

America's

LARGEST RAILWAY



THE CANADIAN NATIONAL SYSTEM



Less than a hundred years ago, Canada was a vast empty space, sprinkled with fur trading posts and a handful of settlements—colonies that owed common allegiance to the British Crown but carried on their lives independent of one another. Fifty years ago, at the beginning of the 20th century, although they were united as one country from Atlantic to Pacific, they had scarcely emerged from colonial status and several of the great provinces were still unorganized. In 50 years, the population of Canada has more than doubled. The scattered colonies have grown into a sovereign nation. Canada is now the world's third largest trading nation, has assumed the obligations of a great people and won the world's respect.

Canada's development would have been impossible without her railways. To realize this, you have only to look at the map. From sea to sea, the country spreads out over more than 4,000 miles, an immense and diversified land. To the barrier of distance are added the barriers of forests and mountains, separating community from community. When, in 1867, the Fathers of Confederation brought about the union of British North America, they knew that the new nation would be a fact only when it was stitched together by threads of steel. From the beginning, railway building was an essential of nation building.

The railways have linked the old settlements of the east and pushed west into the wilderness to open up a vast empire. They have plunged into the forests and made a great pulpwood industry possible; they have pierced the Canadian or Pre-Cambrian Shield and let out a stream of precious ores; they have thrown their net over the prairies and helped the people gather in billions of bushels of golden grain; they have climbed the Rockies and bored through them and reached the western sea. Wherever they have gone, east, west, north, and south, population has followed. Great cities and towns have sprung up. Farms and orchards have come into cultivation; cattle have multiplied on the hills; oil has gushed out of the earth. The railways have bridged the gaps, brought in the people and the things they needed, and carried out the fruits of their enterprise and toil to the markets of the world.



The Canadian National System had its beginning in Canada's first railway, the Champlain and St. Lawrence, which started operations in 1836 as a portage line on the water route between Montreal and New York. This, with the second railway, the Montreal and Lachine, opened 11 years later, and other early lines, became part of the Grand Trunk, incorporated in 1852. A short history of the System will be found in this booklet, beginning on page 44. At this point it is enough to say that the C.N.R. was not built as a single railway but is an amalgamation of several privately owned systems, including the Grand Trunk, the Grand Trunk Pacific and the Canadian Northern.

These railways made valuable contributions to the development of the country, but only with the help of substantial expenditures of public money; and when, at the beginning of the first world war, they could not extricate themselves from the tangle of debt, they were taken over by the Canadian Government and added to lines, like the Intercolonial, already owned by the public. They were saved from bankruptcy because the national credit was involved and because they were needed not only to serve the communities established along their lines but to further the development of new territories. Much of the mileage is at present unprofitable for the C.N.R., but is maintained as a necessity in the national economy. Certain lines, built well in advance of development and as yet carrying little traffic, have proven to be of immense strategic value in time of war and, taking these into consideration, it is not without reason that the Canadian National has been described as the fourth arm of defence.

While it is owned by the public, the National System is not operated as a Government department. It has a Board of Directors which is responsible to its proprietors, the people of Canada, as represented by Parliament. The Board makes its annual report to Parliament through the Minister of Transport, and the annual budgets of the System are subject to parliamentary approval. Apart from these logical statutory requirements, wherein the people of Canada, through their elected representatives, take the place of the shareholders in a privately owned company, the administrative and operating methods of the National System are similar to those of the other Canadian railways.

In mileage, the C.N.R. is the largest railway in North America and it is the only railway serving all the ten provinces of Canada. It also operates in 11 states of the United States. It has 24,150 miles of first main track. With a staff averaging 111,000, it is the largest single employer of labor in Canada. It is the largest individual purchaser of materials. Much more than a railway, it operates its own express service and a widespread commercial telecommunications system; owns three fleets of ocean-going steamships as well as car ferries; operates bus, electric tram and trucking services; owns 10 year-round hotels and three summer resorts; owns dockyards, stockyards, and coal mines and holds all the stock of Trans-Canada Air Lines.

In all its ramifications, the Canadian National System has no other purpose than to serve the nation.



"We'll tell you where and take you there". Our trains run from one end of Canada to the other and down into the United States.

1. What we are

ON LAND

Our slogan "To Everywhere in Canada" does not just arise from the enthusiasm of the Advertising department. Take a look at the map in the back of the book and you will see at a glance that we run all the way across the continent, from the Atlantic Ocean to the Pacific. The C.N.R. starts at St. John's, Newfoundland, as far east as you can go in North America, and traverses every province until, forking north and south just west of Jasper in the Rockies, it reaches the Pacific seaboard at both Prince Rupert and Vancouver. It has a short line on Vancouver Island, too.

To that 24,150 miles of first main track—nearly enough steel to girdle the earth at the equator—must be added about 9,000 miles of secondary track, yards, sidings and spurs to serve industry, making a grand total of 33,046 miles. We have more than 5,000 stations, from flag stops to immense

and complicated terminals like Halifax, Montreal, Toronto and Winnipeg. Nearly 6,000 bridges. Sixty-four tunnels. We own 2,730 locomotives, 108,044 freight cars of all classifications, 3,512 passenger cars and 7,774 units of work equipment; with 230 roundhouses to service them and 13 shops to keep them in repair, rebuild them and make new ones. We maintain 35 offices in the United States, six in Europe and three in Australia and New Zealand.

Some of our other facilities and services, such as telegraphs and hotels, we'll tell you about later in the book. In this chapter, we'll stick strictly to railroading.

Let's begin at the east end, without going into too much detail, follow the System as far as it goes.

The line across Newfoundland—which, by the way, is the only narrow gauge railway we have—is 547 miles long. Starting at St. John's, it follows the shore of Conception Bay, crosses the Avalon Peninsula, runs northward between Placentia Bay and Trinity, then westward through the great airport at Gander and the pulpwood centre of Grand Falls; after crossing the Topsails, it drops south-west along the Humber to Corner Brook, where the largest paper mill in the world is situated, and runs between St. George's Bay and the Long Range Mountains to Port aux Basques. Here connection is made with our steamship service across Cabot Strait to the mainland at North Sydney, Nova Scotia. There are some 166 miles of branch lines in the island province.

From the Sydneys on Cape Breton Island—as famous for its scenery as for its coal and steel—we run more than 200 miles to Truro, to join the main line from Halifax, 64 miles to the south. We have a number of branch lines in Nova Scotia, including 250 miles along the south shore to Yarmouth and a line crossing the peninsula from Bridgewater to Bridgetown.

Our car ferries, carrying trains and automobiles, cross the Strait of Northumberland between Cape Tormentine, New Brunswick, and Borden, Prince Edward Island, and our lines run the length of the Island from Tignish to Elmira, approximately 190 miles, taking in the capital, Charlottetown.

In New Brunswick, we serve Saint John, and the capital, Fredericton. Through Moncton, headquarters of our Atlantic Region, the main line swerves north and west and into the province of Quebec, following the St. Lawrence River into Montreal. A branch line starting at Matapedia follows the south shore of the Gaspé Peninsula, fronting the Bay of Chaleur, for 190 miles.

There are 450 miles of track in the great Montreal Terminal area. Operation in and out of the modern Central Station in the heart of the metropolis is electrified. Canadian National trains go off in all directions, some of them through the three-mile tunnel under Mount Royal. At Montreal begins the transcontinental line to the Pacific Coast, as well as the lines to the Maritimes. Here begins the double-track route of The International Limited through Toronto to Chicago, the line to Portland, Maine, and the Central Vermont line to New London, Connecticut, with its connections to New York. The old farming settlements and industrial towns of the Eastern Townships of Quebec are served by the C.N.R., as well as the newer agricultural communities of the Lake St. John and Abitibi country in the north, including the huge aluminum plant and one of the largest hydro-electric projects in the world at Arvida; the mines of Noranda and Rouyn near the Ontario border; great power and pulpwood developments, and the summer and winter resorts along the north and south shores of the St. Lawrence and in the Laurentians.



Entrance to the Montreal Terminals, Mount Royal in the background.

The farms and heavily industrialized and intensely populated country of southern Ontario, close to the St. Lawrence and the Great Lakes, are served by an extensive web of steel. Northern Ontario is spanned by a line which runs through North Bay and Capreol, with a branch to Sudbury and the nickel country. This, the main route from Montreal and Ottawa to the west, joins another east-west line still farther north by means of the 30-mile Longlac-Nakina cutoff. Trains from Toronto connect at Capreol. The Lake Superior ports of Fort William and Port Arthur have a junction with the main line at Longlac-Nakina and again at Sioux Lookout, farther west. Another line, running along the United States border and through Fort Frances, connects them with Winnipeg.

To take care of the grain that pours in from the prairies, the C.N.R. maintains extensive terminals at Port Arthur and Fort William, including the Neebing hump yard. We built an ore dock at Fort William to handle the iron from Steep Rock, near Atikokan, 140 miles west.

With Winnipeg as the hub, our lines cover Manitoba from the United States border to Churchill, on Hudson Bay. Our 510-mile line from The Pas to the Bay and our branch to Flin Flon on the Saskatchewan border tap a country rich in minerals, furs and other resources.

The main transcontinental line runs through Saskatoon, but Regina, the capital, and the northern cities of Prince Albert and North Battleford, have direct service from Winnipeg. Thousands of miles of steel link the Saskatchewan communities with each other and with the rest of Canada.

Edmonton has been a C.N.R. city since 1905. The entrance of the C.N.R. coincided with the creation of Alberta as a province with Edmonton as its capital. We have two lines to the southern city of Calgary, one coming down from Edmonton and the other entering from the east, through the coal centre of Drumheller. With the development of Edmonton as one of the richest oil and natural gas centres of the world, the importance of our facilities has increased.

The capital is the headquarters of the Northern Alberta Railways, in which we have a 50 per cent interest. This railroad has two principal lines, one of them, 305 miles long, going northeasterly to Waterways, and the other, 495 miles, striking off northwest through the fertile Peace River country and ending at Dawson Creek, in British Columbia, where the Alaska Highway begins. The N.A.R. is of great strategic value, as the second world war proved.

From Edmonton, our main line heads west and passes through Jasper National Park in the Rockies. At Red Pass Junction, about 40 miles west of Jasper, the line splits in two. One goes northwest, passes through Prince George, Smithers and Terrace, and follows the Skeena River into Prince Rupert, a distance of nearly 700 miles; the other, not quite 500 miles long, follows the Thompson and Fraser Rivers into Vancouver. From Kamloops Junction, we enter the fruitful Okanagan Valley with a branch line to Kelowna. We operate a freight service on Vancouver Island over the 83 miles from Victoria, capital of British Columbia, to Youbou.

Going over the Yellowhead Pass—altitude 3,717—we cross the Rockies at the lowest altitude of any railway in North America, but our routes are through magnificent mountain scenery and Mount Robson, the loftiest peak in the Canadian Rockies, is in full view.

We have 1,785 miles in the United States (total trackage, 3,318). The largest section is the Grand Trunk Western Railroad, with 967 miles, serving intensively industrialized Michigan, Illinois and other states. It connects with the C.N.R. at Port Huron and Detroit. We operate through the tunnel under the St. Clair River at Port Huron. From there, the double-track line from Montreal is continued to Chicago, running through Flint, Durand, Lansing, Battle Creek and South Bend, with a 12-mile branch to Kalamazoo. We are part owners of the Belt Railway at Chicago.

On its way from Montreal to Vancouver, The Continental Limited passes through the Athabaska Valley of Jasper National Park in the heart of the Canadian Rockies.



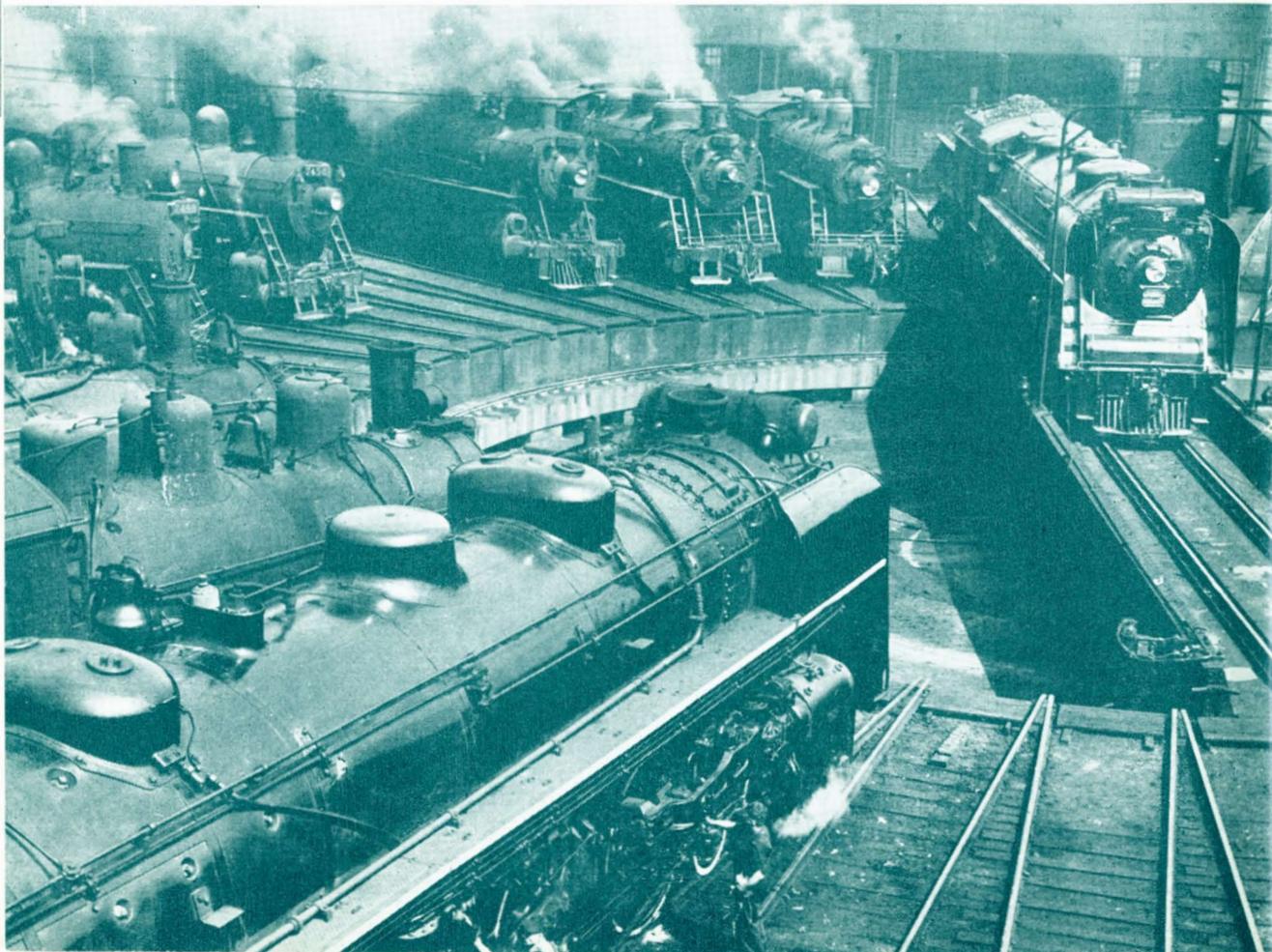
With a line from Port Huron to Detroit and half ownership of the Toledo Shore Line, we operate a through service to Toledo. We are half owners of the Detroit Terminal Railway, which gives us access to important industries. The G.T.W. has a line extending northerly from Detroit to Muskegon; a line from Durand through Saginaw to Bay City; and another through Greenville. From Pontiac a line runs to Jackson and another to Bad Axe, Caseville and Cass City.

