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Via E-mail: Secretary@otc.cta.gc.ca Shanda.Frater@otc-cta.gc.ca

The Secretary
Canadian Transportation Agency,
Ottawa, Ontario K1A 0N9

Attention: Shanda Frater, Analyst

Dear Madam Secretary:

**RE: File No. M4120/13-00661
Dr. Gabor Lukacs and British Airways Plc.
British Airways' Answers to Q6 of Dr. Lukacs**

British Airways provided the following answer to Q6:

Q6. For compensation for passengers rerouted to arrive at last destination not more than 4 hours after original STA, cash of GBP 125.00 is the amount. For compensation for passengers rerouted to arrive at last destination more than 4 hours after original STA, cash of GBP 250.00 is the amount.

Using the first example in the Argument of Dr. Lukacs, at the bottom of the page noted DBSI, November 3, 2011, YUL, Dr. Lukacs notes that 15 passengers received GBP 375 each. Exhibit 'B' attached to the submission filed by British Airways did not set out the number of passengers who received the compensation and the average compensation received by each passenger. Attached is the detail of the number of passengers involved in each compensation payment and the average amount each received. Rather than 15 passengers in the example used by Dr. Lukacs, there were in fact 45 passengers who each received GBP 125. Attached hereto is a detailed schedule of payments with the number of passengers receiving each payment and the average compensation paid per passenger.

Of the total of 431 files, all compensation was based on the method of multiplying the amount of either GBP125 per passenger or GBP 250 per passenger (depending on whether the length of the delay was under or over 4 hours) times the number of passengers affected. Only 9 files indicate that more than either GBP 125 or GBP 250 per passenger was paid. Of those 9 files, 7 files were for passengers departing Vancouver and 2 files were for passengers departing Toronto. Amounts over the compensation amounts

of either GBP 125 or GBP 250 would have been in respect of expenses incurred by those passengers due to the delay.

All of which is respectfully submitted.



Carol E. McCall

Solicitor for British Airways Plc

c.c Dr. Gabor Lukacs: email to Lukacs@AirPassengerRights.ca