

Contact Type

Contact Type: **Airline/Industry**

Organization Name: **Air North, Yukon's Airline**

Contact Information

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Comments

Feedback:

While airlines are major players in the aviation ecosystem, we are not the only players. We rely on governments to provide a regulatory regime that ensures safety while taking into account operational efficiency as well as the unique operating environment both in Canada and also within different parts of Canada. We also rely on governments and third parties to provide affordable and efficient access to airports, and security, customs, and navigation services.

The notion of holding airlines accountable to consumers for anything and everything that might go wrong with their air travel seems out of step with norms in the marine and rail sectors and out of step with norms in the medical, legal, and other non-transportation sectors, including government. If the complaint structure was not bad enough, requiring airlines to pay the cost of administering complaint investigations just adds insult to injury.

The effect of all of the air passenger protection initiatives is to effectively create a form of mandatory air travel insurance. While the Government seems to think that this is what consumers want, we do not agree. This would be easy to test by simply making the "air travel insurance" optional. I am confident that, in our own operation, faced with a \$30 per passenger full APPR coverage travel insurance, the majority of our passengers would elect to buy the non-insured cheaper airfare.

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