ON CP24 TONIGHT, DELAYS AND DISRUPTIONS.
HUNDREDS OF FRUSTRATED PASSENGERS ARE STRANDED FOR HOURS AS SUNWING AIRLINES DEALS WITH A COMPUTER GLITCH IMPACTING OPERATIONS FOR A SECOND DAY.
>>> PLUS THE PRESIDENT OF SUNWING AIRLINES JOINS US LIVE TONIGHT TO TELL US WHAT WENT WRONG, WHEN IT WILL BE RESOLVED, AND WHAT KIND OF COMPENSATION PASSENGERS CAN EXPECT.
>>> READY TO STRIKE.
NEARLY A HUNDRED RAIL WORKERS AS UNION STATION RESPONSIBLE FOR TRAIN CONTROL AND SIGNAL MAINTENANCE COULD WALK OFF THE JOB AT MIDNIGHT TONIGHT.
>>> ENDING BLIND BIDDING.
NEW REAL ESTATE REGULATIONS IN THE PROVINCE WOULD ALLOW HOME SELLERS TO DISCLOSE DETAILS OF COMPETING OFFERS. WHAT THAT COULD MEAN FOR TORONTO'S HOT HOUSING MARKET. I'M LEENALATE FAT. THIS IS CP24 TONIGHT.