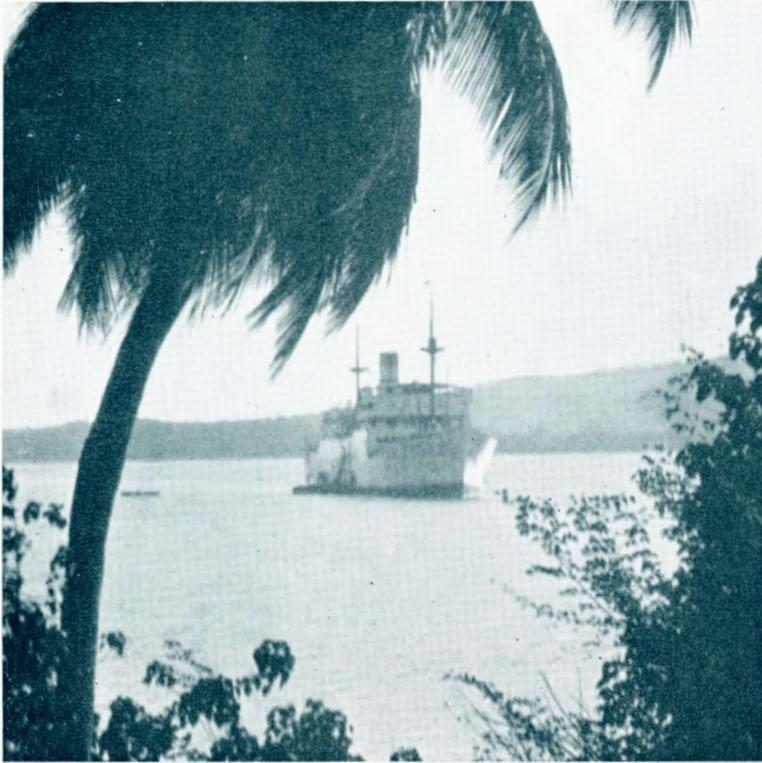
The Central Vermont, approximately 422 miles, extends from northern junctions with the Canadian National at East Alburgh, St. Johns, Que., and Rouses Point, N.Y., through Vermont, Massachusetts and Connecticut, to New London, Conn. on the Atlantic Coast. Branch lines serve Burlington, Montpelier and Barre in Vermont.

The Duluth, Winnipeg and Pacific, which is also part of our System, runs from Fort Frances, Ont., through the State of Minnesota to Duluth on Lake Superior, about 173 miles.

So much for our rail lines. It would involve you in too much detail to give an account of the electric railways, bus and truck services we operate. They are to be found, doing useful work, in several parts of the System. For instance, we own and operate the bus lines in the cities of Niagara Falls, St. Catharines and Oshawa, Ont.

Power panting to go, in one of our big roundhouses.





From pine to palm sail the vessels of the Canadian National West Indies Steamships.

ON WATER

The Canadian National operates three salt water steamship services. Two vessels, *Prince George* and *Prince Rupert*, ply the waters of the Pacific along the coast between Vancouver, Ocean Falls, Prince Rupert and the ports of Alaska as far as Skagway, carrying cargo and passengers in a service that has been established for 40 years. The *Prince George*, replacing an earlier ship of the same name, made her maiden voyage in 1948. Canadian in design and construction, she is the largest passenger vessel ever built on Canada's Pacific Coast. She grosses 5,800 tons and has accommodation for 260 passengers and 400 tons of general cargo.

Canadian National (West Indies) Steamships has 10 vessels making 65 voyages a year between Canadian ports, Bermuda and the West Indies, some going as far as British Guiana. We have operated a West Indies service continuously since 1918.

Five new steamers, *Lady Nelson*, *Lady Hawkins*, *Lady Drake*, *Lady Somers* and *Lady Rodney*, went into service in 1928 and 1929. Three of these, *Drake*, *Hawkins* and *Somers* were lost by enemy action in the second world war. The other two, after war service, were reconditioned and returned to duty.

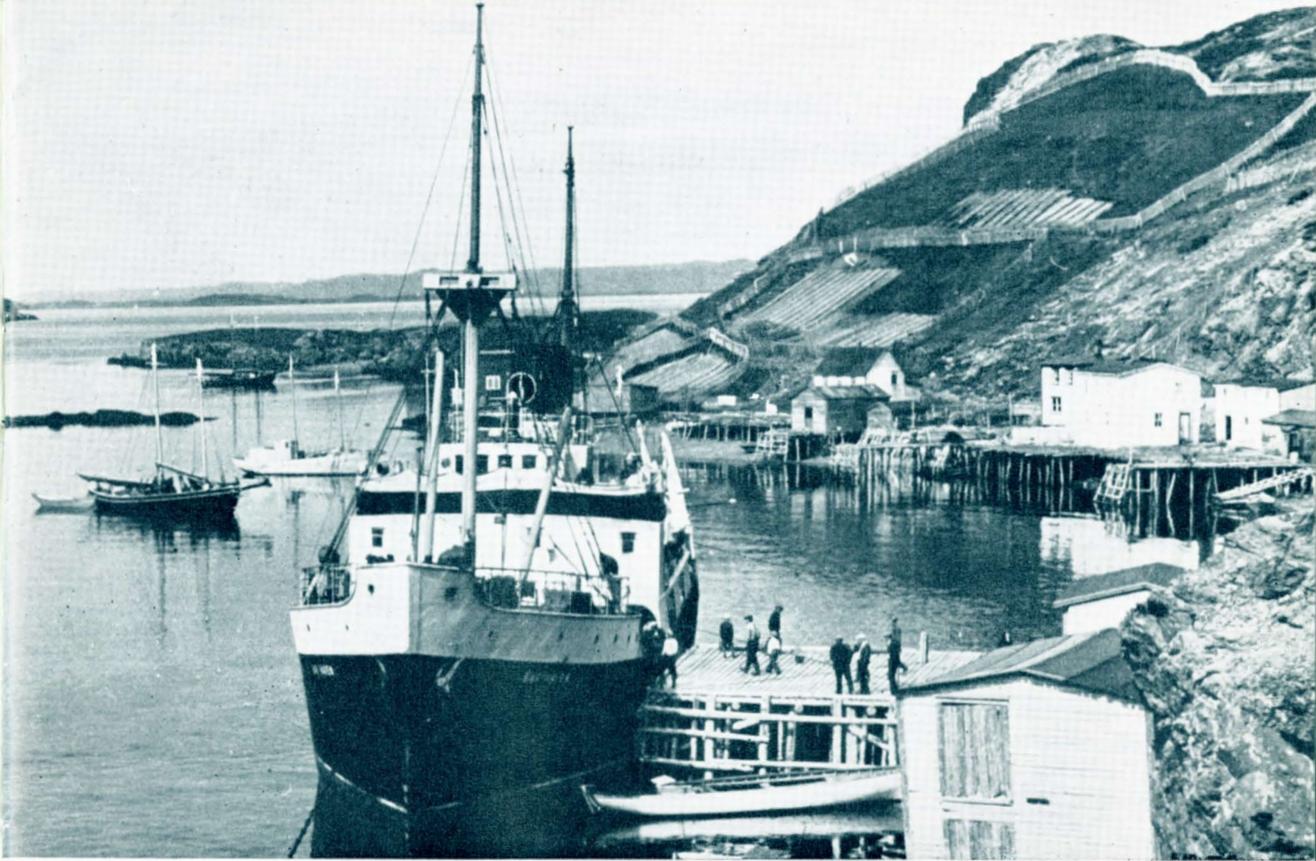
The fleet now consists of the *Lady Nelson*, gross tonnage 7,830; *Lady Rodney*, 8,252; the three diesel vessels, each with a gross tonnage of 6,745, *Canadian Challenger*, *Canadian Constructor* and *Canadian Cruiser*, built in Canada in 1946; and the freight vessels *Canadian Conqueror*, *Canadian Highlander*, *Canadian Leader*, *Canadian Observer* and *Canadian Victor*, each with a dead weight tonnage of 4,500.

The "Lady" liners and the motor vessels, which have accommodation for passengers, make regular voyages between Montreal, Halifax, Boston and Bermuda, St. Kitts, Antigua, Montserrat, Dominica, St. Lucia, St. Vincent, Grenada, Trinidad and British Guiana. In winter, when the St. Lawrence is closed to navigation, the ports of Halifax and Saint John replace Montreal. The diesel vessels call at Saint John all the year round and when traffic warrants call at Guadeloupe and Martinique.

When Newfoundland became a Canadian province in 1949, its publicly owned transportation services were made part of the C.N.R. Included was a fleet of 14 vessels highly important to the island's economy. Not only do they link Newfoundland with the mainland but they provide the only communication (except by wire and wireless) between many of the outports, including those of Labrador, and the cities. There are few roads in Newfoundland and many of these isolated communities are not on the railway. The principal passenger-carrying



One of our Pacific Coast steamships, the *Prince George* in Alaskan waters.



The fishing villages of Newfoundland depend on C.N. steamships for most of their supplies. We carry tourists, too.

vessels are (gross tonnages given in brackets): *Cabot Strait* (2,045); *Springdale* (1,138); *Bar Haven* (1,138); *Baccalieu* (1,421); *Burgeo* (1,421); *Northern Ranger* (1,366); *Kyle* (1,055) and *Glencoe* (767). The 90 miles of Cabot Strait separating Port aux Basques from North Sydney, N.S. are crossed in an over-night sailing.

We have 9 car ferries and numerous barges and tugs. The largest icebreaking car ferry in the world, the *Abegweit*, operates between Cape Tormentine, N.B. and Borden, P.E.I. The *Abegweit* is 372 and a half feet long, has a moulded breadth of 61 feet and a gross tonnage of 7,000. It has three tracks and can carry 19 railway cars as well as 60 automobiles and 950 passengers. Propellers fore and aft give it great flexibility and efficiency in ice-breaking. It is operated by diesels. Two car ferries, *Scotia I* and *Scotia II*, carry our trains across the Strait of Canso between Point Tupper and Mulgrave, N.S. The *Lansdowne* and *The Huron* connect Windsor, Ont. and Detroit, Mich. The *Canora* crosses between Vancouver, B.C. and Victoria. There are three car ferries in the Grand Trunk Western service, the *City of Milwaukee*, the *Grand Rapids* and the *Madison*, operating across Lake Michigan between Milwaukee, Wis. and Muskegon, Mich.

IN THE AIR

Although it is operated as an entirely separate organization, with its own Board of Directors, its own officers and staff, Trans-Canada Air Lines is the property of the Canadian National Railways.

Since TCA was brought into being by Act of Parliament in 1937, it has grown from a short line of 122 miles to a system of more than 17,000 route miles, spanning not only Canada but the Atlantic Ocean and extending southward to Bermuda and the Caribbean. Scheduling more than 100 flights daily, its aircraft fly more than 20,500,000 revenue miles a year, carrying approximately 700,000 passengers, 3,800,000 ton miles of mail and 3,500,000 ton miles of express and other commodity cargo.

TCA's domestic routes extend from Victoria, B.C. to St. John's, Newfoundland, serving the principal Canadian cities from coast to coast. Canada is linked with the United States by flights to Seattle, Chicago, Cleveland, New York, Boston, and Tampa, Florida. The overseas routes reach from Montreal, through Gander, across the North Atlantic to England, Scotland and Ireland, and strike south from Toronto and Montreal to Bermuda, The Bahamas, Jamaica, Barbados and Trinidad.

TCA has a fleet of 20 North Star aircraft, each carrying 40 passengers, and 27 twin-engine Douglas DC-3 aircraft, with accommodation for 21 and 28 passengers. The four-engine North Stars, which were built in Canada, have an unexcelled record for performance.

One of the T.C.A. fleet of "North Star" Skyliners. Trans-Canada is owned by the Canadian National Railways.





