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December 16, 1959

VAN DINH THO.....

Report on Visit to the Public Administration Service (P.A.S.), Chicago, Illinois, on October 23, 1959.

I was received by Mr. Joseph R. Grassie, Foreign Visitors Program Officer of the P.A.S.

P.A.S., located at 1313 East 60th Street, Chicago, is a nonprofit corporation organized under the laws of the State of Illinois by the executive officers of a number of national and international organizations of government officials and agencies.

The P.A.S. program consisted of activities concerned directly or indirectly with the improvement of governmental operations.

1. Its field service division provides a full range of consulting services to governments.
2. Its publication's division develops, publishes and distributes a wide variety of publications for public officials and teachers and students of public administration.
3. Its central service division operates the building where P.A.S. and associated organizations have their headquarters and manages certain services to these organizations.

#### Field Service Division

P.A.S. has served as consultant to more than a score of United States federal agencies, three-fourths of the United States states, commonwealths, territories, and municipalities of over a quarter of a million, and many other cities, counties, towns, school districts, universities and special jurisdictions.

P.A.S. representatives discuss with interested officials the use of consulting assistance on any particular problem. If it is mutually determined that consulting assistance is desirable, P.A.S. provides a suggested program of work and a statement of maximum cost of the contemplated survey or installation.

P.A.S. projects have covered the full scope of public administration. They have included for example, preliminary studies to develop programs of improvement in the various phases of public administration, studies of the organization of the executive, legislative and judicial branches of government, assistance in the drafting of constitutions, charters and administrative orders, surveys and installations of systems of personnel administration including position classification, pay and retirement plans, surveys of public utilities, their management and regulation and related studies of franchise and rate structures, training of governmental staffs in selected areas of public administration, collaboration with associated organizations, universities, and other institutions on various undertakings in public administration.

Publications Division

P.A.S. has published hundreds of authoritative books, pamphlets, and manuals for those concerned with various phases of governmental administration. It has conducted extensive research in governmental matters.

P.A.S. publications are intended primarily to aid public officials in the United States, but many are also widely used by research workers, teachers and students not only in the United States but in many foreign countries. The Publications Division also provides certain editorial services and cooperates with others concerned with the literature of public administration. Publications services are financed by fees for editorial services and by the sale of publications.

Central Services Division

P.A.S. manages the building at 1313 East 60th Street, Chicago, and certain services to the organizations that have their headquarters there.

P.A.S. operates the Joint Reference Library, which includes a collection approaching 1,000 periodical titles, 35,000 books and 100,000 pamphlets and to which each organization in the building contributes reference materials and financial support.

December 16, 1959

VAN DUSEN THO.....

Report of the Visit to the Continental Illinois National Bank and Trust Company of Chicago on Monday, October 26, 1959.

Officers met: Messrs. Battles, Norbert Schulte, and Lawrence C. Bintz

The Bank's history dates from 1957. A number of consolidations and mergers over the years have resulted in the present Continental Illinois National Bank and Trust Company. The bank's name bears traces of some of the organizations which it includes:

- The Illinois Trust and Savings Bank
- Illinois Merchants Trust Company
- Continental and Commercial National Bank
- Continental National Bank

The Continental Illinois is one of the world's large banks and the scope of its business and the volume of its transactions make it one of the world's important banks.

The bank occupies the lower third of its own 23 story building. Its location at LaSalle Street and Jackson Boulevard places it in the heart of Chicago's financial district.

The bank operates around the clock although customer access is limited to certain hours. The bank's customers number several hundred thousand and are located in all of the states and in most foreign countries. A complete banking service is provided including:

- Business and installment loans
- Savings and checking accounts
- Trust services
- International banking
- Securities transactions
- Safe deposit facilities

There are 3,800 men and women working at the bank (two thirds are women) and the 3,000,000 shares of the Bank's capital stock are held by slightly more than 15,000 share holders with an average holding of about 200 shares each. These shareholders reside in 48 states and nine foreign countries.

December 16, 1959

VAN DUSEN THO.....

Report on the visit to The American F ore Insurance Group on Tuesday, October 27, 1959.

Person met: Mr. James Mern.

The American F ore's first western department headquarters were established in Chicago in 1869 in order to better serve the assured agents and brokers. Today the territory superseded includes eighteen heartland states; Colorado, Illinois, Indiana, Iowa, Kansas, Kentucky, Michigan, Minnesota, Missouri, Nebraska, New Mexico, North Dakota, Ohio, Oklahoma, South Dakota, Tennessee, Wisconsin, and Wyoming.

The American F ore is located at 360 West Jackson Boulevard northwest corner of Wacker Drive and Jackson, Chicago.

The four companies that now comprise the American F ore Insurance group are:

- The Continental Insurance Company
- Fidelity-Phoenix Fire Insurance Company
- Niagara Fire Insurance Company
- The Fidelity and Casualty Company of New York

The America F ore Companies write all types of property and casualty insurance. The marine underwriting department is known as the Marine Office of America. The underwriting department for all aviation risks is known as the Associated Aviation Underwriters.

American F ore operates in foreign lands through the American Foreign Insurance Association.

December 17, 1959

VAN DINH THO.....

Report on Visit to United Airlines on Tuesday, October 27, 1959

Person met: Mr. W. W. Jordan

The United Airlines made its debut in 1926 with five planes which cost \$16,000 apiece and 23 employees. The passenger business that first year was \$1,324 and the air mail revenue was \$230,000.

The four little airlines that started flying in 1926 and later merged to form the United system have grown into a 14,000 mile airway, network connecting 80 terminals and serving a third of the population of the country. Revenue has soared to \$262,791,000 in 1958 and only three and a half per cent of this was from air mail.

After three decades the United's fleet as of March 1, 1959 included:

- Mainliners : 40 DC-7; 36 DC-6B; 14 DC-6; 52 Convairs
- Coaches : 15 DC-7; 5 DC-6B; 26 DC-6
- Cargoliners : 7 DC-6A

On order - (mainliners) 40 DC-8 and 11 B-720

As the average cost of each type of plane was: DC-6: \$641,000; Convair 340: \$637,000; DC-6B: \$1,114,000; DC-7: \$1,794,000 the United's propeller driven fleet of 200 planes represented a \$207 million investment soon to be nearly doubled by the addition of a forty plane jet fleet (each DC-8 mainliner carried a price tag of \$5,000,000).

In 1958 passengers paid United Airlines \$288,052,000 to ride on mainliners. Freight and express earned \$19 million-mail earned \$10,817,000.

The United Airlines family was over 20,000 strong and scattered the whole country.

When United's president signed a contract on October 25, 1955 with Donald W. Douglas for the delivery of 30 DC-8 jet powered mainliners starting in May 1959 the United Airline became the first domestic United States to take off into the jet transport era and he thought the flying machine would not be made obsolete by new models by the time it was delivered to his pilots because "jetliners are so close to the speed of sound that they can't be made obsolete by anything but supersonic airliners too costly to be economically practical. So the life of the DC-8 may be ten years or more."