

Adjournment Debate

House of Commons does not want to get involved. I ask why. The blue book tells us why. With \$450 million going to Canada Post this year and another \$550 million next year, with a first-class mail rate of 32 cents compared with an American first-class mail rate of 20 cents, and with a deficit in our post office far in excess of anything forecast or even believed in the United States, something is radically wrong; something is rotten in Denmark. The responsibility lies with this Minister.

● (1815)

[Translation]

Mr. Normand Lapointe (Parliamentary Secretary to Minister of Labour): Mr. Speaker, the accuracy of assessment methods will always give rise to controversy; we all seek a better, more accurate and more effective method. The Canada Post Corporation also seeks to improve its methods, but until new techniques are developed, it will stick to present procedures to test the quality of its delivery system.

Mr. Speaker, members of the House, the media and the general public have requested that efficiency indicators be made public. This would facilitate following the progress of this awesome task we have assigned ourselves, that is to turn a department into a dynamic Crown corporation. The Corporation explained to this House its units of measure, its procedures and parameters before making the results public; since then, it has also appeared before various parliamentary committees to explain these results. So Hon. Members knew what to expect. That is why it seems unfair to me for people to upbraid the Corporation for doing what it had been asked to do, that is publishing the results.

Ever since the beginning of the 1970s, the delivery system has been continually assessed by means of mailing tests made within one or several post offices.

Mr. Speaker, the Corporation continues to use these tests and to publish the results because it enables Canada Post to detect eventual problems and to take appropriate action to correct them. Also, these tests allow the Corporation to determine whether the actual efficiency is improving or worsening. Both the Corporation and the Auditor General are fully aware, when presenting results to the general public, that these tests are not perfect and do have limitations. That is why the Corporation has developed two new test batteries following an Auditor General analysis, almost three years ago. It has implemented a program to assess customer mail service. In co-operation with customers, this program can test the mail delivery system for any given letter, whatever the method of transportation.

In fact, Mr. Speaker, we have devoted about a year developing and testing this program. The Corporation has also contracted a private firm to conduct an assessment of the mail system. Preliminary findings show that this private firm's results and the Corporation's results are very similar. Any

difference falls within the anticipated margin of error. In order to guarantee the validity of these results, the Corporation has developed a cross-checking procedure. Moreover, the enormous volume of mail tested, approximately 40,000 mailings every two weeks, confirms the value of the tests.

Mail service has been considerably improved in Canada since the creation of the Corporation. The Corporation feels that its indicators are reliable. Nevertheless, it will continue to improve and to refine its testing procedures, seeking the best available advice with a view to obtaining more versatile and effective methods.

● (1820)

[English]

NATIONAL DEFENCE—INQUEST INTO DEATHS OF MILITIA MEMBERS—REQUEST FOR TRANSCRIPT. (B) DRIVER'S LICENCE

Mr. Bill Blaikie (Winnipeg-Birds Hill): Mr. Speaker, on August 21, 1983 two young members of the Canadian militia, Private Darren Michael Krosney and Private Rodney Laurendeau were killed on their way home from CFB Dundurn, Saskatchewan. On September 29, after becoming familiar with the many misgivings of the parents about the quality and quantity of the information they were able to get about this tragic accident, I wrote to the Minister of National Defence (Mr. Campbell) to express my concern and to seek some answers. The Minister provided me with the description of the incident, which I do not have time to quote in the seven minutes allowed me under this procedure, but he did not provide me with a copy of the transcript of the military inquiry which I had asked for. I asked him for it again in the House of Commons Standing Committee on External Affairs and National Defence on November 24 and expressed my concern about the way the militia was handling things.

I wanted to know why the parents of Darren Krosney were unable to get a copy of Darren's military driver's licence so that they could see for themselves whether he was qualified to drive the jeep which overturned on him. At that time the Minister advised me to seek a copy of the transcript through the Access to Information Act, something which I felt should not be necessary and which I still feel should not be necessary, even though I have now applied for a copy on this basis.

Subsequent to my November 24 question of the Minister in committee, I waited for the arrival of a petition that I knew was coming in the hope that it would cause the Minister to intervene and to provide the transcript for the parents. I presented that petition to Parliament this year on February 13, on behalf of 2,800 Canadians who were asking for the release of the transcript. On February 15 I asked the Minister in the House to release the transcript and, if he could not release a copy of the transcript, to at least provide a copy of the driver's licence.

Subsequent to my question in the House, we have been provided with a copy of the driver's licence which, as I read it, raises several questions. Darren was qualified to drive a quarter-ton jeep, but was he qualified and should he have been