9.5 per cent pace compared with the same month last year. Revenue on premium seats was up 40 per cent for the month. Asia and South America were among the regions showing strong growth, while trans-Atlantic demand remained sluggish.
- ➔ Mexicana Airlines, which recently filed for bankruptcy protection, is doing what it can to continue flying, including offering employees a stake in the company. Mexicana has begun selling tickets again, reinstated some flights while canceling others, and is seeking a new investor (Source: Travel Weekly).

Travel Options Increase Customer Satisfaction and Revenue



Want a way to help ensure satisfied customers and drive up United Promoters score? Consider informing them about Travel Options by United.

Travel Options enable customers to personalize their travel experience with choices that offer added comfort and convenience. Options includes access to extra legroom in Economy Plus, a fast track through the airport with Premier Line, a premier experience with Premier Travel and Premier Travel Plus packages, and many other products.

Customers who use Travel Options typically rate their travel experiences higher than those who don't. In fact, customer satisfaction is three to four times higher for those who sit in Economy Plus. And what matters to United's customers also bolsters its bottom line. Travel Options is a key strategy for enabling United's industry-leading ancillary revenue.

Employees in Customer Service and Reservations are integral to the program's success and their work drives significant Travel Options sales. New functions in the self-service channels, such as selling Economy Plus on seat maps at united.com, has led to improved performance as well

"As a team, our employees are making it easier for our customers to experience the added convenience and comfort of our Travel Options," said Tim Simonds, managing director-Marketing.



Mechanics Share Expertise with First Class Passengers to Help "Win Australia"



Pictured: Scott Stoddart chats with a United First customer about the IPTE cabin's features. In the background, Frank Bucci talks with another customer.

Late at night in Los Angeles, United First® customers boarding Flight 839 stow their carry-ons, enjoy pre-departure beverages and familiarize themselves with their home for the next 14 hours - the nose of a B747 that will carry them to Sydney.

For most passengers at that stage, the last thing they want to see is a mechanic in the cabin - something must need fixing or there might be a delay? Not necessarily.

This summer, two lead mechanics from Los Angeles Line Maintenance boarded Flight 839 each evening to ensure that United's best customers were able to take full advantage of the IPTE offerings during the long flight ahead. It's the latest move in an ongoing, interdepartmental effort to "Win Australia" in the face of increased competition from Delta, V Australia and Qantas. *"We know what we need to do in this market,"* says Lead Mechanic Scott Stoddart, a 25-year veteran and one of the drivers of the pilot program. *"All of us have really taken ownership of this flight."*

The idea grew out of the successful "Meet and Greet" program of pre-flight communication between mechanics and pilots, and later with Onboard Service, Customer Service, Ramp and other groups. That concept was initially spawned by the desire to operate as "One Airline" and shine on the international routes, particularly Los Angeles-Sydney.

Scott and Lead Frank Bucci worked with Los Angeles Maintenance Manager Ron Sims and Swing Shift Operating Manager Glenn Daniels to develop the idea.

Wearing customized coveralls with American and Australian flags, the mechanics first take part in a pre-flight "Sydney Huddle" meeting with all the onboard and ground personnel involved in Flight 839. When customers start boarding, they are there to greet them, armed with information cards on the B747 and business cards that name all the mechanics dedicated to the flight, and their years of experience - a total of 400 years.

In addition to explaining seat controls and in-flight entertainment, they answer questions about the jumbo jet and about how United works to provide a safe, reliable airplane and a clean, workable cabin for their comfort and entertainment.

Most travelers, Scott says, *"Are really impressed that we've come up to talk with them. Most of the customers appreciate the information on how things work."*

He also will take the opportunity to highlight the IPTE options, demonstrating real pride in the United product.

"Sometimes they just don't realize how many options they have, and they appreciate finding out then, not halfway through the flight," he says. "When we're leaving, some of them will say, 'Hey, aren't you going with us in case I need more help?'"

"Even frequent fliers don't often get an opportunity like to this, and some of them are making the most of the time asking questions," Glenn notes.

Glenn says the program will be evaluated this fall, looking at customer survey results and comments. It may be expanded to the London and Tokyo flights, and other stations with international departures may consider adding a similar outreach program.

Right now, Glenn says, his biggest headache as word spreads has been the number of requests he's getting for the custom-made coveralls. *"They are not for sale,"* he laughs.

TOBUtravelers.com Informs Employees About the Benefits of Travel Options



Since its launch last year, Travel Options by United have not only been a source of additional revenue, but have also significantly improved customer satisfaction. To further

inform its employees on the importance of the program, United has launched the Travel Options employee Web Site, TOBUtravelers.com – a resource that features real-life customer testimonials about the benefits of Travel Options. On the site, employees can see eight different United customers explain why they make the choice to purchase a particular Travel Option and how it improves their travel experience. As they talk, an animated sequence creatively illustrates the functionality of their selected Travel Option.

One customer explains how Premier Line helped her quickly reach her gate during a particularly busy travel day. Another customer, an advertising executive who frequently travels for business and carries a lot of work-related materials in multiple bags, explains how Premier Baggage enables her company to save money.

To learn more about what our customers are saying about Travel Options by United, visit www.TOBUtravelers.com.

Better Understanding of Colleagues' Roles Helps Narita Onboard Crews Work as "One Airline"

Pictured: Some of the NRT employees who participated in the "Day in the Life" field trips.

Shortly after moving to Tokyo Narita as On-board Manager in 2008, Quentin Koch quickly realized he wasn't in Reno any more. *"In a small station like that, everybody knew what everybody else did, and there was real solidarity to get the job done as one team,"* says Quentin, who had been station manager at Reno.



"At a huge station like Narita, it's easy to stay in our groups and not worry about anything other than our own jobs." Inspired by efforts at United to move towards a "One Airline" operation, Quentin began arranging monthly, voluntary "Day in the Life" field trips for flight attendants and pursers. Groups of up to 15 visit or host other departments and business partners to share and learn. So far this year, the sessions have included maintenance, customer service, Gate Gourmet Japan and corporate sales and reservations representatives. This mirrors other cross-divisional efforts going on across the airline. In November, they have scheduled a session on board an aircraft so other groups can get a peek at pre-boarding activities.

"Very few people understand what we're doing in there when the customers are all lining up to start boarding," Quentin says. *"Sometimes the gate agents want to begin boarding a few minutes early. So we'll show them how we use that time for safety checks and to prepare the cabin for our customers."*

So far the response has been favorable, Quentin says, with even a few flight attendants who were reluctant at first now eager to sign up. *"I now have a better knowledge of the entire process of passenger travel, from marketing to ticketing to traveling,"* said Flight Attendant Mayu Okawa, after the meeting with corporate sales and reservations. *"Meeting people who make the travel possible gives me a better understanding of customer expectations."*

After the same meeting, VP-Pacific Jim Mueller said, *"It was a wonderful opportunity to share feedback from our premium customers - the key to our success in the Pacific. Outstanding customer service from our Narita flight attendants makes our job that much easier."*

Mark Brommer, manager of Line Maintenance-Asia, says his crews and the flight attendants learned a great deal from each another about their respective roles in improving reliability and customer satisfaction. *"We had some great discussions about things like deferrals on cabin items, and my crews now have a much better idea of what flight attendants deal with when they've got customers sitting in seats where we've deferred a repair."*

In the fall, Quentin plans four more Meet and Greets. Flight attendants and pursers will again visit

customer service, maintenance and zone control, and the Gate Gourmet kitchens, and host the pre-boarding session described above.

Steam Cleaning Leaves Aircraft Cleaner, Fresher



United knows cabin cleanliness is a fundamental part of a good experience for its customers and employees who work on board the aircraft. It's also a very visible sign of the

pride the company takes in serving those who fly United. United's commitment to getting it right is on display in Los Angeles this summer as it tests a new method of cabin cleaning.

After engineering approval, testing and training, United's vendor partners at LAX are now using the steam cleaning system favored by many hospitals. Gary Dunn, regional vendor quality auditor with the Cabin Appearance team, says the steam cleaning is done on heavy clean visits, following the use of traditional cleaning products. As it disinfects, the steam also removes residue from those cleaning products. This results in a cleaner, fresher-smelling cabin. The process leaves behind very little water residue, which is easily wiped away. *"We're certain that how the cabin smells affects how customers rate our cabin cleanliness, even though we don't ask them about it specifically on the survey,"* Gary notes.

Cleaners have been trained in the safe and effective use of the VaporJet® dry steam units, says Justin Coggin, regional manager with our ground service partner in Los Angeles. Gary and Justin say to the best of their knowledge, no other U.S. airlines use similar machines to clean their critical cabin areas. Customers are expected to appreciate the difference when they board the steam-cleaned cabins. *"We'll be doing our own studies, and looking closely at the United Promoters scores for these aircraft,"* Gary says. *"We're confident these planes will perform better, and stay cleaner longer because of the deep steam cleaning."*

The Aircraft Appearance team hopes to introduce the steam machines to other hubs and stations where heavy cleans are done, pending the results of their use in Los Angeles.

Record-breaking July Proves Baggage Performance is on Right Track

There have been times in the past when United's baggage performance struggled during periods of high load factors. But the past two months, that hasn't been the case.

After registering a solid June performance, United posted its best July showing on record at 3.36 mishandled bags per 1,000 customers. Not only was it better than the June mark



of 3.74, but it also was a 19.3% improvement from July 09. *"The entire system overcame the challenges of high load factors and IRROPs to produce a great month of performance,"* says Scott Dolan, SVP-Airport Operations, United Express and Cargo. *"This result should put us in a better DOT position when the performance rankings are officially announced in September."*

Chicago O'Hare, Denver and Los Angeles all showed a 20-to-30 percent year-over-year improvement.

"In July, we put together a baggage performance team to specifically concentrate on our pain points such as international arriving bags, United Express transfer baggage and bags placed in the sorter that should be transferred," says Jodi Stringfellow, manager-O'Hare terminal operations. *"The teamwork of working together in all areas of our operation is paying off."*

All of United's Metro stations - Boston, Seattle, Honolulu and the New York Metros - also had strong months. Seattle saw big improvements around its 25-minute baggage delivery, thanks to a yellow belt project, which is a structured approach using Lean Six Sigma tools to solve problems at a rapid pace. The project increased Seattle's United Promoters (UP) check-in baggage score from 12.4 to 22.6 in July.

Four key changes implemented through the yellow belt project included:

1. Process improvement: Instead of taking priority bags immediately upon arrival, Seattle baggage teams waited for one more cart of bags to take to the baggage claim. That eliminated a long delay on the second pickup of non-priority bags and congestion on the bag belt.
2. Collaboration between work groups: Additional pre-planning at critical peak periods was done to ensure priorities were aligned with passengers' expectations.
3. Teamwork: Seattle's fluid flight schedule necessitates teamwork and flexibility to cover all aspects of ramp operations, and a joint effort between dayshift and swing shift ensured a smooth transition.
4. Customer focus: Ramp managers and supervisors met and greeted priority baggage customers daily to gain feedback.

The Continuous Improvement team will now look at other stations throughout the system to see where these changes also may be implemented to improve performance.

"These results were achieved during summer travel, which is outstanding because of high bag volumes and load factors," Seattle General Manager Jim Witzman says. "This is a great "One Airline" success story."

Customer Praises NRT's Smooth Handling of Cancelled Flight



A recent letter reminds United that even during irregular operations, it still has the opportunity to provide the kind of service that stands out in the minds of United's passengers and leads to high customer satisfaction scores.

Robert T., a Premier Executive Mileage Plus member, regularly travels from Houston to Bangkok on United via Chicago and Tokyo. On August 11, the final leg of his journey was cancelled because of a mechanical issue found after the plane had pulled away from the gate at Narita.

When the flight was cancelled, Robert writes, the Narita team *"did an excellent job representing United and soothing some of the passengers (who) were a little upset."*

Passengers were quickly taken through customs and taken to area hotels for the night while alternate flights the next day were arranged.

"I was impressed with the coordination that it took to arrange transportation and lodging for a B777 load of people within a very short timeframe," Robert wrote. *"The next day, the passengers were dispersed on a combination of airlines to get them traveling again. Good job! Thank you for the coordination and effort to assist passengers to their destinations."*

"During times of IRROPs, we have the ability to really shine," says Heather Briggs, director-Customer Insights. *"Frequent travelers understand that delays and cancels occur, but what they are really judging us on is our ability to recover. The main thing our customers want from us during IRROPs is frequent information. Communication is key - when will we actually depart, what happens if the flight is cancelled, etc."*

Robert T. expressed his thanks to the whole Narita team, especially Customer Service Supervisors Shigeaki Hashimoto and Takashi Ushioda, Customer Service Manager Yoko Ohno and station General Manager Ichio Nakanishi.

License, Please

An article in the *Aviation Week* was brought to our attention by two RUAEA members, **Ed Ellis & Virgil Gooselaw**.

Aviation Week: The FAA has set March 31, 2013, as the deadline for holders of FAA certificates other than pilots to convert their paper certificates into a plastic format. The requirement initially affected only pilots, who had to convert their licenses as of March 31, 2010. The next phase affects aviation personnel other than pilots and includes air traffic controllers, airframe and powerplant mechanics, aircraft dispatchers, repairmen and parachute riggers. For more information, go to www.faa.gov and click on "Airmen Certification".

Please Note: It is not too late to replace the paper certification & convert to plastic identification. I have contacted the FAA, through their website & have initiated the action to receive the new plastic with picture certification.

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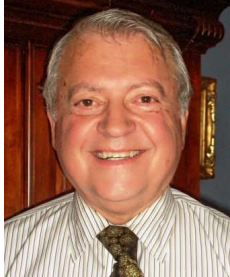
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Ask The Doctor - The most dangerous drug of abuse in the world today (Part I)



Dr. Reider

What a title! What is the most dangerous drug of abuse in the world today? Cocaine? Crystal meth? Marijuana? PCP? Heroin? It may surprise you to know that the answer is none of the above. How can that be? The media reports almost on a daily basis the use and abuse of these drugs in almost all societies of the world. Yet, we hear very little about the most dangerous of them all: Alcohol.

Yes, alcohol is our most dangerous drug of abuse.

Before I address its dangers, think about the following facts about alcohol. It is the only chemical or drug or “beverage” that we consume at all extremes in our society. We drink at the time of birth and at the time of death. At the time of marriage and at the time of divorce. Promotions and demotions. Victory and defeat. Prosperity and loss. Buying and selling. Hiring and retiring. Closing a deal and losing a deal. Holidays and weekends. Eye-opener and nightcap. Brunch and happy hour. I could go on and on and so could you. Reflect for a moment on the number of occasions when we partake of alcohol. My list is but a small one compared to the almost countless times we consume or can consume alcohol. Thus, we have one of the first criteria for becoming a “drug addict”. We partake of the drug in the first place. But, consider this. There is an estimate that one of every eleven people who drink alcohol will become addicted to it! Think about that. That means almost 10% of drinkers will become alcoholic. Wow!

Now, consider these facts. Some 12-14 million adults abuse alcohol or are alcoholic. Over 100,000 people die each year from alcohol or its complications. Every aspect of our society has aspects of alcohol abuse – traffic accidents, suicides, homicides, child and spousal abuse, job absenteeism, etc., etc. Frightening – yes. Somehow, the media reports these facts and then moves on to more “important” news events. Society notes these events, pays some lip service to how bad such events are, and then moves on by merely turning a page in the newspaper, or changing TV channels, or closing a news site on our computer and moving on to chat with our Facebook friends. How many of you can identify with such behavior?

Alcohol has existed in this world since the begin-

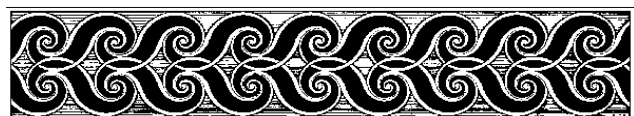
ning of civilization. There is no society known to us that does not have some form of alcohol as an integral part of its life. Even our religions use or have used alcohol in celebrations. There is no society that has not tried to regulate the use of alcohol in and attempt to control its abuse. Some of you may remember Prohibition – right? None of these attempts have succeeded! Do me a favor. In January and February 2011, count the number of commercials you see or hear or read about the Super Bowl and then count the number of those commercials that promote alcohol in some form. Or, think about this year’s Super Bowl! Even though we listen or watch in disgust the behavior of athletes and entertainers of any age as they abuse alcohol, not much happens to them. David Hasselhof, Mel Gibson, Lindsey Lohan, Nick Nolte, etc. are just a few of the “rich and famous” who have abused alcohol with minimal consequences. I fear that we have not heard the last of these talented people. I fear that one or all of them have lost or may lose their battle with alcohol, and we will hear or see or read about their demise in the not too distant future.

Now, that I have your attention, I will now give you medical information you may already know or have some knowledge. At the turn of the 20th Century, Sir William Osler, MD from Johns Hopkins Medical School made a statement that if one understood the disease syphilis; one would also understand internal medicine. By that statement, he meant to convey the fact that syphilis can produce damage in every organ system in the human body. I submit to you that today I would say if you understand the disease alcoholism, you would understand internal medicine. Yes, while we have found a treatment for syphilis and have brought it under control, we have not found a magic bullet for the disease of alcoholism. But, alcohol does impact every body system in some way and can produce temporary or permanent damage. That is why I say if one can understand the medical effects of alcoholism, you will understand the specialty of internal medicine.

Digest these facts, my friends. and tune in next time for the next part of this report on the Most Dangerous Drug of Abuse in the World Today. Stay well and fly safe.

