

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: 2023-07-11

<Removed> Instead of individual passengers having to battle/negotiate with Air Canada I would suggest that Air Canada needs to report to the CTA every time a delay/cancellation occurs and then provide an explanation with detail for whether it was within their control, the burden of proof should be on them. The CTA would investigate each instance AC claimed was out of their control and decide whether to accept or not. I think this approach would better protect traveler rights (AC can't make lowball offers to affected travelers), reduce the amount of complaints handled by the CTA (each flight will have 1 case versus individual cases for each traveler - like a class action), Air Canada will be forced to due their due diligence and prove they are not to blame for each case).