

Submitted to the Canadian Transportation Agency (Form submission)

Subject: Consultation on proposed changes to strengthen the Air Passenger Protection Regulations

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At this point the airlines can use "safety reasons" as a blanket statement to get around compensation. While I know there are avenues available to challenge the airlines decision to compensate these avenues are too long and labourous on the part of the consumer.

I recommend creating a stronger set of regulations and enforcement to ensure the airlines must first report exactly why a flight is delayed/cancelled and have that information verified either by a 3rd party or the penalty for fraudulent reports must be penalized harsh enough to prevent the airline from continuing to do so.

It is obvious that airlines are cancelling/delaying flights in order to maximize profits rather than deliver upon the service they have sold to their customers.

For example if a customer books a direct flight, an airline should not be able to cancel the flight and move passengers to a different schedule in order to maximize profits.