Dr. Reider

“Ask The Doctor” column is featured every other month. We hope you’ve enjoyed the articles written by Dr. Reider and found them beneficial. If you have a question or comment for the Doctor, please submit it by email to askthedoctor@qwestoffice.net”



Rules For Submitting Articles To The Newsletter



All articles submitted for publishing in the Newsletter are due in the Denver Office on the 7th of each month. This includes chapter reports, letters for the "Letters" Column, obituary listings (*Note: Rules for submitting an obituary notice is listed in the Obits section of this Newsletter*), and in general, any item for inclusion into the current Newsletter. All items received after the

7th are subject to be considered for the next Newsletter. **There is one exception to the above deadline:** *If your chapter meets on the deadline date, we will extend this deadline by **one day** for the chapter report, if it is submitted by email and received by 4PM in the Denver, CO office.*

Newsletter articles may be sent by e-mail to ruaea@qwestoffice.net, please copy Francis Domaratius at ruaeaneewsletter@surewest.net and John Chu at johnqchu@hotmail.com or by FAX. FAX number is (303) 780-5667. If sent by U.S. Mail, address to RUAEA, 7401 E. MLK Blvd, Denver, CO 80207-2433. Please allow for postal delay. We cannot extend the deadline!

Please note that all submitted articles are subject to editing and approval by the Newsletter Manager. Once they are published in the RUAEA Newsletter they become the property of RUAEA. If you have any questions, comments or concerns, please feel free to contact me. My contact information is listed in the Newsletter.

Francis Domaratius
Newsletter Manager
ruaeaneewsletter@surewest.net

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Also an added benefit to receiving the Newsletter on the Web is that back issues can be accessed.
To sign up for the Web, go to www.ruaea.org and follow the instructions.*

2011 Annual Benefits Enrollment is Coming!

*Enrollment begins on October 26th and runs through November 24th.
Enroll 24 hours a day, 7 days a week at www.ualbenefits.com.*

- or -

Contact the United Benefits Service Center at 1-888-825-0188.

Your elections will be effective from January 1, 2011, through the end of the year, unless you have a qualified family status change. Watch your mail for additional details. Communicating with you is one of our top priorities.

In the coming weeks, you will be receiving important information about your United benefits. It's also a good time to verify that United has your correct home phone number and home e-mail address.

Please make certain that we have your correct mailing address to ensure that your benefit options prepare correctly and that you receive this important information on time.

To update/verify your address:

- ♦ *Go to: www.ualbenefits.com, click on: United Benefits Self Service > My Benefits > Life and Family Status Change > Address Change*

- OR -

- ♦ *Contact the United Benefit Service Center at: 1-888-825-0188.*

LOCAL NEWS

ALABAMA



GULF COAST CHAPTER

Yvonne Schwartz
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Theodore, AL 36582
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bobandyvonne@bellsouth.net

The organizational meeting of the new Florida/Alabama Chapter of RUAEA was held August 24, 2010, at McGuire's Irish Pub in Pensacola, Florida. 15 people attended and were from Gulf Breeze, Holt and Pensacola, Florida and Gulf Shores, Lillian and Theodore, Alabama.

After a huge and delicious lunch, **Paul Brown**, Region Director of Florida/Alabama, called the meeting to order. He explained what RUAEA stands for and talked to us about the United and Continental merger.

Paul introduced **Bob Schwartz** and thanked him for his work in organizing the first meeting. He also introduced **Herb Wilbanks**, President of the Sweet Home Alabama Chapter, and his wife, **Carol**, from Birmingham. We appreciated their visit and help very much.

Officers elected were: **Bob Schwartz** (President); **Bill Hayden** (Vice President); **Yvonne Schwartz** (Secretary) and **Barbara Serra** (Treasurer). Everyone introduced themselves and told where they retired from. It was amazing that people had retired from all over the U.S. but somehow, we had all ended up on the beautiful Gulf Coast!

A discussion followed about a name for our Chapter. We decided to call ourselves, Gulf Coast Chapter of RUAEA, since we are made up of retirees from Northwest Florida and Southern Alabama.

Our meetings will be held the 4th Tuesday of each month at 12 Noon and we will meet in various cities. We'll always have lunch before our meetings. If you are down on the coast on vacation, come join us and see how much fun we are already having! Call or email **Yvonne Schwartz** for more information.

Calendar:

September 28 - 12 Noon, Cubi Bar Café in the Naval Air Station's Air Museum, Pensacola, Florida

October 26 - TBA



SWEET HOME ALABAMA

Judy Slover
432 Carol Villa Drive
Montgomery, AL 36109
(334) 593-2249 or (334) 322-1161
judyslover@mindspring.com



August meeting was held at Ezell's Fish Camp in Trussville, Alabama. All of you traveling to the Birmingham area should put this restaurant on your list of places to eat. Great food and great atmosphere! A true "Southern" catfish and hushpuppies experience.

We started off the meeting with the Pledge of Allegiance to our flag, followed by a blessing given by **Bill Preston**. **Herb Wilbanks** introduced **Paul Brown** who flew in from Orlando, Florida to attend our meeting. He's "in charge" of the RUAEA chapters in Florida and Alabama. It was great for us to welcome him and we appreciate all of the information that he provided us with. He also discussed the establishment of a new "chapter" in the Mobile/Pensacola area. Paul and our President **Herb Wilbanks**, and his wife **Carol**, plan to attend the first meeting in Mobile on August 24th. It should be a very successful chapter and we look forward to hearing all about our former friends and colleagues down there.

The cash/prize drawing was conducted by our Treasurer **Joe Singleton**. **Joe Duncan** won the cash prize which he donated back to the chapter. Other miscellaneous prizes were won by **Anne Simmons** and **Gay Fowler**.

Judy Slover offered raffle tickets from "Clipped Wings" (Retired United Flight Attendants group). The proceeds from this raffle go to the Special Olympics Athletes Parents Grants. There are 3 really great prizes and I hope someone in our group will win.

Charlotte Gibson's son, WO1 **Mark Gibson**, who is a helicopter pilot in the Army, joined us for lunch. After his leave is over, he will return to duty for Apache training. We all thank him for his service and wish him luck with his career.

August Birthday: **Jean Cox** (8/1)

September Birthdays: **Gloria Singleton** (9/12), **Donna Gooch** (9/19)

Wedding Anniversaries: **Herb & Carol Wilbanks** (9/6), **Joe & Gloria Singleton** (9/15)

Calendar:

October 11 - Meeting - TBA - **Judy Slover** (334) 593-2249 or (334) 322-1161 or email me judyslover@mindspring.com



ARIZONA



PHOENIX AZURES

Sherry Muoio
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Sun City AZ, 85373
phx22@cox.net

I don't know what is worse - the heat or the humidity, I know! Both at once! We are really looking forward to mid-September and our cool down.

Our last breakfast at Coco's on August 17 had 14 attendees and we were happy to see **Jackie & Bruce Rosch** back with their daughter from California. Jackie looked good and is getting around again. **Sonny & Barbara Carns** brought their grandson Jordan (15yrs) to breakfast; he was visiting them from Sierra Vista in southern AZ. August 31 had 14 attendees. Jerry Miller, from Leavenworth, KA, niece of **Marlene & Jim Bechtold**, was attending breakfast with them. She is looking at homes in anticipation of relocating to AZ.

Our world traveler **Jean Kerman** is just back from a 7-day round trip cruise from Seattle to Alaska. I think she said this was her 7th Alaskan cruise.

Mel Hofer had a fall recently; he is doing OK, but is going through physical therapy for a shoulder strain. **John Crowthers** was in the hospital with fluid on his lungs but is home recuperating, and as we know, there is no better place than home with **Olive** taking good care of him.

John & Laura Sustrik are back from their long trip around the east coast and mid-west. Barbara is sponsoring an Alaskan Cruise for August 2011. For Dutton fans, there is an exclusive package of amenities including a welcome reception with the band, reduced cost on private shore excursions, and, naturally, performances by The Duttons on our Holland America cruise ship, "The Oosterdam." Prices start at just \$1099 per person, so call our exclusive booking agents Jan and Laura of Prestige Travel / American Express today! (623) 249-3437 or (623) 687-6505 or email them at lsustrik@gmail.com or kre8byjan@gmail.com.

For the information flyer, go to http://www.theduttons.com/dutton_events/cruise/index.cgi

Any UA retiree whether you are pilots, flight attendants or ground personnel, all are welcomed to contact us and join us for Breakfast at Coco's. We meet bi-weekly and all are welcome. Get to know us and maybe we will be counting you as a member in the near future. If you are planning to come to a breakfast please call **Jim Bechtold** at (623) 465-5423 on the Monday before breakfast. He advises Coco's of how many will be attending.

Note: Mark your calendars for the Azure picnic, October 9th at the Beardsley Park, Ramada Number 7.

Time 11:00AM. Further details will be e-mailed to all members.

Life's great truth: Wrinkles don't hurt

Calendar:

Coco's breakfast meetings - 8:00AM. Location - 98th and Bell roads

October 12

October 27

PHOENIX RE-UNITED

Liz Tollefsen
9034 E. Citrus Ln. N.
Sun Lakes, AZ 85248
(480) 895-2897
tedtolle@aol.com



We're into October now, when we begin having luncheons each month, in addition to the get-togethers for breakfasts on the fourth Friday each month. We hope more people will join us at our activities, now that our summer is over and the weather will be much cooler than the summer we have just experienced.

Come and check our chapter out if you're new to the area or even if you've been around for awhile and haven't been active. If you have worked for United Airlines at any time, and are of retirement age (55), membership in our chapter and RUAEA is available for you. Please contact our President, **Jim Brigante**, at (480) 443-0031 or by e-mail at jbrigante@aol.com. He'll be glad to answer any of your questions and give you directions to our luncheons or breakfasts.

Our last breakfast on August 27th had 20 people in attendance. Our President, **Jim Brigante**, and his wife, **Kathy**, were back from their summer travels, and happy to be back with our great group. A schedule of tentative activities for the year was announced, with copies being sent out to our members via e-mail.

Our first luncheon this fall, which is our annual Oktoberfest, will be held on Thursday, October 7th, at the Bavarian Point, Suite #32, 4815 E. Main Street in Mesa. We will meet at 11:00 a.m. for Happy Hour, and will order off the menu, with individual checks. Contact **Hank Falk** with your reservation by Monday, October 4th at (480) 893-1226, or by e-mail at hfhfalk@juno.com. Hope many of you will be able to attend. The food is always delicious. I'm sure you will enjoy yourself with all our friendly Re-United's members.

We were sorry to hear that some of our members have moved, or in the process of moving. **El & Doris Ailshie** have moved to the San Diego area to be closer to family, and **Sybil Voss** has bought a home in the Atlanta area to be closer to her daughter. We will sure miss them, but hope they will be happy at their new location.

Our next Breakfast will be held on Friday, October 22 at Crackers in Mesa, located at 535 W. Iron Avenue (near Hwy 60 and Arizona Avenue), starting at 9:00 a.m. Contact **Peg Snowdall**, our Vice President, by the Wednesday before, if you are planning on attending. Peg can be reached at (480) 396-3317, or by e-mail at phomfeldt@cox.net. There is always a wonderful selection. Guests are always welcome.

Remember, we're still collecting items for the Fantasy Flight to be held December 4th at Sky Harbor Airport. Items needed are bears, Barbies, blankets, socks, and gloves for the children plus books for the sale at the airport. **Peg Snowdall** is collecting these items. You can give them to her at any of the breakfasts or luncheons coming up.

October Birthdays are: **Joe Johnson** (10/5), **Carol Ward** (10/6), **Donna Pedone** (10/10), **Cindy Hilsabeck** (10/12), **Homer Warthen** (10/19), **Bob Hallden** (10/25), **George Nolasco** (10/25), and **Beverly Gerdes** (10/27). Happy Birthday to all!

October Anniversaries are: **Christine & Bill Rang** (10/18/81), **Dorothy & Jim Pappas** (10/19/57), **Agnes & Homer Warthen** (10/19/63), **Dot & Pete Kuspis** (10/21/50), **Kathy & Jim Brigante** (10/24/64), **Cindy & Ferrol Hilsabeck** (10/25/58), and **Nancy & Graham Snediker** (10/25/2005). The **Kuspis** are celebrating 60 years, and the **Pappas** and **Hilsabecks** each have over 50 years. Time sure flies! Congratulations to all!

Calendar:

October 7 – Luncheon at Bavarian Point, starting at 11:00 a.m. Contact **Hank Falk** at (480) 893-1226, or at hbfalk@juno.com with your reservation by Oct. 4th.

October 22 – Breakfast at Crackers in Mesa, starting at 9:00 a.m., Crackers is located at 535 W. Iron Avenue (near Hwy. 60 and Arizona Avenue). Contact Peg Snowdall per the information above.

November 10 – Luncheon at Busters in Scottsdale

November 19 – Breakfast at Crackers. Note date change due to Thanksgiving Holiday.

December 9 – Luncheon

December 17 – Breakfast

CALIFORNIA

CENTRAL COASTERS

Avila Beach, CA
Al Rybar
P.O. Box 2298
Avila Beach, CA 93424
(805) 595-2532
papawow@charter.net



Our August meeting was held on the 18th at the Avila Beach Golf Course. The restaurant has changed

management from Mulligan's to McFee's; now; it is just the Avila Grill. Lucky for us, the employees remained the same as we had a very delicious lunch and the service could not have been better.

There were 19 members in attendance. Our Vice-President, **Esther Bartlett**, opened the meeting since our President **Marica Stanger** was out of town with her husband **Bob**. Our treasurer, **Dana Noyes**, gave her report and said that our treasury was in good shape. She also said that **Howard Lackey** will remain as our So. California Region Director. He sent her his three years dues in advance. We are always happy to have Howard as a member of the Central Coasters and his attendance is one we look forward to. His update on the operation of UAL is well received and we get a lot of information during the question and answer time.

It was mentioned that **Joan Schaefer** had a birthday on August 3rd and it so happens that **John & Barbara Stilwell** celebrated their wedding anniversary on the same day. Joan finally received her money from the Wheel-of-Fortune. The UAL/CO merger pass policy is still being discussed.

Mike Zoldak gave us an update on SFOMB after talking to friends there. One of the things he mentioned was that Continental Airlines mechanics were represented by the Teamsters. What effect it will have on the merger is yet to be worked out.

Bob & Pat Wagner visited relatives near Ames, Iowa this summer. Bob likes to play golf while he's there, but he didn't have the chance on this trip. It rained quite a bit, they got 3 inches one day and 4 inches the next. He said the corn fields were under water and if you read the newspapers, the college's football field was flooded as well as several buildings. The temperatures were over 100 degrees and the humidity was 100 percent. He was so happy to get back to our cool weather and fog. You could tell by the smile on his face.

After the serious part of our meeting was over with, **Jack Cunningham** had to entertain us with his selection of a few jokes. He also told us that he got a hole-in-one at his favorite golf course. This was his first one, ever, and the way he told it, you would think he just won the U.S. Open. I questioned him as to whether it was seen by anyone. He said that it was witnessed by two others. I then told him that it is customary for the one getting the hole-in-one to buy drinks for everyone. I encouraged our members to belly-up to the bar and have Jack buy. He refused to buy because we were not in his golf group, but I told him we could make it retro-active. This was not accepted. Jack also said that he had to drive 94 miles to our meeting but the drive back would probably take 115 miles. This is because his wife, Eleanor, cannot pass up the Chumash Casino.

If you received a copy of the August Newsletter, you would have noticed a picture of Capital Airlines

Constellation. I flew several times in this airplane and at the time, the seating included a lounge in the area that became the first class section. After reaching the cruising altitude, the Captain announced that everyone is welcome to use the lounge. Those were great times and this picture brought back a lot of memories.

Calendar:

October 20 - Meeting hosted by **Bill & Dana Noyes**

December.15 – Meeting hosted by **John & Barbara Stilwell**.

BRAZEN RAISINS

Fresno, CA

Dick Shryock

39379 Hidden Oak Drive

Oakhurst, CA 93644-9530

(559) 683-2728



Elida & Reuben Rivas hosted the Brazen Raisins' August 2010 meeting. It was good to see our Sunshine Lady, **Donna Nessling**, back after missing our July meeting. **Peggy Oakshott** reported that **Jack Hartman** is in the Veterans Hospital and is not doing very well.

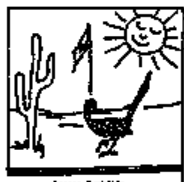
We were sorry that **Carmensol & Mauricio Rehebein** were unable to attend the August meeting.

The 2011 RUAEA Convention will be held in May in Portland, Oregon. The turnout for the 2010 Convention in Orlando, Florida was rather disappointing, and it's hoped that the turnout in Portland will be better.

There was a discussion of flying and how to buy tickets on other airlines. President **Dick Hayes** told that United's flight attendants celebrated 80 years of service.

The two **Dicks, Hayes** and **Shryock**, contributed jokes - ha, ha, ha.

The Brazen Raisins' September meeting (if you can call it that, with only 8 members in attendance) was hosted by President **Dick Hayes & Hazel**. Dick reported that the United/Continental merger is moving fast; United retirees' main concern is still the UAL retirees flight benefits after the merger. Other than a crummy joke by **Dick Shryock**, that was the meeting.



DESERT SUNBIRDS

Palm Springs Area

Chuck Lamas

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Palm Desert, CA 92260

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cjlamas@msn.com

The Desert Sunbirds' August Luncheon, hosted by **Bill & Donna Eads**, was at the always popular P. F. Chang's Bistro in Rancho Mirage. Thirty seven members attended, braving triple-digit temps.

It was great to see **Dee Wright**, for the first time in many months, recovering from cancer surgery, and looking good. Also in attendance, **Louie Horvath**, who had let his membership lapse, but is back in the fold, and promises to be an active member again.

An update from our wanderlust, **Dede Utzinger**: She's been traveling around Oregon, then to Arizona for her grandson's first birthday, then on to her annual 2 weeks in Maui. Some other Sunbirds on the move: **Al Beuchel** and **Mark Kaplan** to Boston, **Roberta Craig** to Northern California, and **Gay Traber** to Las Vegas & Atlanta. Except that she never made it to Atlanta. So I guess we could say, "Whatever happens in Vegas ...", well, you know!

Maureen Williams continues to receive recognition for her volunteer work in Desert Hot Springs. September 11th will be declared "**Maureen Williams Day**" in D.H.S. Congratulations are also in order for her; she became a great-great grandma on July 23rd.

Happy 80th Birthday to **Ray Silvestri**! Congratulations & Happy 52nd Anniversary to **Jim & Vivien Rotella**.

Ron Aggson had cataract surgery on his right eye in July and the left eye in August. **Merv Myers** found out his leg problem is spinal stenosis. **Shirley Spittler** corrected our report last month of "breast cancer recurrence" to - the first occurrence. First, second, or third, we'll keep Shirley and all of our members with health issues, in our thoughts and prayers.

Carole Paquin won the birthday free lunch, and **Melinda Lerg** won the 50-50. Our hosts, **Bill & Donna Eads**, had a bonus drawing, with **Al Pennington**, **Gay Traber**, and **Marilyn Foley** each winning a bamboo plant.

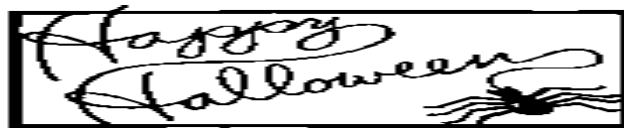
Did you know that August of this year had 5 Sundays, 5 Mondays, and 5 Tuesdays? It won't happen again for something like 850 years. I can't wait!

Even More Church Bulletins:

- ☺ *Scouts are saving aluminum cans, bottles and other items to be recycled. Proceeds will be used to cripple children.*
- ☺ *Potluck supper Sunday at 5:00 PM - prayer and medication to follow.*
- ☺ *Ladies Bible Study will be held Thursday morning at 10 AM. All ladies are invited to lunch in the Fellowship Hall after the B.S. is done.*
- ☺ *Low Self Esteem Support Group will meet Thursday at 7 PM. Please use the back door.*

Calendar:

October 13 – TBA - Hosts: **Ron & Barbara Napier**



SACRAMENTO GOLD DIGGERS

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sydandshe@yahoo.com



REDWOOD EMPIRE RETIREES

Mary Hill, Secretary
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Rohnert Park, CA 94928
mchill941@att.net

President **Ken Norton** welcomed 53 members of the Sacramento Gold Diggers to the August meeting at Alta Sierra Country Club. He thanked **Forester & Jean Sinclair** for hosting the luncheon. There were three guests present: **Jim & Carla Moss**, friends of the **Sinclairs** and **Sarah Stroud**, grand daughter of **Dorothy & Darryl Stroud**. Ken also thanked Vice president **Alice McPeak** for conducting the July meeting in his absence.

The chapter received an invitation from **Dave Faso** of the RUAEA San Jose chapter to attend a meeting with their group. Unfortunately, we were unable to accept because of time and distance considerations. There were several anniversaries to celebrate this month: **Geneva & Al Lockwood**, 65 years; **Jim & Ethel Meek**, 60 years; **Bob & Margaret Eggert**, 54 years; **Karl & Ruth Stannitz**, 54 years, and **Daniel & Rosemary Figueroa**, 54 years. **Bob Eggert** led us in the singing of Happy Anniversary. **Judie King** gave the treasurer's report. She also advised us that the October luncheon would be subsidized.

Sunshine lady **Angie Dellinger** sent get well cards to **Barbara Bertacini** and to **Ronnie King**. We are pleased that they are both in attendance today. It was brought to our attention by **Velma Stough** that former long time members, **Wayne & Zepha O'Kelly**, have moved into senior housing following **Wayne's** illness. We wish to send them our best wishes.

Ron Bertacini advised us that the merger was moving along. The stockholders will vote next month. The Department of Justice and the Department of Transportation will next be ruling. The travel arrangements for employees and retirees, has not yet been decided and we are hoping the new company will adopt the old United plan. One member asked where he could obtain old United memorabilia. Ron says EBay has a lot of things that pertain to UAL.

Glenn & Alice McPeak conducted the raffle. They have requested that the members look into their closets to come up with more raffle items for the future.

Calendar:

September 29 - The National Hotel, 211 Broad St., Nevada City, hosted by **Bob & Margaret Fulkerson**

October 27 - The Creekside Bar and Grill, 555 Main St., Vacaville, hosted by **Martha & Charlie Szekretar**

November - No meeting



Our annual picnic was held in Armstrong Redwoods State Park on August 12. It started out a little cool, but soon it turned into a lovely day. It was very nice to see the young people enjoy such a beautiful area.

President **Joanne Huhn** called the meeting to order after a great luncheon of BBQ chicken and all the trimmings. Joanne called for a moment of silence for **Grover Blackburn**, who passed away on August 8. Grover started as a Storekeeper in SFOJJ, **Charlie Anderson** was his Supervisor. Grover then became a mechanic and worked in the Jet Shop at the Maintenance Base in SFO. Grover will be missed.

Joanne thanked **Verda** and her son **Bart Burr** and all her helpers for a Great Picnic. The food was excellent.

Our Vice President **Maddy Mc Kinnis** is busy recuperating from hip surgery, which is going very well. Maddy plans to return to our September meeting. In her absence, I announced our guests: **Cor & Nely Kemp**, guests of **Nick & Maria Van Kruining**; **Bart Burr**, guest of **Verda Burr**; **Jack Donahue**, guest of **Joan Olsson**; **Margaret & Ed Nelson**, guest of **Les Carey**; **Lee & Gigi Trevelyan**, guests of **Barney and Clare Hagan**; **Brian Quinn**, **Sherri Quock**, **Kathryn Quock** and **Katie Quock**, guests of **Diana Quinn**; **Angie Saul**, **Kenny Saul**, **Marine Bennett**, **Kate Bennett**, guests of **Inara and Heino Witt**; **Prudy Wilcox**, guest of **Ted Bell**.

Joanne gave the Treasurers Report; our Treasurer **Judy DeFord** was away visiting family. Our finances are looking good.

I have to make a change to the July minutes concerning **George Schwinds** autobiography. One of his first jobs was to conduct a 6 month service evaluation of an airborne flight data recorder intended to assist in providing essential information, otherwise unobtainable in aircraft accident and incident investigations. This was prior to the Civil Air Regulations requiring mandatory carriage of flight data recorders. It was of World War II vintage and installed in the tail of a Convair 340 aircraft. Based on the information gained, he together with **Frank Todd** (DENFO), prepared the initial specifications used as a straw man by the industry for the manufacture of flight data recorders.

Sunshine **Verda Burr** announced our birthdays for August: **Joan Sheehan**, **Tom Costa**, **Fred Langkusch**, **Ivy Cardineaux** and **Iva Clark**. The anniversaries are **Ron & Joanne Huhn** (54 years) and **Pat & Sal Ortega**

(47 years). We sang congratulations to all. Verda sent cards to **Clare Hagan**, who is recuperating from ankle surgery. The target date for cast removal is September 21, which can't come soon enough for Clare. Cards were also sent to **Jan Blackburn**, **Pat Maus** and **Maddy Mc Kinnis**. Verda also sent a card to **Myrt Gaudys'** family. Myrt passed away recently. We do not have any particulars as yet.

We had a great raffle and many people went home with great wines and chocolate. A good time was had by all.

Calendar:

October 14 - Quail Inn, hosted by **George & Lois Schwind**

November 11 - Mountain Grove Inn, hosted by **Brandon & Pat Maus**

Re-LAX-ers

Los Angeles

Barbara Smith

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Seal Beach, CA 90740

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I am frantically typing to get this column in – as close as possible to on time. If you want to have time “get a life”, don’t volunteer to be a director of a condo/coop board. Whew! Between that time-consumer (reports - note plural - due every month) and the weekly trips to the USO and every Mon. morning pouring coffee at our L.W. hospitality affair. Am I nuts? Yep!

But at least our summer has been so comfortable - my kind of weather. Except for a couple of 5 or 6 day heat waves, we’re still experiencing “June gloom” coolness - you know, almost foggy mornings, sun between about 11am to 3pm - more cooling clouds but as they say, “*it never rains in southern California*”. As I mentioned last month, I went to LAS in August, expecting to barely endure their heat, but believe it or not, I took coolness with me. The day I arrived, their temperature dropped below 100 for the first time in weeks - not bad at all - my kind of weather!

Reporter **Jim Ferrance** heard through **Betty Tomaino** about a former LAXRR (as well as LAXCS & LAXSW), friend, **Colleen Kaye**. Colleen’s husband, **John Kaye** (A Sales Rep for HA) passed away in May. Colleen can be reached at 11447 Madeira St., Cypress, CA 90630, hnigal@aol.com. Friends from the LAXRR days will want to send condolences as they remember John as well as Colleen. **Jo Guidry** who was in LAX and BURRR, now a resident of LAS, lost her 104 year old mother in July. A mailing address for Jo is P. O. Box 2106, Lancaster CA 93539. Jim heard that **Tom**

Prairie (LAXMM), husband of LAXRR retiree **Louise Prairie** lost the battle with cancer in August. Send notes or cards to Louise at 78293 Prairie Flower Dr., Palm Desert CA 92211. The latest news from **Linda Muche** is that she had to go in for breast cancer issues on 8/26. I haven’t heard the results at this point. Linda’s put so much into her remarkable recovery from her health issues that we all hope and pray everything is totally OK.

Two items of news from **Jo Ann Briggs**, our treasury keeper. She’d been noticing a small blurry spot in the vision of one eye for about a week and one day while doing her USO stint, happened to mention it to another USO volunteer. That volunteer happens to be an ophthalmologist, so she casually asked him what he thought it might be. His response? “*Go to the doctor - tomorrow!*” She was a bit alarmed at his short and quick answer, so followed the suggestion. The end result, after being referred from one specialist to another to another - she was advised she had a detached retina. Seems they can hospitalize you for this and put you pretty much “under”, but there wasn’t time to do that in her case. So poor Jo Ann had to go through the awful procedure right then and there - needles in the eyeball, shots, more fooling around behind the eyeball. Her description was awful - makes me shudder to recall it!

She said it was the worst experience of her whole life. She had to cancel a trip to visit up north, stay very quiet, lots of resting – can’t go anywhere at a higher altitude than home - which here in Seal Beach is 5ft., maybe hers is up to 10 feet. She’s been told it will probably be OK, but without that quick treatment she could have lost the sight of that eye. So, if you have a similar experience, go check it out immediately. The second item from Jo Ann is that she has decided that she has to discontinue her volunteer work at the USO. The folks there who worked with her have told us how they miss her.

Marie Capparelli hasn’t been able to get to the Re-LAXers meetings for some time, but we hear about her through the IAM retirees group on occasion. Per her daughter, she was recently in and out of the hospital but as of the August meeting report, she is feeling a bit better. By the way, she is 96 yrs. old - good going Marie.

Norm Dugas and his pacemaker are getting along fine, and **Gert** is feeling a lot less stress - keep up the good work, both of you.

A few travels have been reported lately. Looking forward to a trip to visit friends in Germany and traveling with them to Turkey are **Ester & Louis Horompoli**. Their German friend found a terrific tour at a terrific price for the tour so they jumped at the chance. The **Schusters** were in Germany in August - missed the steak fry.

Frankie & Al Tscherhart visited family and

friends in Hilton Head this summer. The travel was a bit hard for Al who has been recovering from broken bones from an accident earlier in the season, and ended up suffering from vertigo.

I got a note in July, (which got buried on the desk, and overlooked last issue) - from **Gerry Luxenburg**. He said they have been missing from meetings due to other (more fun?) activities at the same time. I'll forward his letter to Donna so she can put more details in the ReLAXers news with meeting notices. One detail worth repeating - they'll be celebrating their 60th anniversary on Oct. 15, "*a milestone I never dreamed would happen, much I attribute to Ray's (Mrs. L.) support and love over these many decades.*" They do their best to attend some of our events.

I still get many calls for help with LAX employee/retiree parking. It is now \$30 for the permit, and add \$2 for good ol' Barb's gas and postage, and your set for parking up to a whole month plus 5 days. Just let me know - give time for me to buy permits - and you'll save a bunch.

Calendar:

October 7 - Luncheon. May be at the Proud Bird - maybe a new location. Watch for flyer.

December 2 - Christmas Luncheon - Location T.B.A.

December early - Fantasy Flight. Why can't I remember to check out the actual dates - darn!



GOLDEN GATERS **SFO - BAY AREA**

Helen M. Cain
163 Francisco Drive
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musicalcain@sbcglobal.net

Wonder of wonders and God bless us all ... we retirees and retiree spouses are still a great big marvelous and contributing "*family*". This is reassuring and gives one a warm friendly feeling when we individual chapters hear from other retirees across the nation. A recent email was received with a great picture (birthday balloons in the background!) from **Nancy & Harold Mitchell**. After 67 years of marriage, we are now finding out that **Nancy** married a younger man: **Nancy** has just turned 90; **Harry** is only 89! They met while both were serving in the Royal Air Force (RAF) in World War II. So, to you other Brits out there, the **Mitchells** would probably enjoy hearing from you. Presently living at 634 Tudor Road, San Leandro, CA 94577, they will be making a move in September. If you'd enjoy sending out your love to them, better do it fast. (Hopefully they'll be able to leave a forwarding address.)

The SF Bay Area must be a wonderful place to live

because we celebrate sooooo many 50-plus wedding anniversaries! **John & Leona Clothakis** just commemorated their 56th. Our best wishes go with you.

Unfortunately, **Don (Butch) Brochu** recently took a tumble in his own backyard, breaking his pelvic bone in several places. That means spouse **Joan** is "The Boss" around the house for a month or so, right Joan? Don will be laid up for a while so if you'd like to send a card: 1145 Morningside Avenue, South SFO, CA, 94080.

The following is for those of you interested in temporary retiree parking at the SFO Maintenance Base (MOC) when you're flying out of SFO airport. This lengthy but detailed (complex?) data is provided due to recurring requests from many travelling retirees. With great appreciation to recent retiree travelers **Shirley Campbell** of Palo Alto and **Gene Lee** of San Francisco, we can now bring you up-to-date.

During normal business hours on the day you're flying out, you must go to the manned Security Desk at the Maintenance Base Lobby Office. Then you may return home to check the space availability of your flight. If it has been oversold, your parking permit is still good. The parking lot entrance permit has no expiration time or date. However, do remember that you must obtain a new parking permit each time you travel. Your parking pass will be good for **21 days** which entitles you to park in one of the **108** stalls marked "**Retiree Reserved Parking**". Parking elsewhere may result in your car being towed at your own expense. The parking area is in C-2 and C-3. There are 8 long rows and an additional row along the fence. If you look at the letters in the huge "**UNITED MAINTENANCE BASE**" sign, the retiree parking rows line up with the letters "I" through "N". This area is in the SOUTH end of the WEST parking lot NW corner. This is nearest the spiral pedestrian overpass over Airport Boulevard (South San Francisco). You can catch the "Long Term Parking" Shuttle Bus at Bus Stop #5 which is the first stop after the bus enters the parking lot. **Note:** It is a considerable walk from where you park your car, probably 2 city blocks so bring your roller skates!

Regarding parking permits for early flights: During non-business hours, the entrance to the Main Lobby, the door to the left as you park in the "green zone", will be locked. There is a **Call Box** located next to the door. This **Call Box** is similar to the one used to contact Security when you want to enter the parking lot. Pick up the **intercom** and wait for **Security** to answer. **Security** is **not** located just upstairs from the Main Entrance so expect it to be a while before they can **DRIVE** over. After unlocking the door to allow you admission, you will be required to fill out a Parking Permit form. (If you are running a wee bit late, watch your anxiety level and blood pressure elevation!) Once you have your precious document in your hand, you may drive to the dedicated

parking area, the entrance to which is *adjacent* to the **Cell Phone** Lot. This is where the Long Term Shuttle buses enter the Long Term Parking facilities. Exercise extreme caution when walking across the road leading to the Shuttle Bus stop. This road also leads to the San Bruno Avenue exit. Buses will be using that road in addition to cars looking for the Cell Phone Lot, limousines coming and going, shuttle vans and buses ... as well as clueless drivers who are totally lost. This is an area where drivers *do not expect* to see pedestrians. Do be aware of decreased visibility during the Autumn and winter evening hours.

This is a nice service, the price is right (free), but it's no longer that convenient. Also, it must be sensibly realized that *nighttime* walking could cause additional problems. There will *not* be a policeman standing at every corner just for your security. Installation of a gate in one fence could eliminate some of the extra walking ... but then that's only wishful thinking.

It is also necessary to show your UAL-issued retiree badge to the guard (security) at the Maintenance Base Lobby Office.

