

4.1.4 Air Freight

*Heuri - Hope it will be easy to demonstrate the facts respectively. How far back can you go?*

Mail forwarded to the post by air freight - an unclassified bag routed through P.O. Box 500 - poses a serious problem for the smooth operation of the program. Post records show that some bags take as long as six weeks for delivery. Moreover it is not uncommon to receive three or four bags in one shipment, with as many as ten bags having been received at one time. The problems posed by these irregular deliveries are that 1) they seriously compound the already difficult problems of cyclical workload peaks, and 2) they add to the already excessive elapsed processing time for immigration cases.

The post's administration clerk informed the team that notification of a bag's receipt at Piarco airport is received within two days of the bag's arrival and that a driver can be sent to pick them up within a further two days. It was the clerk's opinion therefore the longest delays for receipt of bags (six weeks) was due to their being batched for forwarding from Ottawa rather than being dispatched as soon as they are filled. A second explanation offered was that there is some delay in transferring the bags between flights in Toronto. In view of the problems caused by uneven delivery, further investigation is required to determine if service cannot be improved.