

Keeping you informed on  
our response to COVID-19



## Update 56

**June 2, 2020**

*All Flight Service team members*

### **Latest from Jill Surdek**

Probably like you, I have been watching and reading the news even more than usual over the past few days. We are outraged by the death of George Floyd and other African Americans in similar cases, yet it is important that we all contribute to the positive and constructive change we want to see in our country. We need to make sure Floyd's name doesn't just disappear from protest signs and TV screens. It's clear that we need to do much more to stop racial injustice, particularly injustice toward Black people. We all play a part.

I feel like our flight attendant team has such an important role and opportunity in this. We are a diverse group by not only race, but also by generation, ethnicity, gender, sexual orientation, gender identity, disability, religious affiliation and background. And we serve customers from all different types of backgrounds. We have the chance to engage in meaningful conversations with our fellow crewmembers and customers to ensure we are welcoming and inclusive. I think back to this past year's CQ and web-based training on 'Disrupting Everyday Bias' which made each of us acknowledge our own unconscious biases. The honesty and candor to recognize one's own biases and listen to another person's perspective can be intimidating, but it is also so powerful in this time of uncertainty.

We have such a great platform in our daily lives and jobs to encourage and embrace this vision. I am proud of American's commitment to diversity, equality and inclusion, but clearly we can all do more. I welcome your thoughts on how our team can help foster positive change in our company and country.

### **Note from Doug**

In case you missed it – Doug Parker had a meaningful conversation with a Southwest Airlines flight attendant over the weekend. They had a powerful conversation about the book he was reading, "White Fragility" by Robin DiAngelo. Visit [Jetnet](#) to read more about their encounter.

### **Paid voluntary leave, unpaid voluntary leave awards for July**

Nearly 700 flight attendants were awarded PVLOA or unpaid leaves starting July 2. Here's the breakdown and type of leave:

<b>One-month PVLOA</b>	<b>420</b>
<b>One-month unpaid leave</b>	28
<b>Three-month PVLOA</b>	230
<b>Three-month unpaid leave</b>	12
<b>Total:</b>	690

If you were awarded a leave, please watch your mobileCCI messages for more information on next steps.

### **Bidding opens June 3 for 70-hour VLOA for July**

We expect to award 70-hour VLOAs in July, but a lot fewer than we did in June. This is good news because it means we need more flight attendants to operate the airline as we slowly increase our flight schedule.

**The election window opens June 3 at 1200 CT and closes June 7 at 1200 CT.**

Visit the Flight Service website to access the ballot.

### **New seat blocking policy**

I know there have been questions over the issue of "seat blocking". In case you missed it, we sent out a [mobileCCI message](#) yesterday with an update to our seat blocking policy. Here are a few key points:

- Some seats near jumpseats will continue to be "Z-blocked"
  - Customers cannot choose these seats online or at airport kiosks, but gate agents may put customers into these seats if needed.
  - In many cases these seats will remain empty, but they are not guaranteed to be empty.
  - Examples include: Select seats near FA jumpseats, last row of Main Cabin, aisle seats in the second to last row of Main Cabin, aisle seats in the first row of First Class.
- Select seats on Airbus aircraft that are directly in front or adjacent to flight attendant jump seats will now be "C-blocked", which is a more restrictive block
  - These seats cannot be chosen by customers or assigned by an agent.
  - Examples include: 9E, 10F on the Airbus A321L; [see the communication](#) for more examples.

- Lastly, for the time being, we will continue to limit the number of customers on each aircraft.

## **Reminder: Please allow cabin cleaners on board even if the aircraft is just doing a quick turn**

The Cabin Appearance team continues to roll out our enhanced cleaning process, with more stations added every few days. As a reminder, please allow cabin cleaners on board the aircraft so that they can complete their duties. They may board even if the flight is a quick turn. For example, on a DFW-BZN-DFW turn, cleaners may board the aircraft in BZN to disinfect surfaces.

As always, if you feel that an aircraft isn't being thoroughly cleaned or is missing items from the PPE drawer, please report this using FA Reports so we can address the issue. *We can't address it if you don't report it.*

## **Your questions at our Virtual Town Hall**

Thank you to the more than 600 flight attendants who took part in last week's Flight Service Virtual Town Hall. You texted in more than 150 questions, and we answered as many as we could. I want to highlight a few of the "hot topics," as well as answer questions that we weren't able to get to during the call:

- 1. Are we returning to a normal bidding/trading schedule for July?**  
Yes. While we are far from a "normal" situation as far as travel demand is concerned, we expect the normal bidding and trading timelines to resume. We also expect to continue to see fewer cancellations in our July schedule compared to the situation in the past spring.
- 2. Any update on the Boeing 737 MAX?**  
We're hoping that the Boeing 737 MAX will be recertified by the Federal Aviation Administration (FAA) in the next few months. Check out this story in the [Newsroom](#) for the latest information on the MAX.
- 3. How is the number of frequencies in particular markets determined in the "post-covid" world? Some routes seem to have much more demand than others.**  
Our colleagues in Network Planning look at customer demand and evaluate competition when deciding how many flights to operate between markets and which aircraft types to use. Even though business and leisure travel are significantly down over last year, it's important for us to serve customers when we can. Rather than cancel flights at the last minute, our Network Planning team tries to forecast customer demand, which is more challenging with current uncertainties about COVID-19. We will continue to make changes to our schedule in response to changes in customer bookings.
- 4. What happens to my vacation during a 70-hour VLOA? Does vacation get paid on top of it?**  
If you take vacation during your voluntary leave of absence, those hours are not

paid on top of the 70 hours. Per our agreement with the APFA, any vacation and other credited time taken during the VLOA is weighed against the 70-hour credit.

## New free Viasat Wi-Fi code for June

As a way to say "thank you" for helping our customers during this challenging 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 will change on June 1.

Wi-Fi code for June: **M75VOGQR**

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.

## Seeking comfort and compassion

We've received numerous compliments from frontline healthcare workers who appreciate how you've cared for them as they travel to care for patients. A customer recently sent us a note praising PHX flight attendant Dwayne Henderson:

*I would like to extend my thanks and compliments to Flight Attendant Dwayne Henderson. Mr. Henderson was exceptionally attentive and pleasant to all of us seated in the First Class section. He anticipated our needs and engaged us with humorous conversation throughout the flight while still observing all the necessary measures which are so important during this time of pandemic. A family illness/emergency situation necessitated my round trip from my home in McAllen, Texas, to Jacksonville, Florida. Both my husband and I are front-line healthcare providers and we have worked to the point of near exhaustion. The AA flights were comfortable, restful, with the best one under the services of Dwayne Henderson. Many thanks, and here's hoping we all stay well and persevere.*

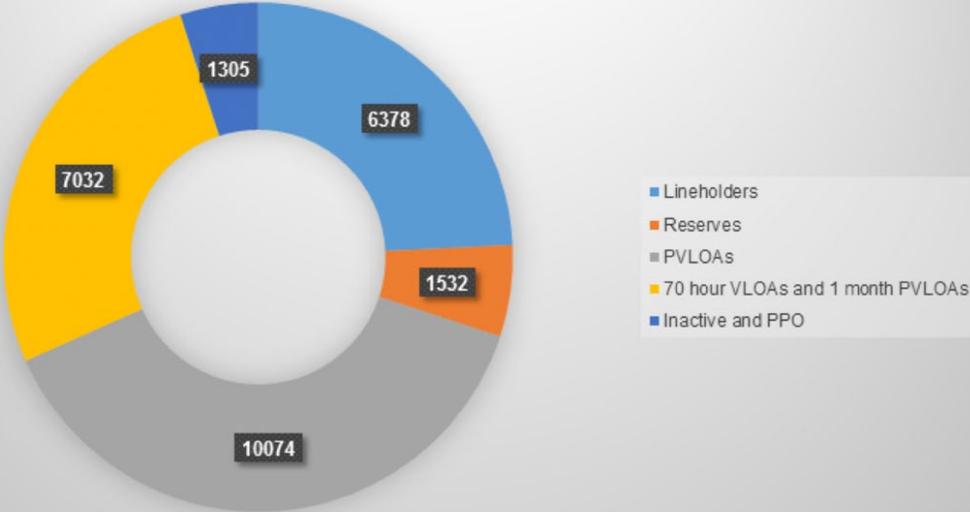
This is outstanding Dwayne! Thank you for your first-rate customer service.

Thanks for checking in today.



Jill Surdek  
Senior Vice President, Flight Service

### Flight Attendants by the numbers June 2020



Flight Service Communications and Engagement

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## Update 57

**June 5, 2020**

*All Flight Service team members*

### A word about social media

With so much anger, pain and division right now, many people are turning to social media as an outlet to share their feelings. We should all feel free to express our viewpoints, but that freedom comes with responsibility. Please remember whatever you post to social media can be copied and shared publicly -- even if you posted it on a "private" Facebook page or Instagram account. As safety and service professionals, all of American's team members are held to a higher standard than members of the general public. Even if your post doesn't include a photo of you in uniform or mention your job, you may easily end up being identified as an American Airlines flight attendant. It should go without saying, but regrettably we must reiterate, **do not post** discriminatory, insulting or hostile comments. These comments run counter to our values as a company. Words have consequences, and they can hurt the airline, our co-workers or even your career. Please review American's [social media guidelines](#) on Jetnet for more information.

### Organizational changes for American's officer team

Doug Parker and Robert Isom announced changes to the company's executive leadership team yesterday. Flight Service will now fall under David Seymour, who is taking on the role of Chief Operating Officer (COO). David was previously Senior Vice President of Operations and will continue to oversee Technical Operations, Airport Operations and the Integrated Operations Center (IOC).

After 25 years of service to American, my boss, Kurt Stache, will retire from his post as Senior Vice President of Customer Experience. His position will not be backfilled. As part of the changes, our officer team will be roughly 30% smaller. While we are losing a lot of great talent and experienced leaders, these changes are necessary as we emerge from this crisis as a smaller airline and work to return American to profitability. You can read Doug and Robert's announcements on [Jetnet](#).

### Bidding for 70-hour July VLOA closes June 7 at 1200 CT

Bidding for the 70-hour voluntary leave of absence (VLOA) closes at noon on Sunday. Visit the Flight Service website to [access the ballot](#).

We expect to award far fewer 70-hour VLOAs for July compared to June. This is good news because it means we need more flight attendants to operate the airline as we slowly increase our flight schedule.

## Changes coming to MyFlight and iSolve

Given our current challenging environment, we are taking a close look at every aspect of our operation, including tools and technology. As part of this review, we've made the decision to suspend iSolve. It will be removed from MyFlight on June 8. For service issues that require additional follow up, please encourage customers to visit [AA.com/CustomerRelations](https://www.aa.com/customerrelations).

Our technology team continues to work on other improvements to your MyFlight app. Based on flight attendant feedback, we've added the designation of "MILT" to the MyFlight information screen under the special services section. This will help you identify customers who are members of the military. Service members must self-identify to agents or reservations to get the MILT code added to their PNR. 

## Cruise ship employees

The CDC is now permitting certain cruise-line employees to fly on commercial airlines. There is an extremely rigorous process they must undergo, governed by the CDC, before being cleared to disembark from their vessel. They must be fully recovered from COVID-19 and no longer present a public health risk, or they must have been on a ship that was free of the coronavirus.

- Cruise ship employees who recovered from COVID-19 must have a medical certificate stating they meet the CDC's criteria for discontinuing isolation and a physician's statement saying they no longer pose a risk to other people
- If a ship has been designated free of COVID-19 by the CDC, the cruise line will provide a letter to airlines at the time of booking to certify that their employee was on board a ship that is unaffected by coronavirus.

American is satisfied with the protocols and procedures to ensure these customers are safe to travel on our aircraft. For more information, please see the [CDC's website](https://www.cdc.gov).

## Reminder: Please give beverages to customers who ask for them

As you know, we have reduced our food and beverage offerings on most flights. On flights where a regular service is suspended, please be sure to fulfill passenger requests for beverages, in all cabins.

Please refer to the COVID Service Procedures document in Comply365 on your tablet for the most up to date onboard service for the market you are flying:

01IFM/PAs/COVID19 > COVID19 > Onboard Service (COVID19) > Service procedures during COVID

- Pre-departure service is currently suspended on all flights
- For flights where full in-flight beverage service has been suspended, including snack bag flights, please fulfill individual customer beverage requests in all cabins, including serving alcoholic beverages in FC/BC
- MC & PE service varies by market; please refer to specific market procedures

## Your questions, my answers

I want to take this opportunity to answer some of the questions I received at one of our Virtual Town Halls or through email.

### 1. **Can I extend my paid voluntary leave of absence (PVLOA)?**

At this point, we are taking a pause on extensions. As we work to determine our staffing, we want to take a clean look at our expected schedule moving into the fall and what it means for staffing. In the coming weeks, we may make the decision to offer extensions again (we just did last month), but we are holding until we have more information.

### 2. **I noticed the “FA’s by the Numbers” graphic on the bottom of your May 29 blog; it shows that we only need around 7,000 flight attendants for June. Does this mean nearly 20,000 people have to take leaves or retire to avoid a furlough?**

It’s true that we only need around 7,000 lineholders for June. However, this is definitely not a confirmation that we need to do furloughs or how big a possible furlough would be.

Our July schedule is going to be higher than what we’ve seen the past few months. This means our flight attendant surplus will continue to shrink. The question is - *how quickly will we add back capacity?* This depends on customer demand. We should all be rooting for fuller flights. *Why?* Because it means we will need to add more capacity which will require more flight attendants.

Hopefully in the next month or so, we will have better insight into capacity this fall.

### 3. **Since the company is reducing management and support staff (MSS) by roughly 30%, does this translate to a reduction of 30% of flight attendants?**

No. We haven’t made any decision if crew member furloughs are needed as we are still hoping to avoid them. Flight attendant staffing is based on capacity and operational needs. As I said above, we are all hoping for more passengers and fuller planes.

### 4. **Does American let customers know when they are scheduled to be on a full flight?**

Yes. When a flight starts to fill up, customers are notified that their flight is getting full. They then have the option to switch to a different flight with fewer passengers.

Have more questions? Stay tuned. We’re going to be hosting another Virtual Town Hall in the next couple of weeks. Once we finalize a day and time, I’ll let you know.

## Mental health: It's OK to ask for help

Your mental health and well-being are just as important as your physical health. If you'd like to talk to a trusted professional, you can contact the [Optum Employee Assistance Program](#) 24 hours a day at 800-363-7190. You can also find a mental health provider by calling your [Accolade health assistant](#) or connect with the [DFW ConnectedCare Center](#). You can find their phone numbers on the back of your medical ID card.

If you or someone you know is struggling with suicidal thoughts, please know that you're not alone and help is available by calling the National Suicide Prevention Lifeline at 800-273-8255.