Now is the time, Members, for you to volunteer your services on the Executive Board or act as Coordinators. Elections are coming up soon. *I hate to beg, but I shall:* We've *ALL* been working hard for a number of years just to please you, and also, because we also *value* the number of friendships we've made. These monthly meetings offer you up-to-date UAL information, programs, special speakers and varied entertainment. This, plus the ability to have friendly conversations with other retirees you enjoy being with, but may not be able to see on the outside ... that's another plus.

Kitchen Coordinators **Walt & Vera Kina** have gone overboard to always present you with hot beverages before and during every General meeting and to plan and execute, in addition to our potlucks, occasional fun theme lunches. Now after many years of service, they quite understandably would like to be replaced. Local Quarterly Newsletter Editor **Shirley Campbell** provides a valuable source of current information. She is also desirous of a replacement. And of course, *like all of us*, she will be available to take your questions and assist you as to the Newsletter's needs. Last year, those of us on the Board had to "play musical chairs" just to keep our organization going. Did you know that? And yes, that's just not fair. And, no excuses, please, about your age, aches and pains, or "whatever". We're all in the same boat. If you don't want this boat to sink, this is an SOS. If you want to continue to meet, greet and enjoy our monthly meetings arranged with only you in mind ... we ask you to step up to the plate and be counted. We've enjoyed what we do and what we've learned, but ... we're tired.

Indefatigable International Travel Coordinator **Gin-**

ger Dahlberg is offering a 2-night 3 day tour to beautiful Yosemite National Park, transportation, casino visit, meals and lodgings included. This is scheduled for mid-October so please contact her immediately, telephone (650) 224-1865 or email gingersfo@aol.com. Also, if you contact her quickly, a few spaces remain on her **"Grand Egypt"** tour scheduled for February 9 – 23, 2011. This trip is selling out fast!

And finally, under the category of "Did You Really Want To Know?" reporter **Katrina Brown Hunt** brings us the latest "America's Favorite Cities" survey where "Travel & Leisure" readers rated 30 American cities. Ratings are based on food, shopping, on-time performance, efficiency (or potential surliness) of airport employees, and travel to and from the various airports. (Funny, they didn't mention baggage handling!) **Worst airports:** #1 New York, NY, #2 Los Angeles, CA, #3 St. Louis, MO, #4 Washington D.C. and #5 Boston, MA. **Best airports:** #1 Houston TX, #2 Orlando, FL, #3 Minneapolis/St. Paul, MN, #4 Portland, OR, and last but not least: #5 Providence R.I.

Personally Speaking: Quoting humorist **Andy Rooney**: "*I've learned that life is tough ... but I'm tougher. I've also learned that a smile is an inexpensive way to improve my looks.*" (Way to go, Andy!)

Calendar:

NO September meeting at Foster City. Our annual picnic takes its place at Flood Park, 215 Bay Road, Menlo Park. Tickets: Members \$10.00, guests \$15.00. Last minute reservations, please call Auditor **Judy Curran** at 650-593-8922 *no later than September 17*. General meetings return again promptly at 11:30 a.m. on the 4th Mondays of October and November. (**NO** December meeting.) Location: William Walker Recreation Facility, 650 Shell Blvd. (cross street is Hillsdale Blvd.), Foster City, CA. Lost? Call (650) 286-3380. Send mail to **UAL SFO-Bay Area Retirees**, P.O. Box 4788, Foster City, CA 94404.

SAN JOSE, CALIFORNIA

SFO/SJC SOUTH BAY

Joan Dahl & Nancy Walb
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Our many guests this month include President **Dave & Joanne's** daughter Michele and grandchildren Gabby & Mark. **Hilary Velasco** and **Jose Camacho** from Costa Rica, **Dick Davenport** from Vancouver, visiting his classmate from second grade, **Sam Cramb**; **Georgia & Van Nielsen**, she is UAL's Historical Foundation Secretary; **Vi Mattscheck's** son Bob and grandson

Charles Owens and great-granddaughter Violet. **Kathleen Adams** joined us in her new capacity as a new member. Welcome Kathleen!

We all agree that United is being redundant in sending out notices of insurance deductions from our checking account with a return envelope. UAL's reply: *"this is new and when working smoothly, it may change"*. UAL still has a goal of moving toward paperless.

The **Devlins, Marcolinas, Olthoffs** and **Reichards**, our travelers to China, have returned. They were amazed at the amount of people there and surprised that everywhere they went, there were more crowds. Not surprising although humorous to mention, they had Chinese food for lunch and again for dinner; oh yah, breakfast too! When they were tired of beer, they would order soda. We are happy to have them back and enjoyed looking at Rosemarie's photo book while sipping Mai-Tai's (na) and watching **Mary Lou Rogers** gracefully perform the Hula dance at our Hawaii themed breakfast on the 6th. As promised; President Dave and his helpers gave us the feeling of being on the beach amongst the flowers, sand, ocean and beautiful cloudless sky. The fish were swimming in the horizon; they were so happy and so were we.

The South Bay Ladies Luncheon hosted by **Alice Rostirolla** and **Ann Olthof** at Alice's beautiful garden yard on August 4th was pure delight. Conversation and laughter flowed while we were expertly served by our hostesses. **Vi Mattscheck** tried the triple flip and was only able to complete a 180. We applauded in appreciation knowing she did it safely and with no broken bones.

Sunshine Lady **LaDonna** is happy to say our list is rather short. As of last report, **Anna Howze** was reportedly shopping (a first venture since her knee replacement surgery); **Stan Kolman** is putting weight on his leg and walking sparingly with a walker after a major fall in the Holy Lands in June. **Marion Gaevert** is feeling much better after acquiring a new companion "Honey".

Calendar:

(8:00 AM Friday Breakfast at Holders Country Inn in Cupertino across from the Home-Depot)

September 29 - Fall Banquet at Michael's at Shoreline

December 7 - Winter Banquet at Mariani's



EAST BAY DIABLOS

Contra Costa County
Diane Griego
1634 Nuala Street
Concord, CA 94518
(925) 676-6097
diangriego@aol.com

Our August meeting was held on the 9th with 23

members and guests. Good to see everyone after our July break. We were glad to welcome **Tom & Barbara Cunningham** back, as well as **Jackie Ormiston**.

Our 50/50 was won by **Adeline Lee**.

Rich Bouska gave a brief presentation about the United Airlines Historical Foundation (UAHF). The mission of the Foundation is to Preserve the Past and Inspire the Future. UAHF is in need of new members, memorabilia and donations. A modest dues amount of \$10.00 a year will help the Foundation create and develop new exhibits and help keep its Aviation Scholarship Program alive. For more information on UAHF, go to www.uahf.org.

Tom Cunningham gave a brief description of the half-fare for seniors (62 or older) for travel on the Capitol Corridor trains and directly-connecting Amtrak Thruway buses, which is good on Tuesday, Wednesday and Thursday service (through October 28). Some sample fares from Martinez to Sacramento \$16, San Jose \$22, Reno \$43, Red Bluff \$44. This is not applicable on direct Amtrak long-distance (mainline) trains.

See: http://www.capitolcorridor.org/fares_and_tickets/promotions.php?subnav=seniors.

Don't forget that our Day at the Races is October 2nd. Please let me (Diane) know as soon as possible - at the latest, at our next meeting September 13.

We meet the 2nd Monday of each month at Marie Callender's Restaurant in Concord. Social time from 1100-1200, then lunch and business matters. No need for reservations. We encourage you to attend and bring your guests. We have representation from many departments.

Calendar:

October 2 - Our Day at the Races

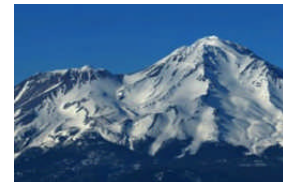
October 11

November 8

December 13 - Annual Christmas Party & Toys for Tots collection)

CALIFORNIA NORTHSTATERS

Chico, California
Sharon Simonton, Secretary
P.O. Box 2257
Paradise, CA 95967
(530) 872-7992
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What a cool time for the Northstaters! Not only have we been blessed with cooler weather in the North-state, but also our meeting/luncheon at the Redding Holiday Inn on July 29th was very nice! We had great food and great conversation with 27 of our fellow retirees.

Vice President **Richard Skelly** held the meeting. Our President **Merritt Odor** and his wife **Klaren** were traveling. Richard welcomed our RUAEA President **Ron Bertacini** and our Regional Director **John Zoboli** to the meeting which turned out to be very informative.

John gave a report on the new convention site, Portland, Oregon in 2011. He also told us about United's profits and the move of Flight Attendants and the Flight Office to the lower ramp area in SFO to save United \$140 million over 10 years.

Ron Bertacini gave us a great talk on the merger. Lots of questions to ask at this point and lots of concerns about the pass travel.

Billie Jorgensen gave a wonderful presentation on the Flight 93 memorial and how we could contribute our extra funds.

Our next meeting in September will be a picnic held at Anderson River Park. What a great way to spend the day by the Sacramento River with fishing pole in hand for those who want to, sharing friendship and games. It will be pot luck and flyers will be coming out. Please RSVP to Sharon by Sept. 23rd.

The winner of the 50-50 raffle was **Katie Innocenti's** granddaughter **Lauren** and the winner of the \$15.00 gift certificate was **Dick Hooning**.

Calendar:

September 30 - Meeting/Luncheon will be a picnic at Anderson River Park KC Grove #2. Start at 11:00 AM
November - Date and place of meeting to be announced. Hope to see you there!

COLORADO

DENVER MILE HIGHERS



Tom Goodyear
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Denver, CO 80231
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tagoodyear@aol.com

Sept. 4 was the Mile High Chapter Monthly Breakfast at United Airlines Flight Training Center. There were 46 members and guests in attendance. **Tom Goodyear** reported on the passing of **Charlotte Frey** on August 11. Charlotte was the wife of **Del Frey**. Cards can be sent to 8122 So. Biloxi Ct., Aurora, CO 80016-7006. Tom also reported that **Jacqueline Grandchamp**, wife of **Hal Grandchamp**, passed away on August 9. Cards can be sent to 20591 E Weaver Ave., Aurora, CO 80016. Our condolences to both families.

Virgil Gooselaw reported that **Walt Hansen** was in a very serious accident near Wray, Colorado. Walt is in Swedish Hospital. Please keep Walt and his family in your prayers. If you would like to send him a card, his

home address is: Walt Hansen, 419 So. Victor Way, Aurora, CO 80012. It was good to see **Elaine Fluegel**, who brought her son, **Paul Fluegel**, a first timer. **Ray & Helen Shoults** brought their grandson **Zach Crandal**. **Dianne Adkins** attended with her father and mother, **Virgil & Martha Gooselaw**. Visitors are welcome at any time, come on back!

Tom reported on the progress of the CAL and UAL merger. It appears that everything is moving in the direction of closure in October. If it does become a reality, there remains a lot of work and adjustments that will take years to finalize. Don't look for immediate results.

Nancy Goodyear (wife of **Tom Goodyear**), their daughter Amy, son-in-law Mike, and grandson Brad went to Germany. Brad is going to be a student at the University of Oldenburg for one year, studying German.

"Flight without Fear" pre course orientations in Denver are scheduled September 7, 2010 5:50-6:30 pm and September 12, 2010 1-2 p.m. Classes start September 15 and run until November 3 with the graduation flight October 30. Contacts are Bonita Ades, (303) 795-5654 and Alison Preble, (303) 429-8791.

Virgil Gooselaw informed us of a situation regarding Alliant Credit Union Visa gift cards. The gift cards are basically treated the same as normal credit cards in the sense that there are time limits on reporting fraudulent use of the card. The normal time (may vary with issuer) limit is 120 days to report the unauthorized use. Past that time, you may not get another card issued without charge. The difference between regular credit cards and gift credit cards is, there is no monthly statements for gift credit cards; therefore, one doesn't know that the card has been compromised until it is too late, in some cases. The credit Union is aware of this situation and the current understanding is that some changes will be made. In the meantime, if you get an Alliant Gift Credit card, be sure and immediately register it in your name. If you are uncomfortable with the gift credit card, a good alternative that still keeps our business with Alliant is to get a money order or cashier's check made out to the recipient. This works good, it's secure and the recipient can get cash for it at the bank. The old saying is applicable "cash works good!"

The following folks return their 50/50 winnings to the chapter. **Frank Bennett, OJ Keip, Dan Simons** and **Cas Spokas** (won twice!).

Save this date! December 8, 2010 is our Christmas luncheon. Details will be in the next Newsletter.

Calendar:

Breakfast 1st Sat. each month, 9:00 AM at Denver Flight Training Center Cafeteria - DENTK. Call **Tom Goodyear** for information, directions, (303) 696-7001. Remember to bring your pop cans. Bring a fellow retiree!

PIKES PEAK

Chuck Stuller
1135 Beta Loop
Colorado Springs, CO 80905
(719) 475-2073
Chuck.stuller@hotmail.com



We held our regular meeting on August 23 at The Village Inn. **Michelle Haugen** could not make the meeting as she is taking care of her 94 year old mother-in-law. Our displaced COSOZ CSR's met **Diane Buchholz Eichorst**, ABQOZ for dinner on Sunday night, the 22nd of August, at Edelweiss Restaurant in Colorado Springs. **Gary Harper** has returned from a job in Kuwait and is transferring to a line station. **Paulette White** is recovering well after surgery. **Todd McGee** is buying a bigger house in Dallas, TX. Retired GM **Jim Poshusta**, COSOZ will now be spending more time in his motor home and ski boat. **Betsy Keithline** came down from Greeley, CO.

Cathie McDonald Dixon (SFOCS) posted on her FB. *"Today (Aug 23, 2010) is **Garry Dixon**'s (SFOCS/SEA) last shot at kicking this cancer thing. I ask all to pray for him and his doctors. Thank you all for your well wishes, best thoughts and most of all ... for your PRAYERS for my Garry!"* Garry is recuperating at home in NC. Send them an email at ladycd@msn.com.

Retired Senior VP of United Airlines Flight Operations Captain **Clark E. Luther** passed away August 20, 2010. **Bobbie** and their three children, Scott, Donna and Susie are in Hilton Head. Clark has been in a "care" facility for several months, and had slowly physically deteriorated, but was mentally alert and as sharp as usual until the end. Funeral services were Tuesday, August 24th, at 12:30 at Island Funeral Home, 4 Cardinal Road Hilton Head Isle, SC 29926-3721.

Our regular meetings are held at The Village Inn on Harrison Rd. and I-25 for lunch at 1200 hrs. Still the fourth Monday! Welcome all southern Coloradan!

Calendar:

September 27 – Regular meeting

October 25 – Regular meeting

November 22 – Regular meeting

Christmas Party – Open



FLORIDA

SAND"DABS"

Daytona Beach, FL
Bobbie Rieck
615 Yupon Ave.
New Smyrna Beach, FL 32169
(386) 427-0514



Prez **Dick Coughlin** called us together. After our pledge to the flag and a brief prayer, we made our food choice and then got started with the meeting. There were 17 present, including **Deborah & Robert Taylor** from SFO. They come to the area twice a year and always visit our chapter. We should consider them "Associate" members now. **Emily Veracka** was home from Boston. She had a good time with her family. Treasurer **Penny Logan** was off to SYR to help her daughter with the children. **Joy Sanders** and hubby had a doctor's appointment. They are changing doctors and you all know how that goes with paperwork.

Although Treasurer Penny wasn't with us, she left a report showing that we are growing our funds slowly, and it's always good to be in the black. **Steve Moddle** won the 50/50. Our birthday celebrants were **Janet Horton & Nancy Thomas**. Anniversary celebrants were **Lowell & Anne Johnston** (53 yrs). Our company Anniversary celebrant was **Bill Lowry** (61 yrs).

Rick & Marion Johnson were back from their Alaska cruise and gave us a summary of their trip, interesting places they visited; what they saw and enjoyed. They then went on to Las Vegas before returning home. They really like cruises. Rick gave a commercial for his business. He's an accountant and will keep books or do taxes for anyone. He guarantees us an airline discount!

At joke time, Dick had some funny ones, especially the one explaining why some men like to have a dog and not a wife.

Prez Dick gave us updates on the merger, which looks like it's keeping on "track" and clearing the necessary hurdles for a targeted completion date of 10/1/10. There were questions and concerns about the retirement privileges. We saw a picture of the new aircraft design. We were disappointed on not seeing the familiar tail design we're used to. The name of the company will be called UAL Holdings. Dick also gave us news of other things going on in the airline industry.

Prez Dick also gave thanks for all who prayed for his son John's back surgery operation. So far, all is going well. If therapy works, there is great news John will be able to go back to work after 3 yrs. of the misery he's been in from an industrial accident.

THOUGHT FOR TODAY: *May your troubles be less and your blessings more and nothing but good things come through your door.*

Calendar:

October 7 - 11:30 - Red Lobster

November 4 - 11:30 - Red Lobster

December 1 - 11:30 - To be announced



THE ORLANDO

REAL McCOYS

Elaine Tillman-Mannella

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Orlando, FL 32835

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emt6250@yahoo.com

We began our meeting today with the Pledge of Allegiance. **Ernie Vosges** brought the American Flag to our gathering and reminded everyone that veterans may now salute, which many of our members did. The rest of us placed our hand over our heart, as we all said the pledge. We owe so much to the servicemen and women everywhere and it was a wonderful reminder and a great way to begin our meeting! President **Rich Llewellyn & Cathy** are up in Ohio, so VP **Ken Michels** presided over a lively group of 36 members.

First order of business was the signup for food for the picnic, Tuesday, October 5th, Cypress Grove, located on Holden, between Orange Avenue; OBT has been rented from 11-5pm. **We will eat at 12:00 noon.** We'll provide the burgers and dogs! Bring a dish to share with the group! Come ... sit a spell ... catch up with friends!

