



SKYword

spring 2006

The State of Our Union

*"Never doubt that a small group of
thoughtful, committed citizens can
change the world. Indeed, it is the
only thing that ever has."
- Margaret Mead*

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**APFA Chicago Office Closing
Effective May 1, 2006.**

SKYword

Tommie Hutto-Blake President

Brett Durkin Vice President

Greg Hildreth Secretary

Cathy Lukensmeyer Treasurer

Leslie Mayo Editor

Skylar Turner Graphic Designer

APFA Headquarters
1004 West Eules Boulevard
Eules, Texas 76040
Toll-Free (800) 395-APFA
or
Local Metro (817) 540-0108
Fax (817) 540-2077
Office Hours
0900 - 1700 Central Time

Chicago Domestic Office
8700 West Byrn Mawr
Suite 800-S
Chicago, Illinois 60631
(773) 714-7925
Fax (773) 714-7926
Closing May 1, 2006

Dallas/Ft. Worth Domestic Office
749 Port America Place
Suite 500
Grapevine, Texas 76051
(817) 410-7227
Fax (817) 251-1500

Internet Address: www.apfa.org

E-Mail Address: apfa@apfa.org

Hotline Information Tape
800.399.APFA
Tape Updated Weekly

Skyword Magazine Advertising
www.apfa.org - click on Skyword Advertising
1004 West Eules Blvd.
Eules, Texas 76040
800.395.2732, ext. 8308

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Tommie Hutto-Blake
APFA President

president@apfa.org
817-540-0108, ext. 8101

In May of this year the Association of Professional Flight Attendants, our very independent union, will begin its 30th year as the largest independent union in the industry. A landmark such as this is an appropriate time to reflect on our history as well as the future challenges of the Union solely charged with representing the interests of the American Airlines Flight Attendants.

As I contemplate this Annual Report to the APFA Membership, we are faced with numerous challenges as a Union, a company, and an industry. I have always been a person who tries to see the glass half full rather than half empty. At

The State of Our Union – 2006

Entering Our 30th Year With a Balance Toward Caution and Determination

this point in time we have a choice to either disengage from our challenges and wait it out, or face these challenges straight on with the purpose of turning challenges into potential opportunities that will protect our Flight Attendant career.

We are at a crossroads as a workforce, we are at a crossroads in our history. This history began less than four decades ago when Stewardesses used collective bargaining to become career Flight Attendants. As a company, AA is also at a crossroads. Only time will tell if labor and management on this property can continue to hold the reins of our collective destiny together. We are being watched by an entire industry. Will AA stay out of bankruptcy? Or, will we slip into those tumultuous waters of today's airline industry, just like so many others before us – drawing battle lines between labor and management in the bankruptcy courts?

One thing is for certain, AA cannot continue to maintain a seemingly schizophrenic nature. We cannot work

together to protect our negotiated pension plans one moment, and the next watch as compensation rewards are offered to a select 973 members of management. ***Shared sacrifice is shared sacrifice.*** Having an unlimited performance incentive compensation program for a certain number of management employees while all remaining AA employees continue to be asked to work harder for reduced pay is not the shared sacrifice that was negotiated in 2003.

In 2003 we all sacrificed, whether willingly or unwillingly, to keep AA out of the bankruptcy courts. We were all told that an alignment of future rewards would come with profitability. Though executive compensation may ultimately be of higher value than an hourly worker's performance compensation, there should be true transparency of any compensation plan, with an alignment of interests for labor and management. To act without such an alignment puts the common interest – restoring AA to viability – at risk. APFA must continue to fight

for not just respected dialogue between labor and management, but appropriate compensation at appropriate times. When a company, such as ours, is losing millions of dollars, drawing unlimited amounts of cash compensation from the general fund; that is a fighting matter. We must have our voices heard loud and clear concerning this dispute. Today this dispute regarding appropriate (or inappropriate) executive compensation is without a doubt a common issue across corporate America. Many corporations seem unwilling to face this issue straight on. The three unions on AA's property decided to face this issue together.

On January 24, 2006, all three unions, in an unprecedented stand, took a united stand and

consolidated our identical grievances concerning the pending cash payouts of management's Performance Unit Plan (PUP) scheduled for April 19, 2006. It is the position of APFA, APA, and TWU that PUP violates the Annual Incentive Program (AIP) negotiated by the parties in 2003. We locked our separate grievances by written agreement into one single binding arbitration proceeding.

The parties had five days of settlement discussions prior to the arbitration and four days of oral arguments before Arbitrator Robert Harris in March with the written opinion scheduled to be released on or before March 28. Once the case is decided the award becomes final and binding to the parties. There is no doubt there was a

“Having an unlimited performance incentive compensation program for a certain number of management employees while all remaining AA employees continue to be asked to work harder for reduced pay is not the shared sacrifice that was negotiated in 2003.”

President's Report, continued.

need for the assistance of a neutral to resolve the issues of true shared sacrifice. Be proud that you are a member of a labor union who has the right to a grievance mechanism (see Vice President Brett Durkin's article on page 6) when disputes of this nature arise. Properties without unions have no formal process to have legitimate disputes resolved.

The question is - can we survive this current schizophrenic behavior? Living in this schizophrenic time, with disappointments alive and well (management compensation gone awry), there are also certain specific examples that can be sources of pride. A primary example is the parties (union and management) working together to address pension protection. This issue is of mutual concern and we have worked together to seek pension reform, which would allow the time needed to once again have fully funded plans. The final outcome of our efforts lead by the three AA unions (APFA, APA and TWU) and AA management for well over a year now remains to be seen. This is the 'good fight' (see Jill Frank Smoak's article on page 26). Protecting negotiated retirement benefits is one of our goals. For too many years

now we have watched as pension plans across America have been dismantled.

We ask that you stay alert and informed concerning this matter. Don't give up! Many of you have joined us in this fight. You have written your letters and joined us in Washington D.C. You have become an activist on this matter. There is no resource more important to a union's efforts than the unified voices of its membership. And Congress has taken notice. The Senate bill includes specific protective airline language. The House and Senate bills are presently 'in conference' and shortly will be ready for the President's signature shortly. The aviation language is imperative to our needs (visit the APFA web site for the latest update on pension reform).

As stated above, one day we work together on a matter of common interest, and the next day we argue our case in front of a neutral arbitration in opposition to management's position. This is our current dilemma. The months ahead will show if this schizophrenic behavior can continue without reeking permanent damage to the labor/management relationship on this property. Perhaps a bigger question

should be - does AA management know the critical nature of its next move?

APFA members have heard me state that I thought today's senior management team was different than in past decades. Your union leadership is no longer certain that this will be the case. The ball is in management's court. The next move is theirs. We all await with interest as management determines the fate of the working together era. True leadership is about to be tested.

“This is your organization – I urge you to make it stronger...”

Strength in Activism

The final issue of pride that I want to acknowledge in this Annual Report is to underline the strength and power of activism. The APFA is built on a strong democratic foundation established by the APFA Constitution. The 'rules' of our organization confirmed by our members via past constitutional referendums is designed to set up guidelines and responsibilities for all the individual elected and appointed member

leaders of our union. Only APFA members can be in any of these important activist leadership roles.

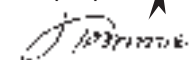
I am personally so proud of the individuals who have stepped forward in the many different leadership positions within our union – not just my National Officer Team, but today's Executive Committee, Base Leadership, National Coordinators, Division Representatives, National Committee members, InfoReps all across the system, and the list goes on. It is my hope that those of us now actively working for APFA will spark many others – the next generation – to take on future leadership roles in our organization. Again, the primary purpose of our union is to protect the individual and collective rights of the members of APFA – the AA Flight Attendants.

