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Fellow Colgan Employees:

On February 2, the National Transportation Safety Board issued a final ruling on the probable cause of Flight 3407. As difficult as it has been for all of us to go through this investigative process, we are proud of our significant contributions to the search for answers in this accident in memory of those lost in the accident, including our colleagues. Throughout this investigation, Colgan Air and the regional airline industry have been the focal point of media coverage that, in many cases, told stories that offered an incomplete picture of this accident and our industry. Specifically, the PBS "Frontline" program Tuesday night, February 10, was particularly disturbing and represented a microcosm of the situation we faced from the very start.

Rushed to completion in time to air on the anniversary of this tragic accident and taped prior to hearing the NTSB's report, the producers showed no regard for the hard work by the NTSB and our team in the investigation. Instead, they presented their own opinions that were selectively supported by one-sided allegations from former, disgruntled employees and former government employees with significant self-interest. This type of journalism, as with many accounts like it during the year-long investigation, disrespects the memory of those lost in the accident as well as all of you whose daily professionalism gives aviation a safety record unparalleled in the transportation industry.

If you have not seen this program, we would urge you to do so. We believe it is important for you to see for yourself the challenges we face from those who would use our tragedy for their own agendas. The Frontline segment "Flying Cheap," was a collection of half-truths, innuendo, and unsubstantiated opinions that portrayed Colgan and our regional industry in the poorest possible way. Although the creators of the program were careful to fabricate their story with no *factual* inaccuracies, the errors by omission were significant, and the lack of full disclosure in stories like this creates an incomplete and inaccurate picture of an industry whose regulation is indeed effective and where safety – from the smallest regional to the largest major carrier – is absolutely paramount.

A case in point is the interviews with the two 'former Colgan pilots'. While we cannot validate whether the accusations made by the two individuals have any merit or whether their opinions are grounded in any facts, what we do know is that the allegations they made about events that may have happened to them are not indicative of Colgan Air today, or of the professionalism of all of you. The Frontline producers failed to point out that those allegations are from the past, assuming they occurred at all. What is a fact is that since being acquired by Pinnacle, Colgan has seen significant upgrades in operations, equipment and investment in safety through massive financial investments in systems, training and aircraft.

There was also a segment about 'crash pads' for pilots in Newark, a living arrangement that many of you have experienced in the past or perhaps still do. As you well know, shared temporary living quarters are common in the airline industry for commuting crewmembers, regardless of whether they work for regionals or majors. Further, the Frontline story left the impression that pilots who use crash pads do so for a full-time residence and live in very difficult circumstances. Frontline omitted the fact that these are indeed 'temporary' quarters for crewmembers who exercise their privilege to have a permanent home away from their operational base. We have consistently supported this privilege to allow our crews to make the best possible choice for themselves and their families regarding where they choose to live.

Perhaps one of the most distressing messages conveyed by Frontline is the idea that the regional airline industry was created solely for the purposes of the major airlines who wanted to save money by contracting service to the cheapest possible operators. One of the people interviewed said, "The major carriers wanted to find a way to get rid of experience. They wanted to find a way to get rid of that expensive employee." In a news story on another station, an interviewee said, "You're getting people...coming into the right seat of a Colgan Airways flight...with very little experience, if any at all." No one who truly knows the sophistication of our operations today and understands the collaborative working relationships we have with our major airline partners would make such an absurd claim.

We spend millions of dollars annually – much of which is well beyond what we are required to do either by government regulation or by the contracts with our partners – to ensure efficient operations under the command of professional crews on modern aircraft with a total focus on the safety of our passengers and crew. And make no mistake: there is no greater priority than safety for any airline, regional or otherwise, and there certainly is no greater priority at Colgan. Anyone who says otherwise is simply wrong and likewise insults the professionalism of our employees. The Pilots, Flight Attendants, Mechanics, and every other employee at Pinnacle and Colgan can stand proudly as airline professionals, regardless of what anyone else with an agenda or self-interests in mind might say about them.

Our goal from the moment we began operations years ago – which became even more heightened the moment we received notice of the accident last February – is to operate our airlines professionally, safely and in a way that is worthy of the great brands of our partners who trust us to act on their behalf. We had hoped our outstanding safety record, and proven history of investment would resonate with those media covering our industry and at least promote balanced coverage. That has sadly not been the case. We cannot win a point-counterpoint battle with the media, and do not intend to engage in one now. However, we do feel it is important that all of you know that we and our partners remain confident in our abilities, despite news reports citing questionable sources that seek to assail the character of all of us and undermine our industry.

All of you in the Pinnacle and Colgan families are professional airline employees with the highest standards of integrity and care for the safety of your passengers, and we want you to know that we stand behind each and every one of you.

Sincerely,



Phil Trenary



Doug Shockey



Buddy Casey