

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 > There should be something in the regulations for CTA to at least give updates to consumers in a timely manner and not a generic 'please be patient' The rules are laid out for the air lines but there is always a loop hole for them to get away with things. The CTA is practically useless and a waste of money. Look into how many people are waiting in small claims court to take air lines to court over something simple that the CTA should have taken care of. The people have no faith in the CTA at all as they don't hold air lines accountable..... which is their only job! Accountability!