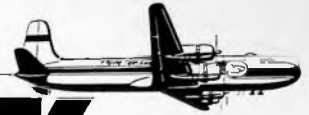


Tigereview

OFFICIAL PUBLICATION OF THE FLYING TIGER LINE INC., BURBANK, CALIF.



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Highlight of the Tiger's annual picnic, held July 1 at Mountain Oaks Park in La Crescenta, Calif., was the presentation of service pins to employees who have completed ten years of service with the company. Twenty-two Burbank old-timers received ten-year pins from President Bob Prescott, while four employees at other FTL stations were awarded pins at local celebrations.

In the photo above, taken at the Burbank picnic, are, left to right: John Dewey, Bill Margrave, Earl Nichols-Roy, Jim Thomas, Bernie Senn, President

Prescott, Jack Studer, Walt Loeffler, Herb Wall, Buck Buchanan, George Maruyama and Joe Gwynn.

Also receiving pins, but not on hand when the picture was taken, were: Red Duchren, Art Lawson, Bob Norton, Bill Thompson, Gene Head, Parker Goldsmith, Stan Miller, Jack Dupree, John Ferlazzo, Dusty DeStephano and Olan Meador.

Ten-year employees at other stations are: Ralph Foster, CHI; Ralph Hedden and Jack Russell, EWR; and Leon Johnston, Germany.

All Phase of Sales Program Discussed at Three-Day Meet

Greeting sales manager of The Flying Tiger Line as "the highest paid air freight salesman in the world" with the "best air freight product to sell," President Bob Prescott opened the General Sales Meeting of FTL at the Conrad Hilton Hotel in Chicago, June 25, with a review of problems of the future and what FTL was doing about them.

His discussion, in the nature of a reply to sales managers' questions, centered on the new Constellation fleet, the air mail case and the new deferred air freight rate structure.

Connie Ground Schools To Start In October

E. A. Pinke, director of flight operations, announced that ground schools for training of pilots and flight engineers on the new Super Constellation 1049H fleet, which FTL starts receiving early next year, will begin in October.

The tentative schedule calls for flight engineers to start 1049H training at Burbank October 29th, while pilots will get into their training program starting January 7.

Study Reveals FTL Route Mileage

Do you know how long FTL's domestic air freight system is?

A study completed by the office of Assistant Secretary-Treasurer Ozzie Burghardt shows that our unduplicated route mileage totals 11,003 miles. This is the total mileage of each schedule flown daily on the airline, not counting duplicating routes.

The system is longer than that of the nation's major airlines.

He was followed by George T. Cussen, sales vice-president, Frank Lynott, operations vice-president and John Higgins, assistant vice-president of sales. General Sales Manager Pete Albert presided over the meeting, which ran three days and embraced all phases of the Sales Department's various programs.

Prescott told the meeting that the Constellation deliveries, which will give FTL the largest, fastest air freight fleet in the world, will start in February and by June the entire fleet of 10 aircraft will be flying. It is possible, he said, that deliveries may even start earlier than February. FTL will also keep its fleet of three DC-6A's but will phase out its DC-4 aircraft. The C-46 will continue to do the short haul job.

He said FTL will have a capacity of 17 or 18 million ton miles a month with the new fleet and is shooting for a goal of 10 million ton miles of air freight a month, or about double the present volume.

"You sales people will have all the air freight equipment you can operate," he said.

In respect to air mail, he said he was optimistic about the case now pending in the courts by the passenger lines to deprive the freight lines of air mail but he was concerned about the limitation of a year of trial service which the CAB tacked on in its decision granting air mail to the freight lines. "It could be a trap," he said, "because it is difficult for us to compete with DC-7 and Super Constellation schedules with the equipment we now have."

In a discussion of the new deferred rate program, he said that "our hope is to break over into the bigger tonnage we need for the future."

"We have got to do more than the normal annual increase of 10 to 15 per cent in air freight traffic," he continued. "We must have a big backlog of freight on each end of the airline, with our planes running between these points constantly, moving the backlog as top-off to the first class freight. We believe the deferred rates are the way to creation of this backlog."

George T. Cussen Vice-President George Cussen stressed to the sales managers the need for new ideas.

"The new certificate given us re- (Continued on page 2)

FAST THINKING PREVENTS BLOOPER

Tigers Featured on Hour-Long Radio Show

One of the most interesting events featuring The Flying Tiger Line occurred at Newark recently, when General Sales Manager Pete Albert and DSM Frank Clain arranged an NBC radio show at FTL's Newark Terminal, highlighting air freight.

The broadcast was made on the hour-long Bill Cullen show, starting at 6 a.m., daily and it brought the EWR station a flood of congratulatory telephone calls after it was over.

Put on live—that is, without rehearsal or taping—the show had its amusing moments. Here's how Frank Clain tells the story:

Arrangements were made for Pete Albert, Art Ives and myself to be on hand at our EWR station at 0600 to assist in the show. As it was, Mr. Cullen was in his NYC studio while one of his narrators with a portable set-up was at EWR.

To begin with, the interviewer, Pete, FTL Captain and myself answered questions regarding types of freight carried by FTL and Pete gave a little background history of FTL while the crew ran up the engines, etc.

The interviewer didn't know too much about types of aircraft, so during this C-46 interview, he advised the public and Bill Cullen that we were aboard a Tiger DC-6A. Bill Cullen, being an ex-airline pilot, started mentioning different switches and instruments in a DC-6 cockpit. Everything was going smooth until he said something about "do you see those four switches marked 'start'? Well, don't touch them or you might be airborne." The interviewer started counting them, but could only find two (C-46). Both Pete and I, with hearts in our throats, pointed to the emergency switches along with the starter switches and the interviewer said, "Yea, Bill, I see all four now."

Our captain said a few things

about flying for FTL and we were off the air for a time.

The second spot, again live, was in our traffic office. Art Ives did the honors of explaining our TWX, manifest breakdown, dispatch of all flights and our weather machines. In fact, Art gave a local weather forecast from facilities at EWR.

Spot number three was covered by EWR maintenance, with leadman Joe Nimeroff doing the talking. He and Pete Moscovitz, mechanic, went through an actual pre-flight maintenance run-up check. Since this was done from the cockpit of a C-46, the noise was terrific and the interviewer asked the boys to only run up one engine during their check. Here again Bill Cullen, from his NYC studio, picked it up and piped into the program, "Hey, you guys, if you're figuring on taking off you better start your other engine as I only heard you start one."

