

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Kirk Beler

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There has to be more active enforcement and stiff penalties for airlines who do not voluntarily comply. For example I recently received several emails from Lynx Air about delayed flights. There was no information as to what caused the delay. Airlines are supposed to be transparent. When I asked the airline representative they at first claimed they did not have to tell me the cause. When I referenced the APPR he said he did not know what that was. When I pulled up the APPR website and showed it he went to speak to someone else. He came back and said call customer service. I was on hold for hours and never got through. The APPR, even though much weaker than what is in place in other countries, means nothing without enforcement.

How are passengers to know if they are entitled to compensation if they do not know the reason a plane is delayed? Was it weather or was it that no crew showed up.

Airlines are relying on the fact that there is no real oversight or sanction for them being less than transparent. The same reason they overbook flights, they are betting on average that they get away with it.

To have regulations is fine and dandy, but they need teeth to make airlines comply. There should be significant penalties for noncompliance such that it is cheaper for airlines to comply than to take the calculated risk that the cost of noncompliance is less than the cost of compliance.

The updates to the APPR fall far short.

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