Submitted to the Canadian Transportation Agency (Form submission)

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

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For a span of seven years, I was an airport trainer, airline station supervisor and team leader before moving to an airline's head office. I have witnessed how technology has improved the travel experience when the operation is smooth. However it can fall short when travel does not the flight does not operate as planned, especially when a flight is cancelled.

I attached a proposed requirement for each Canadian airline to publish flight cancellation details to promote transparency and reduce the risk of evolving reasons for a flight cancellation.

Thank you for the opportunity to participate in strengthening the Air Passenger Protection Regulations.

Attachment:

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By link access on their respective home page, I propose CTA require each Canadian airline publish every cancelled flight by:

- **Date:** "2023 Aug 04"
- **Flight Date** (if different than cancellation date): (See below*)
- **Operating Flight Number**: (not codeshare) "**679"
- **Scheduled Departure Time:** "0700 hrs"
- **Flight Cancellation Time:** "1137 hrs"
- **Aircraft Type:** "B737-8"
- **Aircraft Registration:** "C-CFUN"
- **Departure Airport:** "YEG"

- **Arrival Airport:** "YQR"
- **Specific reason for cancellation:** e.g. "Unscheduled Aircraft Maintenance", "Legal Crew Rest", "Weather"
    - Note: jargon "Controllable" or vague comments "Operational Purposes" are inappropriate in this published link.
- **Number of Passengers Affected:** "116"
- **If the Affected Passengers can expect Food, Hotel or Ground Transportation Accommodation**: "Yes" or "No"
- **Status of Passenger Rebooking:** "Not Started", "In Process", "Complete", "Closed"

* Identify any flight cancelled before departure time in anticipation of a meteorological event, e.g. flight cancelled two days before departure in anticipation of a snowstorm.

The data deletes after 90 days to capture flight routing, aircraft registration, or weather seasonal trends.

I believe it is important information is publically available within 24 hours of the cancellation to:

- Immediately identify the primary reason for the flight cancellation
- Ensure every airline employee responsible for accommodation and/or compensation (e.g. refund a passenger for a rebooking that exceeds compostable timeframes) has the same official reason for cancellation
- Offer the Canadian Transportation Agency at-a-glance access to flight cancellation detail
- Promote transparency between the travelling public and the airline
- Provide clarity to passengers whether the flight cancellation warrants accommodation to reduce unnecessary phone traffic times to the contact centre and airport
- Provide clarity in the rebooking status to ease stress on passengers waiting on electronic rebooking details. If the status is "Closed" and the passenger is not rebooked, they have a legitimate reason to contact the airline.