

My question is this; why should all fees be directed towards the airline only? If the passenger submits a claim and it is proven to not be in the airlines control, then it should be up to the passenger to pay a fee. It is not fair to place blame solely on the airlines.

The amount charged per claim should be the same as small claims court as it is very much the same process and work for the CTA as it is small claims. The Airline and the passenger are providing evidence, and the CTA is looking at the evidence and making a decision, which is what a judge would do in court, so why is there around a \$650 difference in fees to process compared to small claims court?

Submitting a claim should be the same process as small claims, the person who submits the claim pays a filing fee, if they are successful and win then the opposing party will reimburse them the filing fee and if they are not successful then it is their responsibility.

Passengers need to first submit to the airline so if they feel that they have enough evidence that the airline was at fault then they choose to submit to CTA and paying that fee would not be an issue. Placing some of the responsibility on the passengers would help with the volume of cases that are being submitted to the CTA.

If the proposed fee towards the airlines moves forward it will result in ticket prices going up and possibly smaller airlines no longer operating. The airlines have to recover cost from somewhere which will be the fare prices or possibly an additional service fee add to the already high service fees/taxes. Travelling is already expensive in Canada and moving forward with this will only make it more expensive and possibly less accessible for small regions. Airlines will look at their market and possibly stop flying into the smaller airports to try to minimize the irregular operations to avoid APPR complaints. Having operations in only major airports would make travel a lot more difficult for passengers living in rural communities.