

Tigerreview

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Tiger Service Saluted for High Efficiency

'BRUSSELS PEOPLE-SEATER' FLIES VIA TIGERS—NATCH

If you, like Pat Kelly (left) of BUR Sales, wonder what this is all about, you have nothing on Sales Representative Al Sachs (center) when he got a glimpse of this freight load—some 18,000 pounds of it—which was tendered to FTL recently. It also caught the curiosity of the girl on the right who (as seen in photograph below) stopped to listen — Claudia Teus of Flight Operations. And here's what she heard:

One Semi-Circular Center Quadri-Spherical End is the official description of the biggest "house" of its kind ever built — an air house which is being erected at the Brussels World Fair for a Western Rodeo.

Somebody tacked that last line on the sign, borrowing from the current popular song hit and merging it with the purpose of the house to come up with "Brussels People-Seater." Since the house will seat 10,300, it—oh, well, that's the way they explained it.

\$500,000 Raised

As for the house itself, some statistics and history are interesting.

After the decision was made—and the money, \$500,000, was raised—to put on a Western Rodeo at the Fair, the Los Angeles group which organized the show began looking around for housing facilities. These had to be considerable, since the show would feature 235 head of livestock including five buffaloes, 60 Indians, 60 cowboys and 60 cowgirls, along with 32 principals, headed by Casey Tibbets, world champion cowboy.

The show management, headed by Actor George Murphy, decided they needed an arena the size of the Los Angeles Olympic Auditorium. Rather than try to put something together in Europe, Murphy's

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School Kids Taught About Flying Tigers

Don Therasse, CONOPS Station Manager at San Francisco, is pretty well informed about the story of The Flying Tiger Line but he didn't realize that the children of St. Catherine's Parochial School at Burlingame were also on the beam until one of them produced a school book.

Called the McCall-Crabbs Standard Test Lessons in Reading, Book D, and published by Teachers College, Columbia University, New York, it includes a page of questions and answers about The Flying Tiger Line.

It tells of the founding of the line by a group of men who once flew in China for General Chenault, and how they transported all kinds of freight, even "home-hungry sailors." Then it concludes with the airline's famous slogan:

"We Fly Anything, Anywhere, Anytime."

As Don put it:

"It's interesting to know that the good word is being disseminated to about 100 potential business people each year."

STATIONS SET AIR FREIGHT HIGHS

With The Flying Tiger Line setting new system records in air freight in May, many stations along the line reached new highs, traffic statistics showed.

The most sensational record was turned in by Providence, where May traffic showed a gain of 60 per cent over April, and traffic for the first five months of the year gained more than 300 per cent over last year. It was the largest five-month total in the station's history.

Another major gain was recorded by Newark, where traffic for the five-month period showed a gain of more than 100 per cent over last year and set a freight record for the period.

Chicago traffic has climbed to the highest point in the history of the station, gaining 66 per cent for the first five months of the year, compared with the same 1957 period.

San Francisco Up

At San Francisco, where all freight records were broken, the station shows a five-month gain of more than 70 per cent.

Another major gain was recorded at Burbank, where May traffic improved 15 per cent over April and was 22 per cent ahead of last year for the first five months. This period also set a record for Burbank.

Other important gains: Philadelphia traffic in May was up 40 per cent over April and shows a 10 per cent gain for the first five months over last year.

Hartford traffic, breaking all records for that station, showed a gain of nearly 40 per cent in May over April, and is up more than one-third for the five months, compared with 1957.

Oakland reported a 60 per cent gain in May over April.

Detroit Up in April

Akron-Canton's May traffic ran 35 per cent ahead of April, the first important gain recorded by this station in 1958. The same trend occurred at Detroit, where May traffic, showing the first gain since last November, rose more than 60 per cent over April. Both stations have been hard hit by the decline in automotive traffic.

Portland's May traffic gained 20 per cent from April and shows a fractional gain for the first five months of the year, compared with the 1957 record.

San Diego showed the second straight month of improvement in May, with traffic for the month rising about 15 per cent from April, which in turn was about 10 per cent above March.

Cited As One of Principal Factors In Over-all Growth of Airline

Service, which with proper equipment, is the key to success in any transportation system stands today at the highest point of efficiency ever achieved by The Flying Tiger Line. It is receiving increasing recognition as one of the principal factors in the over-all growth of the airline.

