

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

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

**Name:** Greg Corbett

**Date:** 2023-07-12

I feel that patient compensation should be a shared responsibility of the entire industry, similar to comments made by the CEO of WestJet. I think if NavCanada had to compensate customers due to understaffing, or the GTAA had to compensate for security or baggage issues, it would make the entire process more efficient. I have experienced hours long lines for security on numerous occasions, and I feel the biggest cause for this is these individuals are private security guards and are paid very little for the amount of stress they endure. The federal government should take air security seriously, like the USA, and have a federal agency that is responsible. This would also create uniform rules for the security process and speed things up. This Federal Government loves band-aid solutions, like penalize the airlines, when what is really needed is stitches to mend a gaping wound.