



June 25, 2014

Dear Customer:

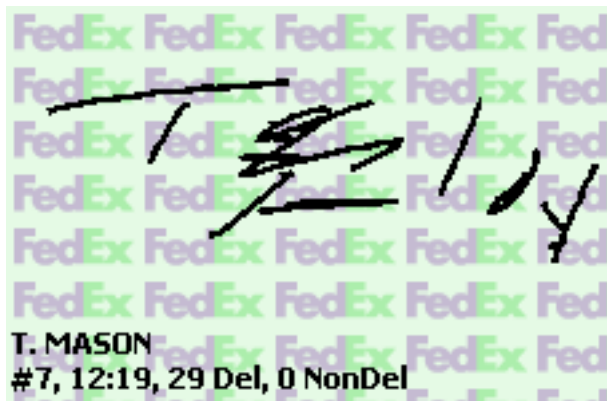
The following is the proof-of-delivery for tracking number **128318100004459**.

---

**Delivery Information:**

---

<b>Status:</b>	Delivered	<b>Delivery location:</b>	1030 DELTA BLVD Atlanta, GA 30354
<b>Signed for by:</b>	TMASON	<b>Delivery date:</b>	Jun 25, 2014 12:38
<b>Service type:</b>	FedEx Ground		
<b>Special Handling:</b>			



---

**Shipping Information:**

---

<b>Tracking number:</b>	128318100004459	<b>Ship date:</b>	Jun 23, 2014
		<b>Weight:</b>	7.0 lbs/3.2 kg

**Recipient:**

**Shipper:**

SHERIDAN, PAUL V  
22357 COLUMBIA ST  
DEARBORN, MI 481243431 US

Thank you for choosing FedEx.

DDM Consulting  
22357 Columbia Street  
Dearborn, MI 48124-3431  
313-277-5095  
[pvs6@cornell.edu](mailto:pvs6@cornell.edu)

21 June 2014

Mr. Wayne Gilbert West  
Executive Vice President/COO  
Delta Airlines  
1030 Delta Blvd.  
Atlanta, GA 30354  
404-715-2600

VIA FEDEX GROUND 1283181-00004459

**Subject: Incident during First Class Passenger Boarding – Delta Flight DL56, 12 June 2014**

Dear Mr. West:

I enjoy flying Delta; I do so frequently. You and the dedicated employees are doing a great job. In that context and in the context of good-will, I share the subject reservedly. Please interpret my purpose as productive; none of the below is diatribe.

### **Background**

Delta Flight DL56 of 12 June utilized a B737-900ER. That aircraft has five rows in First Class, where the left side is divided by a curtain, but the right side has a solid composite wall. The latter provides protection needed for the oxygen canister and plastic lines; both mounted to the floor between the composite divider and the rear of seats 5C and 5D (Attachment 1, red arrow).

I was seated in 5D (Attachment 2), next to Ms. Kim Coles in 5C (Attachment 3).

### **Incident Details**

A First Class patron, seated in 3B, was handicapped. This individual (one of the last to fill First Class due to his arrival timing at the gate) was wheel-chaired through the jet-way to the cabin door, and then utilized aluminum bodied crutches to ingress to his seat. Once seated, this patron tacitly requested assistance with storage of the crutches. A Delta crew member, with a tag that read "Flight Leader," was attendant up to that point. The First Class overhead bins were full, and a little short to store the crutches. Later, it was Ms. Coles that acquired "Bobbie" as the name of the Flight Leader.

In what appeared to be an impatient tizzy, the Flight Leader took the crutches . . . and this is no exaggeration . . . and flung both into the tight space behind Ms. Coles and I, between our seatbacks and the composite divider. The loud "**CLANK!**" that resulted from the metal-on-metal collision to the oxygen canister alarmed everyone nearby, including flight attendant Noelini. Then, the Flight Leader angrily stammered to the front of the cabin, tactically and therefore completely disconnecting himself from the scene, and disavowing, by virtue of obscuring himself in the food service area, any immediate further duties relating to the special needs of the handicapped passenger.

It was Noelini, innately (but also in recognition of our outrage), that immediately and competently attained proper and safe storage of the handicapped man's crutches.

Nothing above is exaggerated; again I am writing reservedly.

### **Alternative Scenarios**

There are many, but let us examine two:

1. What would have been the consequences if the above was incident to an inconsiderate and forceful passenger; if it was a passenger that had mindlessly flung crutches into unsafe storage?
2. What if one of the passengers, a relative or a travel companion to the handicapped man, reacted to the tizzy of the Flight Leader with emotion? With justifiable discord?

It is not an exaggerated examination which portends that the Flight Leader could and would evoke Delta Security, LAX Security and/or the Los Angeles Police to remove, detain and potentially arrest the passenger, with the former biasing their actions on the basis of input from the Delta "Flight Leader."

### **Conclusion**

As stated, I seek to be critical but productive. I have no intention of, and see no benefit from discussing this matter in the 'public domain.' As such this letter is being forwarded to Ms. Coles only, in-confidence. Ms. Coles indicated that she would corroborate the subject facts.