While many other transportation systems are experiencing traffic declines in 1958 as the nation wrestles with recession problems, Flying Tiger's air freight traffic in the first five months of the year is eight per cent ahead of 1957.

Air Freight May Revenues Highest Ever

May air freight revenues of The Flying Tiger Line set an all-time record for the company, continuing the steady upward traffic trend which began in February, George T. Cussen, vice-president, announced.

Cussen said May traffic totaled \$961,421, a gain of nearly 10 per cent over the same month last year, when revenues of \$877,277 were reported. The May figure also exceeded that of March, which was the previous high month in company history at \$940,279.

For the first five months of 1958, Cussen said, total air freight revenues set a record of \$4,373,390. This was eight per cent ahead of the same period last year, when traffic totaled \$4,052,194. With the exception of January, each month of the current year has set a new mark for that particular month.

The steady improvement in traffic, despite the general contraction in business, was attributed by Cussen to an increasing shift of many companies to air freight to cut distribution costs.

"We know of companies which are now relying on air freight for the first time to get a better control of inventory and warehousing costs," he declared. *"One company told us it was experiencing savings which would exceed \$250,000 a year."*

Cussen said that stations which showed particularly strong traffic gains in May were Los Angeles, Providence, Portland, Ore., Philadelphia, Oakland, Calif., Hartford-Springfield, Detroit, Boston and Akron-Canton. The gain at Detroit, the nation's automotive center and normally a prime source of air freight, is the first recorded there since last November.

The latest cost ascertainment report of the Post Office Department, made in 1956, shows that air mail at 6 cents returned a profit of about \$18 million to the Post Office and was the only major mail service that did show a profit.

As reported elsewhere in the *Tigerreview*, many stations are experiencing almost sensational gains of traffic. These more than offset the severe declines at other cities which have been dependent on the automotive industry, such as Detroit, Cleveland, Akron-Canton and Milwaukee. Increases such as 100 per cent at Newark, 70 per cent at San Francisco, and 66 per cent at Chicago, have raised many questions as to the causes of these gains in the face of business declines generally throughout the nation.

Reasons for Increase

Some of the improvement can, of course, be attributed to the normal growth of air freight, which today offers the shipper more opportunities for cost economy and improvement of efficiency in the distribution of his goods than any other form of transportation. Some gains result from the dependence of shippers on air freight to replenish inventories which have become dangerously low as businesses cut back on production.

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TIME TO JOIN FTL PROFIT PLAN

Another opportunity—it happens only twice a year — to join The Flying Tiger Line Profit-Sharing Plan comes up this month, Ken Marietta of Personnel reminds us.

All employees who have been with the company for one year of continuous service, starting June 30, 1957, become eligible to participate in the plan for the fiscal year starting July 1, 1958.

However, applications for such participation must be submitted to the Personnel Department at Burbank by June 30, 1958. Applications received after that deadline cannot become valid until Jan. 1, 1959.

Booklets explaining the Profit-Sharing Plan have been sent to all eligible employees. If you are one of these, your application should be forwarded immediately if you desire to participate in the plan on the July 1 anniversary date.



Pat Kelly (left), Al Sachs and Claudia Teus

New Handbook Tells Tiger History, Personnel Policies

Another "first" has been scored by The Flying Tiger Line—the first publication of an attractively printed and bound employees' handbook giving a complete history of the company and outlining in detail the company's personnel policies.

The book is the work of Art Meyer, personnel director, who prepared the section on personnel policies and put the book together; Len Kimball, vice-president of public relations, who wrote the interesting ten-page history; and the Administrative Employees' Committee which spearheaded the entire project.

This is but one of the many undertakings in which the Administrative Employees' Committee has had a hand. They were instrumental in establishing the Management Development Program which has been a long-neglected and highly successful program; they were responsible for the adoption of FTL's periodic review form and through the Committee's action the company established the policy of making job opportunities open to bid by present employees before any hiring is done from the outside.

AEC Formed in 1955

Formed in February, 1955, under the direction of President Bob Prescott, the Administrative Employees' Committee holds monthly meetings to discuss and act upon suggestions brought before it by the group of employees it represents.

The Committee's purpose is to act as a "sounding board" for all office and administrative employees who do not belong to one of the recognized FTL unions.

