



Office  
des transports  
du Canada

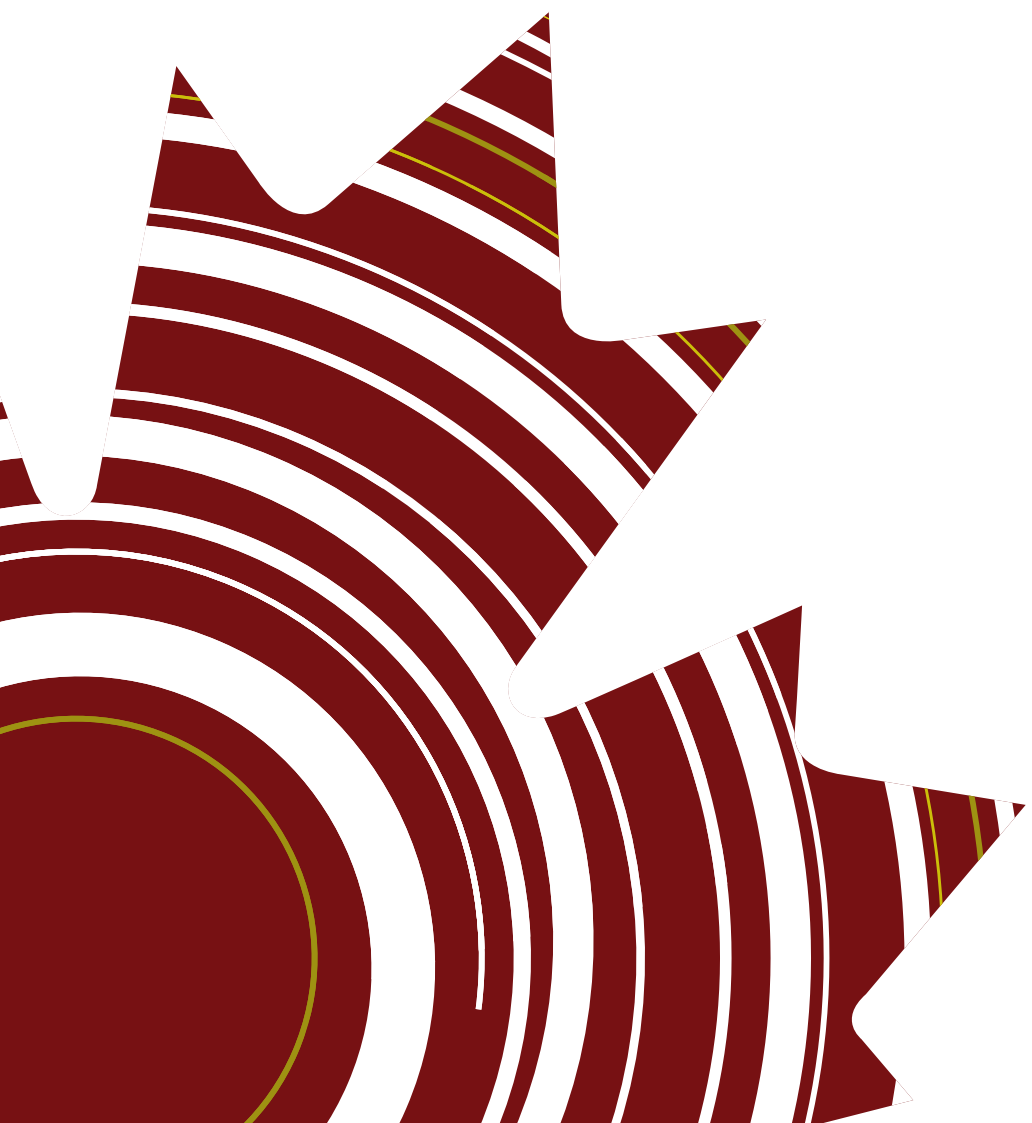
Canadian  
Transportation  
Agency

**ProtectionPassagersAeriens.ca**

**Séances en personne - transcription**

**AirPassengerProtection.ca**

**Public Consultations - Transcripts**



**Canada** 

## Avertissement

### **Déclarations personnelles**

Veillez noter que les commentaires exprimés par les participants lors des événements des consultations publiques sont considérés comme des déclarations personnelles et ne représentent pas la position officielle de l'Office des transports du Canada. Tous les participants ont eu l'option de faire une déclaration orale dans la langue officielle de leur choix. Les transcriptions sont enregistrées dans la langue officielle parlée.

### **Avis de confidentialité**

Tous les participants ont été informés, au moment de l'inscription, que l'information partagée lors du processus de consultation publique formera une partie du record public et sera affiché sur le site Web de l'OTC en temps voulu. Ceci inclut l'information personnelle tels que les noms complets, les adresses courriels, postales, adresses de rues, les numéros de téléphone et télécopieur, etc. Ils ont été avisés de ne pas inclure dans leurs présentations toute information qu'ils ne voulaient pas rendre publique.

### **Exclusion de responsabilité**

Ces transcriptions ont été générées par un service de transcription digital qui saisit les commentaires textuellement des fichiers audio enregistrés. La qualité de l'enregistrement audio dépend de plusieurs facteurs, incluant la proximité du participant au microphone, la prononciation de l'orateur et les limitations des dispositifs d'enregistrement. Tous ces facteurs ont fait en sorte qu'il existe des écarts dans l'enregistrement, qui sont indiqués dans les transcriptions comme commentaires "inaudibles". Ainsi, l'Office des transports du Canada n'est pas responsable de l'exactitude ou de la fiabilité du contenu des transcriptions.

## Disclaimer

### **Personal statements:**

Please note that participant comments expressed during the public consultations events are considered personal statements and do not represent the official position of the Canadian Transportation Agency. All participants were given the option to make their oral submission in the official language of their choice. The transcripts are recorded in the official language spoken.

### **Privacy notice:**

All participants were informed at registration that information they shared during the public consultation process will form part of the public record and will be posted on the CTA's website in due course. This includes personal information, such as full names, email addresses, postal/street addresses, telephone and facsimile numbers, etc. They were advised not to include in their submission any information that they did not want to be published in the public record.

### **Accuracy disclaimer:**

These transcripts were generated by a digital transcription service and capture comments verbatim from the audio recorded files. The quality of audio recording is dependent on a number of factors including the participant's proximity to the microphone, speaker's annunciation, and the limitations of recording devices. All of these factors resulted in some gaps in the recording which are indicated in the transcripts as "inaudible" comments. As such the Canadian Transportation Agency is not responsible for any reliance by the user on the accuracy or completeness of these transcripts.

# Winnipeg

Le 25 juin 2018/June 25, 2018

## Séance de l'après midi/Afternoon Session

Scott Streiner: 00:03 [inaudible 00:00:03] Well, good afternoon ladies and gentlemen. Make sure this is on. Seems to be, good. Good afternoon ladies and gentlemen. I'm Scott Streiner, chair and CEO of the Canadian Transportation agency. I'm accompanied today by Liz Barker, the CTA's vice chair.

We're glad that you've joined us for this discussion of the important question of what should be in the new air passenger protection regulations. So that you know, we have translation services available and you are welcomed to make your comments in the official language of your choice. Because we have interpretation services, we'll also ask everybody to use a microphone when offering their views, when posing questions, either at the podium or if you prefer, we also have handheld mics.

Air travel is integral to modern life. Canadians get on planes to see family and friends, to do business, to visit new places, to get medical treatment. Most of the time, our flights go smoothly. But when they don't, it can be very frustrating. Partly that's because we may feel that we have little control over events and partly it's because we may get little information on the reason for the flight disruptions, we may not know what our rights are, and we may not be sure who we can turn to for explanations and recourse.

The new air passenger protection regulations will help address these issues. These regulations will require that airlines communicate with passengers on their rights and the recourse available to them in a clear and concise way. The regulations will establish minimum standards of treatment for passengers. If your flight is delayed or canceled, if you're denied boarding, if your bags are lost or damaged, if you experience a tarmac delay of more than three hours, or if you're traveling with child who need to be sat near you.

The regulations will also prescribe minimum levels of compensation if flight delays or cancellations or denied boarding happen for reasons within the control of the airline and for lost bags or damaged bags.

Finally, the regulations will require that airlines have terms and conditions for the transportation of musical instruments.

This will be the first time that Canada will have a single set of standard minimum obligations that every airline flying to, from, or within the country must follow. Parliament has given the CTA the job of making these regulations. We're Canada's longest standing independent expert tribunal and regulator. We've been around since 1904 and we take this new responsibility very seriously.

We know that Canadians rely on air travel. We know that they want to have their say on the content of the new regulations and we know they want to see those regulations enforced without unnecessary delay. We're seeking Canadian's input from coast to coast to coast. That's why we're here today and have held similar consultation sessions in Toronto, Vancouver, Calgary, and Yellowknife and will be continuing from Winnipeg to Montreal, Halifax, and Ottawa.

It's why we've also scheduled a calling session on July 5th for people who want to offer their views verbally but aren't able to attend one of the public sessions. It's why we're conducting airport surveys across the country and meeting with key stakeholders, including consumer rights groups, industry representatives, and it's why we've set up a consultation website, [AirPassengerProtection.ca](http://AirPassengerProtection.ca) that includes a consultation paper, a plain language questionnaire, and a link for sending in written submissions.

We've already had more than 10,000 people, in fact I think we're now close to 13000 people, have to update my speaking notes here, visit the consultation website, [AirPassengerProtection.ca](http://AirPassengerProtection.ca) and over 2000, close to 2500 have completed questionnaires and surveys.

This all since the three month consultation process was launched on May the 28th. Liz and I and the whole CTA team are very encouraged by this high level of engagement and we

look forward to hearing from those who have come to meet with us directly today.

Once the consultation process concludes in late August, we'll consider all the feedback we've received and make the regulations which will then require the approval of both the CTA and the federal cabinet.