## Kindness during tough times

Sometimes it's the small things that make a big impact on our customers. On an ORD-PHX flight, ORD flight attendant Patsy Healy provided comfort to a grieving family.

*My daughter and I recently flew to Santa Barbara from Chicago (via Phoenix) for a very sad reason. My 20-year-old son had passed away suddenly a few days earlier. I want to thank flight attendant Patsy Healy for her kindness. She not only brought me a much-needed glass of wine, she gave my daughter and myself condolence notes. As a former AA flight attendant, myself, I know that she went above and beyond the call of duty, and I really appreciate it.*

This family needed your kindness Patsy, and you stepped up with compassion. Thank you.

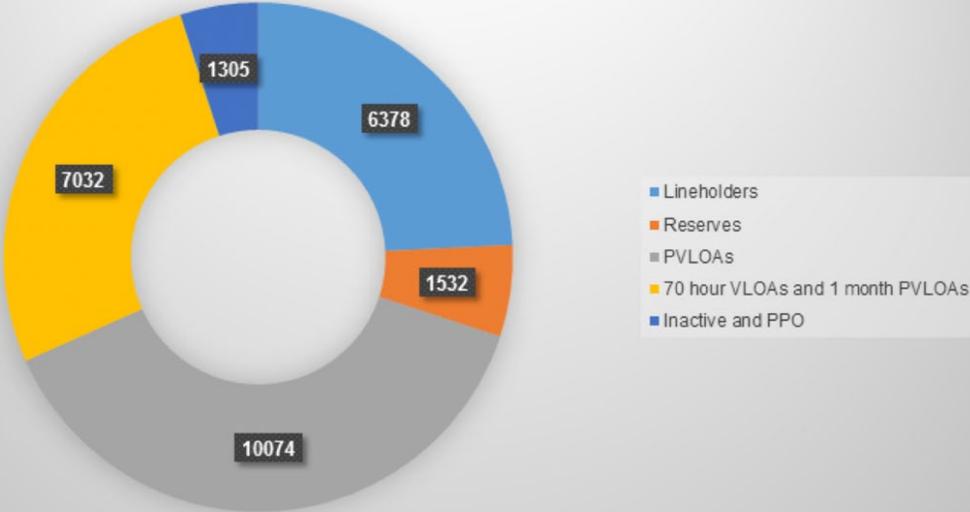
Thanks for checking in today.



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Jill Surdek  
Senior Vice President, Flight Service

### Flight Attendants by the numbers June 2020



Flight Service Communications and Engagement

Keeping you informed on  
our response to COVID-19



## Update 58

**June 9, 2020**

All Flight Service team members

### **Update: Enhanced cleaning now being performed at all stations**

We started rolling out [enhanced cleaning procedures](#) earlier this spring. I'm pleased to report we've implemented them at 100% of stations. Before each flight, cabin cleaners will sanitize all "high touch" surfaces, including customer tray tables, seatbelt buckles, armrests, window shades, seatback screens, overhead bin handles, galley countertops, jumpseats, flight attendant seatbelts and interphones.

- To accomplish this, cabin cleaners may board aircraft as customers are deplaning, even on quick turns. Please allow them to board so they can start cleaning.
- *Did the cleaners miss a step?* If you notice a problem with cabin cleaning on your flight, please use FA Reports to let us know so that we can address it with the Cabin Appearance team and their vendors.

### **Positive news: More aircraft are returning to the skies**

While customer demand isn't anywhere near the levels we enjoyed last year; we see a positive trend when it comes to bookings. As a result, we're starting to "unpark" aircraft that were left idle due to the drop-in demand. We reactivated 64 aircraft this month, including:

- 12 Airbus A320s
- 34 Boeing 737s
- 10 Boeing 777s
- 8 Boeing 787s

In July, we will bring back an additional 141 planes, mostly narrowbodies.

We shared July flying last week. See [Jetnet](#) for more details on our upcoming schedule.

### **Update: Face covering supplies**

We're adjusting the number of crew member face coverings on IPD flights. There will now be 20 face coverings in the PPE drawer for use by flight attendants and pilots. We're making this change to better align supply with demand having heard from many of you that many crew members bring their own and are not using all the supply included in the PPE drawer.

The provisioning levels will not change for domestic/NIPD flights.

The PPE Drawer is in the First Class Supply Cart. It also contains gloves, hand sanitizer, and a limited supply of customer face masks. Provisioning for these items remains the same. Do you need more supplies? Please let us know using FA Reports.

**Coming soon:** Lands' End is in the process of making our new OEKO-TEX certified cloth face coverings. Each flight attendant will get a set of three of these new face coverings, expected to arrive in our bases soon. Watch your CCI for more information on when you can pick them up.

### **Medical exemptions for masks**

In very rare cases, some crew members are not able to wear face coverings for medical reasons. Unlike jurisdictions in the U.S., foreign governments may not recognize these exemptions. Many countries require masks to be worn in airports, hotel vans, hotel lobbies, restaurants and other public areas. Not wearing a mask could result in a personal fine and, in some cases, refusal of entry into the host country.

It is your responsibility to make sure you comply with the laws in each country. If you are unable to wear a mask, do not bid for destinations with those requirements.

### **Care and compassion for our customers**

A little extra warmth and care can make a huge difference. Listen to what this customer on a recent BOS-DFW flight said about PHL-based flight attendant Guytri Bhola:

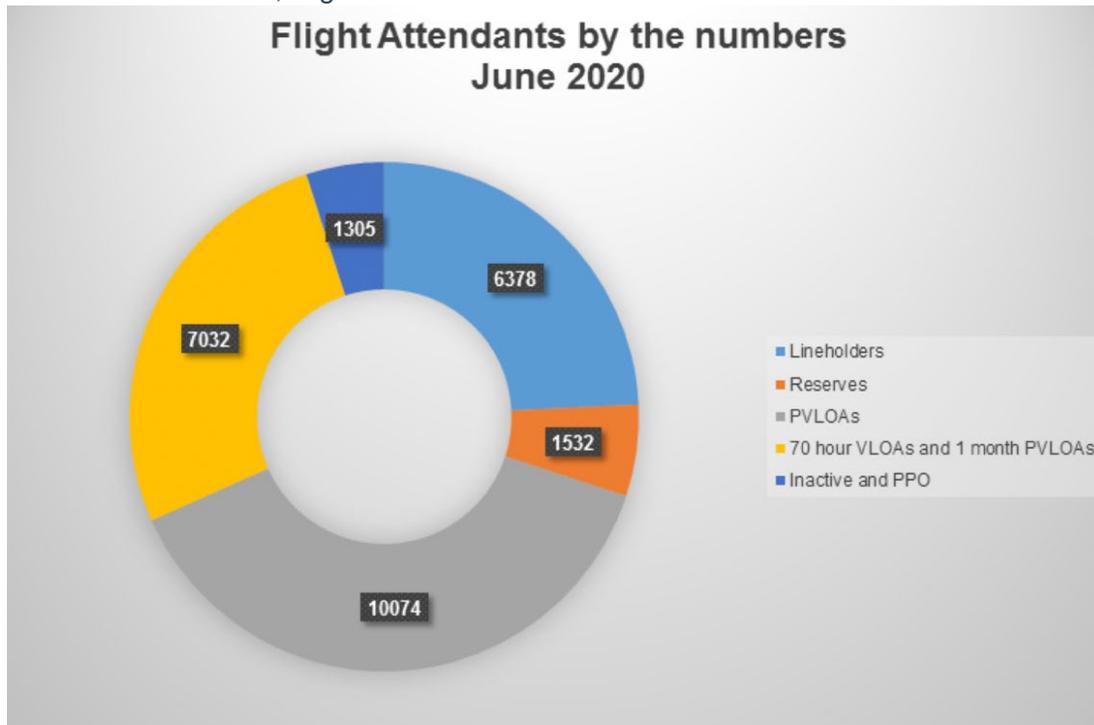
*In a time of so much crisis and uncertainty, when people are rarely interacting due to fears and concerns, it was such a wonderful and beautiful opportunity to have a flight attendant like Guytri. Her welcoming hospitality and kindness made our family feel so comfortable and special. We have a son with autism and at one point on the flight he got a little loud, Guytri quickly came over and gently asked how she could help. Unfortunately, he wanted French fries and we both laughed that that wasn't available. She spent time actually talking to me which seems to be something lost right now. I just wanted to express our gratitude for her kindness and care. She really went above and beyond to welcome us and make our flight comfortable.*

Thank you Guytri for finding a way to show this family a little extra care.

Thanks for checking in today.

*Jill*

Jill Surdek  
Senior Vice President, Flight Service



Flight Service Communications and Engagement

# Flight Service Forum

Updates from Jill Surdek



**June 11, 2020**

All Flight Service team members

## Latest from Jill Surdek

In the early stages of the pandemic, I made a promise to communicate often and keep you informed on our response to this crisis. Since then, we've sent nearly 60 "COVID-19 Updates." Even though we're nowhere near the end of this challenging situation, I think it's the right time for me to transition back to my regular *Flight Service Forum* blog. We'll continue to send frequent updates, but I'll use this space to touch on topics besides coronavirus.

## Do your part to avoid a minimum crew violation

Unfortunately, despite a drastically reduced schedule, we continue to experience minimum crew violations. This represents a serious safety and security issue. We've recently updated GateReader to prevent agents from boarding customers unless they've scanned all crew member IDs. But if a flight attendant leaves the aircraft and doesn't tell the agent, this new feature won't help us avoid a minimum crew violation and potential fine.

**Please inform the agent if you leave the aircraft before boarding. If customers are on board, do not leave the aircraft unless there's a safety issue or emergency.** We all play a role in making sure our customers are safe and FAA rules are followed. Please review our [recent communication](#) about the "do's" and "don'ts" of minimum crew.

## Improvements coming to LGA



New York's LaGuardia Airport (LGA) is about to reach a milestone in its massive renovation project. On Saturday, June 13, the new Terminal B Arrivals and Departures Hall will open at LGA, providing a centralized space for ticketing, check-in, security screening and baggage claim. The new central terminal is known as the "headhouse." American will continue to operate from the B, C and D gates. However, most of the original Central Terminal Building will be closed. There will be extensive signage to help navigate this new space and explain how it connects to LGA's existing spaces. Please leave extra time if you are traveling through the airport.

- The KCM checkpoint is now located to the left of the main security lane, behind the ticket counter.
- The LGA Flight Service Operations/Crew Service Center has temporarily moved to room number 3577.
  - If you're going to operations, come through the temporary connector into the old central terminal B building; room 3577 will be on the left-hand side before the elevations. Signs will be in place to guide you along the way. Please see [Jetnet](#) and our [recent communication](#) for more on this change.

### **Reminder: COVID-19 antibody testing is 100% covered by American's medical plans**

If you are enrolled in an American Airlines medical plan, COVID-19 antibody testing is covered by your insurance. Please see the information on Jetnet [HYPERLINK "https://newjetnet.aa.com/docs/DOC-39862"](https://newjetnet.aa.com/docs/DOC-39862)

### **American donates 500,000 pounds of food items**

Since the pandemic hit, American Airlines has donated more than **half a million pounds** of food to nonprofit organizations, schools and other groups that are fighting hunger. Most recently, we gave food items to the Los Angeles LGBT Center Pride Pantry. Read more about it on [Jetnet](#). Pretty amazing!

### **Top-notch service**

As service and safety professionals, you play a leading part in making sure our customers feel welcome and at ease. Case in point: read what this passenger said about DFW flight attendants Rachel Schroeder and Tristin Vann:

*Your team in the First Class cabin, Rachel and Tristin, were absolutely incredible. Please thank them for me for their amazing service. They were professional and responsive and I couldn't have been happier or felt safer because of the two of them. I hope to fly with them again soon. I'm sure the team at American will get us back into the skies with lots of outstanding people, just like them.*

I want to thank Rachel, Tristin and all of you for welcoming our customers back with top-notch service.

Thanks for checking in today.

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

Jill Surdek  
Senior Vice President, Flight Service



# Flight Service



## Update on voluntary options for Flight Service team members

**June 12, 2020**

*Flight Service Leaders and Support Staff*

Dear colleagues,

During our virtual town hall earlier this week, I committed to sharing with you the results of the voluntary early-out programs for Flight Service team members. 66 team members across our bases and at Skyview elected to participate in one of the programs and will be leaving the airline in the next few weeks. To respect the privacy and wishes of those team members, we'll leave it up to each location's leader to communicate the specifics of this news locally.

And while it's sad to see so many folks leave us, their participation will help offset the number of involuntary reductions we're facing. These 66 participants, as well as the 70 open positions we already had, put us almost halfway to our target.

Thank you for your patience and leadership during this stressful time. We'll have more information to share about Flight Service's future organizational structure in the near future.

Jill Surdek  
Senior Vice President – Flight Service  
[Jill.Surdek@aa.com](mailto:Jill.Surdek@aa.com)

# Flight Service Forum

Updates from Jill Surdek



**June 16, 2020**

All Flight Service team members

## Pay protection for July

We've reached a pay protection agreement with the APFA to extend the [same protections](#) that apply in June. The new agreement, effective July 2 – 31, 2020, continues to protect a sizeable portion of your income in the event a trip is cancelled. Since our schedule is becoming more predictable and we are experiencing fewer cancellations, we expect that July will be the final month this pay protection will be offered.

## PVLOA and unpaid leaves will be offered for August

We will offer a one-month paid voluntary leave of absence (PVLOA) and a one-month unpaid leave option for August. If you are interested in taking time off, please watch your CCI messages for more details. The bidding window will open soon.

## Ensuring customer face covering compliance

Customers tell us they feel safer when the person next to them is wearing a face covering. And many of you have asked for help addressing those who refuse to cover up. Earlier today, we [communicated](#) new procedures designed to increase customer compliance and help identify those who have medical or religious exemptions:

1. Agents will add a new "NMOK" code to the PNR of customers who have exemptions. NMOK stands for "no mask, ok". Gate agents will give the FA1/Purser a printed list of exempt customers once boarding is complete.
2. We've added new departure and mid-flight PAs to remind customers of the face covering policy. The PAs will mention that customers who fail to comply may not be allowed to fly with us in the future. See today's [communication](#) or Comply365 to view the new PA announcement. *Comply365 > 01 IFM/PAs/COVID19 > PAs > COVID 19 Pas > 01 COVID-19 PAs*
3. During departure and mid-flight cabin walkthroughs, flight attendants will remind customers who are not wearing coverings to place them back on. If a customer doesn't have a covering or misplaced one, please provide them a covering from the PPE drawer.
4. If a customer doesn't comply, fill out a CERS report under customer misconduct > face covering/mask. There's no need to tell the customer you

are reporting them, and the situation should remain calm. The information provided will go to American's Security team for review. Do not fill out a PIDR unless the customer becomes aggressive or threatening.

