

Mr. MCGREGOR: We use the general term pilot and the definition is captain and first officer. There are navigators used on certain operations and flight engineers on other types of equipment and cabin attendants who are stewards and stewardesses. Purser steward is the official name of the senior man.

Mr. CHURCHILL: Are you employing larger crews on these larger aircrafts now?

Mr. MCGREGOR: A larger attendant crew; 3 in the case of trans-Atlantic and the same front end crew of four. The reason that the front end crew remains the same is that the number of pilots is the same with two and a flight engineer has been substituted for the radio operator which was required when we used key equipment in communication on the Atlantic.

Mr. CHURCHILL: I am not interested in the controversy which developed in the House with respect to the pilot in connection with the Malton crash, but I noticed that some question was raised in connection with the comforts afforded to pilots on flights. I recall that the trans-Atlantic planes provide a compartment where there is an upper and a lower berth in which pilots or co-pilots and other members of the crew may relax. The planes which I understand are used here on the continental flights have only seating accommodation in the compartment. Is that the situation?

Mr. MCGREGOR: That is correct. Are we talking about the super Constellation?

Mr. CHURCHILL: Yes.

Mr. MCGREGOR: There is no place for the crew to lay down on domestic operations other than on the super Constellations.

Mr. CHURCHILL: Does that apply to the super Constellations on trans-Atlantic service?

Mr. MCGREGOR: What we call generally the overseas services which would include the southern operations.

Mr. CHURCHILL: Would the Viscount provide that type of accommodation?

Mr. MCGREGOR: No.

Mr. HAMILTON (*Notre Dame de Grâce*): Mr. Chairman, I was quite interested in the reference to management development courses and it has been my privilege to know a little bit about the development of these courses and the way in which the T.C.A. has run them. From my viewpoint I think they are a very remarkable achievement. In the efforts of Mr. McGregor's sales personnel do you feel that the operation of these courses has improved the efficiency of your staff and is perhaps partially responsible for the increase in the number of passengers and the increase in revenue?

Mr. MCGREGOR: We would like to think so. That, of course, is one of the purposes of the course. They are primarily designed for supervisory people. When I say supervisory I do not mean top brass, I mean the people actually directing the operation of the line organization. All of the senior sales group have been put through courses of that type and we certainly think we see good results from it.

Mr. HAMILTON (*Notre Dame de Grâce*): There are some other transportation services in Canada and they have different problems, but they are having difficulty in increasing their passengers and I was rather hopeful that you might give some ideas which could be passed on to them that would apply to this particular problem. One of your means of increasing this passenger traffic seems to be that you put a great deal of emphasis on your advertising and sales people by training them to the nth degree and they go out and get results for you.

Mr. MCGREGOR: I hope you do not make a similar suggestion to any other transportation company.