



SKYTRAC Provides Keewatin Air with Satcom and Automated Flight Following to Support Canada's Remote Arctic Community with Air Medical Services



Keewatin Air is one of Canada's most comprehensive aeromedical organizations, providing 24-hour emergency air ambulance services in the challenging Arctic region.

Background

Founded in 1971, Keewatin Air LP (Keewatin Air) provides air medical, charter, and ground support flight services in Northern Canada and is a primary provider of medical evacuation and air ambulance services for the Government of Nunavut. Although also offering charter services, Keewatin Air focuses on transporting passengers with medical needs and critically ill patients. Keewatin Air has been recognized as one of Canada's most comprehensive air medical organizations, providing extensive 24-hour emergency air ambulance services. Keewatin Air has been guided and influenced by the local Inuit culture to engage with government and community leaders to help address health and social issues in the Northern region.

Keewatin Air provides the frigid North with extensive service from seven bases across Nunavut, Manitoba, and the Northwest Territories with a fleet of Beechcraft King Air 200/B200s, Cessna Citation 560 Ultra Turbojets, and Pilatus PC-12s. In 2021 alone, Keewatin Air flew over a thousand missions for 3.2 million kilometers. With over 120,000 flight hours on air medical missions and more than five decades of operation in the challenging environment of the rugged Canadian Arctic, Keewatin Air has an unparalleled background and experience in air medical transport.

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KIVALLIQ AIR NUNAVUT LIFELINE

KEEWATIN AIR LP

Organization: Keewatin Air LP
Location: Northern Canada
Industry: Air Medical Services



"The harsh Arctic climate has its own unique demands on our operations. With our training program, systems, and tools, we strive for them to meet the highest standards of safety. SKYTRAC's reliable and global Satcom is the technology we need to ensure operational safety."

Mark Scharien, Maintenance at Keewatin Air

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Keewatin Air's air ambulance fleet in their hangar.



Interior of Keewatin Air's King Air B200 air ambulance.

Opportunity

Keewatin Air's medical evacuation and air ambulance program is delivered by a dedicated team of professionals using the latest aviation, medical, and communications technologies. At the core of the program are the primary flight nurses with emergency and intensive care experience and comprehensive training suited to the unique needs of the Arctic region. For a successful mission, highly trained air medical experts, known as flight coordinators, need to communicate with onboard crew to provide dispatch, logistics, and communication support.

Operating within the legalized structure of the Canadian Aviation Regulations (CARs) sections 703 and 704 requires Keewatin Air to meet all operational and regulatory requirements needed to operate air services in Canada, including flight following requirements. To bring first-class health and emergency services to Canada's pristine yet challenging Arctic region, Keewatin Air required reliable bidirectional communication capability between their flight crew and flight operations as well as a compliant flight following capability.

After years of utilizing SKYTRAC's solutions, in 2019, Keewatin Air upgraded to SKYTRAC's flagship Iridium satellite communication (Satcom) terminal and onboard server solution, the ISAT-200A-07, to further their operational safety.

SKYTRAC in Action

Operating on the Iridium satellite network, the ISAT-200A-07 provides the Keewatin Air fleet with 2.4 Kbps of bidirectional bandwidth. With the ISAT-

200A-07, Keewatin Air can leverage Iridium's truly global satellite coverage, essential for their challenging operations in the remote Arctic regions where no other connectivity is available. SKYTRAC provides satellite connectivity with uptime reliability of 99.9%, a critical requirement for Keewatin Air when conducting medical evacuations or providing air ambulance services in the frequently dark, cold, and icy conditions of the Arctic.

The ISAT-200A-07 enables Keewatin Air's fleet with CAR compliant Flight Following (FF) capability, automatically tracking their aircraft's real-time position through SKYTRAC's SkyWeb platform. With several bases across Northern Canada, Keewatin Air utilizes SKYTRAC's SkyWeb as a fleet management tool to manage their flight operations (flight ops) efficiently. With SKYTRAC's AFF capability, Keewatin Air's flight coordinators can chart real-time flight paths for their diverse fleet. SKYTRAC's SkyWeb platform also provides Keewatin Air with up-to-date IFR and VFR aeronautical charts for their teams to make the best decisions for flight safety.

Keewatin Air also leverages the ISAT-200A-07's 2.4 Kbps of satellite connectivity for Plain Old Telephone System (POTS) dialing and text messaging for both cabin and crew to ensure seamless communication with their flight ops department. SKYTRAC's Cockpit Display Panel (CDP) and Dispatch Voice Interface (DVI) are dual installed onboard the aircraft so that both the cabin and crew can make use of the speed dial and quick message capabilities.

Conclusion

With SKYTRAC, Keewatin Air is equipped with CARs compliant flight following. Moreover, Keewatin Air has increased its operational safety by ensuring that its aircraft and crew can be found in the case of an emergency, a critical factor when operating in the harsh wintry conditions of the Arctic.

With SKYTRAC's globally available satellite voice and messaging capabilities, Keewatin Air's flight nurses and flight coordinators can remain connected regardless of the aircraft's location or weather conditions. Doing so ensures that flight coordinators can effectively plan logistics so that patients can be efficiently reached, transported to receiving hospitals, and given the care they need.

Keewatin Air transports over 3,000 patients and flies over 3.2 million medical evacuation kilometers annually. Given the stark lack of infrastructure and remote nature of the Canadian Arctic region, SKYTRAC is proud to provide the satellite connectivity solutions needed so that Keewatin Air can offer the much-needed air medical services to this community.

To learn more, please contact the team at sales@skytrac.ca or visit the website at www.skytrac.ca.

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ISAT-200A SATCOM

The ISAT-200A is SKYTRAC's lightweight data acquisition unit with added transceiver and on-board server capabilities. This proven and multi-functional system is central to facilitating real-time fleet awareness, accurate FDM performance analysis, and Electronic Flight Bag (EFB) document automation. Track fleet activity across the globe, automatically detect in-flight events, and capture robust data to feed your FOQA, MOQA, SMS and other operations systems.



CDP/DVI

SKYTRAC's Cockpit Display Panel and Dispatch Voice Interface (CDP/DVI) is a reliable solution for connecting air and ground crew via satellite voice and text. The system includes up to 125 programmable speed dial numbers international dialing, up to 99 pre-programmed quick mail messages with editable fields (such as ETA, PAX or destination), automatic and manual brightness control, and audible alerts for incoming messages. The hardware comes in an NVIS version, ideal for use in night-time operations.



PRODUCT HIGHLIGHTS

- Enable multiple capabilities with an all-in-one Satcom solution
- Gain unprecedented onboard data logging and real-time analysis
- Guarantee global satellite coverage with a small form factor GPS/Iridium Antenna
- Capture internal and external audio visual with rugged, discreet camera kits
- Gain cost-effective Satcom connectivity with Iridium narrowband bandwidth

INDUSTRY SEGMENTS

The #1 Option for Global L-Band SATCOM

SKYTRAC serves the largest organizations in multiple industry verticals. With 7,500+ global customers on all seven continents, we ensure our products and services are highly reliable and are trusted by those that depend on us for mission-critical applications. Our solutions are designed for both fixed-wing, rotarycraft, and unmanned aviation.

We serve the following industries:

- Aerial Firefighting
- Air Transport
- Business Aviation
- Emergency Medical Services
- Law Enforcement
- Military and Government
- Tourism
- UAV

For more information, contact a connectivity expert at sales@skytrac.ca

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