

are mainly in connection with coverage, and that is entirely outside of our control. You see, we have a limited number of frequencies allocated to us under the international agreement. We would have to have a great many more if we were to comply with the demand. We get many complaints because people want a new frequency which is already allocated to another country, and that is just something that I cannot do anything about, because they are not available to us.

*By Mr. Woodsworth:*

Q. A little while ago you mentioned the matter of coverage. Is it possible to supply greater coverage without a capital expenditure?—A. I do not think so. I do not think we can supply much greater coverage without capital expenditure. We can do something by a little piece work here and a little piece work there during the year, as we have been doing; but to go ahead and solve the problem of coverage of Canada within one year's vote and continue broadcasting at the same time, is something which cannot be done.

Mr. SLAGHT: Could we leave this?

The CHAIRMAN: Mr. MacKenzie (Neepawa) wants to ask a question.

Mr. MACKENZIE (*Neepawa*): Might I ask, Mr. Chairman, if the complaints that come to the Department of Marine do not get to the commission?

Hon. Mr. HOWE: Yes, I think they all get to the commission; but you will have some idea of the general nature of these complaints when we get our correspondence on this point in shape so that we can file it with you.

Mr. MASSEY: May I suggest that in addition to these there ought to be placed with the committee comments that are laudatory.

The CHAIRMAN: I think Mr. Massey, that the committee really is not authorized by the reference here to investigate all phases of the report. I think our special reference is to investigate conditions and try to improve the system.

Mr. EDWARDS: How can we arrive at that point unless we follow the plan suggested by Mr. Massey? If you are going to have only critical comments filed, and if we do not have commendations as well, we will have no balance to our finding.

Mr. MASSEY: You see, Mr. Chairman, the situation is this: I speak of experience of over a million radio letters in the last few years. You see, public opinion, called such, is not public opinion by any manner of means, it is individual opinion. It may be inspired by the man himself and the experience he has with his own radio set. If you receive a complaint that the reception in a certain area is not entirely what it should be, that there is interference from such and such a station, you may actually find that the station complained of may be as much as ten points away, and that this trouble is on the man's own set. No radio set owned in a home is ever at fault. It is always the station broadcasting. I receive scores of complaints that whereas we used to be able to hear your program—or whatever it may be—we can no longer hear your program. I followed up a few of these complaints as a matter of curiosity. Probably the set is five years old, with the same tubes; the tubes are worn out. You can get into all sorts of difficulties by following up individual complaints; and, as the chairman well knows, a radio letter as such does not constitute public opinion. And then, if you are going to consider 20 letters you have to bear in mind that you really have hundreds of thousands of listeners and out of all of them you have but 20 letters. What sort of a percentage is that? It is so small as not to deserve consideration. On the other hand, if you receive a great many favourable comments saying that your programs are received in a particular district and received well, why then you feel your program is received well. Why, that makes all the difference; because perhaps it is a local condition. Those of us who have radios in our cars know something about this. They know that as

[Mr. Hector Charlesworth.]