United Takes Seriously That Muslimah's Preposterous Story, Yammers About The Need For "Cultural Awareness"

The capitulation, and the craven terms in which it is couched — all about the need for "cultural awareness" and so on — disgusts. I assume you won't be flying United again, and there are many who will not as well. A lesson has to be taught, and no appeal to reason, fairness, justice matters to the likes of Jeff Smisek. But the stock price does. If enough people choose not to fly United, and the stock price suffers, that will get attention.