



Commissioned Officers Association

of the U.S. Public Health Service

September 25, 2017

Mr. Doug Parker, Chairman and CEO
American Airlines Group
4333 Amon Carter Blvd
Fort Worth, TX 76155

Dear Mr. Parker:

Perhaps you heard on the news that three hurricanes have recently hit U.S. territory. Maybe you even saw some of the photos of the devastation caused by these storms, as some of it occurred not far from your airline headquarters in Texas.

What may not have come to your attention is the absolutely shabby way your airline treated officers who were deploying to assist with recovery efforts. These officers, who travel in uniform with US-government orders and ID cards, are commissioned officers in the U.S. Public Health Service. It's bad enough that your airline doesn't extend free baggage privileges to them when they travel on their own, but to gouge them—and the U.S. government--when they are deploying to disaster areas should make you ashamed.

Perhaps you simply don't understand who these officers are, though if this is the case your airline has ignored the many letters I have sent you over the past two years. These officers serve in one of the seven uniformed federal services, along with officers in the Army, Navy, and so on. They draw military pay and allowances and are veterans under federal law. They constantly deploy into harm's way, such as when they went to West Africa to fight Ebola or to Iraq and Afghanistan to support U.S. forces there.

Yet, American Airlines treats them as if they were civilians, and not uniformed personnel. Here's what a Public Health Service Commander sent me today about her recent experience with American Airlines:

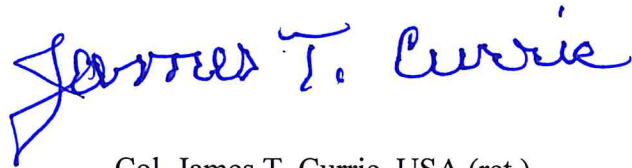
“I do want to mention an issue that a group of us had recently while deployed in Florida, providing medical coverage during the hurricane. Our Deployment team was returning home after supporting both the hurricane in TX and then in Florida, when we encountered great difficulty with American Airlines. We were abruptly pulled aside by an attendant and the manager and was informed that we do not qualify as military and that we should not even try to log in as such. They proceeded to tell us that we would need to pay for our bags and

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overweight fees if necessary, even if on orders. They stated that we are not listed within their policy and therefore would not be recognized. It was quite embarrassing in fact, as they made quite a production about it.”

I'll bet this gives you a warm, fuzzy feeling about your airline, doesn't it, Mr. Parker? I'll grant that it's not as bad as dragging an elderly gentleman off an airplane against his will, as one of your competitors did, but it ranks up there as being a very shabby way to treat some of America's heroes. I hope that American Airlines will see its way clear to recognize the officers of the U.S. Public Health Service for who and what they are and will give them the respect they deserve. How about it?

Sincerely,

A handwritten signature in blue ink that reads "James T. Currie". The signature is written in a cursive style with a large, stylized initial "J".

Col. James T. Currie, USA (ret.)
Executive Director