

An Apology

The professional pilots of United Airlines would like to apologize to the traveling public for United Airlines' deficiencies during this Holiday Season.

The pilots of United Airlines sympathize with our travelers' plights earlier this week. Many of our pilots did not make it home to share the holidays with their loved ones either. United may blame this week's flight cancellations on poor weather in the Midwest, but, as most of our competitors demonstrated, the real culprit was United's lack of manpower – attempting to fly more with fewer employees – all at your expense. United has been an all-weather airline for more than 80 years. We pioneered many of the safety innovations such as onboard weather radar, anti-skid brakes, better weather forecasting and improved navigation instruments that allow operation in inclement weather all over the world. Until recently, we have been able to efficiently handle weather events in the Midwest and throughout the world without major disruptions.

Over the last few years, however, United has had to endure a management team that is bent on personal profit over customer service. They have pared employee staffing to the bare minimum, making them unable to respond to even well-anticipated weather events. Many of our pilots work to the FAA maximum limits every month, all year long. We have repeatedly warned United's management that they do not have the crew resources to staff our airline adequately and have repeatedly asked them to discuss these shortcomings. So far they have declined to do so. Instead, they diverted \$750 million of cash payouts so that they may receive personal stock dividends of \$2,196,165. The top five United officers received a combined salary between \$65,983,879 and \$100,850,809 in 2006. We believe your holiday travel experiences would have been much better this week if they had used that money on the airline instead of on themselves.

United Airlines is our livelihood and our source of pride. We are here for the duration and we are here for you. We are disappointed in the way you, our valued customers, were treated by United's management. You deserve better from a world-class airline.

Signed,

The Pilots of United Airlines

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