

Keeping you informed on
our response to COVID-19



Update 45

May 1, 2020

All Flight Service team members

Celebrating our colleagues

First off, I want to recognize the more than 830 flight attendants who are leaving American. Thank you for your service to the company, and congratulations on your decision to start a new chapter. In Flight Service, we are all going to miss seeing your smiles, hearing your voices, running into you at airports and working side-by-side with you. I want to thank you for your professionalism, kindness to our customers and for choosing American as your second home for so many years. I wish you all the best.

Changes to our May schedule

In response to the lowered demand for travel, Network Planning will update our May flying schedule over the weekend which will impact a number of flights. In order to protect a significant portion of your income, we have provided pay protection that is above and beyond what's contractually required. Click [here](#) to learn more. In the meantime, you may start to see changes to your May schedule in FOS based on the airline's revised flight schedule for May. Crew Scheduling will work to repair these as quickly as possible. Until this is complete, you'll be restricted from trading/dropping the affected sequences.

We will be operating "turns only" service into the New York area, and will continue to extend the pause on flying by LGA-based flight attendants. As NYC base leadership communicated earlier this week, LGA-based flight attendants will be pay protected by the same [special line guarantee](#) that applies to all flight attendants, along with applicable JCBA pay protections (e.g. last sequence/series).

New round of extended and month-long leave options

Apply for a PVLOA or extend an existing PVLOA

Earlier this week, we opened another round of bidding for paid voluntary leaves (PVLOAs) that start in June. If you have already been awarded a leave, you may also now extend it to give yourself more time off. For more information or to start the application process, please visit the [Flight Service website](#). The deadline to apply for a new leave or extend an existing one is 0800 CT May 6.

For this month, we also created a special one month PVLOA that comes with all the same benefits of the regular PVLOA program including that we will not contest an application for unemployment insurance.

New special VLOA for June with 70 hours pay

We're offering a special VLOA that provides 70 hours pay for the month of June. If you are awarded this option, you will not be able to pick-up trips in TTS/UBL or ETB. This is based on feedback from flight attendants to give lineholders more opportunities to pick-up trips or improve their schedules. This special VLOA replaces the no-schedule lineholder (NSL) option that was offered for the May bid month. **The bidding window will open at 1200 CT on May 8 and will close at 1200 CT on May 10. Don't forget to submit a bid!**

If you have questions about any of the leave options, please see the [FAQ section](#) on the Flight Service website. We're constantly updating it as new questions come in. Here's some recent questions that people are asking:

1. **What happens if my vacation falls during the special 70-hour VLOA?** Vacation and other credited time (e.g. carryover time) will not be paid on top of the 70 hours. However, you will still accrue sick and vacation time.
2. **I participated in the Vacation Buyback earlier this year. Will the special VLOA impact my payment?** No, the Vacation Buyback will be a separate line-item on your paycheck and will not be included in the 70 hours.
3. **If I take the special monthly VLOA, will benefits be deducted from my paycheck?** Yes. All the normal deductions like benefit costs, taxes and union dues will still be deducted.
4. **Will I still have travel privileges if I take a PVLOA or monthly VLOA?** You'll still have the same travel privileges as you do today – which includes jumpseat travel.
5. **Can reserves apply for the special 70-hour VLOA?** Like normal VLOAs, lineholders will be considered first for an award and then reserves. While we don't know the number of special 70-hour VLOAs that will be awarded, our initial forecast is that it will be slightly lower than the number of NSLs awarded in May and then further offset by the number of PVLOAs awarded in June.

Flight attendants are required to wear masks today; all customers must wear face coverings starting May 11

American announced yesterday that we will start requiring customers to wear face coverings on May 11. We're working out plans to provide customers with masks and ensure compliance. We'll send you more details on this soon. As you know, flight attendants are required to wear masks onboard aircraft starting today. Masks are provisioned in the PPE drawer and in Crew Service Centers.

Local rules may require masks to be worn in airport terminals, hotel lobbies and other public places. There's now a constantly [updated list on Jetnet](#) that shows you where masks are required by location.

New snack bags start today

After several successful tests, we began offering customers a snack bag containing a bottle of water and a snack as they board the aircraft. This will be offered on flights that are 900-2199 miles (typically 2.5 - 4.5 hours long). On longer flights, we will offer a streamlined meal service in First/Business Class and a beverage/beverage accompaniment service in Main Cabin. Please see the [Dear FA](#) letter boarded on your flight for more information.

A closer look at our expanded cleaning procedures



As you may have heard, we're expanding cabin cleaning before every flight over the next few weeks to include all tray tables, seatbelt buckles, armrests, window shades, seatback screens, door and overhead bin handles. This is in addition to the current cleaning procedures that includes all galley counters, jumpseats, interphones and touch panels. The company recently produced a [video](#) to communicate our cleaning process to customers. Click on the picture above or [here](#) to watch.

If you think the cabin cleaners skipped a step or haven't done a thorough job – please let us know using FA Reports under the “cleaning” category. Once you submit a report, we will take action to make sure the issue is addressed with the station. So far, we have only received a handful of reports regarding cleaning. If you notice a problem, it's very important that you fill out an FA Report to let us know when and where it is occurring.

Passenger numbers capped on all flights through May 31

Even though it is uncommon to see a completely full flight, American will be capping the number of passengers on each flight, which may impact non-revs. Going forward, we will not assign 50% of middle seats in Main Cabin nor seats located near flight attendant jumpseats during the reservation process, although you may still find some customers in these seats if they need to be accommodated at the gate. By doing this, we will be able to create more space among customers. See [Jetnet](#) for more information and stay tuned for additional FAQs that we will be sending via CCI.

New code for free Wi-Fi on Viasat equipped flights

As a way to say “thank you” for helping our customers during this difficult time, Viasat continues to offer free Wi-Fi service to American flight attendants who are deadheading, commuting or traveling as a customer on aircraft equipped with the Viasat service. The free Wi-Fi promo code has changed for May. It is now: **PB3JF9J**

Please do not give the code out to customers or other colleagues who are not flight attendants. As a reminder, the free Wi-Fi cannot be used while on duty.

Traveling in difficult times

We don't always know what our customers are dealing with when they're in our care. A customer on a BOS-DFW flight sent us a note expressing thanks to CLT flight attendants Viktor Pendergraph, Kara Perry, Edwina Mather and Kristian Andrewson for their service during this challenging time:

I would like to express my sincere gratitude to your company. I had to travel cross-country to attend to my 89-year-old mother, who now needs to go into assisted living. You only had 19 passengers on a large Airbus – but flew nonetheless, at great expense no doubt. Words cannot express how much I appreciate your company's sacrifice. In spite of the dire circumstances – your crew was outstanding. Cheerful and professional. I'd especially like to single out Edwina. She went out of her way to make sure everyone felt at ease and comfortable. She took excellent care of me at an emotional time – and I am very grateful for her kindness. I hope you are able to pass on my gratitude. Thank you all so very much!

Great job to this crew for giving comfort to this customer who needed that extra kindness.

Thanks for checking in today.



Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement