

August 12, 2016

To: Marc Garneau, Minister of Transport, Ottawa, Ontario
cc. Larry Bagnell, MP, Yukon

Dear sirs;

I contacted you on 3 August to get much needed help in replacing my pilots licence. It has not helped, in fact it might have caused problems?

My original letter;

From: George
Subject: Transport Canada - How Much more Government can we Afford
To: marc.garneau@parl.gc.ca, Lary Bagnell
Date Wed, 3 Aug 2016 13:34:47 -0700

Dear Sirs;

I am a commercial pilot in the Yukon. A short while back my new format pilots licence got wet and became a "spitball". In this modern democracy that should be no problem, right? I could just take the ruined licence to the local Transport Canada office where no less than 4 people are employed full time, they would exchange it for a copy of some temporary form, maybe charge a fee, and send me on to continue making a living?

So, thinking that way, I went down to the local Transport Canada office. Nope! They require an appointment 24 hours in advance to discuss anything, and in any event this was not an issue they deal with, I was referred to deal with "licencing" down in Vancouver (only a couple of thousand kilometers away.)

OK, well a reasonable taxpayer/pilot would go online for direction now? I did, I found an "Application For An Aviation Document Booklet" form I was to complete and submit, with a certification of an approved "verifier". I read the form carefully, followed the directions, filled the form out, got the photo, got a suitable person who has known me for 30 years to sign the form and mailed it off. I reasoned the damaged licence would suffice until a new temporary or permanent version arrived. I rushed it to the mail.

Nope. Got a call today from Ms. Regina Kumar in the licensing office of Transport Canada. She informed me;

-this is my "lucky day", "...just like Christmas"??

-I need that booklet, you need to send me the old booklet

-You are grounded and not to fly

-You didnt need to send a new picture, your existing book is good until 2018 (that was not mentioned on the form)"

-Your signature touched the line, it's not supposed to touch the line

When I ask her why, this doesn't make sense, she adds;

-"You are lucky because Transport Canada no longer works first come first served, under our new Service Guidelines I don't have to respond for 40 days..."

- "If you work in a Commercial environment you can pay \$80 for a temporary document I can email you.."

- "you can courier the old booklet to me"

- She provided her address.

She hung up, I didn't remotely think this was my lucky day. I didn't know if I was supposed to complete new forms along with the booklet, so I called back immediately, but there was no answer. I left a message and my number.

And, now, here I sit, wondering, will it be 40 days before I hear from TC again? Should I go ahead and mail my booklet by itself, or should I go and get new forms, new verifiers signatures, and take a chance on not sending another photo?

What do you suggest?

The irony to me is that in Thailand the fee for Government action was consistently 300 Baht (about \$10 Canadian). No receipt was offered or expected. The third-world system worked quickly, and efficiently.

Sincerely

J George Balmer

By the end of the day of sending this e mail to you, the same employee from TC called me back, she had suddenly recalled that a replacement licence book could be issued with no further paper work being required, for a fee of \$35.00, which I could (and did) pay by Credit Card right then. She still wanted the old licence.

So, to be sure I would avoid any further problems, I then (again) completed a new form, got a new photograph, arranged a new validation, then placed the licence in a zip-lock baggie, and went in to the Whitehorse post office where, for \$19.00, I "ExressPost" mailed the envelope to EXACTLY the address Regina had given me.

Now, I sat back to wait knowing my new licence was on its way.

Twenty Four hours after supplying Regina with my Credit Card number I received (by regular mail to my home), a receipt (#2036598) from Wayne Fong at Transport Canada, for \$ 35.00 for "Re-issue Lic For "246_ _ _". Wow, that was efficient!

BUT

Move up to August 12, 2016, I received a parcel card in my rural mail box. I drove in to the post office and was delivered an ExpressPost envelope, **THAT WAS MY VERY OWN PACKAGE RETURNED?** The Postal employee informed me that "*...delivery was attempted but the envelope was refused!*"

And, because it was "Returned", I had to pay the postage fees AGAIN, just to get my own mail back!

I explained my situation and two sympathetic postal clerks began helping me. Neither "*...could see why this wasn't accepted.....the address appeared detailed and complete....*" etc. One went online and researched Transport Canada, Civil Aviation in Vancouver, while the second started

preparing new package for me, and while I tried to contact Regina Kumar again by phone. Of course there was no one to answer at that number. The three of us (guessing at the issue at Transport Canada in Vancouver), re-arranged the address, and I paid another \$18.55 to try again by "Express Post".

It is on it's way South again, and I am likely still "*...not allowed to fly until this is resolved*".

Do you think my new licence will be sent to me soon?

Sincerely, but desperately;

J George Balmer

Whitehorse, Yukon