Note: Customers don't have to wear face coverings while eating or drinking. Small children are exempt from the covering requirement.

American is communicating the updated face covering policy to customers. You can read the new message on [AA.com](#) and the [press release here](#). Other major U.S. airlines announced similar face covering procedures that also go into effect today. You can read more about what our industry is doing in the [Airlines for America \(A4A\) news release](#).

### **Team member face covering update**

As you may have read on [Jetnet](#), the company also updated its team member face covering policy. All team members, including flight attendants, must wear face coverings while in customer areas and during all customer interactions. You may remove your face covering if you are eating or drinking, or performing an official duty, like making a PA announcement or responding to an emergency. In break areas and crew rooms, face coverings are required when 6 feet of social distance can't be maintained.

Note: In many locations, face coverings are also required in hotel lobbies, airport shuttles, shops and restaurants.

### **Education Foundation Scholarship winners**

We're proud to announce that 51 winners of the American Education Foundation Scholarship come from Flight Service families. The foundation recognizes the outstanding achievements of team members' children. This year it granted a combined \$800,000 in scholarships to nearly 300 students across the company. Each recipient was chosen based on their strong academic performance and community involvement. You can see a list of Flight Service recipients on the [Flight Service website](#).

### **Skyview 6 / Hospitality Complex update**

We're pausing construction on the planned Skyview 6 hospitality complex at the Fort Worth campus. Work will continue through August to secure the building and bring it to an appropriate stopping point. We'll continue to evaluate the project and hope to resume construction when travel demand improves.

### **Recognizing a very special young customer**



The Flight Service DFW team sprang into action when they heard about a family's very important journey. Five-year-old Paizlee Davenport was on her way to San Francisco to receive a kidney transplant from her father. About a year ago, Paizlee's mom donated a kidney to her brother. Both children suffer from the same rare disease. This family has been through so much. When they heard about their story, our DFW team wanted to do something to make this family feel special. Flight Service Manager Liam Rivera dressed up in costume as "Poppy" from the movie *Trolls*. Flight attendants brought the family crayons and coloring books. And the children got a quick cockpit tour. Thank you to everyone who made sure Paizlee and her brother had fun on their flight, especially DFW FA Lauren Menke who brought this to our attention. What a way to show this family some "TLC."

Thanks for checking in today!

A handwritten signature in black ink that reads "Jill".

Jill Surdek  
Senior Vice President, Flight Service

# Flight Service Forum

Updates from Jill Surdek



**June 19, 2020**

All Flight Service team members

## Our policy on face coverings

You may have heard about yesterday's incident involving a customer who refused to wear a face covering. The man wouldn't comply with the crew and was asked to deplane while the aircraft was still at the gate. Corporate Security reviewed the incident and decided to ban him from flying on American until our face covering requirement is lifted. I want to commend the flight attendants who handled this situation in a very professional way. I also want to thank all of you for stepping up and encouraging customers to cover up. The vast majority of customers support our stronger policy on face coverings. We expect those who fly with us to follow our rules. If not, our Corporate Security team will take action.

### **What's the best way to handle a customer who refuses to wear a face covering?**

If you politely ask a customer (who doesn't have a religious or medical exemption) to wear a face covering and he or she refuses, fill out a CERS report. Please do not escalate the situation. We feel it's safer for everyone involved if Corporate Security addresses the issue *after* the aircraft has landed. Some people believe they are making a political statement by refusing to wear a face covering. It's best not to get into an argument with them or involve other customers. If the customer becomes aggressive or combative, notify the captain and fill out a PIDR, along with your CERS report. Unlike the incident I mentioned above, most situations do not require a customer to be removed from the aircraft.

### **What happens when I fill out a CERS report?**

Corporate Security is already reviewing a number of CERS reports regarding non-compliant customers. As part of their investigation, the team may follow up with the crew, customer or witnesses. This means they may contact you for additional information. If this is the case, we appreciate your timely follow-up since it may speed up their investigation. After reviewing the facts, the company will decide whether to ban the customer from future travel. This decision is not taken lightly.

### **What if a customer claims they have a medical/religious exemption? Should I ask them for proof?**

If a customer tells you they can't wear a mask for medical or religious reasons, please do **not** ask them for proof. Just as you would never ask a customer with a service animal to explain their disability, you shouldn't ask a person to explain their medical

condition or religious beliefs. If you believe a customer is not telling the truth, fill out a CERS report and avoid escalating the situation. Our Corporate Security team will investigate and take action if necessary.

### **What if the customer claims they have an exemption and they are not listed as “NMOK”?**

As part of our new policy, agents will now provide the FA1/Purser with a printed list of customers who have “NMOK” on their PNR. NMOK means (no mask, ok), and it’s our code to indicate that a customer has exemption because they are unable to wear a face covering. It’s possible that some customers have legitimate exemptions but are not on the NMOK list. If a customer tells you they have a medical or religious reason for not wearing a face covering, please do not press them for more details. If you feel they are not telling the truth, fill out a CERS report and avoid escalating the situation.

The Policies and Procedures team has developed a list of frequently asked questions about our mask policy, [click here to view it](#).

As with all situations, we depend on you to use your best judgement as service and safety professionals.

### **Reminder: Do not collect empty snack bags before departure**

I want to clear up some confusion about when flight attendants should pick up empty snack bags. Please do **not** collect the bags (or other trash) while the aircraft is taxiing for departure. Unless you’re performing a safety function, like the safety demo, you should be buckled into your jumpseat while the aircraft is moving on the ground.

Unlike pre-departure beverages served before COVID-19, snack bags do not have to be collected before take-off. However, just like carry-ons, snack bags must be stowed prior to aircraft movement. We received special FAA approval for the snack bag service.

### **Paid and unpaid leave options available for August**

For those interested in taking time off, we're offering two options right now:

- **One-month PVLOA: 19 hours pay** for the August bid month (August 1 - 30) and with benefits as outlined on the Flight Service web page
- **One-month *unpaid* leave: NO PAY** for the August bid month (August 1- 30) and with benefits as outlined on the Flight Service web page

The election window closes on Wednesday, June 24 at 1200 CT. For more information or to view the ballot, [click here](#) to visit the Flight Service website. Please read the instructions carefully. You will not be able to rescind a leave once the election window closes.

We will also offer a limited number of 70-hour paid VLOAs in August, similar to the ones offered in June and July. We'll provide more information about these leaves

before the normal VLOA bidding period for August. **PVLOAs will continue to be awarded before VLOAs.**

### **What about longer PVLOAs?**

Some of you have asked why we are only offering one-month PVLOAs and not longer options at this time. Our fall schedule is still being finalized, and it's not clear how many crew members we'll need to operate the airline. Once we get more information, I will let you know if we can offer longer leave options.

### **CQ Training Reminder**

If your base month was in April, you must complete your CQ training in July. If your base month is May, June or July, you can also enroll in July CQ training. If you wish to attend training next month, please act quickly because spots are filling up. You can sign up for CQ or change your training date using your Comply365 app. Click on the "Forms" button and then select AAFA > *Training folder*. For step-by-step instructions, [click here](#).

### **Customers appreciate simple gestures**

As customers return to flying in our "new normal" world, they'll notice a lot of things have changed. Sometimes they aren't sure what to expect once they get on board. A customer on a recent DFW-STL flight said he was pleasantly surprised and wanted to thank St. Louis based flight attendant John Lyons for excellent service.

*Please pass along my sincere appreciation to [flight attendant] John Lyons. I was fortunate enough to get upgraded on my DFW to STL leg and was immediately greeted by John as I stepped onto the plane. Once we were in the air, he made his way around the First Class cabin welcoming each person by name and thanking us individually for our loyalty and for booking our flight with American. Throughout the flight he stopped by regularly to ask if we needed anything. He could not have been more gracious, accommodating and professional. I never leave reviews, but John went so far above and beyond to make my flight enjoyable and make me feel welcomed and appreciated, that I wanted to make sure someone knew how much HE was appreciated. Kudos to John!*

This is a great note, John. Thank you for the amazing service!

### **Celebrating Juneteenth**

I want to recognize that June 19 is *Juneteenth*. On this day in 1865, enslaved African Americans in Galveston, Texas learned the Civil War had ended and they were free. It took nearly two and half years for official word of President Lincoln's Emancipation Proclamation to reach Texas declaring their freedom. Juneteenth is the oldest known celebration of slavery's end, and it marks a big milestone for black Americans in their struggle for equality. It's important that we acknowledge this struggle is far from over.

I'm proud of American's commitment to create meaningful change. Our senior leadership team and Chief Inclusion and Diversity Officer Ken Charles recently outlined the company's increased steps to focus on diversity, equity and inclusion. Read their full letter [here](#).

Texas was the first state to recognize Juneteenth as an official holiday in 1980. Although not a national holiday, it is now observed in 46 states and the District of Columbia. Want to learn more? American's Black Professional Network Employee Resource Group (BPN) is hosting a virtual celebration today at 1600 CT. If you would like to join in the celebration, please visit [Jetnet](#).

Thanks for checking in!

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

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Jill Surdek  
Senior Vice President, Flight Service

# Flight Service Forum

Updates from Jill Surdek



**June 23, 2020**

*All Flight Service team members*

## Keeping everyone healthy and safe with face coverings

Thank you for continuing to remind customers about our face covering policy. Most people overwhelmingly support our stronger enforcement measures. That's why we want to make sure everyone feels safe and comfortable on board our aircraft. Here are some important tips:

- **Fill out a CERS report if a customer doesn't comply**  
If you ask a customer to wear a face covering and they refuse, fill out a CERS report. Do not attempt to argue or escalate the situation. Please provide as much detail as possible, including what the customer said, where s/he was sitting, etc., so that Corporate Security can follow-up and investigate. It's important to do this even if an agent spoke to the customer. As a reminder, do not send this information through FA Reports. You must submit a CERS report to document the encounter.
- **Don't ask customers to explain their medical or religious exemptions**  
Most customers who are exempt from wearing face coverings will be included in the printed "NMOK" (no mask, ok) list given to the FA1/Purser. In some cases, customers who have legitimate exemptions may not be on the list. If someone tells you they have a religious or medical exemption, don't ask them for proof or to explain further. If you don't think they are telling the truth, fill out a CERS report.
- **Crew members must set a good example and wear face coverings**  
Customers are paying close attention to whether flight attendants are properly wearing face coverings and when they take them off. You must wear a face covering on aircraft and all public areas within the airport. You can remove your mask when eating, drinking or performing an official duty (like making an announcement or responding to an emergency).
  - If you are unable to wear a face covering due to a medical condition, you must contact your Flight Service Manager and request an accommodation. S/he will then guide you through the ADA (Americans with Disabilities Act) accommodation process - and you may not be able to continue reporting for work until this process is complete.

- If an accommodation is approved, it is your responsibility to avoid bidding or travel to destinations or countries that require face coverings. Keep in mind that foreign countries may not recognize accommodations under the ADA.

Have questions about our face covering policy? We've created an FAQ list, please [click here to view it](#).

## Update: Lands' End face coverings should arrive next week

Lands' End is putting the final touches on our new OEKO-TEX certified face coverings. Each flight attendant will receive a set of three washable coverings. We expect them to arrive in bases by next week. Look for more information in your CCI messages about how you can pick up your Lands' End face covering.

## Just in! Bidding window for August PVLOA and unpaid leaves extended

The election window now closes on **Monday, June 29 at 0800 CT**.

- **One-month PVLOA: 19 hours pay** for the August bid month (August 1 - 30) and with benefits as outlined on the Flight Service web page
- **One-month *unpaid* leave: NO PAY** for the August bid month (August 1- 30) and with benefits as outlined on the Flight Service web page

For more information or to view the ballot, [click here](#) to visit the Flight Service website. Please read the instructions carefully. You will not be able to rescind a leave once the election window closes.

We will also offer a limited number of 70-hour paid VLOAs in August, similar to those offered in June and July. We'll provide more information about these leaves before the normal VLOA bidding period for August. **PVLOAs will continue to be awarded before VLOAs.**

### What about longer PVLOAs?

Some of you have asked why we are only offering one-month PVLOAs and not longer options. Our fall schedule is still being finalized, and it's not clear how many crew members we'll need to operate the airline. Once we have a clearer picture of the future airline schedule, we'll know about longer-term options.

## Hand sanitizer for customers

We're doing everything we can to make customers feel safe and comfortable. We've already added hand sanitizer gels/wipes to the snack bags on flights between 900 - 2,199 miles. On flights 2,200 miles and longer, starting tomorrow, June 24<sup>th</sup>, we'll offer sanitizer to customers during the regular beverage service in all cabins. To simplify our procedures, we have removed customer hand sanitizers from tray set ups on these flights and **are now bulk loading them for distribution during the beverage service in all cabins.** Please give customers a sanitizer gel/wipe, along with a

napkin and beverage accompaniment while taking their drink order. See the letter boarded with your catering paperwork or Comply365 for more details and exact locations of the customer hand sanitizers in each cabin.

*My publications > 01 IFM/PAs/COVID19 > COVID > Onboard Service (COVID19)  
>Service procedures during Covid-19*

## Check out our crew members on Netflix's "Floor is Lava"



LAX-based flight attendants Aaron "Chiklet" Azevedo, Jocelyn Peña and Michelle Soto were on the premiere of Netflix's new summer game show "Floor is Lava." Contestants leap over pretend "lava" in order to win cash. They were competing to raise money for the Wings Foundation, which supports flight attendants in need. The June 19 episode is available to watch now on Netflix. Want to help them raise money without jumping over lava? Visit [WingsFoundation.com](https://www.wingsfoundation.com), click "DONATE" and select "LAX WINGS Netflix Fundraiser" to support the foundation.

## Kindness and care

DFW flight attendant Belisa Wallace received a customer's praise for exceeding expectations. Check out this note:

*I wanted to follow up and send AA management a comment that flight 852 on May 31 from DFW to PSP was very enjoyable due to a wonderful flight attendant in First Class. She was extraordinarily attentive which means even more in these stressful times. She is a gem. The flight attendants still are the face of the airline in flight, and she was kind, attentive and personable. She warrants a special note of thanks for her cheerful demeanor, kind and attentive attention to her passengers and fellow crew members. Please let her know that she is appreciated.*

Fantastic job Belisa, and I want you all to know that you're appreciated!

Thanks for checking in!

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

Jill Surdek  
Senior Vice President, Flight Service

# Flight Service Forum

Updates from Jill Surdek



**June 26, 2020**

*All Flight Service team members*

## Getting ready for a smaller summer peak travel season

It's great news that more people are starting to fly again. As customers return, we're adding additional flights and resuming service to more destinations. Our systemwide capacity in July will be about 40% of what it was in 2019. Even with this smaller summer schedule, we will see some flights at full capacity starting July 1. We'll continue to notify customers when flights fill up and allow them to switch to other flights without any fees.