Please know that this will not affect my long-standing patronage to Delta Airlines, and that I endorse and trust that Delta management will attend to the above internally.

Please feel free to contact me at any time if needed.

Respectfully,

Paul V. Sheridan

Attachments

cc: Ms. Kimberly Coles

## BOEING 737-900ER

739

### SEAT WIDTH/ PITCH

First Class	Economy Comfort™	Economy
20 Seats	21 Seats	139 Seats
21 in/37 in (53 cm/94 cm)	17.2 in/34 in (44 cm/86 cm)	17.2 in/30-31 in (44 cm/76-79 cm)

ACCOMMODATION	CRUISING SPEED	RANGE
180 passengers	517 mph (832 km/h)	2,870 miles (4,587 km)

**ENGINES**  
2 Turbopans  
Wing Mounted

### AMENITIES

### DIMENSIONS

Wingspan	Tail Height	Length
117 ft/5 in (35.79 m)	41 ft/2 in (12.55 m)	138 ft/2 in (42.11 m)

**DELTA** SHERIDAN/PAUL V

BOARDING PASS  
SKY PRIORITY  
1 006 2182602807 6  
GV2HN8

DL2670948351  
SAB0A0QA/WNUPA

FLIGHT	DATE	CLASS	ORIGIN
DL1719	05JUN	P	DETROIT

FIRST	DESTINATION
LOS ANGELES	LOS ANGELES

OPERATED BY DELTA AIR LINES INC

DEPARTS 1200N  
BRD TIME 1120A

SEAT 5D  
PREM

DEPARTURE GATE A18 \*\*SUBJECT TO CHANGE\*\*

BAGS 01  
DTW22EA2B/SP

BOARDING PASS  
SKY PRIORITY  
SHERIDAN/PAUL V

DL2670948351

FLIGHT	DATE
DL1719	05JUN

ORIGIN	DESTINATION
DETROIT	LOS ANGELES

OPERATED BY DELTA AIR LINES INC

SEAT 5D  
PREM

BAGS 01

**DELTA** SHERIDAN/PAUL V TSA PRECHK

BOARDING PASS  
SKY PRIORITY  
2 006 2182602807 2  
GV2HN8

DL2670948351  
KD14A0QA/WNUPA

FLIGHT	DATE	CLASS	ORIGIN
DL56	12JUN	I	LOS ANGELES

BUSINESS	DESTINATION
DETROIT	DETROIT

OPERATED BY DELTA AIR LINES INC

DEPARTS 125P  
BRD TIME 1245P

SEAT 5D  
PREM

DEPARTURE GATE 59 \*\*SUBJECT TO CHANGE\*\*

BAGS 01  
LAX27AA16/DQ

BOARDING PASS  
SKY PRIORITY  
SHERIDAN/PAUL V

DL2670948351

FLIGHT	DATE
DL56	12JUN

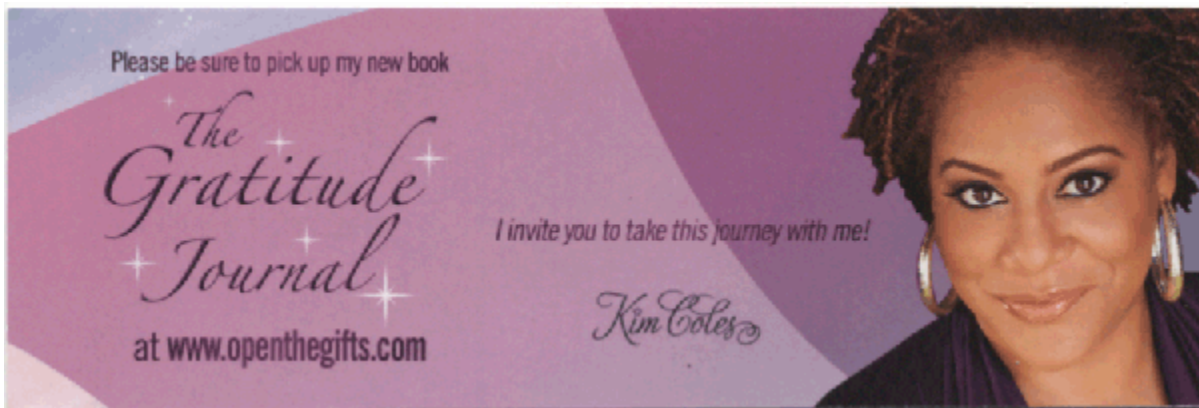
ORIGIN	DESTINATION
LOS ANGELES	DETROIT

OPERATED BY DELTA AIR LINES INC

SEAT 5D  
PREM

BAGS 01

<http://www.kimcoles.tv/>



**END OF DOCUMENT**

21 June 2014

Mr. Wayne Gilbert West  
Executive Vice President/COO  
Delta Airlines  
1030 Delta Blvd.  
Atlanta, GA 30354  
404-715-2600

**Subject: Incident During First Class Passenger Boarding – Delta Flight DL56, 12 June 2014**

Paul V. Sheridan  
DDM Consulting  
22357 Columbia Street  
Dearborn, MI 48124-3431  
313-277-5095  
pvs6@cornell.edu