Now, just before we begin, a couple of comments on process. The vice chair and I are here mainly to listen to your views and advice. Each participant has up to fifteen minutes to make their presentation, after which Liz and I may pose some questions. For those of you who have registered to come as observers, should you wish to make a presentation or simply to ask a question or to pose a comment from the floor, time permitting, we would welcome your participation as well.

You're free, of course, to offer any information and suggestions you would wish, but we would make two requests. The first is to keep in mind that the CTA can only make regulations within the parameters established by parliament. Now, we've been given the authority to make regulations on a lot of topics, but there may be issues you'd like to see dealt with where we have not been given that power.

Second, we would ask that everybody maintain appropriate decorum. We certainly don't want these consultation sessions to be unnecessarily formal, but we do want them to be respectful, so that everybody feels comfortable bringing forward their views and engaging in a meaningful conversation. Finally, I would like to remind the media and others in the room that once I complete these opening remarks, which is in about five seconds, no further recording is permitted. Thank you very much, we will now turn to the first of the presenters.

So according to my list, and I apologize in advance for any mispronunciation of names, please correct us if we mispronounce your names. The first presenter is Maureen McDonald.

Maureen. Unless you prefer to use a handheld mic. As long as you're using a microphone, that's good, but the podium is good.

Maureen:

07:36

You can tell me if you can hear me.

Scott Streiner: 07:38 We can hear you perfectly, Maureen. Thank you for coming.

Maureen: 07:40 Good.

My husband and I took an Air Canada flight January 14th this year. We were going Winnipeg, Toronto, LAX, Melbourne, Australia. There were no weather issues. Our flight was 50 minutes late leaving Toronto. When we arrived at LAX, our pilot taxied back and forth five times. These were long back and fourth, five times, until we finally got to the gate. When we arrived at the gate, there was no one there. Our flight was not listed on the electronic board, our gate number was not listed on our boarding pass. We walked for over 2k, arriving at our departure gate. The plane was still there, but they had sold our seats.

I have had letters going back and forth between customer service, Air Canada, and me and at this point, I have a coupon for \$300 off one of their flights. They had sold our seats at a minimum of \$1500 to go to Melbourne. And that's the end of my presentation.

Scott Streiner: 09:50 Thank you, Maureen. That sounds like one of those travel stories that leaves people feeling very frustrated. You're heading off for a holiday, I assume it was a holiday.

Maureen: 10:02 It was.[crosstalk 00:10:04] For the first week of the Aussie Tennis Open. I missed part of it.

Scott Streiner: 10:13 Yeah. You eventually got out but not on the flight that you were booked on.

Maureen: 10:16 We were then booked 24 hours later. We had to fight for a seat on that. And it was certainly a lesser seat than the one we were supposed to have.

Scott Streiner: 10:30 Right. Maureen, is it okay if we sort of build on your experience or drawing upon your experience, ask you a couple questions about how you think that should have been dealt with, because that will help us in terms of formulating the regulations? So is that okay?

Maureen: 10:45 Yes.

Scott Streiner: 10:48 So my first question is, you say that you didn't get a lot or you didn't get any information when you arrived at LAX around the gate?

Maureen: 10:57 There was nobody there.

Scott Streiner: 10:58 There was no one there.

Maureen: 10:59 Absolutely no one there.

Scott Streiner: 11:00 So one of the things that we've been given the authority to do is to make rules around airline communications with passengers. And in previous sessions of this sort, we've heard from people that they think that it's important that those communication rules not only be general, like tell people what their rights are in general, but that they also be real time, when there are flight disruptions or events.

So what would have helped you? What kind of communication do you think the airline should be obligated to provide in a situation like that?

Maureen: 11:29 In this case, they should have had an Air Canada employee there with a large cart to transport us over 2K to the departure gate.

Scott Streiner: 11:44 Would it have been any assistance to you, because one of the options people have raised are obligations around texts and emails and things like that. Would it have been any help to you if you had gotten off of that flight in LAX if they'd sent you some sort of text on your phone to, for example, tell you where the gate was for the next flight?

Maureen: 12:02 There was no texting or anything done for anybody on that flight.

Scott Streiner: 12:07 Were you the only one that was effected this way or were there a bunch of you that were?

Maureen: 12:10 No, there were others that were all effected.

Scott Streiner: 12:14 Right. And Liz may also have some questions for you, but I just want to ask you one or two more.

You say that you were offered a \$300 coupon by the airline.

Maureen:	12:26	Yes.
Scott Streiner:	12:27	Do you think that that was appropriate compensation for the circumstances? If not, what sort of compensation do you think would be appropriate in a situation like this, assuming that the events were within the control of the airline?
Maureen:	12:41	I had asked for \$1000 cash.
Scott Streiner:	12:47	And do you think... It's a question that we've put in our discussion paper. Do you think that airlines, if they're offering compensation, or if they're obligated by the regulations to provide compensation in a situation like this, you said you asked for cash.
Maureen:	13:01	I did.
Scott Streiner:	13:01	Do you think they should be able to offer compensation, for example in the form of vouchers for future travel like they did to you if the value of the voucher for example is higher than the cash amount? Or do you think it should be limited to cash compensation?
Maureen:	13:15	Cash doesn't have time limits on it. Their coupon has a time limit on it. I do not consider that appropriate.
Scott Streiner:	13:23	So you would just keep it simple and say that there's a minimum level of compensation to be paid in cash?
Maureen:	13:28	Correct.
Scott Streiner:	13:29	Period.
Maureen:	13:30	Yes. Get it over and done with.
Scott Streiner:	13:33	Clear and simple.
		Liz?
Liz Barker:	13:37	Maureen, I'm wondering, have you used cart service before in airports?
Maureen:	13:41	Yes, I have.
Liz Barker:	13:43	And you've preregistered for that service?



Maureen: 13:48 I didn't feel it was necessary for me. I'm quite ambulatory. Old, but ambulatory.

Scott Streiner: 13:55 Just not as young as you were before. Definitely not old.

Maureen: 13:58 But I mean, I can do it. My husband's 84. He can do it. And when we were walking, there were all these large carts sitting there and nobody was manning them and they didn't have a key in it for me to run it.

Scott Streiner: 14:17 Right. Although I get the feeling you would have if there had been a key there.

Maureen: 14:20 I would have.

Scott Streiner: 14:20 I'm fairly confident.

Maureen: 14:21 I would have.

Scott Streiner: 14:22 You would have been in there zipping along.

Maureen: 14:24 But I mean, the waste of all of it. It was bad.

Scott Streiner: 14:31 When you had to overnight it, because you said you got on a flight 24 hours later, were you provided with hotel accommodation, food, refreshments?

Maureen: 14:40 I was. But it took over three hours to get that and it was late at night.

Scott Streiner: 14:51 How did that go? Were you speaking to Air Canada agents in the airport?

Maureen: 14:55 Yes. Yes.

Scott Streiner: 14:57 And it was just a back and forth until you finally got those?

Maureen: 15:00 Until we finally got it, yeah.

Scott Streiner: 15:02 So you know, one of the things we're thinking... Again, I just want to build on the experience. So one of the questions that we're grappling with around communication is how do we make sure the travelers are aware of their rights in a situation like that? Because eventually the regulations will say if there's a flight delay, or a cancellation, or anything like you experienced,

within the control of the airline, then here are the minimum standards of treatment, food, water, accomodation, things like that and where appropriate, here's the minimum compensation.

But it's not just important that we establish a fair set of rights. It's important that people know. Do you have any suggestions for us on how we could make sure that travelers like you are aware in circumstances like this that they've got fundamental entitlements?

Maureen: 15:46 I think intelligent people know where they can find it, so long as it's posted, that's fine. Right now, Air Canada has told me I've got more than I deserve.

Scott Streiner: 16:04 So on your specific case, just for a moment, although we're here to talk about the regulations in general, but even now, before the regulations are enforced, there's something called a tariff, which is where the airlines basic terms and conditions of service are outlines.

Maureen: 16:17 Yes.

Scott Streiner: 16:18 Now each airline as you may know, establishes their own tariff. What's different about these regulations is that they're going to establish a common set of entitlements below which no airline's tariff can drop. But airlines do have tariffs that lay out terms and conditions. So if you haven't had a chance to do so, you should consult the tariff.

Maureen: 16:35 I have.

Scott Streiner: 16:35 You have? Okay, good.

And I will say, just so you know, where a passenger has an air travel experience and issue and they're not happy with any resolution or any conversations they've had with the airline, they can turn to the CTA and we can be of assistance. We can at least try to help out.

So in terms of your specific situation, you can certainly speak to Liz or myself or one of the staff after and we can help connect you with people should you wish, but more generally, I think you've given us... go ahead.

Maureen: 17:02 I just wanted to give you my views on an experience, and thank you for listening to me.

Scott Streiner: 17:08 Thank you, Maureen. Very helpful.

Liz Barker: 17:16 Thank you.

Maureen: 17:18 Parking outside is not issuing tickets. I have to go.

Scott Streiner: 17:20 I'm sorry, we don't regulate tickets. Parking tickets in the city of Winnipeg.

Our next presenter is Jesse. Is Jesse here? Jesse, welcome. Podium or handheld? You're gonna use the podium? Okay.

Welcome, Jesse.

Jesse: 17:59 Thank you. Thanks for organizing the opportunity for me to come and speak with you this afternoon. My name is Jess Turner. I work at the University of Winnipeg as an accessibility advisor. I also sit on the province's accessibility advisory counsel, helping to draft the standards for accessibility for Manitobans act, so I wanted to come and speak with you this afternoon to share my concerns regarding passenger safety from the perspective of disabled passengers.

So like many people in this room, I share a passion for traveling. I've lived overseas, and I've traveled the world extensively. About ten years ago, I started using a wheelchair and have had to limit my air travel to North America since using a wheelchair.

My body can no longer handle long haul flights. The seat are too uncomfortable. The aisle chair isn't user friendly. I can't use the washroom independently once I'm on board.