That's about it, except that Pete Albert, Art Ives, Joe Nimeroff and Pete Moscovitz did a wonderful job during the show. We received a wonderful response from this program and quite a few telephone calls from people who heard the show.

DOBSON NAMED SFO CHIEF PILOT

The appointment of Captain J. R. Dobson as regional chief pilot at San Francisco has been announced by E. A. Pinke, director of flight operations.

Dobson, who joined FTL in 1949 as a pilot, replaces Captain G. R. Donahoe who has returned to line captain flying, based at SFO.



COAT OF ARMS FOR THE SENATOR—Norman Meyers (left), general counsel for The Flying Tiger Line, and George Oberdorf, assistant to the President of The Flying Tiger Line, present a unique coat of arms to one of aviation's foremost figures, Senator Barry Goldwater, of Arizona. They are shown in the Senator's Washington office. The coat of arms, which is an artistic parody on the subject's life, is the work of Ralph Warren, widely known Hollywood artist, who has prepared more than 150 of them for famous people. On the shield are panels depicting some unusual or humorous incidents in the life of the subject. The work is done in four colors in oil. Senator Goldwater, himself a veteran pilot, is probably the only member of Congress who has flown jet aircraft and is widely known in the west for his support of aviation. His home is in Phoenix, Ariz.

Three-Day Sales Meet . . .

(Continued from page 1)

cently by the CAB came with some new sales tools, which we are going to have to put to work with great effectiveness if we are to fill up this Connie freighter fleet," he said.

He listed these tools as deferred air freight, three-cent mail by air, air mail, air express and, additionally, FTL's recent acceptance into the Air Transport Association of America, the major trade body of the air transport industry.

"Our sales objective," he said, "is the development of long haul freight with deferred freight to top it off. We must accomplish this without diluting our first-class freight market."

He emphasized the importance of sales personnel doing a top sales job on air mail and air express contacts. "Get acquainted with these people and show them how we can serve them. There is a lot more to this development than just a schedule," he remarked.

He felt that the airline's membership in ATA could be most helpful. He said one development possibility was an all-cargo conference to solve industry problems. Presently, ATA meetings are largely concerned with passenger traffic matters but there is a growing feeling that the cargo people should have their own conferences to deal with such complicated matters as the cube problem, or the relation of shipment weight to aircraft space.

He pointed out the vital relationship between long and short haul freight. "You need one to get the other," he remarked, "but we have got to get a better relationship between the cost of hauling freight in a C-46 as against those of the DC-6A." He said C-46 costs were about twice those of the DC-6A.

Discussing the new sales program for the Contract Division, he urged salesmen to keep watch for sales leads for the division and said that a publicity and advertising campaign were being developed to tap this new and lucrative traffic field.

Frank Lynott

Vice-President Lynott, discussing freight operations programs, pointed out that under present scheduling of flight equipment, "you have about all the service we can get right now in terms of first day deliveries."

"However," he added, "there is a lot of improvement we can bring about in the ground service. But, we will not get much of a chance for schedule improvement until we get the new Constellation fleet."

He discussed the Anderson-Nichols survey of freight operations techniques—the study being made by the Boston industrial engineering firm—and said that after several "stabs at it, we are just now beginning to get the kind of thinking we need." One of the major improvements that lies ahead will be the unitized loading of aircraft, with pallets in the airplane, many times pre-loaded directly by the customer.

"Our objective is to get our ground service improvements largely underway this year and then take on the Connies next year, and we hope to get unitized loading built into these new aircraft," he said.

On the new high-frequency schedules, he said that "we approached them with the objective of running them four times a week but we found we could run them five times a week." "However," he added, "we've been running them about twice a week, and very frankly, the reason is a lack of sufficient freight. We realize we have to give schedule performance to get freight but that freight must come if we



Opening session of the three-day General Sales Conference in Chicago, June 25-27, at the Conrad Hilton Hotel, with FTL executives and district

sales managers from all stations on hand to hear business development plans for the next six month.

are to continue the schedule."

He said vigorous efforts were being made to see that traffic personnel do a better job of handling customers. "We'll handle every complaint but there are some we can't do anything about. However, I can assure you they are certainly considered," he remarked.

He went into an extended discussion of the traffic jam on the TWX system, which he classified as a major problem. "We are up to a 94.7 per cent load on the TWX and the phone company tells us that anything over 64 per cent interferes with good service."

"I can't tell you what the solution is but we are going to do something about this," he stated.

One thing he urged was the stopping of unnecessary messages, many of which could be handled as well by interoffice memos as by TWX.

Asked about the plans for customer service desks, he said that the only guidance he could give on whether a station needed a desk was when the work load got out of hand.

"You can get such a desk by developing a need for it," he said. "When you can't get calls handled promptly and answered correctly, then maybe you need one," he told the sales managers. "Whether it should be manned by Sales or Traffic is not a question. The question is the right person who knows enough about both departments to do the job, irrespective of whether he comes from Sales or Traffic."

Answering a complaint that in one station, Traffic took an excellent man away and gave him another job just about the time he was doing an outstanding job in the station concerned, he said:

"You have got to promote men when they deserve it. There have been cases where we almost lost good men because they weren't getting recognition. That is our policy—to reward a good man with a better job. It's going to be a poor day here when we don't do that."

He urged the sales managers to let their problems be known. "Go through the channels and see that your superiors know your problems affecting Traffic so that I can

learn about them and work them out. Don't live with them!"

John Higgins

Assistant Vice-President John Higgins centered his opening remarks on the future of the air freight business.

Pointing out that the industry did 40 million ton miles of traffic in 1946 and 238 million in 1956, he said that he looked forward to 600 million ton miles by 1960 and that FTL's present volume of 60 million ton miles should increase to 150 million ton miles.

He said he based this projection on the fact that whereas the industry was operating 20 DC-6A air freighters today, 20 C-54's and about 30 C-46's, by 1960 it would be operating 30 DC-6A's and about 15 Super Constellations in addition to a limited fleet of short haul C-46's, assuming that this aircraft was not replaced by a better short haul ship.

"As we all know," he continued, "service is the measurement of whether you're in business or out. If you don't come up with a 7 a.m., or better arrival on the coast from New York today, you're just not competitive."

"We can look forward to the same thing when, one of these days, we get into the jet field, for that equipment is coming in freight just as it is coming in passenger aircraft."

As evidence of the importance of the service factor, he pointed out that American Airlines, after an impressive campaign opening up DC-6A freighter service into San Francisco, had "pulled out their aircraft."