The conductor is the boss of the train and one of the most important public relations men in railway service.

2. How we serve

CARRYING PASSENGERS

Over the web of railway lines described in Chapter I we carry more than 18,000,000 passengers a year. It takes a timetable of 86 closely packed pages—"The Blue Folder"—to list all our schedules, upwards of 1,400, and provide other useful information for travellers.

Passengers can go all the way from Montreal or Toronto to Vancouver, nearly 3,000 miles, without changing trains, or even cars. For four nights and three days the train is their home. Whether they sleep in a berth or enjoy the greater privacy of an enclosed drawing room, compartment, bedroom or duplex roomette, they have the cleanliness and comfort of air-conditioning which keeps them warm no matter how cold the weather is outside and cool on the warmest days of summer. Relaxing in well-furnished lounge cars, they look out of wide windows at the passing panorama of the forest and the plains, the foothills and the mountains, or they may read the latest magazines, provided by the Railway, play games, or attend to their business or social correspondence. If they wish to keep in touch with affairs, they are never very far from the telegraph; and daily





A bedroom-buffet-lounge car designed by Canadian National architects and built in our own shops.

newspapers are delivered to the train. The dining cars provide good food, a variety of seasonable dishes expertly prepared and served in pleasant surroundings. At their service is a staff of well-trained and courteous stewards, waiters and porters. The conductor, who is in charge of the train—like the captain of a ship—the engineer and fireman up front, the trainmen and baggagemen, are trustworthy public servants who know their jobs. Most of them have long years of experience.

This train is *The Continental Limited*. It is really 16 trains every day—between Montreal, Ottawa, North Bay, Capreol, Winnipeg, Saskatoon, Edmonton, Jasper and Vancouver; between Toronto, Capreol and the other points to Vancouver; and eastbound. The train to Prince Rupert operates out of Jasper.

The same conditions of travel are true of the other crack trains which travel shorter distances. *The Ocean Limited*, *The Scotian* and *The Maritime Express* operate through Levis (Quebec City by ferry), Moncton and Truro to Halifax. *The Ocean Limited* and *The Scotian* are daily and *The Maritime Express* daily between Montreal and Mont Joli and daily except Sunday east of Mont Joli. The distance between Montreal and Halifax is 840 miles and the trip takes a day and a night. *The Ocean Limited* is an all sleeping car train.

The famous *International Limited*, which has been in service half a century, runs between Montreal and Chicago, covering the 335 miles to Toronto in slightly more than six hours and the total distance, 851 miles,



Standards on C.N.R. dining cars are high. Food is good and graciously served in pleasant surroundings.

in about 16 hours. Leaving Montreal late in the afternoon, it is in Toronto that night and in Chicago early the following morning. The same route is also covered by *The La Salle* and *The Inter-City Limited*. All run daily.

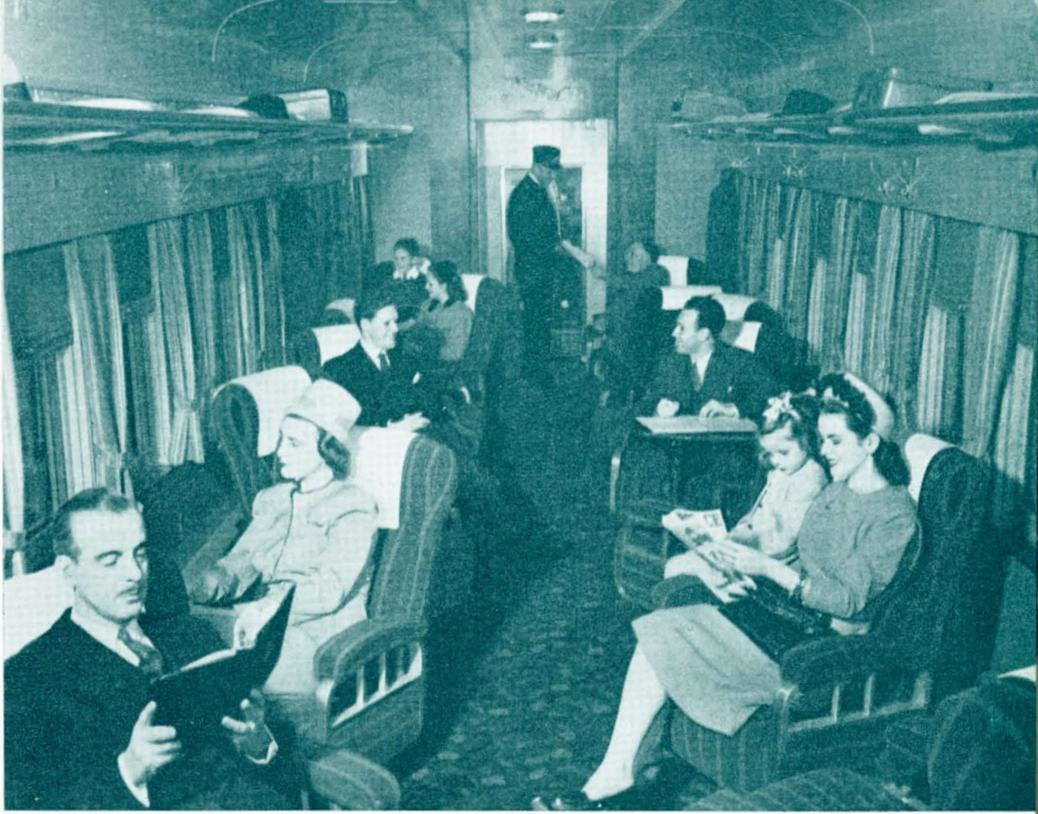
The Washingtonian operates overnight between Montreal, New York, Philadelphia and Washington, 670 miles. The train in the opposite direction is called *The Montrealer*.

Two trains, one day and one night, *The Ambassador* and *The New Englander*, travel the 325 miles between Montreal and Boston. *The Maple Leaf* travels between Toronto and New York. *The Gull* operates between Boston and Halifax.

The Northland operates daily except Saturday between Toronto and Timmins, Cochrane and Noranda (Rouyn), connecting with trains to other northern Ontario points. *The Owl* operates overnight between Regina and Saskatoon. *The Caribou* operates daily across Newfoundland.

These are what we call "name trains". There are scores of other trains that are quite important even if they do not bear distinguishing titles, and scores of "locals". The mainliners are grand and impersonal, sweeping through town after town without stopping. The locals—many of them "mixed", that is, carrying both freight and passengers—are such familiar visitors that they are a part of the communities they serve. They are essential choreboys and without them the small places in Canada, on the main line or off, would be badly handicapped.

The commuters' trains are important, too, carrying thousands of workers to their offices and factories and shops every morning and taking



One of our modern parlor cars.

This smart C.N.R. engine, as efficient as she looks, is one of the largest streamlined steam locomotives in the world.





This little passenger can sleep the miles away in perfect security.

them home again in the evening. So are the week-end and holiday trains that carry people to the mountains, the seashore and the lakeshore, children to the summer camps, skiers to the winter slopes.

Intimately bound up with their daily lives, we serve the people at home. We look after their guests, too, the tourists who come to Canada every year in their thousands. Our lines run through some of the finest hunting and fishing territory in North America. We touch the old historic Canada as well as the new frontiers. We are the means of access to most of those great playgrounds the national and provincial parks—Cape Breton Highlands, at the tip of Nova Scotia; the 25 miles of beaches and golf courses of Prince Edward Island National Park; we come close to Quebec's Laurentide and run right through Algonquin and the Nipigon Forest Reserve of Ontario; within our orbit are Quetico, on the Ontario-United States border, Riding Mountain Park in Manitoba and Prince Albert in Saskatchewan. In Alberta, Jasper National Park is our special province and we shall have more to say about it when we come to hotels. In British Columbia, we go right by Mount Robson and pass close to Wells Gray Park in the Cariboo Range. Burns Lake on our line to Prince Rupert is a gateway to Tweedsmuir Park.

This might be a good place to say something about the job we did in carrying passengers during the second world war. We transported 144,676,000, including 4,381,320 troops requiring 6,540 special trains, and more than 40,000,000 men and women employed in war industry.

As an illustration of the work involved, take the handling of more than 20,000 homecoming troops out of Halifax in one week, in October,

1945. The *Queen Elizabeth* docked with 12,000 troops and a trainload of civilians. They left the city in 27 special trains, one every hour until the port was cleared, and a downpour of rain that lasted 18 hours didn't get into the works. C.N.R. men are proud of this because only a week before, the *Ile de France* had sailed into Halifax with enough troops to fill 23 specials. Fifty special trains in a week meant smart organization. No sooner were some of the *Ile de France* trains emptied, in Quebec, Ontario and Manitoba, than they were turned back to seaboard to pick up the *Queen Elizabeth* passengers. Nothing bound west of Winnipeg could get back in time. Yet because of planning and expeditious handling, the equipment was provided and regular trains continued to operate, with an insignificant number of cars held out for the specials.

If you read between the lines and think of the marshalling and manning and distribution in time and place of all those trains, the ticketing and baggage checking, the cleaning, servicing and provisioning of the cars, the serving of meals and the making up of berths, you will have an idea of what it means to run a railroad and what such a railroad means to the country. Of course the war made unprecedented demands on the resources of the C.N.R. These demands were met because we had the organization and the knowledge. We had, for instance, the centralized traffic control system between Moncton, Truro and Halifax, which made possible the operation of 100 trains a day through what might have been a bottleneck, that could keep as many as 22 trains moving safely and smoothly at one time over a stretch of 65 miles. The same organization and skill go into our peacetime operations.





We were the first railway in North America to put diesel-electric road locomotives into service. Above is shown one of our powerful present-day diesels hauling a freight train.

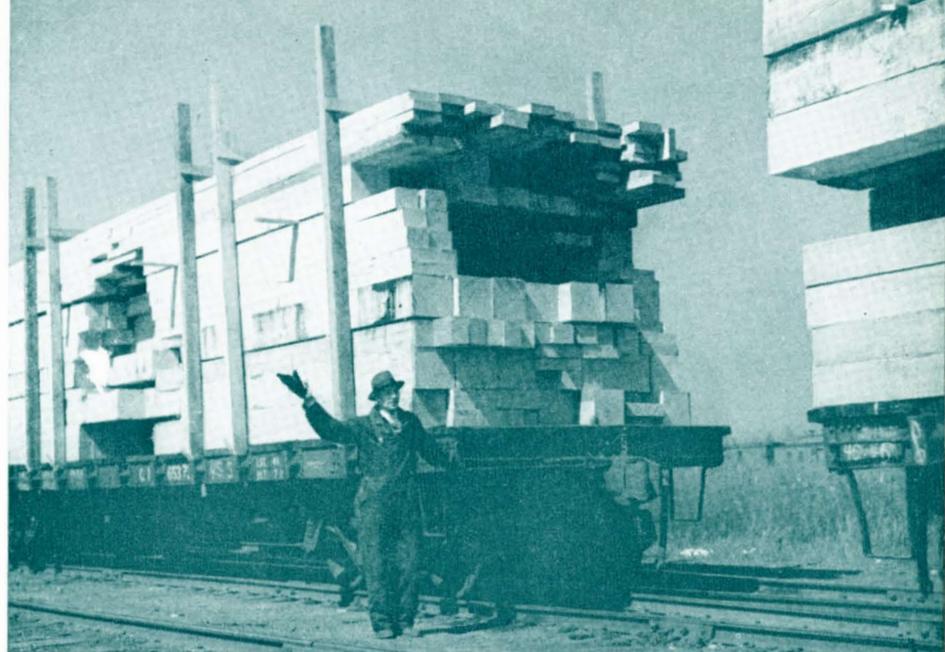
CARRYING FREIGHT AND EXPRESS

No one will dispute the importance of passenger traffic to the Canadian National. The passenger is a valued customer and we do everything we can to make his journey, long or short, comfortable. We arrange our schedules as conveniently as possible. Keeping abreast of developments in equipment design and the fabrication of new materials, we improve the cars he travels in, whether they be day coaches or sleepers. We are concerned about the appearance as well as the durability of a seat fabric, a window drape or a floor covering, about such details as the angle of a chair, the placing of an ashtray, the strength and focus of a reading light, the size of a window or a mirror, the quality of sheets and pillow cases and the weight of blankets. In the sleeping car or the diner, our linen is always spotless. We believe that our passengers are our guests and we buy the best food for them and serve it with style. Our standards of hospitality are high.

On the other hand, less than nine cents of every dollar we earn comes to us from passenger service. By far the greatest part of our revenues is paid by the freight we carry—78.8 cents of our income dollar. In 1949, we transported 76,845,970 tons.

It would take up too much space to list all the commodities, but here are some of the principal items: **Agricultural Products**—13,890,569 tons, including: wheat—5,753,131 tons; flour—918,830 tons; fresh fruit—390,583 tons; potatoes—400,370; other fresh vegetables, 248,462 tons.

Animal Products—1,141,175 tons, including: horses, 22,790; cattle and calves, 320,044; dressed meats and poultry, fresh or frozen, 223,876; cured or salted dressed meats, 41,094; eggs, 35,821; butter, 34,950; cheese, 35,036; hides and leather, 86,577.



