

What our customers say

"The 767 family gives us different-sized aircraft to meet the different demand levels we have in several trans-Atlantic markets. The key to airline profitability is matching capacity to demand. The flexibility of (the 767) is tremendous."

MARK BERGRUD
VICE PRESIDENT
MARKETING
CONTINENTAL AIRLINES

"When it comes to range, when it comes to passenger capacity, (the 767) really fits a unique niche. Domestically it is a nice-sized hub-to-hub airplane."

Internationally, of course, it fits in an awful lot of markets — everything from a short market like from Atlanta to Jacksonville to Atlanta to Paris. It is a unique airplane filling a very broad spectrum of operational requirements."

RAY VALEIKA
SENIOR VICE PRESIDENT
TECH OPERATIONS
DELTA AIR LINES

"It can carry a heavy cargo load with a good fuel load, giving you long range in the international environment and capability in the domestic environment, which is very efficient for us."

CAPT. DAVE BUSHY
SENIOR VICE PRESIDENT
FLIGHT OPERATIONS
DELTA AIR LINES

767

Continuing to lead the way

Pioneering plane celebrates 20 years

By JOHN QUINLIVAN

The Boeing 767 celebrates 20 years of service this year in a career characterized by innovation, versatility and strong passenger preference.

The twin-aisle 767 changed the way people travel, single-handedly ushering in the age of frequent, direct, point-to-point connections across the Atlantic. Today, more than 850 Boeing 767s are in service with more than 80 operators.

While it is a familiar visitor to airports all over the world, it is hard to believe that the first 767s were intended primarily as a domestic widebody airplane in the United States.

Launch customer United Airlines used its first 767-200s on its Chicago to San Francisco run. But before long, its roomy interior and efficient operation convinced carriers and passengers alike the 767 would be great for overseas



767s are shown in production in the Everett, Wash., factory.

destinations as well. And the rest is, well, history.

The extended-range model was the first airplane to be certified for 120-minute extended-range twin-engine operations, or ETOPS. It later was the first aircraft to have ETOPS extended to 180 minutes' flying time from the nearest suitable airport. This allowed the twin-engine 767 to fly more direct, fuel-efficient North Atlantic routes to Europe, and later, North Pacific routes to Asia.

The 767 led the way in market fragmentation during the mid-1980s by allowing passengers in smaller U.S. cities to fly directly to European cities — bypassing the familiar trans-Atlantic hubs of London or Paris. These point-to-point flights have become the model for new market development.

Although the 767 is used heavily over the North Atlantic, it has proved to be extremely versatile in its ability to serve an array of markets. For example, it is used extensively

for domestic and regional trunk services, such as the Japanese short-haul domestic market.

The 767 program provided many more firsts for Boeing and the industry.

- The 767 was the first widebody commercial jet operated by a two-person crew, which became an industry standard for all commercial airplanes.

- The 757 and 767 are the only pair of airplane models to allow a pilot to be certified on both with very minor differences in training. This is because both airplanes — developed at the same time and in the same market conditions — share similar design efficiencies, the same flight deck and a common pilot type rating.

- The first use of carbon brakes, vacuum lavatories and later — on the 767-400ER — raked wingtips. The innovative wingtips help lower fuel burn and improve overall performance, lowering operating costs. This wingtip treatment has proved so successful it also is to be applied to Boeing's new longer-range versions of the 777-200LR and -300ER.

Passengers particularly enjoy the comfort of the 767s. Passenger preference studies consistently show that the 767 is preferred over its Airbus competitors. The seating configuration on the 767 provides for more window and aisle seats as well. In fact, the 767 takes third only to the Boeing 777 and 747 and leads all Airbus models in passenger preference polls. All new 767s

feature a newly improved interior design developed from the 777 and first introduced on the 767-400ER. The new 767 interior provides more headroom and stowage than the Airbus A330.

Simply put, the 767 makes sense for Boeing customers. With three sizes of passenger models as well as a freighter version — the 767-300F — it offers carriers a low-risk way to service new routes and then expand to larger versions of the same airplanes as demand on the routes increases.

So what does the future hold for the 767 family of airplanes?

Airlines will continue to order the 767s for their domestic and international fleets, and Boeing will continue to market the airplane for military uses. Japan currently uses the 767 as its Advanced Warning and Control System, or AWACS, platform. The Italian air force has selected the 767 as its preferred platform for military tankers.



A 20th anniversary "open house" was held in August 2001.