The Christmas Luncheon will be held on December 7th. Several locations are being considered and we plan to vote at the picnic on October 5th.

Our Regional Director, **Paul Brown**, has been a busy guy. A new chapter was formed on August 24th for the Pensacola and Mobile area retirees. Go, Paul!

September Birthday Boys and Girls include: **Angel Montalvo, Helga Brown, Barbara Halterman, Char LeGrand, and Gene Hall.** Belated August wishes to **Dorothy Cahoon!**

Just one anniversary to celebrate this month ... drum roll ... **Tom & Peg Cannata**, congrats on 43 years together!

Calendar:

Luncheon time - first Tuesday of the month at 1:30pm. Golden Corral, 2323 S. Semoran Blvd. (just south of CurryFord Road).

October 5 - Picnic at Cypress Grove at noon

November 2 - Luncheon

December 7 - Christmas Luncheon, location to be determined. **SAVE THE DATE!**



TREASURE COAST

Stuart, FL

M. Jane Kerr

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Port St. Lucie, FL 34953

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jane Kerr13@att.net



Our vacations for the most part are over, but boy, did we have a good showing today September 7, 2010 after being off for July and August. A total of 16 members arrived, rough and ready to converse and have a great lunch.

This meeting was to collect dues for the coming year and voting for a new board. Well, you guessed it; a unanimous outcry was "*If it isn't broken, why fix it!*" I know you all know that saying, our good friend **Artie Frage** opened the bidding and our other good friend **Frank Wise** seconded the motion! I wonder if Frank thought he would win the progressive this time around. Well, unfortunately he didn't and there seems to be something going on there. Every time he and his lovely wife Jane come to our meeting, their names are not called, but boy, wait until he misses a meeting and you guessed it, they win. We would much prefer they come to the meeting and I am not the only one that echoes that preference. When **Al Popek** opened the meeting with his trusty block of wood and meat tenderizer, he asked if everyone would give us a rundown on what they did while on vacation.

Mary Kay and **Merrill Wetherington** travelled to Houston and Denver to visit family members (her daughter and grandchildren). **Diane & Ron Brodis** not only attended the Convention for a few days, seeing some fellow employees that she worked with, but also attended her 45th year HS reunion, then went to the *Days of Our Lives* Fund Raiser that was held in LAX. All the actors on the show were there and Diane & Ron were right in the middle of it all. At one of the breakfasts they attended, Diane had a book that she purchased that were bios of all the actors and they all autographed the book for them. You must know that she and Ron are avid watchers of DOOL! Exciting to say the least!

Millie Rossi and **Mari Hirjak** both enjoyed a quiet summer here in Florida. **Jane & Frank Wise** made a trip to Mt. Dora and took a cruise but when they returned home, Frank was rushed to the hospital for a 5 day stay. He, unfortunately, picked up a nasty virus on the cruise and spent many weeks getting well after his discharge from the hospital. Not a nice way to spend the summer.

Now comes the best, **Diane & Paul Liebisch, Barbara Dodenhoff, Al & Janice**, as you know, went to the Passion Play in Bavaria in May, Al & Janice came back home and the rest of the group stayed and visited

Berlin. Diane had cataract surgery in July and recovered beautifully. **Catherine Coates** had some illnesses during the summer but is doing well now. **Artie & Judy Frage**, along with **Chris Taylor** had a quiet summer here in Florida. Last but not least was me and the summer was too hot as usual for me, but I stayed here in Florida.

Al Popek is working on our Christmas party, would you believe! More concrete info will be given at our October meeting as to the date etc. Stay tuned!

The 50/50 was won by **Janice Popek** and the Progressive was won by **Constantinos Xifaras**, but since Constantinos & Celina were not with us, the money goes back to the next meeting. Celina is feeling fine and they will try to make the October meeting.

Now let me make a retraction regarding Susan Lucci. After saying she was the daughter of Phyllis Diller, I received a bio of Susan via email from **Diane Brodis** and low and behold, that was false, so I apologize for the misinformation.

We had a great meeting and hope to see more members in October. Remember, Live, Laugh and Love!

On the Lighter Side:

- ☺ *Larry's kindergarten class was on a field trip to their local police station where they saw pictures tacked to a bulletin board of the 10 Most Wanted Criminals. One of the youngsters pointed to a picture and asked if it really was the photo of a wanted person. "Yes, said the policeman," The detectives want very badly to capture him. Larry asked "Why didn't you keep him when you took his picture?"*
- ☺ *Larry watched, fascinated, as his Mother smoothed cold cream on her face. "Why do you do that Mommy? He asked. "To make myself beautiful" said his Mother, who then began removing the cream with a tissue. "What's the matter", asked Larry, "Giving up?"*
- ☺ *A study published in the journal "Neurology" says that people who snore are more prone to getting headaches. No reason was given. My theory: "It's because their partner hit them on the head all night long trying to get them to stop snoring".*
- ☺ *My therapist told me the way to achieve true inner peace is to finish what I start. So far today, I have finished 2 bags of chips and a chocolate cake. I feel better already!*
- ☺ *Last but not Least - A visiting Minister was assisting at our local church service. During the offertory prayer, the following happened: "Dear Lord," he began with arms extended and a rapturous look on his upturned face, "without you, we are but dust ..."*
He would have continued, but at that moment

one little girl leaned over to her Mother and asked quite loudly, "Mommy, WHAT is butt dust?" The service was pretty much over at that point!

- ☺ *Senior Citizen's creed - "Been there ... Done that ... Don't Remember!"*

GEORGIA

DIXIE FLYERS



DIXIE FLYERS

Metro Atlanta Georgia
Dayne Thompson
118 Circle H Rd.
Sharpsburg, GA. 30277
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dixflyers@charter.net

Twenty seven Flyers, including one new member and five guests, showed up for our lunch on Wednesday, September 1, at the I-Hop in Fayetteville, GA. This was a great turnout after being off for two months for the summer. Our new member, **Lucille Dolan**, formerly worked in ATLRR and all the Flyers welcomed her on board. Our guests were **Tina Meyers** and **Melissa Lane, Lyle & Joanna Meyers'** daughters, who have been very loyal attendees for many months. We are always glad to see the girls and Mom & Dad with us. Our other guests were **Selena & Jacob Dailey, Willie & Bobbie Fowles'** daughter and grandson, and **Terrie Wilson, Bogie & Jody Wallace's** daughter. Terrie was most knowledgeable about the state and city parks locally available for picnics or other events which, The Flyers have been looking for this year. Thanks Terrie for the great input. We'll be checking them out.

Fred Cron, our 50/50 director, conducted the drawing assisted by **Bill Elk**. **Lucy Dolan** drew the winning number held by **Judy Elk** who graciously donated the prize to The Promise Place. **Bill Elk** held a business meeting, and of course, the main topic was the United/Continental merger. **Bruce Brodersen**, our Regional Director, gave some updates and fielded questions from members.

People are still getting letters from the PBGC determining final distributions and notices of over payments. **Ray & Mary Owen** volunteered to have a picnic at their home in McDonough, GA. It's been a while since our "Grill Meister" **Ray Owen** has cooked some of his great dishes. So on October 6, our lunch will be a picnic at Ray & Mary's. Meat, bread, plates and utensils will be provided, attendees will be asked to bring their favorite covered dishes, desserts, and their drinks. It should be a great lunch/picnic.

On sick call is **Don Sullivan**, who is recuperating from complications from knee replacements which resulted in having two procedures. It seems he was aller-

gic to the first type put in and had to have it done again with a different type of material. Things seem to be going a little better now. Also **Diayne Thompson** is doing much better after having surgery on her foot. Although she is still in a cast, she should be up and about driving and walking on her own soon. Our thoughts and prayers go out to both for a complete and speedy recovery.

Calendar:

October 6 - Lunch/ Picnic at Ray & Mary Owen's home, 12:00 Noon. Address: 125 Elite Way McDonough, GA 30252, (770) 957-3579

IDAHO

BOISE GEMS

Rick Dempsey
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Eagle, ID 83616
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brandyjake@cablone.net



Our Annual Memorial Picnic was held September 8 at Cassia Park in Boise and hosted by **Carol & Dave Adams**. It was a cool afternoon with light showers; however, we were protected by the wonderful roof over our picnic area. The wind waited for us to have our pot-luck lunch and then it turned cold, so we all put things away and headed to our cars!

The brave souls who wouldn't let a little rain ruin their day were: **Dave & Carol Adams, Shirley Perkins, Palmer & Bob Sarnoff, Denny Snyder, Rick & Shirley Dempsey, Roni Adams, Marlene Croghan, Ned Yundt, Marilyn Taylor, and Ann & Floyd Rose.**

Calendar:

October 4 - Meeting at JB's in Meridian at 9:00 a.m.

ILLINOIS

CHICAGO SKYLINERS

Esther Broderson
51 Bonnie Lane
Clarendon Hills, IL 60514-1409
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estherales@aol.com



Based on the number of phone calls and comments regarding the closing of Artemis restaurant with no warning, a few facts are in order. First, information for the August RUAEA newsletter is compiled during July. After recording and editing all the news given, by July 5th, the same is emailed to Denver. They in turn edited the report to be printed and mailed. There is no way the August Newsletter would have been in time to warn of

the closing nor was it feasible to inform 568 Skyliners by phone, E-mail, RUAEA or flyers. As soon as the committee was aware, number one on the agenda was to find a new meeting place. It is no easy task to find a restaurant that's capable of serving an indefinite number each month, have ample parking, seating similar to Artemis, reasonable prices and willing to give separate checks. The one chosen best to fit that bill was Ritzy's in Rolling Meadows. The committee made arrangements on August 11th to meet and finalize time and dates. Our ever ready Good Samaritans **Ginny & Frank Vlach** went early to Artemis, posted a sign on the door advising Ritzy's address and driving instructions. Enter Murphy's Law ... Some person(s) took the sign, leaving many in the lurch in Artemis parking lot. We apologize on their behalf for the mishap but were pleased that twenty plus saw it and joined the committee at Ritzy's. The general consensus was, that is a good choice.

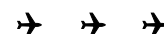
The only news we had from the Northside was the sad news that we lost two of our Skyliners. We reported **Georgya Schneider** ill last month and sadly, she passed away on August 15th, 2010. We will miss her at our breakfasts and luncheons. Our other loss was **Charles Parkinson**, a recent addition to our group, mourned by his wife **June**, children, grand and great grandchildren. "**Parkie**" was responsible for organizing a monthly luncheon for the retired UAL storekeepers.

The news is more cheerful on the Southside. Twenty people attended the meeting and thank you to **Mary Brandt** who got all the information in my absence. **Leona Gasiorowski** and **Lavonne Halach** were welcomed back after a long absence. **Barbara Kavouras** had a nice visit with her niece from Dallas.

The raffle was won by **Javier Chavez** (Mr. Lucky), **Linda Gonzalez** and **Lavonne Halach**. **Gwen & Bill Brookins** celebrated their 52nd wedding anniversary in August. We are hearing more and more about couples having long marriages. That's good news.

Rudy Maki, who hailed from Minnesota, is going back to visit family over the Labor Day weekend and also take in the state fair, while **Margaret Schmitt** is getting together with her college roommate after 60 years and joining together for her first cruise to Mexico. We all wish you calm weather.

The planning committee has announced that the following members were approached to serve as officers for the years 2011-2012 pending membership votes: President - **Robert Kalicki**, Vice President - **Helen Cauwels**, Secretary - **William Churchill**, and Treasurer - **Charles Lewis**. And a grateful thank-you to President **Robert Jacobson**, Vice President **Virginia Monaco**, Secretary **Ken Thiede** and Treasurer **John Koehl**. You all have served the Skyliners well as faithful servants.



Calendar:

Southside Brunch – Breakfast at Jedi's Restaurant (**September 28 & October 26**) at 9:30 a.m., 9266 S. Cicero, Oak Lawn, IL.

Northsiders Breakfast – Ritzzy's Café and Backereia, 2765 Algonquin Rd., Rolling Meadows, IL 60008 (**October 13**)

Food depository - First Tuesday if each month.

October 20 - Fall Luncheon, Bristol Court, Mt. Prospect

December 6 - Christmas Luncheon, Avalon, Elk Grove Village

LOOP GROUP

Chicago
Lillian Mallstrom
1109 Cleveland Avenue
Park Ridge, IL 60068-5507
(847) 823-5062
Roenvay56@aol.com



August 18th was a perfect day to attend an afternoon rehearsal concert at the Jay Pritzker Pavilion in Millennium Park. The concert was enjoyed by **Ginny & Frank Vlack, Mary Szabo, Norm Pearson** and yours truly. We heard symphonies from Saint-Saens and Bizet and the highlight was the Brahms Piano Concerto No. 1 in D Minor performed by Horacio Gutierrez, considered one of the great virtuosos of our time. UAL is a supporter of some of the musical events throughout the summer. After the concert, as we were walking through the park, we stopped to view ourselves in the renowned Cloud Gate Sculpture.

Cloud Gate, also known as "The Bean" is an elliptical sculpture forged of highly polished stainless steel which reflects Chicago's famous skyline and the clouds above. This sculpture is among the largest of its kind in the world and was designed by the internationally acclaimed Anish Kapoor of Bombay, India.

We then decided to go to Macy's to have lunch at

the popular "Walnut Room" where it was a cool and comfortable setting with soft background classical music in the wood paneled dining room.

Calendar:

October – No Luncheon Scheduled

November 16 – Tuesday – Lunch at Renaissance Chicago Hotel @ State and Lake Streets (The Great Street Restaurant) 11:30 a.m. ***Note – this date is a schedule change of one day earlier from Wed. to a Tues date.

INDIANA



INDY RACERS

Indianapolis, IN
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With the Labor Day weekend upon us, we bid goodbye to another summer. What is the saying "we get too soon old; and, too late smart"? "Old" happens and time slips by way to quickly! My summer was absolutely great, a little warm, but because of the lack of rain and hot days, my lawn tractor sat quietly in the garage corner for weeks. Only recently did I "even out" the weeds and scrub grass just for fun. But, I kept the flowers watered and they don't look too bad.

A brief reminder, beginning with our October schedule, we will be meeting the second Tuesday of the month instead of the first Monday.

At our August meeting we welcomed back **Ed Loftus, Lenny Kurtz and Ruth & Bob Duffy. Linda Harris**, formerly from Los Angeles, joined us as well. We hope she will become a regular.

Our world traveler, **Mary Chandler**, after traveling to Dubai in July; added yet another international port to her travels by flying off to Brussels in August. **Warren & Gail Allen** are driving to Alabama with friends to join a cruise to Mexico. They are returning to Indiana via Texas where they snowbird in the winter. **Dimple Rihel** returned from a week's stay with her son in Tampa, FL. She expects her next visit to be with her mother in West Virginia. **Ron & Cheri Innis** had their son, Scott; fly into Indy to enjoy the NHRA races at the IRP racetrack. Indy always has lots of races of one type or another. As retirees, we certainly are lucky enough to enjoy and are able to make all sort of trips.

Ray Brabo recently had a slip and fall and injured his knee, but is on his way to recovery. Ray takes on the responsibility of inviting Marines, sponsors of Toys for Tots, to come to our November meeting and collect the toys.

Our Indy Racers look forward to meeting our new Midwest Regional Director, **Helen Cauwels** at our October meeting. Since she advised me that she will be at a RUAEA board meeting the week before, perhaps she will have some information about the merger with Continental.

Happy October birthday to **Ron Innis**, enjoy!

Lastly, it is with sadness that we offer condolences to **Charles Theiss** and his family on the loss of **Lelia**, his wife. Suddenly, on August 16, 2010, Lelia was called to join her heavenly father. Cards can be sent to Charles Theiss at 10630 Thorny Ridge Trace, Fishers, IN 46038. Charles worked in San Francisco and Indianapolis as Material Coordinator.

Calendar:

October 12 – Tuesday, (new meeting day) IHOP Restaurant, 10143 Rockville Rd. (Route 36) Avon, IN. Room available from 2 P.M.; meeting at 3:00 P.M.

November 9 - Tuesday, IHOP Restaurant, 10143 Rockville Rd. (Route 36) Avon, IN. Room available from 2 P.M.; meeting at 3:00 P.M. Unwrapped Toys for Tot collection.

MASSACHUSETTS

NOR'EASTERS

New England
Dick Vee Vecchione
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The Nor'Easters tenth annual summer picnic was held at our Pres. **Carleen & Bruce Eddy's** home. The August day reached 94 degrees. All our regulars were in attendance: **Bill & Elaine Vanderwal**, **John & Peg Dellelo**, **Helmut & Patricia Umbley**, **Bill & Judy Rodenhizer**, **Bill & Norma Better**, **Bill Shailor**, **Joe Moise**, **Andy Montalto**, **Don Latter**, **Kay Robinson** and **Dick Vee**. Also, **Marie Dwyer**, her two daughters, **Kerrienne & Kelly**, son-in-law **Will** and four grandchildren. The kids made the most of the pool. Bruce again, was master chef and bottle washer. Food cooked to order, good job Bruce!

Nor'Easter members, **Paul & Mary Ward**, now living in Naples, FL were also in attendance. They planned on it while visiting MA, then going on to Cape Cod for a week. Paul said it is hotter here than in FL. It's always good to see them, even if it's only once a year.

Helmut Umbely, although using crutches, so as not to over exercise, occasionally danced around without them to show off his new physical abilities. He is so

glad he had that hip replacement some five weeks ago. Way to go Helmut!

