

Submitted by email to the Canadian Transportation Agency

Subject: Airline rule relaxation request

I am writing to dispute the very idea of more relaxation of rules for the airlines. Had they not participated so brazenly in share buy backs over the last ten years, there may be more sympathy. Instead Management lined their own pockets and made no attempt by the airlines to prepare their company for rainy day situations. Poor business practices and greed should not be rewarded with public money or reduced regulation. As we are well aware, the regulations are already extremely loose. Witness these types of loopholes:

If a flight disruption is within the air carrier's control, but required for safety, the carrier does not have to compensate passengers for inconvenience

I've seen this and weather, used so many times by airlines, it's absolutely frightening. It's always amazing to me that Toronto could have only 5% of their flights cancelled - all Air Canada and weather was quoted so no compensation was paid. Interesting the other airlines didn't have the weather problem in Toronto, and all I saw was blue sky. A third world airline, really. Make them come up to the standards of any European airline, as a minimum.

The CTA calls themselves: independent, quasi-judicial tribunal and regulator. Really? Prove it to Canadians.

Yours truly,

Ellen Paczkowski