

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Yoga Naidu

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- 1). The airlines should train their Customer Service Agents(CSA) to provide a service for the benefit of the flying customer within the guidelines set by their respective airline.
- 2). The CSA's should be paid a fair and competitive salary for making decisions on behalf of their company and never have to leave the customer to be doing the legwork.
- 3). If the delay is either mechanical or weather related, the customer should be given alternatives (right at the counter) and not asked to call a 1-800 number.
- 4). Airline agents should never be allowed to disappear upon the arising of an IROP (Irregular Operation), but to face their customers after a short meeting among their staff as to how to handle the problematic situation to the benefit of both the customer and the airline.
- 5). The airline staff should be trained and empowered to handle problematic situations that would best suit their customer and airline guidelines approved and monitored by Canadian Transport Agency.
- 6). The airline should have prescribed contingency plans as far as accommodations, baggage delivery disruptions, delay alternatives, other airline booking abilities for the inconvenienced passengers after all possible solutions for the customer have failed..
- 7). If all proposed solutions have failed, then a full refund should be available to the credit card, used by the customer, within 5 working days.