

Submitted to the Canadian Transportation Agency (Form submission)

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

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- Compensation should be adjusted for inflation and raised to \$2000.
- Airline must provide meals to passengers if flight is delayed for 2 hours or more.
- If flight is cancelled and moved to a different day airline must pay for passenger's hotel stays even for domestic travels as Canada is a big country and unexpected hotel accommodations in cities like Montreal is very costly for people with low income who may need to travel for personal reasons.
- Airline should automatically compensate passengers if the same flight has been cancelled/rescheduled more than once (e.g. the flight from YUL to YVR has been cancelled and moved to a different day, but then that flight also gets cancelled and rescheduled.).
- Airlines should not be allowed to oversell tickets and must always keep certain number of aircrafts on reserve as backups.
- If airline is uncertain that it can reliably provide service to customers it must offer to refund passengers and advise them to seek alternative travel arrangements by text and email.
- Airline which has 10% or more of its scheduled flights cancelled or delayed should be investigated by the CTA. Airline that cannot offer reliable service due to reasons other than safety or adverse weather conditions and have cancellations or delays at a rate above 5% cannot be allowed to operate as a carrier. Airlines must prove the cancellations are due to legitimate safety reasons and reveal the causes to passengers with full transparency.