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Robert Isom
President
American Airlines Group
1 Skyview Drive
Fort Worth, TX 76155

Dear President Isom,

Congratulations on your new role as CEO of American Airlines. As you know, during CEO Doug Parker's tenure, American Airlines earned a reputation as the worst U.S. airline for consumers. We write today in hopes that your selection as CEO represents a shift for American Airlines away from woke politics and towards your customers.

The failures of American Airlines to serve its customers under the oversight of your predecessor are well documented. To name but a few, American Airlines:

- Scored last or next to last in 12 of 13 years of the Wall Steet Journal's scorecard of the United States' best airlines.
- Consistently decreased legroom.
- Canceled thousands of flights on short notice.
- Bumped three times the number of passengers for overbooked flights than all other airlines combined in 2020.
- Mishandled the highest percentage of checked bags of any airline in 2020.
- Removed an asthmatic 2-year-old from a plane because the 2-year-old would not keep on a mask.
- Changed the legal contract that flyers agree to when booking a flight to minimize the airline's duty to compensate and assist customers it cancels flights.

It is clear from these and additional failures that Doug Parker's focus was not on improving the airline. Instead, it seems he was more focused on spending any profits and cash reserves the airline had on stock buybacks to boost his own paycheck.

Parker has consistently bragged about turning down a base salary in return for compensation in the form of stock options. What he does not like to talk about is in the five years leading up to the COVID pandemic he spent nearly \$12 billion of the company's reserves and profits on stock buybacks to boost the share price and, therefore, his paycheck.

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His stock buyback scheme drained the company's coffers and left American in need of a [\\$5.8 billion bailout](#) package courtesy of the U.S. taxpayer.

After mismanaging the company into last place with consumers, draining its reserves to benefit himself, and relying on the taxpayer to stave off bankruptcy, Parker still received over [\\$10 million](#) in stock options the same year he oversaw record layoffs totaling approximately [19,000](#) American Airlines employees. How many of American's hardworking staff could have been retained if taxpayer bailout funds were more appropriately managed?

Lastly, in a desperate bid to distract from his massive shortcomings as CEO and to secure goodwill needed for a future bailout, Parker misused the American Airlines brand, cozing up to woke politicians and activists by [opposing election integrity legislation](#) in the Texas legislature. This all while ignoring the numerous airline-specific problems a capable CEO would prioritize.

While we are concerned that all of the above events likely transpired with the oversight of yourself and the board of directors, we hope that your tenure as CEO will mark a turn away from politics and back to the things that can finally help American Airlines rise from the bottom of customer satisfaction rankings.

Sincerely,

Will Hild

Will Hild
Executive Director, Consumers' Research

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