



Heather K. Wingate, Esq.
Senior Vice President
Government Affairs

February 14, 2020

The Honorable Joaquin Castro
Chairman
Congressional Hispanic Caucus
U.S. House of Representatives
Washington, DC 20515

Dear Chairman Castro:

Thank you for your letter regarding community outreach in the wake of the emergency landing of Delta Flight 89 on January 14, 2020. Ed Bastian asked that I respond on his behalf.

Safety is always our top priority, and that includes the safety of the communities where we live, work and serve. Delta deeply regrets this incident and the impact this had on the residents you represent. We recognize that this event has broken the trust of those we aim to serve – and we are committed to rebuilding that trust with the impacted communities.

As part of that effort, Delta representatives attended a town hall in Cudahy on January 17; Delta representatives also attended a town hall in South L.A. on January 24 to listen to the concerns of residents.

We understand the importance of engaging with the communities we serve, and Delta is committed to working with you to participate in additional town hall meetings. As we work through our next steps, we must partner with and learn from the community and look forward to working with federal, state and local officials on our outreach. We agree that participating in additional community meetings will serve as an important opportunity for residents to share their concerns and hear directly from Delta.

Delta's focus since the incident has been on working closely with local leaders to understand how we can best support those affected. Immediately after learning of reports of the jet fuel release, we engaged with first responders and local leaders to identify and address community needs. That night we dispatched several cleaning crews to work with the Los Angeles Unified School District at 25 schools across the area to clean all outside surfaces and ensure they were safe to open the following morning. We established a dedicated toll-free number staffed by bilingual agents to answer questions regarding health or property concerns and established a process for residents to submit property claims.

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In addition, based on community feedback, Delta partnered with AltaMed – a trusted health care system in Southeast L.A. – to provide free health screenings for concerned residents and allow them to bypass normal wait times to receive direct care.

We fully recognize that many in the community still have questions about the composition of the jet fuel. We are working with our partners at the LAX Fuel Farm and its suppliers, and the L.A. County Department of Public Health, in an effort to address those specific questions and will share that information with the Caucus members and other stakeholders when it is available.

We understand that our partnership with the impacted communities must be rebuilt. We look forward to working with the communities and the Congressional Hispanic Caucus in the weeks and months to come.

Sincerely,

A handwritten signature in black ink, reading "Heather Wingate", with a stylized flourish at the end.

Heather K. Wingate