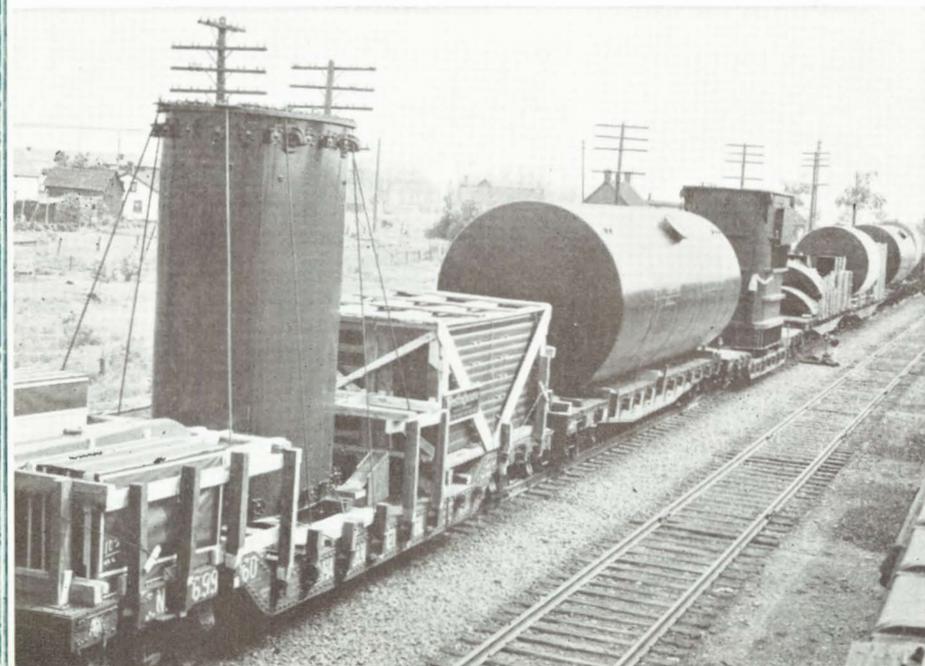
Products of the forest, the field, the sea, the
mine and the mill—we carry them all.

A view of our new freight terminal in Montreal.





With our facilities at Edmonton, we are "Johnny on the spot" for the greatest oil boom in Canada's history.



Freight comes to us in all shapes and sizes and we are equipped to handle all of it.



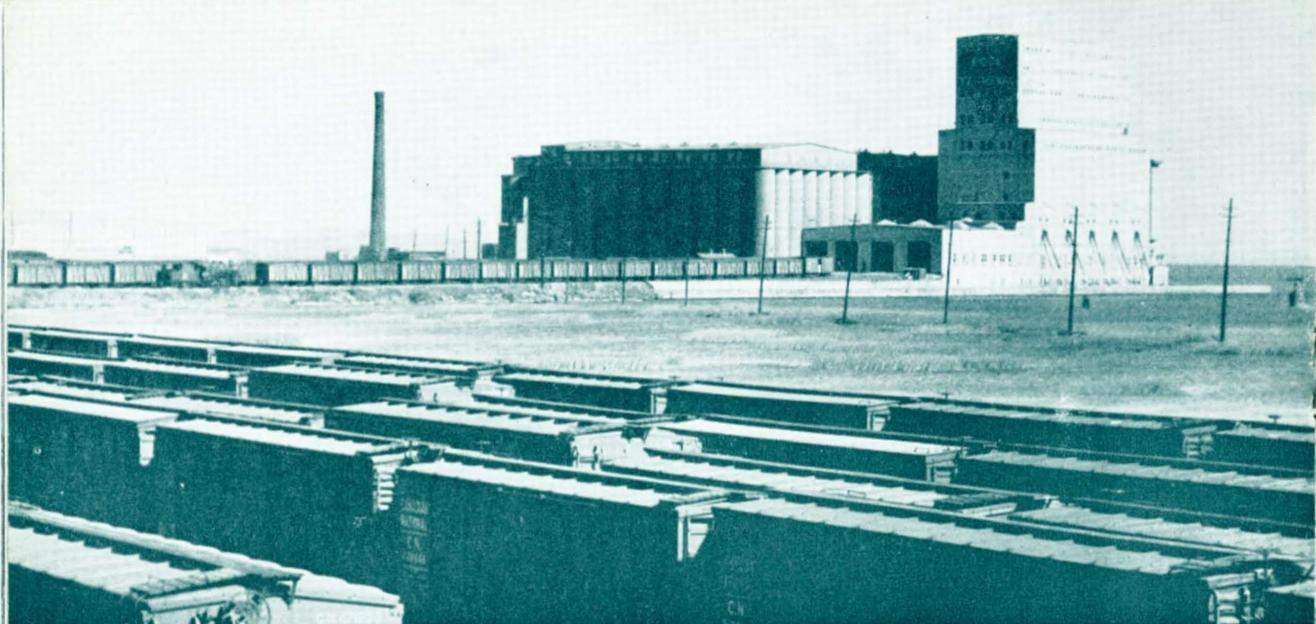
This is the way we carry pulpwood in Newfoundland.
Each bundle contains two cords.

Mine Products—26,421,539 tons, including: coal and coke, 13,857,131 tons; iron ores and concentrates, 1,275,273; copper and other ores and concentrates, 2,607,715; sand and gravel, 2,163,794; stone, 2,361,081; crude petroleum, 775,857 tons.

Forest Products—10,072,498 tons, including: pulpwood 4,659,091 tons; lumber, timber, etc., 4,061,996.

Manufactures And Miscellaneous—25,320,189 tons, including: gasoline, 1,998,091; other petroleum oils and products, 1,554,394; sugar, 360,599; iron, pig and bloom, 454,026; iron and steel, bar, sheet, structural and pipe, 1,722,369; cement, 1,055,321; brick and artificial stone, 338,701; lime and plaster, 519,650; agricultural implements, 393,310; automobiles, trucks and parts, 1,925,530; household goods and settlers' effects, 17,392; furniture, 54,504; beverages, 368,129; fertilizers, 1,122,363; newsprint paper, 1,931,918; other paper, 356,079; paperboard, etc., 513,564; woodpulp, 974,793; fish, 109,723 tons; canned goods, 592,620 tons.

Fast freight trains—railroaders call them “manifest freights”—run on schedule just like crack passenger trains and though they have more work to do in dropping and picking up cars along the route, some of them make very fast trips. Early every morning, trains with fruit and other perishables and general merchandise, which have left Toronto the night before, arrive in Montreal and are unloaded during the day. A train that leaves Montreal at 2 a.m. is in Ottawa for unloading at 7 o'clock. These are examples of the way our schedules keep business rolling along. We operate important manifest freights carrying meat from Chicago, automobiles from Detroit, food products and furniture from the central and western States, through to Boston and other eastern United States centres. Providing cars for shippers, bringing them in to distributing centres, sorting them out, making them up into trains,



Without railway cars to carry away the harvested wheat, the farmers of the great western plains would sow in vain.

hurrying them to destination, spotting them for unloading, getting the empties moving again—all this takes organization, strategy and efficiency. Competition with other railways and other forms of transport is keen. Not only must our traffic solicitors go out and get the business, but our operating department must see that it is handled with despatch. Regularity, speed and carefulness in handling the goods entrusted to us are the essentials.

We have thousands of cars of all types—box cars, automobile cars, stock cars, coal cars, ore cars, flat cars, gondolas, hoppers and refrigerators. Some of these, like our overhead refrigerator cars, with underslung charcoal heaters to protect perishables in sub-zero weather, are built in our own shops.

Our Express department handles nearly 24,000,000 shipments a year.



During the last war, we carried more than 463,000,000 tons of freight. Our work is naturally spread out over the whole year, but there is one season which calls for a concentration of effort that in intensity approaches wartime transport, and that is when the grain moves out of the prairies to the seaboard at Vancouver and to the head of the Great Lakes.

Operating all over the System, our Express department handles nearly two million shipments every month in the year. Express can mean anything from a parcel of a few ounces to a carload of goods. In 600 centres we have what we call the "pick up and delivery" service. We have a large fleet of motor trucks which call for parcels at warehouses, offices and private homes and which deliver them to your door.

The Canadian National Express provides a service which transmits money to the value of \$80,000,000 annually all over the world in the form of Express money orders, foreign limited cheques, travellers' cheques and other financial paper.



Unloading freight.



The teletype is an important part of the widespread service of the Canadian National Telegraphs.

TELEGRAPHS

Without the telegraph, the operation of a modern railroad, certainly a system with the mileage and ramifications of the Canadian National, would not be possible. To run our trains and carry on our business between widely separated offices, we have our internal telegraph circuits, and over the same wires we have our own long distance telephone service. Ever since 1851, when an operating man on the Erie Railroad sent the first telegraph train order, the railways and the telegraphs have been closely allied.

Apart from that, we operate a commercial telegraph service in all 10 provinces. The Canadian National Telegraphs began more than a century ago, in 1846 (two years after Morse sent his famous message: "What hath God wrought") with the Hamilton, Niagara and St. Catharines Electro-Magnetic Telegraph Company.

We have 24,492 miles of pole line and a total wire mileage of 186,732 miles. This is a lot of wire but it gives you no idea of our ability to handle messages. In 1927 we were the first in Canada to bring in the carrier system. This was later extended, developed and refined

until today 600 words a minute can be transmitted between two Canadian National Telegraphs offices, while, over the same facilities, simultaneous telephone conversations are carried on and radio network programmes are carried across the country. We handle 14,000,000 telegrams and cables a year.

First in the field with the carrier, we also pioneered in the use of the teletype and today we have a heavy volume of private wire teletype leases to all types of business organizations across Canada.

The Northwest Communications System, constructed by the United States along the Alaska Highway, is now operated and maintained by us for the Department of Transport between Edmonton and the Yukon-Alaska boundary. It consists of 1,866 miles of pole line and 12,030 wire miles. There are 18 repeater stations about 100 miles apart. This system provides telegraph and telephone service to and from Alaska, the Yukon, northern British Columbia and northern Alberta, connecting them with the rest of the world.

Our newest enterprise was taking over the Newfoundland telegraphs. We connect the island province with the rest of Canada, provide direct circuits for Canadian Broadcasting Corporation programmes, and operate the local telephone service at Gander and at some remote places. Many of the outports we reach by wireless.

Through our offices all over the System you can send a telegram or cable to any part of the world.

To keep the trains running and communication flowing unbroken over the wires, we sometimes have to fight mighty battles against the weather.





It must be right or it
doesn't go to your
table in a C.N.R.
dining car or hotel.

HOTELS

In proportion to its population, no country is so well served with hotels as Canada. Some of the finest are owned and operated by the Canadian National System. We have hotels in 10 cities—Ottawa, the national capital; the capitals of five provinces—St. John's (Newfoundland), Halifax (Nova Scotia), Charlottetown (Prince Edward Island), Winnipeg (Manitoba) and Edmonton (Alberta), and the cities of Port Arthur, Brandon, Saskatoon and Vancouver. During the summer, our resort hotels, Jasper Park Lodge, Minaki Lodge and Pictou Lodge, are open.

The Chateau Laurier is one of the world's most distinguished hotels. It occupies a commanding position on Confederation Square in Ottawa, close to the Parliament Buildings and to the Union Station, with which it is connected by a tunnel. The centre of much of the life of the capital for nearly 40 years, it has also been the scene of events important in world history. Opened in 1912 (a new wing was added in 1929) it was named for the great Canadian statesman, Sir Wilfrid Laurier. The Chateau has 550 rooms.

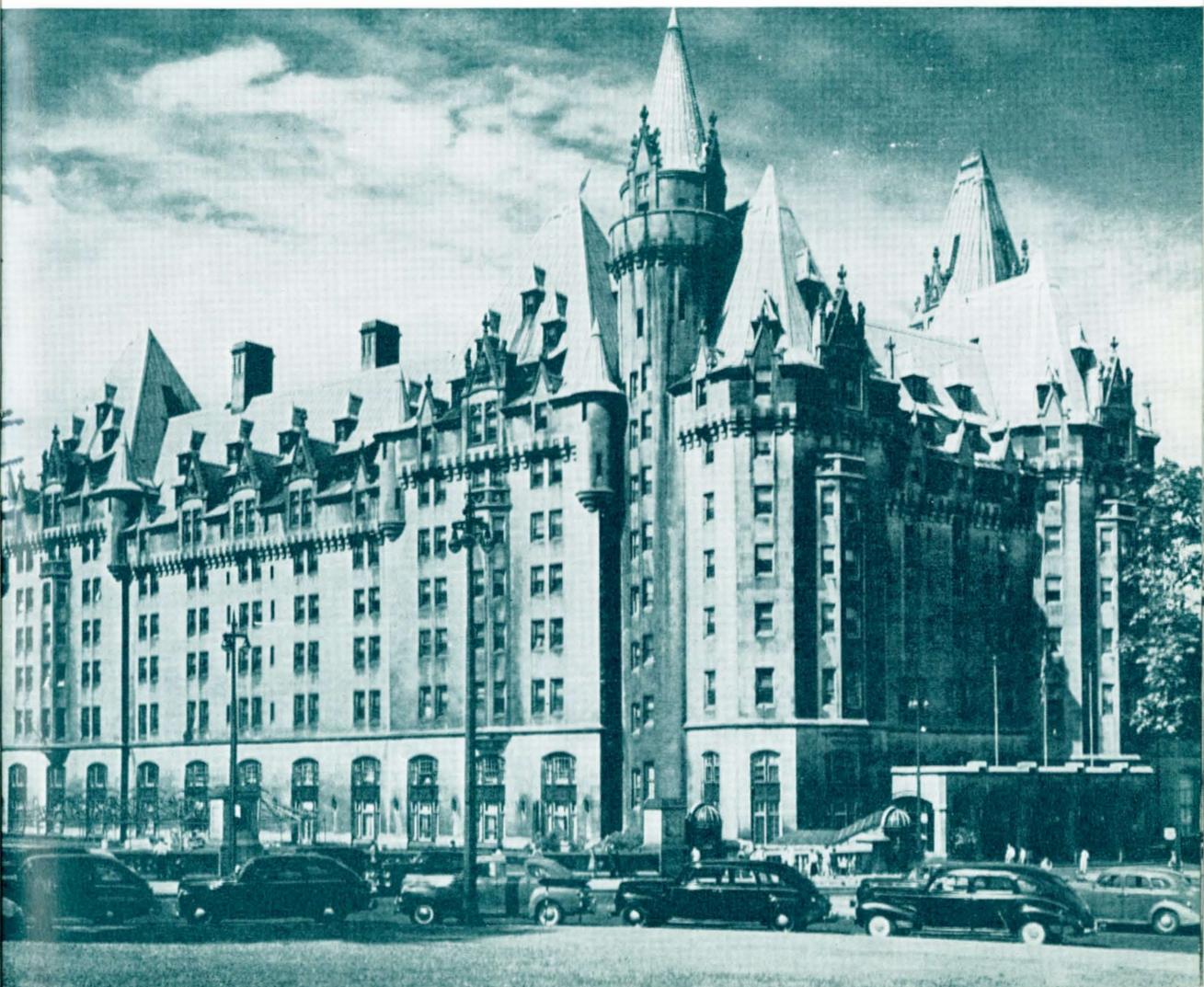
The Hotel Vancouver, which has been a landmark on the Pacific Coast since it was opened in 1939, was built by the Canadian National Railways and is operated by the Vancouver Hotel Company on behalf of the Canadian National and Canadian Pacific Railways. It has 560 rooms.

