



December 3, 1988

Mr. Peter Ernerk
Member of the Legislative Assembly
Aivilik Riding
Rankin Inlet, N.W.T.
XOC OGO

Dear Mr. Ernerk:

Thank you for your recent letter concerning airline schedules and services. I have canvassed others on the Board who travel and/or arrange travel and offer the following comments:

1) Parking - Rankin Inlet in particular.

Calm Air flights particularly are parked at the refuelling point on termination which forces people to walk in the weather approximately 100 meters to the terminal. This practice is particularly difficult for the elderly, the immobile, and for mothers with children. Were they to park directly in front of the terminal the walking distance is reduced significantly.

2) Flight announcements.

All announcements are in English, bilingual Inuktituk/English is required.

On Calm Air HS748's many announcements are inaudible because of background noise in the PA system and high ambient noise in the cabin.

3) In-flight Service.

Food service is inconsistent and generally poor - sometimes cheese and crackers, sandwiches, other snack food, or nothing at all.

In-flight Service (Con't)

Packaged juices, not canned pop, should be available for children.

The schedule (Calm Air) specifies nothing in this regard - it should do so.

When flights are delayed, Calm Air tends to abandon its passengers where food and feeding are concerned. In situations which are beyond the passenger's control, mechanical and weather problems for example, meals should be provided by the carrier. We encountered a situation recently where a flight was delayed, hour by hour, from 0700 to mid afternoon - meals were not provided!

4) Scheduling (Calm Air)

The CA scheduling is poor for health board purposes. Without going into a great deal of detail, we have the following problems:

- a) A physician cannot fly into Repulse Bay on a Monday, to Coral Harbour on Wednesday and to the South on Friday.
- b) The Rankin Inlet to Whale Cove to Chesterfield Inlet flights on Tuesday and Thursday evenings are often cancelled. Whale Cove and Chesterfield Inlet are difficult to travel to and from.
- c) The schedules are such that we cannot fly a patient from a northern community to Winnipeg in one day or the return. Schedules of this nature cause elderly and incapacitated passengers much hardship.

I hope these few notes provide you with the information you need for your quest. If I can be of further assistance, please contact me. Good luck.

Yours sincerely,



Frank P. Russell
Executive Director

FPR/wmm

cc: Mike Vaydik, Chairman, Keewatin Regional Health Board
Rankin Inlet, N.W.T.