

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

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

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**<Removed >** My concern is Air Canada using pilot scheduling issues so freely as an acceptable reason for delays. I'm wondering if this falls within the "airlines control but for safety reasons" loophole delay. **<Removed >**, if you haven't got the staff to operate the service, then stop selling tickets as if you do, and putting passengers in a very difficult situation time and time again. Do you know how many people lost thousands of dollars because of constant delays over and over again? People with trips booked, overseas or down south, important business meetings that had a lot riding on it, family events, reunions, weddings, funerals, etc. **<Removed >**

The service providers need to be held accountable, cause if they're not, then you won't see any changes.

And again, the CTA has to do better in addressing these complaints in a more timely matter, 18 months is far too long. But again, this just goes to show how bad traveling by air has gotten to.

Feel free to contact me for further comments.

**<Attachment removed for privacy reasons>**