No project is too big for them to tackle nor is any suggestion too insignificant to look into. When an employee brought the Committee's attention to the fact that hangar employees have ping pong tables

and equipment while employees in the administration building have no recreational facilities, the Committee investigated the matter and reported to the employee that the ping pong tables, as well as magazines for the girls' lounge in the hangar, were purchased with money received as a tip from an FTL customer who was especially pleased with the maintenance department's work.

In another case, the Committee was able to satisfy an employee's request for a Seven-Up dispensing machine in the hangar. From an employee in the administration building, a complaint about the inadequate air conditioning system has led to a complete overhaul of the air conditioning equipment. From still another suggestion, the Committee made it possible for employees to purchase FTL flight bags at cost from the company.

Stray Cats 'Fired'

Shortly after receiving a complaint that stray cats had taken up residence between the ceiling of the girls' lounge and the upstairs floor, that section of the hangar was involved in the recent fire. The Committee was laughingly reminded that they didn't have to go to such lengths to satisfy an employee's complaint.

PRIORITY AIR MAIL

Increasing usefulness of priority Air Mail is reflected in transport industry figures for 1957 when 143,794,000 ton miles of letters, cards and Parcel Post were flown — up about five per cent over 1956. Three-cent or non-priority mail increased too — up nearly 9 per cent for a total of 16,795,000 ton miles.

Sometimes a suggestion does not result in any actual changes being made in present policies or procedures, but the Committee goes to work to investigate the question brought before it and gives the employee a report. Such was the case with an investigation of FTL's sick-leave policy. A study revealed that FTL's present policy is one of the most liberal plans in the industry.

The Committee is composed of five regular members and one alternate, each member serving a one-year term. Elections are held semi-annually in March and September and employees from all departments are urged to put their names up for nomination. The current committee is headed by Chairman Ken Marietta of the personnel department. Other members are Al Penrose, maintenance training; Rudy Valenta, general accounting; Guy Richards, accounts payable; Dode Penrod, Committee secretary, of public relations; and Janet Olson, alternate, of cost accounting.

Maintaining the theory that a happy employee is a good employee, the Administrative Employees' Committee is anxious to go to work on any idea, complaint, suggestion, opinion or gripe that an employee brings to its attention.

Tiger Service Saluted

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duction costs. Effective sales and promotion play a vital part.

Yet this hardly explains in entirety the traffic gains registered by Flying Tiger, which, today, top those of any major air freight carrier—all cargo or combination.

Inquiries within the company indicate that a main contribution to traffic results has been a vast improvement in FTL service within the past year. Salesmen frequently comment that the rate of service complaints today, compared with a year ago, is "almost nothing."

Highlights Studied

To find out what is happening in company service, a study of a few highlights was made, since it is obviously impossible in the limited space of the *Tigerreview* to research in detail.

The facts unearthed pay a tribute to the work being done in Operations by Vice-President Frank Lynott and Doug Smith, Director of Operations, and the men and women manning the Maintenance and Engineering, Freight Operations, Contract Operations, Flight Control and Flight Operations divisions, headed, respectively, by Neil Berboth, Joe Healy, George Vaughan, Russ Emerson and Ed Pinke. They form a picture in which every Tiger employee can take pride and of which all Tiger employees in contact with the shipping public should be cognizant, for they are one of our best sales stories.

Service has been the topmost goal of Operations, both on domestic and overseas schedules. Here are some pertinent facts about this goal obtained from company records:

Domestic Measured

Domestic efficiency is measured, among other things, by Freight Operations Delay Reports. A year ago, delays of scheduled flights on the system ran as high as 800 hours a month and, in 1957, the monthly average was nearly 400 hours. Today, scheduled delays are showing a steady decline. They dropped to a low of 142 hours in May and since the first of the year, the monthly average has declined to 225 hours. During the month, the airline flew about 225 freight flights.

Such prime flights as No. 181—New York to Los Angeles—will run on or very close to schedule on 20 to 22 days of the month, with only five or six days showing delays of any consequence. Other top performance flights

—Los Angeles to Boston, 262—San Francisco to New York, and the 181—Boston to Chicago. Performance on some of the other flights can, admittedly, stand improvement, such as the 261—Cleveland to the West Coast; and the 261—San Francisco to Seattle. This will come about as schedules and equipment expand.