Since using a wheelchair, I've flown a number of times using both Air Canda and West Jet and every time I've flown, my wheelchair has been damaged. For the most part, the damage has been minimal, maybe a broken arm rest or damage to the joystick, but this past August, my husband and I traveled to Victoria for a friend's wedding.

And on the last leg of our return trip, my wheelchair sustained extensive damage. The chair was completely inoperable. The damage was so severe that the right wheel, the right motor, the

joystick, and all of the electronics had to be replaced and it took nine weeks for my wheelchair to be returned to me.

So that's nine weeks of having to use a backup chair that caused pain and discomfort and wasn't safe for me to transfer in and out of because it wasn't my chair.

Although West Jet did what was necessary to repair my chair, West Jet didn't investigate how the damage occurred. To this day I have no idea how my chair was damaged and therefore, I no longer feel safe flying with any airline.

I have video footage saved to my cellphone of the ground crew struggling to lift my four hundred pound wheelchair onto the conveyor belt. The conveyor belt isn't wide enough or potentially not strong enough to hold my chair so the video shows my chair almost falling off the conveyor belt twice and the baggage handler having to fight to keep it on the conveyor belt.

The vendor responsible for repairing my chair said the damage must have occurred by the chair being dropped from a height and I have no doubt that my chair fell off the conveyor belt when the ground crew was unloading.

So after this particular experience, I'm left with a number of concerns. The first and foremost being why is my wheelchair, which is basically a prosthetic, it's an extension of my body, it's my legs, why is it being treated like baggage? With every other form of transportation, if I take a taxi, if I use public transit, or ride in a coach or a train, I'm able to stay in my wheelchair while traveling. But this isn't the case when I fly.

Secondly, if I'm not able to stay in my wheelchair while flying, why do airlines not have the proper equipment to safely load wheelchairs on and off airplanes? I've yet to travel since this incident because I'm now too afraid to fly. I'm not willing to risk my wheelchair, my legs, being damaged again.

And it's become a great source of anxiety for me. And I think you both know this really isn't an isolated incident. It's a systemic issue. Every person I know who uses a scooter, a manual wheelchair, a motorized wheelchair, have had their mobility equipment damaged by the airlines.

And right now, the airlines are feeling disabled passengers. So with the advent of the transportation modernization act, what is the Canadian Transportation Agency going to do to ensure the safe handling of mobility equipment so disabled passengers feel safe and can enjoy traveling like our able bodied counterparts? Thank you.

Scott Streiner: 23:26

Thank you, Jess. Thank you. That was a very telling presentation. So you finished with a question and I'm happy to respond to that question and then we may have a few for you as well.

Let me start by saying that accessible transportation is one of the CTA's three core mandates and it's one that we take very seriously. We've in fact articulated a vision of making Canada's national transportation system the more accessible in the world. Because we understand that the accessibility of transportation is fundamental to the ability of person's with disabilities to participate equally in society and we think that in a country that is as committed to inclusiveness and equality as Canada, nothing less than making our nation transportation system a world leader in accessibility is acceptable.

So that's our goal. We are in the middle, in addition to the work we're doing on air passenger protection regulations, we've actually advanced fairly far in drafting new accessible transportation regulations. We launched our regulatory modernization initiative back in May 2016 and we made accessibility the first of four phases of that work because we see it as so important. We also have an accessibility advisory committee, much like the one that you sit on, that has provided us with advice on these new regulations and that process is actually well advanced.

And if you're interested, or others in the room are interested, in getting an update on the work that we're doing on accessible transportation regulations, we'd be happy to provide it.

Now let me turn to your specific issue. While we were consulting on the accessible transportation regulations, it became clear to us that the transportation of mobility devices was a particularly challenging issue and one where a simple regulatory fix probably wasn't available.

So what we decided to do was the organize a forum, which took place last June 12th and 13th, so just two or three weeks ago, specifically on the issue of the transportation and storage of mobility devices on aircraft. That was the focus of the forum.

The forum brought together representatives of disability rights organizations, airlines, aircraft manufacturers, mobility device manufacturers, and regulators, as well as IKO and [inaudible 00:25:50] the international air regulator and international air association. And we had a very good day and a half of discussions about how do we start to tackle exactly the issues that you raised.

That's going to be an ongoing dialogue. We've retained a facilitator from the states, one of the global experts in the transportation mobility devices and this is going to be an ongoing dialogue with the aim of coming up with some solutions.

So I guess what I would say is we're on it. We recognize how important the issue is. We know that as mobility devices become larger, more technologically complex, and as you say, more customized so that they're increasingly meeting the needs of the individual traveler, that there's an increased risk of damage and damage creates an increased problem for the traveler, so this is an issue that we have to get on top of and our hope is that by having the people who travel with these devices, those who transport them, and those who make them, sit together around the table, that we can actually come up with some practical solutions that will make sure that the experience you had becomes rarer and rarer until it doesn't happen at all.

So that's my response to your question, and again, just as I'm happy to ensure that you get an update on the work on regulations in general, if you're interested in the work that we've undertaken specifically on the transportation of mobility devices on aircraft, we're happy to have the folks that are leading that initiative be in touch with you.

Jesse: 27:14 Great, thank you.

Scott Streiner: 27:16 So, is it okay, do you have any questions on that before I pose a couple to you?

Jesse: 27:20 No.

Scott Streiner: 27:21 Okay. So Jess, I just want to zero in a bit on that specific question before maybe we expand it a bit into accessibility in general because this work is underway. So one of the things that we heard during the forum, was that mobility devices, because yours is 400 pounds, right? Because they're big and they're heavy, that it's tricky to get them safely into and out of the baggage hold exactly for the reasons you described, right?

I realize that you're not an engineer, neither is Liz or myself, but do you have any suggestions? One of the ideas that came up and I don't know whether it's realistic is that certain parts, like the joystick you referenced, or the battery, certain parts that are particularly vulnerable, maybe they could become detachable and that might lighten the wheelchair a bit or the mobility device and also reduce the risk of damage but I don't know if you have any thoughts.

As you sat there looking out the window of your wheelchair going dang, do you have any thoughts on practical solutions?

Jesse: 28:19 So over the years, I've tried as much as I could to safeguard against damage when I do travel with my wheelchair, I take everything off that I can. I take the footrests off, the cushion off, I take the joystick off if time allows for it, which it often doesn't. I also put a sign on the seat of my chair giving the ground crew specific instructions on how to handle my chair.

So often they will lift it from arm rests, which aren't strong enough. So the sign tells them to lift the chair using the frame to avoid damage and whatnot, and it still doesn't really help often. The baggage handlers will tilt my chair on its side to go up the conveyor belt and they tilt it on the side that the joystick is on, so that causes a lot of damage.

And really, in my experience, the damage occurs when the chair is going up and down the conveyor belt.

Scott Streiner: 29:24 You think that's the most risky part of the journey?

Jesse: 29:26 Yeah, that and the fact that the cargo hold door is not very big, so I've heard them. I've had ground crew tell me that they sort of have to tilt the chair, wiggle it in various ways to get it through the cargo hold door. I think if there was a piece of equipment sort of like a forklift that would lift my chair from the

ground to the door, that might help prevent some of the damage that occurs when the chair is on the conveyor belt.

Scott Streiner: 30:00 Okay. Yeah, there was some discussion about lifting devices at this forum that we held and some discussion about detachable parts of chairs. People were starting to think creatively.

Jesse: 30:10 And it's not just the conveyor belt. I'm concerned about the safety of the ground crew as well who have to lift a 400 chair three feet off the ground.

Scott Streiner: 30:21 Yep. And that was raised by some of the airline representatives at the meeting. But what was interesting, just to share with you a little bit more, was there was no sense at this forum that we held that anybody was on a different page. Everybody wants to find solutions to this. Everybody recognizes this is a problem. It's just figuring out what the solutions are.

If I can ask you one more question, just a little more broad on accessibility. One or two. One is, in addition to the transportation of your wheelchair, is there anything else you want to share with us in terms of your experience as a traveler with a disability sort of along what I'll call the air travel supply chain, right?

So kind of curbside to plane and then back again, is there anything else that you want to draw to our attention in terms of points along that path?

Jesse: 31:05 I haven't had any negative experiences with traveling in general.

Scott Streiner: 31:14 Good.

Jesse: 31:14 Staff have always been very polite and respectful. Yeah, I can't really point to any other barriers for me as a passenger who uses a wheelchair.

Scott Streiner: 31:29 Good, that's good to hear. Okay, I may have one or two more for you, but I want to turn to my colleague, Liz Barker. She may have some for you.

Liz Barker: 31:36 No, I have no questions.

Scott Streiner: 31:38 Okay.



Jesse: 31:38 Could I just make one last statement?

Scott Streiner: 31:39 Of course.

Jesse: 31:40 In an ideal world, if it was ever possible to stay in my wheelchair while on the airplane, that would be the ideal situation because even with my physical limitations, transferring onto the airplane seats is very challenging. The seats aren't comfortable for anyone and they're not supportive for someone who has a physical disability, so it would be great if that solution was potentially to come about in the very far future.

Scott Streiner: 32:23 So it's interesting you say the very far future. There is in fact, we learned as we got ready for this forum that we held on June the 12th and 13th, that there's an initiative exploring exactly that idea underway in the UK and we actually connected with the guy that's leading the initiative.

Jesse: 32:36 I've seen the video.

Scott Streiner: 32:37 You've seen the videos, right. What became clear from those interactions between him and the folks in our center of expertise for accessible transportation, one of the units of the CTA, is that it is a longer term solution. So we proceeded with the forum and we actually said in the opening statement that we were going to continue to monitor his work on this issue, but in the meantime, solutions had to be found, even if that's the longer term solution, and time will tell if it is. But we need solutions in the short to medium term that will minimize the kinds of experiences that you've had.

Okay, Jess, thank you very much for coming today.

Jesse: 33:11 Thanks for your time.

