

April 17, 2013

Honorable John S. Pistole
Administrator
Transportation Security Administration
U.S. Department of Homeland Security
601 South 12th Street
Arlington, VA 20598

Dear Administrator Pistole:

We at American Airlines appreciate your candor and respectful dialogue in response to our concerns about the issue of allowing small knives in the cabins of commercial aircraft. Yet, as the individual in our company with direct responsibility for our cabin crew and passengers, I feel compelled to make one last request for a delay in implementing the new policy.

One of the many important safety roles embraced by our flight attendants is that of first responders for any emergency or crisis on board aircraft – particularly those on which federal air marshals are not present. Since 2001 when cockpit doors were required to be locked, we have asked our cabin crews to assume primary responsibility for the safety and security of our passengers.

In this regard, we believe it is exceedingly important to have the strongest level of trust and collaboration between and among the TSA, the airlines, and the airline employees on board entrusted with the security and safety of our passengers. Our flight attendants know more about the in-flight cabin environment than any of us. Hence, we certainly take their views very seriously.

Speaking with the same candor that you have used with us, I don't think that a one-way classified briefing to 12 representatives of flight attendant labor organizations is the kind of collaborative dialogue that gives confidence to our first-responder flight attendants that their unique and important viewpoint has been fully considered.

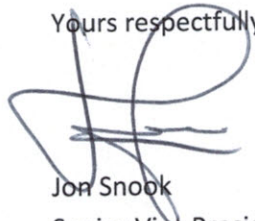
Even though the horrible events of Boston earlier this week clearly have no direct relationship to this situation, they have increased the level of anxiety of our employees. From their viewpoint, just as security is being tightened in multiple venues throughout the country, we are now on the brink of relaxing a security requirement on board aircraft without having engaged in a collaborative dialogue with those on the front line. And although it is clearly well-intended, the offer of TSA to increase the requirements for self-defense training only exacerbates the anxiety because it implies that with the new policy our flight attendants will be more vulnerable and in greater danger.

Exhibit

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Hence, I would respectfully ask that you at least postpone implementation of the new policy until it is possible to convene a serious and collaborative two-way dialogue that will assure the trust and respect for TSA among the people on the front line responsible for safety and security.

Yours respectfully,

A handwritten signature in blue ink, appearing to read 'Jon Snook', with a large, stylized flourish extending upwards and to the left.

Jon Snook
Senior Vice President
Customer Service