This is your organization – I urge you to make it stronger with your involvement and your activism. Whether you step forward to be an informed member, base representative, or national leader – there is a role for you. Strength and unity within the APFA is fundamental to the successful resolution of any endeavor the Union may undertake on behalf of the

wider group. Differing points of view expressed in the open forum of reasoned debate should be welcomed, honored and valued as necessary and essential to the development of a shared unity of purpose. Your current APFA leadership believes that in order for this company of ours to be successful – labor has to be part of the plan. We must be treated as respected business partners. This is what being different is all about - aligning the interest of labor and management and restoring order, paying off debt, returning our Company to profitability, and protecting and improving upon our Contract so that we all have a secured future.

Brett, Cathy, Greg and I are career Flight Attendants. Your Executive Committee, and Board of Directors are career Flight Attendants. None of us will shrink from the task at hand of fully defending the APFA and its members. Currently our overarching focus is to both stabilize and strengthen the APFA. Our 30th year should be a time to reflect and to celebrate and we intend to do just that. Join us – we do have so much to be proud of – and we have so much to protect.

With solidarity & unity of purpose,



Active Litigation Report From the President's Office

by Tommie Hutto-Blake

The Performance Unit Plan (PUP) dispute that provided cash bonuses to 973 managers, protecting the 2001 APFA Contract as amended in 2003, and supporting pension reform, are certainly not our only challenges at this time. There are other disputes, both internal and external, stemming from the chaos of 2003 that still remain unresolved. These lawsuits are quite actively compromising the APFA treasury. Defending ourselves, the APFA, in some very active litigation in the United States District Court for the Eastern District of New York is both debilitating to our collective energy and our union's resources.

*I believe it is my responsibility to keep the APFA membership fully briefed on this matter. The Union is our only representative voice and we must not allow, at this critical juncture, to have APFA in jeopardy. We must vigorously defend our Union in these cases, for if we lose these lawsuits, we could also lose APFA.**

The Marcoux/Lindsay/Ford lawsuits began as three separate lawsuits filed by active APFA members in 2003. There are 27 named plaintiffs in these complaints. Down through the years as we defended our Union in the courts, APFA has had to spend hundreds of thousands of union dollars. So far our counsel has been successful in moving all of

these lawsuits into the same Federal Court. The complaints have been consolidated and are now known simply as the Marcoux lawsuits [Ann M. Marcoux, et al. v. AA, Inc., AMR Corp., APFA, and John Ward] – since the court consolidated these disputes they will be ultimately heard as one complaint.

One of the ironies in this legal challenge is that during 2003, for a brief period under the former administration, APFA lost its litigation liability coverage. It was during this time that all three of these suits were separately filed and thus APFA has no litigation insurance for our defense concerning these disputes. Therefore, the cost of our defense comes straight from dues dollars.

If these plaintiffs prevail (and I firmly believe that ultimately APFA will prevail) without a doubt this could bankrupt APFA and cause our union to lose all current assets. Currently, Marcoux is in Judge Nina Gershon's District Court, with the Honorable Kiyo A. Matsumoto serving as the Magistrate Judge. The dispute is in the discovery phase – the collection of evidence, pre-

trial. A full deposition calendar is currently underway, again at a huge expense to APFA.

The named plaintiffs on these lawsuits are active, furloughed and retired AA Flight Attendants. The listed plaintiffs on the Marcoux lawsuit are as follows: Ann M. Marcoux, Constance LaMattina, Elizabeth Lee Price, Jill Lindsay, Kirsten Evans, Judith Alexander, Deborah Dean, Christina Ford, Patti Gentry, LaTonya K. Gillmore, Janet Gold, Dale Hagar, Julie Horan, Louis Horter, Carol Johnson, Molly Kaiman, Beverley Kalkhof, NancyAnne Kello, Patricia Kennedy, Janet Kirby, John Kline, Dottie Long, Karen Rivoira, Lawrence E. (Rock) Salomon III, Daniel Santiago, Rebecca Smith, and Deborah Whittington.

There are four designated subclasses in these complaints: the broad group, no vote group, furlougees and retirees. This is America, a very litigious society, and it is anyone's right to file a lawsuit, but to my way of thinking these APFA members are to a certain degree suing themselves – and all of us.

The ultimate goal of these lawsuits by the plaintiffs is to fully restore our 2001 Contract. Considering both the facts and circumstances of that chaotic time and the 2003 concessions made by all AA workgroups, plus what has transpired since that time with even more bankrupt carriers; it would be a good guess to say their goal is unobtainable. There may be very well meaning members on the above list but their actions are causing great distress to our Union, a union that has lost nearly 5,000 of its active members since 2001. A union that needs all of its focus on protecting our careers; not defending itself against a small minority of its own members.

*In the next **Skyword**, we will update you on the remaining litigation against your Union. I can assure you your National Officers will defend the interest, stability and integrity of APFA. It is my hope that before year's end we can announce that these complaints have been dismissed by the Federal District Court for the Eastern District of New York. But for now I felt you had the right to be informed regarding the status of these complaints.*

*You may remember that during the UAL and USAir bankruptcy proceedings the Association of Flight Attendants (AFA), the union representing the interests of the UAL and US Airways Flight Attendants, were in such financial distress that the union had to affiliate with the Communication Workers Association in order to survive. AFA lost its building and is now housed and 'owned' by CWA.





vp@apfa.org
817-540-0108, ext. 8111

“...the backbone of the Union is the grievance procedure.”

Vice President's State of the Union Report

back·bone /bákbon/ *n.* **1** foundation or most substantial or sturdiest part of something; **2** chief support of a system or organization.

We have all heard the age-old saying about something being the backbone of an organization. Just what does that mean within the context of APFA? Through the approval of the APFA Constitution, the Union membership set out specific duties and responsibilities for each National Officer. As Vice President, I am primarily responsible for overseeing the grievance and arbitration process provided for in the Railway Labor Act and the Collective Bargaining Agreement (CBA).

What does the Vice President's Department at APFA do for me?

One of APFA's main roles is to protect the individual and collective rights of APFA members. The primary objective of our Union is to secure a contract, which spells out the wages, benefits and working conditions for AA Flight Attendants. The APFA exists to help its members resolve problems with management involving wages, benefits and working conditions. This is done through the grievance procedure. In other words, the backbone of the

Union is the grievance procedure.

The... what?

The grievance procedure is a process spelled out in Articles 28 and 29 of the Contract which detail how disputes and/or conflicts between APFA members and the Company are to be resolved. Basically, it works like this: Let's say you have a dispute with the company over something you feel isn't fair and it is going in your file. You talk with your Flight Service Manager but he or she refuses to remove it from your file. You then go to your APFA Base Chair or Grievance Representative to get help and he or she files a Notice of Dispute (NOD). The Base Chair or Grievance Representative then sits down with you and management and tries to resolve the issue. If it can't be resolved to everyone's satisfaction at this meeting, the APFA Rep will move the NOD to the next step and the dispute will become a grievance. All grievances are processed through the Vice President's Department and the System Board of Adjustment (SBA) for final resolution.

What is the System Board of Adjustment (SBA)?