Bill Betters thanks everyone who sent cards and emails while he was hospitalized, then bed ridden. **Andy & Carol Montalto's** daughter-in-law, **Amanda**, a BU law school graduate, just took the Bar exam. It will take weeks to get results, but they're hopeful. **Bruce & Carleen Eddy** took the Alaska inside passage cruise for their 30th anniversary. **Kathleen Robinson** will fly into Rome and board a cruise ship, then off to the Greek Isles, Turkey, Medina and Egypt. **John & Nancy Casey** attended the Orlando convention, representing the Nor'Easters, we still don't know who else attended.

I got to talk with **Charlie Stauler**. He hasn't attended meetings lately because he can only drive for a half hour at a time. However, he will attend the luncheon in Plymouth, MA which is relatively close to him.

John Sousa is now living at the Weymouth Health Care Nursing Home. Joan said they don't know what his physical problem is yet or when he'll be going home. Send him a card at 64 Performance Drive, Weymouth MA 02189.

Sad news department: **Bob Wilson** passed away on August 17, after being ill for a few years. Bob joined the US Marines after school, then the US Navy when the Korean conflict broke out. He started working for United in SFO and after several moves, retired from BOSCS. Bob was paramount in establishing the Nor'Easters chapter of RUAEA and was our first President. Also, **Ann Parks** passed away in her sleep on September 1. Ann was the wife of **John (Fred) Parks**, BOSGQ. No info surrounding her death.

October's birthdays: **Pat Austin**, **Robert Boyle**, **Ed Burke**, **John DeYoung**, **John Lagadinos** and **William Swift**. October's anniversaries: **Tony & Dolores Berardi** (53 years), **Jack & Nancy Casey** (28 years), **Mark & Barbara Domurat** (30 years), **Lee & Sid Lyon** (43 years), **Paul & Eileen O'Mara** (27 years), **Bob & Helen Wilson** (57 years) and **Jim & Sue Yip** (44 years).

The only trouble with retirement ... you never get a day off!

MINNESOTA

NORTHERN LITES



Connie Glattly
82300 Wold Road
Willow River, MN 55795
(218) 372-3973
crglattly@frontiernet.net

The annual picnic on August 11 was a huge success! **Dave & Janet Wiley** hosted the event at their beautiful home on Forest Lake. 46 Northern Lites gathered on a

hot, steamy day & welcomed Dave's friend, **Erma Richardson** with whom he worked in NY decades ago. She is now retired & living in the Chicago area & made the trip up to the Twin Cities just for the day.

The "who can hit the golf ball into the lake the farthest" contest was won by **Jim Simon & Kookie Delvaux**, although Jim had to have a shoot-off with **Rich Glattly** before it was official. The entry fees of \$1.00 for 3 golf balls were donated to the chapter treasury.

The food was outstanding & of course, the company was delightful. It was great to see **Steve & Ida Mayo** again after a long absence. Some of Steve's health issues of the last couple of years were major ones, so we're happy to see him looking so well.

It's a special treat that **Dee Coormann** makes the trip to MN from the DEN area just to touch base with us, who worked with her years ago. But then, isn't that what reunions are all about?

We were pleased to be able to once again be treated to samples of the wines from **Lyle & Sonia Gunderson's** prize-winning cellars. The White Elephant gifts are always a special exchange of "treasures" from one house to another. There was a bit of swapping going on after the brown-paper bags were opened. Our thanks to the **Wileys** for such a lovely party & to those of you who couldn't attend, you missed a good time. No business was done (except funny business, of course!)

We are saddened by the death of **Duane Cater**, former Ramp serviceman at MSP. Although those of us who don't scurry to Arizona for the winter didn't see much of him after his retirement, the contacts we had with him during our working years together & later in Arizona gave us a strong affection for him. He battled some major health issues before finally succumbing. A memorial service was held in the Twin Cities & 22 retirees and spouses attended. Condolences may be sent to his wife, **Celeste**, at 303 So. Recker Road, #34, Mesa, AZ 85201.

Jerry Jarrett made the "not-up-to-snuff" list lately; he was helping clean out an old building during August heat and got heat exhaustion. During the trip to the ER, some other issues were discovered leading to surgery. He's home recuperating now & says that he's doing OK.

Jack Doke made his annual trip up from Florida to visit family & friends. Too bad he couldn't make the picnic. However, 10 of our group were able to join him for lunch while he was here & did some power-reminiscing. Glad to see him looking so well.

The Minnesota State Fair is always a huge event at the close of our summer and **Jack Spalding** enjoys working the 12 days at the Sausage Factory concession stand. **Janet Meyer** attended the Fair one day & said that Jack made her a nice breakfast!

The Northern Lites celebrated 20 years as a RUAEA chapter recently. It was Sept. 12, 1990 when

the first coffee-meeting took place at the Airport Hilton Hotel. **Joe Balogh & Mary Brennan** spearheaded the formation of the chapter. It's interesting to note that after 20 years, the dues have only increased by \$2 from the original \$3 per retiree. Our chapter hosted the 1999 RUAEA Convention, welcoming just under 1,000 members & guests to the Twin Cities & Duluth. Over the years, we've seen our Company change, regress, bankrupt & reinvent. Our lives have changed accordingly. We're glad that RUAEA, RUPA & Clipped Wings exist to be the glue that holds us all together.

Lunch the 2nd Wednesday of every month at 11:15am at The Old Country Buffet, just north of Hwy. 110 and Robert Street in West St. Paul.

NEBRASKA

GOLDEN'EARS

Omaha
Marge Edwards
12727 W. Dodge #132C
Omaha, NE 68153
(402) 691-0960



A very nice crowd of 50 showed up at Lake Manawa. Even though it was hot, we still had a breeze off of the lake. Did you ever try to take a piece of paper and tear it to look like a fish? **Sharon Farrell** gave us a sheet of paper and we all did the best we could. Winner was **Dick Weak**, the runner-ups were **Judy Nekonchuk** and **Ralph Bichel**. They were all very good.

Congratulations to **Shirley & Arnie Mahoney** on their 50th Wedding Anniversary. Their children honored them with a lunch on August 14th in Missouri Valley.

Stella Mason advised she had surgery on a hiatal hernia, and she also had her esophagus stretched twice. She is doing fine at the present. She also said **Karlo Jeppersen** had been very sick. I called **Ruth** and indeed, he has been. He was hospitalized from March 28 to April 5. He is now under Hospice Care. Ruth was 85 on August 7, she & Carl were married for 67 years on July 3. I saw **Peggy Weare** and she said **Larry** had been in the hospital with pneumonia. He is now doing okay and back working.

Anniversary congratulations to **Carroll & Rose Ballard** who celebrated their 60th on August 13. Hope there are many more in your future and that you are both well and happy.

I spoke to **Paul Steuri** and he said he is doing okay for being 89. He has someone who comes to help him a couple of times a week, and he is going to see if he can't persuade his helper to drive him to the Prairie Wine Vineyard. On August 9, **Jim Casey** had 5 hours of surgery at the University of Nebraska Medical Center, having a cyst removed from his bladder as well as his

spleen removed. He was hospitalized for 6 days and then transferred to a rehab facility.

Thought for the Day: *Enjoy the little things. One day you may look back and realize ... they were the big things.*

Calendar:

October 5 - Sons of Italy – Hosted by **Gary Procopio & Linda**

November 2 - Bohemian Café – Hosted by **Tom & Rose Langan**

December 7 - Christmas at Anthony's – Hosted by **Ev & Shirley Payton**

NEVADA



LAS VEGAS GAMBLERS

Baldor Ziel
2996 Via Della Amore
Henderson, NV 89052
(702) 616-9690
baldorz@gmail.com

Our August 10th was attended by 29 with one guest, **Scott Shreeve**, who is Lamar's son.

During the October meeting, we will be open for nomination of new board members; we will also discuss the preparation for the December Christmas party.

It was **Ingeborg Levy's** birthday and as always, she had a couple racy stories to tell, very entertaining.

George Fox had recent eye surgery and he's doing OK now.

On August 15, **Jerry Meierkort** had an angiogram & had to have a stent inserted for a 95% blocked artery, he is out of the hospital and doing great, lost a bit of weight in the process. For more info, call (702) 260-4438.

Lamar Shreeve had a freak accident and got hurt pretty badly, he's now out the hospital and recovering at home. For more info, call (702) 361-5839.

For our October Luncheon, the menu will be: Soup, southwest chicken, rice pilaf, veggies and surprise dessert.

Thanks to **Eleanor Vasko** who did the meeting minutes, I was out of town that week.

Calendar:

October 12 – Luncheon at 11:30AM, Arizona Charlie's Decatur Casino & Hotel, 740 S. Decatur Blvd., Las Vegas, (702) 258-5200.

December 14 – Christmas party at 11:30AM

February 8, 2011 – Luncheon at 11:30AM



RENO SIERRA

ROUNDUP

Pat Zoboli
5860 Lone Horse Drive
Reno, NV 89502
(775) 856-2044
zobolilady@aol.com



There were approximately 80 attendees at our August picnic at Sand Harbor, Lake Tahoe, including members from the Sacramento Gold Diggers, Hangtown Miners, San Joaquiners and the Northstaters. The Reno chapter of the Clipped Wings were represented by a small group of 10. The Clipped Wings kindly provided the sheet cake enjoyed by everyone. RUAEA President **Ron Bertacini** and his wife **Barbara** were also in attendance. The weather was beautiful and the company was great. Thanks to everyone for bringing such delicious food to share – everything was wonderful.

As always, chefs **Duncan Scaife & Larry Leusing** did a great job. **Duncan** used the lighter fluid unsparingly! Thanks to **Larry & Donna Perkins, Kathy & Joe Robinson** and **Jim & Roberta Wagner** who were on hand early to help out, as well as **anyone else** whose name I failed to obtain, and thanks to all for volunteering & doing such a great job! Thank you to **Jim Wagner** for providing "gate security" and to **Kathy Robinson** for helping to gather everything together, including some of the raffle prizes. A very big thank to **Bill Perkins** for his great "movie night" raffle prizes.

The 50/50 winner was guest **Arlene Tayler** from the San Mateo. The winnings surely covered her gas bill. Congratulations! We had on hand many donated gifts which were won by: **Alice Somplak**, SMF; **Jo Cuff**, SMF, **Kay Niedlinger** (2 time winner), Redding; **Jessica Rose** (2 time winner), Grass Valley; **Barbara Bertacini**, SMF; **Betty Sayer**, San Joaquin; **Ruth Stammintz**, SMF; **Margaret Kramer** (3x winner), SMF; **Vince Neidlinger** (2 time winner), Redding; **Karen Solberg**, Clipped Wings Reno; **Bob Fulkerson**, SMF; **Al Svore**, San Joaquin; **Tom Diehl** (2 time winner), Reno; **Pinky**, Clipped Wings; **Larry Reid**, Reno; **John Kaluska** (3 time winner), visitor; **Joe Robinson** (2 time winner), Reno, **Barbara Leusing**, Reno; **Inez Compton**, Reno; **Gilbert Garcia**, visitor; **Jim Wagner**, Reno. Please forgive me if I got your name spelled wrong. That was fun, see you all again next year!

We are saddened to note the passing of **Gil Garcia**, a recent guest at our picnic (see list of winners, above). He had worked with a number of the Reno group in San Francisco at the MOC and died unexpectedly 2 days after our picnic.

Calendar:

September 13 – Austin's, on S. Virginia St. at 11:30.

NEW YORK

NEW YORK METROS



Madeline Klos
55 Friendly Road
Hicksville, N.Y. 11801
(516) 735-3066
Santak38@optonline.net

Our get-together was on a day when everyone was happy to be inside the Milleridge Inn with the air conditioning on. The meeting began with the Pledge of Allegiance and a silent prayer for the sick and those who have passed. Forty-six retirees and one guest enjoyed the delicious meals and great conversations.

A big thank you, from our President **Jimmy Richardson**, to all who helped make our picnic at Belmont Racetrack and Wantagh Park so enjoyable. Their services are invaluable to the success of the N.Y. Metros throughout the year.

I'm asking everyone to please keep **Ron Weick** and **Nick Manfred** in your prayers. They are both going through some rough times.

Happy Anniversary to **Ruth & Elliott Olenick**, 62 years; **Laura & John Muller**, 55 years; **Janet & Elsin Vancleemput**, 52 years; **Theresa & Rudy Wolf**, 50 years; **Jane & Peter Kraus**, 48 years; **Roseann & Sal Vascellaro**, 42 years. It's wonderful to see marriages last that long. Congratulations to all!

We have 13 Birthdays this month: **Roberta Manfred**, **Geraldine Rizzo**, **John Modugno**, **Don Teufel**, **John Muller**, **Mary Green**, **Kathleen Corrente**, **Peter Kraus**, **Alex Nepogoda**, **Chaz Kaczinski**, **Diana Arena**, **Sal Vascellaro** and **Justine Thompson**. Happy Birthday to all and many more.

Our President discussed the legalities of the merger. The information is also posted on the "Let's Fly Together" link on SkyNet. Also, if anyone needs information about UAL Benefits, you can go to www.ualbenefits.com for all your answers. Here's hoping everyone had an enjoyable summer and a healthy one too.

Calendar:

October 6 - 1200 Noon - Milleridge Inn

November 3 - 1200 Noon - Milleridge Inn

December 1 - 1200 Noon - Milleridge Inn - Christmas Party



NORTHWOODS

NORTHWOODS

LOONIES

Bob Brainerd & Norm Wilkinson
2114 Country Knoll Lane
Elgin, IL 60123
(847) 697-3775



August 8-9, we spent 1.5 days in Door County, making plans for our meeting in October. There was one place in particular where we wanted to take the Loonies for a lunch or dinner with a special water view, but we will be too large of a group (we have 50 booked for this meeting) so they couldn't accommodate us. That is the only downside news. We found good places to eat, including a traditional fish boil, things to do, and have built in lots of free time for everyone to do your own thing. We will have the enjoyment of welcoming first time Loonies **Joe & Rita Krist** from Schaumburg, IL and **Tom & Judie Caflish** from River Falls, WI. We are glad to have you with us!

The Door County Official Visitor Guide lists the average daily high temp in September as 69.1F, the low as 50.0. For October, the average high is 57.1F with the low of 40.4. Probably a good idea to pack something warm, yes? We will have enough of these Visitor Guides, plus large fun maps for everyone when you check in at the hotel. We'll see you soon!

OREGON



OREGON DEW-ER'S

Portland
Barbara M. Heidegger
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Portland, OR 97230
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DuaneBabal@aol.com

Summer has found our attendance down as there were only 62 at the August meeting.

It was announced at the meeting that the Dew-er's Board had voted to replace the anniversary gift with two birthday gifts; however those attending the meeting voted to keep the anniversary gift along with birthday prizes for both male and female. The prize will be free lunches. The dues for next year will be \$5.00 single and \$10 a couple.

Prizes this month were as follows: Door prize - **Cliff Blare**, Anniversary - **Jim & Pat Reichert** (55 years), Birthday - **Lee Barnhart** and **Pat Smith**, 50/50 - **Jack Hooper**.

The October meeting will be election of officers for the coming two years (2011-12). Someone has agreed

to be president and secretary, **Rosalie Betschart** will continue as treasurer. There is a need for vice-president and one board member. Please let **Charlie Stemper** or I know if there is someone you know who would be willing to fill one of these offices. Remember, nominations can be made for any of the offices if you have a candidate. There will also be an ice cream social after the meeting.

Our group must be very healthy as the Sunshine Committee heard from no one this month. I talked with **Lois Pitman** (our sunshine gal) and she reported that **Merle** is home but is still under treatment and she is having physical therapy for her back. Please call Lois when you know of someone who could us a get well card. **Barbara Huey** notified us that her husband **Donald Huey** died on August 8th from Parkinson's disease. Donald retired from LAX in 1985 where he worked as an A&P and R&E mechanic. He had been with UAL for 33 years. We send our condolences to her and her family.

I'll be doing the table decorations for October, so come and win a little something to take home.

It was announced at the September meeting that Dale Emmanuel with Goodwill Industries will be our speaker in November. She is a wonderful speaker, I have heard her, and you will miss a wonderful presentation if you don't attend.

The travel desk at PDX is open 10:00 AM to 2:00 PM, Mon, Wed and Fri (503) 249-4142 and (503) 249-4143 for the PDX area. Calls from outside our (503) area code, please use 1-888-278-7038. They can assist you with listing and load information.

Calendar:

Meetings at Refectory Restaurant 1618 NE 122nd Ave., Portland, OR - 11AM Social Hour, Lunch 12:00 PM

October 13 - Ice Cream Social & Elections

November 10 - Veteran's Day/Thanksgiving

December 8 - Christmas Luncheon

OUR CLUB

Southern Oregon
Jane Frincke
1000 Peco Road
Grants Pass, OR 97526
(541) 472-9212
jjfor@rascal.cc



It is with heavy heart that I dedicate this month's OUR Club chapter report to **Lowell Ross**, who passed away at his home in Medford on August 15. Lowell was 82 and succumbed to a short battle with a rare form of liver cancer.

Lowell grew up in the Chicago area and, after college, relocated to the West Coast. He and his wife

Norma Haines Ross were married a while after one of those blind dates that almost didn't happen. Norma was a flight attendant for United for 31+ years while Lowell's career was in marketing and human resources in Marin County, CA. When it was about time to retire, Lowell & Norma bought a tile store in Beaverton, OR, which they operated for 11 years before deciding they really would throw in the working towel after all. They moved to Southern Oregon in 2002 and joined OUR Club and RUAEA National in 2004.

