

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Peg Oneil

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The process should not be based on individual complaints. Make the airport authorities responsible for reporting all flights that are delayed by more than a reasonable amount of time. CTA looks into each of them to determine the cause. If the airline is at fault the CTA orders compensation to be made to every single passenger. The CTA publishes their decisions online to inform the public.

I suggest that the airlines be allowed to compensate in different ways: if the flight was paid with points then the compensation can be made in points. Since every seat might have cost a different amount then compensation can be based on fare paid. A fine might be $.75 \times$ fare or $3 \times$ fare or whatever the CTA regulations determine.

Airlines should be punished for things like staff shortages which are entirely their fault for being cheap more harshly than for the third knock-on flight from a storm. Those guidelines to determine the penalty should be published online too.

Airports should be required to have signage to help passengers get back out from behind security when their flights are canceled after security is closed. Being bumped from a plane is bad enough, wandering lost through Pearson trying to find the Air Canada desk to get hotel and food vouchers makes everything worse.