

Keeping you informed on  
our response to COVID-19



## Update 47

**May 6, 2020**

*All Flight Service team members*

### **PVLOA offer closed this morning**

Around 800 flight attendants applied to take one of the 3, 6, 9 or 12-month paid voluntary leave options (PVLOAs) starting in June. We also had more than 580 people apply for PVLOA extensions.

### **June 70-hour special VLOA bidding window: May 8 1200 CT – May 11 1200 CT.**

Bidding opens this Friday at noon CT for the special month-long VLOA that credits you up to 70 hours pay for the month of June. We recently extended the election window so that it is on the same timeline as the LRD tool.

- 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. 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.

### **Update on our fleet**

The company announced plans today to place all 15 Airbus A330-200s in storage until at least the end of next year. This is in addition to the retirement of the A330-300, Boeing 757, 767 and Embraer 190 fleets. During this period of low demand and fewer flights, we’re removing older, less fuel-efficient aircraft. This smaller, simplified fleet makes us more nimble, reduces maintenance costs and shortens training time. Eventually, this will mean fewer aircraft-specific web-based training modules and drill exercises for you to complete during CQ. We will update you when we remove retired aircraft from training requirements. We will now just have two types of widebody aircraft (787, 777) and two narrowbody types (737, A319/20/21). (We are still working through our plans for the A330

given that the A330-200 is not officially retiring - just going into storage.) We will work quickly to offer training for flight attendants in CLT and PHL who are not already qualified on the 777 or the 787. The 787 is scheduled to fly this summer in PHL and the 777 will be in CLT. Stay tuned for more details on training availability starting this month.

### Changes to our mask policy starting May 8

Our policy on masks continues to evolve in response to new CDC guidance. We recently required flight attendants to wear masks on board aircraft, and the company is now expanding the team member face mask policy to cover all areas and teams within a customer’s view starting May 8. We all want travel demand to improve, so we must do everything we can to ensure customers feel safe when flying with us. There are certain exceptions to these rules, like while eating or making a PA announcement; please see [Jetnet](#) for more information.

### Customers will be required to wear face coverings on board our aircraft starting May 11.

Gate agents will have primary responsibility for ensuring customers are wearing a face covering when they board. Of course, there will be some commonsense exceptions to this policy for infants and small children, when customers are eating and drinking, customers with medical conditions, etc. As a flight attendant, your role is simply to advise customers of the policy if you notice someone, not covered by one of the exceptions, who is not wearing a face covering. As onboard safety and service professionals, we’ll rely on your good judgment to address any situations that arise in a discreet, respectful manner.

Starting May 11, we will provide a few additional masks in the PPE drawer for you to give to customers who may need face coverings. These masks will be individually wrapped and loaded in the drawer with a note “for customer use, if needed.” Masks for crewmembers in the PPE drawer are intended for the pilots and flight attendants working the flight. As a reminder, masks and wipes are not a “no-go” item. If masks are not provisioned on your aircraft, please report it using FA Reports, just like you would report any other missing catering item.

### Changes to Food & Beverage service

We’ve made several changes to our food and beverage service in response to COVID-19. Here’s a chart that gives a simple overview of what we offer and when:

Mileage/Time:	Service at all times of the day:
0-899 miles* (under 2.5 hours)	All cabins: Beverage upon request
900 – 2,199 miles (2.5 – 4.5 hours)	All cabins: Snack bag during boarding, beverage upon request in flight

**2,200 miles or more (more than 4.5 hours)**

**Main Cabin:** Beverage service with beverage accompaniment; meal service on IPD

**Premium cabin:** Beverage service and one-stop tray service; snack basket items on request, follow-on meal service on IPD

On flights between certain key markets, there may be exceptions to the service described above. For full details on our current service levels, see the **COVID 19 Procedures Document** on your tablet and your catering paperwork.

We have also begun testing delivery of an enhanced snack bag for First Class passengers. The snack bag contains our Mix & Munch snack box. We are currently testing on a handful of flights out of DFW and are working with flight attendants on the test flights to develop the best procedure for delivery of the bags to customers.

## Keeping up with all the changes in response to COVID-19

Since the beginning of the COVID-19 pandemic, we've made a lot of changes to make flying as safe as possible. With so many changes happening so quickly, it's sometimes hard to keep track of everything. We've added a [chart on the Flight Service website](#) that shows an overview on what's been done in response to COVID-19.

### 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.

## Kudos from a competitor

Social distancing, snack bags – no matter the change, you continue to showcase professionalism. A commuter from another airline gave high praise to DFW flight attendant Joshua Ehler for handling many of the changes brought on by the pandemic on a DFW-DEN flight.

*First, I would like to say I fly for Southwest and recently I have been fortunate enough to commute on your airline out of Texas. Everyone has been so nice in the midst of the chaos that's been going on, and I cannot tell you how much I appreciate it. Today in particular the flight attendant in the back, Joshua, was just amazing. He handled a few different situations in the exit row so well. He handled a passenger who was worried about social distancing very well. Compliments to him for being a great flight attendant, someone I would love to work with.*

It's always great to get a compliment like this about our team. And I want to give a special shout out to Joshua for his fantastic customer service.

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