

RE: Calm Air's response to the Air Travel Complaints fee Proposal

Calm Air International LP would like to thank the Canadian Transportation Agency for their efforts with streamlining the Passenger Complaint Process. While Calm Air has not received a lot of complaints through the CTA Complaint Portal to date, we recognize that larger airlines carrying a higher volume of passengers receive higher volumes of complaints and inquiries. We also agree that each complaint submitted deserves equal investigation and consideration from both the transportation provider and CTA.

Calm Air would like to address our concerns with the fees associated with Passenger Complaints submitted to the CTA by reviewing some of our major challenges and observations.

- Current claims processes are already a great administrative and resource burden to air carriers. Many passengers submit compensation claims for ineligible expenses, which results in a full investigation of the claim / complaint regardless of eligibility. The current Calm Air claims in the CTA queue have already been fully investigated and processed through our claims process and declined due to ineligibility. If Calm Air were to be charged for every ineligible claim that is then escalated through the CTA Complaint Portal, this will result in an even greater resource, administrative and monetary burden.
- Of approximately 790 compensation requests submitted to Calm Air in 2024, 288 were denied due to ineligibility. This is an alarming 36% of claims – where customers are submitting claims for compensation outside of eligibility requirements regardless of communication and guidance on what disruptions are eligible for such claims.
- As a CTA defined small carrier, additional administrative fees associated with CTA complaint processing would create further financial barriers to travelers seeking redress. Adding additional administrative fees to an air carrier would ultimately result in an increase to airline ticket prices in order to recover these additional revenue losses.
- As a small transportation service provider servicing remote northern communities, operating costs are already much higher than operating to major cities in Canada with better infrastructure. Providing transportation for essential services is a necessity to the community members (i.e., medical services), regardless of the passenger's financial means.

Calm Air is dedicated to our customers and the service we provide them. Per CTA regulated protocols, we respond and / or resolve all complaints filed directly with Calm Air within 14 days of receipt. If eligible for compensation, the payment receipt timeline depends on the method of payment chosen by the customer (i.e., travel vouchers can be issued almost immediately, Electronic Fund Transfers take between 2 to 3 weeks and cheque payment takes 4 to 6 weeks). Calm Air customers may submit complaints and / or feedback via email, by phone or in writing.

Calm Air has always worked collaboratively with the CTA and other Regulators to find a balanced approach that protects our passengers' interests while maintaining a fair and accessible complaint process.