Two major factors contributing to better service have been the reduction in ground delays and mechanicals. For example, in May, Binghamton and Boston had no ground delays. Those at Seattle, Burbank, Cleveland and Portland were insignificant.

Burbank and Newark also showed great improvement in delays chargeable to "mechanicals." Burbank was charged with only 6.5 hours in May and Newark, 8.7 hours, compared with 39.5 hours for Burbank in April and 11.9 for Newark.

Connie Engines Improve

A major accomplishment in Maintenance has been the steadily improving performance of the Constellation engines, which were the subject of a review last winter in the *Tigerreview*. One of the company's sales executives credits this with being one of the "most important things that has happened to our service," adding that "there is no comparison between what it is today and what it was a year ago."

Then he stated:

"When you look for causes of our traffic gains, don't forget the airplane. The Super H is the most important thing that has happened to us. It can carry more farther and faster than any other freighter and there are many nights when we'd have been in a sorry position if we had had to depend on the load a DC-6A could lift. We've moved a lot of freight with the Connie that would have been left behind with any other airplane, so you've got to say that equipment is one of the most important reasons behind our gains."

Other important improvements accomplished in Freight Operations include better loading techniques and load planning; improved fork lift and other loading equipment; better facilities such as those at San Francisco, Portland, Chicago and Boston; and improved utilization of personnel and schedule consistency, which enables personnel to gear themselves to work plans. As one observer put it, "The more chance they have to work with a plan, the better they do the job."

Overseas Reliability

Flying Tiger has won a position on its MATS Pacific Contract as the most reliable carrier in the Pacific.

WIP FEATURE

Reprints of the Mutual News Service Philadelphia and many press, and outlets with peak originating during the

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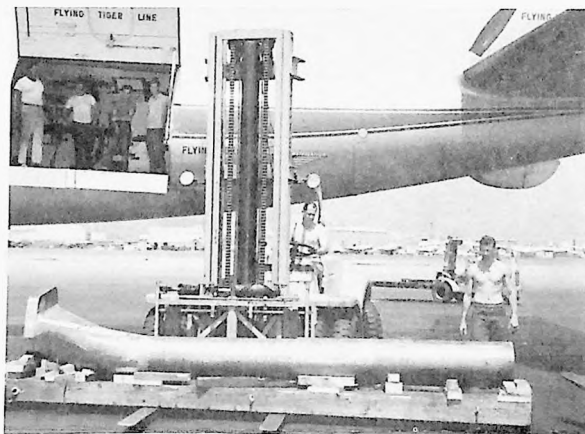
RECORD BURBANK FREIGHT LOAD

This shipment is the largest single piece of freight ever handled at Flying Tiger's Burbank Air Freight Terminal. It is a ship drive shaft weighing 14,300 pounds, from the Bethlehem Steel Co., Steeltown, Pa., and was flown on an FTL Super H from Newark to Burbank for the S. T. Orion Clipper at the Todd Shipyards, L. A. Harbor. Although the largest single shipment ever handled at EWR/BUR, it is not a record for the airline. A few years ago, FTL flew a 16,000-pound ship part from Seattle to Boston. The shaft pictured here was handled without difficulty, demonstrating the ability of both FTL freight terminals and aircraft to move huge shipments expeditiously. Unloading time for the shipment at BUR was 40 minutes. Two fork lifts, one of 16,000-pound and the other of 18,000-pound capacity, were employed to jockey the shaft of the airplane.

At EWR, crane rigging equipment was employed to load the piece, which was positioned about midway in the airplane, on the left side of F-G-H compartments. The shaft, which was 12 feet, 8 inches in length, was skidded on a cradle of 12 x 12 timbers, 14 feet long and 50 inches wide.

Above—Manning the fork lift on the left is Hal Zentz, with W. F. Russell on the other lift. On the ground, directing the operation are Frank DeVriete and Freight Operations Manager Joe Healy, with Cleo Brown in the aircraft doorway.

Right—With the shaft unloaded, Zentz, operating the 18,000-pound lift, prepares to put it on a nearby truck. Watching on the right is W. F. Russell and in the doorway, left to right, Cleo Brown, Bob Buzby, Lee Toeffel and Jess Coulter.