The Macdonald, in Edmonton, opened in 1915, was named for Sir John A. Macdonald, one of the political giants of the time when a few scattered provinces, little better than colonies, were united in Confederation. It stands on the bank of the North Saskatchewan River. With its new wing now under construction, it will have 485 guest rooms.

The Bessborough, named for a former Governor-General, is one of the newest of the Canadian National hotel chain, opened in 1935. It has a handsome situation overlooking the South Saskatchewan River and within a block of the business district of Saskatoon. It has 260 rooms.

In a little park on Winnipeg's Main Street, not quite opposite the Canadian National station, stands all that's left of the old fort that was once the centre of the colony at the junction of the Red and Assiniboine Rivers—the Fort Garry Gate. A step away, facing tree-lined Broadway, rises the modern hotel that carries the old name. *The Fort Garry* was opened in 1913. It has 260 rooms.

In the Chateau Laurier, our magnificent hotel in the nation's capital, history has been made.





C.N.R. hotels, like The Bessborough in Saskatoon, not only welcome travellers but are gracious social centres for their communities.

In the southern Manitoba city of Brandon, we operate *The Prince Edward*, a small hotel of 80 rooms which, as well as entertaining business men and other travellers, has been a centre of community life since 1912.

Close to the railway stations and the steamship docks of the Lakehead city of Port Arthur, stands *The Prince Arthur*, opened in 1911. It has an unobstructed view of Lake Superior and Thunder Cape.

The Chateau Laurier, The Fort Garry, The Macdonald and The Bessborough are built in the French chateau style and The Vancouver has a steep-pitched turret; the Prince Edward and the Prince Arthur are plain square buildings; *The Charlottetown*, in the capital of Prince Edward Island, is graciously Georgian. It was built in 1931 and has 110 rooms.

The massive *Nova Scotian* has a magnificent situation overlooking Halifax harbor and is not only handy to the docks but is connected with the Canadian National station by an arcade. It has 150 rooms and was built in 1930.

In 1949 we were entrusted with the *Newfoundland Hotel*, in St. John's, overlooking the Narrows and within a short distance of the docks and the business district. It has 140 rooms.

In all these hotels we have dining rooms, of course; the larger ones have several; there are cafeterias and, in some places, taverns and cocktail lounges. We are proud of our reputation for food and service; it is not too much to say that our hotels serve the best meals in their cities. We have banquet rooms for large gatherings and small parties; service clubs and other organizations meet regularly in C.N.R. hotels; we are well equipped to handle conventions and we have scores of them in a year. Our dinner and supper dances add to the gaiety of social life. The Chateau Laurier has a swimming pool which is a resort of residents as well as visitors.

It is not surprising that travellers from all over the world come back to Jasper year after year. The lakes and rivers of the Athabaska Valley, the surrounding mountains and glaciers, the wild life, the trails and roads, attract sightseers, climbers, hikers and trail riders, fishermen, photographers and painters, people who want to get out and do things and people who are content just to lounge in the healthy mountain air. Jasper National Park, with its 4,200 square miles, is one of the largest playgrounds in the world and one of the most beautiful. For many years the territory was known only to the explorers, the fur traders and the missionaries and to a few intrepid travellers like David Douglas the botanist, Paul Kane the artist and the first tourists, Lord Milton and Dr. Cheadle. Shortly after the Park was established, before the first world war, the railways came through—the Grand Trunk Pacific and the Canadian Northern, now part of the Canadian National—and Jasper was made accessible to the pleasure-seekers. In the past 40 years, hundreds of miles of trails and highways have opened up the farthest reaches of the Park, hundreds of lakes and streams have been stocked with game fish, and excellent facilities have been provided for the summer visitors.

Jasper Park Lodge, which was opened in 1922, has accommodation for 650 guests. It has all the comforts and refinements of a modern hotel of the first class—electricity, telephones, hot water, good beds and pleasing furnishings, good food, dinner music and music for dancing, a spacious lounge. But it doesn't look like an hotel. It is a village of bungalows, constructed of native logs and stone, and spread out in beautifully landscaped grounds encircling the lovely lake, Beauvert. Its golf course, one of the finest in Canada, was officially opened in 1925 by Earl Haig, Commander-in-Chief of the British forces in the first world war. The Totem Pole Golf Tournament, held annually since 1926, attracts topnotch golfers from far and wide. The Lodge makes provision for tennis as well as golf, for canoeing in the lake as well as swimming in the heated open-air pool, for trips by limousine as well as by mountain pony or shank's mare.

Where trains and steamships meet—the C.N.R. terminal at Halifax, with our Nova Scotian Hotel at the left.





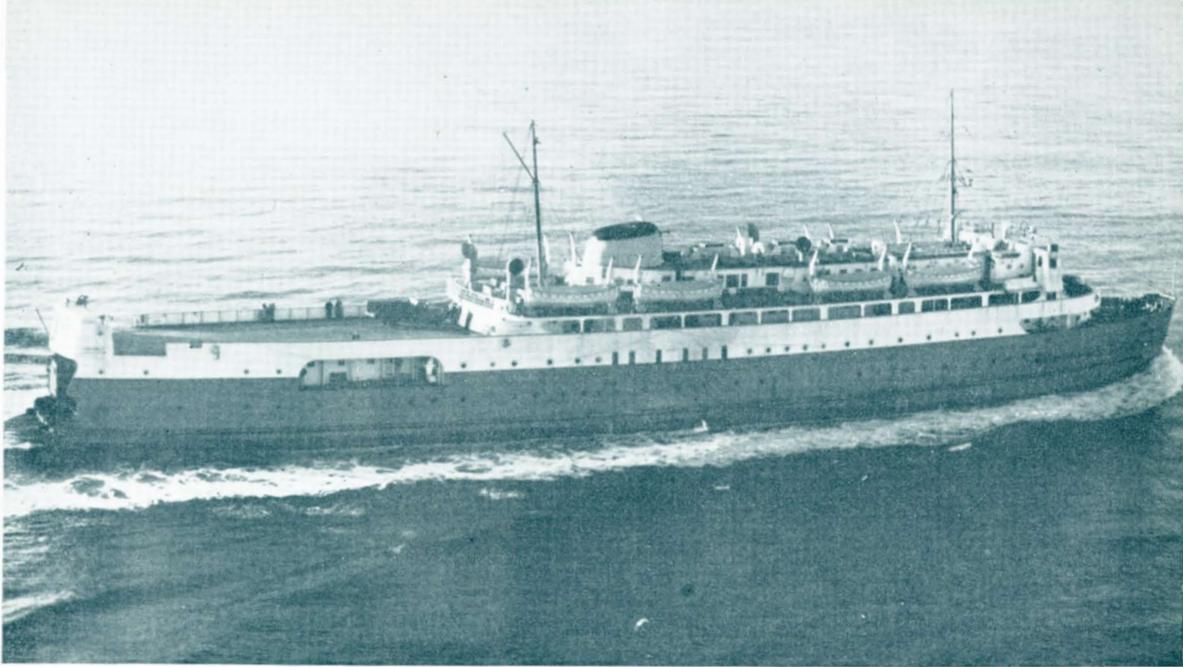
Something different in summer hotels is Jasper Park Lodge, an enchanting village of log bungalows in the Athabaska Valley of the Canadian Rockies.

We have another fine Lodge at Minaki in the Lake of the Woods country on the main line 114 miles east of Winnipeg. *Minaki Lodge* entertains 185 guests at a time and is their base for such happy operations as fishing, swimming, aquaplaning, motor boat excursions, tennis and golf. It was opened two years before Jasper.

Pictou Lodge, by the sea 115 miles from Halifax, accommodates 100 guests, who enjoy warm sea-bathing, boating, tennis and dancing.

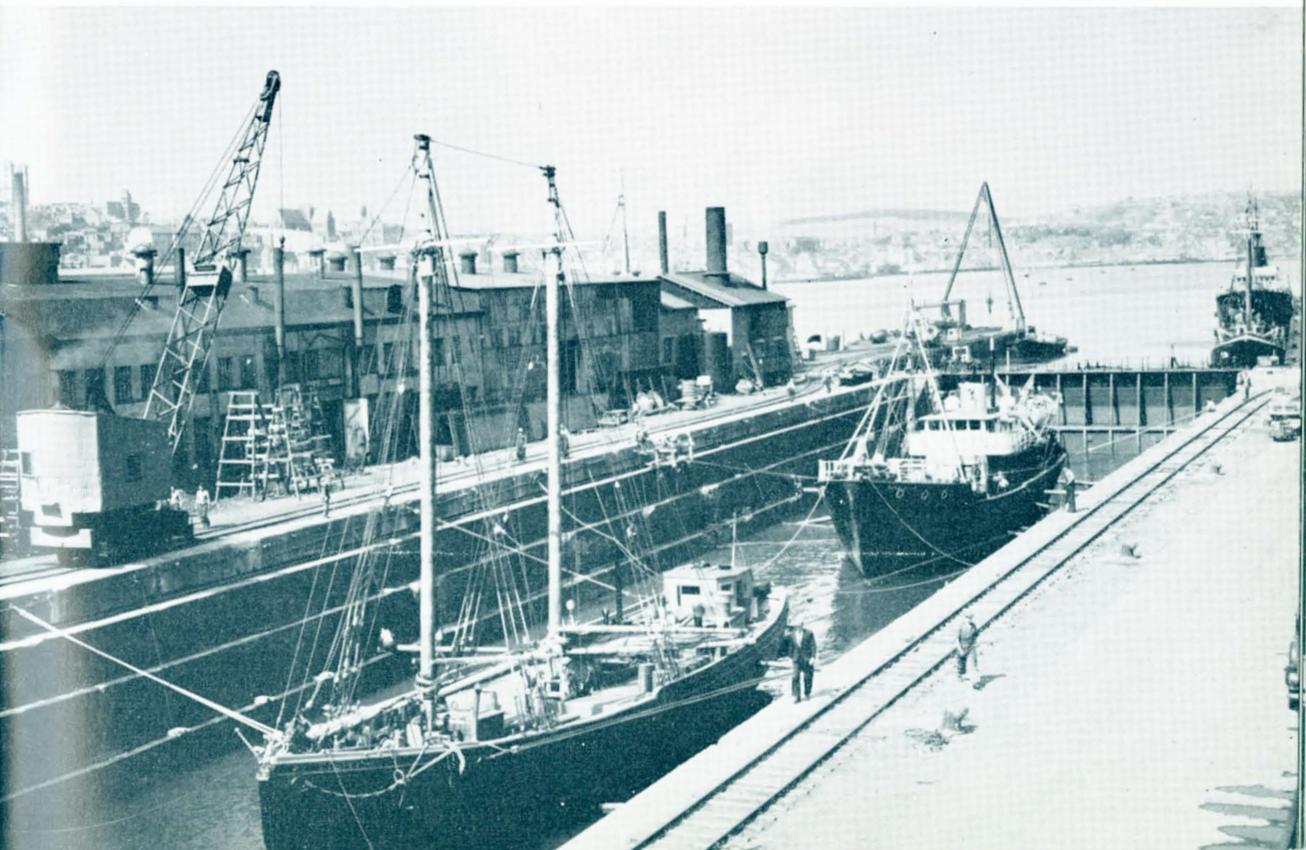
The Main Building of Jasper Park Lodge, on the landscaped shore of Lac Beauvert.





