

Submitted to the Canadian Transportation Agency (Form submission)

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

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Date: 2023-07-20

I chose to retire from the Canadian airline industry after 25 years of service (1996-2021). I left with a heavy heart, as I am deeply committed to customer service and am saddened by current state of air travel arriving, within, and departing Canada, particularly with Canadian flag air carriers.

Thank you for the opportunity share my thoughts and proposed changes to APPR.

Attachment:

Consultation: Proposed changes to clarify, simplify and strengthen the Air Passenger Protection Regulations

I chose to retire from the Canadian airline industry after 25 years of service (1996-2021). I left with a heavy heart, as I am deeply committed to customer service and am saddened by current state of air travel arriving, within, and departing Canada, particularly with Canadian flag air carriers.

Since I retired, I have read more than one passenger review where an airline employee clearly did not refer to their air carrier's respective Tariff (instead, using vague "industry standard" –type remarks) negatively impacting a passenger by delaying their journey and often leaving the passenger paying out of pocket for accommodation and/or new airline ticket.

In my opinion, competition, the introduction of new fare structures at major air carriers to compete with ULCCs¹, uneven regard for an airline's regulated manuals^a, application of IATA⁴ and/or IOSA⁵ Resolutions /Recommended Practices, and most importantly, frequent, undisciplined changes the Contract of Carriage (or "Tariff") are the main culprits in the poor Canadian air carrier travel experience.

Moving forward, I have come to the conclusion each Canadian flag air carrier's ability create, manipulate and often ignore their domestic and non-domestic Tariff obligations are over.

1. ULCC = Ultra-Low Cost Carriers
3. FAA = Federal Aviation Administration
4. IOSA = IATA⁵ Operational Safety Audit
5. IATA = International Air Transport Association

Therefore, I propose the following in three phases:

I. MANDATORY TARIFF FILING WITH THE CANADIAN TRANSPORTATION AGENCY

The CTA:

- Mandates each Canadian flag air carrier to file their current domestic, international, charter and cargo Tariff with the CTA.
- Mandates (and reserves the right to audit) Tariff familiarity training for each airline employee whose duty includes offering a passenger accommodation/compensation and/or denied transport.
- Starting with the domestic Tariff, the CTA can cross-validate passenger and baggage handling policies^b to ensure every Canadian air carrier offers clear, consistent standards, e.g. no jargon or vague language.
- Mandates a "Schedule A" appendix, containing an air carrier's fare and fees.
- Mandates a "Schedule B" appendix, containing an air carrier's irregularity handling for a delayed and cancelled flight (after the passenger check-in window opened):
 - Schedule B (1) Original ticket booked for journey wholly with Canada.
 - Schedule B (2) Original ticket booked for a journey in or out of Canada.
- Mandates a "Schedule C" appendix, containing an air carrier's delayed and damaged checked and unchecked (tagged carry-on baggage) baggage policies.
 - Schedule C (1) Original ticket booked for journey wholly with Canada.
 - Schedule C (2) Original ticket booked for a journey in or out of Canada.

Note

- a. Each Canadian flag air carrier develops a highly controlled/auditable Company Operating Manual (COM) reviewed by Transport Canada and from that, other regulated manuals (Flight Attendant Manual "FAM", Flight Operations Manual "FOM") and other department policies are developed.
- b. Each airline passenger has a right to consistent passenger handling policies with respect to a person with a disability, a non-medical passenger (e.g. unaccompanied minor, prisoner travelling with an escort officer, passenger with a firearm) and so many more on any Canadian flag air carrier they choose.

II. HARMONIZED TARIFFS

The CTA:

- Mandates each Canadian flag air carrier to appoint an airline representative to consult in the development of the common-use Tariff ultimately adopted by each Canadian flag passenger air carrier.
- Oversees the establishment of a “Canadian Air Carrier Domestic Common-Use Tariff”, versus referring a “Domestic Tariff”.
 - Each air carrier can maintain their own Schedule A as a competitive scheme.
- Oversees the establishment of a “Canadian Air Carrier International Common-Use Tariff”.
 - Each air carrier can maintain their own Schedule A as a competitive scheme.

III. HARMONIZED SCHEDULE B AND C

I know of at least one air carrier appoints a non-operations department authorized to override an operations determination to delay or cancel a flight usually in favour of the airline. Usually the passenger follows an “Eat and sleep now/refund later” guidance (they submit receipts only to be told by this team the flight irregularity is not compensable). Furthermore, there is no air carrier competitive advantage for each air carrier to have unique terms and conditions for resolving unchecked and checked baggage irregularities.

Therefore, I propose all Canadian flag air carriers align their irregular passenger and baggage definitions and policies.

The CTA:

- Mandates each Canadian flag air carrier to appoint an airline representative to consult in the development of the common-use *Schedule B - Irregular Operations Passenger Policies*.
 - Schedule B (1) Original ticket booked for journey wholly within Canada.
 - Schedule B (2) Original ticket booked for a journey in or out of Canada.
- Mandates each Canadian flag air carrier to appoint an airline representative to consult in the development of the common-use *Schedule C – Irregular Checked and Unchecked Baggage Handling Policies*.
 - Schedule C (1) Original ticket booked for journey wholly within Canada.
 - Schedule C (2) Original ticket booked for a journey in or out of Canada.
- Oversees the subsequent adoption of the common-use schedules into each airline’s standards and procedures.
- Refers to the schedules when reviewing passenger complaints.