

TORONTO'S INTERNATIONAL TERMINAL NEW CONCEPT IN SERVICE EFFICIENCY

No longer does Toronto International Airport mean a crowded clapboard terminal and long walks through draughty sheet metal corridors. Instead, there are tunnels under the aircraft ramp, a circular aeroquay, a sunken plaza, a three-legged control tower, reflecting pools, treed interior courts and \$150,000 worth of fine art from Eskimo route markers to a Riopelle mural.

But underneath the glamour there is efficiency and functionalism according to a master plan. Everything not directly connected with travellers has been taken out of the terminal and moved into specialized buildings. The airport manager and his staff are no longer in the terminal — they have their offices in a separate administration building that also houses the weather office, the telecommunications staff, many airlines executive offices, a bank and other tenants. The air traffic controllers have their own attractive Y-shaped building, surmounted by a control tower nearly a mile from the other buildings. A separate power plant supplies light, heat, air conditioning and standby power to the whole complex, through a maze of technicolor pipes and boilers.

For Travellers

The terminal proper is all directly concerned with travellers. One floor serves passengers leaving by plane and contains such necessities as ticket and check-in counters, the

main departures lobby, a separate, quieter waiting room, nursery, coffee shop and a shopping arcade. The floors below are for arriving passengers. They have immigration, health and customs inspection facilities, baggage carousels and such concessions as car rentals agencies. Surmounting the three-floor terminal is a seven-floor, 2,400 car parking garage, while a life-saver shaped aeroquay with departure rooms and spectator decks surrounds the entire structure. Up to 30 aircraft of 60-passenger capacity can be accommodated simultaneously at the six "fingers" protruding from the aeroquay. On the roof of the aeroquay sits the lounge and dining room building with tiered-floor to enable all patrons to view the activities on the main runways and aircraft apron which completely surrounds the aeroquay.

Reaching The Terminal

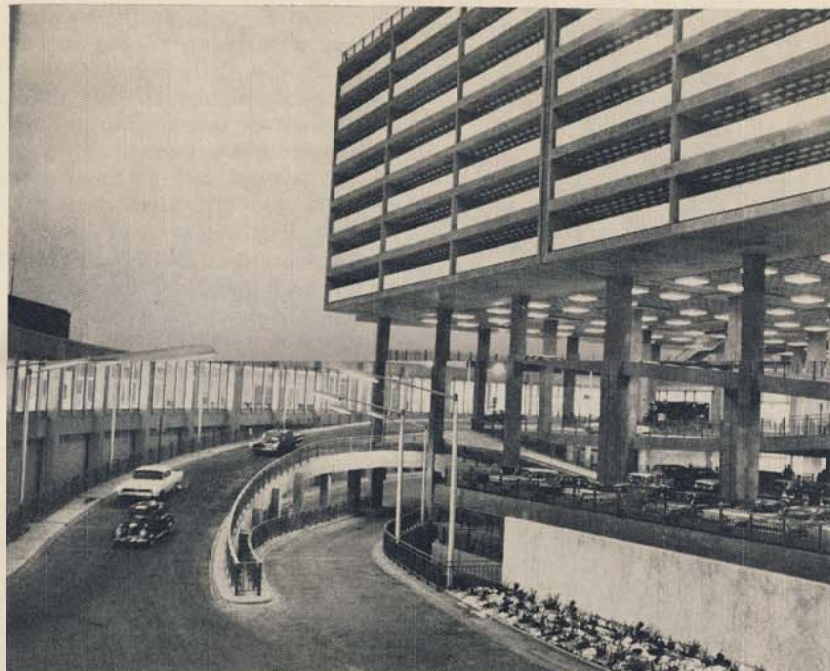
The terminal is reached via a tunnel under the aircraft ramp and aeroquay. Emerging from the tunnel, motorists have a choice of ramps leading to the departures lobby, the arrivals lobby, short-term parking or the parking garage. One advantage of the radial design is that the walking time between the spot where a passenger parks his car and the terminal proper towards and aircraft need never be more than two minutes.

