

Submitted to the Canadian Transportation Agency (Form submission)

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

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It is time that Canadian regulations are rewritten in a manner that gives the Canadian consumer some protection. As they are presently written the flying public has little or no rights. The airlines can basically do what they want as far as delayed flights and lost baggage are concerned. The airlines have an endless list of excuses like equipment problems, crew problems, weather problems, baggage problems. the list goes on. I have flown on many planes out of many airports and have never seen a more poorly run airport than Toronto Pearson airport.