

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

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

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All the following as suggestions for improvement:

-- The CTA and Canadian government should listen to <https://airpassengerrights.ca/en/> and follow their suggestions. So, for example:

[http://docs.airpassengerrights.ca/Parliament/2023-05-15--Air\\_Passenger\\_Rights--erosion\\_of\\_Canadas\\_air\\_passenger\\_protection\\_regime.pdf](http://docs.airpassengerrights.ca/Parliament/2023-05-15--Air_Passenger_Rights--erosion_of_Canadas_air_passenger_protection_regime.pdf) .

-- The burden of proof should be on the airlines, not the passengers. If you're going to make the compensation process so burdensome and difficult, then provide passengers with layers free of charge (or money to hire them free of charge) so they can actually penetrate the red tape. Additionally, the compensation process should be automatic (like in Europe which is automatic)--passengers shouldn't have to prove anything.

-- Airlines should be required to include a direct telephone number to their complaints and compensation department.

-- Airlines should not have telephone service so bad customers are often stuck on hold for hours.

-- The CTA should fine any airlines the maximum amount of money they are able to every single time they obstruct and do not follow their obligations under the passenger rights scheme.

-- There shouldn't be any mediation for customers to get compensation they are due. Either customers qualify for compensation or they do not. If they do qualify, being forced to mediate just undermines passengers rights. It's a corrupt process.

-- The year(s) long delays for complaints about compensation at CTA are entirely unacceptable.