



RECEIVED AUG 10 2009

**Kenneth J. Hylander**  
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August 3, 2009

Janette Rook – NWA AFA MEC President  
Albert Garcia – NWA AFA Government Affairs Committee Chair  
Jeannie Elliott – NWA AFA Air Safety, Health & Security Committee Chair  
Association of Flight Attendants (AFA) – CWA  
Northwest Master Executive Council  
8011 34th Avenue South, Suite 220  
Bloomington, MN 55425

Dear Janette, Albert and Jeannie,

RE: CrewPASS


Thank you for your letter regarding Flight Crew Personnel Advanced Screening System (CrewPASS). As you stated, currently there is a test program in place in Baltimore at BWI involving pilots and the use of biometrics for CrewPASS. The program is also being tested in Pittsburgh (PIT). In addition, Flight Operations, In-flight Services and Corporate Security recently received briefings from ARINC on its proposed expansion of CrewPASS to other airports and to flight attendants as well as pilots.

While both Delta and Northwest were involved with CrewPASS in the past, the introduction of biometrics and the new requirements by ARINC and TSA will require us to re-evaluate our position on this program which allows both pilots and flight attendants access to the sterile area without undergoing screening by TSA. In our review of the proposed process with ARINC, we also involved our technical leads who have worked on a similar system called CASS. While ARINC has stated they feel the technical changes to add Flight Attendants and biometrics for both pilots and F/As are not extensive, our CREW technical team has determined this to be a three (3) to four (4) month project, plus it will require additional programming on our current ID systems. In addition to these costs, ARINC also has advised us that they plan to charge the participating carriers on a per crewmember basis that far exceeds which we believe to be financially acceptable for this service.

The merger of Delta and Northwest has created a significant demand for IT resources. The projects these resources are working on are instrumental in successfully combining many complex systems for our customers and our employees. It is not feasible to move these resources off integration projects to work on a project such as CrewPASS at this time without jeopardizing our systems integration timeline. In addition, the proposed ongoing costs of CrewPASS are not acceptable, at least in the current economic environment.

Thank you for your interest and support of CrewPASS as an available tool to streamline access to the sterile area for crewmembers at domestic airports. When we are farther along in our the integration efforts and as the economy improves, we will look again at CrewPASS and the feasibility of this program – ensuring it is not only an enhancement to the crewmember experience, but that it also is a security enhancement, whose benefits exceeds the costs.

Sincerely,

A handwritten signature in black ink, appearing to read "Kenneth J. Hylander". The signature is fluid and cursive, with a long horizontal stroke at the end.

Kenneth J. Hylander

cc: Steve Gorman, Executive Vice President - Operations  
Joanne Smith, Senior Vice President – In-flight Service