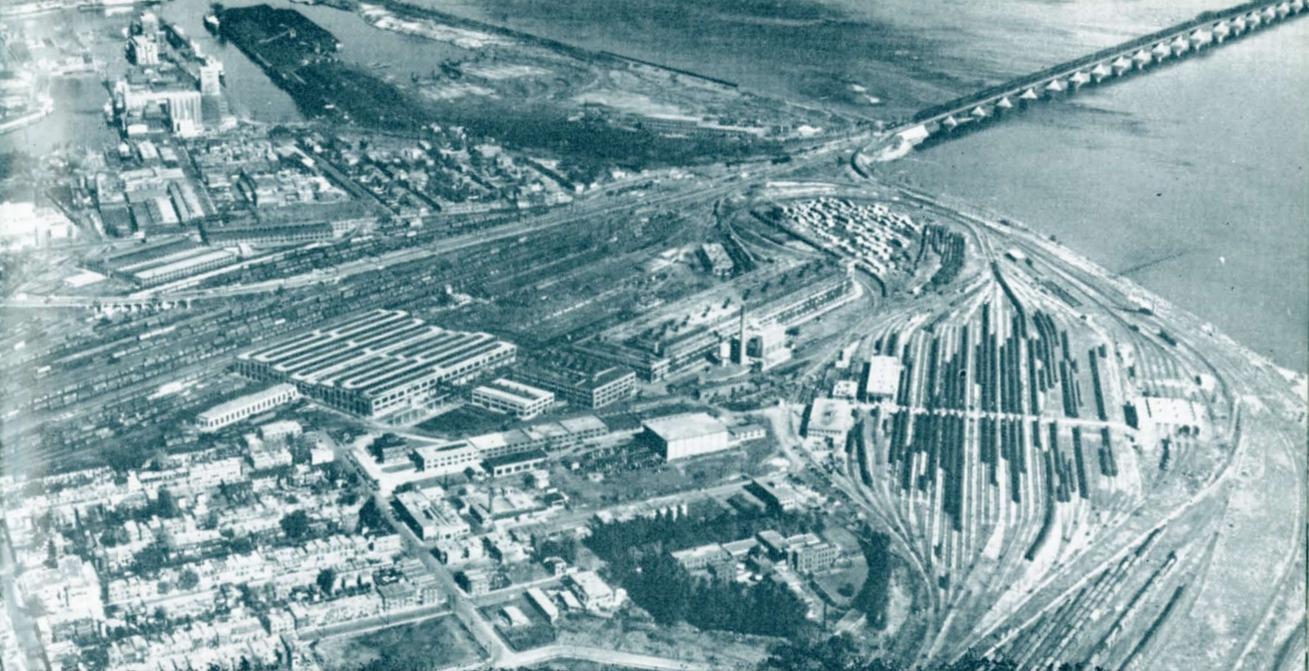
The Abegweit in Northumberland Strait between New Brunswick and Prince Edward Island.

Our drydock at St. John's, Newfoundland, repairs marine equipment for other companies as well as for ourselves.



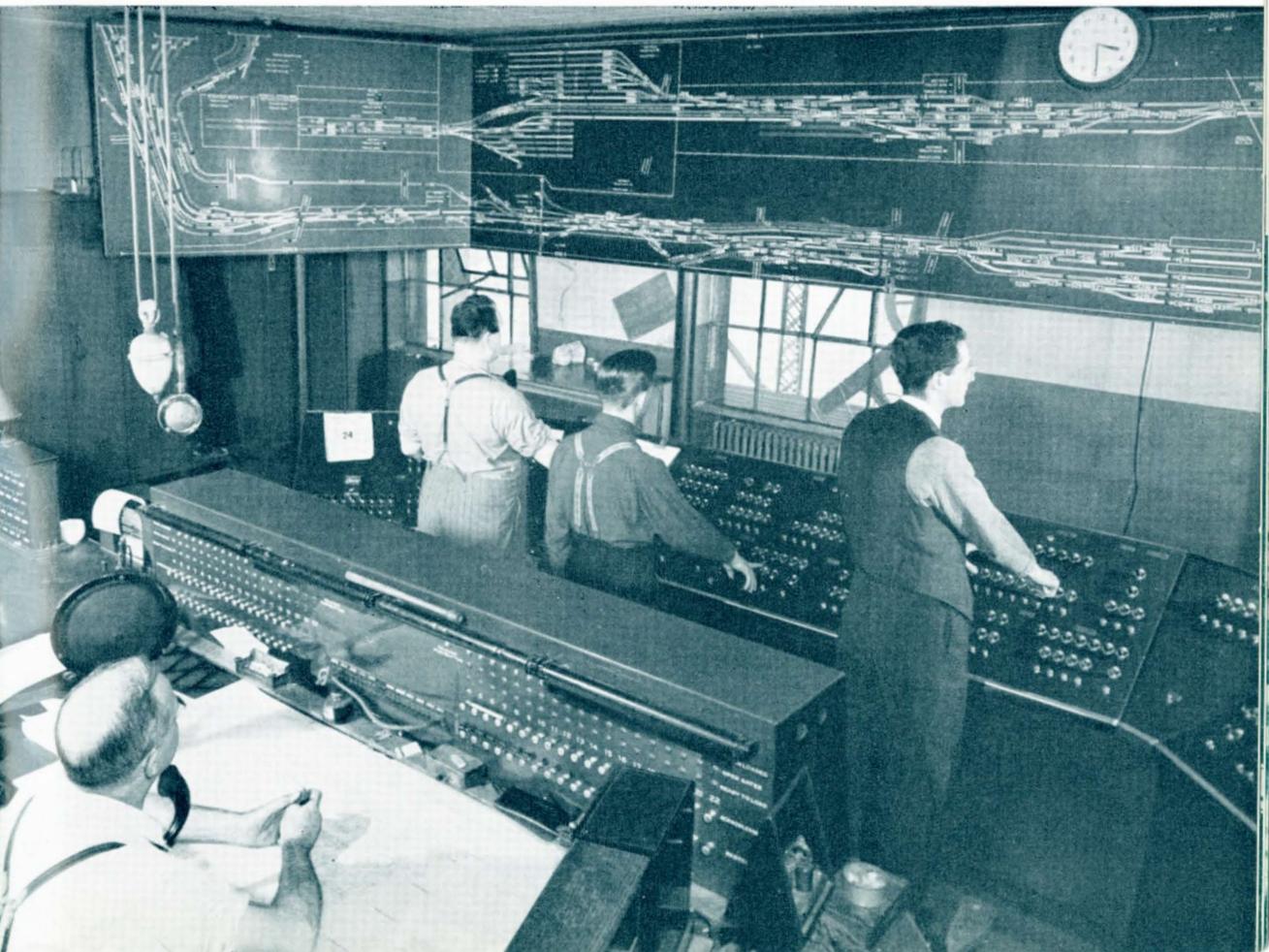


The Central Station at Montreal. The white building in the background, left, is the International Aviation Building, world headquarters for civil aviation. This is the first of three buildings we are erecting on our terminal site in the heart of the metropolis. The others will be an hotel and a C.N.R. office building.



Our Motive Power and Car shops at Point St. Charles in Montreal form one of the most extensive and modern railway layouts in Canada. Leading out of the picture, upper right, is our famous Victoria Bridge over the St. Lawrence River.

Alert and responsible men operate the complex equipment controlling traffic in great terminals like Montreal.



BEHIND THE SCENES

As much goes on behind the running of trains as goes on beneath the movement of the hands over a clock face. People know that a railway has yards where trains are sorted, roundhouses where engines are stabled and serviced, and shops where equipment is overhauled, repaired, converted and even built. They take for granted the existence of a chief engineer, an engineer of tracks and an engineer of bridges, but it might not occur to them that a railway has a chief architect, with a staff that is kept busy throughout the year designing new buildings, replanning older facilities, working out the interiors of new passenger cars, down to such details as the fabric of a chair or the shape of an ash-tray.

The "works" beneath the dial of the C.N.R. are as complex and as accurately balanced and meshed as the mechanism of any clock. There are thousands of "parts", essential to the operation of a railway, that may not seem obvious to you.

The Operating and Traffic departments couldn't function without Purchases and Stores, for example. That is clear. But did you know that we had a research laboratory? The bulk of materials used by the System are purchased to specification, which entails inspection and testing. Naturally, we want the best supplies we can get, at the best prices. In our laboratory in Montreal, which is the only railway research laboratory of its kind in Canada and the only one in North America covering as wide a field, we not only make sure that we get our money's worth, but we look for improvements, for new materials and for a better application of them.



These young ladies are railroaders, too. Their job is keeping track of freight cars on the line.



Many children isolated in the Canadian hinterland learn the three R's in travelling school cars which visit them periodically. The teacher keeps house on board.

We have an Office Services department, which is the clearing house for the innumerable forms used by the System and for all office machinery, which originates filing systems, sets up standards of method, helps departments economize in the use of stationery and so on.

Comptrollers, treasurers, accountants, auditors, paymasters, transport economists, customs agents, fuel agents and inspectors, storekeepers and shippers, tracing clerks, lawyers, weight claims investigators, claims agents, police officers, janitors and elevator men, statisticians, staff recorders, safety inspectors, medical officers, chemists, first aid supervisors—all these we need and many more.

We are in the real estate business, every year selling prairie lands and miscellaneous inactive railway property. In Saskatchewan, we own title to mineral rights underlying more than three million acres.

Some of our activities may not seem to be strictly railroading but they tie in with traffic, as for example, the Montreal Fruit and Produce Terminal which provides dry storage for the handling of fruit and vegetables and accommodation for the merchants buying and selling; the Montreal Stock Yards, which houses and feeds livestock; warehouses, cartage services, drydocks and shipyards (at Prince Rupert, B.C. and St. John's, Newfoundland) and a grain elevator at Fort William, Ont. We even own a coal mine, from which we get fuel for our own use.



Canadian National has the only railway research laboratory of its kind in Canada.

RESEARCH AND DEVELOPMENT

Two departments behind the scenes that merit separate mention are the Department of Research and Development and the Department of Colonization and Agriculture.

With offices in the United Kingdom as well as in Moncton, Montreal, Toronto, Winnipeg, Saskatoon, Edmonton and Prince George, the latter promotes the movement of desirable immigrants to Canada and helps them find suitable farms on lands served by our lines. It co-operates with government agencies and all branches of agriculture in opening up the country.

The Department of Research and Development functions through four integrated sections. The Research section makes general economic studies of Canadian and world conditions and specific studies having a bearing on the C.N.R. It carries on scientific and operational research, studies operational problems, makes cost analyses and analyzes operating results. It makes special economic and development studies of branch line extensions and abandonments and examines applications for capital expenditure.

The Development section studies natural resources and plans for their development, makes industrial surveys of cities and towns on our railway, analyzes markets and transportation costs and with its accumulated knowledge assists industry in finding "the right spot" for the establishment of new plants and gives it industrial engineering service. A feature of the industrial placement service it offers industry is the manner in which its work is integrated with that of the Operating Department. This is accom-

plished through staff connections with a selected group of Operating officers whose chief responsibility is the negotiation and provision of industrial private siding accommodation, the locating of industrial lands, and the maintenance of a continuing liaison between industry and the Railway. Strategically located across Canada, these men, carrying out their specialized function, are at the same time industrial development officers in the field, taking direction in the development phases of their work from the Research and Development Department.

Among the functions of the Competitive Services section are making studies of the economics and the regulatory and legislative aspects of competitive services, studies of the means of meeting competition and of the co-ordination of rail and highway facilities.

The Inspection and Materials Research section inspects and tests materials purchased by the Railway, prepares specifications for materials in conjunction with the Purchasing Department and the department using them, controls processes and materials in shops and operations by co-ordinated chemical and metallurgical tests, and seeks improvement in the quality of products by co-operating with industries on manufacturing procedure.

These behind the scenes departments not only serve the C.N.R. by improving its efficiency and bringing it new business but at the same time play an important part in the development of the country as a whole.

New citizens from Europe admire their adopted country from a C.N.R. train window.
We help families find places to settle in Canada and take them there.





The locomotive engineer is the symbol of railroading. Highly trained, he carries on a proud tradition of dependability. But railroaders are of many different professions, trades and skills, all bound together by a common purpose and a common sense of responsibility.

3. Who we are

The staff of the Canadian National System averages 111,000, with an annual payroll of more than \$311,000,000. Gathered together in one place with their families, they would make a city of no mean proportions but they are, of course, scattered over thousands of miles, some of them in big centres, many in lonely outposts. As you have seen from the foregoing pages, our men and women are engaged in an astonishing variety of occupations. Railroaders are not only engineers and firemen, conductors and trainmen, baggagemen and freight-handlers, station agents, telegraphers, mechanics, section men, porters and stewards. They are lawyers, doctors, architects, clerks, messengers, cooks, housekeepers, stenographers, rate experts, insurance and real estate men, truck and bus drivers, sailors and even deep-sea divers.

It isn't everyone who can become a railroader. Applicants are tested and graded by scientific methods and if they are accepted and pass the medical examination are placed according to aptitude. There are many schools on the C.N.R. The apprentices in the shops are not the only employees who earn while learning. Men in the running trades—train crews—go to school to learn the rules and sit for examinations both written and oral; in outlying places the school goes to them in a travelling rule instruction car. The tariff bureau conducts classes in the intricacies of rates. Maintenance of way men are schooled in their own rules. The Express department and the Telegraph department have instructional courses. Where there are no formal schools or classes,

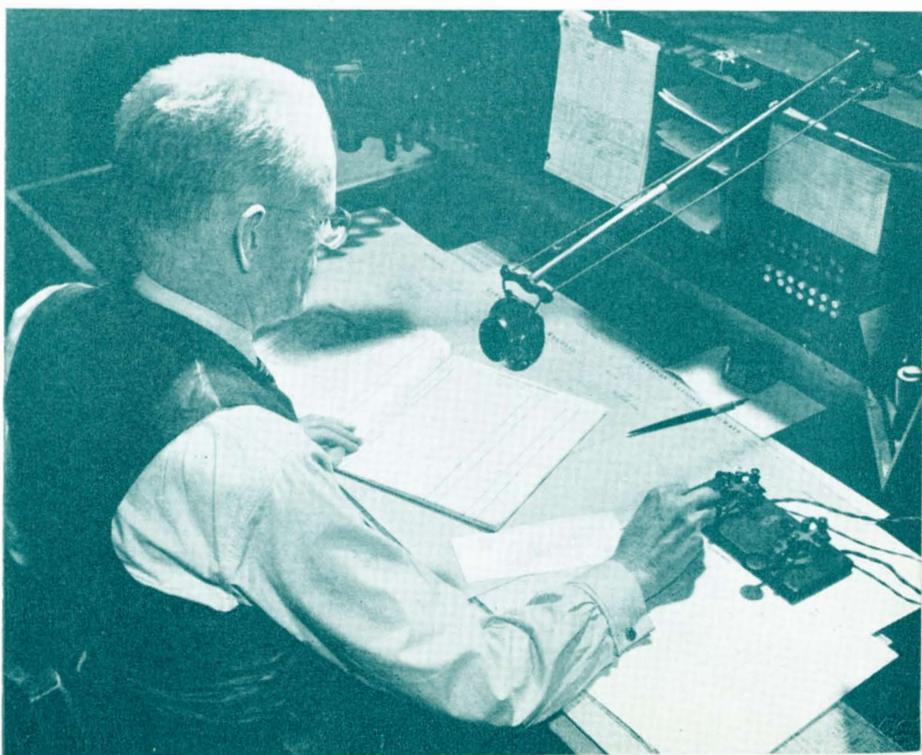
newcomers are shown the ropes by men singled out to be instructors, by their superiors and by more experienced fellow workers.