Once your grievance is submitted from the base level to the next step, a Division Representative appointed by the Vice President will act on behalf of APFA as your representative and will attempt, once again, to resolve the grievance with the Company representative(s). If this step fails, the Contract provides that both parties will bring in a neutral arbitrator who will, along with one APFA representative and one Company representative, act as the System Board of Adjustment. This process is contractual and the Board is required to meet on a quarterly basis. These meetings are referred to as the Quarterly System Board of Adjustment or QSB's for short. At QSB's the Board hears evidence and witnesses on behalf of the Flight Attendant presented by an APFA Advocate, and evidence and witnesses on behalf of management presented by a Company Advocate. Once the case is heard, the System Board will issue a final and binding decision. As Vice President, it is

my role to sit as the Union's member of this Board.

Another type of QSB case is a Base Grievance. If a Base Chair files a grievance on behalf of all Flight Attendants at that base, it may impact not only the members at that specific base, but all Flight Attendants in the system. In that case, the Vice President may assign an SBA Attorney/Advocate along with a Division Representative to act as co-advocate to represent APFA. An example of such a case was featured in my Fall 2005 *Skyword* article. That instance involved the violation of Article 9, P. (6), and was filed as a base grievance by ORD Chair Liz Mallon and former BOS Chair Julia Carrigan. APFA prevailed in the case and the decision has had a system-wide impact.

What types of problems cause disputes?

Problems at work always exist. These can be normal, everyday issues - like a questionable last minute reassignment that requires you to work when you've planned to be at home,

an illegality or a pay dispute. The everyday issues occur when a Flight Attendant or group of Flight Attendants disagrees with the Company's application of the Contract in certain circumstances. A dispute cannot be based on what **should** be in the Contract. Examples of issues that might cause a dispute over the Contract or even Company Policy could be:

- not receiving the correct wages, expenses, reassignment, purser or other pay,
- not being granted Family Medical Leave, being progressed under the ACP or issues related to non-revenue travel, or
- not following or applying the terms of the Contract correctly.

The most common types of serious individual grievances involve disciplinary actions, attendance issues under the Attendance Control Policy, termination and suspension for alleged violation of Company rules. Usually, an individual grievance arises when someone faces dismissal for serious misconduct issues like fighting, lying, drinking on the job, failing DOT-mandated drug tests, threatening others (Rule 32) or stealing on the job. If you are terminated, your appeal is known as an Individual Discharge Grievance.

If your case goes through the complete arbitration process under the Contract, the Vice President's Department is responsible for selecting the Arbitrator and Board Members who will hear and determine the final outcome of your termination grievance. As Vice President, I am also responsible for selecting the Attorney or Advocate who will act as APFA's representative on your case.

The Contract also provides for another type of grievance, which is similar to a Base Grievance. That grievance is known as a Presidential Grievance. This type of grievance is normally filed when APFA believes an action of the Company violates the Contract, or negatively impacts all or most of the Flight Attendants in the system. The APFA President acts as the grievant on behalf of all members and invokes the grievance procedures contained in the Contract. However, it is my department that is ultimately responsible for the preparation and presentation of APFA's case at an arbitration. Examples of this type of grievance are the 777 Staffing Arbitration and the current Family Medical Leave case. The final decisions in Presidential Grievances affect the APFA and its members as a whole.

Does APFA have fewer total grievances now with fewer Flight Attendants working?

Despite the reduction in headcount due to furloughs, the reality is the number of grievances filed have not decreased, but increased! Just to give you a sense of this increase I am providing figures from the year 2000, which was pre-9/11, pre-RPA and pre-furlough. Compare those figures to the grievance figures for my first two years in office, post-9/11, post-RPA and with a reduction in Flight Attendant numbers.

Now I know why the SBA Department is the backbone of APFA. This process sounds expensive.

Let me try to put things in perspective regarding the cost of

processing your grievances. First, the APFA Treasurer and the Budget Committee work to create a budget that will fund representation to cover the informal or formal settlement at the base level of any dispute you have. They also evaluate historical data on the number of disputes that are not settled at the local base level and the costs of processing these grievances under the Contract through the Vice President's Department's budget. The average cost of processing grievances continues to increase, due in part to increased Arbitrator and Court Reporter's fees and other legal and professional costs. Added to those costs are expenditures for APFA Representatives' and witnesses' trip removals, hotel meeting and sleeping room charges and other associated

2000 CASES		TOTAL FLIGHT ATTENDANTS	
Terminations	038	Active Headcount	- 21,141
Presidentials	003	Inactive Headcount	- 2,078
Notices of Dispute/Grievances	376	Furloughs	- 0
Year 2000 Total Grievances	417	Total Headcount	23,239
2004 CASES		TOTAL FLIGHT ATTENDANTS	
Terminations	083	Active Headcount	- 16,546
Presidentials	003	Inactive Headcount	- 2,883
Notices of Dispute/Grievances	428	Furloughs	- 4,541
Year 2004 Total Grievances	514	Total Headcount	23,970
2005 CASES		TOTAL FLIGHT ATTENDANTS	
Terminations	083	Active Headcount	- 16,742
Presidentials	001	Inactive Headcount	- 1,698
Notices of Dispute/Grievances	388	Furloughs	- 4,084
2005 Total Grievances	472	Total Headcount	22,524

“As you can see, the cost of defending your rights is not getting any cheaper...”

expenses. APFA must provide an adequate budget for the SBA Department or the protection of your rights as a Flight Attendant would be decided solely upon whether or not there was enough money available in the SBA Department budget to pay for the processing of grievances.

Typical cost of a single termination arbitration case

APFA prepares for a termination case by locating and interviewing witnesses and gathering evidence and documents. There is almost always one final day of preparation just before the hearing begins and the average Arbitration itself takes about two days. The cost of one termination case usually ranges between \$15,000 and \$21,000.

Typical cost of a single Presidential arbitration case

Generally, a Presidential case will take a year or more to prepare for. The same process of gathering documents and evidence and identifying both Union and Company witnesses is followed. The average hearing time is five or six days, usu-

ally scheduled over a several-month time period due to Arbitrators' schedules and other scheduling factors. Final preparation of exhibits and witnesses will normally require several days before each hearing. After the arbitration hearing concludes, it takes an additional 30 to 45 days to prepare post-hearing briefs, which are written after receiving and reviewing the court reporter's record of the hearing. All of these factors result in the cost of one arbitrated Presidential Grievance running somewhere between \$250,000 and \$350,000.

Typical cost of a single Individual grievance QSB case

The average preparation time for a QSB case by a Division Representative/Advocate (or an Attorney/Advocate if the case is complex) can range from three to six months. Final preparation of exhibits and witnesses takes one or two days. The case will normally take one or two days to present at QSB's unless it is very complex. The cost of this sort of grievance can run anywhere between \$1,500 and \$3,000 per case.

Typical cost of a single QSB Base grievance case

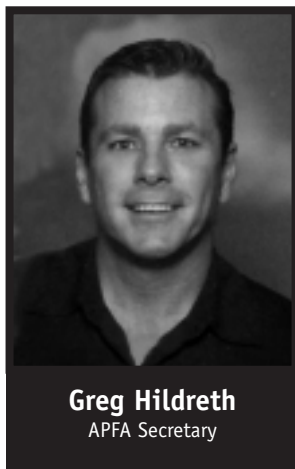
Normally, a Base Grievance will be more time consuming because of its similarity to a Presidential Grievance. These cases generally involve collecting a substantial number of documents, researching old Contracts and gathering other evidence as well as interviewing witnesses who may often be former Negotiators or National Officers. A Base Grievance may take six to 12 months to properly prepare with final preparation of exhibits and witnesses taking one or two days prior to QSB's. The hearing itself will normally be completed in one or two days. Typical cost is \$2,000 to \$5,000 per case.