Lowell was keenly intelligent with a quick wit, an impish twinkle in his eyes and a delightfully dry sense of humor. He will be deeply missed by all of us, and our hearts are with Norma.

The annual OUR Club September picnic will be held after this issue of the newsletter goes to press. RUAEA Northwest Region Director **Jack & Nancy Hooper** will be coming down from Washington State to join us and report on all that's happening with RUAEA National. I'll be getting a slick new hip shortly thereafter so will do a catch-up on the picnic and chapter news as soon as possible.

Calendar:

October 1 - **Bob & Ida Rogers**, TBA

November 5 - **Peggy Wilson**, TBA

December 3 - **Alberta & Russ Randall**, annual Holiday party, Taprock, Northwest Restaurant in Grants Pass

PENNSYLVANIA

PITTSBURGH PIT-STOPPERS



Jeri Juth
1900 Truman Dr.
Aliquippa, PA 15001
(724) 378-3316
jmjuth@hotmail.com

Kickoff Football - Halloween and Fall weather. Soon, the stores will be displaying all of the Christmas wares, and the snowbirds will be heading south.

The Pit-Stoppers Executive board held their meeting on Aug 30th. In attendance were President **Ken Wolfe**, 1st VP **Jeri Juth**, 2nd VP **Cathy Matteson**, past President **Vic Ference** & wife **Joan**, along with Secretary **Lorraine Keith**, and 2nd VP **Dave Beatty**. Plans were discussed for the next luncheon to be held in October and the Christmas luncheon in December. Menus were selected and Ken announced that the membership directory is now up-to-date; anyone wishing to receive the updated list may pick it up at the next luncheon.

The October luncheon will be held at Shadow Lakes Country Club - Mag's restaurant. We have booked a

lovely room with a beautiful scenic view. All you non-members, now is the time to join and the price is right, just \$5. Good friends and good food.

The Golden Girls are expanding the membership to include any female who worked for UA and wife of any UA employee. We meet several times a year and the price is right, no dues. The next luncheon will be held on December 2nd at Shadow Lakes. It's always a great time when the gals get together.

The Executive Board meeting did so without our treasurer **Barb Seaholm**, who is off vacationing with hubby **Macolm**. Hurry back, Barb, we missed you. Oh, and don't forget the check book.

Treatie Karwoski, our NE Director was also absent due to a prior engagement.

Now to update our sick list: **Bob Wagner** is recuperating from recent surgery at his home. He is scheduled for follow-up surgery at a later date. Bob is very active with the US Marine Corps Honor Guard. I am sure he would like to hear from his many friends. His address is 2403 Straford Ave., Coraopolis, PA 15108, (412) 264 8713.

John Schiralli has had one heck of a summer - It started out with a wrist fracture and led into numerous bouts with pneumonia. He has been in and out of the hospital for 70 plus days. Cards can be sent to him at 116 William Circle, McKees Rocks, PA 15136.

Welcome aboard to former PITSS PITTR "**Irish**" **Sandi Burns**.

We are looking forward to some out-of-towners at our Oct Luncheon - make your plans to attend.

We are still in need of volunteers to fill in some vacancies on our board - Now's the time to step up to the plate.

UTAH

THE SALT LAKERS

Brigitte Murdock
1505 S. Roxbury Rd.
Salt Lake City, UT 84108-2844
(801) 583-2346
ettigirb24@q.com



On Sept. 7, 2010, eleven chapter members met over coffee & donuts, again donated by Chapter Pres. **Clair Anderson** and wife **Judy**. Thanks to the both of them!

We greeted **Tony Brown**; **Bryan Anderson**, son of **Clair & Judy Anderson**; **Lorraine Olson** who swept in from Layton. Also present were **George Dalton**, **Don & Pat Graves**; **Frank & Sue Christenson**; **Mike "Kris Kringle" Brown**; **Rich Papworth**; and **Pete Loyola**. To all, a hearty welcome! We missed **Art Scott** & his lovely lady friend; **Grant Beutler** & wife **Nina**, as well as **Betty Davis** and **Lila Maughan**.

Lorraine Olson found in her photo collection a picture of **Frank Murdock** who, in 1968, celebrated his 25th year of employment with United Air Lines, along with **Lorraine's** husband **Carl Olson** and **Chuck Bates** who, in this photo, is seen with his wife **Jean**.

Our Chapter Treas. **Frank Christenson** presented our check for \$200.00 to the Murray Heritage Center toward defraying their expenses for a new covered entrance arrangement to the existing building. This donation was agreed upon by the SLC chapter's membership at an earlier meeting. All through the years, since 1984, the Murray Heritage Center & its personnel have been very accommodating to our UAL retirees' group. Today, our attendees were advised by the Center's representative that their event program now includes "*Spanish*" classes (9/17 - 10/22, \$25/person). Those who might want to attend the Center's *Open House/Silent Auction* (Mon., September 13 between 4:30PM-8 PM), held to benefit the new entrance project, will also be served a BBQ ribs or chicken dinner at only \$5.00. For more info, call (801) 264-2625 or contact heritage@murray.utah.gov.

Pres. **Clair Anderson** also reminded us that the SLC chapter president position will be freed up, as he will withdraw from his 3-yr. duty as head of the chapter. We hate to see him leave the post, as we got used to his professional dealings on our behalf. Thank you, **Clair**, for all you did for the members - you and **Judy**!

Just an aside: **Frank Murdock** & his son are presently sitting in a small boat, bobbing up and down on the Ketchikan/AK Inner Passage waters, in wait for the Big One! He & many other UALers had been fishing for Alaska's Silver salmon for the past 37 years, something **Frank** has always been looking forward to.

In mid-August, **Bill Ottman** called to tell that he is not feeling too well and that he is undergoing leukemia treatments. For those who knew him well & want to drop him a card, his address is: 1165 W. Indian Hills Dr. #228 - St. George, UT 84770-6831.

Calendar:

October 5 - Lunch, 2PM, Golden Corral restaurant, 7200 S. 700 E., SLC;

November 2 - Coffee & Donuts, 10AM, Murray Heritage Ctr., 10 E. 6150 S., Murray;

December 7 - Catered Lunch, 12noon, (\$\$TBA), Cornerstone Comm Ctr., 10194 Cornerstone Dr., South Jordan.



WASHINGTON

EMERALD CITY SLICKERS

EMERALD CITY SLICKERS



Seattle

Dee O'Donnell
7221 NE 182nd St., Apt. 102
Kenmore, WA 98028
(425) 481-6171
addyjohn@hotmail.com

Our annual picnic was held on August 10th at the beautiful home of **Jerry & Irene Opperman** on the East Hill of Kent. There were 52 in attendance, and they were treated to a day of relaxing music by member **Theo Sluys** and his son **Bob**, playing the accordion and bass guitar, respectively. They played many of our old favorite songs and Bob, also acting as MC, kept everyone laughing with his clever quips. **Collette Cox** was a guest of **Dolores Steger** and it was good to have her join us. Collette and her husband **Ron** served as our picnic hosts for many years until they moved out of the area. **Jim Fauber**, past national president of RUAEA, and his wife **Bonnie** came and enjoyed the day with us.

A number of people helped with the picnic and were recognized: **Jerry & Irene Opperman**, who spent a lot of time preparing their home and nice, large lawn for our large group, **Ann Fleming** and **Adelaide Haferbecker**, who helped with the food line, and **Adelaide** also made the delicious coleslaw. **Phyllis Lindblad** who donated home-grown cabbage for the coleslaw, and **Herald** and **Phyllis Bowman**, **Betty Paul** and **John & Mary Luke** who helped set up before and then clean up afterward. John also took nice photographs of the picnic. And **Jim Hafterson** was called upon at the last minute to act as bartender and did a bang-up job. **Helen Stanger** and **Noreen Krawczyk** checked everybody in and distributed door prize tickets and **Richard Deveaux** served as the 50/50 coordinator. Also, at the end of the picnic, everyone in attendance pitched in and helped clean up and put the chairs and tables away, which is very much appreciated.

The door prize winners were **Otto Wieland**, **JoAnn Bernovich**, **David Rippentrop**, **Dolores Steger**, **Anita Malco**, **Dan Miles**, **Betty Paul**, **Bonnie Fauber**, **Arlene Patterson**, **Shirley Schurman**, **Herald Bowman** and **Sharon Penwell**. **Otto Wieland** won the 50/50 raffle and donated a generous amount of his winnings back to the treasury. **Hubert & Anita Malco** also donated a bottle of wine for the bar inventory.

Members celebrating birthdays in October are **Karen Bixler**, **Mary Bratovich**, **Ed Clay**, **Ernie Nelson**, **Dee O'Donnell**, **Helen Stanger** and **Ken Storey**. Wedding anniversaries are being celebrated in October by **Jim & JoAnn Bernovich** (59th), **Mike & Mary Bratovich** (62nd) and **Steve & Louise Story** (36th).

Cris LeGassey and **Sue Crane** have announced that the next SEARR reunion will be held Saturday, October 2nd at Kona Kitchen in Seattle. Evites will be sent out closer to the date.

Joe Phelan, the husband of **Ginger Phelan**, retired from SEARR, passed away early in the morning of August 29th. Joe had suffered from COPD for some time; **Ginger** and their son **Sean** were with Joe at the time of his passing.

Calendar:

October 12 – Luncheon Meeting – Fairwood Golf & Country Club, Renton, WA

November 9 – Luncheon Meeting – Fairwood Golf & Country Club, Renton, WA

December – No Meeting

WASHINGTON, D.C.

THE DULLES LOUNGERS

Lucy Chatelain
7208 Van Ness Court
McLean, VA 22101
(703) 893-9030
LIDA1939@aol.com



Greetings from the Nation's Capital! The summer of 2010 rushed by and now we look forward to cooler weather and late summer rains. Our members took a few trips and I hope to report on them at a later date.

Chapter President, **Linda Scriven**, suggested that I profile some of our outstanding members, so in this report, we feature two ladies from Pittsburgh who joined the forerunner of United Airlines in 1948.

Peggy Frank and **Mattie (Mary Petrosky) Hoffman** first met at the Pittsburgh Institute of Aeronautics. Peggy started working for Capitol Airlines in Washington on August 23, 1948 and Mattie started 10 days later.

Peggy started her career in Hangar 3 at National Airport in the purchasing department and later transferred to the Stores Department. She transferred again to System Line Maintenance and then to Flight Training & Standards when United became an all jet airline. This division later moved to Denver, but Peggy wanted to remain in the Washington area, so she transferred one last time to IADRR and retired 8/31/1991 after 43 years.

Mattie Hoffman started in September 1948 at Hangar 3 in Aircraft Records and then with the 1961 merger, Mattie worked for System Line Maintenance and then transferred again to work for the Station Manager at National Airport. Mattie outworked Peggy by two years and retired in 1993, they remain close friends to this day.

Peggy and Mattie recall their 25th Anniversary and the 3 day celebration in San Francisco! Peggy still re-

members the big hug from Captain **Clark Luther** whose was then Vice President of Personnel in Chicago. Peggy recalls that out of 173 attendees, the ladies numbered 13! Sadly, Captain Clark Luther passed away this summer.

Peggy and Mattie & her husband Bob returned to San Francisco in 1974 to attend the retirement of Mattie's first boss, **Bill Salisbury**.

Bill Salisbury started with PCA/Capitol at Washington National in the early 1940s and was transferred to San Francisco with the 1961 merger.

Peggy will never forget the flight home as Mattie asked Captain **Fran Mackey** to make the announcement that it was Peggy Franks's birthday!

Captain **Chuck Beatley** started the Capitol Airlines Association picnics in 1981 and they continued with great success until 2004.

This group renewed many of Mattie and Peggy's friendships from their early days and now they continue their additional friendships by attending the Dulles Loungers monthly luncheons, reading the RUAEA newsletter and attending Conventions where possible.

Peggy always rushes off after lunch to volunteer at Travelers Aid at Dulles Airport and sometimes she goes to National Airport also. This has been one of her favorite projects since 1991.

Now that explains why these two ladies sit together and say Hello to everyone who comes by! 1948-2010 equals 62 years of fond memories and a great friendship.

Calendar:

October 13 – 12:30pm, Golden Corral Restaurant, 10801 Bulloch Drive, Manassas VA 20109

NATIONAL

CLIPPED WINGS®

Barbara Vincent
National Vice President
81-837 Contento
La Quinta, CA 92253
(206) 605-6902
bvincentps@aol.com



Clipped Wings® members are celebrating the end of another successful two year term. **Pam Troutman Ziebarth** has done an excellent job as our National President. The end of the fiscal year is September 30, 2010. We proudly report that we donated \$25,000 and volunteered at the Special Olympics World Winter Games in Boise in February, 2009. We donated over \$33,000 to the Parent Reception and Parent Grants for the 2010 National Special Olympics Games in Lincoln, NE, in July. In addition, we spent many fulfilling hours

volunteering at the Cessna Airlift and other venues during the week. We, most recently, donated \$5900 to CAUSE in September.

Over 200 Clipped Wings® members attended our 48th National Convention at the Sheraton Music City Hotel in Nashville, TN, September 22-26, 2010. We thank the team of **Mary K. Doherty Dana** (OCC) and **Gail Shannon Walker** (DEN) and their committee. As always, we look forward to this time together to renew our enthusiasm and dedication to our organization and to one another.

If you are interested in purchasing the Clipped Wings® airplane scarf either for yourself or for a gift, contact **Cheryl Mullins Jensen** (SMF) rjensen148@aol.com. Each scarf is \$20 plus \$2.00 shipping. Proceeds raised from the profits of the airplane scarves go to support Special Olympics.

If you are interested in joining us, please visit our website at www.clippedwings.com.

I will be happy to answer any membership questions from all prospective members. Please contact me at bvincentps@aol.com.

NEW MEMBERS

WELCOME TO RUAEA! We hope you will enjoy the activities and camaraderie. The organization would appreciate hearing from you on your renewal date

Anhalt, Clyde C., ORDGQ, 9116 S. 55th Ct., Oaklawn, FL 60453
Bacon, Joan F., JFK100 W. Bartlett Rd., Middle Island, NY 11953
Badon, Thomas, ORDPV, 332 Charing Cross Rd., Elk Grove Vil, IL 60007
Bailey, Maria, SFOML, 1271 Lerida Way, Pacifica, CA 94044
Brown, Angela, PDXCS, 17146 SE 23rd Dr. #40, Vancouver, WA 98683
Chornomaz, Walter, ORDMM, 632 S. Highland, Arlington Hgts, CO 60005
Delavan, William, IADFO, 5435 Dynasty Dr., Pensacola, FL 32504
Duta, Tomas, ORDCS, 5201 Carriage Way #211, Rolling Meadows, IL 60008
Fox, Yvonne, HDQTF, 711 Courtview Dr., Greensburg, PA 15601
Glover, Mary A., LAXSW, 4904 General Hodges NE, Albuquerque, NM 87111
Hall, Robert, ORDFO, 6675 110th Pl., Sebastian, FL 32958
Hardee, Charlene, SFOHR, 1140 Tanglewood Wy, San Mateo, CA 94403

Healy, Tom, DENSN, 7652 S. Cook St., Centennial, CO 80122
 Hickenbottom, Betty, DENGQ, 1289 Dearborn St., Aurora, CO 80011
 Hulme, Judith, LAXFF, 808 Prospect Ave., Hermosa Beach, CA 90254
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 Rumowski, Daniel, ORDCG, 2608 Cardinal Dr., Rolling Meadows, IL 60008
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OBITUARIES

Obit Notice Policy: *Death notices sent to the Denver Office for publication in the Newsletter Obituary Column will be accepted only from a family member or personal representative in **writing**.* The notice sent concerning the deceased must include:

- 1) Deceased's First and Last Name & Date of Death
- 2) File Number (if the deceased was an employee)
- 3) Last Station worked
- 4) Surviving Spouse or Next of Kin (if applicable)
- 5) Address

In addition, contact information must be included for one sending the information. If the obituary is received hand written and it is not legible, it will not be published until a clear and readable document is received in the Denver Office. The information may be sent by email (preferred) at ruaea@qwestoffice.net, fax or US Mail. Sorry, the information will not be accepted over the phone.

Please note that the above policy only applies to death notices submitted to be published in this section of the RUAEA Newsletter.

