

Contact Type

Contact Type: **Passenger/Consumer**

Contact Information

First name: **Christopher**

Last name: **Mariano**

Comments

Feedback: I support the proposed fee structure. By charging airlines these fees for every eligible compliant, this will encourage airlines to operate on schedule. Currently airlines use the excuse of "for safety reasons" to avoid paying any compensation to passengers, but this charge will make them pay regardless of the reason for a delay that is under their control. My hope is that airlines, to avoid passenger complaints and subsequently paying this fee, will ensure their flights leave on-time, are not overbooked, and are not cancelled at the last minute. This will lead to a better flying experience for passengers, and will allow the CTA to be sufficiently funded to continue to support Canadians.

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