Submitted to the Canadian Transportation Agency (Form submission)

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

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1. Currently after a ticket has been issued by the airlines, they go ahead and change the schedule making the travel time increase by 100-300% for the passengers and are expecting customers to take such poor connections (long travel time) or refund. The airlines then refund the original customer and sell the same seats at higher prices to next customer, there by not meeting their obligation and being compensated via higher profits. APPR NEEDS to address this by ensuring compensation is tied to original travel time (if I booked an itinerary for total time of 8 hrs and if the airline then changes flight schedules and the time increases to 18 hrs, then airlines need to compensate the passenger as the passenger is reaching later than originally planned and wasted more time in travel).

2. Airlines are blatantly misusing the "safety clause" not to compensate the passengers for delays/cancellations even if the delay/cancellation was due to crew shortage / aircraft shortage (something clearly in the control of the airline)

3. APPR needs to mandate airlines to clearly specify the reason for delay/cancellation and airlines should be mandated to answer all questions from the customer (it is not the responsibility of the passenger to prove if a delay/cancellation was within or beyond Airline's control)

4. CTA needs to be neutral or supporting the passengers, not be filled with relatives / spouses of the Airline bosses. Anyone who is a close relative of an airline employee shall not be on CTA payrolls due to conflict of interest.

5. CTA needs to compare airline passenger protection rights from EU to ensure Canadian APPR actually protect passenger rights (like EU) and not protect the Airlines (where the relatives of CTA employees work).

6. CTA needs to consider stronger fines to airlines for violating even the current less than adequate APPR.