"They just weren't getting the business," he said. "We saw a valuable lesson in that experience, namely—it is a lot harder to get business away from you if your service is good than it is if your service is mediocre."

He announced that in the development of Air Express traffic, in which he felt FTL had an important potential, sales personnel would be paid commissions on 50 per cent of the Air Express revenue developed, in addition to their regular commissions on air freight.

Hayhoe Reviews FTL Passenger Service Before Sales Group

An informative review of the Contract Division and the job it is doing in making Flying Tiger the largest independent carrier on the North Atlantic to Europe was outlined before the General Sales Conference by Brian Hayhoe, Sales Manager of the International Charter Division.

FTL currently is flying one DC-6 aircraft and five C-54's on the New York-to-Europe run. The DC-6 is contracted only for military passenger traffic and averages about 12 round trips a month.

The C-54 fleet, with 68 seats in each aircraft, is used for eastbound group charters and has been bid for a minimum of 134 westbound ICEM charters, or the movement of displaced persons to the United States from Europe.

Hayhoe said the division seeks to get a heavier schedule on the ICEM flights in June and July when the traffic to Europe by the tourist groups is at its peak, and to schedule a lesser number of ICEM flights in August and September, when the return tourist traffic from Europe is at its heaviest point.

For example, in June the airline scheduled 53 round trips with its C-54's and with the DC-6 operations, the traffic produced nearly a million dollars of revenue, "so you can see we are not dealing with an inconsiderable amount."

Rates on the C-54's in the peak summer season are \$20,000 per round trip but these drop off to \$16,000 in the low season of fall, winter and spring. Even in the heavy season, with a full load, this means that a passenger can make a round trip to Europe for less than \$300.

FTL flies its charters to five common points in Europe—London, Amsterdam, Brussels, Paris

and Frankfurt. Extra charges are involved if other destinations are desired by a group. The same policy applies if the group is picked up at some United States point other than New York.

Hayhoe said the division prefers to confine departures to New York because of staff and plane utilization and maintenance problems.

He said that sometimes the question of safety is raised, since groups may not be familiar with FTL's record, and the best reply is the splendid letter of commendation which an official of the Civil Aeronautics Administration wrote on the flights last summer in which FTL carried several groups of CAB and CAA employees to Europe. They said the performance of FTL was outstanding. Since the comment came from the agency which regulates the airlines, Hayhoe said he usually found that it satisfied the inquiring group.

He stressed the need of sales support to fill up traffic in the light months from October to May.

The division is seeking to encourage particularly European tourist travel by the recreational groups of companies, he said. FTL is flying a number of them this summer, such as Sperry, General Electric, Pratt & Whitney and Kollsman Instruments. With the Constellation fleet flying next year, he said the division hoped to expand this type of traffic considerably.

Another important traffic source, he said, are government employees, both federal and state. "We have had a lot of success with these groups," he remarked.

Answering questions about how the division helps travelers, he said FTL does not sponsor tours in Europe but can put groups in touch (Continued on page 3)

Hayhoe . . .

(Continued from page 2)

with low-cost tours of the Continent at prices as low as \$10 per day per person, including hotel, meals and transportation.

He explained in detail how the airline goes about getting CAB approval of such flights, stressing that the group must be legitimate, in other words a group not primarily organized for travel. He said large organizations sometimes ran into difficulties in getting CAB approval because the CAB felt that, in effect, the airline was then dealing with the general public, which is prohibited under the present trans-Atlantic charter policy of the CAB. Passengers are restricted to club members and their immediate families, which does not mean cousins, uncles and aunts, and usually the CAB insists that the passengers must have been members of the group for some time. Another restriction forbids free trips to group leaders, or tour organizers.

SALES MANAGERS HEAR AIR EXPRESS OFFICIAL

Air Express is generating more than \$40 million dollars of traffic annually for the airlines and with its service and equipment, Flying Tiger has an excellent opportunity to participate in this lucrative field, J. G. Byrnes, assistant general manager of Air Express, told the General Sales Conference of FTL at Chicago.

He outlined how Air Express broke down its revenue payments to the airlines, which had to concern themselves only with carrying the traffic generated by Air Express. Air Express, he pointed out, performs all other services, such as solicitation, pickup and delivery, handling claims and accounting.

He stressed the point that since Air Express was a partnership between the ground agency and the carrier, the carrier had a different

responsibility than in the usual cases of competition between services.

"We are in the rather peculiar position of being in competition with air freight and air freight, at the same time, is in competition with REA, which is our parent company.

"We approach this problem by asking you not to sell an Air Express account into air freight. You hurt your own revenue when you do it."

He said Air Express depends on selling a priority service both on the ground and in the air. "Sell the minimum-rated traffic, or smaller traffic, into Air Express," he said.

He described the effort of Air Express to provide a first-class ground service.

"We seek to make a pickup within one hour and a half after the call is received from the customer," he said. "In an actual check recently in Chicago, we found we were accomplishing pickups within an average of 52 minutes after being called. We have two-way radio on many trucks in the bigger cities and we are in a position to do a preferred service job."

Urging Sales personnel to keep in touch with Air Express offices, he said that "passengers and baggage sometimes do shut Air Express out of passenger flights, so there is a good chance for FTL to get this traffic."

Citing some interesting facts about Air Express service, he said the average haul is 708 miles and the scope of service covers every airport in the United States as well as 23,000 Railway Express Agency offices, with overnight service to many of these points.

Pointing out the traffic potential, he said Air Express loads between two and three million pounds of shipments a month at Chicago and "it is important to you that you get your share."

"See that your competitive flights are getting Air Express and if they aren't, let us know."

Finally, he stressed that Traffic personnel should be careful to see that the FTL stamp is on all waybills handled by the airline—"otherwise, you don't get paid."

Question and Answer Period Winds Up Sales Conference

When the general sales conference ended at Chicago, the final meeting was confined to comments of District Sales Managers on what they needed, or what they would do if they had administrative responsibilities in the general office.

Since the questions raised by salesmen and the answers given by general office executives are of general interest to all employees, the comments are highlighted here:

We have the best air freight service we have ever had and we understand that better service is hardly possible now because of the equipment situation, but an improved service, with faster deliveries through more direct long hauls, is vitally needed at a number of points not now on the mainline. Comment: We fully agree.

Our credit policy needs looking over. We think we should release shipments on the DSM's advice up to certain limits, especially on week ends. We can TWX BUR but that doesn't necessarily meet the situation. Comment: It is better to have a stricter credit policy than a looser one which would only lead to bad account losses. Our losses are the lowest of any airline.

