

Government Orders

It has been completely unwilling to move with respect to the negotiations. It should have come up with a final contract for these workers. As I said before, these workers have been without a contract for three years and I do not think that this 10 per cent share offering is going to cause the management to see a new light.

The Acting Speaker (Mr. Paproski): I regret that the hon. member's time has expired.

[*Translation*]

It is my duty, pursuant to Standing Order 38, to inform the House that the questions to be raised tonight at the time of adjournment are as follows: The hon. member for Humber—St. Barbe—Baie Verte—Education; the hon. member for Saint-Léonard—Social housing; the hon. member for Nepean—Public Service; the hon. member for Cape Breton—East Richmond—Fisheries; the hon. member for Dartmouth—Historic sites.

Resuming debate. The hon. member for Broadview—Greenwood.

[*English*]

Mr. Dennis Mills (Broadview—Greenwood): Mr. Speaker, I am delighted to have the opportunity to speak on Bill C-73. I am delighted because my relationship with the postal service of this county goes back to 1980 when I was working here on Parliament Hill. I worked as one of the advisers to the committee of cabinet responsible for Government of Canada communications.

At that time I was a critic of the postal service in this country. I was someone who did not quite understand the complexity of running a national postal service. I did not understand the federal presence that our postal service provided to the people of Canada, not just in our major markets but in every region, every small remote town and village that we have.

I remember one day speaking to a gentleman by the name of Ed Rowerth who was one of the public relations gentlemen for Canada Post. He was here in Ottawa and he took me out to lunch and said: "You know, Dennis, you have the post office all wrong".

He went on to explain to me that in the major market of Toronto the Canadian postal service was really the most efficient company in Canada.

Well, I looked at Mr. Rowerth and I said: "Explain it. How do you figure that the postal service, which many of us as Canadians tend to complain about, how do you come up with that kind of a statement?"

He said they took an independent productivity analysis and took what the stated objective of the service was and compared the process of measuring productivity that other corporations in the private sector use and came up with about a 98 per cent productivity rating.

I asked how it was that we all feel that the post office is really not doing the job we expect it to do.

He said that in the city of Toronto they handle 20 million pieces of mail on a daily basis. Twenty million pieces of mail go into the Toronto postal system on a daily basis.

He said that they consider a regular service—three-day delivery at that time which was back in 1980—would only get 98 per cent of it delivered. When one takes 2 per cent or 3 per cent of 20 million pieces, a lot of different people are affected.

As a nation, we have always focused on those two or three percentage points that do not come within the 48-hour or the 72-hour delivery. We focus on that mistake and do not realize that 98 per cent of the time when someone puts mail in a box on a Monday, it is there on the Wednesday. That is productivity which very few companies in the private sector can match. I became a fan of the postal service. I became a fan of touting this service whenever I got a chance.

The second thing that we do not appreciate as Canadians is its contribution to the federal presence. I remember in 1981 we decided to put the "Canada" word mark on every post office in Canada. I think there were something like 3,700 signs all across the country.

The purpose of that was to remind each and every Canadian that this was the Government of Canada, this was a national post office. You could get the same service in a post office in Whapmagoostui in northern James Bay as you could at postal station G or J in my riding in downtown Toronto. Canada Post was one of those galvanizing agents that was controlled, monitored and supported by everyone in this Chamber.