While "seniority" is an established railroad tradition, opportunities for advancement keep coming along and they go to the employee who has fitted himself to take advantage of them. Vice-presidents on the Canadian National have begun as junior clerks, engineers, agents and telegraphers. One president started his railway career as a junior clerk and stenographer; another began as an apprentice in the shops. Naturally it is not possible for everyone to go right to the top, but all along the line there are jobs offering responsibility, good wages and a satisfying life.

The Railway does everything possible to reduce occupational hazards. The Safety department operates throughout the System. At its own expense, the Company provides well-tested protective equipment, such as goggles, respirators, gloves, guards, safety boots. Safety rule books give positive instruction in the proper handling of tools and in the formation of safe work attitudes and habits. A safety instruction car travels the lines and education is carried on by leaflets, posters, lectures and film showings. In 40 years, more than 20,000 employees have taken training in First Aid and received the awards of the St. John Ambulance Association. Thirteen thousand First Aid kits of four different types are in use.

Under the jurisdiction of the Chief Medical Officer, we maintain four main clinics—at Montreal, Toronto, Moncton and Winnipeg—staffed by competent doctors and nurses and equipped with all the necessary apparatus for examination and treatment. Part-time salaried doctors are established at other centres and 600 local doctors are authorized to represent the Railway. Fully equipped medical cars, "clinics on wheels"

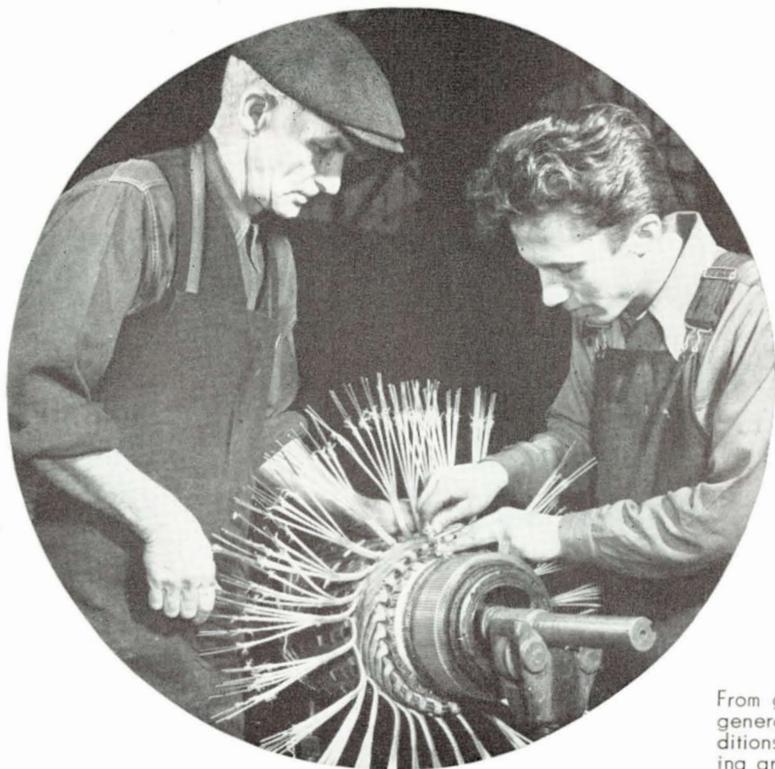
The dispatcher has one of the most responsible railway jobs.



are continuously on the road. In all the main shops, we have emergency hospitals.

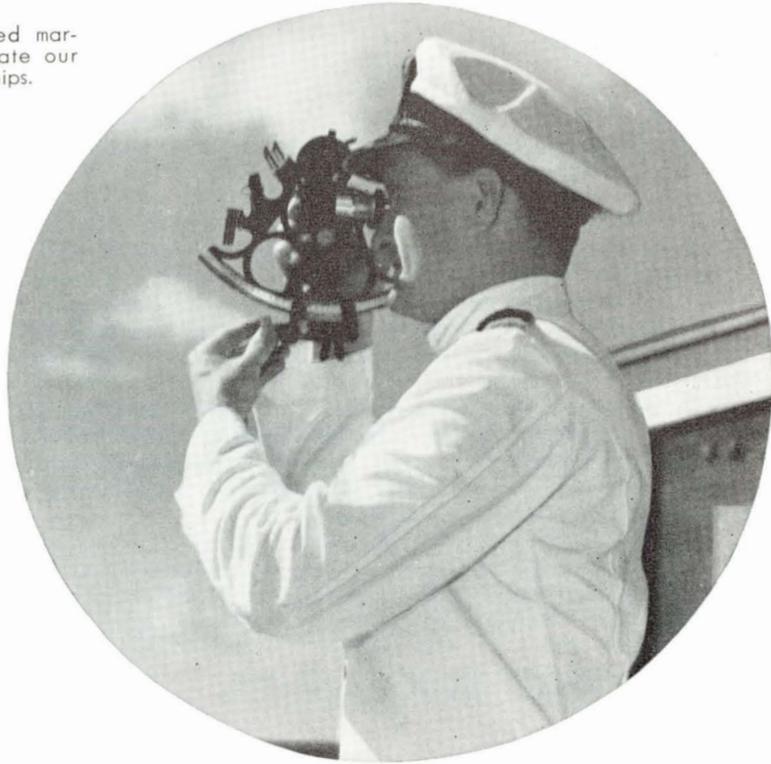
Unique in Canada, our Union-Management Co-Operative Movement, inaugurated a quarter of a century ago, has been an example to industries elsewhere. It brings management and men together in two departments, Motive Power and Car Equipment and Maintenance of Way and Structures. They meet on common ground to discuss such subjects as safety, First Aid, fire prevention, care of tools and machinery, shop methods and practices, reclamation, standardization, relations with other departments and with the public, facilities and work conditions. In one 11-year period, 35,592 suggestions were brought up in the Motive Power and Car Equipment section, 75 per cent of them by employees, and 30,125 were adopted by the Company. These figures give an idea of the value of the plan, both to the C.N.R. and its employees.

Employees at large are encouraged to co-operate by means of the Employees' Suggestion Plan under which the Company pays awards ranging from \$5 to \$100 for ideas relating to reduction in cost of performing work; elimination of waste; new types of service; improvements in service; safety, fire hazards, etc.; improvements in office methods and routine; elimination of unnecessary or duplicated work; public relations, courtesy and service.



From generation to generation the traditions of railroad-ing are carried on.

Experienced mariners operate our steamships.



Railroaders are sociable folk. All over the system are clubs and associations organized for good fellowship through sports and other activities. Where there is no Canadian National Recreation Association, there are curling clubs, bowling leagues, hockey teams, tennis and lawn bowling clubs, revolver and small bore rifle clubs, golf clubs and glee clubs. For mutual benefit, apart from recreation, there are war veterans' associations, pensioners' associations, benefit funds and credit unions. There are numerous educational groups. We publish a monthly employees' magazine.

We have a contributory pension plan and nearly 16,000 retired veterans are drawing pensions amounting to approximately \$12,700,000 annually.

Railroaders are recognized everywhere as responsible citizens. Apart from the vital public service they perform in their daily work, they are, as wage-earners, home-owners and taxpayers, a stable part of the community, dependable citizens with a keen sense of public welfare. In both world wars, they served overseas and in the many activities of the home front. From 1939 to 1945 Canadian National employees bought more than \$71,000,000 worth of Victory Bonds and War Savings Certificates. Many of them hold office in service clubs and fraternal and other organizations, many have been elected to city and town councils, school boards, provincial legislatures and Parliament. In our C.N.R. family we have mayors of municipalities and provincial cabinet ministers.

4. How we came to be

Canada took to railroading early. It was only three years after George Stephenson convinced the skeptical in England by winning the Rainhill race with his *Rocket*, that a charter was granted to a group of business men in Montreal for the construction of the *Champlain and St. Lawrence*. That was 1832. In 1836, the line went into operation as a "portage" railway, a land link in the water route between Montreal and New York, connecting Laprairie on the St. Lawrence with St. Johns on the Richelieu. It was merely 14½ miles long but for ten years it was the only railway in British North America. In 1847, the *Montreal and Lachine* was opened, to replace the stage-coach route around the Lachine Rapids. Both these pioneer railways were in time acquired by the Grand Trunk and are now part of the Canadian National System.

The Grand Trunk was chartered in 1852. Building and buying, it went on expanding. In the meantime, the governments of Nova Scotia, New Brunswick and Prince Edward Island had gone into the railroad business. The Dominion Government took over the lines and built the Intercolonial, from the eastern end of the Grand Trunk through New Brunswick and Nova Scotia. The provision of railways was one of the terms of the British North America Act which united the provinces, and the Intercolonial was the first to be built.

Anxious to get a share of the new business offering, in the early years of the present century, with the opening of the west, the Grand Trunk made an agreement with the Federal Government for the joint construction of a new railroad linking the east and the west. The western division, which was to be known as the Grand Trunk Pacific, was to be built by the Grand Trunk. It was to extend 1,748 miles from Winnipeg to Prince Rupert, B.C. Prince Rupert was chosen as the western terminal because of its natural deep water facilities and because it was much closer to the Orient than any other port on the Pacific Coast. The eastern division of this railway was to be built by the Canadian Government and was to run eastward from Winnipeg to Moncton. This line was to be known as the National Transcontinental and when it was completed it was to be leased to the Grand Trunk Pacific. By 1913 the job was done but the Grand Trunk did not implement the agreement owing to financial difficulties and the line was operated by the Government. With the G.T.P., however, the Grand Trunk comprised 7,500 miles of railway, had vessels in inter-coastal trade on the Pacific, large grain elevators at tidewater and lake terminals and had built a number of splendid hotels.

Meanwhile another great transcontinental railway had come into existence. In 1901, the Canadian Northern was a line of only 971 miles, serving a useful function hauling grain and other farming commodities. But its promoters were not satisfied until, by 1915, they had extended their facilities, through construction and purchase, to more than 9,000 miles, all the way from Montreal to Vancouver.

Then came the first world war. Both the Grand Trunk system and the Canadian Northern met with financial difficulties and the war finished them as private enterprises. Money was no longer easy to get and to save the railways, which were vitally needed by the nation, the government as the

largest creditor took them over. In 1918, the Canadian Government Railways comprised the Intercolonial, between Montreal and Halifax, Sydney, Charlottetown and Saint John, and the National Transcontinental, from Moncton to Winnipeg, a total mileage of 4,105. The first step was to entrust these lines to the directors of the Canadian Northern for operation and authority was given for the use of the name "Canadian National Railways". In 1919, the Canadian National Railway Company was incorporated to operate the Canadian Northern, the Canadian Government Railways and all railways that were or were to become the property of the Dominion of Canada. In 1920 the Grand Trunk Pacific was added and in 1923 the Grand Trunk was amalgamated with the Canadian National. Thus came into being the Canadian National Railways as we know them today and the Canadian people found themselves the owners and operators of one of the greatest railway systems in the world.

The latest chapter in our long history was written when Newfoundland became Canada's tenth province in 1949 and the Newfoundland Railway, steamships and telegraphs were incorporated in the System.

An artist's conception of the scene when Canada's first railway, now part of the Canadian National System, began operations in 1836.



5. *Courtesy and Service*

A railway is like a store in that it has something to sell to the public. The difference, of course, is that what the railway has to sell is not goods but services. We go about our affairs very much in the manner of a modern-minded merchant who operates on a big scale.

We know, to begin with, that we supply a need, and our first objective is to do the job honestly and efficiently; in other words, to give value to our customers for the money they spend. Since we of the C.N.R. are a national public service as well as a business enterprise, much of the work we do can never be measured in dollars and cents. The compensation we get for our service often falls short of the cost of providing it. Lines that are not money-makers for the railway may be assets to the communities they serve and an essential part of the national economy. In the quality of our service, in the courtesy of the staff, we make no distinction between a mixed train running once a week over a short low-traffic line and *The Continental Limited*.

The enterprising merchant is not satisfied simply to keep a good stock of the things people need, to give honest weight and be obliging to his customers. He extends himself, especially when he is faced with competition. He does his job with style, adding those little extras which attract customers and hold them. He keeps pace, too, with changing needs.

It is the same with the railway. Basically, transportation is always the same—carrying people and goods from one place to another—but in details there is a great variation. There is a great difference between lumbering by stage coach over muddy roads and traveling by *The International Limited*. There is even a great difference between *The International Limited* of fifty years ago and *The International Limited* of today. The C.N.R. never rests in its efforts to improve service, whether it be a matter of tightening schedules or providing a new type of "reefer" for shippers of perishables or a new type of air-conditioned sleeping car for passengers.

Like the enterprising merchant, we go out after business. Our freight and passenger traffic solicitors have their ears to the ground. They can hear business stirring a long way off and take a hand in the stirring.