More general office people should visit the stations. Sometimes we see no one in a year. Comment: We agree.

We ought to have a basic policy on moving costs. It is costly as well as bad for morale the way we do it now. Comment: There is such a policy and you can get it any time from the general office.

We need a simplification of monthly reports. Comment: Work it out within your own office, but we have to have basic information in BUR so that we know what is going on.

I think there should be downtown offices for sales personnel in the larger cities. Comment: We cannot agree. It is not only better but vital for Sales and Freight Operations to be together so they can co-ordinate quickly on each other's problems.

Why not have agencies handle claim inspecting? Inspections take a lot of time. Comment: It does not work. They are too slow in responding to requests and too costly.

General office personnel should try to attend local Sales meetings

when they are in town. Comment: We agree.

We need more follow-up programs given to the field, especially ideas which have worked well in other stations. Comment: We agree.

We are still running into slow decisions on claims. Comment: Procedures and accumulated work are being improved and whittled down and will soon show an improvement. There are times when we are not legally responsible but we may be morally. If you think so, let us know.

We are experiencing delays of as much as 14 to 22 days in billing of accounts after shipments are received. We have had no satisfactory reply from BUR on this. The airbill request system seems obsolete. Other carriers are doing direct billing via the customer. Comment: We will look into the delays. We have fought this down to the wire and so far see no solution for it until we get into TWX billings. Can't do it until then. We can't assign block airbill numbers to certain customers because you then set up two systems, which makes the overall system worse than ever.

Better training of ground operations personnel is needed in dealing with the public. Comment: That is underway.

The monthly reports you require bog us down. Comment: We simply have got to get that information to know what is going on, what is being accomplished.

The details on reports take too much of the DSM's time. Comment: Again, we have got to get basic information. We not only must have it, but you must have it if you are to know what you are accomplishing. It will just have to be done. You can't expect others to do your work.

We need a better response from the general office on whether they can participate in public events which seem important to us and when we ask for an airplane for display purposes, we are deeply embarrassed when we get a ship in ragged condition and we certainly have them. Comment: We agree and will look into it.

We seem to be pretty slow in putting out some of our brochures, which we need. Comment: Agreed, but they can't all be first. Yours is important but the general office may feel that others should come first.



One of the principal speakers at the opening conference was J. G. Byrnes, assistant general manager of the Air Express Division of the Railway Express Agency, shown here explaining how Air Express and FTL can be of especial benefit to each other.

Survey Shows Agents' Air Freight Revenue

Agents of The Flying Tiger Line, in the first four months of 1956, produced \$240,472 of air freight traffic and collected commissions exceeding \$17,000, a survey by Ken Albertson, director of tariffs and agency sales, showed.

The business was developed by 75 agents. Largest revenue producer on the system was Carrier Service Co., of Buffalo, which has an exclusive contract for sales and development of traffic in the area outside of Buffalo.

The largest agent-revenue producing area was Los Angeles, with Buffalo second, New York third and San Francisco-Oakland fourth.

FTL agents generally are located in areas outside the regularly-established sales districts and are responsible for the development of air freight in their respective regions.

W. R. Hoey Fills New Post In West Canada

The appointment of Captain W. R. Hoey as project manager, West Canada, has been announced in a joint statement by Vice Presidents Frank Lynott and George Messenger and Director of Flight Operations E. A. Pinke.

In his newly-created post, Hoey will have full responsibility for all personnel and equipment in West Canada. Reporting directly to him will be R. C. Shaklee, ground operations, and Ken Garber, maintenance. In addition, Hoey assumes the duties of regional chief pilot for West Canadian operations.

Cuppitt, Robinson Take New Maintenance Duties

Two new appointments in the maintenance department have been made by W. J. Duehren, superintendent of maintenance.

Joe Cuppitt has been named general foreman in charge of outlying maintenance stations and Frank Robinson, formerly of Burbank flightline, has been appointed general foreman at Newark.

Cuppitt replaces John L. Dewey, who recently was appointed assistant superintendent, while Robinson replaces D. F. Coyne, resigned.

Both Cuppitt and Robinson are among FTL's oldest employees in length of service. Cuppitt joined the company at the start of operations in 1945 and Robinson came to the Tigers in 1946.

SPECIAL PUBLICATION REVIEWS MSP PROGRESS

Flying Tiger's progress in the Minneapolis-St. Paul area, where the airline began service last fall, was reviewed in a special issue of Greater Minneapolis, publication of the Minneapolis Chamber of Commerce, on the occasion of the annual aviation show at Wold-Chamberlain Field, where FTL has its station.

Frank Siwicki, district sales manager, said in the article that "while we are still a long way from realizing the full potential of the Upper Midwest in terms of air freight traffic, the progress of the past six months has been the source of a great deal of encouragement."

FTL Charter Speeds Booms to Construction Site

Faced with a deadline on a river diversion project, the Guy F. Atkinson Co., one of the nation's largest construction firms, met the emergency by chartering a Flying Tiger air freighter to bring 13,500 pounds of hydraulic jumbo booms from the Gardner Denver Co., at Quincy, Ill., to Portland, Ore.

The Atkinson company is engaged in construction of a dam near Cougar, Wash., in connection with a hydro-electric project for the Pacific Power and Light Co. Part of the work calls for diversion of a river through a tunnel to permit completion of the dam. It was for this part of the project that FTL was brought into the picture to get the urgently-needed booms from Quincy to Portland, where they were trucked to the dam site.

CONGRATULATIONS TO . . .

Captain Dick Pocius and wife Mary on the birth of a son, Richard Randall, born July 2. Dick is a first officer on FTL's North Atlantic run.



A huge semi-trailer loaded with nine booms backs up to a Flying Tiger air freighter at Quincy, Ill., at the start of a rush shipment to get the booms to a dam construction project in Washington. Some of the booms can be seen protruding above the forward part of the truck.

"The Philadelphia Story"

In the world of air freight, the factor of "growth potential" is of major importance. Upon it is founded the industry's future—the commitment of carriers to buy millions of dollars of new equipment and expand their services. If it did not exist, there would be little reason to develop new aircraft and new services.

In the system of The Flying Tiger Line, and in the company, itself, there are many potentialities of growth. One of the most interesting is Philadelphia, the nation's third largest city.

"The Philadelphia Story" is a title familiar to millions and it has its particular significance in the future of The Flying Tiger Line.