Okay, now I am starting to get it. but not all the grievances filed are arbitrated, so what happens?

Once a Notice of Dispute fails to be settled at the local level and becomes a Grievance, the Vice President's Department goes to work on the problem. Prior to the case being presented at the QSB, the Division Representative assigned to that

division continues to try to obtain a settlement that the grieving Flight Attendant finds acceptable. Sometimes I step in as well to assist in bringing about an agreement. A settlement may involve adjusting the grievant's disciplinary or attendance record or getting him or her additional pay or vacation days. It also may be simply getting the Company to agree to cease and desist conduct APFA and the grievant believe violates the Contract or denies benefits or rights of our members.

You can do the math by looking at the typical costs of arbitrating a grievance above. That's why the DR's and I work diligently to resolve grievances prior to the arbitration process. As you can see, the cost of defending your rights is not getting any cheaper and, with fewer people paying dues and more people filing grievances, it is really important to budget our dues dollars adequately to keep the backbone of APFA strong! ▲



Greg Hildreth
APFA Secretary

secretary@apfa.org
817-540-0108, ext. 8121

The year 2005 is a year that will be remembered for a long time. Hurricanes Katrina and Rita, record high fuel prices, the bankruptcy of two more legacy carriers and new TSA rules allowing potential weapons on board are just a few of the things that came our way. As I begin to plan and focus my efforts on 2006, it helps me to reflect on the last year and how successful APFA was in conducting its business.

In 2005, APFA had only one Board of Directors meeting, which is mandated by the APFA Constitution. However, due to the extremely full agenda, the meeting was continued to a second date. This was the first time in years that the APFA Board

Getting Better and Better

held only one meeting for the purpose of conducting Union business.

Last year's Annual Convention was held in Chicago March 14th through the 18th and continued in Washington, D.C., May 10th through the 12th. We planned the continuation of the meeting to coincide with our rally on Capitol Hill. On May 11th, the APFA leadership (National Officers, Chairs, Vice-Chairs, Ad Hoc Members of the Executive Committee and Coordinators) and a large number of Flight Attendants from around the system joined together to lobby for Flight Attendant fatigue. One of the more memorable events of that day was the private airplane that flew too close to the White House causing all the personnel on the Hill to be evacuated – including us!

On June 22, 2005, we had another opportunity to take our message to Washington. We sponsored a joint "Fly-in" with the other AA unions and the Company to bring congressional attention to the pension reform issue. It was a mammoth event with participants from all the unions, non-union employee groups and the Company. Together, we were able to talk directly to lawmakers about the importance of saving our

pensions.

The APFA Executive Committee met a total five times last year, one additional time than is required by the APFA Constitution. Our first meeting was in Washington, D.C., with the remaining scheduled meetings held at APFA Headquarters. The additional meeting was held during the annual Board training, when all the Ad Hoc Members were already in attendance. This fortuitous timing saved the Union the cost of having to schedule another meeting.

There are benefits to having the Executive Committee meetings at APFA Head-quarters. The foremost is the cost savings, because the necessary staff, equipment and meeting facilities are available there. In addition, many of the participants are local.

However, there are also benefits to having the meetings in the field. Primarily, this gives other members the opportunity to attend the meetings and see the Union in action. In 2006, the Executive Committee meetings will be a combination of both,

with some meetings at Headquarters and some in base cities.

The APFA Constitution mandates that BOD members attend a training program each year, and it is one of the responsibilities of my department to coordinate and arrange this training. The intensive 2005 program was accomplished effectively last fall. (For more information regarding BOD training, see last quarter's *Skyword*.)

“...we need to focus not only on the new challenges, but also the continuation of the important work we have already undertaken.”

Another of my duties is to oversee the APFA Archives. When headquarters was remodeled in 1997, a portion of the building was dedicated to APFA Archives. Cilla Golas, an IDF Flight Attendant who is a degreed Archivist, has been invaluable to us in creating a system in which documents can be easily retrieved, available for negotiations, arbitrations or other historical purposes. In the past, this proved to be a difficult task. In addition, Cilla's hard work means that original documents will be stored in an environment that will preserve and protect them.

While various laws dictate what materials must be kept by the Union (accounting, legal, grievance and administrative), we are now able to keep in our building a vast collection of our history. In 2005, for the first time ever, part of our archive collection was donated to an outside agency. The University of Texas at Arlington (UTA) contacted us and asked if we would donate some of our materials to their permanent labor archives. We still have access to our collection in the event we need it.

Despite many industry and environmental upheavals in 2005, our Union ran as efficiently as possible. We will always face new challenges and we need to focus not only on the new challenges, but also the continuation of the important work we have already undertaken. My goal is to continue to operate as effectively as we did in 2005 and to improve upon that in the coming years. My hope is that 2006 will be remembered for the positive things it will bring to our industry, our Company and our Union, rather than the negative influences we have seen for the past few years.

With support and respect,
Greg



Editor's Note: At the APFA Annual Board of Director's Meeting in February of this year, the Board passed a resolution brought forward by APFA Secretary Greg Hildreth and seconded by APFA Treasurer Cathy Lukensmeyer that will save the Union literally thousands of dollars a year.

With the Internet so readily available, all of the Board Meeting Minutes and APFA Financials as well as other sensitive documents originally ordered to be published in *Skyword*, will now be available on the APFA Web site. Board Minutes have taken up as many as eight pages in *Skyword*. Now, all you have to do is visit our Web site and have the information at your fingertips whenever you need it.

**APFA
BOARD OF
DIRECTORS
13th ANNUAL
CONVENTION**

FEBRUARY 20-24, 2006
Ayres Hotel, Los Angeles,
California

Resolution Tally Sheet
Resolution: #26
Maker: Hildreth
Second: Lukensmeyer
Date: 2/24/06

Y = Yes

N = No

P = Pass

A = Abstain

N/A = Absent

PXY = Proxy Vote

		Y	N	P	A	N/A
BOS	McCauley	√				
BOSI	Moore	√				
DCA	Weston	√				
DCAI	Leahy	√				
DFW	Stewart (VC)	√				
IDF	Brenner	√				
JFK	Edwards	√				
LAX	Nikides	√				
LAXI	Breen	√				
LGA	Karanen (VC)	√				
MIA	Washbish	√				
IMA	Trautman					√
ORD	Mallon	√				
IOR	Moehring	√				
RDUJ	Turley	√				
SFO	Davis	√				
SFOI	LeWinter	√				
STL	Bertolini	√				
PRES	Hutto-Blake (Tie Breaker)					

“BE IT THEREFORE RESOLVED, that where the APFA Policy Manual requires or allows information to be published in *Skyword*, APFA may instead publish the information on the members’ only section of the APFA Web site.”

YES: 17 NO: 0 ABSTAIN: 0 ABSENT: 1

STATUS: PASSED (√) FAILED () TABLED () WITHDRAWN ()

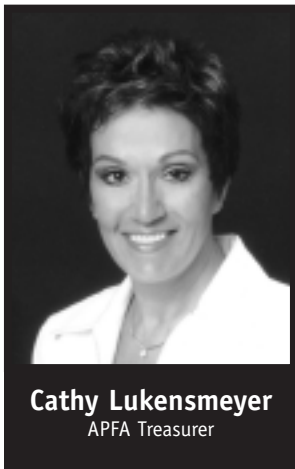
WHEREAS, Article III, Section 3.L.(1) and (2) of the APFA Constitution authorize the Board of Directors to set policy for the APFA and to review, and if necessary, modify the APFA Policy Manual; and

WHEREAS, Article III, Section 3.L.(1) and (2) of the APFA Constitution authorize the Board of Directors to set policy for the APFA and to review, and if necessary, modify the APFA Policy Manual; and

WHEREAS, APFA's Web site has become a primary source of timely information for APFA'S members; and

WHEREAS, it is far less expensive to publish information on the website than in *Skyword*;

BE IT THEREFORE RESOLVED, that where the APFA Policy Manual requires or allows information to be published in *Skyword*, APFA may instead publish the information on the members’ only section of the APFA Web site.