TIGER'S PART IN ORCHID SHOW TOLD

SHIPPING MANAGEMENT, a leading national traffic publication, took note of Flying Tigers' recent participation in the 13th annual Santa Barbara International Orchid Show. The publication reported FTL's part in the Santa Barbara event as follows:

"Underscoring the skyrocketing importance of air freight as a means of moving fresh flowers to the markets of the world, The Flying Tiger Line participated in the 13th annual Santa Barbara International Orchid Show last month.

"The carrier's exhibit portrayed the evolution of orchid growing in California and graphically illustrated how the speed and efficien-

cy of air cargo are enabling growers to reach around the world in the distribution of their horticultural products.

"Flowers-for-sale are currently a major industry in California. It was estimated recently that last year alone, California flower producers flew some \$35,000,000 worth of blooms to distant points all over the globe."

One of the principal sponsors of the show was the famed Dos Pueblos Orchid Company, of Goleta, Calif., world's largest grower of Cymbidium orchids. The company is owned by Samuel B. Mosher, chairman of Flying Tiger's board of directors.

Tiger Service Saluted

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May is a month which Contract Operations will not soon forget. Every record in the book was broken, so to speak. Schedule reliability hit a new high of 95.7 per cent, even bettering April's phenomenal record of 95.3, which was thought to be about as good as an operation could get. Out of 214 flights, there were only nine delays—which was a new record—and these delays fell to the lowest average in history—four hours per delay.

One of the most amazing records was that turned in by the San Francisco-Suisun station, which departed 65 flights without a single delay between April 9 and June 5.

MATS has repeatedly told the company that its Pacific performance is the finest ever achieved by any airline.

Careful Planning Helps

The job has been accomplished through a number of steps. Staging of engines across the Pacific to meet engine emergencies has been an important factor cutting down on delays. Staging crews has enabled the airline to take advantage of favorable weather. For ex-

ample, if a flight catches the famed jet stream and comes into Honolulu non-stop from Tokyo, seven hours ahead of schedule, it can proceed directly to the mainland without having to wait for a crew to become "legal." A staged crew which is legal will be on hand to take the flight.

The initiative of flight crews and stewardesses in dealing with emergencies, routine or otherwise—from a sick passenger to a feathered engine—and the scores of suggestions volunteered by crews for the improvement of operations has ironed out many a problem and added substantially to over all efficiency.

Trained and experienced personnel have aided immeasurably in building operational efficiency since they already know the jobs to be done instead of having to learn them as they worked. Expeditors at trans-Pacific stations have served to speed up baggage, crew, food and passenger arrangements and handling.

All of this is a far cry from Tiger days of "flying when you had a load." The record is solid proof that the new concept goes a long way to insuring that you'll have a load when you fly.

Smith to Idlewild

Capt. Oakley M. Smith, formerly Regional Chief Pilot at Detroit, has been appointed to the same post at Idlewild, E. A. Pinke, Director of Flight Operations, announced.

Smith will be in charge of all flight operations personnel assigned to the Idlewild, New York and Newark operations, succeeding Capt. Kirk Tally, who is returning to line duty on the west coast.

Smith, who joined The Flying Tiger Line in 1950 as a co-pilot, became a check pilot in 1953 and then took over the Detroit assignment, which he held until the close of that base several months ago, when he transferred to Idlewild as check pilot. A native of Hemet, Calif., he began his flying career in World War II as a Naval aviator, serving from 1942 until 1948, when he began flying with China National Airways Corp., where he remained until coming to the Tigers in 1950.

Don't Be Sad, Sachs!

In a recent article on the efforts being made by Flying Tiger Sales Representatives to bring the airline story to traffic and civic groups through speech programs, the *Tiger Review* told of the enthusiastic reception given one speaker and the valuable publicity which resulted—then gave the name of the wrong man!

By way of which, we apologize to Sales Representative Al Sachs of Los Angeles, the right man. Al's speech-making job has been bringing more plaudits than just the audience.

One club went to the trouble of writing the company to tell of the outstanding job he had done and of the interest generated among his listeners. Which is probably one of the reasons that Flying Tiger's freight gains are outstripping the industry.

'Brussels People-Seater'

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Weights 10 Tons

group took along not only the show but the arena to seat the spectators. This is where the "air house" came in.

An arena the size of the Olympic required 10,300 seats, so the show bought the seats, and all interior lighting and sound equipment, and shipped it off to Europe.

