

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

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

**Name:** Carl Valitutti

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Very simply put, when one is able to side step the regulations then there are no regulations to protect consumers. The airlines are Not afraid nor do they fear Government rules or reprisals regarding their behavior. They find it easy to confuse or to lie or to manipulate you. The flying public has no faith whatsoever in your weak regulations either. The proof is the 12 to 18 months that the complainers languish on some list while the airlines simply wait for them to go away all the while in the background the Government is content to congratulate itself on how tough they are.

Its the enfacement that is the key here and it surprises me that you don't see it. Make a rule and then enforce that rule. Its that simple.

This is not simply a theory of mine....its past practice. Before I retired I was the Vice President of the Air Traffic Controllers union. When management did not adhere to the collective agreement the procedure was to file a grievance and then wait for a year before your case was heard. Surely there was a better way? There was....why not simply provide the employer with an incentive to solve this immediately or risk a job action. A job action immediately translates to a monetary loss. I never had a problem solving my issues and I never waited a year. I waited hours or maybe a day. That is why in the Province of Ontario I did not have nor did I require grievances.

This is not only what you have to do but need to do.