One has but to ride the train from New York to Philadelphia to realize that somewhere in this vast passing scene of industry—mile after mile of plants, factories, mills and towns—air freight someday will be a far more vital factor in the transportation needs of so immense a concentration of manufacturing than it is today.

Intriguing City

And in that realization lies the future of an airline such as Flying Tiger serving the nation's third largest city. "The Philadelphia Story" can be repeated several times over in the future of FTL's domestic air freight system but with one, or possibly two exceptions, no city is more intriguing.

The cradle of American Independence, Philadelphia stands today as one of the nation's wealthiest as well as largest cities. For a long time, because of its proximity to New York—only an hour and a half away by train—it occupied a secondary place in the development of aviation.

Then, several years ago, men of vision began to expand its airport and go after increased airline service. Today, it has one of the nation's most modern passenger and freight terminals and air traffic has increased so greatly that further expansion plans are already underway.

Looking at all those passenger flights and the seemingly endless concentration of industry that lies around the city, Vernon Gray, FTL's district sales manager who grew up in Ben Franklin's home town, has no hesitation in predicting that FTL's traffic can easily double once the airline is in position to provide direct transcontinental service to and from Philadelphia.

That possibility is not too far away with FTL's new fleet of Lockheed Super Constellations due to roll onto the airline's system in less than a year.

For the present, Philadelphia is served on FTL's 567 flight, originating in Newark and terminating in Milwaukee, with transcontinental freight transfers being effected at Detroit.

Housed in one of the best terminal facilities on the airline, a clean, light brick building with quick accessibility both to the airplane ramp and the truck dock, FTL has seen enough growth in "PHL" to know that the real future lies ahead.

Handling some 350,000 pounds of freight a month, PHL consistently ranks fifth or sixth in freight revenue on the airline, a far cry from the days back in the spring of 1950, when the airline began service there and struggled along

for months with a traffic of a few thousand pounds a month.

Unlikely Locale

Historically, FTL's Philadelphia station started from about as an unlikely a locale as any station the airline ever opened. Long Beach, where FTL was born in 1945, had a two-car garage for headquarters. In Hartford, the freight station was an old abandoned truck trailer. But, in Philadelphia, it was the Men's Room!

When FTL came to PHL looking for space some six years ago, the airport was outmoded and critically in need of improvements. The terminal building was wholly inadequate and the only space FTL could find was an abandoned men's wash room. There, for months, FTL stubbornly stayed through an inauspicious start.

Today, the station in its pleasant 4,000-square foot quarters in the new freight terminal building, has a crew of three salesmen and nine freight operations personnel under Gray, as district sales manager, and Lou Rassler, as station manager. Rassler is a veteran of six years with FTL, joining the company in 1950 at the Denver station and later transferring to Chicago prior to becoming station manager at PHL in 1955.

Two men plainly remember the wash room days, for they were there, Charlie.

Pilots Praise PHL Crew

They are Sales Representative John Walsh and Junior Agent Bob Griffenberg, nucleus of a sales and operations crew which pilots along the airline pay tribute to as one of the best on the FTL system—and pilots, as all airline employees know, are not given to passing out praise recklessly.

Traffic through the station has more than doubled since the start of operations in 1950 but this is no measure of the future, Gray points out, because of the necessary service restrictions, which will be overcome when FTL gets its new Connie fleet. System-wise, PHL makes a better showing. Once at the bottom of the list in revenue, it is now far up the list, standing fifth in June. Its rank this year has ranged between eighth and fifth among domestic stations.

With the improvement in schedule performance in the past year, Gray points out that PHL has doubled its outbound tonnage. He credits BUR Freight Operations with playing a major part in this improvement through the new traffic pattern protecting space for outbound freight and the increased control given the station in the handling of freight. The new facility also has played an important part.

New Dock Space

Recently, FTL added to its PHL potential by being among the first freight lines to obtain dock space at Northeast Airport, serving the northern Philadelphia and southern New Jersey area, where there is a tremendous concentration of industry. FTL's main terminal is at Philadelphia International Airport, in the southern section of the city. The new dock provides much greater delivery and pickup convenience to shippers located in the northern part of the PHL area. FTL serves the dock with truck connections to the main terminal.

Principal commodities moving through the PHL station are electrical equipment, chemicals, printed matter, aircraft parts, textiles, heavy road machinery, truck and auto parts and military freight

growing out of the location of several major Air Force and Naval bases in the PHL area.

Freight flows into PHL from a wide, surrounding area—all of eastern Pennsylvania, southern New Jersey, Delaware and northern Maryland. Because of the fact that many major truck facilities are located near FTL's main terminal, service from over-the-road truckers reaching into these outlying areas is particularly good.

Midnight Oil

FTL's pickup and delivery service is performed by the Carrier Service Corp., headed by Frank Pinto, whose company is also heavily engaged in surface trucking. Pinto has been with FTL since the start of service in PHL and is one of the most enthusiastic supporters of the air freight future. Despite the fact that FTL's 567 flight passes through the station at midnight, Frank usually is on hand to see that everything is handled properly.

"Give us increased service and develop the people—the shippers of this area, and you'll have one of the greatest stations on the airline," Frank predicts. He should know. He and his brother built their own business into one serving many of the largest freight accounts in Philadelphia doing exactly that.



1. The "Philadelphia Story" begins with this paneled, electrical sign on the highway side of FTL's terminal—clearly visible from the main truck highway several blocks off.



2. Here is a street view of FTL's air freight terminal at Philadelphia International Airport, with FTL trucks and a Yale & Towne truck, one of our largest shippers, lined up at the truck-bed high dock. FTL's facilities here are among the most modern in the nation. They are located in a block-long brick building, newly built for handling air express, air freight and mail. All carriers serving the airport have their freight facilities concentrated in this building and another adjoining it.



3. This is the ramp side of the terminal, which has two large doors for easy access to the warehouse area inside the building or the aircraft, which can be easily parked in the spacious ramp area in the foreground. In the background is one of the FTL pickup-delivery trucks operated for us by Carrier Service Corp. This 30-foot trailer can handle 30,000 pounds of freight.

Air Freight and Its Future



4. However, it was not always thus in the "Philadelphia Story," as these boys well remember. When FTL began service at PHL in April, 1950, the only place on the airport where the airline could hang its shingle was this abandoned men's wash room—the only station facility of its kind in the now-lengthening and always intriguing history of FTL's air freight development. Both FTL and the airport have grown substantially and greatly improved their locale for air freight in the intervening years. Recalling those first days are (left to right) Sales Representative John Walsh, District Sales Manager Vernon Gray and Agent Al Del Grosso.



