

## Submitted to the Canadian Transportation Agency (Form submission)

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

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I find all proposed changes to be of good effect and close many loop holes that are currently being used. I would offer that the 'Communications' part is the weakest of these proposed changes. If the airline or its' designate doesn't properly inform the passengers of concerns and their (the passenger's) rights what is the penalty for not doing it? I would offer there should be a substantial financial penalty (\$1000 per person affected on the flight as an example) for failing to do so to ensure the airlines comply with alacrity.

The airlines should get an automated 'CTA Incident Number' that isn't a complaint but to show compliance to the APPR. And if a complaint is made this number can be used as a cross-reference. This can be a basic system that ask a few questions like why it was created (i.e. Compensation (or the Exemption) or Refund & Rebook) Airline & Flight #, Boarding Pass #, & Passenger Surname). If an airline doesn't get this number then they would be deemed as failing to apply APPR and the passenger(s) would get the full compensation to whichever part of the APPR.