>>> SUNWING IS OFFERING PASSENGERS IMPACTED BY THE ONGOING FLIGHT DELAYS A ONE-TIME CHANGE FREE OF CHARGE.
PASSENGERS LINED UP AGAIN TODAY AT PEARSON AIRPORT IN HOPES OF CATCHING THEIR FLIGHT.
A COMPUTER GLITCH AFFECTS SUNWING'S CHECK-IN SYSTEM FORCED THE AIRLINE TO PROCESS ITS CHECK-INS MANUALLY THAT. CAUSED A MAJOR BACKLOG WITH FLIGHTS DELAYED FOR HOURS, SOME INTO THE NEXT DAY.
MANY PASSENGERS WE SPOKE WITH WERE UPSET OVER WHAT THEY CALLED THE LACK OF COMMUNICATION SAYING THEY WAITED YEARS TO FINALLY TRAVEL.
>>> IT'S A MAD HOUSE HERE, THAT'S
ALL.
NOBODY KNOWS WHAT THEY'RE DOING.
APPARENTLY I JUST HEARD THAT
THEY'RE BEING TRAINED ON THE NEW
SYSTEM.
SO I DON'T KNOW [INDISCERNIBLE]
CANTEL TO TELL THE TRUTH.
>> AT FIRST NOTHING AND THEN THE
SYSTEM IS DOWN.
THEY SEND US BACK TO THE HOTEL
YESTERDAY, WE WENT BACK TO THE
ASSIGNED HOTEL THREE TIMES, AND
THE WEBSITE WILL SAY CERTAIN
TIME, COME BACK.
NO, THEY'RE STILL DOWN.
>> IT'S BEEN A REALLY, REALLY
HARD, FRUSTRATING, TIRING,
MENTALLY VERY DRAINING.
WE DON'T KNOW WHAT'S GOING ON.
THAT'S THE HARDEST PART OF IT
ALL.
>> Pauline: THE FLIGHT DELAYS
GO BOTH WAYS.
WE SPOKE TO PASSENGERS WHO WERE
TRYING TO GET HOME FROM MEXICO
AND SAY IT'S BEEN HARD TO GET
ANY INFORMATION.
>> THERE'S A COUPLE OF FLIGHTS
GOING TO TORONTO.
THERE'S ACTUALLY ONE FLIGHT
GOING TO TORONTO, ONE TO
MONTREÉAL.
THEY TOLD US IT'S COMPLETELY
FULL.
THEY'RE NOT ALLOWED TO TAKE US
ON.
SO WE HAD TO ENCOURAGE
SIGNIFICANT COSTS ON OUR OWN TO
FIND ANOTHER FLIGHT, BOOK IT
WITH ANOTHER AIRLINE, THEN GET
ON THAT, AND IT'S A CONNECTING
FLIGHT, SO WE HAVE TO TAKE A RED
EYE FLIGHT NOW IN ORDER TO GET
BACK TO TORONTO BECAUSE THEY'RE
NOT LETTING US GET ON ANY
FLIGHTS.
AND WE DON'T KNOW WHAT TO DO.
>> Pauline: WHAT IS GOING ON?
JOINING US LIVE IS THE PRESIDENT
OF SUNWING AIRLINES, MARK
WILLIAMS.
WELCOME TO THE SHOW.
THANKS SO MUCH FOR BEING WITH US.
>> THANK YOU FOR HAVING ME.
>> I KNOW YOU WERE LISTENING TO ALL OF THOSE PEOPLE TALKING ABOUT THEIR FRUSTRATIONS.
I KNOW YOU UNDERSTAND THE GRAVITY OF THIS SITUATION.
THOUSANDS OF PEOPLE ARE STRANDED.
THEY'RE DESCRIBING CHAOS.
WE'RE TALKING ABOUT BRIDES AND GROOMS LEFT IN LIMBO.
SOME PEOPLE HAVE BEEN WAITING FOR DAYS.
FIRST OF ALL, WHAT DO YOU SAY TO ALL OF THOSE PEOPLE WHO FEEL LET DOWN BY SUNWING AIRLINES?
>> OBVIOUSLY THIS IS A TERRIBLE SITUATION AND ONE THAT WE DIDN'T EXPECT.
CERTAINLY APOLOGIZE TO EVERYONE FOR THE INCONVENIENCE THIS HAS CAUSED.
OUR GOAL IS TO GET PEOPLE ON VACATION ON TIME WITH A NEW AIRPLANE AND WITH GREAT SERVICE.
AND UNFORTUNATELY BECAUSE OF A THIRD PARTY PROVIDER HAVING A SYSTEM OUTAGE WE HAVE NOT BEEN ABLE TO PERFORM THE WAY WE WOULD LIKE TO PERFORM.
>> YOU SAY THIS IS A THIRD PARTY ISSUE, CHECK-IN PROVIDER ISSUE. DO YOU HAVE ANY UPDATES TONIGHT?
>> UNFORTUNATELY, WE'VE BEEN GETTING INFORMATION FROM OUR PROVIDER THAT THEY HAVEN'T LIVED UP TO.
