

## Questions

**Mr. Gérard Duquet (Parliamentary Secretary to Minister of Transport):** The Management of Air Canada advises as follows: 1, 2 and 3. Reviews have been carried out by Air Canada personnel at various times with reference to specific locations. Reviews of this nature are on-going, covering the whole system, and are designed to bring about improvements in standards of customer service. If and when any adjustments are to be made as a result of further studies, appropriate notice would be given and discussions held between the Company and union representatives.

## AIR CANADA—RESERVATION OFFICE, OTTAWA

Question No. 721—**Mr. Orlikow:**

1. (a) Where is the reservation office of Air Canada located in Ottawa (b) when was this space leased and what rent did Air Canada contract to pay annually (c) what was the length of the lease (d) what will it cost Air Canada to terminate its lease for these premises?

2. What was the cost of purchasing new equipment and installing same in the present premises occupied by the reservation office of Air Canada in Ottawa and what will be done with this equipment?

3. What additional premises, facilities and equipment will be required in Montreal to handle the Ottawa reservation business and what is the estimated cost of these items?

4. What is the estimated cost to Air Canada of transferring the employees in the reservation office from Ottawa to Montreal?

5. What will the net savings to Air Canada be as a result of moving the reservation office to Montreal in the next five years in (a) direct labour (b) equipment (c) lease of premises?

**Mr. Gérard Duquet (Parliamentary Secretary to Minister of Transport):** The Management of Air Canada advises as follows: 1. (a) 355 River Road; (b) (c) and (d) In its real estate transactions, the Company deals with private firms, many of which are competitors, and it has not been the practice of the Airline to disclose details of such transactions as this could prejudicially affect the Airline in any future negotiations. Discussions with respect to the termination or sublet of the lease are currently under way with the lessor. In all respects, however, the best interests of the Airline are protected.

2. Some of the equipment will still be required at Ottawa and the balance is removable and will be used elsewhere.

3. Nil.

4. The information is not available until employees involved have exercised options to transfer.

5. Direct labour and lease savings of \$1,139,000 are offset by additional communication expenses of \$360,000 for an estimated net saving of \$779,000 over five years.

## AIR CANADA—TELPAK RESERVATION SYSTEM

Question No. 722—**Mr. Orlikow:**

1. Did Air Canada investigate whether or not other major air carriers had instituted the telpak reservation system, found through experience that the system was wanting and subsequently reinstated their previous equipment and facilities at considerable cost?

[Mr. Orlikow.]

2. If such inquiries were made, which public air carriers had such experiences?

**Mr. Gérard Duquet (Parliamentary Secretary to Minister of Transport):** The management of Air Canada advises as follows:

1 and 2. U.S. Airlines make extensive use of Telpak. The most recent report of the Air Traffic Conference of America indicates that United States airlines provide reservations service to 708 United States cities in this way. Management has heard no adverse comments concerning use of Telpak to consolidate reservations services in the United States and the practice is increasing. The A.T.C.A. report shows that both Canadian Pacific Air and Eastern Airlines presently use Telpak arrangements from Ottawa to their Montreal reservations offices in the manner presently planned by Air Canada.

## CNR—PURCHASE OF RAILWAY TIES

Question No. 804—**Mr. Lambert (Bellechasse):**

During 1970, how many railway ties of each category of quality were bought by CNR in (a) the Province of Quebec (b) the Province of Ontario?

**Mr. Gérard Duquet (Parliamentary Secretary to Minister of Transport):** The management of Canadian National Railways advises as follows:

	Hardwood Track Ties	Hardwood Switch Ties	Softwood Track Ties
(a) Quebec	194,250	659,660 FBM	11,200*
(b) Ontario	161,910	459,020 FBM	509,465

\* The quantity shown represents all of the softwood ties that were available to the railway during 1970.

## POST OFFICE CONSTRUCTION, 1970

Question No. 840—**Mr. Southam:**

1. (a) How many post offices were constructed in Canada during 1970 (b) by province, how many were constructed during 1970?

2. (a) How many post offices are slated for construction during 1971 (b) by province, how many are to be constructed during 1971?

**Hon. Arthur Laing (Minister of Public Works):** 1. (a) 122. (b) Listed below.

Province	By Crown Construction		**By Build-Lease	
	*Single Purpose	*Multi Purpose	*Single Purpose	*Multi Purpose
Newfoundland	6	2	—	—
Nova Scotia	2	3	—	—
New Brunswick	1	—	—	—
Quebec	16	—	6	1
Ontario	20	2	3	—
Manitoba	7	1	3	—
Saskatchewan	17	2	1	—
Alberta	11	1	7	—
British Columbia	4	2	3	1