Cathy Lukensmeyer
APFA Treasurer

treasurer@apfa.org
817-540-0108, ext. 8131

It's hard to believe that yet another year has passed. I said goodbye to 2005 and hello to 2006 on a New Year's Eve trip I flew for one of the four F/A's whose names were drawn by the University of North Texas (UNT) staff after filling out the Web survey conducted by UNT late last year. It was a nice way to begin the New Year for one of our members and for me as well! It was a great crew and a fun trip. I'd almost forgotten how much I truly love flying. Now, in this State of the Union issue of *Skyword*, I would like to reflect on the accomplishments of this past fiscal year and take a look ahead at what we can expect for the future.

First and foremost, APFA has continued to save aggressively, putting the constitutionally-required portion of your dues

Looking Back Planning Ahead

dollars directly into the Negotiations and Negotiations-Related Fund (NNRF). To ensure that APFA will be financially prepared come contract time, these funds are set aside and not touched until we are headed into negotiations. This money must be invested wisely. Therefore, this past year we had our investors, J.P. Morgan, review our portfolio and perform an asset allocation analysis. Finance 101 tells you to "diversify, diversify, diversify." To that end, just a ten percent adjustment in our portfolio gave us a conservative strategy that produced a higher target rate of return with less downside risk potential.

This year APFA managed to pay down all outstanding debt and collect on unresolved insurance claims. You may recall that last summer my department tracked down old claims with payments due to APFA that had been languishing a long while with one of the insurance companies. The claims were under our legal liability coverage, for which we'd paid dearly. Our dividend for the hard work involved in pursuing these claims was one lump sum payout of \$290,460.03 plus subsequent payouts that pushed our collection to nearly \$400,000. That was a HUGE bonus to our treasury.

During the past year, your Base and Headquarters Reps also worked diligently to reduce costs. For example, my Fall *Skyword* article caused quite a stir when figures were cited for Representative's phone expenses. The numbers were taken from the posted 2004 LM-2 (kind of like your W-2) government forms. Well, this is 2006 and since then, most Reps have cut those expenses almost in half by bundling their services or going with "all inclusive" plans with their carriers - all while remaining readily available to you.

Most recently, APFA streamlined and expedited our "Article 31 Alert," which is our collection process. For the past nine months, April through December 2005, this Department has collected \$236,558.32 in back dues owed to the Union. Part of that success is due to the fact that we have been utilizing a great collection agency for our inactive balances. This agency actually puts some teeth into the process. After holding a delinquent account for 60 days, with no repayment plan in place, the agency reports the information to the three major credit

bureaus. That black mark on the holder's credit rating follows him or her for seven years. It's not a pleasant thought to damage someone's credit rating but it's this Department's responsibility to collect the money rightly owed to our Union's treasury.

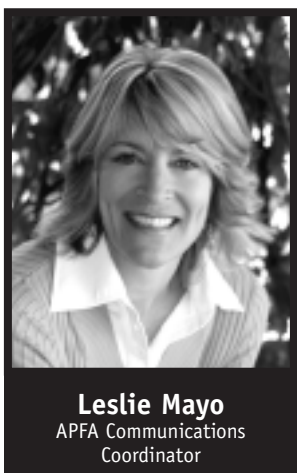
Now, on to the future. In the past five years, through attrition and furloughs, the Flight Attendant headcount at American Airlines is down by thousands. Today, the total active count is less than 17,000. That's a far

cry from the heyday in 2001 when we had almost 25,000 members. You can do the math; your monthly dues multiplied by 12 months multiplied by the dues reduction equals quite a chunk of change. On top of that, following the Restructuring Agreement the voting Board of Directors instituted a two-year, \$3 per month dues holiday.* Just that slight reduction cost the treasury over \$600,000 a year or over \$1 million total.

A very large part of the Treasurer's job is to present a balanced budget to the Board for the upcoming year. To say it has been a challenge is indeed

an understatement. This proud Union is one of the few, if not the only one, that offers a "live" person to respond to member calls 24/7. Headquarters, with a full complement of health, scheduling, contract, safety, hotel and other reps, is open on week days from 9-5. Then the Officer on Duty, staffed on a weekly rotation by your Base Chairs, Vice Chairs and National Coordinators, takes over for calls that just can't wait until regular office hours. In addition, your Base reps are almost always available to you. This year, in order to retain all these services on our much-reduced budget, everyone has been asked to do their part in cutting costs. ▲

****Effective May 1, 2006, the dues holiday will end. At this point, each members' dues will return to the previous rate that was ratified by the membership in 2002 of \$20.50 per pay period (\$41 per month). This will help our treasury continue to cover all of the services our members need and enjoy.***



communications@apfa.org
817-540-0108, ext. 8308

Get Connected

In 1997, APFA published its first Web site on the Internet. The front page of our site had the APFA logo that you could click on to enter. I don't remember exactly how much data the site contained back then but I remember how impressed I was at APFA's presence in this new universe. I'd only had a computer for a few years at that point, and like most of us, was just discovering the World Wide Web.

Not for a second did I imagine that three years later I would be in charge of APFA's Web site, but as we all know, the world is constantly busy planning your life for you while you're busy pretending you have everything under control.

Darren McNeice created APFA's first Web site. He did a tremendous job establishing our presence under Cliff O'Neal's direction (former Communications Coordinator). I have named that "apfa.org 1.0," after the system in which software companies update their programs.

In 1999, I was a new local Union Rep in Los Angeles and was asked by the Board to maintain the Negotiations portion of apfa.org following the

failure of T/A #1. I continued in that capacity until I was appointed Communications Coordinator in 2000. With the assistance of Michael Garza and then Bill White, I had big plans for our Web site, including a secured area for members to reference all sorts of information related to our jobs and our Union membership.

We published the new site - apfa.org 2.0 - in the summer of 2000 and it was quite a hit. We published our Contract, Constitution, legislative updates, financials, and everything else we could think of to give our members easy access. We even provided a chat board for all members in good standing to toss ideas around. The site was secure for the content-sensitive areas designated for our members, and plenty of information for the press and the general public as well if they wanted to gather information on APFA.

When I was asked to return to this office in '04, one of my first priorities was to revitalize the Web site once again. It had become fairly fragmented and some of you let me know you were having trouble finding things as easily as you would

like. This next effort became apfa.org 3.0. It was a nice change, visually, but when a Web site contains more than 7,000 files and 1,000 pages, it's difficult to revamp it without simply starting over.

That brings me to 2006. This is the Web site I've always wanted but somehow we didn't have the capacity in the past to create it. Until now. With the help of APFA's Graphic Artist Skylar Turner* and our in-house I.T. Specialist Michael Thompson, we are about to publish apfa.org 4.0.

In my opinion, this is quite a site. 4.0 includes the secured section that allows members-only to access the information designated just for you. On top of that, we have some new features that should help you keep up-to-date with your Union such as:

Newsflash: This area's text will change as you click on different pages throughout the site. It offers a quick introductory paragraph and provides a link to click on for more information on that subject.

Popular: The top five links visited by those accessing the site will be listed here.

