

electronic computers built to T.C.A. specifications. The device by which passenger agents seek and receive information from the central computer is known as a transactor and over 300 of these in T.C.A. offices across Canada and the United States are linked to Toronto through relay equipment and standard telephone type lines. During the year the company completed the training of its own highly skilled staff of computer operators and technicians.

On July 3 the company's headquarters offices in Montreal moved to the new Place Ville Marie. Involved were approximately 500 company personnel previously scattered at a number of Montreal locations. The move served the purpose of consolidating all Headquarters activities under one roof in the interests of administrative efficiency.

Construction of the new maintenance hangar at Halifax was completed and this modern facility, designed to accommodate the large turbine powered aircraft, was occupied at year end.

New and improved sales offices were opened at several European points including Dusseldorf, Geneva and Zurich.

The Company maintained a close and constructive relationship with the Department of Transport and lent its technical advice to the planning of improved airport and airway facilities throughout Canada. This close association of an operating airline and a government department has, for the last quarter century, contributed greatly to the healthy development of Canadian commercial aviation.

Board of Directors

Retiring from the company's board of directors in 1962 were Mr. J. Campbell Haig and A/V/M C. M. McEwen. The directors wish to express appreciation for their valued services.

Appointed to the board of directors were the hon. Leslie M. Frost of Toronto and Mr. R. S. Misener of Winnipeg.

Personnel

At the close of the year there were 11,719 men and women in T.C.A.'s employ and it is worthy of note that in its quarter century of service the company has developed one of the most skilled groups in the air transportation industry. Almost entirely Canadian, the airline's employees represent an accumulation of experience and specialized knowledge that is a national asset.

Staff productivity again increased, as a rise of 14 per cent in available ton miles of air transportation was achieved with a growth of only 2 per cent in the work force.

The transition from a piston powered to a turbine powered fleet was accomplished smoothly thanks to the careful training of staff in the new techniques required. The board of directors wish to take this opportunity to thank all staff for a year of loyal and able effort.

Relationships with organized labour continued in the main to be healthy.

Outlook

While 1962 was a year of adjustment, T.C.A. enters 1963 strengthened by a well established fleet of the most modern aircraft and by a staff now well conversant with the requirements and challenges that have accompanied major technological changes in the air transportation industry. The airline is in a position to attain even higher service standards and to seek further operating efficiencies.

Flight frequencies will be increased as required by public demand and improved scheduling will be sought within the limitations imposed by technical and other considerations.