

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 support a change in how the airlines can classify delays or disruptions, and in narrowing and more clearly defining these categories. Airlines have clearly taken advantage of loopholes in the existing guidelines to avoid properly staffing their operations, properly outfitting their fleets, and properly notifying or compensating passengers.

Current compensation levels are inadequate even when an airline does acknowledge its fault in a situation, and they should be required to compensate in cash and not vouchers. **<Removed >**

The lack of competition in Canada has led to a situation where airlines do not feel obligated to improve their operations or provide adequate customer service because they know Canadians lack options. They have also led to a worsening of service across the country, in particular in under-served areas like Atlantic Canada and the North. Allowing increased concentration in the industry through mergers and acquisitions is one way the government has made this issue worse.