Scott Streiner: 33:17 Okay. Our third presenter is Tom, I'm going to see if I can pronounce your name correctly, [inaudible 00:33:26] I bet I did not pronounce your name correctly. Tom, are you here? It's probably less important if I mispronounced his name if he's not in the room. [inaudible 00:33:36] Okay, so the next speaker was Andrew. Andrew's not here either.

So we have two more people who were registered to participate and to actually make formal presentations who aren't here yet. I think that's probably because we're a little

ahead of schedule. So does anybody who's here, who signed up as an observer, wish to offer any comments or pose any questions? Because if not, I'm going to call... Oh good, hurray. Consumers Association of Canada, correct?

Speaker 5: 34:06

Yeah, but this is just a question of mine.

This is just a question of mine personally. I'm just wondering, from the perspective of engagement, I see that you're approaching consumers from a variety of different perspectives. You've got surveys, you've got these, you've got the online sessions, you've got the online engagement, I'm wondering what happens to this information. Well, I guess that I have two parts of my question. First of all, are you approaching organizations that work with consumers in different ways so that they can fan the message out to their people and then secondly, what happens to the information afterwards and will you be documenting both the information that you've used and that ends up making positive change in what you present, and will you also be documenting comments you've received that could not be used in your view and why?

Scott Streiner: 35:03

Great question. So first question, absolutely. We've reached out. I can't speak specifically, a lot of staff are working on this, but we've reached out I believe to the consumer's association, certainly to the CAA and to others. And we've said "Please let your members know. Please let them share the website address with them, [AirPassengerProtection.ca](http://AirPassengerProtection.ca) and if you've got information circulars that go out, email blasts, we are trying to make sure word reaches Canadians through as many channels as possible." So the simple answer to your first question is yes. We've tried to think of every means of reaching Canadians and to take advantage of them, and if there's any that we haven't taken advantage of, please let us know. We're always open to feedback.

In terms of what we're going to do with the feedback. So first of all, we're going to review it all. So we've put together a team. We've mobilized resources in terms of internally to put together a team to make sure that they go through all of the input that we get, whether it's through these sessions, through questionnaires, surveys, written submissions. And all of that will be considered, digested, and ultimately will inform the decisions that Liz and I make together with our other colleagues, the other members of the CTA on the form of the regulations.

I'll just pause there to explain thirty seconds that there are a number of us, Liz, myself, and three or four others who are called members in law, and we're the decision makers of the CTA. Supported by a lot of staff. So we're the ones who will ultimately make the call on what's gonna be in the regulations, and of course the federal cabinet also has an approval role.

So everything will be considered. In terms of sharing back to the public, we're going to try to produce a what we heard document. A document that will summarize the input we've received. Now, as you can imagine, we've already had 2500 questionnaires and surveys filled in. We're having all of these sessions. Every single comment received is not gonna be in that document or it'll take us the next three years just to kind of write it all up. But the objective will be to provide a summary that captures all of the input and then of course, things like written submissions will ultimately be posted on the website.

So this is transparent at the end of the day. The CTA is a public institution and we will make information available to Canadians on the feedback we've received and what we've done with it. So that's the plan. We're aiming to get that summary document out as early as possible in the fall, once these consultations have concluded. Of course, as we're doing that, we're also going to be actually working on thinking about the input and drafting the regulations.

So I can't give you specific timing but we're making this a priority and we're talking about months. This is not a question of years, it's a question of months. Does that answer the question?

Speaker 5: 37:48 Yes, I think it does for the most part. So I'm glad to hear that there's document and I respect the fact that not every comment perhaps can be recorded. I guess just my one last part of the question, something that I think often people don't think of sometimes in consultation is a whole bunch of people suggested something that we can't do right now. Am I going to put that in the document and say why we can't do it? And from my perspective, that's important. I don't know what you think.

Scott Streiner: 38:17 No, I actually... Just as we sort of have an informal back and forth and others are invited to chime in, so I actually think as much as possible, it's important to tell people that, right? Because it lets people know that you didn't just dismiss some

idea they brought forward. It lets them know that either you couldn't act on it, I don't know.

I'll give you an example. Somebody comes forward and they say "I want you to do something about the quality of the food on planes." We might get that once or twice. We do not have that regulatory authority. So I think it's important for people to know you didn't ignore them, that you heard them, but there was a reason that you couldn't act on their feedback.

Because we've asked Canadians to invest a bit of time and energy in coming to speak with us or in filling in the questionnaires, so I agree with you, and the only constraint is we're going to be working against the clock to try and get this work done as quickly as possible because the other thing we know people want is they want to see these rules enforced sooner rather than later.

But your suggestions are well taken. That is the plan. And we will certainly do the best we can to provide a comprehensive summary, but at the same time one that is actually readable. That's not too long and hits all the main points. Thank you. Others who want to provide, ask questions, provide input as we await our other two presenters? We may be calling an early break today, but we're happy to continue to take questions and comments.

Speaker 6: 39:42 I just wanted to ask you because as a previous presenter mentioned, she travels the world. And I've heard that other countries have this kind of protection too, so is this one here more or less delegated to Canada or no matter what airline you go in the whole world people will be answering for that?

Scott Streiner: 40:02 So the way the law is written, it says all flights to, from, and within Canada. So it doesn't matter if an airline is Canadian or foreign, so these rules will apply if you fly with West Jet or Air Canada to Europe, let's say, or if you fly with Air France or KLM.

But the rules apply to to, from, or within Canada. So if you just took a southern China flight from Guangzhou to Beijing, they're not going to apply there, obviously. Our regulatory authority certainly doesn't apply that far.

One of the questions that we are asking in the consultations is, "Well, what if you have a ticket and you buy your flight let's say

from Winnipeg?" Well, the first presenter, right? Maureen. From Winnipeg to Melbourne. And let's assume that it's purchased with one airline and you may fly that airline the whole way or maybe it's a code share, so maybe it's a mix of Air Canada and other airline but it's all code shared, so it's all sort of coded to Air Canada. So we ask the question, "How far out should these regulations apply? How far out should the regulatory obligations of the airline apply?" In different arrangements. So if it's a code share, or if it's an interline ticket where you bought flights on different airlines but they're not code shared, or if they're different airlines and you bought the tickets separately.

So it's an important question, but they're certainly not going to stop at Canada's border. They're certainly going to apply to any flight that leaves Canada and arrives in Canada, at minimum.

Speaker 6: 41:27 I also wanted to ask you, too, I've heard it on the news a lot that airlines sometimes have malfunctions where maybe their engine fails or something, they get stranded in some country. Now you're delayed, right? And so will this apply to this act too or is that something different all together?

Scott Streiner: 41:44 So that question's got a couple of different parts to it. When it goes, and I'm assuming you mean a flight that's on its way to Canada?

Speaker 6: 41:51 Yeah.

Scott Streiner: 41:52 Right? So you're talking about a Canadian airline or a foreign airline that's supposed to take off, come to Winnipeg, come to Toronto, but it got stuck on the ground somewhere else. So again, the regulations apply to all flights to, from, and within Canada. There's been an interesting question raised in some of the consultations about exactly what you've just raised. Which is, well, what if they're stuck on the ground in another country and it's related to the services not a malfunction but the services provided in other countries.

Let's say there's an air traffic control strike in another country and the plane is stuck on the ground for three or four hours. So you can imagine the Canadian airlines saying, "Well, do these rules apply in these circumstances?" And that's something we're gonna have to think about.

If it's a mechanical malfunction, then in all likelihood, the rules would apply and let me just explain a bit about the background. What the law says is that when it comes to flight delays or cancellations, or denied boarding, there's three categories.

The first category is a reason within the control of the airline. That would be like overbooking. And there the law says CTA, you're going to set out minimum standards of treatment so food, water, accomodation, and compensation.

Category two is there's a delay due to a safety reason or a mechanical malfunction. In category two, we're to set up minimum standards of treatment like food and water, but there's no compensation.

And category three is it's out of the control of the airline, like the volcano in Iceland, and then the airline's obligation is just get you to where you're going eventually. What your describing, a mechanical malfunction, at least in many cases, is going to fall into category two. And I think if there were mechanical malfunction in the aircraft that was due to fly to Canada, that would be in category two and it would be captured by the regulations. Just because it happens in a foreign country it's still something which is within the control of the airline but due to safety reasons. So that I think would in fact be captured.

Now can I pose one back to you? One of the questions that's come up in some of these sessions relates to mechanical malfunction. And people have said, "So how do you define mechanical malfunction? Because if it's a mechanical malfunction, then suddenly an event gets slotted in category two instead of category one and there's no longer compensation due to the passengers.

So people look to us and they said, "Are you going to set up some criteria in the regulations for what counts as a mechanical malfunction?" And being the good consultant regulator that we are, we said we'd like to hear from you on that. So what do you think? Would you suggest that there be any criterion around what counts as a mechanical malfunction? Do you have any thoughts off the top on what those might be?

Speaker 6:

44:36

Well, some airlines run planes for many years and they don't maintain them very well. They're in different countries, right? So if all of a sudden, this plane is aging and it's 75 years old, and

nobody checks it and all of a sudden, it's got a malfunction, then what happens to the safety checks or the maintenance in those countries because I would assume that every country in the world is not as safety conscious as one country or the other.

Maybe Canada's on the forefront of safety, right? I've heard many times that other countries, they just want to get them in the air and forget about maintenance or maybe it costs too much time to be on the ground for all these maintenance checks.

Scott Streiner: 45:25 Yeah, it's an interesting question. Others have raised that idea as well, that you might want to look at maintenance records. We have to be a bit careful, because at least within Canada, safety and maintenance are within the jurisdiction of transport Canada, not the CTA, but it does seem like intuitively kind of a direction you might go.

And my second question for you is if that happens, so you're stuck on the ground for x hours in a foreign country because of a mechanical malfunction and the regulations would set out minimum standards of treatments, so not compensation but other things, what would you want to see? So if you're in a foreign airport and you can't get on your plane because the jet just fell off?

Speaker 6: 46:01 Well, I definitely wouldn't want to be on a plane while they determine how to fix the problem.

Scott Streiner: 46:05 Right.

