

Submitted to the Canadian Transportation Agency (Form submission)

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

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Hello

I hope that the changes you propose will make it easier for passengers to get the compensation owed to them. Currently my wife and I are having issues with an airline over compensation. They just claimed the flight delay was out of their control but wouldnt give more details. We have been emailing back and forth to resolve it, and now we will be submitting to the CTA because we are unhappy with the outcome. I hope in the future, there will be less ways that airlines can use the excuse that its out of their control. it would be good if there were defined guidelines of when something is out of control and how they have to state it.

Along with what is considered out of control, or safety etc, i wonder how many times it is actually a staffing issue. I have heard stories of how flights have been delayed due to safety because of reasons such as staff being over their hours. This to me is a staffing issue that they should have foreseen and acted accordingly. Not try to say its for safety because of the number of hours. Similar to maintenance, if they didnt have enough maintainers on to get the work done on time, it should not be classified as safety maintenance, but lack of staffing. Too often it seems like most items they try to claim as being out of control are only staffing.

if it is a delay partially due to airlines, and other reasons, they should have to say how much was their fault as it may be enough to cause a missed connection etc.

