

Submitted to the Canadian Transportation Agency (Form submission)

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

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I would like to see Regulation brought back into the industry regarding the major carriers. When I was employed in the airline industry, Rule 240 was used often when a flight was cancelled, delayed for mechanical, or other reasons. Carriers accepted each others flight coupons. Today no one shares, because airline tickets are long gone, everything is digital. Airlines should have the flexibility to print a sector (flight routing) eg. YVR-YYZ, and hand it over the other carrier (Westjet-AirCanada) or v/v. At full Y fare regardless of the discount. Each carrier would then have to pay the other, and this step would certainly reduce, the delays and cancellations. It hits them in the profit column. Delays of 4 - 8 hours require compensation, cash or cheque only, not airline credit voucher. Under 4 hours, meal vouchers and refreshments. Airlines cannot use the excuse of no staff, this is an issue that is controllable. The only issue not controllable is (strike by Nav Can, and the Weather) Maintenance is controllable, even if the airlines contract it out. Airlines have to stop using the excuse of delays due aircraft availability. Regulation is the only answer, and rule 240 has to be brought back. Airlines never used to charge for baggage either, 2 pcs at 44lbs was the allowable amount. Anything over that was excess. And as for carry on baggage, very strict rules, and aircraft loading back to front by row was the norm, not the 3 ring circus you see today.