

Submitted to the Canadian Transportation Agency (Form submission)

Subject: Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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I have only a few comments:

1. Give airlines the responsibility for determining why a flight is cancelled or delayed. Don't put this on the consumer. The problem is then what constitutes a reasonable reason for inconvenience to the consumer. A key factor in judging whether they are honestly delivering on this needs to be laid at the door of the federal minister.
2. There should be no question of refunding a consumer for a flight cancelled irrespective of cause. No more credit notes.
3. Introduce a penal fining process for airlines which are shown to be not fulfilling their mandate. Penal means significant to their bottom line not a slap on the wrist. The fine should be apportioned to the consumer but the majority to be held in trust by the federal government.
4. Operational issues such as staff shortages are not an excuse for lack of service. This is a management function. Repeated issues of this type should result in the dismissal of the COO and in some circumstances the CEO as well.