

Submitted to the Canadian Transportation Agency (Form submission)

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

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At the outset of these regulations, the gaps and loopholes were glaring. In my own experience, Air Canada took every effort to obfuscate, ignore, and create excuses in order to avoid their legal obligations.

In my situation, a crew member was absent for a flight from Europe to Canada. Air Canada's excuse for not reimbursing for a 16 hour delay was that this was a safety issue because they could not operate the flight safely with a short crew.

What Air Canada clearly understood, was that the safety issue was merely a result of a situation that was entirely within their control (which is staffing to avoid issues from unexpected absences, agreements with other airlines to obtain temporary staffing etc.).

This issue was not a safety issue, but a staffing and planning issue. I had to file a complaint with the CTA for Air Canada to pay what the law stated it must.

It is not difficult to create clear regulations that protect passengers, include enforcement and penalties for non compliance, and also allows the airlines to conduct business in a fair manner.

CTA understood this the first time, but capitulated to the demands of airlines to water down consumer protections.

The chaos from the last years is a direct result of an agency that prefers half measures.

Do the right thing this time. Put the consumers at a fair, enforceable and rigid footing to address complaints and issues against the low competition Canadian aviation industry.

