

Updated timeline for PBS awards and Scheduling Systems -- remainder of March and all of April

March 21, 2020
All flight attendants

We know you're eager to see your final April schedule and start using the scheduling and trading systems. As you're aware, all airlines are experiencing an unprecedented decline in demand for air travel, so our Network Planning team is reducing our flight schedules even more than anticipated for April. Our current plan reflects a 44% decline in capacity for April 2020 versus April 2019. Since reductions for April have continued beyond when PBS sequences were created, they now must be repaired. These sequences cannot be traded until the required changes are complete, and due to the massive number of impacted sequences, TTS and ETB opening for April will be further delayed.

Please be aware that the schedule you see in PBS starting March 21 is very likely to change significantly as the additional flight cancellations are processed.

We know your pay is important. Given these are extraordinary circumstances, we're discussing how we manage April pay protection with the APFA and will share more information soon.

Please know that we would never take these actions if not for the extraordinary impacts of COVID-19 to air travel.

Below is a summary of key dates:

March 21	April PBS awards visible in PBS
March 22	April PBS awards visible in your HI1 (without April cancellations)
March 23	TTS and ETB open at 1200 CT for trading trips during the last 3 days of March March TTS runs at 2300 HBT
March 30 (estimated)	April cancellations should be reflected on your schedule

March 31 (estimated)	<p>Check each sequence in your line to verify changes</p> <p>TTS opens at 1200 HBT</p> <p>TTS runs at 2300 HBT</p>
April 1 (estimated)	ETB opens at 0400 HBT

Q & A

Q: Why does this process take so long?

A: When our Crew teams manually repaired sequences following the 737MAX cancellations, it took six days. The schedule cancellations related to COVID-19 are 20 times larger than the 737MAX changes, and the month would be over before we could manually repair everything. We had to develop a more automated solution, and it is currently being tested. We will be correcting approximately 60,000 - 70,000 flight attendant and pilot sequences, an astounding number.

We're keenly aware of the impact this has on trading; however, with the flight schedule changing as much as it is, there's too much risk in accelerating the processing time.

Q: What happens with hotels?

A: With so many sequence changes, there are also likely to be numerous hotel and transportation changes as a result of hotel closures. If you're not already doing this, you need to check CCI at the end of each duty period for changes.

Q: When can I trade my March trips?

A: Starting on March 23rd you can begin utilizing TTS and ETB for your **March** sequences including carry-over trips originating in March.

Q: What can I do if I want to trade or drop a trip that is scheduled on April 1 or 2?

A: Use UBL on March 31 to drop April 1 trips and UBL on April 1 to drop April 2 trips. ETB is available for trading on April 1. Additionally, we're looking at ways we can manually process drops and flight attendant to flight attendant trades for trips originating on these dates starting March 30. We'll have more information soon.

Q: As a reserve, can I still be awarded a VLOA?

A: Yes, go to the Flight Service website to enter your ballot.

Q: How will I be pay protected?

A: A subsequent communication will be sent that will describe all applicable pay protections.

We know it is frustrating not to know your schedule in advance, and we appreciate your patience and understanding as our teams work as quickly as possible to make the necessary adjustments in your schedule to match the reduced airline schedule.

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