

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

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

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**Date:** 2023-07-11

Tighten it up so customers do not carry the burden. You have made it so Canada is the laughing stock of the world when it comes to passenger rights. Airlines use any excuse and the burden is put on the consumer.

e.g. we are cancelling a connecting flight 15 hours before the flight is due to a snow storm that has not happened. Oh but its ok that we did not provide you notice and you are expected to deal with it when your arrive from your international flight.

The international flight decides they are coming anyway and land. It is ok that you are stuck in customs from 7 pm to 7 am with no food, water, etc because we hit a snow bank and can't get your luggage off the plane to clear customs.

This is the governments responsibility and fault for the cluster of crap currently happening. You have given airlines, bailout and free passes, yet you do not ensure we have competition to encourage low rates. Oh wait, lets let airlines merge so there is less.

It would be nice if you did your job correctly in the first place.