```
From Secretariat.Secretariat@otc-cta.gc.ca Wed Jan 20 18:11:32 2016
Date: Wed, 20 Jan 2016 22:11:23 +0000
From: secretariat <Secretariat.Secretariat@otc-cta.gc.ca>
To: Gabor Lukacs < lukacs@airpassengerrights.ca>
Subject: RE: The "instructions" of the Agency Chair
    [ The following text is in the "iso-8859-1" character set. ]
    [ Your display is set for the "ISO-8859-2" character set.
    [ Some special characters may be displayed incorrectly. ]
Dr. Lukacs,
We are unable to provide you with a copy of these instructions as they were provided
verbally to Agency staff.
Elizabeth C. Barker
Secrétaire de l'Office des transports du Canada
Office des transports du Canada / Gouvernement du Canada
secretariat@otc-cta.gc.ca / Site Web www.otc-cta.gc.ca
Tél.: 819-997-0099 / Télécopieur 819-953-5253 / ATS: 1-800-669-5575
Secretary of the Canadian Transportation Agency
Canadian Transportation Agency / Government of Canada
secretariat@otc-cta.gc.ca / Web site www.otc-cta.gc.ca
Tel: 819-997-0099 / Facsimile 819-953-5253 / TTY: 1-800-669-5575
----Original Message----
From: Gabor Lukacs [mailto:lukacs@AirPassengerRights.ca]
Sent: January-19-16 6:28 PM
To: secretariat
Subject: The "instructions" of the Agency Chair
Dear Madam Secretary,
Thank you for your message.
Due to the absence of a formal order or decision, I am requesting that you provide me
with a copy of the "instructions" of the Agency Chair, acting in his capacity as CEO
, referenced in your email below.
Best wishes,
Dr. Gabor Lukacs
On Tue, 19 Jan 2016, secretariat wrote:
> Dr. Lukacs,
> Further to our telephone conversation yesterday morning and your
> request for a copy of the Agency?s decision granting an exemption to
> NewLeaf Travel Company Inc. (NewLeaf) from the licensing requirements
> of the Canada Transportation Act, I can confirm that the Agency has
> not, in fact, issued an exemption or any other decision with respect to NewLeaf at
this time.
> Rather, in the context of the emergence of this new business model
```

```
> and a discussion between the Panel assigned to the NewLeaf matter and
> Agency staff, the Panel instructed staff to conduct broad
> consultations with industry as expeditiously as possible to inform the
> Agency?s consideration of this new model. At this same meeting, the
> Agency Chair, acting in his capacity as CEO, also instructed staff to
> not seek a licence application from NewLeaf and other companies like
> it pending the completion of this consultation and the issuance of an
> Agency decision on the issue, provided they met three criteria. These
> criteria were detailed in my email to you of Friday, January 15, 2016.
> Elizabeth C. Barker
> Secretary of the Canadian Transportation Agency
> Office des transports du Canada | Canadian Transportation Agency
> Gouvernement du Canada | Government of Canada
> Ottawa, Canada K1A 0N9
> Courriel | Email : secretariat@otc-cta.gc.ca
> Site Web | Website : www.otc-cta.gc.ca
> Téléphone | Telephone 819-997-0099
> Télécopieur | Facsimile 819-953-5253
> Téléimprimeur | Teletypewriter 1-800-669-5575
```