

KATHLEEN C. HOCHUL
26TH DISTRICT, NEW YORK

COMMITTEE ON
HOMELAND SECURITY

COMMITTEE ON
ARMED SERVICES

1711 LONGWORTH HOUSE OFFICE BUILDING
WASHINGTON, DC 20515
(202) 225-5265 — PHONE
(202) 225-5910 — FAX

325 ESSJAY ROAD, SUITE 405
WILLIAMSVILLE, NY 14221
(716) 634-2324 — PHONE
(716) 631-7610 — FAX

<http://www.hochul.house.gov>

Congress of the United States
House of Representatives
Washington, DC 20515-3226

September 15, 2011

Mr. Jeffery Smisek
President and C.E.O.
Continental Airlines, Inc.
P.O. Box 66100
Chicago, IL 60666

Mr. Sean Menke
President and C.E.O.
Pinnacle Airlines, Inc.
1689 Nonconnah Blvd.
Suite 111
Memphis, TN 38132

Mr. George Casey
President and G.M.
Colgan Air, Inc.
1769 Paragon Drive
Suite 100
Memphis, TN 38132

Dear Mr. Smisek, Mr. Menke and Mr. Casey:

In February 2009, the community of Western New York suffered an incredible loss, following the crash of Continental Flight 3407, outside Buffalo. Therefore, we were deeply disturbed to learn that a Colgan flight, operated by Continental Airlines, landed at the wrong Louisiana airport last week. The flight, which departed from Houston, was scheduled to land at Lake Charles Regional Airport, but instead landed at the airport in Sulphur, LA. This recent news report raises serious questions about the safety practices instituted by Continental and Colgan, especially in the aftermath of that tragic crash that claimed 50 lives.

The National Transportation Safety Board (NTSB) accident report on Flight 3407 revealed that pilot error played a *significant* role in that crash. The Louisiana incident has undoubtedly raised serious concerns about both your airlines' safety practices and procedures, and has brought back memories of that fateful Colgan/Continental flight. Last week's incident is not only unacceptable, but also demonstrates to the flying public that Colgan and Continental must do more to improve safety.

We are now immediately requesting that you provide us with information on the steps your companies have taken since the crash of Flight 3407 to improve safety standards. We also ask for a detailed explanation of how this most recent mistake occurred in the first place and what action you are implementing to ensure mistakes such as this do not happen again. We look forward to meeting with you or your designees within the next two weeks to learn the answers to these questions.

As the owners of these airlines, you have a responsibility to the flying public to provide safe and efficient air transportation that boosts American confidence in the airline industry. Incidents such as these must be taken seriously so that no other family should have to undergo the pain and anguish that so many in the Western New York community experienced just a few years ago.

Thank you for your attention on this matter and we look forward to your prompt response.

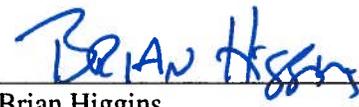
Sincerely,



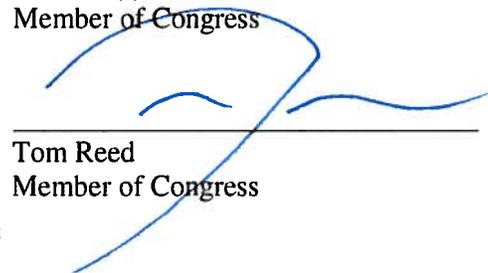
Kathy Hochul
Member of Congress



Louise Slaughter
Member of Congress



Brian Higgins
Member of Congress



Tom Reed
Member of Congress