

From: "Kaminski, Kenneth J"

Date: Thu, 5 Aug 2010 07:15:48

To: Joanne Smith

Subject: RE: Get The Facts - A Message From Joanne

The problem with this newsletter, Joanne, is that it does not provide facts. You are providing opinions and perpetuating rumors. That should be made clear. It is quite obvious what Delta's corporate opinion is on this matter and it is far from neutral.

Delta management should focus your energy (not to mention corporate funds) on improving the abysmal performance of the operation. In my 28 years with the airline, I have never seen it so bad. Cancellations, delays, mechanicals, and catering fiascos. That is what you should focus on. Unlike you, this is my colleagues' and my long-term career, and we are watching it slip through our hands from the mismanagement of the operation. If you could convince me that Delta is capable of running a first class operation, I might consider voting NO on union representation. Sadly, that is not the case, and I am not optimistic things will change soon.

In addition to being a Flight Attendant, I am a Platinum Medallion member. I am extremely disappointed in the current state of affairs at Delta Air Lines and have begun booking my travel away from Delta to our competitors, in spite of the impact on my job. I have taken a number of full-fare trips over the past few months and not one has gone without a delay or cancellation. I have another booked in August, and I'm already anticipating problems. It has become nearly impossible to rely on Delta to get me to/from my destination on time. These are not all ATC and weather delays. These are operational problems (I have the insider information) and they are rampant throughout the system. I have not had a single working trip operate as scheduled in the past three months. That is not something to be proud of! I won't even begin to express my thoughts on the horrendous, third-world conditions of Delta's operation at JFK where you strive to "Win in New York."

Rather than expending the energy and dollars to fight this representation election, I suggest you embrace it as the beginning of the change required to get the operation back on track. We, the unionized employees of Delta Air Lines, are dedicated to the success of the company. This is OUR livelihood and we strive to see it succeed. In return, we expect to receive a living wage, humane working conditions, and some semblance of a retirement for our years of dedicated service. That won't happen unless the executive team at Delta moves forward with uniting the entire workforce toward the success of the operation rather than more division and operational chaos.

The future is in your hands Joanne, and your legacy is dependent on how you manage this election and the operation. I am confident you will make the right decision and refocus your energy on making Delta the preferred airline for our customers, not the one to avoid.