Provision for expansion has been made. See **TORONTO'S TERMINAL . . .** page 10

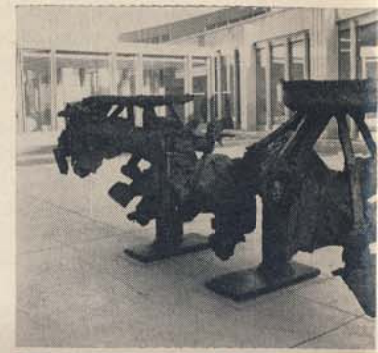


SIX FINGERS project from Toronto International Airport's aeroquay which permits passengers to walk undercover to within yards of boarding aircraft. The terminal proper on the first two floors and the eight-storey,

nine level ramp garage which holds 2,500 cars. Sitting on top of the aeroquay (top) is a spacious tiered dining room that affords a



THE EXIT RAMP winds down from the nine-storey parking garage. After parking his car, the passenger takes an elevator and proceeds down to the departure level. Incoming passengers follow the same procedure in reverse to the garage.



A SCULPTURE in cast bronze is in the courtyard area of the airport terminal. (bottom) "I" stand in front of the Administration



DEPARTURE ROOMS are located on the second floor on either side of the fingers which project from the aeroquay. When called for boarding, the passenger walks down the stairs, through the finger to the aircraft.



BAGGAGE CAROUSELS are located in the arrival lobby on the ground floor of the terminal proper. Also located on this floor and below are immigration, health and customs inspection facilities, and car rental agencies.



TORONTO INTERNATIONAL Airport's main check-in and ticketing counter is marked with information signs and has black Company's check-in and ticketing counter

TRANS-CANADA AIR LINES



ars, are located inside the terminal (left) is the terminal's view of ramp activities.



A SPECIAL WAITING ROOM in the new terminal is comfortable and luxuriously furnished. Adjacent to the waiting room above (right) is a nursery where children may be left in the care of a trained attendant.



FOR PASSENGERS travelling on domestic and international flights there are 14 Company ticketing positions and 22 check-in positions at the new Toronto terminal. A pneumatic tube system connects all sections of the Company's facilities to ensure rapid communication.



OPEN OBSERVATION DECKS (left) for visitors or passengers are located between the departure rooms on the second floor of the aeroquay. Facilities and equipment for the servicing of Company aircraft are located under the observation decks (left) in the aeroquay.



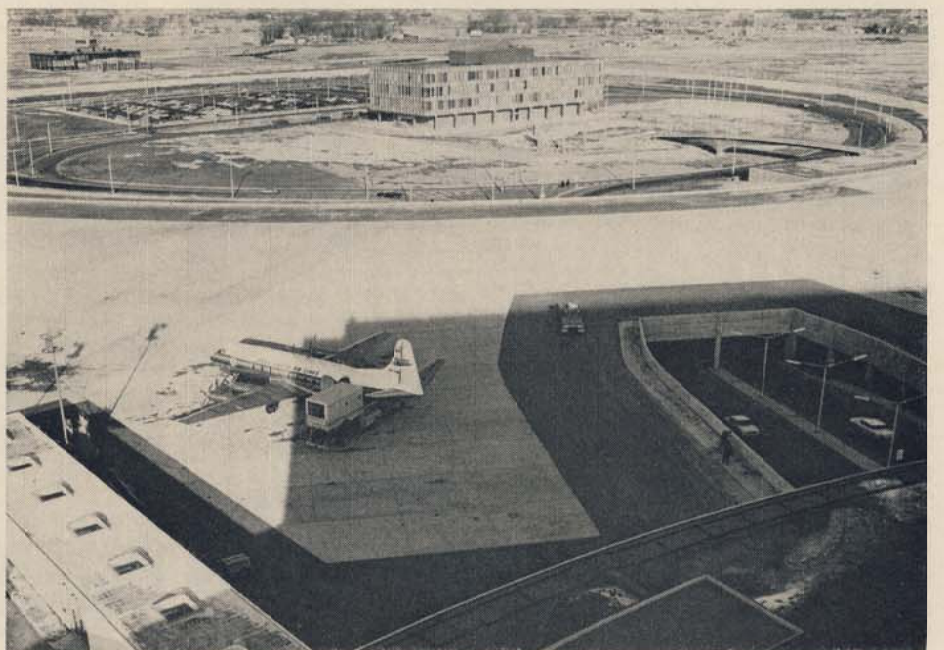
THE AEROQUAY RESTAURANT is located on top of the aeroquay overlooking the apron of the airport. Potted palms and modern art by eminent Canadian painters greatly enhance the atmosphere of the restaurant. A cafeteria is located on the main departure level.



ticketing lobby (looking eastward) is well furnished with weather furniture for the weary traveller. The area measures 185 feet in length (right).



