

Submitted to the Canadian Transportation Agency (Form submission)

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

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Placing the burden of proof onto the airline is essential.

We were delayed for a flight recently that the flight attendant told us was delayed due to a mechanical issue that she, herself, observed first hand. When we arrived at the airport and realized we missed our connection and couldn't leave until the next morning, the airline denied us compensation for hotels and meals because, as they now claimed, it was a weather-related delay.

So who was right -- the flight attendant that was on board the flight and knew of the mechanical issue or the financially motivated individual sitting in their corporate office?

Regardless, attempting to prove it would be -- and was! -- impossible, despite our insistence and that of our fellow passengers who were equally inconvenienced and told the same reasons.

We all felt as though the airline was not being truthful as a means of avoiding compensation to dozens of passengers. But how do you prove a lie in this situation? We were helpless as passengers but had the airline been required to prove their lie to the CTA, it may have been a different story.

But again, this new proposal may still allow airlines to not be completely truthful with the CTA. Being a flight in the winter, a claim of weather delays might fly with little scrutiny -- it happens often. To avoid this, the CTA must also have an ability to audit these decisions to keep the airlines honest.