

Submitted to the Canadian Transportation Agency (Form submission)

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

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Thank you for the opportunity to comment.

I have 2 separate comments, the first addresses one of your points, the second is more nebulous and I hope you will find a way to address it in the new regulations.

1) Section 4 Assistance: "...unless passengers have been advised of the delay at least 12 hours before the departure time." This needs to be broken down by home airport, departure airport and in transit airport.

As proposed I have no objection at home airport.

At departure airport so much depends on how much of a delay. Frequently in my travels I am in an area that is very busy, so there are few to no available accommodations should I suddenly need to spend another night, and while I have the financial means to pay for food and have a travel credit card which has additional services for me, many other passengers do not, and they should not be left to their own devices in a location that they do not know.

For 'in transit', a passenger may have even less choice in not being at the airport and then being stuck without services. Example: Whether on a vacation charter, or air only charter when leaving the vacation destination, telling me that my connecting flight is delayed/canceled does not give me any option not to fly to that airport. **<Removed >**

2) I'm not sure this part fits into a specific area, but I was in a situation where