

October 9, 2024

Canadian Transportation Agency  
60 Laval Street, Unit 01  
Gatineau, QC J8X 3G9

**Re: Consultation process CTA fee proposal for the cost recovery of air travel complaints**

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Dear CTA,

Once again, the items suggested by the CTA fail to account for the differences between small and large operators. The fixed fee of \$790 exceeds the compensation that small operators are required to pay. The proposed document mentions that part of the 60% recovery cost includes the CTA Employees Benefit plans; why should this be the airline's responsibility? Based on the information provided, it costs the CTA approximately \$1,316 to address each complaint. The CTA should prioritize finding internal efficiencies to manage air travel complaints, rather than increasing costs for air travel in Canada.

Sincerely,



Brad Byrne  
Vice President, Commercial Services  
Brad.byrne@perimeter.ca  
Perimeter Aviation LP