THE THREE-LEGGED control tower rises 100 feet above the air traffic control building. All immediate airline traffic is controlled from the cab on top.



APPROACH ROADS at TIA circle the Department of Transport's Administration Building (top), dip under the aircraft parking apron and emerge at the entrance to the circular aeroquay (foreground). The separate power plant (top left), serves the entire complex.

TCA Facilities at YYZ Int'l Airport

The Company occupies more than 56,000 square feet of counter, office and operations space in the new Toronto International Airport terminal. The following is a guide to the location of each of the Company's facilities at Toronto:

Main Departure Concourse: a 185-foot-long passenger service centre with 14 ticketing positions and 22 check-in positions for passengers travelling on domestic and international flights.

Behind Counter Area: sales administration offices, staff rooms and locker rooms and a passenger service control office, and a VIP room.

Station Administration Floor: (above the counter area) 10,000 square feet of floor space for flight operations administration offices, flight service offices and flight crew lounges, the flight dispatch centre, radio and teletype rooms, the office of the Station Operations Manager and general office.

First Floor of Aeroquay: (apron level) baggage rooms, a commissary section, cargo load assembly areas, ramp equipment parking and wash areas, a load dispatch centre and ramp ready room, a maintenance office, petty stores and training rooms for station services employees.

Over West Finger: ramp operations centre controlling movement of ramp equipment and the crews required to service aircraft.

Main Administration Building: 5,000 square feet of floor space for the Regional Operations Manager's office and general offices, plus its medical clinic.

Air Freight Warehouse: extensive facilities for handling of air freight.

YYZ Terminal . . . from page 9

been built into the structure. Each of the exterior spectator decks, for instance, could be transformed into one or more departure rooms or additional waiting room space. As well, more aeroquays may be added later and the airport roads, streets and the airport roads, streets

future buildings. The interiors of terminal and aeroquay are finished largely in white, with black leather furniture often forming the only accent. Works by some of Canada's most distinguished artists have been used to decorate the administration building and terminal interiors.

OVER \$800 DISTRIBUTED TO EMPLOYEES J. E. GREEN TOP SUGGESTOR WITH \$200

Twenty-two employees shared \$818.35 for their suggestions in the February Suggestion Awards released by the Personnel and Industrial Relations Department. Top winner for the month was Mechanic J. E. Green of Winnipeg who received a cheque for \$200. He was followed by Certificated Mechanic F. M. Stewart of Dorval who received an award of \$150. Third highest award winner was Mechanic T. E. Campbell also of Dorval who received \$74.

Beside the two men mentioned above, there were ten other employees from Dorval that received awards during February. These included:

Mechanic H. G. Huhn who was a \$50 winner; W. E. Tucker, Bindery Operator, \$44.80; P. Webb, Bindery Operator, also \$44.80; Lead Mechanic J. M. Senecal, \$28.50; G. H. Webster, Mechanic, \$18.75; J. D. Gibbon, Mechanic, \$10; G. M. Nachtrieb, Mechanic, \$10; J. L. Charon, Lead Mechanic, \$10; R. Smethurst, Mechanic, \$10; B. L. Francoeur, X-Ray Operator, \$7.50.

Winnipeg winners included

Mechanic G. Burlington, \$45; Lead Mechanic H. V. Holmgren, \$20; Mechanic D. R. Mills, \$20; Certificated Mechanic K. E. Kunz, \$15; Lead Office Clerk R. J. Nicholls, \$10; B. W. Baggle, Mechanic, \$7.50; G. C. Turnbull, Mechanic, \$7.50.

There was one winner from Cleveland who won \$25. His name is C. J. Spear and he is a Cargo Agent. Passenger Agent M. A. Lapp of Regina received a cheque for \$10 for his suggestion.

Two employees received honourable mention for their suggestions and these were B. J. Duffley, Airport Passenger Office Supervisor, Saint John, N. B. and S. E. Stockfish, Senior Ramp Supervisor, Toronto.

