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April 11, 2017

Mr. Oscar Munoz
Chief Executive Officer
United Airlines
233 S. Wacker Drive
Chicago, IL 60606

Dear Mr. Munoz:

As Chair of the Congressional Asian Pacific American Caucus (CAPAC), I write to express serious concern regarding the handling of an overbooked United Airlines flight during which an Asian American passenger was forcibly removed from the aircraft.

Over the past few days, multiple videos have surfaced online of aviation security officers violently removing David Dao from his seat aboard United Airlines Flight 3411. According to multiple news reports, this incident occurred after United Airlines attempted to bump four ticketed passengers from a Chicago to Louisville flight in order to accommodate its own employees. Four passengers, including Dr. Dao, were randomly selected for removal. However, after Dr. Dao questioned these efforts, he was aggressively thrown to the ground and dragged off the flight by aviation officials.

United's public response to this situation has resulted in more questions than answers. Although overbooking is a common practice among many commercial airline carriers and is not illegal, I am deeply concerned by the disturbing actions taken by United to remove Dr. Dao.

I am also concerned by the internal memo you sent to United Airlines employees earlier this week during which you noted that crewmembers "followed established procedures for dealing with situations like this."

In order to better understand how exactly United's "established procedures" led to this disturbing treatment of a ticketed passenger, I request your response to the following questions:

1. Under what specific conditions in United's current procedures are violent uses of force acceptable to the airlines and aviation security personnel?
2. Which of the aforementioned conditions were met in this situation that led to the violent removal of United Airlines passenger Dr. David Dao?
3. Does United Airlines plan to implement any policy changes as a result of this incident?

Thank you for your urgent attention to this matter. I look forward to your prompt response.

Sincerely,

A handwritten signature in black ink that reads "Judy Chu". The signature is written in a cursive, flowing style.

JUDY CHU
Member of Congress
CAPAC Chair