SO I DON'T WANT TO GIVE ANOTHER ESTIMATE GIVEN THE FACT THAT WE'VE HAD ESTIMATES FROM THEM OVER THE LAST FEW DAYS AND THEY HAVEN'T LIVED UP TO ANY OF THEM.
WE REVERTED TO A MANUAL SYSTEM.
OUR GOAL RIGHT NOW IS TO GET AS MANY FLIGHTS UP AS WE CAN.
WE'VE GOT 21 FLIGHTS OFF TODAY,
AND WE'RE CERTAINLY HOPING TO
MAYBE GET A FEW MORE UP TONIGHT
AND THEN INTO TOMORROW.
THEN TAKING CARE OF PEOPLE WHO
ARE AT THE AIRPORT AND THE
DESTINATION.
WE'VE BEEN GETTING PEOPLE BACK
TO HOTELS AND DESTINATION,
ALL-INCLUSIVE HOTELS, WHICH
WE'RE PAYING FOR.
WE'RE PROVIDING TRANSPORTATION
TO PEOPLE AT THE AIRPORT HERE,
GETTING THEM IN HOTELS ON THE
OTHER END.
I KNOW THAT DOESN'T COMPENSATE
FOR THE DELAYS WE'RE
EXPERIENCING.
SO EVERY ONE OF THESE PASSENGERS
WILL BE GETTING COMPENSATION
FROM US AS A RESULT OF THESE
DELAYS.
>> YOU JUST TALKED ABOUT THIS
FLIGHTS HAVE TO BE PROCESSED
MANUALLY.
THAT'S HARD TO BELIEVE.
HOW DOES SOMEONE LIKE THIS EVEN
HAPPEN?
>> WELL, YOU REALIZE HOW MUCH
YOU RELY ON TECHNOLOGY WHEN IT
FAILS.
IMAGINE IF YOU WERE TRYING TO
RUN THIS NEWS PROGRAM WITHOUT
WI-FI AND DOING INTERVIEWS.
AND IT'S LITERALLY LIKE THAT.
A SYSTEM THAT IS UP AND RUNNING
ALL THE TIME WHICH NEVER FAILS
WAS HACKED.
THEY HAD A CYBER BREACH.
AND THEY'VE BEEN UNABLE TO GET
THE SYSTEM UP.
SO YES, WE'RE REVERTING BACK TO
1970s HANDWRITTENNING BOARDING
PASSES FOR PEOPLE TO GET THEM ON
THE PLANE AND WE'VE BEEN WORKING
AROUND THE CLOCK TO DO THAT.
BUT OBVIOUSLY YOU CAN'T GET THE
KIND OF TRUTH YOU CAN GET FROM
AN AUTOMATED SYSTEM WHEN YOU
HAVE TO DO EVERYTHING BY HAND.
>> IS THIS A SYSTEM ONLY SUNWING
AIRLINES RELIES ON?
>> THERE ARE OTHERS AROUND THE WORLD, IN THE U.S. AND MEXICO AND OTHER PLACES ARE EXPERIENCING THE SAME SITUATION WE ARE.
>> YOU TALKED ABOUT COMPENSATION. I WANT TO PICK UP ON THAT. I UNDERSTAND PASSENGERS ARE ENTITLED TO FOOD, TRANSPORTATION, ACCOMMODATION. WHAT ELSE ARE YOU WILLING TO OFFER SUNWING CUSTOMERS AT THIS TIME?
>> OBVIOUSLY THE CASH COMPENSATION IS THE BIGGEST PIECE OF THAT. IT WILL BE OFFERING CASH COMPENSATION TO EVERYBODY --
>> HOW MUCH IS THAT?
>> THAT VARIES ON THE NUMBER OF HOURS OF THE DELAY. BUT ALL OF THOSE THINGS ARE AVAILABLE ON OUR WEBSITE FOR PEOPLE -- I DON'T WANT TO GIVE THE NUMBERS BECAUSE EVERY SITUATION VARIES, BUT THERE'S SOME FAIRLY SIGNIFICANT CASH COMPENSATION THAT EVERYONE WILL BE GETTING. BUT WE'VE ALSO NOW BEEN OFFERING NO CHANGE FEES FOR PEOPLE IF THEY WANT TO MOVE THEIR VACATION OVER THE NEXT FEW DAYS BECAUSE OF THESE DELAYS. WE'LL DO THAT AS NO COST AND THEY CAN DO THAT UP UNTIL THE END OF JUNE OR JUNE 23 IF PEOPLE WANT TO DELAY THEIR VACATION. I KNOW A LOT OF CASES IT'S NOT AN OPTION BUT IF IT IS FOR PEOPLE WE WERE DOING THAT AS WELL.
>> FOR THE PEOPLE THAT ARE PICKING UP THE TAB OUT OF POCKET, HOW LONG COULD THEY BE WAITING BEFORE THEY ARE REIMBURSED?
>> IT'S A FAIRLY QUICK PROCESS.
YOU CAN FILE A CLAIM WITHIN 48 HOURS.
AND NORMALLY WE WOULD PROCESS THOSE WITHIN 30 DAYS.

