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January 4, 1989

Mr. Peter Ernerk, MLA
Rankin Inlet, N.W.T.
XOC OGO

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Dear Mr. Ernerk,

I would like to make you and the Legislative Assembly aware of our latest adventure on Northwest Territorial Airways. I was scheduled to fly January 3, 1989, from Winnipeg to Rankin Inlet. I was bumped off the flight with no valid explanation and informed that I would be flying the following day, January 4. I was not alone as quite a few others were in the same situation.

In order to ensure flight arrangements as quickly as possible for home, I was booked through Calm Air via Gillam, Churchill, Eskimo Point to Rankin Inlet. I spent the better part of January 3 at the Winnipeg airport attempting to make the above arrangements. The morning of January 4 was mostly a repeat of the previous day with the exception of my luggage which was now to be shipped home via N.W.T. Air. Upon arriving in Rankin Inlet at approximately 1720 hours, I discovered that there had been a further delay with N.W.T. Air and that the plane would not be arriving until 2100 hours. Apparently the pilot became ill and they were awaiting the arrival of another pilot from Edmonton to complete the flight north.

Reasons that were given for the bumping was priority freight and/or the Minister of Transport had disapproved the use of seats that were not fire retardant. These seats had been removed from the plane, leaving plenty of room for freight, I assume.

Regardless of the reasons or the fact that apologies were made and vouchers provided for the additional expenses, the service is not reliable. I booked well in advance (October), I paid the high costs and then it would seem I must wait to see if I am to get the service. The inadequate service and the inconveniences are not acceptable and it surely is sad if we must accept them just because we choose to live and work in the north or because that is all that is available - Northwest Territorial Airways.

If I can be of further help please do not hesitate to contact me any time.

Sincerely,
F. Mac Proctor

F. Mac Proctor
Box 6
Rankin Inlet, N.W.T.