

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 find the APPR is too vague and lenient towards the airline vs having the passenger protected. This has been shown time and time again with the many recent cancellations and delays with Air Canada and Westjet. The APPR needs to be more clear on what is considered "within the airlines control" and what is considered "outside the airlines control" as now it seems the airline can claim certain issues are not within their control but certainly should be within their control. An example of this was the recent potential Westjet pilot strike. They did not end up striking, but Westjet still went ahead and cancelled flights but claimed that was not within their control. They chose to cancel the flights, there was no strike so how is that not within their control?