## Double jumpseat exemption expires, A321 seat blocks continue

With the support of the APFA, we have decided not to ask the FAA to extend the double jumpseat exemption. I've been hearing from more and more commuters who say they want this policy to end. They are frustrated when aircraft leave with empty jumpseats. After listening to your feedback and discussing it with union leaders, we have decided to allow this exemption to expire June 30.

We will continue to block a few specific customer seats on the Airbus A321 fleet. These seats face flight attendant jumpseats. They will not be assigned to customers or non-rev travelers. Please see [today's CCI message](#) for more information.

## Do not come to work if you are sick, please wear a face covering

Face coverings provide an essential layer of protection for you and your fellow crew members. You are required to wear your face covering onboard the aircraft and any area where you may come into contact with customers. This is an important safety measure – especially because we've seen a slight increase in the number of team members testing positive for COVID-19. If you feel sick, please do not come to work.

## Lands' End face coverings available in all bases Monday, June 29

Our new Lands' End face coverings will be available in all Crew Service Centers by Monday. Each flight attendant will receive a set of three fully washable coverings. The garments carry the OEKO-TEX STANDARD 100 certification.

**Important:** Wash the garments before wearing them. You may notice a slight odor when opening the packaging. This is normal. As the label says, the mask is not intended to be used in medical emergencies when blood or other bodily fluids may be

present. In medical emergencies, please use the personal protective equipment on board the aircraft.

Some bases received their face coverings early and have already started distributing them. Look for a CCI message from your Base Manager with more specific instructions on how to pick your face covering up.

For more information on the new Lands' End face coverings, please see the [Flight Service website](#).

### **Reminder: Fill out CERS report if a customer refuses to wear a face-covering**

Do not attempt to argue or escalate the situation. Please provide as much detail as possible, including what the customer said, where s/he was sitting, etc., so that Corporate Security can follow-up and investigate. It's important to do this even if an agent spoke to the customer. As a reminder, do not send this information through FA Reports. You must submit a CERS report to document the encounter.

### **Crew News: Doug takes questions from flight attendants and pilots**

Doug Parker hosted his first in-person Crew News at Skyview 5 (formerly FSU) since the start of the pandemic. We kept the audience to a small number of crew members who sat safely apart. Doug talked about COVID-19's impact on our airline, the CARES Act, the financial status of the company, forecast for international flying, load factor caps and another of topics. Watch the flight attendant and pilot sessions on [Jetnet](#).

### **Coming soon: Customer health screening**

Beginning June 30, American will begin asking customers during the check-in process to certify they have been free of COVID-19 symptoms for the past 14 days. American worked with Vanderbilt University Medical Center to develop the COVID-19 symptom checklist for each customer using self-service machines in airports or during online check-in at home. Read more about it in the [AA Newsroom](#).

### **Bidding window for August PVLOA and unpaid leaves closes Monday morning**

Interested in taking time off? We're offering these options for August:

- **One-month PVLOA: 19 hours pay** for the August bid month (August 1 - 30) and with benefits as outlined on the Flight Service web page
- **One-month *unpaid* leave: NO PAY** for the August bid month (August 1- 30) and with benefits as outlined on the Flight Service web page

The election window closes on **Monday, June 29 at 0800 CT**.

For more information or to view the ballot, [click here](#) to visit the Flight Service website. Please read the instructions carefully. You will not be able to rescind a leave once the election window closes.

### **Need help? EAP offers virtual mental health visits**

You can [search for mental health providers that offer virtual visits](#) through American's Employee Assistance Program (EAP). In addition to virtual visits, you and any member of your household can speak to a counselor 24 hours a day over the phone. For free and confidential support, call 800-363-7190 or visit [my.aa.com/eap](http://my.aa.com/eap) for more information.

Thanks for checking in!

A handwritten signature in black ink that reads "Jill". The signature is written in a cursive, flowing style.

Jill Surdek  
Senior Vice President, Flight Service



## Inflight Manual revision 15.2 now available

**June 2, 2020**

*All flight attendants*

The Inflight Manual (IFM) Revision 15.2 is now available on the flight attendant tablet (EFB).

It is your responsibility to verify the correct version of the IFM (Rev 15.2, effective June 2, 2020) is in both the PDF and Comply365 on your tablet before reporting for duty.

As a reminder, you must update your Flight Attendant Tablet (EFB) prior to reporting for duty or training, no later than 12JUN20.

**Updating your Tablet**

**PA Card/PDF IFM** ← → **Comply365**

- Plug in your tablet and turn it on
- Take it OUT of Airplane Mode
- Turn Wi-Fi OFF
- Make sure you're connected to a 3G/4G signal

**Comply365**

- Connect to 3G/4G signal or Wi-Fi connection
- Open the Comply365 Mobile app
- Login with your Jetnet username and password
- If the Sync process does not begin, you can begin the Sync process by tapping on the Sync Button and selecting "Sync now"

**\*\*NOTE: If you need assistance with your tablet, contact Tablet Help Desk**  
**Domestic: (800)343-0343**  
**International: (678)992-2920**

Key changes in this IFM revision include:

- Added bulletin 30-2020 – Onboard Guidelines for Flight Attendants – Safety Alert for Operators (SAFO)
  - added new COVID-19 health and safety guidelines for flight attendants issued by the Federal Aviation Administration (FAA) and Centers for Disease Control and Prevention (CDC)

Effective Bulletins: 24-2020, 25-2020, 26-2020, 27-2020, 28-2020, 29-2020, 30-2020

Mike Hepp  
Senior Analyst, Flight Service Policies & Procedures  
[Mike.Hepp@aa.com](mailto:Mike.Hepp@aa.com)



## Ensuring face coverings are worn on our flights

**June 16, 2020**

*All flight attendants*

Everyone plays a role to make sure our face covering policies are being followed to ensure our customers and colleagues are safe when flying American.

### **Customers and face coverings**

On May 11, we began requiring customers to wear face coverings on board the aircraft. There are some exceptions for medical necessity, and customers may remove them to eat or drink.

Most importantly, we want to be sure customers and crews feel safe when flying with us, and in customer feedback, the use of face coverings is their primary request. As a result, we will begin reminding customers about our face covering requirement on all flights for the health of everyone on board.

To identify customers with medical exemptions, gate agents are now adding NMOK (No Mask OK) to the customer's PNR at check-in and during boarding. The gate agent will print out a list of customers and their seat number to give to the FA1 / Purser when boarding is complete.

Flight attendants should follow these steps if they notice or are informed of a customer on board who is not wearing a face covering:

- Complete a cabin walk-thru after the departure and mid-flight PA given to remind customers who are not wearing a face covering and do not have a medical exception that they must be worn during flight
- Provide a customer a face covering, if needed. There is a small supply in the PPE drawer in the glass cart in premium galleys
- Fill out and submit a CERS report under the *customer misconduct > face covering / mask* category if after clear communication of the requirement, the customer refuses to wear a face covering and does not have an exemption for medical or religious reasons. No notification to the customer is necessary, as we want to keep the interaction de-escalated. Simply include the customer's name and seat number in the CERS report
- Do not escalate the situation and do not complete a PIDR unless a customer becomes aggressive or threatening

The CERS report will be evaluated by American's Security team and the customer will be notified of the review process as well as any decision made regarding their ability to fly on American in the future.

### **New PAs that emphasize face covering requirement**

#### **Departure PA:**

*Your safety and well-being are always our top priorities at American Airlines. To adhere to Centers for Disease Control recommendations, we now require all customers to wear face coverings for the duration of the flight.*

*Wearing a face covering helps protect you and those around you and demonstrates consideration to others traveling. While it is acceptable to remove face coverings when eating or drinking, you must wear your face covering at all other times during our flight. If you are unwilling to follow this requirement, you may not be allowed to fly with us in the future.*

*In the event oxygen masks drop from an overhead compartment, remove any face covering prior to placing the mask over your nose and mouth.*

*For your safety, we've made some temporary changes to our onboard service. On this flight, we will not provide a food and beverage service. If you need something, please let us know. If you want to change your seat assignment to provide more distance, please ask a flight attendant. For everyone's safety, we request that you not move to seats near our jumpseats or the galleys.*

*Please refrain from placing used cleaning wipes, tissues, or other disposable items in the seatback pocket or toilets. We will now be walking through the cabin to ensure everyone is wearing a mask.*

*Thank you for your cooperation and understanding. Now more than ever, we appreciate you choosing American. Thank you for your attention. Enjoy your flight.*

**Mid-flight PA:**

*As a reminder, American Airlines requires all customers to wear face coverings for the duration of our flight today unless you are eating or drinking. We will be walking through the cabin to ensure everyone is wearing a mask.*

**Airport Customer Service Procedures**

In a [communication sent May 8](#) we included Airport Customer Service procedures at the gate and also the medical exceptions agents will use to determine if the customer meets the criteria. Please review these procedures and exceptions.

If a customer discloses they have a medical reason for not wearing a mask or if the gate agent identifies customers with medical exceptions, be sensitive and accommodating as the customer is not required to provide any additional information about their medical condition and documentation is not required for the exception.

Stacey Frantz  
Senior Manager, Policies, Procedures & Safety  
[stacey.frantz@aa.com](mailto:stacey.frantz@aa.com)



## Canada requires buffer zone for customers with severe allergies

**June 23, 2020**

*All flight attendants*

The Canadian Transportation Agency (CTA) now requires a severe allergy buffer zone for customers who self-identify on our flights to / from Canada.

When a customer notifies a gate agent of a severe allergy, the gate agent will advise FA1 / Purser during the Departure Dependability Briefing. FA1 / Purser will brief the crew and notify customers in the same bank of seats as the customer with the allergy. The bank of seats to create the buffer zone includes the row adjacent, in front and behind the customer.

For example: The buffer zone for a customer seated in 13C on the A319 is 13ABC, 12ABC and 14ABC.

FA1 / Purser must notify all customers in the buffer zone. Here is suggested verbiage:

*There is a customer located in this section who has a severe allergy. We kindly request you refrain from eating foods which contain\_\_\_\_\_.*

If a customer in the buffer zone does not agree to refrain from consuming foods that contain the allergen, please use situational awareness and best judgment on who to reseat. If needed, work with the gate agent to identify available seats.

Customers with allergies may also only notify the flight attendant after they board the aircraft. Flight attendants will create the buffer zone, notify customers seated in the bank and reseat customers if necessary as outlined above.

This new policy is effective June 25 and will be in the July 1 IFM revision. You can find the new policy here: *IFM > Medical > Allergies > Severe Allergies.*

Glenn Gelfand  
Analyst, Policies & Procedures  
[Glenn.Gelfand@aa.com](mailto:Glenn.Gelfand@aa.com)



## Peak travel season and July updates

**June 26, 2020**  
All flight attendants

More customers are returning to the air and while it won't be the same type of peak travel season as in prior years, we will start seeing some flights departing at full capacity as of July 1. We're also adding more departures which will make it easier for commuters to get to work.

### July schedule

Our systemwide capacity for July is approximately 40% of our July 2019 flying. We'll be increasing scheduled departures starting July 7 and plan to fly 55% of our original domestic schedule and nearly 20% of our original international schedule.

### A321 seat blocks

We will continue to block some customer seats on A321 aircraft. Here is an updated list of seats that will not be assigned to customers or non-revs:

Aircraft	Seats unable to be assigned by gate agents  (Customers may be unaware these seats have been blocked from use. If they move into one of these seats during the flight, it's okay to politely request they move into another seat or return to their assigned seat.)
A321L	<b>9E</b> – across from FA3 jumpseat  <b>22B</b> – across from FA4 jumpseat
A321NX	<b>27B</b> – across from FA4 jumpseat
A321OA	<b>10E, 11E and 11F</b> – across from FA3 jumpseat  <b>24B and 24C</b> – across from FA4 jumpseat
A321S	<b>11E</b> – across from FA3 jumpseat  <b>24B</b> – across from FA4 jumpseat

### Double jumpseat exemption expires June 30

Our enhanced cleaning measures and face covering requirement on board the aircraft provide multiple layers of protection for flight attendants. We originally obtained approval from the FAA for the double jumpseat alternative seating option prior to these measures being in place. We've heard from commuters and other flight attendants that it's frustrating to see a flight depart with an open jumpseat. So, with the support of APFA, we are not pursuing an extension to the double jumpseat exemption when it expires June 30. This means increased access for commuters and non-revving flight attendants and more opportunities for revenue and non-rev customers to have a seat in first class.

We will continue to keep you updated on all procedures as we reopen destinations and return aircraft to the fleet.

Stacey Frantz  
Senior Manager, Policy, Procedures & Safety  
[Stacey.Frantz@aa.com](mailto:Stacey.Frantz@aa.com)



# Policies & Procedures

Flight Service



## New quarantine announcement required prior to arrival in NY from eight states

**June 28, 2020**

*All flight attendants*

Starting June 29, FA1 will be required to make a new “Notice of Quarantine” announcement on flights arriving in New York state from Alabama, Arkansas, Arizona, Florida, North Carolina, South Carolina, Texas and Utah.

The “Notice of Quarantine” PA and other information about the recent NY state order can be found in Comply365:

*My Publications > 01 IFM/PAs/COVID19 > PAs  
COVID-19 PAs > 01 COVID-19 PAs*

Melissa Dyar  
Senior Analyst, Flight Service Policies and Procedures  
[Melissa.Dyar@aa.com](mailto:Melissa.Dyar@aa.com)



## Reminders for customer and flight attendant face covering requirement

**June 29, 2020**  
*All flight attendants*

### Customer face covering requirement

CERS reports about required customer face coverings have arrived daily since our [initial communication](#) and [FAQ](#), and Corporate Security continues to follow up with customers. Additional questions about the NMOK (no mask okay) code and onboard policies and procedures prompt us to send a reminder about the customer face covering requirement.

Here's how the face covering procedures are designed to work:

- Customers may notify the gate agent, who will add the NMOK code, or the flight attendant when they board
- Customers are not required to have documentation to claim a medical or religious face covering exemption
- FA 1 / Purser should include NMOK procedures during the Departure Dependability Briefing
- Gate agents will bring a list of customers to FA 1 / Purser after boarding as part of the final paperwork
- If no NMOK list is presented before the aircraft door closes, FA1 / Purser should ask for the list

This is not a perfect process, so there are a few key onboard policies and procedures to keep in mind:

- Some customers may have need for an exemption, but may have missed the agent's announcement / interaction; please accommodate customers who need medical or religious exemptions
- Do not ask a customer for documentation or to explain their medical or religious exemption
- If a customer tells a flight attendant about an exemption, note the customer's name and seat location and let all crew members know

If a customer does not claim an exemption, refuses to wear a face covering and you are still at the gate, ask the gate agent to call for an airport customer service supervisor.

