

## Submitted to the Canadian Transportation Agency (Form submission)

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

**Name:** Robert Brennert

**Date:** 2023-07-12

My comment relates to lost and misplaced luggage. Time and time again we hear stories about lost luggage about which the carriers show no concern or make no effort to correct, even if the owner of the luggage can pinpoint the location of the lost luggage via trackers, think Apple AirTags.

Carriers must be held accountable for their lack of interest and concern. Generally, for carriers it's less expensive to claim the luggage is lost, over making the effort to return it. This has to change. I would like to see a financial penalty paid by carriers to passengers if lost luggage is not returned after 48 hours of landing. A fine of \$200 (payable to the passengers) commences after 48 hours, compounds daily, and after 21 days, a maximum of \$5000 or more is levied. Honestly I don't want financial compensation, I want my luggage back. Hopefully increasing fines will drawn carriers greater sensitivity to the travelling public and their concerns.

Thank you your time,

Bob Brennert