

Submitted to the Canadian Transportation Agency (Form submission)

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

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The regulations should include incentives for air carriers to settle claims/complaints directly with passengers. As it stands, air carriers have nothing to lose by making passengers file their complaints with the CTA, resulting in backlogs and huge delays in settlement, which in turn will discourage passengers from filing. The regulations could make the compensation larger if it must be resolved with the CTA to encourage the air carriers to settle directly with the passengers. The air carriers would have something to lose then, while passengers lose time, filing with the CTA.

Thank you and appreciate your time.

Jon