EXTRA COPIES

There are a few extra copies for distribution of the Company's Annual Report for 1963.

Any employee who would like a copy is asked to write to the editor and one will be sent while the supply lasts.

TRANS-CANADA AIR LINES

MORE INFORMATION IS PROVIDED SO SPEAKERS CAN ANSWER QUERIES

With the many hundreds of public speeches being given these days to inform audiences about Trans-Canada Air Lines and the benefits of air travel, the Public Relations Department became concerned about the information being made available to speakers.

It has been decided to introduce a simulated "question and answer period" in all speech training courses from now on. The homework assignment given to the speaker is to review the TCA Speaker's Guide to become fairly familiar with its contents and to prepare a three-minute talk on an airline theme.

After a student has completed a talk he or she is given some difficult questions to answer, most of which have previously been planted in the audience. The purpose is to help the speaker to develop poise and confidence, and to develop a broader knowledge in areas that interest the public.

It is stressed to the speakers that audiences do not necessarily look upon them as representatives of their department, but more frequently as a representative of the Company and the airline industry.

Some of the Questions

The following are a few of

the "planted" questions from a recent session. How would you handle them if you were asked?

"Why does TCA not operate helicopters?"

"I live near the airport. What are you doing to reduce noise?"

"Why do airlines not forget about faster and faster airplanes, and concentrate upon lower rates?"

"Is TCA a drain on the taxpayer?"

"Why do I sometimes have great difficulty in making a reservation only to find many empty seats on the plane when it takes off?"

"When do you expect to have all-weather landings?"

"How safe is flying?"

"Why does TCA not fly to Miami?"

"Why do you not buy more planes made in Canada and provide jobs for more Canadians?"

These are only a few of the questions that are shot at the speakers as part of the training program. The speakers are provided with some suggested answers and if anyone would like a copy of these questions and answers drop a note to the Supervisor, Speakers' Bureau, Montreal, and a set will be mailed to you.



TRAVEL AGENTS are given courses pertaining to sales by the Training Section in Toronto which includes: Sales Training Supervisor, Harvey Malcolm (third from left); Jim McMurray (third from right), Agency Sales Representative; (right of McMurray) Bill Ulshoefer, Sales Representative; and John Cornock, Training Instructor (right).



"BIG BRAIN" gets a little to the United Kingdom. Ferranti-Packard, the builders of the Company's ReserVec machines called on the Company to help them get a large order of electronic equipment to

Manchester, England. Shown above is the first of three such shipments that took up the major part of the cargo section in a Pratt and Whitney-powered DC-8 being loaded in Toronto from its new terminal.

CAMPBELL IS RE-ELECTED AT INTERLINE'S MEETING

A highlight of the Montreal Interline Club's (MIC) Annual General Meeting was the re-election of William C. "Bill" Campbell, of the Public Relations Dept., as the club's President and Chairman of the Board for 1964.

The meeting at the Queen's Hotel in downtown Montreal also revealed some encouraging facts for members: membership in the club increased almost 200 per cent over 1962 for a record total of 320; approximately 550 members and guests attended each of the club's events through the year; a bank balance in excess of \$2,000 for 1963 was shown on the books, an increase of more than 400 per cent over the previous year.

At least one event, usually a dance, was held every month for members and guests at various hotels in Montreal at which a specific country and a national carrier were given the spotlight. For extra colour and interest, each event had a theme which lent itself to bright and imaginative costumes.

Besides Campbell, another Company employee, R. G. Black, Airport Credit Union Manager was elected to the Board of Directors. The Board of Directors for the Club includes a representative from all the airlines with offices in Montreal and meets on the first Tuesday of every month. It controls all the business and activities of the club.

Other airline personnel elected at the meeting were: Mr. Eric Scher, Vice President — CPA; Miss Simone Azar, Secretary — Scandinavian Airlines; Miss Huguette Lanois, Treasurer — Pan American Airways.

Special Representatives for the club during the year are: Helen Meurant in Public Relations, Headquarters; Joan McManus, Industrial Relations; Ray Smethurst, Mechanic; Joe Jungfleisch, Asst. Foreman at the Dorval Base; and Eric Schoch, Airport Ticket Counter.