

Submitted to the Canadian Transportation Agency (Form submission)

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

Name: Gord Wainwright

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Current legislation is FAR TOO WEAK and must mirror the EU 261 Rules please. It is too simple for an airline to say ITs safety. Like if they forget to book a crew.....there is no one to fly.....so its a SAFETY issue ? and then they tell us to go away. Also, the airlines are really good at HIDING the real reasons and come out with this 'FLUFF' total nonsense excuses that make no sense.....then they WONT give you any evidence i.e. an email OR A text.....to support a claim later on. They say they but they BLINKING DO NOT and skirt the CTA regulations. Basically thumbing their nose at your good selves and also at me the passenger. You'd think they could provide a LOT better service but it isn't happening.

TRY to resolve the 54,000 outstanding complaints quickly - just order the airline to pay up fair & square. THANKS MERCI