Latest News: Each newly-uploaded file to apfa.org will be listed here so that you can see the most recent information posted by your Union.

I am very excited about the efficiency this new Web site will provide to our members. It is well organized and easy to navigate. I am hoping to unveil it toward the end of April.

Let me know what you think. Send me an email at communications@apfa.org once you've had the chance to navigate around apfa.org 4.0. I think you'll be happy with the change.



***Skyword** Magazine has won an award every year for the past 12 years from the Printing Industries of America (PIA), including the Award of Excellence, Best of Category and the Golden Quill Award. These awards encompass the editorial, graphics and printing aspects of publishing a magazine.

APFA's Graphic Designer Skylar Turner has designed **Skyword** since 1998. He will be leaving APFA to pursue other interests effective the end of March 2006. We would like to thank Skylar for his years of service to APFA in helping to make **Skyword** the award winning magazine it is today.

tomorrow

The Association of Professional Flight Attendants - Home
http://webdev.apfa.org/component/option.com_frontpage

Home About APFA Press Contact

association of professional flight attendants

MAIN MENU

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- Skyword

LATEST NEWS

- 3.10.06
- 3.07.06
- 3.03.06
- APFA Press Release - 12.01.05
- THB Letter to Rep. Ed Markey (D-MA)

POPULAR

- LMI & Annual Audit Reports
- Attendance Policy - 11.11.03
- Language Assessment - 04.29.05
- Example News Item 4
- 12.01.05 - AA Flight Attendant Union Appalled

NEWS FLASH

2.16.06 - Increased Deadhead Possibility: Flight Attendants will have more flexibility when deadheading.

SEARCH

POLLS

Should all F/A's be cross-trained resulting in one bidseat and one reserve flat per base?

Yes
 No
 No option

Vote Results

WHO'S ONLINE

We have 1 guest online

Home

This Week's Hotline

Click here to subscribe to the Hotline via email

This is Leslie Mayo, National Communications Coordinator, with the APFA Hotline for Friday, March 10, 2006. We have 4,005 flight attendants currently furloughed from American, and ten members serving full time in the military. Please keep them in your thoughts.

APFA News: The Presidential Grievance Arbitration over the bonuses set to be paid to nearly 1,000 managers in April concluded today. The arbitration was held at APFA Headquarters and was open to all members in good standing. There were three union members on the board, one from each labor group. APFA's representative was Anne Loew, IAA Flight Attendant and a long-time union advocate. We would like to thank those of you that took the time to watch the three unions at work in their first-ever jointy-bid grievance. This process will result in an expedited award to be issued no later than March 29th and we will advise our members of the decision as soon as we receive word from the arbitrator and his six-member board.

Effective January 1, 2006, the company implemented a new billing process for benefits for Flight Attendants who are on a leave of absence greater than 30 days. This has also resulted in a change to the requirement for Flight Attendants who take Bid Leaves. In the past, you were responsible for the full cost of your medical benefits if you took a Bid Leave greater than 15 days. Now, you will not become responsible for the full cost of your medical benefits unless you take a Bid Leave greater than 30 days. This includes back-to-back Bid Leaves that result in a Flight Attendant being on Leave for more than 30 days.

Primary Vacation bid results will be posted by 1800 Central Time on Tuesday, March 14

today

Association of Professional Flight Attendants

Home About APFA Press Contact/Email Privacy Search Logout

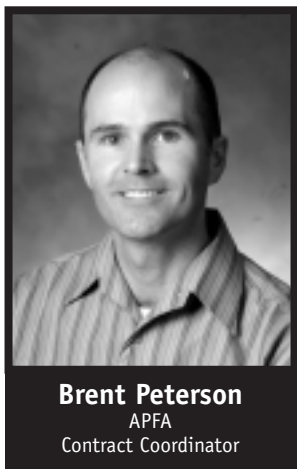
APFA News

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Brent Peterson
APFA
Contract Coordinator

contract@apfa.org
817.540.0108, ext. 8271

The Challenges We Face...

"The Contract Administration Department shall monitor adherence to the Contract between the APFA and AAL plus other agreements reached between the parties."

This is the mission statement of the Contract Department as spelled out in Section 13.B.2. of the APFA Policy Manual. While that statement is this Department's overall task, there is actually much more to monitor in our day-to-day work lives. Company policies and procedures related to travel and jury duty are just a couple of examples of how far the scope of responsibility extends.

Your phone calls and emails are the key to identifying current provisions of the Contract that are not being properly followed. On a daily basis, our contract representatives respond to your concerns by explaining various contractual provisions and resolving problems related to the Contract. It is not uncommon for many ideas for potential contractual improvements to surface during this process. Although many of these suggestions end

up on the wish list for the next round of negotiations, we also try to take advantage of opportunities to make any improvements possible over the short term. I would like to briefly review some of the areas where the membership's involvement made a difference in 2005 and to take a look at what's on the horizon for 2006.

One of the first documents to cross my desk when I assumed this position was a letter requesting an investigation into the continuous denial by AA of *Ground Time-Required To Stay Late* claims. What I thought would be a relatively simple matter to correct turned out to take a great deal of research and discussion to resolve appropriately. While previous negotiators were interviewed and documents were uncovered in our archives, Flight Attendants continued to provide documentation of denials. All of this led to a successful resolution - a Letter of Understanding, which was addressed in the last issue of *Skyword*.

Another issue of great interest to our members is receiving a commission on Duty Free Sales.

In fact, a letter regarding the possibility of Duty Free Sales Incentives has been a part of Appendix I, Article 30, for over a decade. One of the biggest stumbling blocks in making those provisions a reality was the fact that, unlike other carriers, AA had an in-house duty free program and did business with hundreds of vendors. As a part of the Company's initial restructuring, management outsourced the Duty Free Department. AA now deals with just one vendor. In late 2004, APFA reached an understanding with AA to provide for a duty free commission test program for Flight Attendants. In 2005, DFASS - the duty free vendor - began to administer the commission program in effect today. During 2005, duty free commissions put close to \$500,000 in our members' pockets.

In 2005, the concept of commission, or revenue sharing, continued as American moved into the arena of food sales onboard the aircraft with the introduction of Buy on Board (BOB). APFA made it known that we expected Flight Attendants to share in any

new revenue, as we had with duty free, if the Company pursued additional opportunities to increase revenue through in-flight sales, APFA members should receive a commission. During the first year of BOB sales, Flight Attendants received over \$1M in commissions as part of this revenue sharing.

Also in 2005, a number of issues surfaced relating to training and, more specifically, trigger training. During one month the Company improperly denied Flight Attendants who successfully trigger trained the ability to obtain the training due to a lack of available classes. The Company agreed they must make enough classes available to accommodate everyone who successfully triggered. Of course, it is nearly impossible to offer the exact number of classes needed and frequently class slots went unused. This prompted the concept of voluntary training to allow those who were not successful in triggering to use slots remaining after all successful triggers were accommodated. Generally, a Flight Attendant was unsuccessful in triggering

“During the first year of BOB sales, Flight Attendants received over \$1M in commissions as part of this revenue sharing.”

due to lack of seniority or lack of service or a/c type on the base bidsheet. Voluntary training has allowed those who would not otherwise be able to obtain training to do so. In some cases voluntary training helped Flight Attendants get the qualifications necessary for a mutual lateral transfer.

