

**Sept. 14, 2022**

*All SFO-based flight attendants*

Dear SFO flight attendants,

This isn't an easy note for me to write. Today it's with great regret that I let you know about our decision to close the SFO flight attendant base and SMF satellite effective January 31, 2023. While rumors of this have long been circulating, I know it doesn't make the news any easier to process. Right off the bat, I want to let you know we're here to support you and to assure you that every SFO-based flight attendant who wants one will have a spot at another base, nor does this news affect our plans to continue hiring flight attendants—more on that in a bit.

I feel our entire team owes it to you to provide a clear explanation of the rationale behind this decision.

### **An evolving network and airline schedule**

It's no secret that COVID made its mark on the world and the airline industry in particular. The pandemic has forced us to re-evaluate, from top to bottom, how we do business and how we serve our customers so that we're positioned to be both reliable and profitable. Even before the pandemic, our west coast strategy evolved over the years and decades. At one point in the early 2000s, our SFO base was about five times the size it is today. Some of you may remember the days of operating our SJC hub – flying to destinations like Hawaii, Paris CDG, Tokyo NRT and even Taipei (TPE). With competition, rising fuel costs, and reduced customer demand, these routes became unprofitable and no longer fit nicely into our network.

Our pilot base in SFO closed a decade ago. Despite this, we worked hard to keep our flight attendant base open since we knew many flight attendants still call it home. As we look to the future, we expect SFO to maintain the same level of flying as it does today, but there are no plans to grow SFO and no future flying prospects based on our current network strategy. Over the past ten years or so, our SFO flight attendant base has become less and less efficient, especially when it comes to the supportability of our network and schedule – which brings us to today's difficult announcement.

### **Moving forward**

I know today's news is both sad and disappointing. That's why I want you to know that the entire Flight Service team is committed to making this as smooth a transition as possible.

#### *Options for other bases*

Crew Planning is currently finalizing the forecast for vacancies at other bases, and you'll have several options. It's likely that all bases, except LAX, will have a certain number of vacancies. We're working to finalize the bidding process for these vacancies and will communicate the details in the coming days.

*Please check your CCI messages carefully because that's where we'll communicate important information about the options you have moving forward.*

To level set expectations, LAX will not have vacancies for displaced flight attendants – despite its desirable geographic proximity to SFO. There are several reasons for this. Chiefly, there's a lengthy waiting list of approximately 200 displaced (former LAX) flight attendants who already have a priority of return (POR). And when you couple this with little to no changes to our LAX network – particularly post-pandemic – we don't see our LAX flight attendant base growing in 2023.

#### *Relocation assistance*

Per the contract, flight attendants who move to a new base are eligible for relocation assistance. You can read more about this online.

#### *Dedicated resources to answer your questions*

We have set up a dedicated mailbox to answer questions and prioritize questions about the base closure

We've also developed a comprehensive guide with frequently asked questions which you can access in Comply365.

[Comply365](#) – *My Publications – SFO Base Closure Information*

### **We're here to support you**

To kick things off, we'll host a town hall in SFO the week of Sept. 26. I, along with several senior leaders from Flight Service and Crew Planning, will be there in person to answer your question and help you navigate the journey ahead.

SFO has a long history as a flight attendant base, and I'd be remiss if I didn't acknowledge its rich past of 50+ years. Many of you reading this have spent the majority, if not all, of your flying career here. Your local leadership team and the rest of Flight Service stand ready to support you during the next few months and later as you adjust to your new base.

Don't hesitate to reach out to Brian Chavez and his team or us if you have any questions.



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