They are assisted in their work by the Public Relations department, which exists to tell the world about ourselves and what we have to offer. In its most obvious aspect, public relations is advertising. In the daily and weekly newspapers and in the magazines, we announce our train schedules, draw attention to new equipment, tell the public about our express service, our hotels, telegraphs, steamships and other facilities. We spend large sums of money in the United States and elsewhere on invitations addressed to tourists who spend millions of dollars in Canada every year. We publish booklets, circulate posters, set up window displays, even make movies. Our motion pictures are screened both for the immediate traveller and the traveller of the future—for the fisherman who will come to Algonquin Park this summer and for the schoolgirl who will remember Jasper when she is planning her honeymoon a few years from

now. We show our films to all sorts of people in all sorts of groups—sportsmen's clubs, women's clubs, service clubs, universities, chambers of commerce—and when they are televised, as they frequently are, because they're good, they are viewed by millions.

Public relations, however, is more than advertising. Probably the most important work of the department is interpreting the System, clearing up misunderstandings of its policies and functions, and winning good will for it. Fundamentally, though, good will depends on good service, and the maintenance of good relations with the public cannot be limited to one specialized department. Every Canadian National employee is impressed with the fact that the public judges the Railway by his actions. For many years, the motto of the C.N.R. has been "Courtesy and Service."



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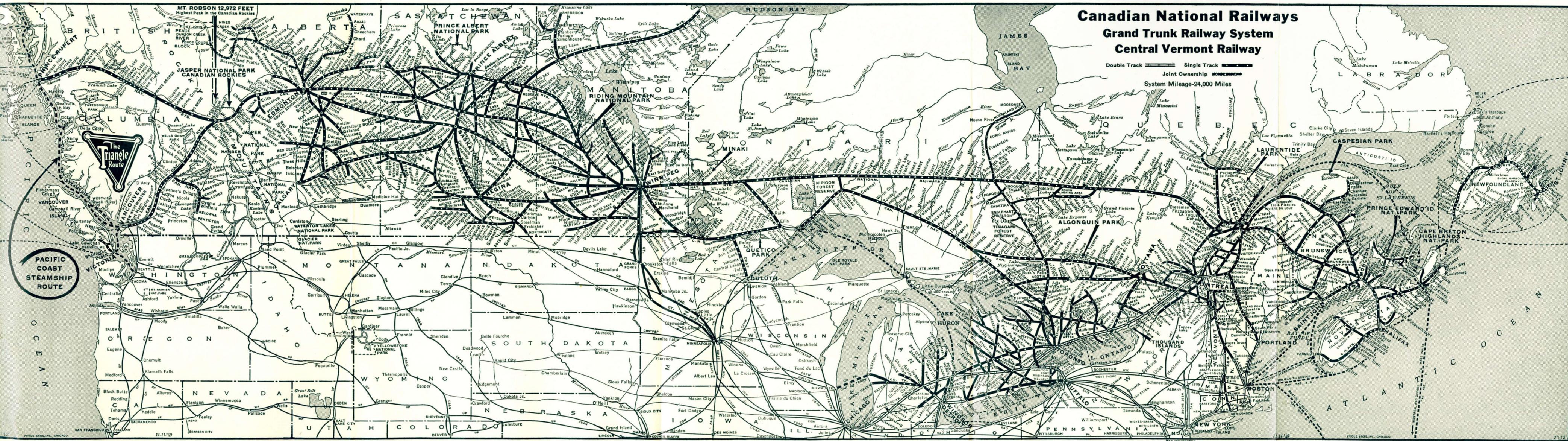


Canadian National Railways

Grand Trunk Railway System

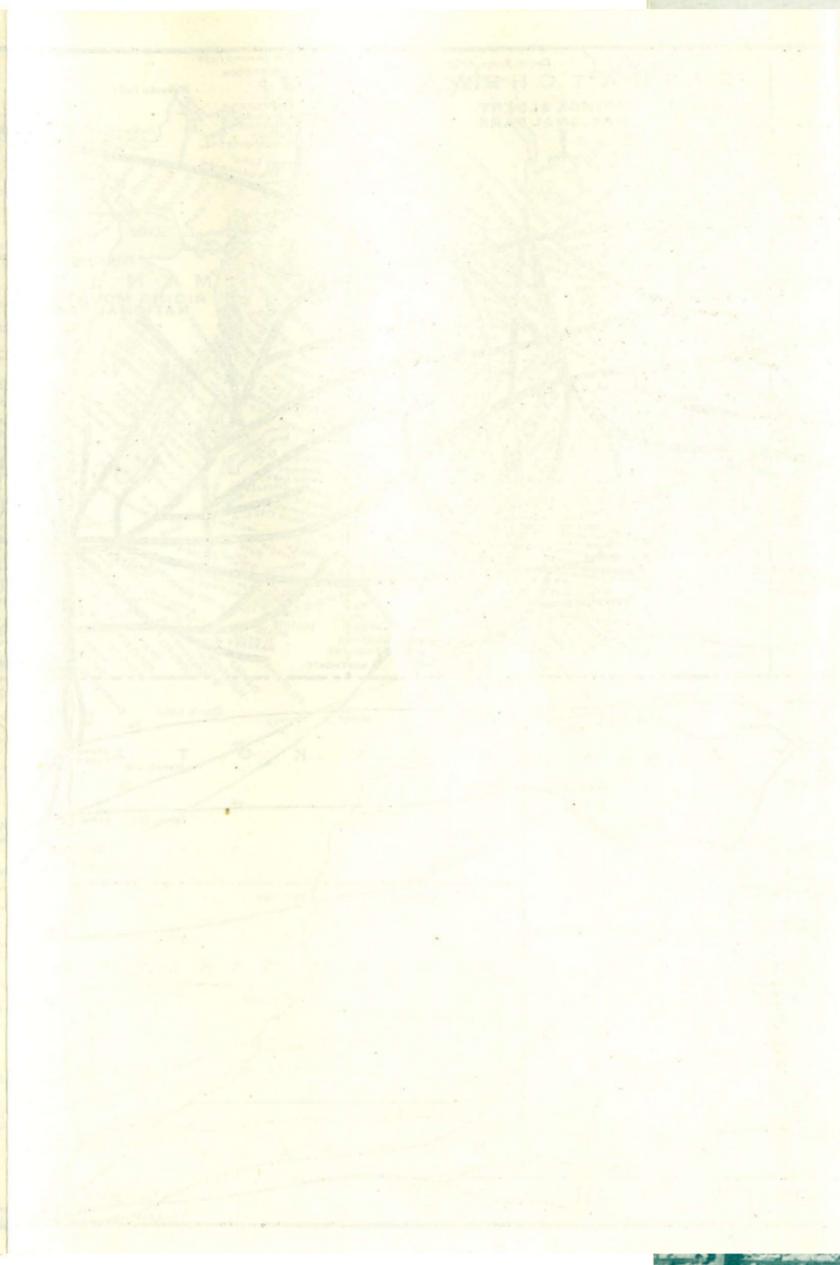
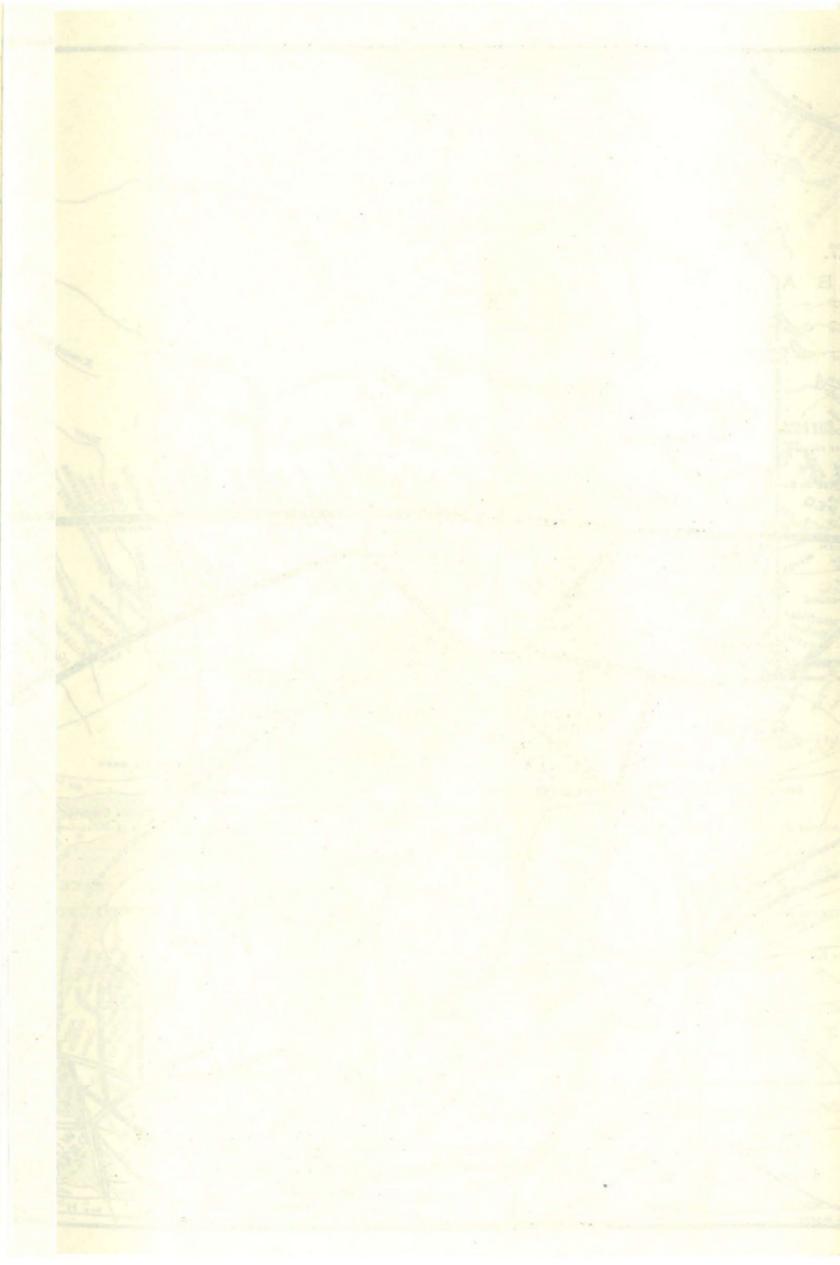
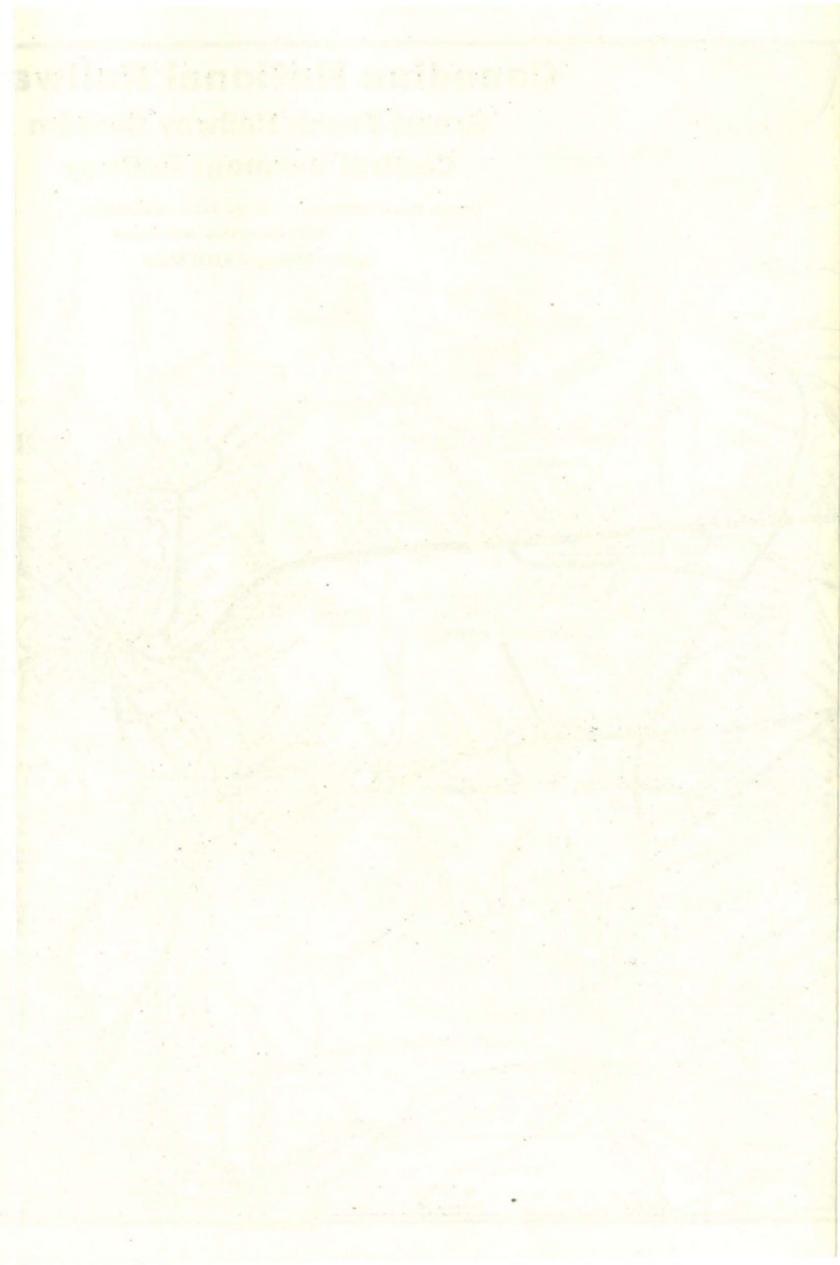
Central Vermont Railway

Double Track  Single Track 
Joint Ownership 
System Mileage-24,000 Miles



PACIFIC COAST STEAMSHIP ROUTE

The Trans-Canada Route



America's

LARGEST RAILWAY



THE CANADIAN NATIONAL SYSTEM