

Submitted to the Canadian Transportation Agency (Form submission)

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

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They ask to speed up efficiency by phoning in, and their response times are terrible for things that can easily be answered by email or online chat. All calls must be answered within 10 minutes ,or a penalty will be considered. If there is a God created incident, that will be the exception . But I work by the hour, so sitting in the phone for 3/4. Hour is costing my employer money