

Submitted to the Canadian Transportation Agency (Form submission)

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

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Why can the CTA introduce passenger rights that match passenger rights in Europe? The Canadian airlines have demonstrated total disregard for their passengers and the CTA has been viewed as almost complicit in allowing their conduct to continue. I believe the mandate of the CTA is to address the concerns of passenger rights and so far in the public's eyes have failed to do so.

These new proposed changes are a step in the right direction, but again why were these changes not implemented last year when the CTA made their policy changes then. It would appear that the CTA are not listening to the very group/passengers they are mandated to protect and have been guided by influence from the airlines in their policy changes.