

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

May 4, 2004

Cindy Szadokierski
PO Box 66100
United Express Operations - WHQUO
Chicago Illinois 60666

Dear Ms. Szadokierski,

We are writing to express our concern about the excessive delay and cancellation rates of United Airlines/United Express service from Chicago's O'Hare International Airport to Dane County Regional Airport in Madison, Wisconsin.

It is our understanding that you recently took part in a conference call with a group of Midwest airport directors in which you provided some explanations about some of the recent service problems that have been occurring with the United Express flights to Madison. We are concerned that United Airlines may be using Madison's proximity to Chicago as a factor in cancellation and scheduling decisions. Moreover, we believe that the flight cancellation rate of 15 percent and the delayed flight rate of 52 percent for this past January and February are simply unacceptable.

Hundreds of companies in Wisconsin rely upon dependable air travel to conduct business in an efficient fashion. By the end of 2004 the number of travelers served by Dane County Regional airport is estimated to reach 1.5 million – a 200 percent increase in passenger activity over the last 30 years. Moreover, the airport has injected over a half billion dollars annually into the economy of Dane County alone.

If current service levels remain poor, there will undoubtedly be serious and far-reaching ramifications to our region. Clearly, the state's economic health, the profitability of Wisconsin's business and research community, and those visiting our region depend on reliable and realistic flight schedules. It is important that United Airlines provide dependable service to and from Madison.

We understand that United Airlines is attempting to rectify the inequitable delays and cancellations; however, we are asking you provide us a detailed list of your efforts to restore the operational reliability of scheduled flights to Madison. The Great Lakes Region continues to feel the impact of the loss of thousands of manufacturing and related jobs. Wisconsin is not immune to this trend and reliable access to the nation's busiest transportation hub, Chicago-O'Hare, is strategically critical to the economic vitality of south central Wisconsin.

Thank you for your attention to this request and we look forward to a prompt and thorough reply.

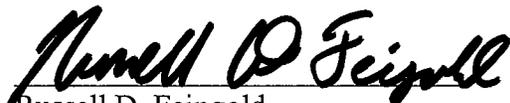
Sincerely,



Tammy Baldwin
Member of Congress



Herb Kohl
United States Senator



Russell D. Feingold
United States Senator