Speaker 6: 46:05 I would want to be in a hotel and I would want to have food and everything, right? So to me that's decent request.

Scott Streiner: 46:15 On the hotel side, on the accomodation side, would you have a minimum timeline after which they have to provide a hotel or would you just say if it's overnight? How would you, because we have to think about one assumes that an obligation to provide accomodation will kick in at some point. When do you think that point should be?

Speaker 6: 46:33 Well, another point I can make too that if the airline, the plane is broken down, maybe there could be requests like okay, transfer me to another airplane, you guys fix this one, and I'll be on my way. Maybe the airline said "No, no, we gotta fix this

first." Maybe it can only take one day or several hours to fix it. I said, "Well, no, I can't wait several hours, I have to be somewhere at a certain point. So transfer me to another airline and I'll be on my way."

So I know I have to stay in a hotel then or get the next flight out.

- Scott Streiner: 47:07 And would you, again, I'm not trying to get too specific because I know you originally came as an observer, but you're hitting on some of the key points we're raising. Would you have a minimum amount of time? Would you say the airline is within its rights to kind of hold you in the airport for a while and try to fix the plane for x hours but after that, they have to spend the money to fly you with somebody else?
- Speaker 6: 47:25 Well, like I said, if it's just a few hours, three hours, but I don't want to be there eight hours in a broken down plane. It can get stuffy in there and you don't want to be stuck in your seat, can't move around, right?
- Scott Streiner: 47:38 So you say get you off the plane, give you some food and water and at some point put you on another airline if they can't fix the plane and if it's overnight, then give you a hotel room as well?
- Speaker 6: 47:48 Yeah. I think that'd be reasonable.
- Scott Streiner: 47:49 Yeah. Okay.
- Speaker 6: 47:51 Those are my comments.
- Scott Streiner: 47:52 Thank you very much.

Now, has either of our other two presenters arrived? Are Tom or Andrew here? That would be a no, unless they're really shy. Any other comments or questions from the floor?

If not, I think what we'll do is take five or ten minutes. We actually have the phone numbers of everybody who registered, so we'll see if we can track them down and let them know we're a little ahead of schedule and I'll ask anybody who's interested in observing, you might want to hang back because we will reconvene and continue the discussion. So five minutes and there's Starbucks coffee downstairs for anybody who's in the mood for a coffee.



## Séance du soir/Evening session

- Scott Streiner: 00:18 Well at least one and possibly both of our presenters are, I gather, on their way. So what we thought we would do is just zero in on a couple of the questions in our discussion paper which you're all invited to take a copy of if you haven't already. And see if anybody wanted to provide specific input on these. The first one relates to the issue of compensation for denied boarding, where denied boarding is for reason within control of the airline. Let me provide a little bit of context for this and then invite folks to give us their feedback. I'm just wondering ... Okay, we're getting the translation is coming out fairly loud, is that okay?
- We know, even before we launch these consultations, that one of the things that Canadians find most concerning is where an airline overbooks, mainly sells more reserved reservations ... More confirmed reservations than there are seats on the plane counting on a number of no-shows and aiming to fill the plane up as much as possible and then people all show up at the airport. There no no-shows and suddenly folks with confirmed reservations find that they don't have a seat.
- The question we're asking is, if somebody ... If there's a risk that someone's going to be denied boarding, going to be moved to a later flight without their consent for a reason within the control of the airline, such as overbooking. Should the regulation set compensation levels, minimum compensation levels that are particularly high? The idea being that it would then create incentives for the airline to look for volunteers. So that if the airline, for example, overbooked the flight they would try to find out who among those passengers with confirmed reservations would happily move to a later flight for some perhaps more modest compensation? Rather than move somebody without their agreement as a first resort, as opposed to a last resort. Any thoughts on the idea of having elevated levels of compensation for those kinds of circumstances? And if so, what you think would be enough to create the right conditions to search out volunteers? Yep?
- Speaker 2: 02:41 I just actually have a quick question. I won't weight in officially, as you know at C.A.A. we're taking a national approach-
- Scott Streiner: 02:48 No attribution.

Speaker 2: 02:48 Yeah, absolutely but I have a question, if an airline is overbooking in order to ensure that if they have a certain amount of no-show's that they can fill the plane, are they not being paid for the no-show? If I book a flight with Air Canada and I choose to not show up, that's my money lost, no compensation I'm expecting back if I just decide not to show up. So in essence, Air Canada is asking to be paid twice for one seat, is that not an accurate statement?

Scott Streiner: 03:14 So I'm going to answer the question by going back for a moment to the legislation, the legislation gave us the authority to make regulations with respect to air passenger protection, doesn't ban the practice of overbooking. There's no legal prohibition on selling a few more reservations than there are seats on the plane and this is a practice that some airlines use, both in Canada and abroad, counting on no-shows. But we know that it really gets under Canadian's skin if they show up at the airport having paid for a seat on a plane and there's no seat available to them. That's why we thought of the possibility that in that particular circumstance the compensation level instead of being here would be here.

The idea would be that that higher level of compensation would only kick in if somebody was moved against their will, so then hopefully we'd create incentives for the airlines to try to find somebody who's willing to switch. Who is willing to actually go to a later flight maybe for a level of compensation that's a bit lower but at least it's a volunteer and nobody is frustrated the way they are if they are move to a later flight against their will.

Speaker 2: 04:26 So there's no thought of including in the regulation the rule that airlines can't overbook?

Scott Streiner: 04:33 The law as passed allows us to set compensation but it doesn't actually create a legal basis for absolutely banning the practice of overbooking that's why we're looking at the compensation levels as a way of addressing Canadian's concerns in the area.

Speaker 2: 04:46 Okay, [crosstalk 00:04:46].

Scott Streiner: 04:45 Okay, thank you. Any other comments on this question of compensation and overbooking? Or compensation in general for denied boarding?

Speaker 3: 04:56 So in terms of my situation, if somebody said that, "We're looking for people to voluntarily give up their seat," and say they offered me a good dinner, like a really good, nice meal, dinner, save 50 or 70 dollars whatever, I might go for that idea. But when I see people that say, "Oh, I'm going to point to you and you have to get out of your seat without anything." To me they should be asking and saying, "Well, here's what we're going to offer you if you give up your seat," and some people might like the compensation of a meal.

If I'm going to be delayed for five hours, well just go feed me for ... And I'll go somewhere, read a book or whatever and I'm fine. But when they force you to say, "We're just going to pick people around," and point to you and say, "Okay, you have to give up your seat, no questions asked, out you go, this guy's coming in and you're gone."

Scott Streiner: 05:50 I think it's really the forced move to a later flight that really gets under people's skin. Where as if we can say through the regulations, " Well, if you do that, the compensation you're going have to pay airline, is up here, it's fairly substantial." Then hopefully what we have happen is that the airlines say, "Okay, well let's see if there's anybody who for a meal, a nice night in a hotel, whatever for a lower level of compensation but still generous enough, is willing to voluntarily switch to a later flight." And again, our thinking is, if we can create the right incentives so that airlines look for volunteers, then suddenly the frustrations levels around us is going to go way down.

Speaker 3: 06:32 That's my comment.

Scott Streiner: 06:36 Okay, the second issue that we wanted to ask about, I mean again you're welcome to comment if you like or pose questions on any of the issues before us, but it's around the seating of children. So the legislation says, "C.T.A. make regulations to make sure that kids under 14 traveling with parents or guardians are sat in proximity to," I think that's the language in the law, "To their parent's or guardian's." So one of the questions we're asking is how close should that be and should be divided by age? So does that mean that a kid shouldn't always be right next to their parent? Is it only next to their parent up to a certain age? Is it within a row? Is it within a few rows?

If it's a cranky teenager, is it a different plane? Not sure we can force the airline to move the cranky teenager to another flight, but some of use who have had teenagers might favor that as a regulatory obligation. But what should proximity mean? In terms of different ages, how close is close enough? And does it always mean right next to the parent or guardian or does it sometimes mean a little further away? I don't know if anybody has traveled with kids at different ages and has any advice for us on that.

Speaker 4:	07:47	[inaudible 00:07:47] comment-
Scott Streiner:	07:47	Sure.
Speaker 4:	07:49	As an organization but I'm a parent of two young children, age four and age two. You would definitely have to take age into consideration, because knowing my two children up until the age of at least 10, if they were sitting anywhere but directly beside me I guarantee you everybody else on the plane would want to get off.
Scott Streiner:	08:07	More leg room [crosstalk 00:08:08].
Speaker 4:	08:07	We went on a family trip to Mexico when one of my daughters was 10 months old and it was the most stressful situation in my entire life, I would never do it again and I haven't been on a trip since with the children. So yeah it just makes no sense that children can't be home alone, I know you're still in proximity but they can't be home alone until they're at the age of 13 but they could not within your eyesight with strangers all surrounding them. That, as a parent, makes me very scared and makes me very upset, I wouldn't fly on an airline that didn't guarantee my daughter can be right beside me.
Scott Streiner:	08:44	And you accept to age 10, eh? You would say-
Speaker 4:	08:44	Well knowing my children, I mean they would probably like after age 10 to have a little more independence but at least to age 10 I personally as a parent wouldn't feel comfortable.
Scott Streiner:	08:53	Adjacent.
Speaker 4:	08:55	Yeah.

Scott Streiner: 08:56 Yeah, we've heard, it's interesting, we've heard ... People tend to have the same, just sort of sharing, people tend to have the same intuitive cut off points sort of five, 10 and then 10 to 14. But we get slightly different advice on that middle range, everybody seems to agree up to age five, no questions, right next to ya. About 10 to 14 people are willing to be more flexible, but we get a bit of variability in comments around the sort of six to 10 range but we'll see where we land on this. But it seems pretty clear that when the kids are littler, people don't want there to be any exceptions, they feel that the kid should be right next to the parents.

Speaker 4: 09:29 Well, it's not just for the parent's comfort, it's also for the passengers on the plane, it's their comfort too. I think that an airline would be well placed to ensure the satisfaction of the other clients by making sure that the children were well cared for.

