

# Flight Service

## COVID-19 Update 15

*Additional schedule changes in response to customer demand related to COVID-19*

**March 14, 2020**

*All flight attendants*



American has made the difficult decision to implement a phased suspension of additional long-haul international flights from the U.S. starting on March 16. This suspension will last through May 6. This change is due to decreased customer demand in light of U.S. government travel restrictions related to coronavirus (COVID-19). The airline will:

- Reduce international capacity by 75% year over year — from March 16 to May 6
- Continue to operate one flight daily from Dallas-Fort Worth (DFW) to London (LHR), one flight daily from Miami (MIA) to LHR and three flights per week from DFW to Tokyo (NRT)
- Continue short-haul international flying, which includes flights to Canada, Mexico, Caribbean, Central American and certain markets in the northern part of South America, as scheduled

In addition to the international changes, the airline anticipates its domestic capacity in April will be reduced by 20% compared to last year and May's domestic capacity will be reduced by 30% on a year over year basis.

### **April bids are still open**

In light of this announcement there are a few things to remember and consider:

- The PBS timeline does not change and remains open until Noon Central Time on Wednesday, March 18
- Crew Planning is working to eliminate canceled flights before awards are run. There will be NO additional pay protection for April international trips that are canceled above the JCBA.
- It is not recommended to use all your layers for long haul international trips as there are just a handful of these remaining. Please ensure you have submitted layers for domestic flying as well.
- In light of these changes in flying, several of you may want to consider again VLOAs. As a reminder, Voluntary Leave of Absence (VLOAs) are still open through 8 a.m. Central Time on Tuesday, March 17
- The full schedule reduction is available on [Jetnet](#)

### **Caring for our crews**

We know that this extraordinary news is unsettling. If you are flying international trips that may be canceled, please know that we will leave no crews behind. As we work to get exact details to wind down these international locations, we will share more with those flying.

We also know you will have many questions. Please reach out to any of the Flight Service Leadership team and we will do our best to answer them. We are committed to sharing information.

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

Brady Byrnes  
Managing Director, Flight Service Base Operations and Administration  
[Brady.Byrnes@aa.com](mailto:Brady.Byrnes@aa.com)