

## **Submitted to the Canadian Transportation Agency (Form submission)**

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

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**Date:** 2023-08-04

There should be a penalty for poorly managed security or safety in the airlines control. We waited on a flight on the tarmac for 4 hours due to waiting on a pilot coming from another flight to fly our plane. The when the new pilot boarded and began the checklist for taking off he stated that a security check had not been performed prior to all customers boarding and we would need to exit the plane. This was done on purpose to obfuscate the fact that the airline had poorly planned staffing. Instead of taking responsibility the airline hid behind a security loophole. Some type of review process or monetary penalty should be assessed to airlines if they continue to use loopholes to obscure their responsibility and shirk their duty to their customers. I understand that it can be difficult to schedule and that emergencies happen but have a contingency plan for those rather than punishing the customer. Europe has much stricter penalties on that kind of abdication of responsibility by airlines and we should as well here in Canada.