Scott Streiner: 09:43 Yes, cranky toddlers are not everybody's favorite thing on a flight. Whether they're their own toddlers or somebody else's.

Speaker 4: 09:49 Yes, I was very unlike don that flight, and I've been on a flight since, business trips and I hear that child crying and I have a very different perspective.

Scott Streiner: 09:56 Right, you're much more tolerant of those parent's, eh?

Speaker 4: 09:56 Thank you.

Scott Streiner: 09:58 You don't think you should have had to pay minimum level of compensation to all of the other ...

Speaker 5: 10:01 I think one of the problems ... One of the problems that comes about is with the pre-purchasing of seats and I know my family have traveled with their young kids, two and four, and they could not book their seats until 24 hours before their flight. And when they tried, the airline wouldn't accept it because they were traveling with children and then when they tried to get on and sit together with the young kids, there was no seats available because they were all pre-booked.

Scott Streiner: 10:41 Right.

Speaker 5: 10:42 Now when they bought the tickets, the airline knew they were traveling with younger children. So basically, they know but

they don't care in that sense. Now the flight attendants have to go around and ask people individually if they would move to accommodate the ids instead of doing something proactively.

- Scott Streiner: 11:03 People who may have paid for that specific seat, right?
- Speaker 5: 11:06 Exactly people ... Now you can ... There's so many ways of getting if you want to pay an extra 50 bucks or whatever, you can pick your seats. I book in advance and that's part of the problem right there.
- Scott Streiner: 11:19 And it's going to be ... This is something we're going to have to think about. The law is pretty clear that we should make regulations around the seating of children proximate or next to their parents. You know, operationally it'll be a ... And it's more of an issue of the airlines to resolve once we made the regulations in for us, but the question is in an era where many people are pre-purchasing their seats and paying money for it, how do those two things get reconciled exactly what you've said? Because the airlines will have some obligations in this area, as a result of the legislation and the regulations and they're going to have to think about how that gets balanced with the model where people are actually paying for specific seats. We're going to have to think that one through, but whatever rules we make, they'll be binding. So the airlines will have to find a way to deal with them. Others?
- Any further questions and comments on any issues related to air passenger protection? Yup?
- Speaker 6: 12:22 I'm just wondering with all the code share that goes on, who's ultimately responsible for, like in the case of the first lady that she said that there was no Air Canada personnel to greet them? If that's the terms I could use. Who's ultimately responsible for code share passengers?
- Scott Streiner: 12:48 That's actually one of the things that we're asking about, so I'd almost ask you if you have any views on this. It's one of the question that we pose in the discussion paper but to give a bit of context, what we're observing at the C. T.A. is that the cooperation arrangements between airlines are now running ... There's all sort of permutations and they kind of run a spectrum. So at one end there were kind of joint ventures where airlines operate in a fairly integrated fashion, then you get code shares where you may be on a Lufthansa plane but you got an

Air Canada flight number for it, for example. So that you've bought your ticket with one airline and all the flights are coded to that airline no matter who's flying them. Then we've got interline travel, where may have ... Well, you don't have code share, but the ticket was still sold as a single journey by one airline.

Then we've got throughout online consolidators, the online travel agencies, situations where you're actually buying tickets on different airlines and to the consumer it may actually look like it's one integrated ticket but it may actually be three tickets with no actual real cooperation among the airlines. It's just a computer program that's put that together for you, so we've got this continuum and one of the questions we're asking is, so when you go along this continuum who should be responsible for what when there are, by definition, several flights in the itinerary? And it's intuitively, just a share of thinking, it seems that, kind of self evident, that the closer the cooperation the more it should be one airline. The airline that sells you the ticket and the more that you get into something which is looser, the more there's questions about that.

But we really are, through the consultation process, seeking input from travelers and from the industry on how we parse out those responsibilities. And the example that the first speaker gave is excellent, you land in an airport ... I don't know if her next flight from LAX to Melbourne was with her kennel but I'm going to assume it wasn't because it was a U.S. originating flight or maybe it was a code share. Who's job was it to wait for them on the ground and make sure they got to their next flight? She thinks it was Air Canada's, and if it was a code share, maybe it was but it's a question we're going to have to grapple with. Hi there, welcome.

Speaker 7:	15:02	I have a speaker.
Scott Streiner:	15:03	Good, but we're just going to finish off on this topic, please have a seat, you're going to be ... We'll call you up in a moment.
Speaker 6:	15:09	Little more on that.
Scott Streiner:	15:10	Sure.
Speaker 6:	15:11	I booked a flight recently with West Jet and I never checked in with West Jet, I never flew on a West Jet aircraft. No issues, but

I was just kind of wondering if an issue had arisen, who again would be responsible?

Scott Streiner: 15:31 Do you got to West Jet? Do you got to ... And I know that there, for example, they're working with Southern China, that's another airline they're working with. So do you got to Southern China? Again I'm going to pose the question to you, as a traveler ... We're thinking about this from a regulatory perspective, what makes sense in terms of regulatory fairness and industry practice, but as a passenger what do you think? If you booked something and it was all coded with W.J., which is why I think you're saying, but you never got on a West Jet plane and something had gone wrong, who do you think should have owned that?

Speaker 6: 16:00 That's the problem, I don't know. I've flown routes through West Jet ... Or never on West Jet, sorry. But with Delta, United, Air Canada and ultimately like I say, I start off with one company and end up with another. So never had issues where ... Except for my luggage and that was a resolved without any problems. Just kind of curious.

Scott Streiner: 16:32 So it's something we're going to have to think about, not we do ... So the C.T.A. is both a regulator, so we're making these regulations and we'll enforce them and we're also a tribunal, we adjudicate cases. Where we get complaints and we can't resolve them through mediation or other informal means and we've adjudicated a number of files including involving code shares. Where we found that the level of cooperation was tight enough that the airline that sold you the ticket, and it had that ticket coded all the way through, owned the issues along the entire journey even if they weren't operating the plane. We do have some decisions that we've issued as an organization in the context of adjudications where we've said that but that's not going to mean that that's going to be determinative for the regulations. We have to hear from industry and then hear from others and then make the decision, but agree, air travel is becoming more and more complex.

We have multiple airlines taking people along their itineraries, we need some clear answers to these questions so that both the airlines and the passengers know who's responsible for which piece. Thanks for that. Okay, we have one of our presenters who's arrived, which of you is presenting? Both of you?



Andrew: 17:40 We're going to both present.

Scott Streiner: 17:41 Okay. So I'll ask you to come up and ... Tom or Andrew?

Andrew: 17:41 Andrew.

Scott Streiner: 17:46 All right, welcome Andrew.

Andrew: 17:50 Do you want us up at the podium?

Scott Streiner: 17:51 Oh, yes, sorry. You didn't hear the opening remarks. Yes, please present at the podium, because we have simultaneous translations we it's good if we can get ... If we can have you speaking into the microphones and there are 10 to 15 to minutes for each presentations. So that'll be your time, and then we may, Liz Barker the vice chair and myself, we may pose some questions following your presentation.

Andrew: 18:13 Okay.

Scott Streiner: 18:13 Okay, thank you.

Andrew: 18:14 Perfect. So I just have a couple of orders of some information about our organization.

Scott Streiner: 18:19 Thank you.

Andrew: 18:20 [inaudible 00:18:20].

Scott Streiner: 18:21 And you're with the Alternate Dispute Resolution ...

Trippett: 18:21 Institute of Manitoba.

Scott Streiner: 18:25 Institute of Manitoba.

Andrew: 18:25 That's right yeah.

Scott Streiner: 18:27 Thank you.

Andrew: 18:29 We're here today to present on behalf of the Alternative Dispute Resolution Institute of Manitoba, ADRIM. We call it ADRIM for short, it's a volunteer driven, non-profit, non-governmental organization which provides the public access to A.D.R.. What we also refer to as Appropriate Dispute Resolution, we try and seek a balance between fair, timely and

affordable outcomes through processes, mainly mediation, facilitation, arbitration. Just to give you a little bit of background about we assist the public, businesses, non-profit communities and government bodies of all levels to understand the value of incorporating A.D.R. processes into their dispute resolution mechanisms. We also act as a regional center of A.D.R. information, education and research.

So that's why we're here today, I'm hearing about your consultations that you're conducting, we wanted to just say a few words about A.D.R.. I understand my colleagues across the country, in B.C. and Ontario and Alberta have also spoken with you so probably most of what we're going to say is not going to be new for you. From what I understand C.T.A. already uses A.D.R. in a number of different ways already, so we're happy to hear that and see that you guys are doing that, we think it's very valuable. But just to ... As you're conducting these consultations something that we wanted to bring to the forefront, so that it is something that you've thought about and considered in this new regulation. So just a quick intro of myself, my name's Andrew [Wichnanka 00:20:03], I am the chair of the Govern Relations Committee for ADRIM and also for ADRIC, our national institute that all of our provincial affiliates are related to. This is [Trippett Patchou 00:20:15], and she's on the executive of ADRIM and is also a mediator with the city of Winnipeg. What we just wanted to basically talk about with respect to our recommendations, we'll just skip over to that since we only have a few minutes. There is two questions primarily in your discussion paper that we thought we would make mention of. The first one was ... Well both are around complain processes and I think that's probably where A.D.R. makes more sense and the one question is what type of guidance would be helpful for passengers on how to make a complaint to the CTA relating to the new Air Passenger Protection regulations?

There was a couple of points there we thought were important and one is that really in providing that guidance, information that's readily available, easy to access, easy to understand is going to be extremely important. Because your travelers are going to be from different backgrounds, use diverse language and have varying social and economic status. So access may be difficult and not common place for them, so we thought that was important to consider that. And to ensure that the processes also take into account maybe some of those different

discrimination, that could be out there just happenstance kind of thing. We also thought that it was important that multiple mediums and multiple intersections this information not just available in one place but in various places throughout their traveling process.

