

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Lorne Goldenberg

Date: 2023-07-11

I would hope that rule changes that will hold the airlines accountable for delays will be strong. The airlines have demonstrated in the past that they do not communicate very well with its customers as it relates to delayed or cancelled flights or lost baggage. Accountability is lacking. There should be no loopholes that the airlines could use such as safety and weather. They have used these as excuses in the past when there has been no issue with either. Additionally, delays caused by a lack of staff for airport traffic controllers should never happen and in this case, when it does the federal government should be providing significant compensation to passengers.