

**Freight services** CN has made considerable progress in redeploying regional marketing forces to take full advantage of new technology and to reach new marketing goals now possible through its computer-based Traffic Reporting and Control System. Marketing managers have been appointed for each of CN's five regions in Canada to attract and maintain the maximum of profitable business.

The TRACS project made it possible for shippers using Telex to obtain instant information from a computer about freight-cars, trailers and containers on CN lines.

Development work has been completed on CN's Waybill Information Network to reduce the paper work associated with the production of waybills. A door-to-door export bill of lading has been developed as a step towards rationalizing documentation systems.

**Marine services** CN operates East Coast ferry services for the federal Ministry of Transport, linking New Brunswick, Prince Edward Island, Nova Scotia, the State of Maine and Newfoundland. In 1972, the services carried 1,667,000 passengers and 631,124 vehicles, a clear indication of the rapid growth of the tourist industry of Atlantic Canada.

CN also owns and operates a cruise-ship on the West Coast. This vessel made 21 sailings last year, carrying 5,200 passengers between Vancouver and Skagway, Alaska.

**Passenger services** The number of passengers who used CN train services in 1972 was 12,008,500. The average passenger travelled 128.6 miles. The total result, in passenger-train miles operated, was 1.5 billion.

The introduction of new types of passenger equipment, such as club galley, cafe-bar lounge and "dayniter" cars represents a measure by the railway to rationalize the total cost of passenger operations while providing improved standards of service to a large segment of the Canadian travelling public.

CN has introduced an experimental Auto-With-You plan between Toronto and Edmonton, which permits a passenger to take his automobile with him on the train.

CN and CP Rail have been formulating plans, at the direction of the Canadian Transportation Commission, for the rationalization of transcontinental and Maritime passenger services to provide more economical rail-passenger service tailored to the needs of the Canadian travelling public.