

Submitted to the Canadian Transportation Agency (Form submission)

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

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I am very encouraged by your efforts to hold airlines accountable when they fail to provide the service they sold to their customers, leaving passengers expensive plans in tatters. Air Canada runs 90% of pre-pandemic flights but more passengers - obviously they cannot rebook cancelled flight passengers on new flights when there are no free seats available - they need to increase capacity to leave room to rebook when flights are cancelled or missed due to delays. And NOT OVERBOOK. I will pay more if it means my flight will actually take me where it is supposed to on time - I am already paying more for extra nights hotel to leave a buffer for cancelled flights. Also hold accountable Nav Canada, baggage handlers, etc - not just the airlines. Put in a system that airlines/baggage handlers can use to get to a passengers lost bag if the passenger shows them where the bag is on their AirTag tracker. Right now, airlines just shrug and say 'sorry, we can't use that information, you can't have your bag'. Those are our most often used belongings! And, please put in minimum seat pitch requirements for planes - people are crammed in like sardines, knees jammed into the seats in front of them, horribly uncomfortable and irritated, especially on long haul flights. We will pay more for an extra couple of inches, but we can't all afford to pay \$1000 more for an economy premium seat.

Thank you, keep going!