

Order Paper Questions

Hon. Sinclair Stevens (President of Treasury Board): Statistics Canada reports: The information for March 31, 1979, is not available. However, according to preliminary estimates, the average income of Canadian families in 1978 was \$21,346.

1974-75	\$ 284,425
1975-76	\$2,820,476
1976-77	\$1,098,540
1977-78	\$1,257,233
1978-79	\$1,451,856

FISHERIES PRICES SUPPORT ACCOUNT

Question No. 468—Mr. Herbert:

In each of the past five years, what amount was transferred to the Fisheries Prices Support Account?

Hon. James A. McGrath (Minister of Fisheries and Oceans): Pursuant to section 10(3) of the Fisheries Prices Support Act, the following are the amounts transferred to the Fisheries Prices Support Account for the past five years:

Fiscal Years	Amounts
1977-78	\$1,874,394
1976-77	1,343,209
1975-76	2,401,459
1974-75	382,467
1973-74	Nil

TAX RETURNS—CAPITAL LOSSES

Question No. 504—Mr. Herbert:

What was the total of capital losses indicated on tax returns in each of the past five years and, of these amounts, what was the estimated percentage considered applicable to Canadian companies?

Hon. Walter Baker (President of Privy Council and Minister of National Revenue): The total of capital losses, in thousands of dollars, indicated on the tax returns of individuals was as follows:

	\$000
1973	293,827
1974	506,162
1975	409,712
1976	376,653
1977	400,830

This data is provided in table 18 of the annual publication "Taxation Statistics". No data is yet available for the 1978 tax year. The department does not compile this information for corporations.

PUBLIC WORKS—COST OF WORK CARRIED OUT FOR NATIONAL DEFENCE

Question No. 590—Mr. Herbert:

Has the Department of Public Works carried out any work for the Department of National Defence and, if so, what was the dollar value for each of the past five years?

Hon. Erik Nielsen (Minister of Public Works): Public Works Canada has made the following payments from its working capital advance on behalf of National Defence:

[Mr. Lambert (Bellechasse).]

This does not include capital costs, maintenance or other services for recruitment centres or other space that National Defence may have in buildings owned by Public Works including National Defence headquarters.

OTTAWA—GOVERNMENT TELEPHONE NETWORK—NUMBER OF OPERATORS

Question No. 669—Mr. Cossitt:

1. How many telephone operators handle incoming and outgoing calls in Ottawa, on the government telephone network?
2. What is the total cost per year paid for all telephone services rented in Canada by the government?
3. What is the average length of time that operators, presently in service, have held such jobs and what instructions do they receive before commencing work?
4. Is it the policy of the government to insist that such operators be as polite and courteous in giving services to customers as requested of regular Bell operators and, if so, have there been occurrences when operators have spoken rudely to customers and purposely disconnected them, etc?
5. What steps will be taken to improve the current attitude of Bell Canada operators working for the government by the Department of Communications?

Mr. Scott Fennell (Parliamentary Secretary to Minister of Communications): In so far as the Department of Communications is concerned, the answer to the above question is as follows:

1. A staff of approximately 100 operators are available on a 24-hour basis, seven days a week, to handle incoming and outgoing calls in Ottawa, on the government network. From this staff complement, 25 to 30 operators are required for normal work days to meet our service objective which is to respond to 95 per cent of all calls within ten seconds. The number of operators on duty is adjusted to forecasted and actual call volumes.

2. The total cost of rented telephone services to the government in the fiscal year 1978-79 was approximately \$110,000,000.

3. The contracted operators for the switchboard serving the government in Ottawa have an average of approximately ten years of operator experience. Operators receive standard telephone company training supplemented by special instructions applicable to government switchboard operations.

4. It is the policy of the government that operators provide as polite and courteous a service as required from regular Bell Canada operators. Telephone operator manuals and practices require that all difficulties that may arise, whether reported in progress or after the fact by the caller or the operator, be referred to the supervisory level. Procedures are provided for the resolution of all such occurrences. Only very few complaints concerning operator service have been reported.

5. My departmental officials carry out an active program, in order to achieve and maintain the highest possible level of