

Keeping you informed on
our response to COVID-19



Update 49

May 11, 2020

All Flight Service team members

Special 70-hour June VLOA awarded to 6,715 flight attendants

The bidding window for the June voluntary leave of absence (VLOA) has now closed. We awarded VLOAs to 6,715 flight attendants based on seniority order, with priority given to lineholders. Since so many people requested a leave, we had to limit the number of awards and were not able to grant VLOAs to about 2,000 lineholders. Additionally, no reserves were awarded VLOAs.

If you applied for the VLOA, please check your HI10 to find out if you got the award, plus a CCI message is being sent.

Unlike the normal monthly VLOAs, flight attendants awarded this leave will receive up to 70 hours credit for June, per our letter of agreement with the APFA.

For more information about the June VLOA, please visit the [Flight Service website](#).

Virtual Town Hall – Tuesday, May 12 at 1230 – 1330 CT

During a time with so many questions, we want you to have a chance to hear updates and discuss what is on your mind. Please join me for Tuesday's Virtual Town Hall. I'm not planning to make any big announcements; this is just a forum for you to ask questions.

To participate, call toll-free 866-240-1897 or 210-795-1114

If you are calling from outside the US, please [click this link](#) for a list of toll-free phone numbers in other countries.

Enter access code: **596 352 710**

After dialing in, ask questions using your mobile phone: Send a text to 22333. In the message, type "328699" and then your question.

Latin America-based flight attendants, please refer to the special email you received with instructions on how to participate.

Customers are now required to wear face coverings on board aircraft

Starting today, customers are required to wear face coverings on board our aircraft. Overall, the feedback I'm receiving is the rollout of this new policy has been smooth. Most customers and crew members agree this is a good step toward making everyone feel comfortable while flying. If you haven't done so already, please see the [communication from May 8](#) for answers to common questions about the new policy. As a flight attendant, your role is to politely remind customers to cover their faces, as needed. Think of this as another safety reminder, just like you would tell someone to buckle their seatbelt before landing.

Reminder: Allow Cabin Cleaners on board to clean

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 they can do their work. 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.

Flight Attendant Appreciation Day

Each May for the past few years, we've celebrated Flight Attendant Appreciation Day – which officially falls on May 31. And as essential workers keeping us in the air, we appreciate those of you out there flying the line now more than ever. Given our current situation and the need for social distancing, we're pressing "pause" on the normal celebrations in crew rooms this year. It doesn't seem like the right time to be drawing large crowds into crew rooms for prizes and buffet-style food for safety reasons. However, now more than ever, we are incredibly proud of how you take care of our customers and each other.

Crew News on Jetnet

Last week, I sat down with American CEO Doug Parker and SVP of Network Planning Vasu Raja for a virtual session of Crew News. I asked many of the questions you have been asking me. Among other topics, we discussed future flying plans, aircraft cleaning and our goal to reduce expenses while avoiding furloughs. Watch the full video on [Jetnet](#), or click on one of the topics below:

- [Future furloughs](#)
- [Keeping crews safe](#)
- [Ensuring clean aircraft](#)
- [Monthly bidding process](#)
- [Future of domestic and international flying](#)
- [Future of our bases](#)

Kimball Stone, SVP of Flight Operations, hosted a similar Crew News for pilots. You can watch both [videos on Jetnet](#).

Extra compassion

A customer was so touched by the care she received on a recent flight to Mexico, she sent us a note thanking DFW Flight Attendant Debra James:

I wanted to share my experience on my flight to Cabo with one of your amazing flight attendants named Debra James. I was flying to Cabo where my husband and I retired almost 2 years ago. In January my husband got sick and I had to fly him back to the United States. He stayed in the hospital for 30 days. They discovered he had a terminal disease. They gave him six months to live, and he is now in hospice. So, on April 23, I had to fly back to Cabo to put our home on the market, since he was not going to be able to return and continue our dream. So, you can imagine how distraught I was. I really didn't want to go especially because of the pandemic with the Coronavirus. Debra approached me at the beginning of the flight and asked me if I was going to Cabo to have a good time. I shared my story with her and she was in tears. She made sure that I was as comfortable as possible. She constantly checked on me and would visit with me all the way to Cabo. Her compassion and professionalism was above and beyond. She made my trip SO much better than it would have been under the circumstances.

You never know what customers are going through when they are boarding a flight. Thank you Debra for taking care of this customer and treating her like family.

Thanks for checking in today.



Jill Surdek
Senior Vice President, Flight Service

Flight Service Communications and Engagement