

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: 2023-07-16

1. Increase competition in Canada. Only 2 major airlines (Air Canada & WestJet) and 1 mid-size airline (Porter) with a few discount airlines that are always on the verge of closing (Flair, Lynx etc) means passengers never have enough choice of flights, destinations or fares. This leads to the 2 big airlines being able to bully passengers when it comes to cancelled flights, reimbursement etc.
2. Allow some foreign airlines to operate domestic flights - and/or more international flights to create more competition and choices for passengers. This will help keep air fares competitive and hopefully improve the customer service of the current airlines.
3. Learn from the EU - they have some of the best airline protection for passengers. We need tough regulations to force airlines to compensate passengers when they cancel or delay flights arbitrarily.