

Mr. DRYSDALE: Fine.

Mr. SMITH (*Calgary South*): I wonder if Mr. McGregor would be good enough to file the particulars of air traffic in connection with the various Canadian cities? I believe it is usual to do this, as it was done at the meetings last year. I noticed it in the minutes of the meeting last year. Is that information again available?

Mr. MCGREGOR: Not normally, not unless it is required.

Mr. SMITH (*Calgary South*): May I now ask you for the figure on Trans-Canada boarded passengers in Canada, for the year 1958?

Mr. MCGREGOR: Yes.

Mr. SMITH (*Calgary South*): Thank you. Another question I have is on service. Last year we had some discussion about the number of complaints per air mile. I believe you pointed out that it was 1.6 per thousand passengers which was relatively low, and you were satisfied that you were working towards correcting what was basically a public relations problem. Can you make any report this year? Are you still happy that you are progressing in correcting this situation, which is not as substantial as many citizens would have us believe?

Mr. MCGREGOR: I think I said last year, as I shall say again this year, that the number of written compliments we get exceeds the number of written complaints, which I think is unusual for a service organization. It is so much easier to write a letter of complaint than it is to write a compliment.

I think the standards of service are continuing to improve. I think I mentioned last year, and it is equally true this year, that one of the great features that affect the standard of service which the average potential or actual airline passenger receives is the load factor. As I mentioned last year, again it has been the company's plan of operation on a long-term basis steadily to decrease the load factor to 65 per cent.

A lower load factor means that the passenger very much less frequently encounters a situation where he cannot make a reservation for the flight of his choice.

Mr. SMITH (*Calgary South*): I mentioned 1.6 per thousand passengers, but do you find that the new system of reservation of clearances has improved your problem to a substantial degree? It has only been in operation a full year.

Mr. MCGREGOR: Yes, it has; and we are looking forward to further improvement with the automatic reservation system.

Mr. PASCOE: In the field of traffic growth, would Mr. McGregor care to comment on the result of the T.C.A. policy of flying now and paying later?

Mr. MCGREGOR: Yes, would you like the figures or just a general comment?

Mr. PASCOE: A general comment would suit me.

Mr. MCGREGOR: It began first of all on the Atlantic, and it was extended to the domestic operations later on. It is proving to be very popular. The net bad debt results have been infinitesimal so far.

Mr. PASCOE: Do you carry your own loss?

Mr. MCGREGOR: No, we discount the sale of the ticket through the bank.

Mr. PASCOE: The same as the Canadian National Railways.

The CHAIRMAN: Are there any other questions?

Mr. CHEVRIER: Last year there was I think general commendation in so far as T.C.A. air service was concerned, but there was some criticism on its ground service. I know that T.C.A. has been paying particular attention to ground service operation in the last year, but can the president report to the committee on how it is progressing now?