Operation Puerto Rico Strong

The recovery from Hurricane Maria continues, and our thoughts remain with American’s team members in Puerto Rico and throughout the Caribbean, as well as those who have family and friends there. We resumed limited service to San Juan (SJU) last Friday and have operated several relief flights since, with more widebody service than any other carrier.

We were the first carrier to resume service to SJU. So far, along with team member volunteers, we have sent more than 460,000 pounds of supplies, including generators, food and water. Our return flights have carried about 2,700 passengers from SJU. Here’s a look at the relief flights we have sent.

- Boeing 737-800 (MIA–SJU) 5,000 lbs. of relief supplies
- B737-800 (MIA–SJU–MIA) 13,000 lbs. of relief supplies
- Airbus A330-200 (PHL–SJU–PHL) 40,000 lbs. of relief supplies
- B777-200 (MIA–SJU–MIA) 47,000 lbs. of relief supplies
- B777-200 (MIA–SJU–MIA) 50,000 lbs. of relief supplies
- B737-800 (SJU–MIA) — Evacuation flight for team members and families.
- B777-300ER (MIA–SJU–MIA) 47,000 lbs. of relief supplies
- B737-800 (MIA–SJU–MIA) 8,742 lbs. of relief supplies
- A330-200 (PHL–SJU–PHL) 31,000 lbs. of relief supplies
- B777-300ER (MIA–SJU–MIA) 71,659 lbs. of cargo

- Four round-trip flights between MIA/PHL and SJU (two on widebodies) and a fifth one-way flight (remaining overnight) carried a combined total of nearly 150,000 lbs. of relief supplies.
- Seven total round trips are planned for Sept. 29, with added service from CLT and ORD.

Due to connectivity challenges, including air traffic control constraints and lack of power, operations at SJU were limited for several days. The Transportation Security Administration (TSA) had to screen all passengers and their belongings manually. However, power was finally restored to SJU on Thursday, Sept. 28, and TSA is now fully functional in the American area of the airport.

American has extended the cap on one-way nonstop fares to/from SJU at $99 for Main Cabin and $199 for premium cabins (connecting fares may be higher) through Oct. 8. We’ve also added additional caps to/from St. Thomas (STT) and St. Croix (STX), and from St. Maarten (SXM) and Providenciales (PLS). Extended travel alerts for these airports can be seen at aa.com/travelalerts. These allow customers to change or cancel their flights without fees.

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Send your questions to corp.comm@aa.com
Supporting Our Team

American has waived size and weight restrictions as well as shipping costs so team members can send supplies and generators to their loved ones. Through Sept. 29, active team members can send supplies and generators to SJU using the team member Priority Parcel Service (PPS) program from all stations in the continental U.S. (lower 48 states). In the first five days, 1,935 packages were shipped.

Beni Campis, Manning Support, ORD, took advantage of the program to send two boxes with nearly 300 pounds of supplies to her family in Puerto Rico.

“With all the money I saved in shipping costs, I can buy more supplies, water and food to keep sending to my family in PR. I am very thankful for all those who make it possible for so many team members to reach out and help their loved ones in this great time of need. I consider myself very lucky and proud to work for American.” — Beni Campis, staff assistant, Manning Support, ORD

Other Islands Impacted by Hurricanes Irma and Maria

American resumed service to PLS on Sept. 23. Operations remain suspended at STX and SXM. Service to STT resumed Sept. 28. American operated eight relief flights to SXM, PLS and STT prior to Hurricane Maria. American also used two boats to send additional supplies to STT. More than 26,000 pounds of humanitarian relief, including food, water and generators, have been sent to these communities.

“These communities are very important to all of us at American. Once airports in the region reopen and can support additional aircraft, we will be adding extra flights in order to help our customers and team members and provide supplies to the islands.” — Alfredo Gonzalez, managing director, Caribbean

Help from Home

On Sept. 25 and 26 at Miami, nearly 200 Do Crew volunteers packed 5,000 boxes of essential food items that will be distributed to victims of Hurricanes Irma and Maria. Working in partnership with Feeding South Florida, several thousand boxes will be sent to Western Florida and the Florida Keys, and through our Cargo department, another thousand will go to the U.S. Virgin Islands.

Colleagues shared stories of family and friends who have been affected by the hurricanes this year and the way their colleagues have stepped in to make a difference. Their stories inspired many of them to give back.

“I was unable to reach my family in Puerto Rico for the first six days after the storm. Pilots on the ground in Puerto Rico drove to my family’s house and recorded a video to share with me just so I would know they were safe. That was very special to me and inspired me to come here today.” — Diana Alonso, staff assistant, Flight, MIA

Ways to Help

Looking for ways to assist those affected by Hurricanes Harvey, Irma and Maria? Learn how you can help your fellow team members by making a donation to the Family Fund or donate to the American Red Cross. As a reminder, aside from the Cargo offer to ship items to designated individuals/addresses in SJU, we continue to strongly encourage financial contributions over general relief/donation drives and shipments.
Our service and commitment to Puerto Rico after Hurricane Maria

27 flights operated since Sept. 22

63,000 POUNDS
Average relief supplies per day

Total relief supplies so far 466,000 POUNDS

One-way non-stop* fares capped through to Oct. 8

$99.00 Main Cabin
$199.00 Premium Cabin
*connecting fares may be higher