



Toronto opens new hangar

Local maintenance employees and special guests gathered at Toronto International Airport December 4 to celebrate the opening of the new Maintenance hangar.

The first B-747 to enter the hangar towered over the audience as it stood in one of the two bays each measuring 64,700 square feet.

At the beginning of the ceremony, Ralph Drabinsky, General Manager, Properties & Facilities, Montreal, noted, "A project of this magnitude doesn't just happen, it is the result of a team effort."

The complex cost more than \$15 million to construct and by the end of 1984, Toronto Maintenance will be handling some 37 wide bodied aircraft. These will include the L1011-500 and the new 767; the first of the latter are

expected to arrive in the autumn of 1982.

Don Wiley, District Maintenance Manager, explained that "the addition of the new service bays means that we can now perform indoors more of the regular line maintenance work as well as more extensive overhaul operations."

The new building will also accommodate the technical training centre and will provide overnight housing for wide bodied aircraft.

In the photo at the right, Central Region Vice President John McMurtry is ready to snip the ribbon marking the official opening of the facility. He is flanked by Clerk Stenographer Lynn Zemsta, left, and Secretary Elizabeth Gaskill.



Revised schedule aimed at business traveller

A revised winter schedule featuring new routes and frequencies in Canada, the United States and Europe will be introduced January 10, 1982.

Guy Chiasson, Vice President, Passenger Planning and Marketing said the company's move away from a regular, seasonal schedule change is the first in a series of measures aimed primarily at the business traveller.

"By adopting flexible scheduling, instead of the regular April-October changes, we can better adjust our services to the needs and fluctuations of the business market," he said. "Other service initiatives will be announced later next year."

The company will offer daily, non-stop service between Ottawa and Vancouver featuring the earliest available

departures, at 18:55 from Ottawa with arrival at 20:50 and 07:00 from Vancouver with arrival at 14:20.

A Toronto-London, England daylight service will be reintroduced featuring a non-stop Sunday flight leaving Toronto at 09:40 and arriving in London at 21:35 that same evening. The Monday return flight will leave London at 10:10 and arrive in Toronto at 13:10. The service will carry over to the summer schedule.

On transborder routes, service to both California and Texas will be upgraded, the latter being recognized as a growing business market for Canadians and an active connecting point to and from Mexico.

The major thrust of the Texas operation consists of the only non-stop service between Toronto and Houston, with departures daily from Toronto at 09:25 and return at 12:20, and two daily flights into Dallas/Fort Worth leaving Toronto at 09:15 and 17:10 with return portions at 12:30 and 20:10 respectively.

Effective Jan. 11, a new Monday to Friday evening flight to San Francisco will leave Toronto at 19:35 and arrive at 21:55. The 23:30 return flight will arrive in Toronto at 07:05 the next day.

All new flights will offer most types of fares including the Skysaver program available in Canada and similar discount fares featured in American and European routes.

Fare increase sought

The company has filed a request with the Canadian Transport Commission to increase domestic fares an average of 9.5 per cent, effective January 11, 1982.

The fare increase, necessary to counter the effects of inflation, will only partially offset rising operating costs.

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Happy Holidays

The time of festive fun and family visits is upon us; the time when we get in touch with each other, with distant relatives and old friends.

And with ourselves.

Particularly ourselves. For the hidden gift this special season brings is the opportunity to spend a few moments alone with our thoughts, like an annual pause for reflection as one year ends and another gets ready to begin.

Incredibly, it always happens: that amid the noise and clamor, our minds exploit the canny knack of escaping to some quiet place to take stock of who we are and what is to become of us.

It can occur when we least expect it, at a crowded meal table (somewhere between the turkey and the pudding, perhaps) or alone in the great stillness that invades the outdoors when festivities reign within.

Either way, the message is real. And we are obliged to listen because it is our own voice that we hear.

It tells us where we stand, a sort of personal performance assessment conducted within the privacy of our inner selves.

As often as not we are our own harshest critic, which is unfortunate, since we may have accomplished more than we give ourselves credit for. We tend to focus on our failures, on what we didn't achieve, rather than take the plus side of the ledger into account.

The same holds true in our work lives. Economic uncertainty, coupled with the difficulties which beset the airline industry, may not be producing the results on which we would like to be judged professionally. But that doesn't mean we are not equal to the task we face.

What we must guard against is the false hope that success lies in a wishful search for ready-made solutions when, in fact, we alone hold the key to our joint future.

So just as we have reached a time of self-examination and renewal in our private lives, the advent of this particular festive season affords the opportunity to do likewise in the business enterprise we operate together.

It allows us to reaffirm our relationships with each other in the work environment by striving to understand each other's needs. Through greater awareness, we will no longer be isolated from the realization of how our decisions impact on those around us.

For those decisions, like ripples from a pebble dropped in a pool, have far-reaching consequences.

And when my own seasonal pause for reflection arrives, as it surely will, I will experience a moment of pride in knowing I share my hopes and aspirations for a better and stronger future with you all.

My wish is that you and your family will have a holiday season filled with joy and peace.

Clara McMurtry
President and Chief Executive Officer