

Colleen Stockley  
Deputy Minister  
Department of Health, Government of Nunavut  
P.O. Box 1000, Stn. 1000  
Iqaluit, NU X0A 0H0

October 2, 2015

Dear Ms. Stockley,

Thank you for contacting me. I have carefully reviewed your letter and appreciate the opportunity you have given Canadian North to address your clearly stated concerns regarding our recent significant schedule change. We had not received any previous reports from Department of Health employees regarding the issues you have outlined, so I thank you for bringing them to our attention.

We implemented this schedule change so that we can better match our flight capacity to the demand present in the communities we serve. This change was only implemented after careful review of the best information we had available, with our customers' needs always in the forefront. That said, we take your feedback very seriously and have subsequently investigated each of the issues you raised. As part of this investigation we identified some challenges that have impacted our performance and may have contributed to the instances you've outlined, specifically:

- After completing the necessary systems updates that accompanied the schedule change, we encountered a few technical challenges that impacted our reservations system, causing available seats to mistakenly show up as sold when in fact they were available. We have now corrected this issue and our reservation system is again functioning properly.
- During the month of August, we unfortunately experienced an unusually large number of weather-related flight delays and cancellations throughout the Baffin. The community of Pangnirtung was particularly hard hit during August creating a backlog of passengers awaiting seats, which took some time to clear.

I sincerely apologize for any disruptions that your health care clients and employees have experienced over the past several weeks and thank you for your understanding as we work through this period of significant change. Be assured that we take your feedback very seriously and are committed to making the schedule change work to our joint benefit. Further, we are open to working with your team to resolve any problems that may arise such as streamlining joint processes. For example more efficient timelines for medical travel bookings is an area where we feel improvements can be made. We will be happy to speak to you about this and any other matters you feel are important in the upcoming meeting that has been arranged in Iqaluit.

Again, thank you for sharing your concerns with me. Canadian North takes great pride in providing crucial air services to Government of Nunavut patients and employees, and will continue to work closely with you and your team to ensure your needs are fully met.

Regards,



Steve Hankirk  
President, Canadian North