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CORPORATE



Delta Rebounds with Strong Operations Performance

Following last month's technology outage, Delta's domestic mainline operation has fully recovered, achieving the longest on-time arrival streak during the summer months in the airline's history. As of Sept. 1, Delta had put together a string of 10 straight days in which more than 91 percent of flights arrived on time. During that time, the airline also operated 130 hours and roughly 25,000 flights without a cancellation.

This year, Delta has operated 37 total days without a cancellation. By comparison, Delta led the industry in 2015 with a total of 11 for the full year. [More](#)

Groundbreaking App Helps Delta Pilots Avoid Turbulence

Predicting the where, when and intensity of turbulence is notoriously difficult to do. But Delta has developed a new, industry-leading app that's helping pilots better spot and avoid it. Launched in April, Delta's Flight Weather Viewer app provides pilots with real-time graphics of turbulence observations and forecasts on the flight deck. [More](#)

Delta Signs White House Equal Pay Pledge, Commits to Workplace Fairness

On Aug. 26, Delta committed to the [White House Equal Pay Pledge](#), which encourages

companies to take a stand and reduce the gender pay gap in the United States. Delta [reported in April](#) that its pay parity between men and women was nearly perfect at 98 percent for administrative positions and 100 percent for scale positions.

By signing the pledge, the airline promised to conduct an annual company-wide gender pay analysis across occupations; review hiring and promotion processes across occupations to reduce bias and structural barriers; and include equal pay efforts into broader company-wide equity initiatives. [More](#)

NETWORK



Delta to Serve Havana; Flights Available for Sale Beginning September 10

Following an Aug. 31 [announcement](#) by the U.S. Department of Transportation (DOT), Delta announced that it will begin daily service to Havana, Cuba, from Atlanta, Miami and New York – JFK starting on Dec. 1. This will mark the first time Delta has operated service to Cuba in 55 years. Flights will be available for sale beginning Sept. 10. [More](#)

Delta Bolsters Mexico Presence with 3 New Routes

The airline is set to continue its international growth by launching new daily nonstop services from New York – JFK to Cancun and Los Angeles to Los Cabos. Delta will also add service from Kansas City to Cancun in December. [More](#)

FACILITIES



Delta/Virgin Atlantic Co-Location at Heathrow Terminal 3 Updates

Effective Sept. 14, 2016, Delta and Virgin Atlantic [will now operate from the same terminal](#) in Heathrow Airport—Terminal 3—making it easier for customers to manage their travel plans including any last-minute flight changes. Delta will transfer its Atlanta, Detroit, Minneapolis, Salt Lake City and Philadelphia flights from Terminal 4 to join its services to New York-JFK, Boston and Seattle that already operate from Terminal 3.

Delta and Virgin Atlantic are dedicated to ensuring customers' positive experience during the terminal transition. Impacted customers can expect email and text notifications regarding the terminal change, as well as updated information on monitors in London-Heathrow. Reminder messages will also be included in passengers' 24-hour check-in emails.

As we settle into our new surroundings in our convenient new location, premium customers and Medallion® Members can now enjoy the following amenities.

- Effective Sept. 14, 2016 Delta One™ customers may now access Virgin Atlantic's Revivals Lounge in addition to the Clubhouse and Upper Class Wing.
- Effective Sept. 14, 2016 Diamond & Platinum Medallion Members departing LHR are invited to access the [No1 Lounges, Heathrow](#), but will no longer have access to the Virgin Atlantic Clubhouse. Arriving members may now access Virgin Atlantic's Revivals Lounge starting on Sept. 14, 2016.
- Gold Medallion® Members may continue to access No1 Lounges, Heathrow when departing LHR.

Please be aware that the Delta Arrivals Lounge will be shutting its doors after Sept. 20, 2016.

Delta's LAX Relocation Plans Take Key Step Forward

On Aug. 24, the Los Angeles City Council unanimously approved Delta's lease and license agreement to allow [relocation to Terminals 2 and 3](#) at LAX. Part of an ongoing \$1.9 billion plan to be executed over the next seven years, the relocation will enable Delta to build a premier space at LAX alongside its airline partners. [More](#)

CUSTOMER EXPERIENCE



New VIP Lounge Elevates Travel Experience in Sao Paulo

Delta One™ and SkyMiles® elite members can now enjoy a new VIP lounge when flying out of Sao Paulo's Guarulhos Airport, thanks to Delta's partnership with GOL. The lounge features sound-reduction panels, directed lighting, leather chairs and

private workspaces. [More](#)

PARTNER NEWS

Air France's LA Première Travel Kits Get a Makeover

Air France offers its La Première guests a new exclusive kit complete with Carita beauty products. Adorning the La Première designer suite colors, and featuring the Air France brand's iconic seahorse emblem, the comfort kit has an elegantly finished design. Intended as a true high-end gift with its "ribbon trim" effect, passengers can freshen up and remain comfortable throughout their flight with a selection of four Carita luxury beauty products. [More](#)

GOL Launches Interactive Kiosks for Deaf and Hard-of-Hearing Customers

The kiosks, which connect customers to sign language interpreters via a real-time video conferencing system, help those with disabilities gain easier access to information about their travel experience. [More](#)

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