After the door closes, if a customer removes or refuses to wear a face covering, give a gentle reminder, but do not argue or escalate the situation. Complete a CERS report with as much detail as possible, including what the customer said, where s/he was sitting, etc., so that Corporate Security can follow-up and investigate. It's important to do this even if an agent spoke to the customer. You must submit a CERS report to document the encounter.

### Flight attendant face covering requirement

Flight attendants are required to wear a face covering in all areas of the airport, and on board the aircraft at all times. The Lands' End face coverings are now available in all Crew Service Centers at the bases, and each flight attendant will receive three OEKO-TEX

STANDARD 100 certification face coverings. Look for a CCI message from your Base Manager with more specific instructions on how to pick up your face covering.

## Safety procedures for face covering / personal protective equipment

Face coverings and personal protective equipment (PPE) provide an additional level of protection against COVID-19. When wearing any PPE including face coverings, the following safety requirements must be followed:

- Flight attendants and customers must remove PPE / face coverings prior to donning oxygen mask
- Flight attendants must remove PPE / face coverings prior to donning PBE
- Flight attendants must remove PPE / face coverings prior to delivering rescue breaths
- To reduce glare, flight attendants must remove PPE / face coverings prior to viewing the flight deck through the peephole

Stacey Frantz  
Senior Manager, Policy, Procedures & Safety  
[Stacey.Frantz@aa.com](mailto:Stacey.Frantz@aa.com)



# Policies & Procedures

Flight Service



## Suspending live TV on narrow body fleet

**June 30, 2020**

*All flight attendants*

We're suspending live TV programming on narrow body aircraft starting July 1. The service was suspended on the widebody fleet earlier this year. Live TV viewership has dropped significantly, partly due to the absence of professional sports. We will continue to offer our customer access to satellite Wi-Fi, as well as free movies and shows on all aircraft.

Van Whitworth  
Senior Analyst, Flight Service Policies and Procedures  
[Van.Whitworth@aa.com](mailto:Van.Whitworth@aa.com)



## June scheduling updates

**June 9, 2020**

*All flight attendants*

### **A new reserve day off indicator**

Though we try not to fly reserves into Flex Days (FD) or Golden Days (GD), there are occasional situations where the operation doesn't go according to plan. Therefore, to protect the operation, reserves may be rescheduled to return to base later than originally scheduled (IROP) or be assigned into a day off.

Currently, if you're flown into a day off from an assignment or an IROP (past 0100 HBT), you may request your original day off to be reinstated. You can do this by calling Crew Scheduling within 48 hours of arrival to base or from "blocking-in." The day will be reinstated on a mutually agreed upon day within that bid period (JCBA 12.D.1). Once they restore the day and designate it as a Golden Day (GD), the original day off is removed from the HI1.

We've heard from many flight attendants who would like a visual record (on their HI1/HI2/Crew Portal) of which day off they were flown. That's why after working with Crew Scheduling, Crew Compensation and the APFA, you'll now start to see a new visual indicator that will display the original day off. This new indicator will show as FG (Flex-Golden Day).

With this new code, once you call Crew Scheduling to restore a day off, they will replace the original day off (FD/GD) with a unique code called Flex-Golden Day (FG). They'll then place a Golden Day on the new day off that was mutually agreed upon.

*Note: Don't forget, you must call within 48 hours.*

### **Think you were misawarded?**

After working with Labor Relations, the APFA and several other departments, we have agreed to a mutual misaward process for possible pay protections in ETB, ROTA/D and TTS/UBL.

If you believe you have been misawarded in one of the systems listed above, you must *submit a Direct Connect within 96 hours of the misawarded run*. Claims submitted outside the 96 hours will not be considered.

You can read more about the process by going to [Crew Change](#) – Pay Protection & Rescheduling – Misaward Document or on the Flight Service website under Bidding – PBS – Links – Misawards.

### **Crew Portal starts to become mobile-friendly**

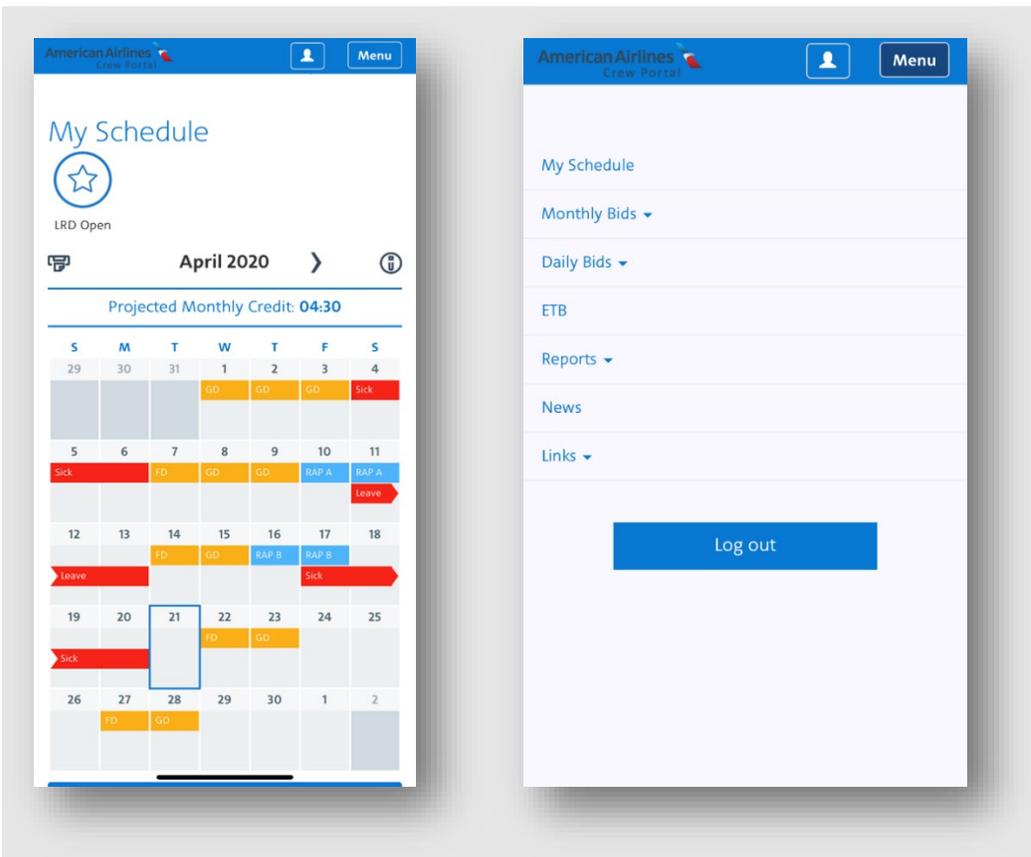
As the largest mobile workforce in American, we understand the importance of having mobile-friendly applications and websites that work with the flight attendant tablets and personal devices. That is why we're excited to announce starting on June 10, you will begin to see the first step in this direction inside Crew Portal.

On June 10, you will see we've modified the calendar and menu bar within Crew Portal for mobile devices to align with the look and feel of Jetnet and mobileCCI. These changes will help create a more user-friendly experience for you when reviewing your

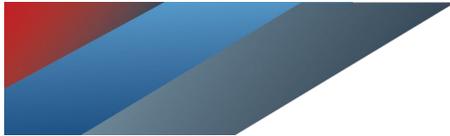
schedules by fitting important information onto your screen. No more scrolling left-and-right, pinch-to-zoom, etc.

While we are excited to start launching more mobile-friendly pieces within the scheduling systems, this will be a phased approach. The first items you will see modified to be mobile-friendly are the Crew Portal calendars, the menu bar and notification of applications being open (e.g., LRD, Red Flag, etc.). We will later work on improving other pieces of the applications to become mobile-friendly (ETB, ROTA/D, viewing sequences, etc.)

We're excited to launch this first phase of mobile-friendly applications and look forward to improving future sections later.



Melanie Rennels  
Manager, Contract Administration & Crew Coordination  
[Melanie.Rennels@aa.com](mailto:Melanie.Rennels@aa.com)



# Operations

Flight Service



## Accessing LGA Operations in the new Headhouse, Central Terminal B

**June 10, 2020**  
*All flight attendants*

Beginning June 13, access to the newly constructed Central Terminal, also now known as the Headhouse, will have a brand-new look and feel. The Headhouse, an 840,000 square-foot, state-of-the-art building, is officially open and replaces the existing Central Terminal Building and the former parking garage (P2).

### ***Parking and heading to LGA Operations from the garage?***

Make sure to plan for at least a 15-minute walk to LGA Flight Service Operations. On the fourth floor of the garage, you'll find a walkway leading to level 3 of the Headhouse.

The KCM checkpoint is now located to the left of the main security lane, behind the ticket counter.



*Please note: All employees will have to go through security in the new Headhouse, prior to going to operations and departure gates.*

### ***Looking for LGA Flight Service Operations?***

- Once you enter the new Headhouse, come through the temporary connector into the existing (old central terminal B) building.
- The crew service center, room number 3577, will be on the left-hand side, prior to going down the escalators. Signage will be in place to direct you along the way.

LGA Flight Service will be located here over the next year and a half as construction is finalized in the new building. Please continue to check your CCI messages for additional communications and updates from the Operations team.

If you're traveling in/ out of LGA, please take a moment to continue to review the new layout of the Headhouse below:

# Headhouse Level 3 Overview

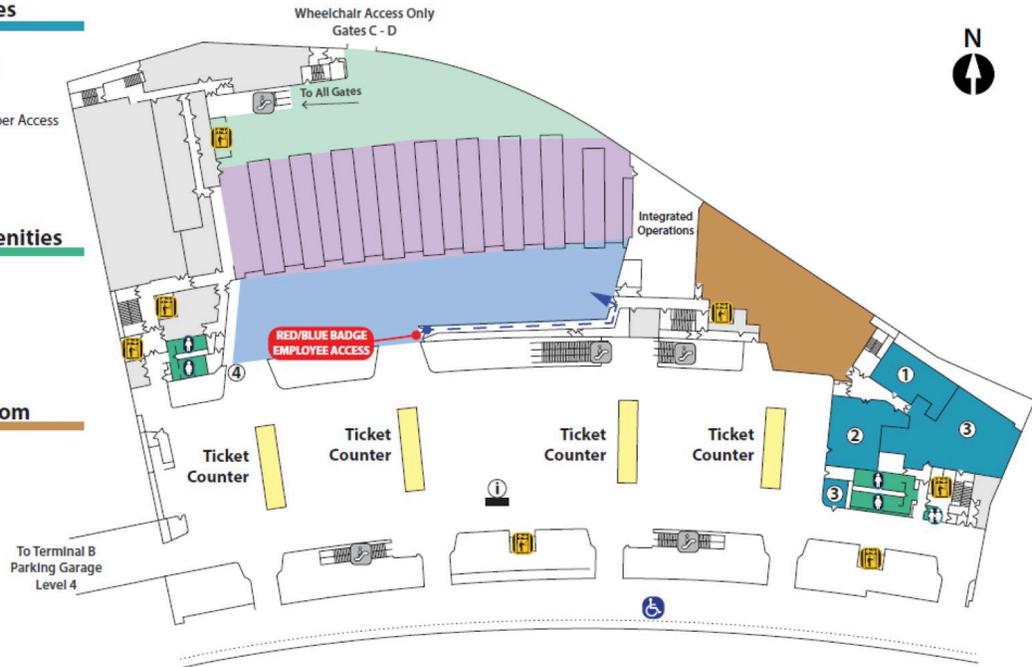
## Facilities/Offices

- 1 Air Canada
- 2 Southwest Airlines
- 3 United Airlines
- 4 Known Crewmember Access
- Re-Composure
- Screening
- Queuing

## Services & Amenities

- ① Guest Services
- ♿ ADA Call Button
- ♿ Restroom
- 🚪 Elevator
- 🏠 Escalator

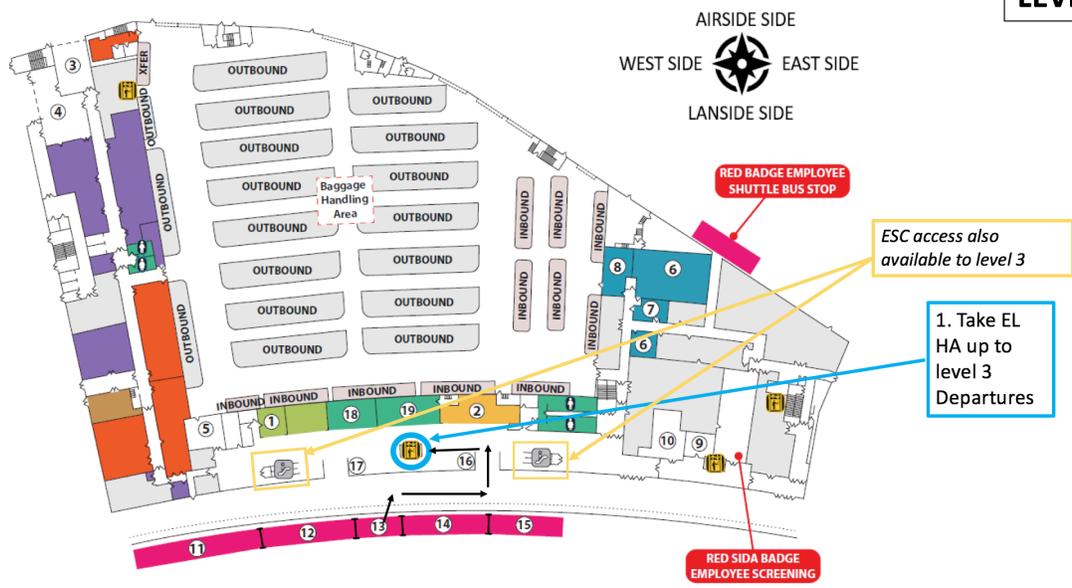
## Mechanical Room



To access hotel shuttle, proceed to the baggage screening area on Level 1

# Hotel Shuttle Bus to Gates

**LEVEL 1**





## Important information for crew members working flights to the U.K.

**June 15, 2020**

*Flight attendants serving LHR*

**Crew members must fill out an online “passenger locator form” before arriving in the United Kingdom.** You’ll be asked to provide contact information, details on the length of your stay and answers to some basic health screening questions. U.K. officials are collecting this information to prevent the spread of coronavirus. You may complete the form up to 48 hours in advance of your arrival.

Please visit the website below and follow the instructions:

**[gov.uk/uk-border-control](https://www.gov.uk/uk-border-control)**

- Select “Provide your journey and contact details”, scroll to the bottom of the page and select “Start Now”.
- You’ll be sent a digital receipt, please be prepared to show health officials a digital or printed copy of this receipt.