We are now in the process of taking this successful concept a step further. In recent years the Company has made some of its training either partially or completely online. For instance, AFS (American Flagship Service) became a wholly online course a few years ago. Currently, the most desired qualification based on triggers and voluntary ballots is AIFS (Asia International Flagship Service). Late last year, based on APFA soliciting Flight Attendant feedback, the Company completed the transition of AIFS from a two-day classroom course to a three-hour online course. Flight Attendants no longer have to

trigger for this training; they can simply request the training from the Company. This change allowed hundreds of Flight Attendants who could not successfully trigger the class to obtain the training. In addition, the training is accomplished without another trip to DFW or additional time away from home. As of the date this article was written, 851 Flight Attendants have benefited due to the enhancement to AIFS training. AIFS is available to any Flight Attendant who is internationally based and 777 and IFS qualified regardless of seniority.

Equipment training used to involve two days of classroom training in DFW. For most equipment, online training has replaced one of those days. However, equipment trigger training classes were still limited to three times per year and still involved a separate trip to DFW. In March of this year, an enhanced way to obtain certain aircraft qualifications will

rollout with the new EPT cycle. The first day of training will still be completed online. The second day can be completed as a part of your annual EPT training; eliminating the need for another trip to DFW. If you decide you would like to have the qualification sooner, you can simply elect to complete the hands-on portion of training on any day that EPT's is offered. This has essentially expanded the number of trigger months from three to twelve. In addition, you do not need to have the seniority necessary to trigger in order to obtain the equipment qualification. This training option will be available for the 737, 757/752 and 777 aircraft.

Although a great deal of progress has been made in the area of Deadhead Flexibilities since 2001, our members suggested additional areas for improvement. Recently APFA pushed to further expand the options already in existence. Now these flexibilities are not just limited to Domestic. Flight Attendants who commute from San Juan will be given the same consideration as

Domestic Flight Attendants. Those who commute from other international destinations will also have the ability to request waiver of deadhead assignments. Finally this provision includes the ability for Flight Attendants working VMC positions, except those on reserve, to request waiver of their deadhead. Previously, they were excluded from consideration. The full text of this understanding between APFA and AA is available on the Contract Department's page of the APFA Web site.

Your continued feedback and involvement enables us to effectively enforce our existing Contract as we continually work to enhance our careers. It appears that 2006 will be equally if not more challenging for our Union and our members than in recent years. Be assured the APFA Contract Department is ready for these challenges. ▲

APFA Legislative Update

Joan Wages, APFA Washington Representative

Congress returned in late January to begin the second session of the 109th Congress. While much of APFA's legislative time and resources were focused last year on a few items – pensions, Wright Amendment and Flight Attendant fatigue – there are a host of other issues pending. First, a brief update on these current items.

Pension Legislation

Urge your representative and senators to support the Senate Airline

Provision in the final pension bill. Go to APFA's Web site at www.apfa.org to contact them. See the Pension Reform Update on page 26.

Flight Attendant Fatigue Study

The FAA has stalled the study results on Flight Attendant fatigue due last June. One hundred and forty-seven representatives signed a letter to the FAA asking for the study to be released. Recently, APFA was notified that it may soon be forthcoming. We anxiously await its results. Fatigue remains a problem in the aviation industry; the National Transportation Safety Board (NTSB) attributed a recent crash to a fatigued cockpit crew.

Wright Amendment

American launched service out of Love Field (DAL) on March 2 after legislation passed last fall allowing direct service from DAL to Missouri. AA and its unions continue to oppose further lifting of the restrictions.

New Issues: Banned Security Items

The Transportation Security Agency (TSA) published a new list of items banned from the aircraft cabin. The new list allows up to four-inch blades and other weapon-like items. H.R. 4452 and

S. 2083 were introduced to prevent these potential weapons into the cabin. APFA strongly supports these bills. Add your voice by sending your letter from www.apfa.org.

Carry-on Bags

In response to the TSA's new banned items list, Senator Ted Stevens (R-AK) suggested during a recent hearing that carry-on bags should be limited to one, and he meant ONE. Rather than a one-bag limitation, APFA will explore legislation to support enforcement of the current regulation of one carry-on and one personal item. We will pursue legislation that would mandate the size of both items and the use of templates to ensure that air carriers are consistent with enforcement.

Foreign Ownership

The Department of Transportation (DOT) issued a request for comments last fall on changing the rules for foreign ownership of U.S. air carriers. Shortly thereafter, Rep. Jim Oberstar (D-MN) introduced legislation, H.R. 4542, that would force the DOT to slow its process and provide information to Congress before changing foreign ownership rules. APFA supports H.R. 4542.

Other Issues on Our Radar: Flight Attendant Certification

APFA representatives recently met with the Coalition of Flight Attendant Unions, comprised of all unions representing Flight Attendants. The Coalition agreed to explore ways to expand the scope of Flight Attendant certification so that cards would reflect current information including name, address and re-qualification status.

Health Related

1. ASHRE - This organization, made up of airplane manufacturers, the FAA and several unions, has come to an agreement on the operating standard for airflow and oxygen in the aircraft cabin. These standards will apply only to new aircraft but are a major step forward.
2. Cosmic Radiation – The FAA fails to provide training or alerts on solar flares. In particular, pregnant Flight Attendants should have warning of intense periods of cosmic radiation. APFA continues to pursue mandatory notification.

OSHA Coverage

The FAA and OSHA created a Task Force in 2000 to identify OSHA regulations that could be implemented by airlines without interfering with aircraft safety.

Seven areas were named – recordkeeping, blood-borne pathogens, noise, sanitation, hazard communication, anti-discrimination and access to employee exposure and medical records. A memorandum of understanding (MOU) was drafted but never signed. APFA continues to urge the FAA to move forward on the MOU.

Outsourcing

In recent contract talks, Northwest Airlines threatened to replace a large number of Northwest Flight Attendants with foreign nationals on their international routes. APFA supported the efforts of the Professional Flight Attendant Association (PFAA) in their fight to keep their jobs. With your help in sending letters to your Representatives, PFAA was successful in keeping outsourcing OUT of the Tentative Agreement the Flight Attendants reached with Northwest inside Bankruptcy.

Stay on top of the most recent legislative activity by listening to the APFA Weekly Hotline and by visiting www.apfa.org. APFA's success on legislative issues depends on your voice. Send your letters on each item of concern!



in case of emergency,
push button



Lonny Glover

APFA Safety and Security
Coordinator

safety@apfa.org
817.540.0108, ext. 8302

The APFA Safety Department is notified by the Company when any type of emergency event or situation arises. There are several ways this is accomplished. The most common method is through an email/paging system utilizing CERS (Corporate Event Reporting System). CERS notifications are normally generated when a Flight Attendant, pilot or gate agent submits a report or makes contact with System

Operations Control (SOC) or a Corporate Complaint Resolution Official (CCRO). The CERS report is then forwarded in email form to various departments. Serious events that warrant immediate action are sent to individual emergency pagers.

The sheer volume of CERS messages that are generated at American Airlines is daunting. From January 1 through December 31, 2005, approximately 11,913 reports were received and reviewed. While most of these reports did not require any action or follow-up, many of them did. The event categories with the highest CERS reports generated during 2005 were:

Customer Illness	4901
Passenger Misconduct	1611
Security	1314
Mechanical Failure	706
Conditions of Carriage	698
Customer Injury	581
Employee Injury	521
Aircraft Damage	504
Employee Illness	126
Turbulence	44

Most Flight Attendants are unaware of the role that the Flight Service Daily Operations Department plays in their work life. This department is staffed by event specialists and is located in the SOC center and serves as the Flight Service and APFA Safety Department nerve center for safety, security and medical incidents involving Flight Attendants. This group works closely with the CCRO, Crew Schedule, dispatch, and the SOC Manager. When an event involving a Flight Attendant(s) occurs, the specialist will try to make positive contact with the corresponding base management and the APFA Safety Department. This notifies both groups that an event has occurred and to take whatever steps necessary to assist the Flight Attendant(s). In situations that are determined to be more serious, Flight Service Daily Ops will try to have someone (MOD/FSM/etc.) meet the flight. If the flight is landing at a non-crew base, Daily Ops and/or APFA Safety will attempt to contact the crew at the specific airport to ensure the crew is ok and ascertain whether further assistance is required.

