

August 28, 2019

Tulsa Team:

2019 has been one of our busiest years yet. And thanks to fantastic work results from our team, I have some great updates to share on our work and staffing, along with information with on-going improvements and investments in our facilities.

Over the past several months, we have been evaluating the work our team accomplishes in many areas, benchmarking our standards and building long-term plans for the base – plans I want to keep you updated on, as the company remains committed to the Tulsa team and the vital role we play in American's operation.

I'm excited to share with you that we will be adding more than 400 new positions, in many different skills, to support the work that will be transitioning to the base over the next several months. The positions will be in multiple areas based on future dock plans and projected needs, so our team can be trained, well-equipped, and ready for what comes our way.

This year in Hangars 1-4, we completed American's last MD-80 overhaul, added a seventh B737 overhaul line, and supported the airline with continued aircraft modifications. These projects will continue well into 2020 and to give the best support to this important work, we need to hire additional team members for the hangar operations.

In Hangars 5-6, preparations are underway to start the interior modifications on A321 aircraft. In addition, I'm happy to announce we'll welcome our first line of scheduled B787s special visits to Tulsa in October. We expect to complete the last B767 overhaul before base closure this year, and this line will transition to a B787 overhaul line beginning in early 2020. All of these fleets are the long-term future of our facility, and our goal is to build Hangars 5-6 into a B777/B787 Center of Excellence. To support this plan, we will hire new positions in Hangars 5-6. Our recent performance on the B777 fleet has been nothing short of outstanding thanks to efforts of the team in these hangars, and I know this standard will continue.

Our Landing Gear shop with the CRO team is an important part of what we do, and over the next few months, we will be investing in upgraded machine software and piece parts to ensure success. We will also be hiring new positions in the Landing Gear shop from a variety of skill levels to support B737/B777 overhauls.

We will experience growth in the AAERO operation. Earlier this year, we announced plans to keep our B737-800 Block 1 aircraft longer than originally planned. This will drive many additional shop visits for our CFM56-7B engines. To support this effort, Wayne Thomas's team will need to hire additional positions into the AAERO team. These new additions will continue the great results and turn-around times of our CFM56 programs.

You may have noticed a lot of remodeling projects taking place around the base, including the Mingo Road rehabilitation. The AAERO building and Warehouse are undergoing a major re-roofing, which will continue into 2020. After that's complete, work will transition to the roofs of Hangars 1-2 and Hangars 5-6. Restroom and breakroom remodels are ongoing as we upgrade the infrastructure of our nearly 75-year-old base. The work from our Facilities Maintenance team on these important projects has been tremendous, given the tasks in front of them.

As you can see, we have a lot of great things coming our way. I'm incredibly proud of all the fantastic work you are all accomplishing. I look forward to seeing our continued success!