**IMPORTANT:** If you do not fill out the online form, you may be subject to a personal fine upon arrival in the U.K.

If you have trouble filling out this form, please call Daily Operations at 682-315-7070.

Here are some important details about our onboard procedures

Policies & Procedures Updates	
New Requirements	<p>Customers are also required to complete the electronic U.K. Passenger Locator Form prior to arrival in the U.K.</p> <ul style="list-style-type: none"><li>• Currently the form can only be completed online. Upon completion, a digital receipt is sent to the email address used for completing the form<ul style="list-style-type: none"><li>○ Customers/crew members can print their receipt or show the digital receipt to health officials upon arrival in the U.K.</li></ul></li><li>• During boarding, the gate agent will distribute an informational form to customers with a QR code and link to the electronic U.K. Passenger Locator Form.</li></ul>

	<ul style="list-style-type: none"> <li>○ A small amount of tablets will be available upon arrival in LHR if customers/crew members are not able to complete the form online (To avoid long lines upon arrival, crew members should fill out the online form before their flight.)</li> <li>● Agent provides copies of the informational form for the crew during the DDB</li> </ul>
Inflight Announcement Procedures	<p>Prior to arrival in the U.K., FA 1/Purser delivers the following announcement:</p> <p><i>The following is a public health message on behalf of the UK's public health agencies.</i></p> <p><i>The symptoms of coronavirus are a new continuous cough, a high temperature or a loss of, or change in, normal sense of taste or smell. If you experience any of these symptoms, however mild, you are advised to make yourself known to the crew.</i></p> <p><i>Simple measures you can take to help protect yourself and family are:</i></p> <ol style="list-style-type: none"> <li>1. Wash your hands</li> <li>2. Avoid touching your face with your hands</li> <li>3. Catch coughs and sneezes in a tissue and dispose of it immediately</li> </ol> <p><i>Before entering the UK, you must complete a contact locator form online. You must also self-isolate for the first 14 days after you arrive, unless you are in an exempt category. To view the exemptions list, visit gov.uk."</i></p>
Arrivals Lounge	The LHR Arrivals Lounge is temporarily closed. If agents provide FA 1/Purser with LHR Arrival Lounge Cards prior to departure from the U.S., please do not distribute the cards inflight or invite customers to use the lounge. We will provide updated procedures upon reopening of the LHR Arrival Lounge.
Departure from the U.K.	Flight attendants are required to distribute <u><a href="#">U.S. Traveler Health Declaration forms</a></u> to all customers prior to arrival in the U.S.

Melissa Dyar  
Senior Analyst, Flight Service Policies and Procedures  
[Melissa.Dyar@aa.com](mailto:Melissa.Dyar@aa.com)

Operational Updates/ Impact	
Customs, Immigration, and Health Exemptions/Requirements	Working crew members are exempt from quarantine requirements in the U.K., however they are required to

	complete the electronic U.K. Passenger Locator form described above.
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Amanda Freitag  
Senior Manager, Flight Service Operations & Security  
[Amanda.Freitag@aa.com](mailto:Amanda.Freitag@aa.com)



**Darlyn Meador**  
*Director, Flight Service Training, Recruitment and Program Development*

**June 4, 2020**

## Keeping you current, keeping you safe

This year has been anything but ordinary. Like all of you, members of the Flight Service Training Team have had to adapt to the challenges of COVID-19. Your safety is always our top priority, and that's why we've made a number of changes to help protect you throughout your training experience.

Here's a brief look at what you can expect when you come to Skyview 5 (formerly Flagship University/FSU) over the next few months.



*Floor markers remind people to practice social distancing*

### Your Safety at Training

We're committed to doing everything we can to stop the spread of COVID-19, and it's important to remember that we all share in this responsibility. A few of the steps we have taken:

- Checking everyone's temperature before they enter Skyview 5 (FSU) or Skyview 3, 4 (Flight Academy)
- Cleaning our training facilities 3 to 4 times daily
- Requiring all flight attendants and instructors to wear masks and gloves; we will provide masks, gloves and sani-wipes to flight attendants who don't bring them
- Limiting travel in CQ hallways to only those attending training or performing drills
- New procedures to limit contact while training on PBE, life vest and restraint cuffs
- Wiping down and sanitizing mannequins between each flight attendant use

So far, we've received very positive feedback about these changes. We surveyed flight attendants at the end of training – around 86% percent of them said they felt that the precautions protected their health and safety.

### FAA Exemption, Smaller Class Sizes

We worked with the FAA to the extend the grace months for flight attendants whose base months fall in March, April, June and July. This allows us to continue training using smaller classes. To make sure there's enough room for you to spread out, we're limiting the number of flight attendants in each class. And since our classes are much smaller than in the past, we've added an additional class. We now offer three class times a day with each broken in

up to 4 smaller groups. Please see the [“CQ 2020-2021 What to Expect Guide”](#) on the Flight Service website for more details.

With these additions, we have openings available in most classes, providing you flexibility in attending. If you were not awarded a class in June, you are welcome to sign-up for any open spots via the Training Support Desk (TSD) if you are normally due in March, April, May, June or July.

### **When should I attend training?**

Check the [“Adjusted Temporary CQ Due Dates” chart](#) on the Flight Service website for updated information on when you should attend training.

If your base month is July, we hope to accommodate you during the months of August, September and October.

It is important that you attend CQ when scheduled. We anticipate limited ability to adjust dates over the summer and fall as we work to accommodate everyone.

When your base month comes up, we will send you a communication explaining the monthly bidding process. The message also details which web-based training (WBT) modules you need to complete. Everyone can see a summary of this information on the [Flight Service website](#).

### **Web-Based Training Overview**

In addition to the instructor led-portion, your CQ program also includes web-based training (WBT). This allows you to refresh your required regulatory knowledge without the need to sit in a classroom. This self-paced material is designed as a review of key policies and procedures while also reviewing recent changes.

Should we mention that your WBT is NOT extended and much be completed before end of normal grace month?

### **What’s Changed?**

Instead of having one module that focuses on medical, one on decompressions, and so on, we have combined the topics into six different *“Flight Journeys”* where you review the topic as part of a flight. These journeys take place on board the Boeing 737, which means once you have completed them, you don’t need to do a separate 737 module. This saves you time!

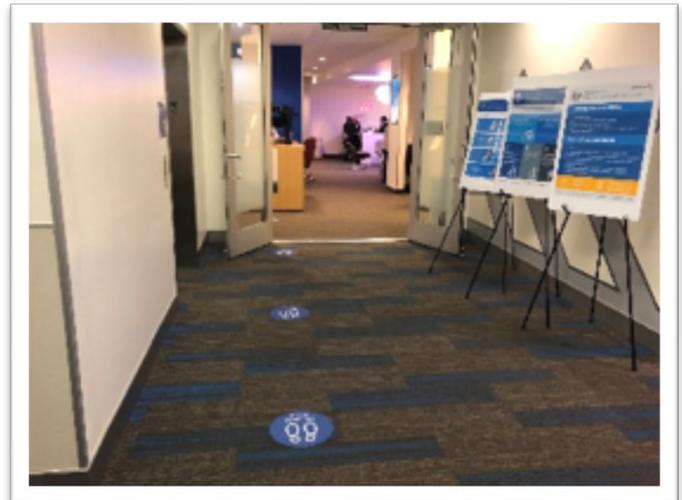
Check out the [“CQ 2020-2021 What to expect guide”](#) on the Flight Service website Training section for more information.

### **Aircraft Training**

You may have heard about the changes to our fleet. We recently retired the Boeing 757, 767 and Embraer 190. You no longer have to complete training on these aircraft. We retired the Airbus A330-300 and placed the A330-200 in storage. Since the A330-200 is still a part of the fleet, you are still required to complete A330 training if you are qualified on that aircraft.

### **Want to get qualified on the Boeing 777 and 787?**

Our goal is to provide additional training opportunities for flight attendants who want to be qualified on our widebody aircraft. We will conduct several aircraft line training classes over the coming months. If you wish to attend a



specific aircraft training session. please look for upcoming CCI messages with details on special training ballots that will be published on the [Flight Service website](#).

### **A few comments following CQ Training from flight attendants attending the 2020-2021 Program:**

*"The WBT was the best yet. Shorter modules, no glitches and [!] like the certificate showing a section was completed."*

*"I really enjoyed the smaller classes. It moved so much smoother and the pressure for drills wasn't as intense. Everyone was able to move at a reasonable pace. It's unfortunate that COVID-19 caused this, but it was nice to have smaller [more] intimate groups even though we were spread far apart."*

*"The instructors were exceptional! Very kind, patient, and able to put us at ease! Very appreciative considering the double stress of training and COVID."*

*"These are unique times. I felt safe and more relaxed because the smaller classes made it feel less stressful. Everyone was AWESOME from check-in until checking-out with the MOD. Thank you all."*



### **Appreciate the Feedback**

Through these challenging times, we have put several new steps in place in order to continue to offer all of you the required training you need. We'll continue to work on better ways to take care of your training needs at Skyview 5, so that you can take care of our customers in the air.

Thanks for all you do every day!

*Darlyn*

**Darlyn Meador**

*Director, Flight Service Training, Recruitment and Program Development*

[Darlyn.Meador@aa.com](mailto:Darlyn.Meador@aa.com)



# Network Planning announces summer schedule changes

**June 4, 2020**  
*All flight attendants*

Earlier today, our team in Network Planning announced further changes to our summer schedule. Read the complete story [here on Jetnet](#).

## Key points

- Based on increasing customer demand, we’re planning to fly more than 55% of our domestic capacity compared to 2019.
- International demand has been slower to return, so we’ll only be flying 20% of our international schedule compared to 2019.
- Today, June 4, we resume service on the following routes:
  - Dallas/Fort Worth – Amsterdam (AMS)
  - Dallas/Fort Worth – Paris (CDG)
  - Dallas/Fort Worth – Frankfurt (FRA)
  - Miami – Antigua (ANU)
  - Miami – Guayaquil (GYE)
  - New York JFK – London Heathrow (LHR)
  - Chicago – London Heathrow (LHR)
- Transatlantic service out of Charlotte and Philadelphia will be delayed until August.

## Routes at a glance

The city pairs and dates below reflect our anticipated schedule as of June 4. Always refer to Jetnet for the latest updates as schedules/dates could change.

Origin	Destination	Schedule change
CLT	LHR	Service resumes Aug. 5
CLT	Munich (MUC)	Service resumes Aug. 5
DFW	Dublin (DUB)	Service resumes July 7, 3x/week
JFK	Paris (CDG)	Service resumes Aug. 5
JFK	LHR	Service remains 1x/day through Aug. 5
JFK	Madrid (MAD)	Service resumes Aug. 5
LAX	LHR	Service resumes Aug. 5
MIA	MAD	Service resumes Aug. 5
ORD	Athens (ATH)	Service resumes Aug. 5
ORD	BCN	Service resumes Aug. 5
ORD	DUB	Service resumes Aug. 5
PHL	LHR	Service resumes Aug. 5
PHL	MAD	Service resumes Aug. 5
PHL	Zurich (ZRH)	Service resumes Aug. 5, 3x/week
PHX	LHR	Service resumes Oct. 25

**Updated Latin America schedules**

<b>Origin</b>	<b>Destination</b>	<b>Schedule change</b>
DFW	São Paulo (GRU)	Service resumes Oct. 25
JFK	Buenos Aires (EZE)	Service resumes Sept. 9
JFK	GRU	Service resumes Aug. 5
MIA	EZE	Service resumes Sept. 9
MIA	Rio de Janeiro (GIG)	Service resumes Aug. 5
MIA	GRU	Service resumes Aug. 5
MIA	Santiago (SCL)	Service resumes Oct. 25

**July bidding**

We're back on our normal bidding/trading timeline when it comes to your July schedule. And the July bid packets have been updated to reflect the changes Network Planning announced today.

Keith McCarty  
Senior Manager, Flight Service Communications & Engagement  
[Keith.McCarty@aa.com](mailto:Keith.McCarty@aa.com)

# Crew Planning



## A closer look at July

**June 10, 2020**  
All flight attendants

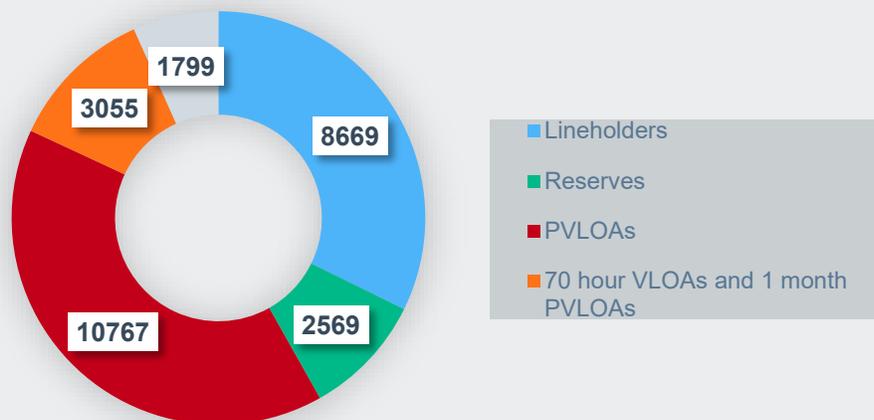
### Summer by the numbers

We're starting to see improving demand for air travel, and we expect to fly 55% of our domestic schedule and almost 20% of our international schedule compared to the same period last year.

- By the end of May, we carried an average of about 110,000 customers per day versus a daily average of 32,000 in April
- We are only flying about 20% of our international schedule as compared to the same time last year, but we have six routes that returned June 4
- International demand has been slower than domestic to return
- 3,055 flight attendants were awarded a 70-hour VLOA for July – View the list [here](#)

You've seen a similar infographic in Jill Surdek's regular updates, but here's an overview of preliminary numbers for July. These numbers may vary slightly as we go through the bidding process.

