



Edward H. Bastian
Chief Executive Officer

February 3, 2022

The Honorable Merrick B. Garland
Attorney General
U.S. Department of Justice
950 Pennsylvania Avenue,
N.W. Washington, DC 20530

Dear Attorney General Garland:

As our nation continues to emerge from the pandemic, it's clear the return to air travel and the resulting economic and job growth opportunities will be foundational to a successful recovery. At Delta, nothing is more important than ensuring a safe and secure travel experience for consumers as they reclaim the skies in the months ahead.

That's why, on behalf of Delta's entire family of 75,000 employees, I want to thank you for your recent steps to prioritize the prosecution of federal crimes that endanger the safety and security of our people and customers. Any disruption or act of violence on our planes and at our airports warrants full and public prosecution of the offenders, with zero tolerance for any behavior that interferes with flight safety.

While such cases represent a small fraction of overall flights, the rate of incidents with unruly passengers on Delta has increased nearly 100 percent since 2019. We fully support using the full force of the law in these cases. In fact, we have two former Justice Department prosecutors on our legal team who ensure our cooperation with federal prosecutors when Delta people are involved.

In addition to the welcome increase in enforcement and prosecutions, we are requesting you support our efforts with respect to the much-needed step of putting any person convicted of an on-board disruption on a national, comprehensive, unruly passenger "no-fly" list that would bar that person from traveling on any commercial air carrier. This action will help prevent future incidents and serve as a strong symbol of the consequences of not complying with crew member instructions on commercial aircraft.

Delta, along with our industry partners at Airlines for America, has been advocating since last year for heightened reporting, investigation and prosecution of those who interfere with on-board safety. In addition, recent steps we have taken to protect our people and customers include:

- Putting nearly 1,900 people on Delta's "no-fly" list for refusing to comply with masking requirements and submitting more than 900 banned names to the TSA to pursue civil penalties.
- Calling on our aviation partners to share their unruly passenger "no fly" list to ensure individuals who have endangered the safety and security of our people do not go on to do so on another carrier.
- Conducting a safety risk assessment on all our current processes, identifying additional measures in our training and on-board response to disruptions.
- Expanding de-escalation and self-defense training for our flight attendants and other frontline team members to ensure preparedness.
- Increasing security at dozens of airports as a result of our ongoing partnerships with local law enforcement agencies across the country.
- Sharing relevant information from crew reports to assist federal authorities in their ability to take action.
- Expanding our peer support teams, mental health coaching and providing 24/7 assistance to our people to help ensure they have the support they need in a challenging environment.

The Honorable Merrick B. Garland
February 3, 2022
Page 2

Although these cases remain rare, we're proud that our actions have provided meaningful assistance in investigations and prosecutions. Last month, for example, federal charges were brought against three customers who harmed two Delta team members in JFK. Delta pursued the strongest possible charges to hold these individuals accountable and will continue to support our employees. This is one of four incidents that have resulted in federal charges against abusive customers in the last 30 days.

Delta's mission is to connect people and communities, create opportunities and foster understanding – something that's only possible in a safe and secure environment. Thank you for your continued partnership to safeguard our nation's air travel system as we move forward together.

Sincerely,

A handwritten signature in black ink, appearing to read "Ed Barth". The signature is written in a cursive style with a large initial "E" and a stylized "B".