

Mr. MCGREGOR: Yes, perhaps I might generalize by saying that this form of criticism is not unique with respect to T.C.A. It is offered by many people with respect to all air lines. This I think is a result of the fact of the so called ground service—the man behind the counter at the airport—is the bearer of bad tidings, and oftentimes he does not know the reason for them.

As I say, it is because of his not being able to explain why these things occur in minute mechanical detail. But these are matters which will never be eliminated. They can be remedied to a degree, and T.C.A. in recent times, over the last several years, has concentrated on that problem to a great extent.

T.C.A. is one of the few companies in Canada which has carried on a self-measurement program, based on returns acquired on the quality of actual service given, the general helpfulness, and the cooperation on the part of the employees towards the passengers. Coupled with it there is our biennial or twice yearly passenger comment survey. This has shown a slow but steady improvement in the general reaction to the company.

Mr. CHOWN: What is the latest word on the movement of the instrument shop works from Winnipeg to Montreal?

Mr. MCGREGOR: The latest word is that in due course the basic instrument shop will be moved to Montreal, but the instrument work specific to the Viscounts will be left at Winnipeg.

The CHAIRMAN: Are there any other questions under Service and Traffic?

Mr. HORNER (*Jasper-Edson*): I hesitate to ask this: but as you know, Edmonton is very air-conscious. When the international airport becomes operational, does T.C.A. plan to operate apart from the municipal airport?

Mr. MCGREGOR: Yes, I do not think we will have any choice.

Mr. SMITH (*Calgary South*): You have expressed some views in connection with the handling of baggage of passengers at the airports. What are you working towards in that respect, having regard to a speeding up of the service to passengers in placing them in the aircraft?

Mr. MCGREGOR: Improvement in the speeding up can only be associated with an extension of airport terminal facilities, and that is being dealt with at Montreal and Ottawa. Plans are in the making for Toronto. New buildings have been completed at several other sites; Saskatoon is one. An extension has recently taken place at Winnipeg—this was about a year ago—and a further new terminal is planned there. And so it goes, across the country.

Mr. SMITH (*Calgary South*): That is only an extension of the area in which the service will be provided. But in pure economics, you do not look for any improvement in the weighing-in ceremony that takes place?

Mr. MCGREGOR: I think the weighing-in will have to continue. The speed is greatly affected by the number of counter positions that are available. If there are only two or three, and the whole load of a flight has to queue up at one, that slows up the process very much. An extension we built ourselves at Montreal provides, I think, eleven weighing-in positions and the speed passengers are put through there, is adequate, in my opinion.

Mr. DRYSDALE: I asked earlier about the revenue passenger load factor. I was also interested in the non-revenue passenger load factor. Do you have any percentages on that? And tied in with that, I would be interested in just a general outline of your pass policy in relation to your employees and others.

Mr. CATHERS: And Members of Parliament.

Mr. DRYSDALE: No, I did not have that in mind.

Mr. MCGREGOR: There is no such thing as a non-revenue passenger load factor. The passenger load factor is the number of seats occupied in relation to the seats available for sale.