### Preliminary flight attendant headcount for July



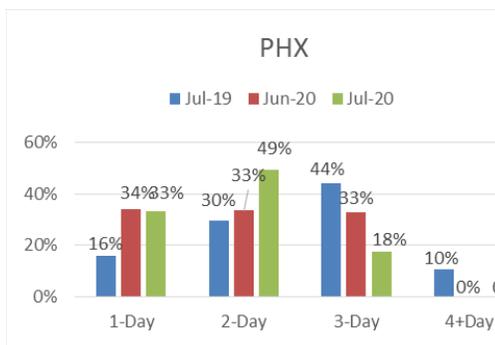
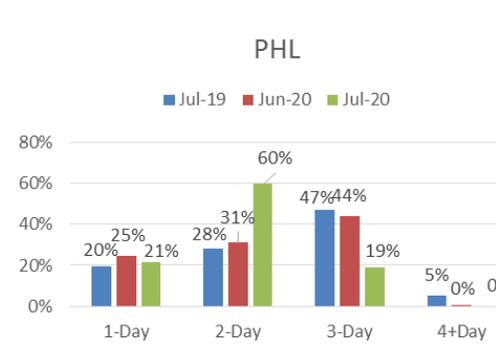
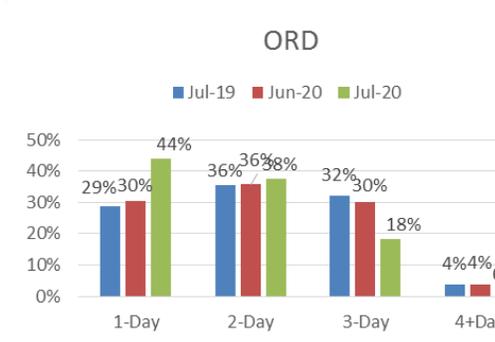
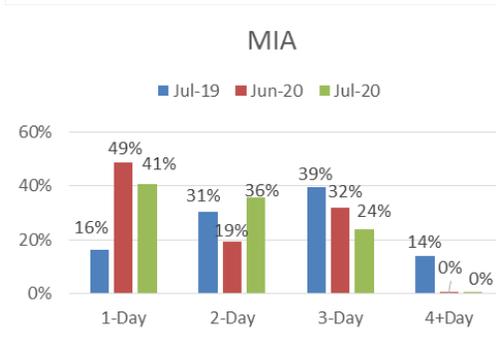
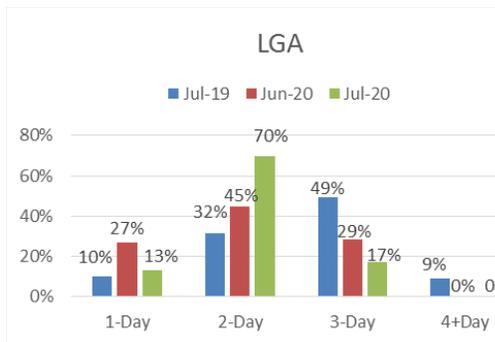
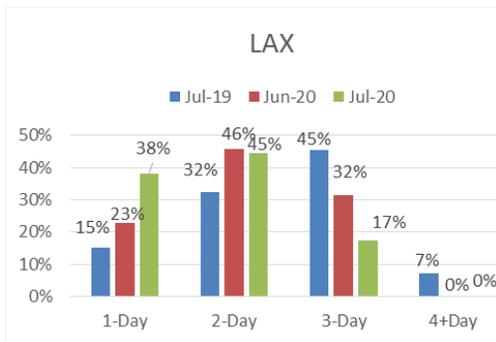
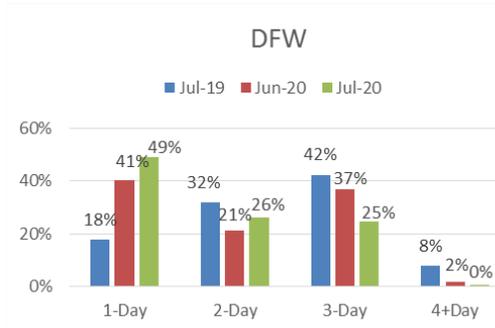
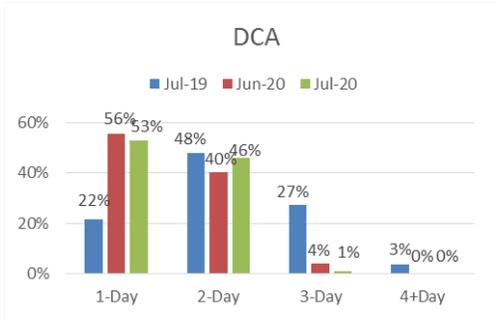
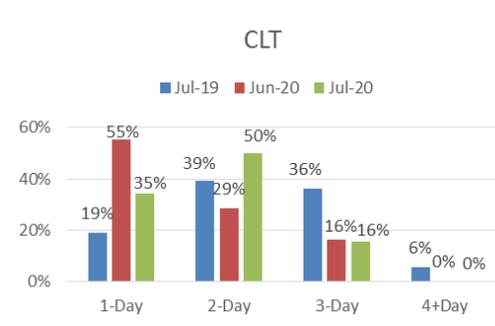
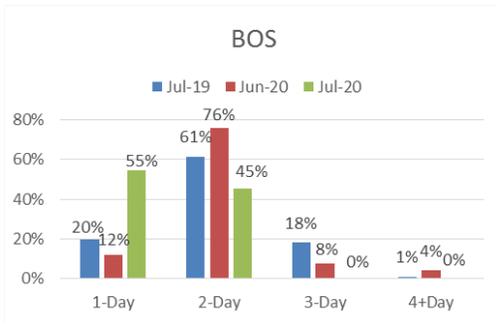
## July bid highlights

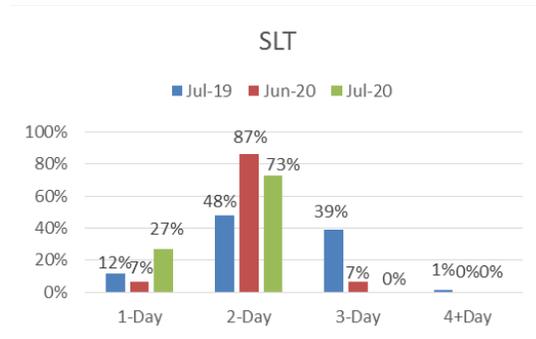
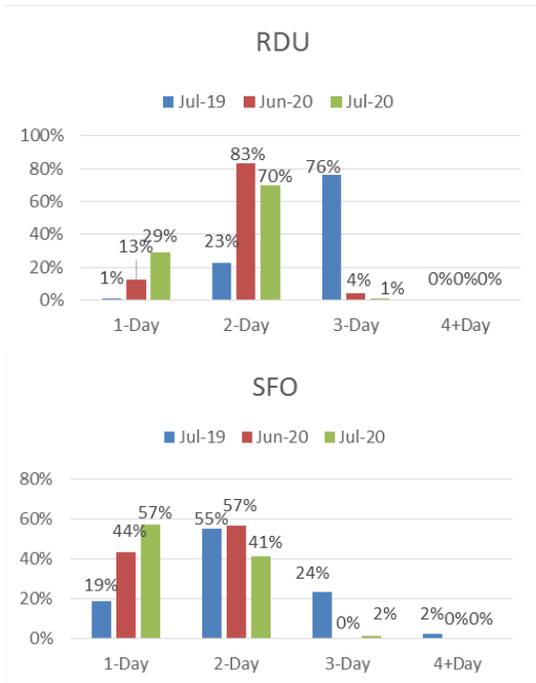
- ✓ Minimum *scheduled* layover rest of at least 10:00 except for a few special cases
- ✓ Trips containing red-eyes are limited to no more than two duty periods except for a few special cases
- ✓ Red-eye duty periods in multiple duty period sequences are limited to just one live (working) flight segment except for a few special cases
- ✓ Red-eye turns may contain two flight segments
- ✓ LAX, SFO, and PHX crews who fly trips to the east coast have been restricted from reporting (on the east coast) before 0400 HBT except for a few special cases
- ✓ Duty periods with 3-4 legs have been limited to a maximum duty day of 9:15 hours
- ✓ Trips with duty periods reporting before 0500 HBT are limited to 9:15 hours on-duty time – one hour less than what's allowed by the JCBA
- ✓ Daytime layover rest has been scheduled for a minimum of 11 hours except for a few special cases
- ✓ A duty day will not be longer than the prior night's rest except for a few special cases
- ✓ Sequences are limited to a maximum of three duty periods over a maximum of three calendar days except for a very few special cases.
- ✓ With the drastically reduced flight schedule, the connect time window has been expanded. Minimum scheduled connect time after a domestic flight has been decreased to 70 minutes. (The minimum scheduled connect time after an international flight is still 90-105 minutes, depending on the hub.) The maximum scheduled connect time has been increased to 2:59.

Each month, the Crew Schedule Planning team meets with your APFA scheduling representatives. We take their feedback seriously and, where we can, put it into action to create trips with your needs in mind. We're excited about the work we're doing and look forward to continued collaboration.

## Sequence Durations

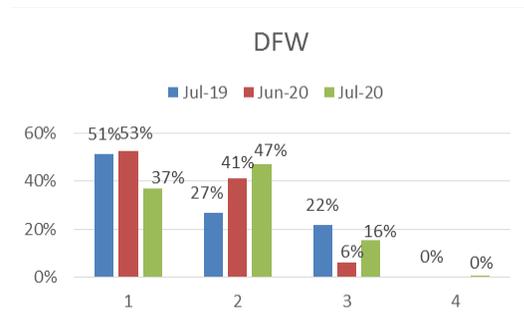
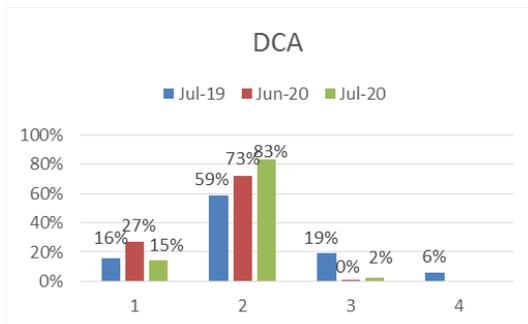
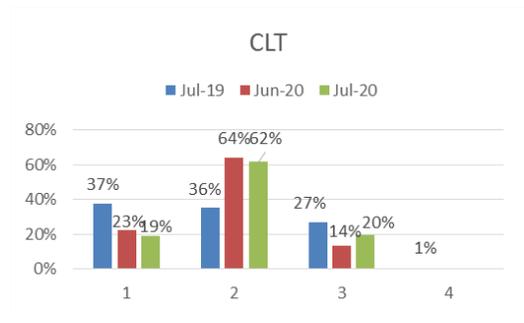
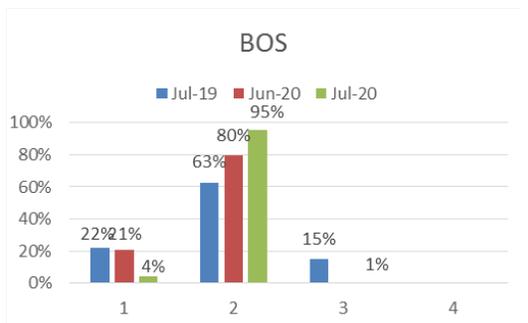
The charts below track the percentage of sequences in each base by duration (days) to provide a comparison versus recent months and last year. The three bars represent last year same month, last month and the current month.



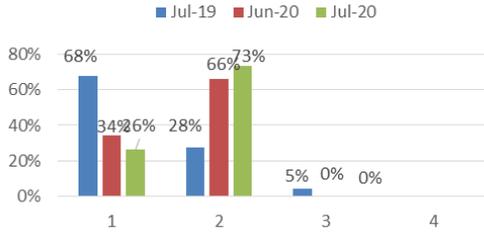


## Segments in a Duty

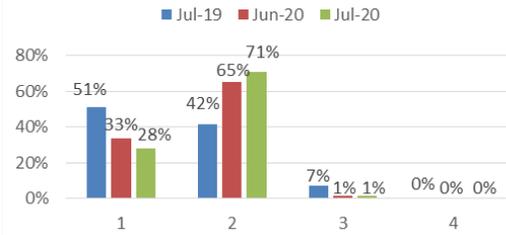
The charts below show the percentage of duty periods in each base with 1, 2, 3, or 4 segments to provide a comparison versus recent months and last year. For example, BOS has 4% of duties with 1 flight segment, 95% of duties with 2 flight segments, 1% of duties with 3 flight segments, and 0% of duties with 4 flight segments. The three bars represent last year same month, last month and current month.



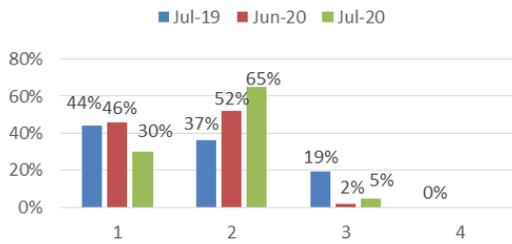
### LAX



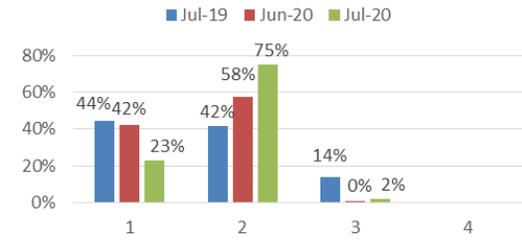
### LGA



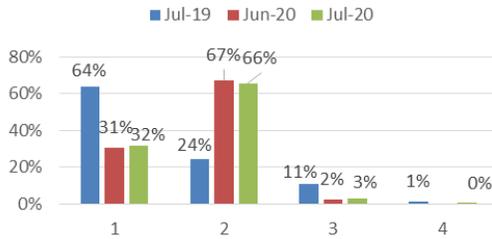
### MIA



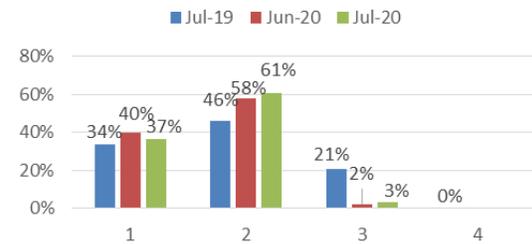
### ORD



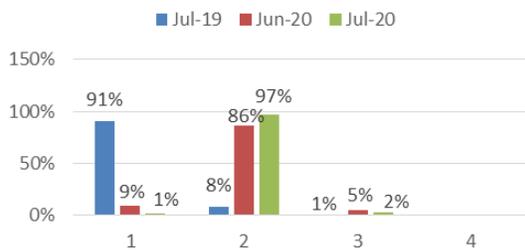
### PHL



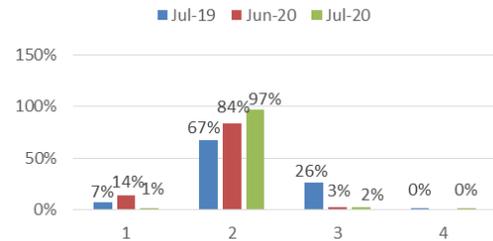
### PHX



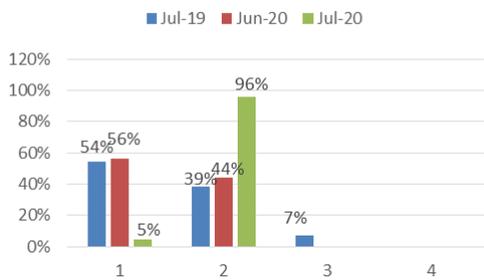
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### SLT