5. Newly-added to FTL's operations at PHL is this air freight dock at Northeast Airport, serving the northern area of Philadelphia. FTL's main terminal at Philadelphia International Airport is located in the southern section of the big metropolitan area. This new dock, opened on June 11, will enable shippers in the northeast area to get their freight quickly to a nearby receiving dock, where FTL trucks pick it up and deliver it to the International terminal where our flights land. The new dock will serve such major customers as Yale & Towne Manufacturing, Mack Transportation, Sears Roebuck, Quaker Rubber, SKF Industries, Philco and Williams Brothers Printing Co.



6. Heading up PHL Sales is Vernon Gray, shown in his office here. Vernon, who came to FTL in 1951 at PHL from the traffic department of a steel plant supply company, is a graduate of the Academy of Advanced Traffic and a member of the Aviation Committee of the Philadelphia Chamber of Commerce and a director of the Norristown Traffic Club. A classmate of his at the Academy was Herb Bornemann, FTL's DSM at Buffalo.



7. Here is the PHL team, lined up before FTL's big semi-trailer. Left to right are Joe Scalia, trailer driver, Stanley Jarek, cargo handler and his 10-year-old son, Ronnie, Cargo Handlers J. McNeill and Jerry Roman, Agent Al Del Grosso, Agent Frank Dorrian, Junior Agent Bob Griffenberg, Sales Representatives John Walsh and Ernest Schimmer and Ernie's three-year-old daughter, Gail, DSM Vernon Gray and Frank Pinto, head of Carrier Service.



8. Station Manager Lon Rassler took charge of the PHL station after tours of duty at Denver and Chicago.



9. An interior view of the PHL warehouse, with Del Grosso on the fork lift and Griffenberg checking a 1600-pound shipment of truck and tork lift gasoline tanks from Milwaukee for Yale & Towne. Also in the scene is a shipment of Lincoln-Mercury auto parts and aircraft parts for Philadelphia manufacturers. Pilots on the run through PHL say that Del Grosso and Griffenberg can move more freight faster than any other two men on the system. We don't know about that, but they have plenty power.



10. Another view of the station interior looking out on the truck receiving dock. In the center are, left to right, John Zawisze, Yale & Towne driver, Gray and Agent Dorrian. The warehouse has 4,000 square feet, well lighted with twin freight doors on each side of the building and direct access through the terminal from the aircraft ramp to the truck dock, thus permitting an uninterrupted flow of fork lift traffic.



11. Looking over the PHL load factor—and where to get more of it—are Frank Pinto, who has done FTL's trucking since the start of the station, Ernest Schimmer, Gray and John Walsh, holding their weekly sales meeting. In the center foreground on the table are two P-40 models, making of which is a hobby of Pinto. As all well-informed FTL'ers know, the P-40 was the fighter aircraft with which General Chennault's fliers set the Japs back in China.



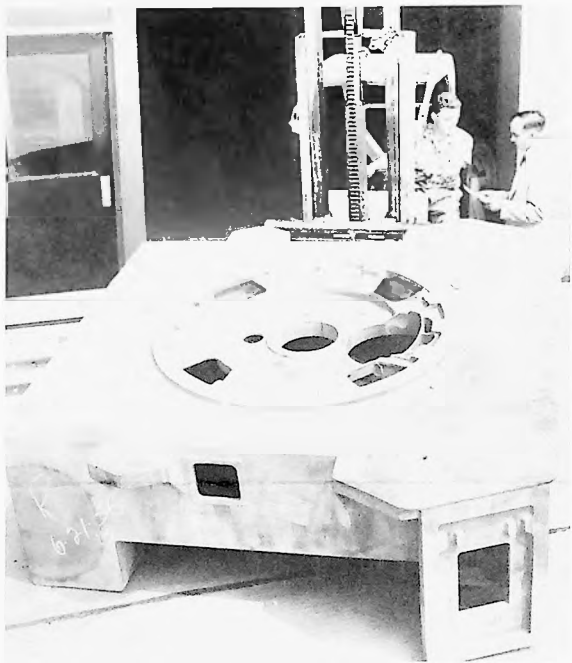
12. The outside office working area is pictured here with Del Grosso at the billing table in the foreground and Dorrian (left) and Schimmer at the freight receiving desk.



13. Moving freight, incidentally, is only one of the accomplishments of Al Del Grosso, an FTL agent since 1952. As the boys found out at RML in the summer of 1955, when Al did a tour of duty there, he is probably the watermelon king of the east. Working a long shift, Ed Hembree, then superintendent of stations, volunteered to get the boys a beer to cool them off on a 90-degree plus day. "If it's all the same to you," said Al, "I'd like a watermelon." Hembree bought six of them before Del Grosso stopped eating. It was also 90-plus when the Tigereview visited PHL and a year had made no change in Al's feeling about watermelons. Here he is polishing one off at lunch.



14. Midnight is the crucial hour at PHL, when the 563 flight pulls in from Newark, bound for Detroit, Chicago and Milwaukee. Checking the mail pouch for the flight is Agent Dorrian, while Capt. Karl Rader (left) of RML, and Copilot Bob Gilbert of EWR finish up the paper work. Watching is Frank Pinto of Carrier Service, who meets most of the flights and also manages to work all day.



15. One of the nation's greatest industrial areas, Philadelphia is the source of a wide range of freight and one of the most unusual is shown here, illustrating the flexibility and the capacity of the modern air freighter. This is a 1,450-pound radar base, made by the Rolle Manufacturing Co., Lansdale, Pa., and being shipped to the Continental Can Co., Chicago, in connection with a military contract. Made of magnesium, the base is 7½ feet wide, 8½ feet long and three feet high. To look at it, one would not imagine that it would go into the cargo hold of a C-46—and according to the loading chart, it won't—but PHL has handled more than 50 such shipments. They had a little trouble learning to load the first one. "There was nothing to it after that," said Station Manager Lou Rassler.



