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Serving the
Communities
of

October 15, 1990

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National Transportation Agency of Canada
Western Region
301 - 350 3rd Avenue North
Saskatoon, Saskatchewan
S7K 4R9

Baker Lake

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Dear Sir;

I am very concerned about the passenger service that Calm Air is providing in the Keewatin. As an example, I would like to relate to you the events that occurred on September 19, 1990 in Rankin Inlet.

Chesterfield Inlet

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The Keewatin Inuit Association held a board meeting in Baker Lake on Sept. 20-22. Eight of our board members and staff were confirmed for the 4:45 p.m. flight to Baker Lake. That afternoon when one of our board members called the Arrivals and Departures section of Calm Air, the tape recording (which was only in English) informed him that the flight was leaving at 4:45 and to be at the airport to check in around 4:00. When we arrived at the airport, we learned from the Calm Air agent that the flight was delayed and would not be leaving till 7:05. At 6:30 our board member phoned the Arrivals and Departures section from his home and the tape recording had not been updated. It still said the flight was leaving at 4:45. The plane eventually left at 8:10, but not before three members of our organization were bumped from the flight. They had to fly to Baker Lake the next evening and as a result, they missed one day of our meeting.

Coral Harbour

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Eskimo Point

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Rankin Inlet

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I would also like to mention that when we were aboard the plane the safety procedures were announced only in English, even though 7 of the 11 passengers were Inuit. There were no safety cards in the back pockets of the seats either. This gives me the impression that Calm Air has no regard for passenger safety. I should point out that not all Inuit are bilingual. If an accident ever occurred, some Inuit may not know what to do because they have never been informed of the emergency procedures in Inuktitut. Considering that the majority of people in the Keewatin are Inuit, Calm Air is showing neglect for the safety of its passengers.

Repulse Bay

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Whale Cove

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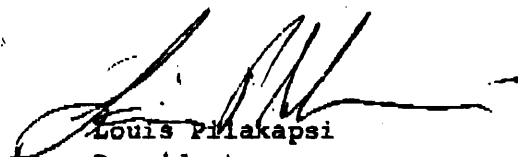
-2-

People depend on Calm Air in this region, since it is the only airline that serves the communities in the Keewatin. Unfortunately their service leaves much to be desired. Calm Air's reliability is declining, and the lack of services provided in Inuktitut is appalling. Calm Air has operated in the Keewatin since the demise of Trans Air in the late 1970's, so they have had ample time to recruit Inuit staff, as agents and flight attendants. There is no reason for the airline not to communicate in the language spoken by the majority of people it serves.

Other organizations have also expressed concerns about the poor service that Calm Air provides. Enclosed is a letter that was brought to my attention from the Hamlet of Chesterfield Inlet. I have also enclosed a copy of the Resolution that was passed on Sept. 22/90 at the K.I.A. Board Meeting in Baker Lake.

I look forward to hearing from you regarding this very important matter.

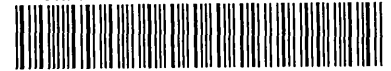
Yours truly,



Louis Pliakapsi
President

Enclosures

c.c. Gordon Wray, NWT Minister of Transport, MLA Kivallivik
Peter Ernerk, MLA Aivilik
Arnold Morberg, President, Calm Air International Ltd.
Keewatin Regional Council
Simeonie Sammurtok, Mayor of Chesterfield Inlet
Doug Lewis, Federal Minister of Transport
Canadian Transportation Accident Investigation and Safety Board
Jack Anawak, MP Nunatsiaq
Transport Canada, Ottawa
Alain Garceau, Royal Commission on Nation Passenger Transportation



Resolution #23 - 90

Calm Air International Airlines

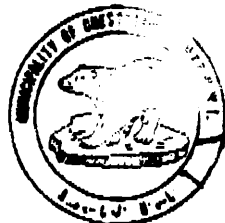
WHEREAS it is apparent, for the people of the Keewatin Region that Calm Air provides a passenger service with complete disregard for the population that it serves, no regard for the language it speaks, no regard for their safety, and no apparent desire to provide an adequate service;

NOW THERE BE IT RESOLVED that the Keewatin Inuit Association voice its concerns about Calm Air to those who regulate the Air Transport industry.

Moved by: Peter Alogut

Seconded by: Titi Kadluk

Unanimously carried: Septeber 22, 1990.



CHESTERFIELD INLET, N.W.T. XOC 080
PHONE 898-9951

September 17, 1990

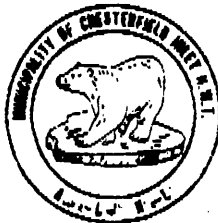
Keewatin Regional Council
P.O. Box 113
Rankin Inlet, N.W.T.
XOC 080

Gentlemen:

At the Council Meeting of September 12, 1990, a letter from the Keewatin Regional Health Board was read to council. This letter was in regards to the shipment of dental equipment from Churchill to Keewatin communities and between Keewatin communities.

This letter goes on to say that Calm Air has delayed sending dental supplies & equipment, thus making the dentist wait while their supplies get in. Sometimes the equipment & supplies do not leave Churchill or the other communities in ample time as the dentists are on a schedule to provide their services to other communities.

The dentists provide a valuable service to the communities, and as such should not be inconvenienced. We as a Hamlet would like to see better service provided from Calm Air not only to dentists and other medical services, but to handling of other freight and passengers going to various communities. The Hamlet of Chesterfield Inlet gets serviced by the King Air and a couple of times per week by the Hawker Siddley. The King Air is small and as such only carries passengers and their luggage and a little bit of freight. If this service can be changed to the Twin Otter then more freight can be sent in. Dental & other medical equipment can probably come in when the dentists or doctors come in to the community.



CHESTERFIELD INLET, N.W.T. X0C 0B0

PHONE 898-9961

If you can assist us in putting some pressure on Calm Air to improve their service, it would be greatly appreciated.

Yours truly,

Simeonie Sammurtok,
Mayor

- c.c. Anthyme Kadjuk, representative
Keewatin Regional Health Board
- c.c. Titi Kadluk, representative
Keewatin Inuit Association
- c.c. Arnold Morberg, President
Calm Air International Ltd.