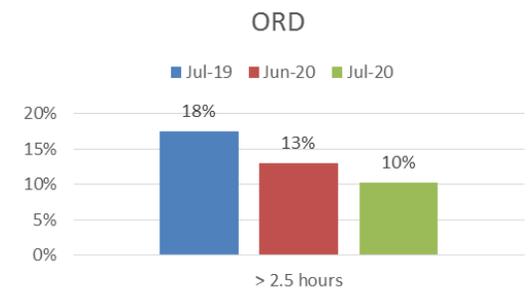
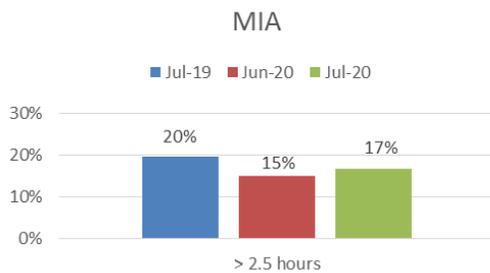
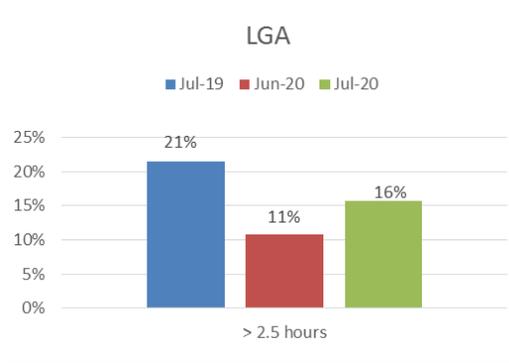
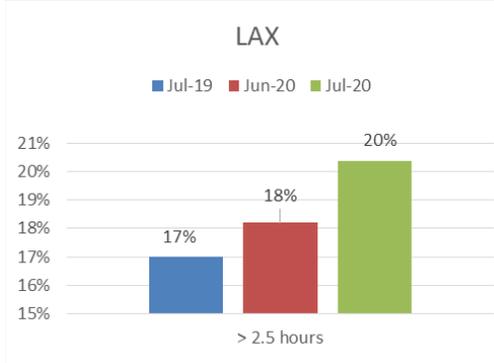
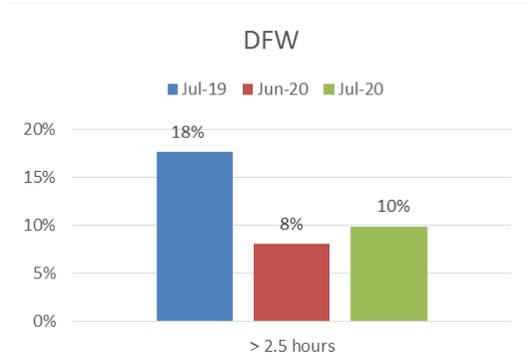
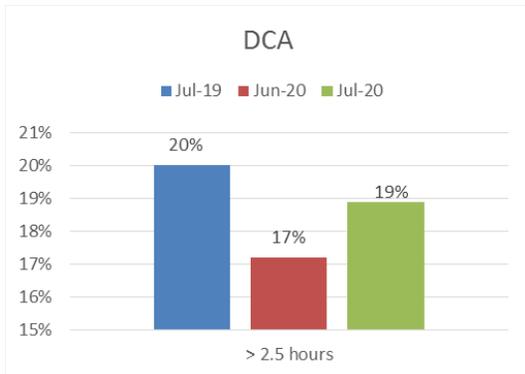
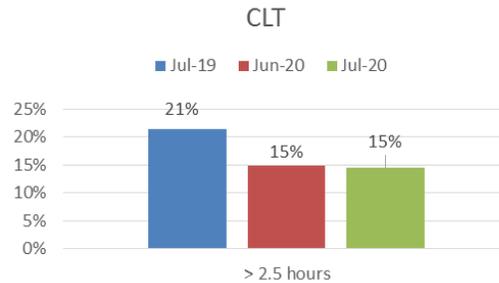
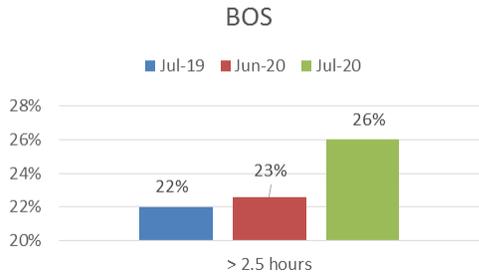


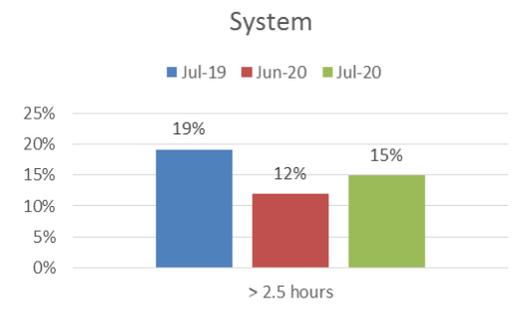
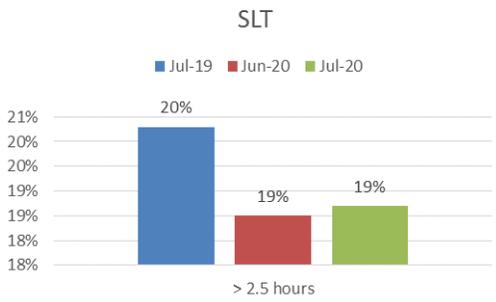
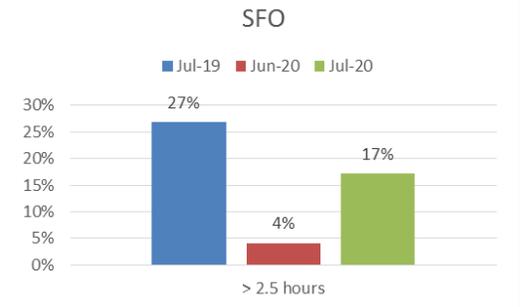
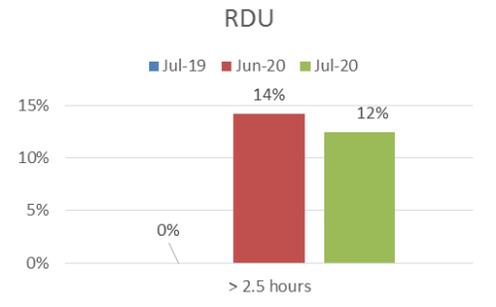
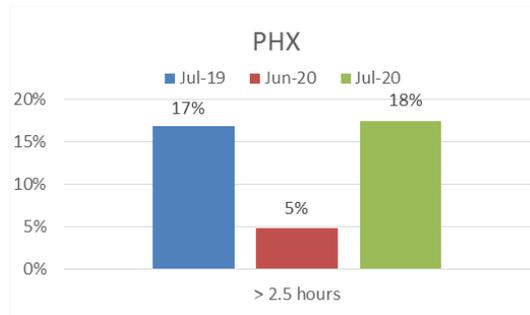
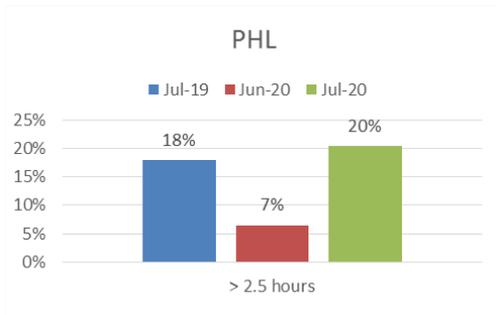
### SFO



# Sit Time

The charts below track the percentage of instances of sit by 2.5 hours thresholds to provide a comparison versus recent months and last year. The three bars represent last year same month, last month and current month.





## Crew Planning

## What to expect on your mid-June paycheck(s)

**June 7, 2020**

*All flight attendants not on PVLOA or VEOP status*

We're emailing to let you know you may receive two separate payments as we close the books on May. This is because of the special pay protections we agreed to with the APFA; protections above and beyond what the contract requires.

### **Your June 15 paycheck will reflect:**

- Your May flying hours less the hours you were advanced on your end of May paycheck. (Typically, flight attendants are advanced 37.5 hours on the end of the month paycheck.)
- All contractual pay protections for May flying (e.g., last sequence/series, illegal through no fault, etc.)
- Normal deductions for medical benefits, insurance, etc.

### **Your June 16 paycheck (if applicable) will reflect:**

- Any pay protection you're owed through our special "line guarantee" pay protection agreement with the APFA.
- This paycheck will not include deductions for benefits, union dues, etc. because it is a special check. If your June 15 paycheck wasn't enough to cover all deductions, those balances may be recovered from future paychecks – beginning with the next pay date, June 30. Note this will NOT affect your benefits coverage.

### **Why am I getting two payments? Why can't they both be paid June 15?**

- We don't want to delay your "normal" mid-June pay date.
- The special line guarantee pay protection has to be calculated manually and reviewed by Crew Compensation Analysts. They cannot begin this process until after we close the books on regular May hours.
- Beginning June 9, Crew Compensation will start the work required to pay the non-contractual line guarantee protection - which will take several days to complete. We estimate this should be complete by Friday, June 12, which is

when the information will be provided to Payroll so they can process the special pay statements.

- Once Payroll finalizes the data, it takes two banking days for the bank to process the payments. Because banks are closed over the weekend (June 13-14), June 16 is the first date payment can be posted to your bank account.

If you have questions regarding your pay protections or hours paid, please contact Crew Compensation via Direct Connect or 1-800-VIP-CREW. If you have questions or need help understanding your pay statement, please contact the Payroll Service Center via email at [psc@aa.com](mailto:psc@aa.com) or via phone at 800-447-2000 (option 1, then option 6) between 8 a.m. – 6 p.m. CT Monday through Friday.





# Administration

## Flight Service

## Training Support just got a little bit easier

### *Go mobile. Go to Comply365.*

**June 9, 2020**

*All flight attendants*

We understand that your time is valuable, and being the largest mobile workforce, we know that efficiency and ease-of-use is very important. With that in mind, we are excited to introduce our new online forms through Comply365.

These new forms, as well as our chat feature on the Flight Service website, will help:

- Eliminate the need to call our Training Support team
  - Reduce wait times if you need to call for WBT or other troubleshooting support
  - Provide feedback/confirmation promptly\*
- \*On average one business day (excluding holidays)

### **What type of forms will I be able to complete?**

#### Training Enrollment Request Form

Use this form to enroll in a training class (RBEST, service training, CQ, etc.) or if you wish to change a training class date (pending availability).

After you submit your form, you'll receive a confirmation message through your aa.com email (you may provide your personal email address if you wish), and your request will be processed in one business day (excluding holidays).

#### Training Flight Request Form

If you need to change your flight for training or are having difficulty changing your flight using the HIGOA or HIGOR entries, you can submit this form and your request will be processed the following day (excluding holidays).

*Note: If your request is within 24 hours or less, it will not be processed. Please contact Training Support for assistance.*

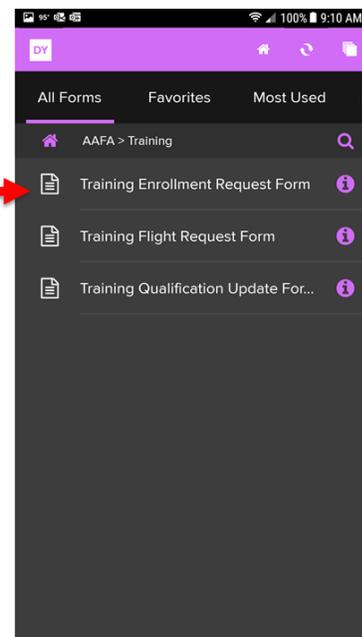
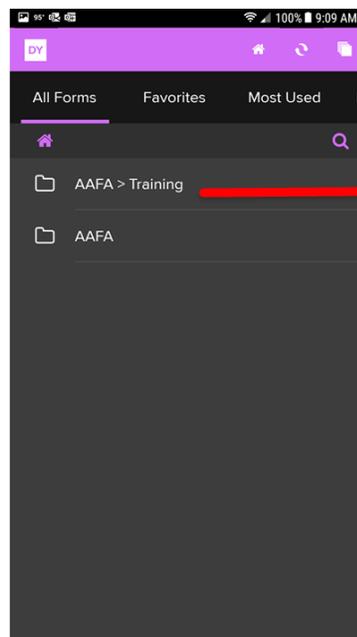
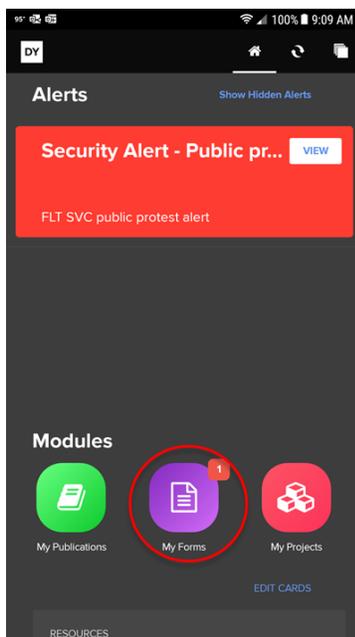
#### Training Qualification Update

Use this form if you wish to extend your qualifications past your normally scheduled grace month\*. More information on extending your qualifications past your grace month can be found in CCI messaging and under the [Training](#) tab on the Flight Service website – *Adjusted Temporary CQ Due Dates.*

*\*All assigned CQ web-based training (WBT) must be completed if you are requesting an extension to avoid going QI.*

### Where will I find these forms?

These forms can be found in Comply365 under *Forms* inside the *AAFA>Training* folder



### Where can I find additional information and instructions?

Additional information and a step-by-step guide for completing the forms can be found on the [Training Page](#) of the Flight Service Website.

If you have questions or need assistance, we are here to help. Please reach out to our Training Support team by using the chat feature found in the top right-hand corner of the [Training Page](#).

Corey Rutkowski  
Manager, Flight Service Administration  
[Corey.Rutkowski@aa.com](mailto:Corey.Rutkowski@aa.com)



# Administration

Flight Service



## Lands' End Website Update

**June 19, 2020**

*All flight attendants*

On June 23, the uniform ordering [website](#) will open. We want to be sure you have access to the additional uniform items that you need, but it's also important that we continue to keep costs to a minimum during this challenging time.

When the site opens on June 23, you'll see your new 2020 allowances, which will include any rollover dollars you may have had from 2019. With that said, please be thoughtful in your purchases and consider limiting your orders to only what you need at this time.

Preserving the company's cash now will better position us to come out of this situation stronger in the future. We appreciate your understanding.

If you have any questions, please reach out to [newaauniform@aa.com](mailto:newaauniform@aa.com)

Uniform Team  
[newaauniform@aa.com](mailto:newaauniform@aa.com)