

## Submitted to the Canadian Transportation Agency (Form submission)

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

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These changes are absolutely necessary. Airlines are privy to the actual reason for delays, whereas the consumer can only take them at their word. I cannot believe the amount of "maintenance" delays I've encountered in the past few years. Having a flight that wasn't delayed is the exception, when it should be the rule. Without these changes to the APPR, the airlines have no incentive to prevent these delays.

I also don't understand why consumers have the burden of submitting forms for compensation, when that information is readily available for airlines and even airports. Consumers may not know their rights are being infringed upon. The airlines could automatically send out a communication on compensation regarding a delay and inform consumers on how to obtain it (though the compensation could be automatic through the same form of the initial payment). If 48 hours (or some reasonable period of time) has passed without consumers receiving such communication, it would only take one of the many impacted consumers to report the airline for investigation and proper compensation to be enforced. Further, the airline should have to provide additional compensation to all the consumers in such a situation where no communication occurred. Thus incentivizing them to follow the proper procedure. Could even incentivize these reporting scenarios by dividing the additional compensation among the reporters.

Essentially incentivize adequately providing consumers rights.