

In the first place, I should like to see the Dominion call together in Ottawa representatives from each province, representatives of the railways and other transportation companies, like the Canada Steamship Lines, the hotel men, representatives of the Manufacturers' Association, the automobile organizations, the Bankers' Association, the Canadian Chambers of Commerce, and the Press Association. The purpose is to get together representative business men who, in general conference, or through the appointment of committees, would take up individual aspects of the problem. A general committee should be constituted which would meet us once a year. A five-year plan might well be formulated. Then at its annual meeting the general committee would resurvey the situation and make whatever recommendations it might see fit. It should be purely an advisory organization, pretty much along the lines of our Historic Sites and Monuments Board. We can only get the benefit of the best advice through such a conference.

Behind this general Advisory Committee I should like to have in Ottawa what I might call an interdepartmental committee, composed of representatives from the Customs, Immigration, Trade and Commerce, and Justice Departments, the Bureau of Statistics and the Radio Commission. This committee should meet frequently to deal with specific problems that may arise in any of the departments. The Immigration and the Customs ends are of the utmost importance in relation to tourist business. From time to time I receive letters from persons in the West complaining that a Customs officer or an Immigration officer had taken certain action that involved a good deal of trouble and annoyance to the tourists concerned. It will be seen that the representatives of those departments on my proposed interdepartmental committee could give prompt attention to any complaints of this nature. Under present conditions we have to resort to correspondence with the departments concerned, and, as will be readily understood, this is a somewhat slow process.

Hon. Mr. HOCKEN: Does the operation of the Customs Department occasion trouble to tourists?

Mr. HARKIN: At times there is trouble.

Hon. Mr. HOCKEN: Are the Customs regulations onerous?

Mr. HARKIN: It is rather a matter of the individual official. A grouchy Customs or Immigration official can cause a great deal of annoyance.

Hon. Mr. HOCKEN: How would you deal with such cases; make representations to the minister?

Mr. HARKIN: My idea is that the representative of the Customs Department on the interdepartmental committee would soon bring about a housecleaning, if you will, in the department, and the officers would be made to understand that they had to co-operate and that courtesy should go hand in hand with efficiency. That my proposal is practical is borne out by our experience in regard to wild life.

The CHAIRMAN: Apparently the attitude of our Customs and Immigration officials is an important factor in relation to the tourist business. Here is a letter from the Women's Liberal-Conservative Association of Western Ontario. It is dated St. Thomas, April 26. After commenting on an Ottawa despatch that the Senate had started a movement to promote tourist traffic, the writer quotes a letter received from a gentleman in Arlington, Mass., the conductor of several parties under Masonic auspices:

Our plans for the summer are not completed as yet, for the rates are not out for the railroads, and we have almost decided to go by train this year, although we may run a bus trip also is there is demand enough for one. Our experience of last summer with entry into Canada is still fresh in our minds, and I shall start work on that before I decide whether we travel to Canada or not.