

Submitted to the Canadian Transportation Agency (Form submission)

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

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There is a growing need to have a regulation in place that restricts the amount of time passengers can be held on a plane on the tarmac. Increasingly, we see reports of people being forced to remain on a plane for three to 12 or more hours. Simply putting a requirement in place to provide water and food is insufficient. Anything beyond two hours should require by law to allow passengers to exit the plane. You need to acknowledge that beyond first class and business class there is no one on that plane that wants to be there one minute longer than necessary.

The payment process should be automatic and not require a passenger to apply for compensation. An auditing unit needs to be in place to monitor all performance aspects of passenger rights compliance.