The 767, left, is shown with its sibling airplane, the 757. The planes were developed at the same time and are the only two Boeing commercial airplanes to offer flight deck joint certification.

Also, there has been congressional consideration for using it to replace the U.S. Air Force's aging KC-135 tanker fleet.

In addition to military derivatives, Boeing's Product Development group has been studying other potential variants of this venerable airplane. These include a possible new short-range optimized version and potential new freighter versions.

Will Boeing still make the 767 when the company celebrates the jet's 40th anniversary? Sure it will. Its future is very bright. Market studies show a need for more than 2,000 units of airplanes of this type over the next 20 years. Many of those airplanes will replace earlier 767 models and retired Airbus, Lockheed and heritage McDonnell Douglas jets. So the 767 can look forward to a substantial market in years ahead.

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The first Boeing 767 is now owned and operated by Space and Communications. It is called the Airborne Surveillance Testbed and is based in Seattle. Its hump houses a large-aperture three-color infrared sensor and other payloads.

The first 767, still at work

arked at the Military Flight Center in Seattle, you may not realize that the large white airplane with the hump actually is a 767 — the first 767, in fact.

The hump is an 86-foot-long, two-module cupola that houses a large-aperture three-color infrared sensor and other payloads. The U.S. Army and Navy use the airplane, which is owned and operated by Space and Communications, as a testbed for developmental evaluation of ballistic missile defense elements.

The 767 now is called the Airborne Surveillance Testbed, or AST, and completes about 10 missions annually, said Gary Houghton, AST deputy program manager. The missions, carried out primarily in the South Pacific, Alaska and Hawaii, are completed at up to 45,000 feet above sea level and provide realistic operational conditions to test and demonstrate air- or space-

borne subsystems.

The AST carries up to 35,000 pounds of equipment during its mission including an almost-6,000-pound sensor, provided by Raytheon. To date, the airplane has been used on more than 300 missions, including three commercial rocket missions.

Space and Communications acquired the first 767 from Commercial Airplanes in 1984. The airplane was modified to its present appearance in 1991. For more information on the AST see <http://www.boeing.com/defense-space/infoelect/ast/>

The 767 also serves other military applications. Boeing built and delivered four 767 Airborne Warning and Control System, or AWACS, to the government of Japan, designated the E-767 by the Japan Air Self Defense Force. For more information on the 767 AWACS see <http://www.boeing.com/defense-space/infoelect/767awacs/index.htm>

767 timeline

1978 — Production of the 767 begins with a \$1.2 billion order from United Airlines; Aeritalia, Italy's largest aircraft company, becomes a risk-sharing major participant in the 767 program as does Civil Transport Development Corp. of Japan (now Commercial Airplane Co.).

1981 — First 767 rolls out of the Everett, Wash., factory and later completes initial flight.

1982 — 767 and 757 earn U.S. Federal Aviation Administration, or FAA, approval for common pilot type rating; first 767-200 begins commercial service for United Airlines.

1985 — The FAA approves the 767 for 120-minute extended-range twin-engine operations, or ETOPS, flights, or flight paths 120 minutes' flying time from the nearest suitable airport.

1986 — Japan Airlines takes delivery of the first 767-300.

1989 — FAA approves the 767 for 180-minute ETOPS flights.

1995 — First 767-300 Freighter begins revenue service with United Parcel Service.

2000 — Delta Air Lines takes delivery of the first 767-400ER. Delta and Continental Airlines put the first 767-400ERs into revenue service. The 767-400ER introduces raked wingtips and 777-style interiors and flight deck.

Fast facts

- The 767 is the first widebody jet to be stretched twice. The 767-300 is 21 feet (6.43 meters) longer than the original 767-200; the new 767-400ER is 21 feet longer than the 767-300.

- Since entering service in 1982, Boeing 767s have flown more than 7.5 million flights, carrying more than two billion passengers. There are 850 Boeing 767s in service used by 80 operators around the world.

- The air flowing through a 767-400ER engine at takeoff power could inflate the Goodyear Blimp in seven seconds.

- It takes about 60 gallons (227 liters) of fuel per passenger to get from New York to London aboard a 767-400ER. The same volume of gasoline would propel an economy car about half of that distance.

- The 767-300ER and 767-400ER hold 23,980 gallons (90,770 liters) of fuel — enough to fill 1,200 minivans. It takes only 28 minutes to fill the airplane.

- The 767 is the favorite airplane on Atlantic routes; it flies that route more frequently than any other airplane model.