



Halifax, NS

lukacs@AirPassengerRights.ca

February 20, 2016

VIA EMAIL AND FAX

The Secretary
Canadian Transportation Agency
Ottawa, ON K1A 0N9

Dear Madam Secretary:

**Re: Wrong information on the Agency's website about the rights of air passengers
Follow-up**

On January 31, 2016, I advised the Agency that the Agency's webpage entitled "[Delays, cancellations and schedule changes](#)" contains wrong information about the rights of passengers, and its content is inconsistent with the Agency's own rulings, and I requested that:

- (a) the Agency review and revise the webpage in question so that it reflects the state of the law in Canada and the Agency's own jurisprudence in particular; and
- (b) pending the review of the webpage, the Agency remove it from its website to avoid further confusion and damage to the public.

In spite of my request, the webpage has remained unchanged, and continues to mislead the traveling public about their rights. I am profoundly concerned by this state of affairs, which is inconsistent with the Agency's obligation "to be independent and impartial" (Direction of Mr. Justice Stratas, dated February 16, 2016, FCA File No.: A-39-16).

I therefore reiterate my respectful request that the Agency remedy the situation.

Sincerely yours,

Dr. Gábor Lukács