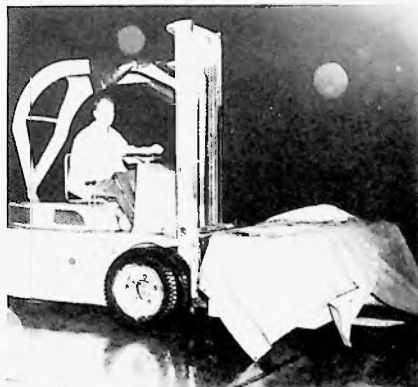
16. Pilots say Bob Griffenberg and Al Del Grosso can move more freight than any two men on the system. To illustrate, 23-year-old Bob, a 190-pound muscle man, shows how to handle the 1,450-pound magnesium casting shown in the previous picture if you have fork lift difficulty. Bearing witness to the feat are, left to right, J. McNeill, Stan Jarek and Jerry Roman. And it isn't done with mirrors, either. You figure it out.



17. A major source of PHL freight is the big Philco plant, whose headquarters are here. Jerry Roman gets ready to load a shipment of TV sets on the 563 flight.



18. Even human remains shipments come out of the PHL station and here is one going aboard ship, destined for CHI.



19. The PHL team is prepared for any kind of weather. During the day, it was 90-plus. At night, a terrific thunderstorm hit the city and drenched the airport just as the 563 flight hit the ground. So out came the tarps and slickers—ala Seattle—to cover the freight and the cargo handlers. Here is Jerry Roman in the midst of the weather.



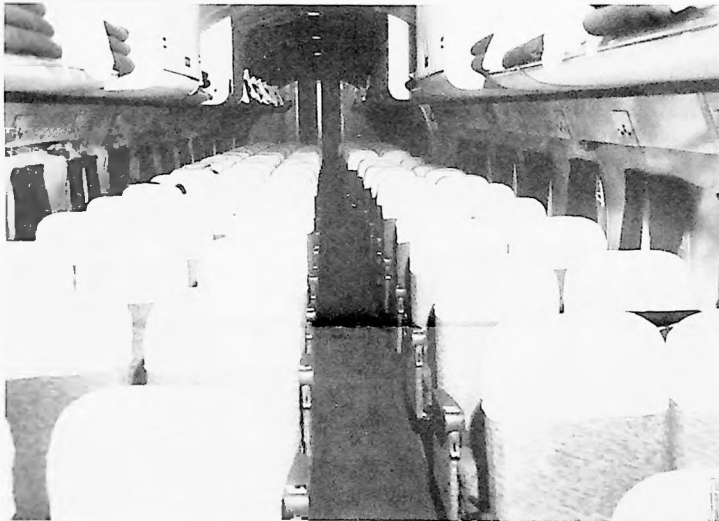
20. With the 563 flight on its way, the boys hit for the station, shedding slickers and putting away the APU and fire bottle. Left to right are Bill Linke, Roman, Dorrian and Jarek, who, by this time, 1:30 a.m., were ready to call it a day.

Bird's Eye View of Flying Tiger's Low-Cost North Atlantic Operation



Flagship of FTL's overseas aircraft fleet is the DC-6, which flies a schedule of approximately 12 flights a month between New York and Frankfurt, Germany, carrying military personnel and dependents. In this aircraft, FTL provides the finest low-cost service across the North Atlantic.

At New York International Airport, where FTL headquarters its North Atlantic operations, we have our own loading equipment.



An interior view of the high-density, yet comfortable seating arrangements on the DC-6, accommodating 100 passengers.

Here is a typical North Atlantic travel group—military personnel, their wives and children all aboard for Frankfurt.



FTL flights provide complete meal service from the most modern galley arrangements.

Mealtime aboard an FTL flight, provided by the airline at no extra cost to the passenger.

Ask For It By Name

The following is the third in a series of articles to better acquaint FTL employees with the benefits and services of The Flying Tiger Line Employees' Federal Credit Union. This month our subject is LOANS and how to go about applying for such. (After all, at one time or another, everyone needs M-O-N-E-Y!)

WHY MAKE A LOAN?

Loans are made for all provident and productive purposes including home repairs or improvements, automobile financing, furniture and appliances, vacations, doctor bills, purchase of lots, purchase of stocks and bonds and various personal loans.

WHO IS ELIGIBLE FOR A LOAN?

Anyone who is a member of the Credit Union is eligible to make application for a loan. All one needs do is fill out the "Application for Loan" form and send it to the Credit Union, BUR. (An earlier issue of the Tigereview told how to become a Credit Union member.)

SECURITY FOR LOANS

Security for loans varies with each loan and each individual. Many loans are made on personal signature, the amount of which usually depends on the person's length of service with the company. However, due to Federal law, the maximum amount that may be borrowed on personal signature is \$400. Many other forms of security may be offered, including co-makers, titles to automobiles, pledge of shares, stocks and bonds, jewelry and chattel mortgages or property of determinable values.

APPROVAL AND REJECTION OF LOANS

The Credit Committee of the Credit Union—made up of FTL employees—is the final authority on the granting of loans and must pass on all loans. The Committee meets on Mondays, Wednesdays and Fridays of each week.

If, for any reason, the loan is rejected by the Credit Committee or if there is reason to believe it may be rejected, one may contact the Credit Union office on the day before or after the nearest Credit Committee meeting and make any necessary adjustment, such as in the forms, amount of security offered, terms, amount of payments or the size of the loan.

EMERGENCY LOANS

Emergency loans, when a definite emergency exists, can be processed through in a shorter time. For further information contact the Credit Union office at BUR.

CREDIT UNION "ESTATE LOAN"

Here's where you make money while you borrow. Borrow \$1,000 to be put into Credit Union savings, with savings as security. This must be paid back within three years.

BILLION TON MILES OF AIR FREIGHT ANNUALLY PREDICTED FOR 1956

The potentialities in air freight a decade away were surveyed by the United Press in a review of the industry which recently appeared in newspapers across the nation.

The United Press study indicated that by 1965, the industry should be developing a billion ton miles of air freight annually, with gross revenues approaching 200 million dollars.

However, the survey said, both Robert W. Prescott, president of Flying Tigers, and John C. Emery, president of Emery Air Freight, the

Interest is ¾ of 1% per month on the unpaid balance. With payments of \$32 monthly and paid back within three years, the total interest would amount to \$146.25, but you would receive insurance plus dividends on the savings, and insurance on the loan.

INTEREST PAID AND COMPARISON RATES

Interest paid on loans is quite low—1% per month on the unpaid balance for signature loans. (Example: Borrow \$400 to be paid in twelve months with payments of \$35.50 monthly. With 1% interest per month on the unpaid balance, total interest would amount to \$26.52.) The interest rate on new cars is ¾ of 1% per month on the unpaid balance and on used cars the rate is 1% per month on the unpaid balance.

