

## Contact Type

Contact Type: **Passenger/Consumer**

## Contact Information

First name: **Andrew**

Last name: **Browne**

## Comments

**Feedback: I am fully in favour of this proposed cost recovery from airlines. The airline industry in Canada has been for far too long cavalier in regard to passenger rights and has been perfectly happy to let tens of thousands of complaints stack up while doing real harm to Canadians every day. This 60% cost recovery is reasonable, appropriate, and in the interest of taxpayers, and more appropriately has the airline industry (who are directly responsible for the vast majority of complaints due to their poor conduct) shouldering this financial burden at least in part. Apart from being the right and responsible thing for taxpayers, this cost recovery may also encourage the airlines to deal fairly with customers in the first place to avoid complaints rather than rely on this system as a dumping ground for the results of their poor service and disregard for passenger rights. My only objection is that the cost recovery from airlines should be 100%, not 60%, and it should be reviewed annually to reflect actual prior year costs, or be indexed to CPI or similar. A phase-in period at 60% cost recovery, ramping up to 100% in two years' time, seems appropriate.**

Upload files

Your submission will be considered a public document and may be posted on the CTA website. Please do not put any personal or confidential information in free-form text boxes or attachments you submit.