

Consultation on Air Passenger Protection Regulations- Canadian Transportation Agency
Presenter: Colin Campbell
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1. Airline's Obligation to Communicate Clearly

- At ticket purchase clear communication of what your entitled to if the flight is delayed, cancelled, you are bumped, lost or damaged baggage
- Explain that there are different rules dependent on the destinations/direction/place of departure of travel i.e.) Europe and the US have different compensation and entitlement rules.

2. Flight Delay, Cancellation or Denial of Boarding

- In the legislation there should be a fourth category in flight disruptions:
 - A safety concern caused by the airlines (so within the airlines control)
- Give examples of Delta, United, porter, American Airlines cancelling flights to Halifax due to not having the right equipment on the plane to land in fog and rain.
- Not having the right tools, personnel or replacement parts to fix an aircraft is also be in this new category or be more clear for the first category (within the airlines control)
 - Although a tire might burst upon landing which was not in the airline's control, what is in the airlines control is having the right tools, personnel and equipment to replace the blown tire at that destination. Any excessive delay compensation should kick in
- In this new category passengers should be compensated
- Also the grey area that a plane reaches its destination but cannot land due to weather conditions or other concerns and have to fly to another airport.

2.2. Denied Boarding

- Other forms of compensation should be allowed
 - The other forms of compensation should have a two-year time frame; for instance, if a passenger is given a travel voucher it should have an expiry date of two from the date issued
 - This would go inline with EU rules that allows a person two years to make a claim against an airline, also one year is a short period of time to expect someone to re-book another travel if they do not travel often.
- unaccompanied minors and/or families travelling with children should be exempt from involuntarily denied boarding
- International connecting passengers should also be exempt from involuntarily denied boarding

3. Tarmac Delay

- starting point for calculating a tarmac delay starts when the boarding door is closed
- An update on a tarmac delay should begin even before boarding the aircraft; most airports and airlines are aware of current tarmac delays. Passengers should be informed about this before entering the aircraft to make appropriate arrangements
- Every 30 minutes an update should be given; and after the first update passengers should be allowed to use their cell phones.
- Proper heating/cooling and ventilation should happen after about hour or at any time a critical temperature is reached, for example 25 degrees Celsius for cooling & 7 degrees Celsius for heating
- minimum standard of treatment/airline obligations for passengers should happen between 2-3 hours depending on the length of the flight:
 - Water during the tarmac delay (at the 2-hour delay mark)
 - Food should be given to all passengers whether in-flight after the tarmac (at least 2-3 hours delay) or during the tarmac delay that food can be safely served as the tarmac delay is to continue for a longer period of time. Food voucher option for those that have a tarmac delay after landing
 - Functioning lavatories at the discretion of the crew before 2-hour delay mark. But at the 2-hour delay mark allowed to use lavatories
- imposing these minimum standard of treatment/airline obligations I believe can lower passenger frustration and possible security concerns