Spouse – **Baatz, Jacqueline S.**, on 7/15/10, wife of Gunther (Bill) Baatz, SFOIP, 373 Pine Lane, Los Altos, CA 94022

Spouse – **Frey, Charlotte**, on 8/11/10, wife of Verdell (Dell) Frey, DENCS, 8122 S. Biloxi Ct., Aurora, CO 80016

Spouse – **Gerrity, Regina (Jean)**, on 4/22/10, wife of James R. Gerrity, CMHOZ, 707 Slemmons Dr., Columbus, Ohio 43235

Retiree – **Luther, Clark**, on 8/21/10, WHQVF, husband of Barbara, 111 Birdsong Way E 109, Hilton Head, SC 29926

Spouse – **Morf, Betty W.**, on 3/30/10. Wife of Robert P. Morf, JFKFO, 250 Pantops Mtn. Rd., Apt. 5226, Charlottesville, VA., 22911-8703

Retiree – **Schaefer, Robert E.** on 3/30/10, ORDCG, husband of Mary Ann Schaefer, 5806 Prairie Ridge Rd., Crystal Lake, IL 60014

Spouse – **Taylor, Marvyl**, on 7/11/10, wife of Robert Taylor, SFOEG, 2101 S. Buchanan St. Wagoner, OK 74467

Retiree – **Topic, Ben R.** on 2/3/10, HNLMM, husband of the late Lucia M. Topic, father of Nina Topic, 1930 Eddy St, #303, San Francisco, CA 94115

Spouse – **Topic, Lucia**, on 11/15/09, wife of the late Ben R. Topic, HNLMM, mother of Nina Topic, 1930 Eddy St, #303, San Francisco, CA 94115

June 2010 SkyNet Listing

Albert, Kenneth J., DCAFO 06/19/10
Anderson, Lawrence B., LAXFF 06/01/10
Barenz Jr., Henry W., SFOWR 06/22/10
Boaden, Gene E., SFOEG 06/09/10
Cassley, Dale L., SFOPK 06/19/10
Cleaver, Charles J., SFOFO 06/27/10
Cordes, Ronald P., LAXFO 04/05/10
Cross, Clarence R., ORDFO 06/14/10
Cruz, Alex, SFOEA 05/21/10
Daniels, Clarence, ORDMK 06/06/10
Davey, Robert A., DENMK 06/21/10
De Witt, Frank G., SFOFO 06/27/10
Donnelly, Bertram J., SFOPJ 06/03/10
Dreibelbis, Carole J., CHITZ 06/07/10
Dringenberg, Robert E., SFOPK 06/21/10
Fidalio, Ugo E., LGAMM 06/16/10
Figel, William D., SFOWR 06/27/10
Foose, Franklin H., DENC G 06/21/10
Galbreath, Richard C., ORDMM 06/18/10
Gemza, Paul R., DCASW 06/10/10
Grude, Enoch L., SFOFO 06/25/10
Gunter, Howell F., ATLOZ 06/25/10
Hopshire, George F., DENTK 06/17/10
Knight, William R., SFOFO 06/20/10
Laffen, Janice I., DENTK 06/30/10
Lowe, Carroll M., OAKSZ 05/24/10
Martinez, Delore R., LAXCG 06/06/10
Mayfield Jr., Frank B., SFOCE 06/29/10
Mc Cann, Pauline A., SFOPB 06/22/10
Mc Millen, Russell S., PDXCG 04/22/10
Medina, Henry J., DENC S 06/10/10
Meyer, Walter J., SFOFO 06/08/10
Morrell, James W., SFOFO 06/05/10
Morrison, Kenneth D., LAXFO 06/24/10
Ochoa, F., SFOMM 06/16/10
Peat, David B., MIAFO 06/22/10
Pendergrass, Catherine E., SEAHH 06/19/10
Pham, Con, IADMK 06/01/10
Pokorny, Joseph R., IADFF 06/13/10
Pollard, James E., SEACG 06/15/10
Puckett, Theodore H., DCAOZ 06/11/10
Reid, Lawrence E., SLCGQ 05/05/10
Reisen, George H., LAXCG 05/25/10
Rodgers, Hilburn L., SFOBL 06/05/10

Rogers, Linwood W., LAXFF 06/11/10
Sabins, Charles J., INDCD 06/28/10
Sainer, Bonita L., COSOZ 06/27/10
Smith, John R., OPBCM 06/10/10
Springer, Arthur V., ORDMQ 06/30/10
Sudds, Anita C., WHQFA 05/25/10
Terrell, Carlos M., MCOCG 06/04/10
Thompson, Elmer N., DENFO 06/12/10
Tucker, Mary J., JFKJL 06/14/10
Winchester, Grant D., OAKEG 06/25/10
Witham, William A., SFOSE 06/21/10
Yarbrough, Gus P., ORDMK 06/19/10



LETTERS



Martha Gooselaw

Hi members,
I'm the person who edits the letters you send for the Newsletter. Your letters are of interest to retirees and especially those with whom you once worked, they are greatly appreciated. When you send them, you can make my job easier by making them as legible as possible.

Martha Gooselaw - Letters Editor

WE HAVE RECEIVED GREETINGS & THANKS FOR THE NEWSLETTER FROM THE FOLLOWING MEMBERS:

Ann Beckman, Wesley Buckner, Barbara Christensen, Patricia Clayton, Marlene Dudek, Anne Fiedler, Kathie Gruskin, Geraldine Hills, Gerald Kennedy, Miki Kop-tiach, Howard Lackey, Frances Merle, Cecilia Mossman, Frances Oda, Raymond OShea, Joe Pero, Jr., Basilio Sardon, Frederick Schnitker, Phyllis Terry, William Waskiewicz, Alfred Weingarten.

WE HAVE RECEIVED LETTERS FROM:

(Although we welcome the statements expressed in the many letters submitted, the comments & opinions expressed are not necessarily the convictions of the organization.)

William Bennett, 2171 W. Williams Ave., PMB 223, Fallon, NV 89406-2612.

I do appreciate getting the newsletter (online) every month - and the work that must go into the production of the newsletter. After I retired in 1987, I used to look

for familiar names of others who joined RUAEA. These days, it seems those joining had not even started yet at UAL when I retired. Oh, well, time does seem to have a way of moving along. I still enjoy reading about the activities, and the letters of the members. bbfall-bill@ainail.com.

Thomas Donaldson, 12690 N. Roundup Rd., Parker, CO 80138-8421

Thanks to the dedicated RUAEA staff who help to put together the newsletter each month. Michele and I are in good health and enjoying our retirement.

I will be 75 in December and as the saying goes, "*how time flies when you are having fun*". I still enjoy golf and work 2 days a week as a Marshall at a course nearby. We spent last Thanksgiving in Honolulu with our daughter Beth, her husband and 2 teen grandkids. It was great, especially being able to ride First Class both ways on the nonstop from Denver. The grandkids are still talking about it. Sounds like that is not likely to happen very often in the future for any of us, with the new free upgrading.

We have a new grandson born on April 3rd in Salt Lake City. We have gone there twice already. The service from DEN-SLC is mostly UAX, so seats are limited. We used Southwest \$25 privilege once and they welcomed us. How many UAL customers have done the same?

Mary Frank, PO Box 998, Desert Hot Springs, CA 92240-0910

The Newsletter is a welcome sight in my PO Box every month and I read it cover to cover. Frank, my husband, retired in 1984 from LAXGQ and we left El Segundo, CA in 1989, moving to Mission Lakes CC, in Desert Hot Springs, CA full time. Here, he has realized his dream to golf every day of his life. Tom had 24 wonderful years at United, after our move from Ohio in 1960. Tom passed away January 25, 2001 after 17 happy years of retirement/golfing.

We were members of the Desert Sun Birds, almost from their beginning. I like the "highlighted" names in the Local News section and also the Letters. It makes it easy to pick out names of those who were friends of his. My only regret is that he did not live long enough to see his wonderful 4 great grandchildren, two boys and two girls. He would have been delighted.

Bless all who work on the RUAEA Newsletter. It is a joy.

Duane Gentner, 10643 Clarkeville Way, Parker, CO 80134-9189

Carole and I both retired in December 1995. We have almost 15 years logged since our official departure. We both put in a few years as consultants, just for kicks.

Keep up the great work with the Newsletter. We love getting it via the web.

Frank Gugliuzza, 12022 Tournament View Ave., New Prt Rchy, FL 34654-1740

Everything is great here in Florida! We are enjoying our retirement. We have been golfing and going on cruises. We don't fly much anymore.

After retirement from United, I worked 20 years part time as a concierge for Marriott Hotels.

I am now fully retired, after serving in the Hospitality Industry. I had a great time, met and worked with some outstanding people.

Ginger Hyde, 10069 Cherry Hills Avenue, Bradenton, FL 34202-4059

I am so blessed to have retired from a once great company. I had the opportunity to meet and work with so many wonderful people. Now, Michael and I are associated with another great group the Sand Dollars in Bradenton, the Sarasota, FL area. It has been sad to see the poor changes not only in our Governments, (local, county, state and Federal) but in our company, too. To me in both cases, it is **poor** leadership. They don't want to listen to the people.

I had to get my driver's license **renewed** here in Florida this month. I had to take my birth certificate, marriage license, Social Security card, two current forms (a bill, statement, or invoice) with my address on each of the forms, and my old license. I took my passport and was able to get my license. In the paper the other day, was an article stating, the license facilities are going to have to open earlier and stay open later to accommodate all of the people. They need to hire more people to cover these positions. Because of the lines at many locations, they have had to purchase benches, awnings and mister systems for the folks standing outside waiting to get inside. What were the lawmakers thinking, when they put this law into effect January 1, 2010? It is just more waste of the **taxpayers'** money. This reminds me of WHQ moving to the Harris Tower in downtown Chicago. Funny, where the executives found the money for the move to the city?

Thank you all for your hard work keeping us informed.

Diane McCourt, 7552 15th St., Vero Beach, FL 32966

Thanks so much for such great information. It is fun seeing what everyone is doing.

I have been retired from SFOSW since 1999. I can't believe it has been 11 years.

I have children and grandchildren in Seattle, Colorado and New Jersey. It is great to be able to visit them often.

I live in Vero Beach, FL now and I love it.

Wayne Sableman, 2822 S Ivan Way, Denver, CO 80227

Across my fireplace a banner shouts the unbelievable words, *"100 years and still counting"*. Yes, it is true. My birthday ushered in 100 years (39 with United). The last I heard the oldest man in the world is 111 years old. He doesn't know it but I am chasing him.

If there is anyone around that is over 100, drop me a line at the above address. I would like to hear from you.

Ed Tholl, 12 N. Winston Dr., Palatine, IL 60075

As another year of the great life called retirement passes, it is exciting to follow the adventures of the Proud Bird with the Golden Tail cruising along in the Friendly Skies. One can only hope the two will unite and prosper from near extinction (like our proud eagle) and become the airline we have all dreamed of and been proud to work for.

Thanks to the RUAEA staff for keeping us seniors posted on all the latest happenings at UAL.

John Thomas, 810 Gonzalez Dr. #7K, San Francisco, CA 94132

A few nights ago, my wife and I were watching a documentary about Bing Crosby and it brought back some fond memories.

Back in December 1975, I was returning from doing some Union Business at EXO. The customer agent called me up to the podium to inform me that there were no more seats on the non stop to San Francisco. She said, *"Scotty, if you walk across the aisle, there is a non stop to Los Angeles that does have seats and it is continuing up to San Francisco."* I dashed across the aisle, got my seat but, unfortunately, I did not have enough time to call my wife who would be waiting for me in San Francisco (No cell phones in those days). The flight was uneventful but, while waiting for the plane to take off for San Francisco, from Los Angeles, I heard a voice saying, *"Young man, that is my seat."* I looked up and it was Bing Crosby pointing at seat 4A. I am sure my mouth must have fell open, but I got up and let him sit down. He was a very nice, warm man.

We chatted away all the way up to San Francisco. I told him that my mother and her five sisters used to go to see his movies together and that *The Bells of St. Mary's* was her favorite. I asked for an autograph for my mother and he told me to write my mothers name on my boarding pass. I wrote, *"Happy Christmas Rose"* and Bing signed it. I asked if he could give me an autograph for my mother-in-law too and he said sure. He handed me his boarding pass and I wrote *"Happy Christmas Dorothy"* and Bing signed it.

On the way into San Francisco, I told Bing about my wife waiting for me at the airport, probably for three

hours. He said that he would say a few words to her so that she would not be mad at me. Bing did just that. He said a few words to her and then wished us both a Merry Christmas and then he was on his way.

A few years ago, when my mother-in-law died, there was an envelope with my name on it. It was the boarding pass from December, 1975.

Kay Weber, Box 1376, Pine, AZ 85544

Just to let my friends and former co-workers know I am still here in "wonderful Pine", AZ. Every year is a challenge to stay afloat as most of us know. I have had some great visits this year from former UAL co-workers and really look forward to visits from everyone. My distinguished guests have been the **Belmontes, Nancy Finkenkeller, Emily Salvatore, Geo Beran**, & a visit with **Ray Kennedy** when he came to see the Cubs last spring in Mesa. They were great visits and lots of laughs. I am still working part-time at the Mazatzal Casino in Payson, AZ (scheduling buses, to our casino, imagine that). Look forward to hearing from anyone who may be in the area.

Anna Wozniak, 10 W. Eureka Dr. Lemont, IL 60439

Where did the time go? It is time to renew my membership, and with the busy summer we have had, I completely overlooked the time.

My two grandsons graduated this year, one from high school and the other from middle school. Between graduations and getting them ready for college and high school, many things were put aside.

Also in July, we took a family vacation in the Traverse City, Michigan area at a resort. It was fun to fish, spend time in the lake and just simply enjoy the family.

Every month I look very much forward to the Newsletter. A warm thank you to all for doing a great job.

Frank J. Eggles, 3405 West Chester Pike B307, Newtown Square, PA 19073.

Following is an excerpt from Souvenir Passport written by Bishop A. T. Mascherino.

"These Heroes of Flight 93 have hallowed our land. We honor them and hold in our hearts a special gratitude for what they have done for us all. Their relatives and friends have walked among us, and for a while we shared their grief. Our lingering grief is the sadness of the nation and it will make us stronger and more determined to adhere to the principles that have made our nation great. These are the very principles guiding the Heroic Passengers of Flight 93. Theirs is the spirit of human nature to be free."

Should you wish to make a donation to Flight 93 Memorial Chapel, please make check payable to Flight 93 Memorial Chapel and mail to Frank J. Eggles, 3405 West Chester Pike B307, Newtown Square, PA 19073. Thank you

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17. Signature and Title of Editor, Publisher, Business Manager, or Owner
Francis Domaratus
 Membership Manager
 Date: **9/3/2010**

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

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Glenn Tilton's message to employees & retirees

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PAST PRESIDENTS OF RUAEA

Tom Plunkett	1975 – 1977*
Charles Field	1977 – 1979*
Charlie Urbach	1979 – 1981*
Pate Hutchens	1981 – 1983*
Ralph Hoffmaster	1983 – 1986*
Vance Harmon	1986 – 10/2/86*(#)
(#) deceased – V.P. Lewis Long became Pres.	10/3/86
Lewis Long	1986 – 1988*
Elizabeth Ashton	1988 – 1990
William Moore	1990 – 1992
Jim Doty	1992 – 1994*
Ed Piper	1994 – 1996*
Howard Pollard	1996 – 1998
Zelma Kibler	1998 – 2000
Frank Murdock	2000 – 2002
Jim Fauber	2002 – 2004
Marlin Lade	2004 – 2006
Mort Wax	2006 – 2008
Ron Robertson	2008 – 2010
Editor Emerita - Jo Madden	1986 – 2007*

***Deceased**

... *The Writers' Column (continued from page 2)*

Other assignments we had included distributing information and assisting parents at the Family Center which was located at the Holiday Inn. We had fun with an assignment at the Photo Booth at the Olympic Village located in downtown Lincoln. Athletes and family members could get digital pictures taken or a thirty second video and then have the pictures or video sent home via email. This was very popular and kept us quite busy. Another one of our assignments was at the Aquatic Center. In the morning we escorted athletes from a staging area to the pool to participate in the specific event. After the event we escorted them back to the staging area where their coach would pick them up. In the afternoon, we were involved in the awards ceremony for the swimming events. The awards ceremony can be very emotional at times.



(Left to Right) - Ron & Barbara Bertacini, Alma Montali Oros, Jan Wintz White, Candi Guyre Symes, Lorraine Cariani Urban, Rick & Donna Boone

Other volunteers had assignments at different venues, such as golf, track & field, softball, flag football and power lifting. There was a lot of activity at the Olympic Village where athletes and family members could get together. Within the Olympic Village was a Healthy Athlete Center where athletes could have medical checkups, dental checkups and hearing checkups. There were also many activities within the Village such as games, music and the ever popular Photo Booth.

As mentioned earlier, Clipped Wings does host a Parents Reception. The Reception in Lincoln was located in



(Standing) - Pam Troutman Ziebarth and Christel Hasenbring Ilg (both RUAEA members). (Seated) - Betsy Buck Anderson, Jane Chaney Martin & JoAnn Peters Ohl, both Betsy and JoAnn are still flying with 42 & 43 yrs. respectively.

the Embassy Suites ballroom. They expected about 800 to 1000 attendees. They ended up with nearly 2000. The hotel did an outstanding job of accommodating their needs. One can only imagine the chaos in the kitchen but the attendees never knew the difference. The over-two-hour event included live music from a great local group and some short speeches from various Special Olympics execs. The finale of the reception is the awarding of a Grand Prize. This year, as has been the case over the last dozen years, United Airlines donated round trip tickets for two in Business Class anywhere on the United system. The winners were very-deserving parents from Minnesota ... the father coaches in six different sports.

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With passengers being boarded according to “war-traffic priority”, the United operating staff was given the task of informing non-priority passengers regarding the most favorable flight-times and schedules for their flights.

The staff also endeavored to be as helpful as possible to those United could not serve due to the lack of capacity.

When, in accordance with government policy, it

United Airlines Historical Foundation



"Preserving the Past, Inspiring the Future"



was necessary to remove non-priority or low priority passengers, the staff attempted to arrange alternate transportation or hotel accommodations within limits of the congested conditions of railroads and hotels.

In 1944, United's percentage of “priority travel” was 74%, the highest of any U.S. airline.



Women Passenger Agents at Chicago in their new blue uniforms styled by Margaret Nissen of United's Design Department. - from the Sept. 1944 United News.

Compiled by Marvin Berryman DENTK Retired, from United Air Lines 1943 & 1944 Annual Reports.

Recently, UAHF received donated items from: **Doris M. Story, Frank Bennett, Edson Preble & Howard Payne.**

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.**

