

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: 2023-07-14

As a travel agent, and also a consumer, I appreciate the government's attempts to make air travel better for people and to increase accountability to provide quality service. However, to lay the blame solely at the feet of airlines is unrealistic. Airlines cannot control airport staff (other than their own), including baggage handlers and ground crews, or what happens at other airports. Post-pandemic, airlines still suffer from staff shortages and it will be important to remember that staff need to be fully trained--I don't want to fly with an inexperienced pilot just because the airline had to get their staffing numbers up. This legislation WILL lead to an increase in the cost of airfare--it will be inevitable as airlines have to make more payments to consumers. Air travel is no longer "fun"--it is a means to an end to get from A to B. People will need to recognize that and manage their expectations.