

Sam's Update – July 2, 2015

I've received a number of emails over the past few weeks from flight attendants commenting on summer operations and the state of contract negotiations. Thank you to everyone who has taken the time to share their thoughts. I appreciate your feedback, suggestions and opinions.

Some common themes come through clearly. You want the operation to improve, and you want recognition for the good work you do, sometimes under tough conditions. You believe we should take care of you, just as we ask you to take care of our customers. You're ready for a new contract, as we are, and you expect us to do what needs to be done to make this happen. The message is clear: we and AFA need to redouble our efforts to reach an agreement that demonstrates – in concrete and meaningful ways – that we respect you and value your contributions.

There's no question that June has been a hard month. We've had bad weather across the system and suffered from maintenance issues that resulted in our not meeting the expectations of our customers or flight attendants. I want to extend my personal thanks to each of you for your hard work under these challenging circumstances. I'm encouraged by your consistently positive attitudes and the good work you do for our customers, despite these challenges.

I've also heard the message that United needs to value the flight attendant contract in meaningful ways. I'm committed to giving you the opportunity to vote on a contract that provides top-tier pay and benefits, as well as working conditions in line with our major competitors. To that end, we've committed to match the industry-leading contract recently executed by AFA and APFA at American Airlines.

We'll continue to work with your representatives and the JNC to deliver a contract that is fair to everyone. There's a lot of work left, and although progress has been disappointingly slow, we aren't throwing in the towel. You deserve our hard work, and we remain focused on building respectful relationships, solving problems and reaching a joint agreement.

Thanks for all you do, and have a great holiday.

Sam