

The two national railway companies control a wide variety of Canadian and international transport and communications services. The government-owned Canadian National Railway System is the country's largest public utility and operates the greatest length of trackage in Canada. It is the only railway serving all ten provinces and is completing a branch line to serve the Great Slave Lake area of the Northwest Territories. In addition, it operates a highway service, a fleet of coastal steamships, an extensive express service, a chain of large hotels and resorts, and a scheduled air service connecting all major cities across the country and Canadian with other North American and European points. The Canadian National, jointly with the Canadian Pacific Railway Company, operates a national telecommunications system that employs modern microwave, high-speed teletype and private wire networks, telex, data and weather facsimile transmission and movement of telegrams to any point in the world. The Canadian Pacific Railway Company is a joint-stock corporation also operating a transcontinental railway, an express service, a domestic truck and bus network, a fleet of inland, coastal and ocean-going vessels, a chain of year-round and resort hotels, a domestic airline servicing points in British Columbia, Alberta and Yukon Territory, a transpacific airline service to the Orient and the Antipodes, air services to Mexico, Peru, Chile and Argentina, a transpolar air route connecting Vancouver and Amsterdam, a transatlantic service to Portugal, Spain and Italy, and a limited (one flight daily) transcontinental air service between Vancouver and Montreal.

The Pacific Great Eastern Railway, owned by the British Columbia Government, operates over a 789.5-mile route from North Vancouver to Fort St. John in the Peace River area of northeastern British Columbia, with a branch line from Chetwynd to Dawson Creek. The completion in 1958 of the northern section of this line opened up to development the vast interior of the province and brought to an end the largest railway construction job undertaken in North America for two decades. With the completion in 1959 of the last link in the microwave system, the PGE became the first railway on the Continent to be operated entirely by means of radio communication.

OPERATIONAL AND TECHNOLOGICAL CHANGES IN RAIL TRANSPORT

In recent years, the railways have been strongly affected both by the emergence of competition and by the great advances of science and technology. The former has posed a threat to the supremacy of the railway in the field of freight and passenger movement but the railway companies' awareness of the need to innovate, experiment and market their services aggressively has enabled them to retain their pre-eminence, particularly in the area of freight transportation. The following sections give some idea of the changes that have been made by the two transcontinental railway systems to keep their services in line with the requirements of individuals and of industry.

Canadian National Railways*

A new concept of rail transportation that combines lower customer costs with improved service and greater efficiency is being aggressively applied by Canadian National to both passenger and freight operations, with marked success. During 1963, CN handled the second highest volume of railway business in its history and gross revenues from all services reached an all-time high of \$800,000,000.

In the field of passenger transportation, a recently introduced market-oriented fare scheme brought about reduction of more than 50 p.c. in some fares. Application of the service concept to freight operations has resulted in the introduction of fast freight trains, incentive freight rates and a customer research service available to users and potential users of freight and express-freight facilities. During the past three years, a system-wide re-organization of administrative procedures has been carried out, the main purpose of which is to give regional and local officials more authority to make decisions and solve local transportation problems with greater speed and satisfaction to the customer. End-to-end

* Prepared by the Public Relations Department, Canadian National Railways, Montreal.