



April 13, 2007

Tony Nicastro, Manager
Onboard Service – Washington DC
United Airlines – IADSW
44835 Package Court, Maintenance Building
Dulles, VA 20166

Dear Tony:

We have often discussed the need to address DCA Flight Attendant concerns and employee morale. What are you doing to improve conditions for Flight Attendants, to engage Flight Attendants in the business of our airline and to address the dangerous state of employee morale?

Since June of last year we have often discussed one obvious answer to addressing the concerns of Flight Attendants, improving morale and helping crews to focus on passenger service rather than getting to and from work. What are you doing to ensure that the Flight Attendants in DCA have access to Reciprocal Cabin Seat Agreements with other airlines? As these agreements become more and more of an industry standard, what are you doing to help our airline compete?

Since the time of our original discussions, the industry has already moved forward and now there is a standard for Reciprocal Cabin Seat Agreements. This standard provides for a mutually beneficial solution to the issues I have identified to you and it has a proven track record. It is critically important that you recognize the realities of today's commuting Flight Attendant workforce and the ever increasing need for enhancements to world-wide travel benefits.

The total disregard for the realities of today's commuting workforce is being perceived as an insult to the dedicated professionals who act as the face of United. The conclusion is that management's treatment of Flight Attendants is punitive, and at a minimum is disparate. There is no need to "think outside the box" or devise creative solutions to Flight Attendants' concerns. Simply provide the same framework of flight benefits that so many other airlines have in place for their Flight Attendants.

Tony, this is a necessary step in the right direction. Immediate action is required; Flight Attendants will no longer tolerate a corporate attitude that disregards fundamental programs that stand to benefit our airline. Along with my flying partners, I continue to stand ready to work with United on implementing enhanced travel benefits and improvements for Flight Attendant quality of work-life. Let the Flight Attendants based in DCA know what it is that you are doing to support their efforts for our company and ensure that championing Reciprocal Cabin Seat Agreements is on this list.

Sincerely,

Lois Breece, President
AFA Council 21 – DCA

cc: AFA Council 21 Members