

# Comments on proposed regulations published in Canada Gazette, Part I, Volume 158, Number 51: Regulations Amending the Air Passenger Protection Regulations

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## General Comment

There should be an increased requirement where airlines provide transparent information to their passengers for such items as delays and cancellations. For instance, three years ago I was booked on an Air Canada flight within Canada. The passengers on the flight were informed that there would be a delay. The delay turned out to be 3 and 1/4 hours. At no time were we informed as to the reason(s) for the delay from Air Canada airport staff, or the flight crew once on board. I subsequently contacted Air Canada THREE times via email over several weeks enquiring as to the reason(s) behind the delay. And three times I received emails back from Air Canada apologizing for the delay but they would not tell me why we were delayed. Knowing that I and my 3 traveling companions were eligible for monetary compensation I initiated an action through CTA. It really wasn't about the money. I was angry and highly suspicious of Air Canada that they were hiding something to avoid compensation. That they were saying it was a "safety" issue rather than an operational issue within their control. I provided CTA with all documentation including emails between Air Canada and myself. Three years later I learned CTA sided with Air Canada as the delay was considered a safety issue. Air Canada provided a very detailed explanation to CTA as to the reason for the delay. It was a broken on board toilet that had to be replaced. That's fine. I accept the decision. But my point is, why did Air Canada not simply tell us at the time the reason for the delay? Or, why did they not tell me what happened when I asked them three times in writing? If Air Canada had been open and up front about the delay to begin with I would not have been forced to go to CTA for answers. This is just one example of a total waste of time for me, Air Canada, and CTA. This whole thing could have been avoided. Airlines should be mandated to tell passengers exactly why there has been a cancellation or delay. I am guessing there would then be far less complaints made to CTA. In my case if I had been told of the reason for my delay I never would have bothered CTA. I think some sort of fee should be charged to an airline when a passenger

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is forced to go to CTA to get answers. That way I would think the airlines would be more open to explaining to passengers why there has been a delay or cancellation. Thank you.