Following are comparison rates on a loan of \$400 to be paid off in twelve months.

Bank Interest Charges.....	\$28.13
Finance Company Interest Charges	\$59.48
Credit Union Interest Charges	\$26.52

INSURANCE ON LOANS

All loans up to \$10,000, regardless of type of loan, are insured in case of death. In other words, if you should die before paying off your loan, the Credit Union insurance pays it off for you, thus releasing the burden from your family.

Survey Ranks FTL as "Leader"

A review of the air freight industry in which The Flying Tiger Line is ranked as the leading company in the field has been published by Kalk, Voorhis & Co., New York City brokerage firm.

"Air freight is by no means threatening to displace other forms of transportation, nor should it be expected to in the future," the review says. "Nevertheless air freight, which has its advantages, certainly can grow a lot before it starts crowding other forms of transportation. Growth, despite popular misconceptions on that score, has been impressive. A sharp upswing in air freight business during 1955 may be signalling accelerated growth in coming years."

The study concluded that the air freight carriers are now in a position to challenge the combination carriers' dominant position as air freight movers; that the armed forces increased embrace of air-lift means military business increasingly available on a routine rather than hit or miss basis; that freight carriers will now get a crack at air mail and air express, which may prove quite a boon, and that easier financing makes expansion possible.

The survey describes The Flying Tiger Line as the "leader in its field and the largest all cargo carrier."

nation's largest air freight forwarder, believe the figures could be doubled and make sense.

Last year, the industry reported 300 million ton miles and 70 million dollars in gross revenue.

Prescott and Emery pointed out that the market for air freight is practically unlimited now because present air freight service is still small compared to what could be achieved with the right equipment, rates and education of the shipping public.

Alert Station Manager Finds Bagpipe Owner

Here's a new and enterprising way to solve a shipping problem.

Bob Beckman, PDX station manager, got a couple of boxes of Scottish bagpipes addressed to Ron Miller, pipe major of Clan Macleay Pipe Band, but no address. Having read a local newspaper columnist's dissertation recently on bagpipes, Bob called him to see if he might know Pipe Major Miller.

The columnist said sure and why. Bob said he had some boxes to send him. The columnist wanted to know what was in them. Bob replied bagpipes and drums—musical instruments. The writer said: "If they are bagpipes, they are not musical instruments!"

"I stand corrected," apologized Bob.

"Well, I don't know whether I should tell you where to get Miller or not—there's too many bagpipes around here as it is."

The columnist would up his column saying that his position was getting "horrible" ever since he wrote a column about bagpipes—people are calling up wanting to know where they can get bagpipes, where they can get lessons, hire a bagpiper or something like that—and now, Flying Tiger even wants to know where to deliver the things.

Sweepings FROM PHL

By Ben Gal

Greetings to you from PHL. (To our co-workers from Southern California, may we say "greetings you-all.")

PHL, which has long been known as the home of the Liberty Bell, Independence Hall, etc., is fast becoming known as the home of Del Grosso's Watermelons. Del has been eating so many of them, that it is rumored the Phillies have sent Robin Roberts out to sign Del up as their water boy.

Rassler must think his car is a DC-6. He covered over seven states during his vacation. Wife Bonnie checked out as his copilot on trip with two children dead-heading.

Heard that Vern Gray wanted to take Len Kimball for a ride over Niagara Falls in a barrel when both visited there recently (due BUF wx).

John McNeill and Stan Jarek have red caps which they only intend to wear whenever PHL works an international passenger charter. (That isn't my bag, boy. That's my wife.)

Jerry Roman had a fling at playing beachcomber and couldn't aviate for several days due to sunburn.

Ernie Schimmer just bought a station wagon in order to carry his sales paraphernalia. Wouldn't be a bit surprised if he also has a TWX machine in the back seat.

Frank Dorrian has harnessed a huge New Jersey (beg pardon, EWR) mosquito and is using same for transportation to and from work.

Bob Griffenberg named "Mr. Aero Diner" by the waitresses there.

John Walsh being considered for the Olympic Team? You should see him take off after some sales prospects.

Time to put the broom back, but hope to see you soon with more sweepings from PHL.

IT ALL STARTED WITH A LOBSTER DINNER

Lew Hester likes to eat. Among the epicurean delights that tempt his palate are lobsters. And because of that, plus the fact that Lew likes nothing better than a chance to sell The Flying Tiger Line, Cleveland got a whole new viewpoint on air freight, lobsters and—most of all—Tassi's Skyway Lounge, opposite Cleveland's Hopkins Airport, where FTL has its terminal.

Lew, formerly of CHI but now a stalwart on the CLE Sales Staff, dropped into Tassi's one night not long ago. But let Lew tell the story:

This all started with a lobster dinner at Tassi's Skyway Restaurant in Cleveland two weeks ago. As salesmen always do, they make it their business to know people, and so I did with the entire Tassi family. (Editor's note: Lew cuts no corners when it comes to getting acquainted.)

They are proud of their new buffet type suppers, which are really out of this world, and, as usual, I was looking for freight and a chance for Flying Tiger Line publicity. (Editor's note: Lew, you are the answer to a harried public relations man's dream.)

The lobsters did the trick. They flew them in from BOS by air and I got local publicity on the movements—a two column picture spread in the Cleveland Press. (Editor's note: Knowing restaurants'

pendant for publicity, this ought to make Lew as popular at Tassi's as a free ice cream vendor at a children's picnic.)

This was not the end, however. (Editor's note: Lew not only inaugurates. He also provides the cleanup, deluxe.)

I talked them into putting a sign on their seafood table which will be seen by at least 500 people daily. They cater to businessmen from all over Cleveland and vicinity. (Editor's note: Knowing Lew, it is a leadpipe cinch he will see that 500 people know about it daily without any help.)

A large meat packer in the city, Brandt & Sons, saw the newspaper article. Bill Brandt called me the next morning and said that in addition to their meat business, they are planning to enter into the seafood line and was very interested in discussing lobsters, etc., by air. (Editor's Note: Brother Brandt, when you called Lew, you got the right man. If there's anything he can't get into CLE by air freight, we'd like to know about it.)

This is an item that I am sure you will want to use in the Tigereview, showing how the CLE Station is using every means to build up tonnage.

(Editor's note: Lew, you have just won the July promotion championship—in fact, you may have won it for all summer.)



The lobster line at Tassi's—via Flying Tiger Line.

FREE INFORMATION ON LOW COST GROUP TRAVEL TO EUROPE

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