

commented on a speech I made in the Senate on March 2. This gentlemen, who did not give his name, asked why should a freeloader like me complain. I hasten to explain that I am no freeloader; I never have been and never will be.

As I have said, I have flown three times around the world and made many other intercontinental flights, for a total of approximately 1,300,000 miles.

In the years 1969-70 and 1970-71, which correspond with the Pratte-Baldwin regime, I made 65 trips across Canada, one to Greece, Turkey, Israel and the Middle East, 12 to Austria and Germany, and return, several to the United Kingdom and the United States. In the calendar year 1970 I flew a total of 115,000 miles, and from January 1 to May 31, 1971 I have flown 69,390 miles, a total of 184,390 miles in 18 months. Most of this flying was with Air Canada, and it represented over 200 separate flights. So I think I am in some position to comment on the kind of service we are getting from Air Canada.

Because I was finding myself inconvenienced by what I considered to be a high percentage of late flights, I started keeping a record of the flights I made by flight number, and the length of time by which each flight was late on either take-off or landing. In fairness, let me say that I know that bad weather, fog, and many other factors can contribute to delays in departure and landing.

Because I was experiencing so many late flights, plus other inconveniences which I shall deal with, I wrote a letter to Air Canada. I received in reply from Mr. Baldwin a very courteous letter, in which he indicated that 82 per cent of the Air Canada flights were on time. I am not questioning that. It may be that they are. But it seems to me rather strange that I should pick only the late flights.

Here is the record of Air Canada from January 1, 1971 to last night when I returned from Calgary. I do not intend to read this list in full but, with your permission, I will put the full statement on the record. I shall quote just a few instances. On January 3 Flight 573 from Calgary to Montreal was 30 minutes late in arriving. On January 4 Flight 835 from Montreal to Toronto was 50 minutes late in departing, and 30 minutes late in arriving. On January 5 Flight 851 from Toronto to Vancouver was 30 minutes late on departure, and 40 minutes late on arriving in Vancouver. On January 14 the Lethbridge to Calgary charter flight was 40 minutes late, and the airplane was unheated. This was not Air Canada's fault. The temperature was 37 degrees below zero.

This list shows that a total of 22 out of 36 flights were late, and that is roughly 61 per cent. Of course, the Air Canada officials would not record all of these as being late because, according to Mr. Baldwin, they do not count a flight late if it takes off or lands within 15 minutes of the scheduled time. Well, how late is late? Why 15 minutes? Why not 20, 35, or 45 minutes?

Hon. Mr. Isnor: Are these all recent dates?

Hon. Mr. Cameron: These are dates up to last night. I can go back to something like a year ago.

The Hon. the Speaker: Is it agreed that the detailed statement be printed in *Hansard*?

[Hon. Mr. Cameron.]

Hon. Senators: Agreed.

(The list is as follows):

Date	Flight No.	Mins. late departing	Mins. late arriving
Jan. 3	573—Calgary-Montreal.....		30
" 4	835—Montreal-Toronto.....	50	50
" 5	851—Toronto-Vancouver.....	30	40
" 14	61—Lethbridge-Calgary.....	40	40
" 15	928—Calgary-Ottawa.....	20	15
			min. ahead of time
" 27	—Montreal-Ottawa.....	cancelled because of storm	
Feb. 2	812—Calgary-Toronto.....	30	30
" 12	961—Ottawa-Toronto.....	35	25
" 12	956—Toronto-Ottawa.....	50	50
" 16	809—Toronto-Calgary.....	5	on time
" 19	956—Toronto-Ottawa.....	15	15
" 21	978—Ottawa-Montreal.....	20	20
Mar. 2	812—Calgary-Toronto.....	on time for a change	
" 2	956—Toronto-Ottawa.....	on time for a change	
" 19	809—Calgary-Vancouver.....	50	50
" 22	109—Victoria-Vancouver.....	60	60
" 23	922—Vancouver-Edmonton.....	30	30
Apr. 27	450—Toronto-Ottawa.....	15	15
May 13	957—Ottawa-Toronto.....	30	30
" 14	450—Toronto-Ottawa.....	30	15
" 28	819—Toronto-Calgary.....	20	15

Hon. Mr. Cameron: Honourable senators, in extenuation of Air Canada, I expect they know what they are getting at. They may try to excuse themselves by saying that a plane is not late if it leaves the loading dock, say, 10 minutes after the schedule but sits out on the runway waiting for take-off clearance for 20 minutes. I suppose that is someone else's fault—the Department of Transport's—but as far as the customer, the passenger, is concerned that plane is 30 minutes late and that could mean a missed connection at the other end, or it could mean missed or delayed appointments or a lot of inconvenience.

Of all the aggravating delays in connection with flying, waiting for baggage at the end of a flight is one of the most irritating. We are still back in the horse and buggy days as far as the handling of baggage is concerned. I have waited as long as 45 minutes—and I can give the actual date—to get a bag off a flight from Toronto at the Calgary airport, and it is rarely less than ten or fifteen minutes, and more often twenty minutes. Nevertheless, I have had officials of Air Canada tell me that from the time the plane lands until baggage can be picked up the average elapsed time is seven minutes. How many of you have had that experience? Who do they think they are kidding? Or do I just have bad luck in flying by Air Canada?

In order to avoid this delay I measured the space under the plane's seats and bought a bag that would fit in it, thus saving me time, and Air Canada work in handling my bag. But again Air Canada seems to try to make this as nearly impossible as they can by installing an awkward series of pipes that in design, appearance and awk-