

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Sharon Metrow

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As a frequent flyer, I fully support these changes, especially the option of a payment refund by all carriers regardless of size.

Onus should be on the airline to provide proof of delays to passengers due to weather as delays from a previous week should not impact flights the following week especially when the airline travels that route three times a week (SunWing experience).

Communication improvements are needed for flight delays. With the exception of tarmac delays, airlines currently lack adequate communication with passengers in my experiences over the last few years.

Airline customer service needs to be addressed. Being able to reach airline customer service is almost impossible, voice messages and emails go unreturned/unacknowledged. Yet when booking, there are plenty of staff to assist.

Lastly, airlines need more accountability for damaged luggage and lost and/or items they've denied onboard. Example: charger was taken and tagged for pick up upon return from trip however, despite having a "ticket" the airline lost it. **<Removed >** There never seems to be staff upon arrival to address damaged luggage, especially when delayed which results in passengers having to return to the airport another day to try and catch staff.