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**CERTIFICATION**

I, Patrice Bellerose, of the city of Gatineau, province of Québec, for the Secretary of the Canadian Transportation Agency, **DO HEREBY CERTIFY** that attached hereto are true and correct copies of the following documents which are in the custody of the Secretary:

Fresh version of March 24, 2020 email exchange

**IN WITNESS THEREOF** I have hereunto set my hand and affixed the Official Seal of the Canadian Transportation Agency at Gatineau, province of Québec, this 1st of February 2022.

A handwritten signature in blue ink, appearing to read "P. Bellerose".

Patrice Bellerose  
for the Secretary



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1.	Fresh version of March 24, 2020 email exchange

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**From:** Scott Streiner  
**Sent:** March 24, 2020 9:15 AM  
**To:** Marcia Jones  
**Cc:** Sébastien Bergeron; Caitlin Hurcomb; Allan Burnside; Valérie Lagacé  
**Subject:** RE: message to carriers - signals check

Hi, Marcia. Good (fast) work. A few tweaks, highlighted below.

We may also need to add something like, "Finally, the timeline for previously-announced special measures – exemptions from certain APPR requirements and a pause to all dispute resolution activities involving air carriers – has been extended from April 30, 2020 to ...", depending on the outcome of the Members call this morning.

Thanks,

S

**From:** Marcia Jones  
**Sent:** Tuesday, March 24, 2020 9:05 AM  
**To:** Scott Streiner  
**Cc:** Sébastien Bergeron ; Caitlin Hurcomb ; Allan Burnside ; Valérie Lagacé  
**Subject:** message to carriers - signals check

Scott, normally I would not ask you to review this type of email, but wanted to be sure you had no issue with the draft message below that I will be sending out this afternoon. Thanks to Cait for preparing this quickly.

The plan is to send it out to carriers en masse, but given the outreach from PIAC/CAA, I could also do a separate send out to each of them.

Thanks  
Marcia

Good afternoon,

I am writing to provide an update on the latest steps the Canadian Transportation Agency has taken related to the COVID-19 pandemic. Today, the CTA issued **decisions**:

- Temporarily exempting all air carriers holding a domestic licence from the requirement in section 64 of the Canada Transportation Act to provide 120 days' notice and engage in consultations before **temporarily** suspending the operation of air services between points in Canada, **while retaining that requirement for any permanent discontinuation of service**. For more information, see **Order X**.
- Temporarily exempting all air carriers from the *Air Passenger Protection Regulations* deadline for responding to passenger claims for compensation, **while requiring that responses be provided within 120 days of the end of the exemption to certain APPR provisions**. For more information, see **Order Y**.

In addition, the CTA has released a statement providing guidance for addressing the mass flight cancellations taking place worldwide. In order to balance passenger **protection** and airline operating

realities in these extraordinary and unprecedented circumstances, the CTA has indicated that, generally speaking, an appropriate approach in the current context could be for airlines to provide affected passengers with vouchers or credits for future travel, as long as these vouchers or credits do not expire in an unreasonably short period of time. Of course, any situation brought forward to the CTA will be evaluated on its own merits. The full statement is available on the CTA's website (insert link).

We will be sure to keep you informed of any further developments. Please don't hesitate to contact me with any questions.

Sincerely,

Marcia Jones  
Dirigeante principale, Stratégies/Chief Strategy Officer  
Office des transports du Canada/Canadian Transportation Agency  
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