

very favourably with the service given anywhere in any country by any company. I think I agree with this lawyer who spoke to Mr. Symington.

Hon. Mr. HANSON: Oh, oh. And you a minister of the gospel!

Mr. NICHOLSON: I had a similar experience in Regina about a year ago, in the middle of the night, and I had to catch a train the next morning. I wonder if Mr. Symington has any explanation as to why the T.C.A. has the reputation of being so much more courteous than similar services on the C.N.R.?

Mr. SYMINGTON: I should think the answer is that it is a matter of the technique being different. The air line technique is to practically wet nurse everybody from the time he declares he is thinking of buying a ticket until he gets back. People like to be called up and told that the plane will be on time instead of being told that it is not on time. We have classes. We take these girls in and put them through classes in how to deal with these situations, courtesy and so on. They are educated to it. That is their job. It is a training. It is just the same as a nurse's training or anything else. A traffic woman in the T.C.A. has to go to school before she gets a job.

Mr. NICHOLSON: Is it your hope that this sort of treatment will continue throughout the years?

Mr. SYMINGTON: Oh, yes, of course.

Hon. Mr. HANSON: Oh, oh!

Mr. HANSON (*Skeena*): If it is in order, let us all start to tell stories. I think we are absolutely off the subject.

The CHAIRMAN: We cannot get any definite order here, but we are making headway just the same.

Hon. Mr. HANSON: I think it is highly entertaining. I would not be deprived of it for anything. Do not frown so upon me, Mr. Hanson.

Mr. MAYBANK: I have been wondering which one of these Hansons is the chief of the clan.

Mr. HANSON (*Skeena*): Let us get through with what we are supposed to do.

Hon. Mr. HANSON: Well, let us come to "personnel".

The CHAIRMAN: I would suggest this. Honourable Mr. Hanson rather took me to task this morning because we were jumping all over the book. I rather think he himself has been guilty of jumping all over this book this afternoon.

Hon. Mr. HANSON: I will not admit it. I am like Mr. Symington. I make no admissions against interest. The lawyers will understand that phrase.

Mr. JACKMAN: In order to pick up one or two things, under "Atlantic Service" you mentioned—

Mr. HANSON (*Skeena*): What page are you on?

Mr. JACKMAN: Page 5, "Atlantic Service."

Mr. MAYBANK: He is jumping back.

Mr. JACKMAN: You went too fast for me. You mentioned that these Lancasters are completed in our shops. Can you not specify, when these Lancasters are being manufactured in Canada, that you want them for this particular purpose in place of for military purposes?

Mr. SYMINGTON: You can, to a certain extent; that is, in the construction of the plane itself you can leave the turret off and make those structural changes.

Mr. EMMERSON: Leave the guns out.

Mr. SYMINGTON: Take the guns out and all that sort of thing. What happens now is this. With the last two, we sent our own engineering crews to Malton where those planes are built, to put in the equipment which is required