

## Submitted to the Canadian Transportation Agency (Form submission)

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

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Every single flight I've taken since January 2022 has some sort of disruption - without one single exception. In six of these cases, the disruptions resulted in delays of longer than nine hours. All of these delays were related to "crew constraints" or "staffing", as identified by the airline at the time the disruption was communicated. **<Removed >**

In five of these six cases, the airline was Air Canada; the sixth was United.

The airlines are free to do this under the current regime quite simply because they know the CTA is not likely to intervene, and they know that the current legislation is toothless, and that they are unlikely to face any consequences for violating it. The current regime allows airlines to exhaust consumers and avoid all accountability.

I am currently in the EU, where consumers are covered by strong protection, and where airlines remain profitable and competitive while complying with that regulation.

It's way past time for Canada to do the same. Close the gaps, and stop catering to the airlines that you are responsible for regulating. If you don't get it right this time, you'll lose the confidence of Canadians forever.