

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. Every airline is now saying that issues are not within their control because they subcontract the work. This should be removed, the passenger/customer purchases the fare from the airline and they are accountable for whatever subcontractor is responsible to provide.
2. Why 'Hidden' manufacturing defects - this could be stretching things.
3. Why is there a difference between small airlines and large airlines and what is the definition? **<Removed >** A ticket costs the same for small airlines and large ones.
4. There are no repercussions to the airlines if they don't provide you lodging or food during the delays. It should be mandatory and who is going to police it? There should be compensation if airlines do not provide adequate food and lodging.
5. Who is going to police that the airlines communicate and what is the compensation for not communicating to the customers in a timely manner?
6. I agree.
7. I agree.

Additional to the above statements, the airlines are now compensating less and telling the customers to file a complaint with CTA which pays employees from taxpayer pockets. CTA should have a minimum \$250 charge to the airline for every complaint that is logged. This should limit the airlines trying to weasel out of their commitments and waste customer time.