




A STAR ALLIANCE MEMBER 

January 3, 2008

Mr. Samuel Podberesky
Assistant General Counsel
for Aviation Enforcement and Proceedings
United States Department of Transportation
Document Management Facility
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590-0001

RE: Application for membership in the National Task Force to Develop Model
Contingency Plans to Deal with Lengthy Airline On-board Ground Delays of Alexandria
P. Marren, Vice President, Operational Services, United Express and Ted, **Docket DOT-
OST-2007-0108**

Dear Mr. Podberesky:

By this letter I am applying for membership in the National Task Force to Develop Model Contingency Plans to Deal with Lengthy Airline On-board Ground Delays. I have worked in the commercial airline industry for twenty-five years; both in field airport operations as well in headquarter planning functions. My experience includes leadership positions at domestic and international airports, including major hubs, and line stations, as well as oversight of customer service policies, procedures and technology initiatives.

Currently, I serve at United Airlines as Vice President Operational Services, United Express and Ted. This role includes responsibility for systems operations control, dispatch and operations analysis as well as for operational aspects of United Express and Ted. My most recent previous position at United Airlines was vice president, Airport Operations for the East Region. In these roles I have improved airline operations at some of United's largest hubs and throughout the United system, including reducing avoidable lengthy on-board ground delays. Additionally, in recent months I have participated in United Airlines' internal effort to reduce the number and duration of on-board delays and to improve our customers' experience when the company cannot prevent such delays. That effort resulted in new and updated company policies and procedures in place today throughout United's operations which currently serve United's customers.

My interest in serving on the Task Force arises from the desire to contribute to developing workable approaches to lengthy on-board ground delays. My years of operational experience under a wide variety of conditions and deep familiarity with the many elements involved in effectively preventing and responding to such delays in a large airline environment will allow me to contribute to the Task Force's work. My direct knowledge of United's recent, intense efforts over several months to develop and carry out plans to address lengthy on-board ground delays

and to fully respond to passengers' needs when carrier, airport and Federal Aviation Administration efforts cannot prevent such delays also promises to benefit the Task Force. While, if selected, I would propose to serve as United's principal representative to the Task Force, I also request that United be permitted to designate one or more other appropriate senior staff in order to provide additional expertise if the need arises.

If selected, I would participate on the Task Force in good faith. I am authorized by United Airlines to represent the company as a Task Force member. I would be pleased to provide additional information to supplement this application if required.

Sincerely,

A handwritten signature in black ink that reads "Alex Marren". The signature is written in a cursive style with a long, sweeping tail on the letter "n".

Alex Marren
United Airlines
VP Operational Services,
United Express, and Ted

cc: D.J. Gribbin
Dayton Lehman
Livaughan Chapman, Jr.
Docket Section DOT; Docket DOT-OST-2007-0108