

Keeping you informed on  
our response to COVID-19



## Update 46

**May 4, 2020**

*All Flight Service team members*

### **Special VLOA bid opens *after* PVLOAs are awarded**

Last week we announced we're offering a special month-long voluntary leave of absence (VLOA) that credits you up to 70 hours pay for the month of June. Bidding will take place during the LRD window – which opens at **1200 CT on May 8 and closes at 1200 CT on May 11**. (We extended the previously communicated deadline by one day.)

- This special VLOA replaces the “70 hour NSL” we awarded in May and is being offered instead of (normal) unpaid VLOAs.
- The number of special VLOAs we can award will partially be determined by the number of PVLOAs awarded. So if time off is important to you, we encourage you to bid for the PVLOA first since PVLOAs will be awarded first.
- Special VLOA ballots will be processed in lineholder seniority order. Reserves may also bid, but lineholders will be given priority for the VLOA.
- If you are awarded the VLOA, you won't be able to pick up trips in TTS/UBL or ETB for June. This gives other lineholders more opportunities to improve their schedule and pick up trips.
- You'll find out if you get the award before the PBS window opens.
- See the [FAQ section](#) on the Flight Service website for more information.

### **PVLOA bidding window closes on Wednesday**

We've opened another round of bidding for 1, 3, 6, 9 and 12-month long paid voluntary leaves (PVLOAs) that start in June. The PVLOAs offer 19 hours pay each month with full benefits.

If you have already taken a PVLOA, you may now extend your leave.

For more information, please visit the [Flight Service website](#). The deadline to bid for a new leave or extend an existing one is **Wednesday, May 6 at 0800 CT**.

### **More on Load Factor Limits, Seat Blocks, and Distancing Onboard**

Although it has been rare to see a completely full flight, American will now be capping the number of passengers on each flight through May 31, which can impact non-revs. Please take a moment to read the information regarding adjusted load factors on [Jetnet, including](#)

[the FAQs](#). And here are some additional questions we have heard recently from flight attendants:

**Why are there sometimes customers seated in middle seats and seats around flight attendant jumpseats?**

50% of middle seats and seats around flight attendant jumpseats are z-blocked on seat maps and are not able to be selected when customers make reservations. However, there are cases where these seats were previously assigned or may be needed to accommodate customers, such as families seated together. Agents are encouraged to keep seats around flight attendant jumpseats open and only assign if needed.

**Why are agents upgrading customers into the first row of First Class?**

We are not limiting the load factor in first class cabins. Although the first row of seats in First Class are z-blocked during the seat assignment process, and will be the last seats used by agents, customers may be upgraded into this row as necessary. However, if you are FA3 and request to be relocated from the double jumpseat on 737 or A321NX prior to boarding, the agent will accommodate the request, including downgrading a customer if necessary.

**As a commuter, will I be denied the jumpseat if we are at the load factor limit?**

The load factor cap does not include jumpseats. Qualified jumpseat crew members may be assigned an empty single jumpseat. However, the double jumpseat will not be assigned except to the minimum crewmember during the exemption period, to allow for distancing between flight attendants.

**If I'm deadheading, could I be denied boarding due to the adjusted flight load?**

The adjusted load factor is a hard cap on the number of customers and employees (non-working crew) on board the aircraft. Generally, deadheads are booked in advance and will be included in the customer count and will not be removed. However, if a deadhead is a last-minute booking and the flight is already at the load factor limit, they will not be accommodated.

**Code for free Wi-Fi on Viasat equipped flights**

There's a new promo code for the free Wi-Fi service on aircraft equipped with Viasat. It's now: **PB3JF79J**

This code will work throughout May. Please remember, this is for American flight attendants only; do not give this out to customers or other colleagues who are not flight attendants. The free Wi-Fi cannot be used while on duty.

## Compassion when a customer really needed it

Unfortunately, many customers flying with us today are not traveling for fun. They are flying somewhere for an essential job or to be with loved ones during medical emergencies. We heard from one customer who recently had to fly to Phoenix to see a dying parent. The customer appreciated the care shown by PHX-based flight attendants Donna Jackson, Sheryl Swartz-Kasperski, Lisa Lanata and Wendy Guy.

*I am trying to reach out to several AA employees who helped me on a critical flight to see my Dad before he passed away. I really want to express my gratitude and appreciation. They were all amazing – super helpful and compassionate. I was able to see my dad Sunday morning, and he passed away Sunday night. I will forever be grateful to all of them. I pray for their health and safety, especially during these trying times, and I thank them for everything they did for me and my family. Truly, truly appreciative!!!!*

Thank you Donna, Sheryl, Lisa and Wendy for showing your kind hearts to this customer.

Thanks for checking in today.

A handwritten signature in cursive script that reads "Jill".

Jill Surdek  
Senior Vice President, Flight Service

Flight Service Communications and Engagement