

permanent reservation(s) in our name; the baggage room is now accountable to the transportation service... It might even be a good idea for shift heads to be linked by telephone with transportation service workers at airports with which we have flight connections. Much more effective solutions might have been found for the difficult and urgent problems affecting passengers. Let us suppose that we learn by telegram that someone is flying to Khar'kov. Since we have no direct flight, the passenger is forced to fly via Moscow or Sverdlovsk. It may well be that the transit dispatcher has no seat on those flights, and so our passenger must be shunted off to the nearest transfer point. And you worry: how's he doing over there?"

And I thought: that's their main secret: to try and do that little bit more for the passenger.

Vozdushnyi Transport

13 September 1988

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Planned Losses - Passenger Travel Using Helicopters

They say there's nothing worse than waiting and catching up. Here in Tazovskii this is nearly always the case. Cross-winds have become a real scourge for AN-2 aircraft, which are primarily used for passenger flights. They are especially exasperating in May-June and August-September, the peak season for passenger traffic. It takes only one non-flying day on our main route (Tazovskii-Novyi Urengoy-Tazovskii) to arouse a storm of protest among tens of hundreds of passengers. The storm reaches the district Party committee and the Executive