An example might be, that you might mandate that all airline carriers post this information on their website, or that this information is available upon their purchase of their ticket or even while they're in flight. That there's maybe material or commercials on media that they have on these flights that do just reference the C.T.A. and that should they have any concerns there's a place that they can go to talk about that. We want to just touch on something called a Solution Explorer Tool as well, which you may have heard of from the Civil Resolution Tribunal in B.C.. Really it's an online tool that's really used to help people understand how to make a complaint and to be able to sort of follow a pathway online at their own time, at their own sort of convenience to be able to find that ability to make a complaint or find out what the process is.

That said, nothing really replaces having somebody to talk to and we thought that would be important consideration as well as insuring the C.T.A. makes somebody available. Whether it's through a call center 24/7 or just extended hours, so that you can accommodate people from the different ends of the country. That when there is a request or somebody who's really frustrated, we find that being able to talk to somebody and get that information first hand from a human, can sometimes be very helpful for people in just helping them become a little bit deescalated and also understand their situation a bit more. So we thought that's definitely important, we do have a written submission that we will send you, which kind of fills out some of these points a little bit more and adds to them. But just given our time I thought I might just turn it over to Trippett to respond to the second question that we have.

Trippett:

23:49

Okay, thank you. So just for everybody in the room, good afternoon everyone and thank you for taking the time to hear us today. The second question related to the criteria number 17 or your question, section 13 is; should all the new obligations established by the air passenger protection regulations also be enforceable through monetary administrative penalties otherwise known as A.M.P.s? If not please provide a justification.

So one of the things that when we were reviewing what your goals are and your objectives, is to provide consistency of practice, clear messaging and equitable processes in place and this is of course nationally. When you're looking at the word monetary administrative penalties, it's a punitive measure that takes place and that's upon confirmation that a violation has in fact occurred. Assumably of course, the investigation has occurred, questions have been asked to determine that a monetary penalty must occur. The C.T.A. however may want to consider a time frame to allow air carriers to implement any changes as a result of your new standards and obligations coming out of the new air passenger protection regulations.

A recommendation at this point would be that clear communication about the expectations, protocols, provide a period of questions and answers that could benefit both parties so that clear messaging is both delivered and understood. In the interim, wall communication and possibly training that is being delivered to cover all aspects of all your standards, you also may want to consider a grace period to allow for any infractions to be communicated and relayed to the carrier. Of course, corrective measures would still take place, that is something that you already do, so you're going to correct the actions or the infractions that have accord. However, the punitive measures would no, because you're falling under, of course, the grace period that you're allotting. And again, this is just really for your consideration to consider a time of adjustment and communication to be delivered and consistently ... And of course, we're thinking about the vast number of staff and personnel that are involved when communicating these types of messages.

So when you're looking at long standard practices, those need to be shared with all staff. If, for example, frontline administrative operational staff, this could be quite time consuming in that process. Some suggestions that we were thinking of, communication can take place, for example, at staff meetings. Communication can take place by mass emails, if you have staff access to intranet, for example, then communications can be popped through the intranet sight. So whatever type of mass communication that needs to be required, and of course providing that time in allotment for questions and answers.

We're looking for sufficient reasonable time to provide for that change and in regards for ADRIM stance in terms for A.M.P.'s,

we are in support of that and ask that you consider the various pathways and toward resolution of those complaints and those disputes prior to enforcing any type of A.M.P.s. Thank you.

Scott Streiner: 26:47

Great

Andrew: 26:48

Great? Do you have any questions for us?

Scott Streiner: 26:51

We do, thank you. That was ... And thank you for the kind of crispness of the presentation, because you're right, we've heard from your colleges in other provinces so it's good not to get too much repetition but then there's folks in the room who are hearing this for the first time. So important for them to get a sense also of various A.D.R. institute's views. Andrew, I've got one or two questions for you and then Trippett, I've got a couple for you as well and Liz may as well.

So guidance for passengers, you started to give us some kind of concrete sense of what you think are the best ways of doing that. I think you talked about but I wrote it down as a quote, "Multiple mediums and intersections." So one of the things we've been thinking about, because the law does give us the ability to kind of regulate around communication of rights and recourse by [inaudible 00:27:38] the passengers, we've been thinking about ... So when are passengers most receptive to that? What are the points in the journey when people are going to actually take in that information, because we know through our experience now dealing with what used to be around 800 air travel complaints has now jumped to about 6000 as a result of some of our public information efforts.

We know from those complaints, that often times one of the things that people say is at first they just didn't know that they had any rights or who they could turn to and eventually they found out. So any thoughts on when passengers ... What's the most effective timing and mechanism for making sure that passengers get a sense of what their rights and who they can turn to for support?

Andrew: 28:19

Yeah, that's great and I think that's why we made that recommendation because we were thinking the same thing. That when you are looking for that kind of information, when are you actually going to pay attention to it? A lot of the examples we gave, I think were ... Exactly that question we were thinking about, I think definitely at that point of purchase when

somebody is actually making that transaction is an important time for that messaging to be available to them. How that looks? I mean, it could be a pop up, often when we do something it's electronically or online, there is that sort of pop-up that comes up. Often there's a confirmation email you get, where it can be outlined in that as well, often what we find though is it's in the details. Sometimes you don't necessarily pay attention to the fine print, I'm guilty of that too.

Scott Streiner: 29:07 We both click the, "I agree," box without reading everything, right?

Andrew: 29:11 Yeah, exactly, so I think it should be something that is made maybe a bit more clear than that. Maybe there is just a way of highlighting it at that point. But definitely some of the points that we thought about was kind of on purchase of a ticket at the airline itself and during that flight. Because if you've had a situation that's happened just before you got on the plane, it's on your mind and so you might be looking for resources at that point and you may have two hours 10 hours, whatever on this plane. Having that information about what actions might be available to you, would be probably quite helpful. Then something after the flight as well, often people are looking for that information so ...

Scott Streiner: 29:56 Thank you, so given your expertise in conflict management and conflict resolution, we want to make sure that people's basic rights are respected, we also want to make sure that to the greatest extent possible that's achieved efficiently. It's achieved without the need for too much escalation, sometimes that can be unavoidable but mostly we try to avoid escalation that's why, as you noted, we offer informal facilitation mediation services before a complaint ever reaches adjudication. Only about 5% of the air travel complaints that come to us end up in a formal adjudicative process because, like you, we think it's better to resolve things efficiently.

But as experts in conflict resolution, if there's a live event ... So let's now go away from generic information on rights to, "I'm sitting on the plane on the tarmac," or, "I'm in the terminal, it's already been three hours." What kind of information do you think ... What kind, what frequency, what means should be put into the passenger to be conveyed to the passengers both so that they know what their rights are in the circumstances but also so that things are resolved more quickly rather than

dragging on and sort of escalating? Any sense, just imagining those scenarios as to what's the most effective means of getting the information to the traveler? Spontaneously, we won't hold you to it, if you make a written submission then say something else.

- Trippett: 31:20 So on one hand we're looking for staff to also be proactive. So if they recognize that there's been a delay and you're sitting at that moment in time, I would suggest to acknowledge the fact that there has been a delay or that the circumstance is not moving as swiftly or efficiently as would hope. With the airline acknowledging that there's been some type of delay in the process then at least then passengers are comforted knowing that, "Okay, the situation's recognized." We don't escalated it ourselves because clearly they have taken the own-ess upon themselves to be proactive and look into the matter accordingly. If that does not occur, then what Andrew had been speaking to prior and please jump in if you think, is that there is information like on the on-flight, right? There's ... You can add extra information into the back of the seats there, on the entertainment system, anything for them to perhaps complete out whether it's in writing or perhaps if there's an information for them to contact. Because when you're sitting there, you're limited as well, because you're sitting on the plane at that moment in your example.
- Scott Streiner: 32:19 I guess what I hear you saying, not to put words in your mouth, but it's the silence and the lack of information on what's going on is itself an aggravating a factor sometimes.
- Trippett: 32:26 Absolutely, so you want that acknowledgement that we recognize that this is not-
- Scott Streiner: 32:30 Something's going on.
- Trippett: 32:31 Yeah, "This is subpar service on our part and we recognize it and we will do what we can within our due process to rectify this."
- Scott Streiner: 32:39 Go ahead Andrew.
- Andrew: 32:40 Can I just add to that. I think what we're really talking about is that there isn't much of a replacement for good costumer service and I think that's what Trippett is saying. Is that there ... That personal connection, the affirmation of the difficulty somebody's dealing with and their frustration is really going to

help to deescalate or keep somebody on a level playing field. To give you maybe a concrete recommendation, if there's ability for C.T.A. to provide some training or advice to airlines about, you should have a representative or liaison from your airline that is trained in this specific regulation or protections and is able to communicate them both effectively and accurately with respect to what their rights are but also be able to be, for lack of better word, a human to the traveler. In addressing any needs or discomfort they may experience, that ... I don't think anything would beat that.

Scott Streiner: 33:38 Yeah a little hard to regulate sort of human touch, but I hear you. Because we can all think, we can all imagine ourselves in these circumstances. Just a personal observation, as a traveler taking off my C.T.A. chair hat for a moment, I noticed that some airlines have started to set up automatic email or text updates. So if there's a change in gate or there's a delay in departure you get a message. That may go, something like that, might go towards what you're saying. It's not a human touch, but it fills the information void a little bit.

Andrew: 34:08 Absolutely.

Trippett: 34:08 Absolutely.

Scott Streiner: 34:10 Okay, I got one more for you [Trip 00:34:12] and then my colleague, Liz may have some as well. On the A.M.P.s, about one or two ... It's interesting, again I don't want to put words in your mouth, but I hear you saying, "Well, yeah we should have them, we don't oppose them but don't rush to them too quickly," maybe there needs to be a grace period, a transition period once the new regs come into force. You need to make sure people are fully informed, et cetera and then you used the word punitive at the beginning. So I'm hearing between the lines the concern about, and again I don't want to put words in your mouth, but a concern that A.M.P.s, Administrative Monetary Penalties, could be overused. That could be negative if we applied them too quickly, too broadly, too aggressively that could be problematic, so without wanting to attribute to you, correct me if I misunderstand you but ... Am I understanding correctly and why? What is your concern about overuse, over application of A.M.P.s?

