

LETTER TO THE MINISTER

January 30, 2013

The Honourable Steven Fletcher, PC, MP
 Minister of State for Transport
 Transport Canada
 Ottawa, Ontario

Dear Minister,

The Air Transport Association of Canada (ATAC) is pleased to respond to your December 14, 2012 letter seeking our cooperation and input regarding irritants during the very much welcomed review of the body of regulation and regulatory programs the air transport industry is burdened with.

Considering that all irritants cannot be responded to with the same urgency given the department's resources available to service our industry, and rather than send you an endless list of industry irritants, we have identified eight key irritants in the attached document which, if resolved, could result in a major improvement in the level of the service to our industry and significant cost savings for your department.

ATAC has identified these irritants in the past but they remain unresolved. Most represent an unjustified use of Transport Canada resources which could be put to better use to complete Transport Canada's principal responsibility of safety oversight.

We respectfully submit that these irritants be addressed with the utmost of urgency and in the most efficient manner. These efficiencies include the highly recommended optimum use of experienced personnel within our member companies for many tasks that need not be accomplished by Transport Canada staff.

In order to remain sustainable domestically and competitive internationally, Canada's air transport industry seriously needs the Canadian Government to change its outlook of the aviation industry and start seeing it as the critical economic enabler that it is rather than as another revenue stream.

ATAC is eager to assist you in any way possible in this review. To that end, we would be happy to meet with your representatives for a more in-depth look at some of these issues and to draft solutions which would meet your objective of greater service to the air transport industry and a lessened regulatory burden for our members.



Les Aalders
 Executive Vice President

IRRITANT ISSUES

- The air transport industry is seen as a revenue stream by the Canadian Government.
- The Canada Transport Act allows for "any person" to file a complaint. ATAC believes these statutes intend to provide a degree of consumer protection. Our members recently faced complaints by individuals not appearing on any passenger lists. This has caused substantial legal costs in defending themselves against people who are not even consumers of their product. ATAC recommends that the words "any person" be replaced with "any customer".
- Canadian Transportation Agency Mandate Review
- With the implementation of Safety Management Systems (SMS) within air operators and maintenance organizations, a commensurate streamlining or elimination of various oversight and approval processes is required. This would improve the very long processing time imposed on our members and at the same time reduce handling costs within TCCA. Examples include Manual amendments and Maintenance Schedule approvals.
- Level of Service as it relates to Service Requests from our members must be improved to better meet the needs of industry. Current published levels of service are often used by department staff as "not before" dates instead of attempting to complete the service as soon as is practical but "no later than" the published dates.
- Disparities between TC Regions regarding regulatory requirements interpretation by TC inspectors continues to cause major compliance challenges and the resulting inefficiencies for our members in certain regions.
- The regulatory mandate for air transport, and more specifically, the Government of Canada's Transport Canada Civil Aviation jurisdiction/oversight of flight training units versus provincial regulators enforcing consumer protection, must be enforced.
- Hosting delivery of professional pilot exams by Canadian FTUs is the next logical step to the current practice of FTUs hosting delivery of private pilot exams. Service has been scaled back at many examination centres and outsourcing of this task has been promised to industry for years.