

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Spring Hawes

Date: 2023-07-16

I have reviewed the proposed changes, and while they are important, I am quite surprised that none address service and accessibility for disabled passengers. In light of the recent stories in the media about the shockingly poor service disabled people and particularly wheelchair users experience very regularly, despite the airlines' obligation to provide safe and equitable travel to all Canadians.

Air travel in Canada has become so difficult and dangerous that most disabled people travel by air with great trepidation, and only when necessary - while many others no longer fly at all. This is, of course, in contravention with the Canadian Human Rights Act and the Accessible Canada Act. Activists have been raising this issue in consultations and on social media, and yet it has not been included in this consultation.

You will have access to these stories so I will not repeat them here. However, I will share my own experience **<Removed >**.

I am a traveller. I travel for work and for leisure. I am very afraid to fly again. This limits my ability to attend meetings and conferences, visit friends and family, advocate or lobby in-person, take vacations, and many other things that the vast majority of Canadians simply take for granted. This amplifies existing inequities and further marginalizes disabled people.

Spring Hawes, co-chair Provincial Accessibility Committee BC & Disability Advocate

<Attachment removed for privacy reasons>