Trippett: 35:05 Sure, this is with my labor relations hat on and with my human resources hat on, so I'll open up with that. We're talking about



reasonableness and we're talking about implementing change so when we're talking about implementing change I think it's reasonable to allow sufficient time to allow that type of information to not only delivered but processed and understood. I don't know exactly the whole ... Just how pf regulations are going to changed and updated, so if the change is not-

Scott Streiner: 35:35

Brand new, brand new, brand new regulations.

Trippett: 35:36

Right, okay, so then on that note and knowing that it's brand new, I think it would just be reasonable when you're providing information change. So we don't what impacts that's going to have operationally and administratively, we don't know if it's going to affect paperwork, for example, we don't know if it's going to effect any type of interest system at that are already in place. Again, that allows for time for people not only, again, understand it but now maybe change processes. And a change of processes needs to ... Also, it takes time, right? It was just a suggestion in terms of how to implement change and some of the repercussions that you get is you get confusion, you get people that doesn't understand the process, they'll do it but not with full buy in because you want people to understand not only what it is, but the why's, I think the why's are very important.

Again, with mass communication being able to do that absolutely in for it, once it's implemented and done, delivered and done, the training's been done there's no excuses. You can no longer plead ignorance, for example, now it's just culpable behavior, culpable violation. And once that's been determined, I think you're more in that zone of seeing that reasonably we've provided enough information with ample time and now reasonably we can move on to the next step or we will implement the monetary penalties.

Scott Streiner: 36:49

So you're thinking of a transition period.

Trippett: 36:51

Absolutely.

Scott Streiner: 36:51

During which there would either be no A.M.P.s or they would be administered with a lighter touch as opposed to upon full implementation.

Trippett: 36:59

I am.

Scott Streiner:	37:00	Okay.
Andrew:	37:00	I think it's really important for C.T.A. to be there as an agency that's really supporting both the passenger and the airline in helping them to reduce confusion and inconsistencies. Really, I think the A.M.P.s are more to prevent that sort of taken advantage of, maybe a lesser powerful party. But I think that everyone is going to buy into what it is what you're doing, so long as everything has its sort of reasonable touch, you're not going to create this, "Well C.T.A. is just out to get their airlines or out to get the passenger either or." I think it's will be everyone will buy in and want to do this as opposed to that sort of being forced.
Scott Streiner:	37:39	The objective of course is to create a situation where, as you say, there's a shared understanding of what the basic rights are. For passengers there's more clarity, there's faster resolution, and for airlines there's a level playing field. So that, in fact, at the end of the day everybody wins, so the use of A.M.P.s is not intended, at least from the C.T.A.'s perspective, to be primarily punitive in nature. The idea is create the incentives for compliance for the regulations and the legislation, both to protect the passengers and to make sure that the airlines are competing, as I said, on a level playing field.
Trippett:	38:14	So respectfully, it does have the word penalty in it, so then it would be seen and perceived possibly as punitive, as a punitive measure, as opposed to corrective action. I just wanted to bring that clear distinct when you're using the terminology.
Scott Streiner:	38:29	And there's an element of it which is penalizing but as you say, the objective here is not to penalize for penalizing sake, but to penalize for the sake of creating compliance and consistency across the board.
Trippett:	38:43	And that's an excellent point, because working with the city of Winnipeg ... So what we will take into consideration when there's been a violation of a standard protocol policy practice legislation, for example, we will look both at the reprimand side of it, punitive side but we'll also look at corrective action. Sometimes it's a blend of both, depending on what the violation is.
Scott Streiner:	39:01	Penalizes, But at the end of the day what we're trying to accomplish is compliance.

Trippett:	39:04	Absolutely.
Scott Streiner:	39:05	Thank you. Liz, questions?
Liz Barker:	39:07	I have a question. Andrew you were referring earlier to the C.T.A. making someone available sort of at all hours, and it wasn't clear to me whether that was to provide information about dispute resolution process or to actually conduct dispute resolution.
Andrew:	39:24	I think it was more about information. I think that if it's possible to provide that avenue to deal with dispute resolution right at the front end as well, then that would be an excellent service. Though, just from my experience, it usually tends to be a bit more involved so it might not necessarily be possible but if that is a possibility then that'd be great too.
Liz Barker:	39:46	So that would be information about both rights and processes.
Andrew:	39:51	Absolutely, yup.
Liz Barker:	39:51	Okay, perfect.
Scott Streiner:	39:51	Anything else, Liz?
Liz Barker:	39:51	No that's it.
Scott Streiner:	39:55	Okay, thank you very much for your presentation.
Andrew:	39:57	Great, thank you.
Scott Streiner:	40:01	Okay, folks we'll open it up one more time. Does anybody have any final questions or comments they want to offer before we call it a wrap this afternoon? Yes? John will grab the mic. John will turn on the mic
Speaker 11:	40:25	Thank you, I just wanted to go back to the topic about seating kids with their parents. So I don't have any kids, currently, but I would feel very uncomfortable if I were seated next to somebody else child on a plane. It hasn't happened yet, but I feel like I would feel responsible for that child, and if it were my niece or nephew fine and getting seated next to somebody that they don't know. I would be concerned about that person, perhaps they would have a ... You don't know what their background is, they could have a criminal record or something

like that and that would make me uncomfortable in both those positions.

So I feel like it's important that if you purchase a ticket as a family that you are seated with your family and I think that airlines have a responsibility to facilitate that for any passengers. It's part of the service of flying and I don't know, you did bring up that case of do they reconcile that with selling seats, it's a puzzle but I guess they would have to figure it out.

- Scott Streiner: 41:31 And you would just go for, if I'm here, you would just go for the firmer end of the spectrum on that. Just seat the families together, period, figure it out.
- Speaker 11: 41:37 Well, I mean what's to stop them from creating a family section on a plane right? They sell economy, they sell plus seating, they sell first class, why not have a family section? Set aside-
- Scott Streiner: 41:49 Find some other mechanism.
- Speaker 11: 41:50 Exactly, but it's a little ridiculous. If I book a ticket with my family or my niece and nephew or my husband, that we would never be seated together unless we purchased those seats together. They could just separate us at the gate and say, "Well, you're 15 rows away from each other."
- Scott Streiner: 42:08 And we do have the ... Parliament has given us the ability to regulate around seating and proximity too, we're going to have to kind of put detail around that and exactly what that means. But I hear you, you're saying, firmer, not too loosey-goosey on that one. To use the technical legal phrase. Thank you.
- Speaker 11: 42:26 I just have one question.
- Scott Streiner: 42:27 Sure.
- Speaker 11: 42:28 This might be common knowledge, and it's just nothing I've heard of before but once the regulations are in place and it's being communicated to Canadian travelers by the airlines or whatnot, what is C.T.A.'s role in regulating? I ask because I was chatting with my colleague, Gloria [Desourcey 00:42:48] from Consumers Association and we've done many consultations with the consumers protection here in Manitoba and regulations are written about. say, for example, regulating car mechanic shops. Back then it was a big source of contention for

both of us, how is this going to be enforced? And it was report driven, which is quite disappointing because we know there's lots of people making mistakes and not following the rules out there, not giving consumers a fair shake but unless people are calling and reporting it, it never gets found out. I know that that's going to always be an ailment of it, but is there anything proactive C.T.A. is going to be doing I enforcing and checking up and monitoring the progress of airlines?

Scott Streiner:

43:30

It's a great question. I'll start with a statement of principal, which is kind of to agree with you, that we need to aspire to have broad compliance with the regulations. The regulations clearly aren't going to be as meaningful for travelers or for airlines in terms of creating level playing field. If there's not a effective compliance program in place to make sure A, as you say that airlines and passengers are aware the rules are in place and that the airlines are following them. So we think this is important as well, overall our role will be two-fold. On the one hand, as we do today, we will receive complaints from travelers who allege that and airline is not complying with the regulations and as we do today, we'll start by seeing if we can facilitate or mediate a resolution something informal. But if not then we'll be able to adjudicate them, we'll be able to issue binding decisions and say, "Yay or nay, the airline has or has not complied with the regulations and if not order corrective actions." That's the dispute resolution side.

The other side is a compliance program that will put into place ... We already have some compliance resources but we're boosting that program now, partly in anticipation of these regulations. The compliance program, and if you're interested, you can go on to our website, we've got some information on what we're doing too overhaul the compliance program but it's got several parts to it. One of them is to look at any trends that we're seeing, trends in the complaints, trends in the data and say, "Where do we think we may have an issue?" So we're putting into place a kind of risk base compliance program, so that we can start to go out and focus whether ultimately finite compliance resources in the areas where we think the risk on non-compliance is higher and, or the impact of non-compliance is higher.

We're in the middle of developing that program now, not to embarrass anyone but we actually have in the room with us a former designated enforcement officer of the C.T.A. who retired

a few years ago. So we will be trying to give our current enforcement officers a toolkit of information so that they can go out, undertake proactive inspections and encourage compliance. We have an existing program but recognizing how important it is to get it right in the context of these new regulations and the new accessibility regulation we talked about earlier. We're in the middle of overhauling that program and putting some more resources into it.

Speaker 11: 45:47

Sounds good.

Scott Streiner: 45:48

Thank you. Okay, folks, final questions or comments? If not, I want to thank you all very much for coming out and participating in this session. I'll remind you one more time and it's right there, [airtravelereprotection.ca](http://airtravelereprotection.ca) if you'd like to provide input or if you anybody else that would like to. And again, the call-in session where we'll take verbal input from folks that may have family or friends who may have had an interest in these issues but weren't able to come out today, will be held on July 5th and we just ask that people pre-register for that. So thank you very much for coming out and sharing your views with us. Have a great day.