

Mr. SYMINGTON: That means training pilots and check tests of pilots.

The CHAIRMAN: Next.

Mr. SYMINGTON: Passenger Service:—

Revenue passengers numbered 85,154 in 1941, as compared with 53,180 in 1940, an increase of 31,974 or 60 per cent. The average passenger journey was 520 miles, as compared with 551 miles in 1940. The percentage of passenger occupancy (passengers carried in relation to seat capacity) was 67 per cent, as compared with 63 per cent in 1940. On the transcontinental service the percentage was 71 per cent as compared with 66 per cent in 1940.

As an added service to passengers a central reservation bureau was established to control the assignment of space for all trips.

In common with all air transport lines on this continent, the company has suffered loss of revenue, and its prospective patrons have experienced inconvenience, because of "no shows", i.e., passengers who make a reservation and then fail to appear at plane departure time or who cancel their reservations immediately prior to departure. Measures have been taken which are effecting an improvement in this regard.

Mr. HANSON: What steps have been taken in that regard?

Mr. SYMINGTON: What we are doing now or trying to do is that we call up the people continuously, and three hours before the plane leaves they must take up their ticket and decide that they are going or they cannot get a seat. It is working out pretty well. I am not entirely satisfied with it yet.

Mr. DONNELLY: Are there any special rates for the army or the navy or any militia men?

Mr. SYMINGTON: No, sir, there are no special rates; there are some privileges in the matter of "must rides" which are limited. They must come from the department or from the officer commanding in Vancouver or Halifax, and they are strictly regulated. But on military service there are these "must rides" and somebody must give up a seat. But there is no discount or passes.

Mr. DONNELLY: Can you give us any idea of what the percentage of passengers in military service is?

Mr. SYMINGTON: We have figured it as 80 per cent.

Mr. DONNELLY: 80 per cent?

Mr. SYMINGTON: Now, that is not the services, but those on direct war work, manufacturing, munitions, and all that sort of thing. That 80 per cent represents people who are travelling in connection with the war.

Mr. SHAW: I judge from the statement made here that there have been no changes made in the passenger fare rates; am I correct in that?

Mr. SYMINGTON: Yes.

Mr. SHAW: How do present day rates compare with those when the service was first inaugurated?

Mr. SYMINGTON: They are the same.

Mr. SHAW: From a previous statement I understand that revisions or reductions are being made in air mail service in order, as you indicated, to offset too great a surplus in your operations; in other words, you are not contemplating the building up of a substantial surplus, and in order to offset that you are reducing air mail rates. Has any consideration been given to the reduction of passenger rates?

Mr. SYMINGTON: No consideration has been given to the reduction of passenger rates. The rates are the rates fixed by the board—filed with the board—and are the same as the United States rates on our competing lines.