To provide a cover, they asked the U. S. Rubber Co. what could be done; and the idea of an inflated house was proposed. Minx Products of El Monte, Calif., headed by Philip F. Walger, was selected to build it. Walger had built many small air houses for temporary or emergency storage purposes but never one of the size proposed.

Meantime, the show asked Jack Dempsey, noted transportation specialist, to line up the movement of personnel and equipment. Most of the equipment was shipped by rail and steamer but the air house, because of the time limit, had to be flown and Dempsey selected Flying Tiger to do the job.

The house and all its trimmings weigh 20,000 pounds. It consists of 52 sections of Vinyl-coated Nylon Fiber Thin, a U. S. Rubber Product. Each of these sections is 140 feet long and 20 feet wide. When inflated, they form an air house 232 feet wide, 375 feet long and 40 feet high. The sections are united by aluminum strips 20 feet long. These strips have twin channels which interlock on heavy rope cords sewn into the side of each plastic section and, when erected, bend to the proper contour of the house. Upon being inflated, the house looks like a huge hot dog cut in half.

Erection of the house is accomplished thus:

Twenty poles, each 65 feet long, are spaced around the area covered by the house. Each pole is sunk 10 feet into the ground. Cables are stretched from pole to pole. Drop cables fall off these main cables, hooking on to the house. When all is ready, six blowers, each pumping 15,000 cubic feet of air per minute, inflate the house into what is officially called a "semi-circular center quadrilateral sphere."

Built in A Month

One of the amazing features of the house, which cost about \$60,000, is the speed with which it was built and with which it can be erected or taken down. The order for the house was placed on April 12 and it was completed by mid-May. It can be erected in a day.

Each of the plywood-covered pads shown in the picture is a section, which has been wrapped, covered with protective plywood sheets and held together with metal straps.

When erected, the house is an eye-stopper. Each section is made up of four-foot wide bands in the traditional American colors—red, white and blue.

Which, also, happens to be the colors of The Flying Tiger Line.

LUCKY TIGRESS!

The luck of the Tigers held out for the family of John DeHaan, FTL mechanic at Chicago Midway Airport. A recent photo lay-out in the CHICAGO AMERICAN showed how 1½-year-old Judith DeHaan "miraculously" escaped death when she fell from a second story window. The photo story traced Judith's fall from the window, showed how she struck a clothes line, and bounced into a baby buggy. When Mrs. DeHaan rushed to the ground, "little Judith was sitting in the buggy unhurt and not even crying".

After an examination at Holy Cross Hospital, doctors found nothing wrong and Judith was returned home.

KNOW YOUR FLYING TIGERS

Ninth in a Series of Company Officials and Department Heads



George S. Oberdorf

Assistant to the President. With a 28-year background in aviation, he joined the airline at Washington in 1955, becoming head of the airline's administrative staff there, working in conjunction with Norman Meyers, Flying Tiger director and general counsel. He started flying in 1927 and logged more than 11,000 hours, serving with United Air Lines, Western Air Lines, Irish Air Lines and KLM. He was a test pilot with Consolidated Vultee Aircraft Corp., and just prior to joining FTL, he was director of the Nogales International Airport at No-



Dana P. Kelly

Director of Public Relations. Joining FTL in 1957 to handle public relations in the east and Europe, he came to the airline after a career which began in 1935 as a reporter for the Kalamazoo, Mich., Gazette, following graduation from the University of Michigan and Michigan State College. He worked with the United Press, then served as Publicity Director of Ohio University. He came to New York in 1945 to join Carl Byoir Associates, later becoming Director of Public Relations for the American Museum of Natural History and the Hayden Planetarium. He had operated his own public relations firm, which handled FTL business, before coming to the airline.



Don Fry

Superintendent of Materiel and Production Control. Coming to FTL during the merger period with Slick Airways in 1953-54 as Assistant to the Superintendent of Maintenance, he served subsequently as Assistant to the Vice-President of Maintenance, Supervisor of Production Planning, and was named to his present position in 1957 with the consolidation of the Materiel and Production Control Departments. Born in Greeley, Colo., he attended Colorado State College, spent most of four years of military service with the Army in Europe and returned from the war to work six years in maintenance for Continental Air Lines before moving on to the Slick Maintenance Department in 1952.