>> CAN I JUST ASK YOU WHY THE LACK OF COMMUNICATION HERE?
SOME PEOPLE SAY THEY WEREN'T NOTIFIED ABOUT DELAYS.
OTHERS SAY WHEN THEY GOT TO THE AIRPORT STAFF HAD NO INCLUDE WHAT WAS GOING ON.

>> WE DO TRY AND COMMUNICATE. WE'RE TRYING TO GET INFORMATION OUT.
BUT IF YOU LOOK AT THE NUMBER, AND I'M NOT TRYING TO MAKE AN EXCUSE, BUT IF YOU LOOK AT THE NUMBER OF FLIGHTS WE HAVE AND THE NUMBER OF PEOPLE WE HAVE, THE NUMBER OF DIFFERENT DESTINATIONS WE FLY TO, THERE ARE PEOPLE IN CUBA OR MEXICO, DOMINICAN, AND WE'RE TRYING TO GET INFORMATION OUT TO OUR HANDLERS ON THE GROUND TO GET INFORMATION TO CUSTOMERS, EVEN AT PEARSON.
FRANKLY OUR PROVIDER GAVE US UNREALISTIC EXPECTATIONS OF WHEN THEY'D BE BACK UP AND RUNNING SO WE DID GET CAUGHT A LITTLE BIT OFF GUARD BY THAT.

>> YOU'RE RELYING ON YOUR PROVIDER TO RELAY THIS INFORMATION TO YOU BUT IT'S UP TO YOU TO COMMUNICATE WITH YOUR CUSTOMERS AND A LOT OF THEM ARE SAYING THEY DIDN'T RECEIVE ANY KIND OF COMMUNICATION FROM YOU.
WHY NOT JUST REACH OUT TO PEOPLE TO LET THEM KNOW WHAT IS GOING ON BECAUSE A LOT OF THAT LACK OF COMMUNICATION HAS LED TO THE CHAOS, RIGHT.

>> WE GAVE INFORMATION TO EVERYONE THAT WAS AT THE AIRPORT.
OBVIOUSLY IF PEOPLE'S FLIGHTS WERE DELAYED WE WERE TELLING THEM ABOUT THE DELAY.
WE POSTED INFORMATION ON THE WEBSITE.
WE'VE ALSO BEEN ACTIVE ON SOCIAL MEDIA GIVING PEOPLE A LOT OF INFORMATION ON TWITTER TO TRY AND KEEP THEM UP TO SPEED.
SO WE'RE USING ALL OF THE COMMUNICATION TOOLS WE HAVE AT HAND, BUT AGAIN IF YOU'VE GOT THIS MANY CUSTOMERS IN VARIOUS PLACES THEY'RE NOT ALWAYS GETTING REACHED AS QUICKLY AS WE'D LIKE.

>> I KNOW YOU'RE RELUCTANT TO TALK ABOUT TIMELINES HERE BUT I HAVE TO ASK YOU WHEN ARE YOU HOPEFUL TO HAVE THIS ISSUE RESOLVED?
WHAT'S THE LATEST TIMELINE YOU'RE LOOKING AT?

>> THIS SYSTEM WENT DOWN ON SUNDAY AND WE WERE INITIALLY TOLD IT WOULD BE RUNNING SUNDAY EVENING.
AT THIS POINT I REALLY DON'T WANT TO SPECULATE ON WHEN IT WILL COME UP.
IT'S NOT WITHIN OUR CONTROL.
IF IT WAS SOMETHING THAT WAS DIRECTLY WITHIN OUR CONTROL, I'D GIVE YOU A TIMELINE.
BUT I DON'T WANT TO RELY ON A THIRD PARTY AND GIVE BAD INFORMATION.

>> I THINK LOT OF PEOPLE JUST WANT TO KNOW WHAT'S GOING ON, RIGHT, WHEN YOU SAY THAT THERE'S BEEN A NETWORK ISSUE.
THAT DOESN'T MEAN A LOT TO PEOPLE.
WHAT MORE CAN YOU TELL US ABOUT THE CYBERBREACH?

>> OBVIOUSLY WE DON'T KNOW AS MUCH AS A THIRD PARTY BUT THEY WERE BREACHED.
THERE'S A LOT OF SENSITIVE INFORMATION IN AN AIRLINE SYSTEM.
SO WE GOT TO MAKE SURE THAT -- AND THERE ARE SYSTEMS FOR
FLIGHTS GOING ACROSS