

Submitted to the Canadian Transportation Agency (Form submission)

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

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1. Air Canada has found a loop hole where they now claim that almost every delay past 3hrs is safety related and is outside of Air Canada's control. Every time this has occurred it has never been a safety related issue that was outside of Air Canada's control. Clearer language should be written around the issue of random breakdowns and its relation to maintenance.

Random breakdowns would be reduced if Airlines properly maintained their aircraft and if aircraft were properly serviced.

2. Airlines should be required to respond and issue monetary compensation during the delay and not two weeks after the complaint of the delay is filed.

3. Language should be included to reference how an Airline's delayed by overbooking, or through their baggage policies, are to be included in the monetary compensation awards. Passengers bringing on too large or too many carry on's is 100% in the Airlines control. It can be control by having Airlines return to providing 1 free checked bag per passenger and holding the airlines accountable to those checked bags. I have missed connections as a result of late takeoffs because flight attendants are playing Tetris with everyone's carryon and luggage. Resulting in delays that Air Canada would claim to be safety related and outside of their control.

4. Language should be included to have airlines have to prove that the flight was disrupted as a result of safety and it was outside of their control. It should not be the passengers responsibility