Richard F. Yung

Manager of Tabulating Department. A veteran of more than 20 years' experience with complex IBM tabulating equipment, he came to FTL in 1947 to organize the company's statistical department which he has headed from its start. Born in Buffalo, N. Y., he began his career in the engineering department of Dupont Rayon, followed by three years in engineering records and IBM procedures with the Curtiss-Wright Corp. He spent the next seven years in the same field for Lockheed before moving on to FTL. He helped organize the FTL Credit Union in 1949, serving one term as president, and has been its treasurer since 1951.



Al Penrose

Superintendent of Maintenance Training and Publications. Joining the airline in 1947, as a mechanic in the Engine Build-Up section, he worked subsequently in the Fabric Shop, Modification, Flight Line and Inspection before becoming foreman of Manuals and Procedures in 1953. When the Training Department was established in 1956, he was named to his present position. A native of Sonora, Calif., in the historic Mother Lode country, he worked as a shipyard welder before the war. He flew as an Air Force pilot in Europe, then spent a year after the war at Cal-Aero Tech of Glendale, getting a Master Mechanic Rating and A&E license before coming to FTL.

Tigers' Leading Role in Charter Business Gains Press Notice

With another banner transatlantic group charter flight season well under way, the leading role of The Flying Tiger Line in this growing field has attracted the attention of a number of national publications. Both BUSINESS WEEK, a national publication with a high circulation among industry executives, and AVIATION WEEK, key weekly publication of the industry, reported recently on FTL's leadership in the transatlantic group charter field. Discussing the unprecedented growth of group charters, BUSINESS WEEK reported:

"The startling phase of the boom in air travel is charter flights. Flying Tiger expects to do a \$1,000,000-plus business each month during the peak season carrying tourists to Europe and back for around \$300 per person.

"More and more companies — such as General Electric and Hercules Powder — are arranging charter flights to give employees a cheaper trip abroad. Republic Aviation, which handled a 123-worker group last year, is sending over 200 this year by charter plane.

Nationality Groups Increase

"Nationality groups such as Italian-American societies are also using charters in increasing numbers. (Roughly 40% of American tourists visit or stay with relatives in Europe, according to the Dept. of Commerce.) Though the returns on charters are smaller than on scheduled runs, the regular transatlantic carriers are beginning to take the business seriously."

In a comprehensive round-up of the trans-Atlantic charter industry, Glenn Garrison reported to the nation in AVIATION WEEK:

"Flying Tiger Line, biggest charter operator on the North Atlantic in either the scheduled or non-scheduled class, handled about 15,000 commercial charter passengers last year between the U.S. and Europe. Another 15,000 people in MATS work and 10,000 Intergovernmental Committee for European Migration charter passengers brought the charter total to 40,000. Commercial revenues totaled about \$5½ million. This year, MATS business to date is off about 10%, ICEM air charter movements are temporarily at a standstill, but commercial charters are expected to run about 20% ahead of 1957.

May Delays Down

The May delay report on Flying Tiger's scheduled freight flights showed a sharp decline from April, Joe Healy, Freight Operations Manager, reported.

Total delay hours in May was 157.3, compared with 281.4 in April.

"ICEM movements into this country amounted to 41,404 passengers in 1956, another 21,966 last year. Flying Tiger has handled about half of all the airborne refugee traffic which began to move in 1954 under the Refugee Relief Act. ICEM expects to move 13,500 people to the U.S. this year, 60% of them by air.

Greater Competition

"Flying Tiger says it is finding increasing competition from both scheduled and contract carriers for commercial charter business. Industrial groups are a small percent of FTL's charter customers, perhaps 15%, but the potential is considered very big. "Social groups" such as clubs, national-origin groups and college groups make up most of Flying Tiger's commercial business. This summer Flying Tiger will use four or five of its Super H Constellations on the Atlantic, in two configurations — 114-passenger and 96-passenger. Price per passenger for points such as London, Brussels and Paris is about \$300 round trip; service includes free hot meals, drinks for sale and the attendance of three stewardesses."

Also calling attention to FTL's

BeTWXed & Between

Things keep you on your toes in the air freight business, such as this TWX report from Chicago on special delivery charges, addressed to Frank Smith, Revenue Accounting, and San Francisco Station Manager Stokes:

Re AB933222 5-28-58, delete regular delivery. Assess special delivery \$6.00 authorized by Signee. CHI Emmet 0915 CDT.

