

Submitted to the Canadian Transportation Agency (Form submission)

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

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The simplest way of improving the APPR is to copy and paste EU261, which has been considered the gold standard since it was introduced. I don't understand why Canada opted to implement such an impotent set of regulations that had so many loopholes and space for creative interpretation by the airlines that it has caused nothing but grief, stress and frustrations for airline passengers for years now.

When the pandemic ended and air travel returned, airlines were quick to sell tickets knowing full well that they didn't have the staff, cabin crew or planes to meet demand, yet they sold, sold, sold, only to leave passengers severely delayed, stranded or have their flights cancelled. At one point airlines were denying claims for compensation using the excuse of "safety" because they didn't have any cabin crew.

Furthermore, airlines should not be allowed to use "safety" as a reason to deny claims if an aircraft experiences a maintenance issue. Maintaining the airworthiness of an aircraft falls squarely on the shoulders of the airline. Any well run airline will ensure that their aircraft are well maintained and ready to fly, and if they don't and something malfunctions before departure, that it no one else's responsibility but their own. Lastly, there needs to be better communication to customers, which still to this day, is horrendous. **<Removed>**