Fifteen minutes later, this message followed:

Disregard BUR MON CHI re AB 933222 5-28-58 wanting special delivery \$6.00. Signee foned 0800 CDT will pickup. Signee foned 0905 wants delivery. Signee foned 0915 wants special delivery. Signee foned 0925 will pick up. Delete delivery charge. CHI Emmet 0930 CDT.

active part in the transatlantic group-travel market was an article in the Business Progress Section of BUSINESS CONDITIONS WEEKLY. This publication referred to the over-all growth of the European travel market and had this to say about the field of charter plane flights:

"One significant feature of foreign travel that is becoming more common is that of charter plane flights. Such flights are being organized by an increasing number of companies who wish to ensure their employees a less expensive vacation abroad. General Electric, Hercules Powder, and Republic Aviation are three among many such companies. The latter is sending 200 workers across the sea this year by chartered plane. Last year a group of 123 went.

"A chartered plane is, of course, a natural for a nationality group, such as an Italian-American society, and these groups are beginning to discover the chartered plane and its advantages. Flying Tiger is reported to be counting on doing a million-dollar business each month during the summer season through its charter flights. Even the scheduled overseas lines are becoming interested."

SERVICE IS BAD, POEM IS VERSE

The air freight business sometimes, as everyone knows, is enough to drive a person to distraction. Sometimes, it even drives one to verse, which was the case of Donna Schaffer of General Plastics Corp., of Los Angeles, an old customer of FTL.

The other day, Donna had a late pickup which FTL agreed to make to save overtime for her company. Donna said she'd wait for the driver. In the rush, the driver momentarily forgot her call but recovered in time to get her shipment to the airport.

In the meantime, however, Donna's "wait" ran into three hours, which particularly distressed her since the time was a Friday evening and the week-end stretched ahead. So when the driver finally appeared, full of apologies, she presented him with this verse:

ODE TO MR. RUSSELL — DISPATCHER

To me, the only reason one ever ships by air,
Instead of truck or railroad, or even by shank's mare,
Is to get things somewhere faster. Someone's waiting anxiously
To get those things; perhaps so that our products can compete
With others who are closer. We were led to understand
We needn't lose our business though we're far across the land.
We know the rates are higher, and we don't mind the fare
If we are sure, when buyer's choose, our products will be there.

I called you for a pickup and you promised that you'd see
That this was done; we could depend on your efficiency!
In fact I was so sure of you, I made a promise, too!
Don't pay a man for overtime—Flying Tigers will come thru.
I'll wait here for the trucker, and if he doesn't show
It will still get there on time, even if I have to go!
It's 7:30 now, my friend, I've sat two hours and more
I'm cold and tired and hungry, there's no "Tiger" at our door.

I have just one small question, as I wait impatiently,
Would you call next time to FTL, if I were you and you were me?

Shorty Russell, BUR dispatcher, says Donna forgave the driver when she found out what had happened and she's still on FTL's side; but Shorty thought the verse made a good point, anyway, and we reprint it as an anchor to the windward for all in the air freight business.



U.S. Army Photograph
Fort Benning, Ga. — Approximately 85 business and professional leaders attended the Army phase of the 26th Joint Civilian Orientation Conference here in May. At an official reception honoring the visitors were, left to right, George S. Oberdorf, Assistant to the President of The Flying Tiger Line, Washington; Lt. Gen. W. H. Arnold, commanding general of the Fifth Army, Chicago; Norman L. Meyers, director and general counsel of The Flying Tiger Line, Washington; Maj. Gen. Paul I. Freeman, Jr., commanding general of the U. S. Army Infantry Center; and Samuel J. Leeds, president, Callu-Craft Products Co., New Hyde Park, N. Y. The guests were briefed on today's Army, including its capabilities on the atomic or conventional battlefield.



Roy Keiser, FTL Sales Representative at San Francisco, landed the prize spot for a Flying Tiger Super H Constellation model when one of his customers, the Owens-Illinois Co., put on a week-long transportation display, arranged by Betty Pearson in the O-1 Passenger Traffic Office. Miss Pearson, shown here with the display and the Connie model in the center spot, said she is entering the picture in the Associated Traffic Club of America National Transportation Week contest as part of the entry by The Women's Traffic Club of San Francisco.

THE FLYING TIGER LINE

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