Unfortunately, sometimes the notification system in place is not 100% effective. The Safety Department has heard from Flight Attendants who have been involved in certain situations where no one from the

Union or the Company contacted them following their event. Occasionally the appropriate channels of reporting an event are not followed. Obviously, this can result in departments designed to respond to your needs being left out of the information loop. An example: Your crew is preparing the cabin for landing. All of the Flight Attendants are in the cabin doing a final compliance check when, suddenly, you hit clear air turbulence resulting in minor injuries. The cockpit has declared an emergency with ATC (or the local airport tower) for an expedited approach and landing. You can imagine how extremely busy the cockpit crew is during this time. If they have not made contact with the Company via radio frequency or ACARS, it is unlikely that ATC or the tower will notify the Company, Flight Service or APFA that the event has occurred. The end result is that when the aircraft door is opened, no one is there to meet your flight or assist you.

If you are involved in a safety, security or medical event while at work, the best way for you to get the assistance you need is to immediately inform the Captain. S/he should then contact SOC and provide them with information regarding the event. This will establish the CERS process. Flight Attendants should always follow up by submitting a report. Reports

may be sent using HISEND, form 28, or the AMR Safety, Security, Medical Event form. A new electronic online reporting system is currently being used and tested at LAX, SFO, and STL. Flight Attendants at those bases can now use the Online AMR Safety, Security, Medical Event form. Eventually this online electronic reporting system should be available at all bases.

If you find a need to make immediate contact with someone regarding any emergency situation you are experiencing at work, you may call the APFA Safety Department. The toll free number is 800-395-2732 (x 8302), or local 817-540-0108 (x 8302). Any voice mail message left after hours or on weekends or holidays will activate the safety pager. After the message is retrieved, the call will be returned promptly. Please utilize the after-office-hours pager for emergency purposes only. All other calls will be returned during regular business hours.

Many of the CERS reports that are generated are interesting, unique and sometimes bizarre. Flight Attendants have always commented on how much they enjoy reading about these events. I have included below a few CERS events that transpired between July and December 2005.

Accidents & Incidents

12/2005, LAS/MIA, 757

Male pax became verbally abusive and disruptive when denied travel by agent for possible intoxication. Situation escalated when pax reportedly assaulted two F/As on jet bridge. Police were notified and took pax into custody. F/As and other pax interviewed and submitted statements to Local Enforcement Officers (LEO's).

12/2005, STL/BOS, S80

As F/As were performing safety demo on taxi-out, aircraft stopped abruptly. F/As were thrown about the cabin. All F/As sustained minor injuries but were able to continue to destination. Upon arrival into BOS, F/As went to local area hospital.

12/2005, BOS/SNN, 757

Female pax assaulted sister traveling with her. Law enforcement officer (LEO) met flight and took pax into custody. Crew elected to press charges. No injuries reported.

11/2005, LHR/LAX, 777

Male pax had a psychotic episode and had to be flex panel cuffed. Doctor onboard assisted. Paramedics requested to meet flight.

11/2005, LHR/ORD, 777

On taxi-out, left hand wing elevator damaged when struck by Turkish Air A340. No injuries reported. Flight returned to gate and aircraft taken out of service for maintenance repairs.

10/2005, MIA/POS, 757

70-year-old female pax experienced heart attack. M.D. onboard assisted. CPR and medication from IMK administered. AED used to shock. Flight continued to POS. Doctor onboard declared pax deceased.

10/2005, SJU/MIA, A300

F/A bitten by celebrity pet. F/A incapacitated and unable to complete duties. Flight did not fall below minimum crew requirements. Note: if you are injured on the ground, request medical treatment immediately.

10/2005, FLL/SJU, 757

On takeoff, Captain reported light panel indicating overwing slide compartment door open. No vibrations reported, flight continued to destination. On descent crew reported a thump. On arrival in SJU overwing slide missing from left hand side.

10/2005, TPA/DFW, S80

Group of ten college men smuggled alcohol on board and allegedly became intoxicated. One man stood in aisle, removed pants and dropped underwear to his knees, "flashing" the cabin. Police met flight and passenger was arrested.

10/2005, LAX/EWR, 757

On arrival into EWR, female pax sitting in forward section of main cabin opened 2L door. She ran off down jet bridge shouting obscenities at Pax Svc Agent. Corporate security notified. Pax denied further travel on AA and return flight itinerary cancelled.

9/2005, DFW/LGW, 777

18-year-old male pax verbally abusive to F/As and would not comply with instructions. Pax intoxicated, caught smoking in lav and stated he was a terrorist. Situation escalated. Pax had to be flex-cuffed, taking all male F/As to hold him down to apply restraint tape. Authorities met flight and pax denied further travel on AA.

9/2005, MIA/CCS, A300

Flight experienced clear air turbulence. Aircraft reportedly dropped twice. F/As just finished service and were severely tossed around in the aft galley area. Galley was filled approx. two feet high with catering debris from all compartments. Five of 8 F/As suffered serious

injuries. Crew offered medical treatment in CCS. F/As dead-headed home the next day and sought further medical attention

8/2005, ORD/LHR/YQX, 777

Flight encountered brief turbulence. Shortly thereafter, pax and crew smelled fumes in cabin. Communication with dispatch and OK333 form revealed a shrink-wrapped formula one race car in fwd cargo area. After many more complaints about fumes in cabin Captain elected to divert into Gander where car was off-loaded and cargo area inspected by hazmat team for fuel that may have leaked from car. Cargo compartment aired-out, aircraft refueled and flight continued to LHR. Race car was later shipped to JFK for further inspection and to determine source of fumes.

8/2005, ZHR/DFW/YJR, 767-300

Pax became verbally abusive, uncooperative and belligerent with F/As. Would not comply with crew member instructions to remain in seat and was stealing liquor from beverage cart. F/As and Captain attempted to calm pax but were unsuccessful. Captain advised dispatch and flight diverted into Goose Bay. Pax was met, removed and arrested by Royal Canadian Mounted Police.

7/2005, SNN/BOS, 757

As pax attempted to exit F/C lav, door handle broke off causing door locking mechanism to jam. Pax trapped in lav for over an hour. After several attempts by F/As and several able bodied pax, cockpit crash axe used to pry door open damaging lav door and bulkhead. Pax not injured. Aircraft out of service for repair.





Jaimie McNeice
APFA
Scheduling Coordinator

One Problem At A Time

During the past year, the Scheduling Department has been working on many issues. Perhaps some of them may never apply to you individually, but each one is important to our work group as a whole.

One of the most important issues the department continues to monitor is the expansion of the simplification concept throughout our operation. The current test in St. Louis using shorter turn times to maximize utilization and allow for other associated efficiencies will most likely impact Flight Attendants and their schedules.

The STL test faces some challenges and APFA will continue to meet with AA and voice our concerns. For example, with the test isolated to STL, most sequences have enough time in another station to allow Flight Attendants to eat. When the test expands to ATL, AUS, MCI, PHL, PHX and DAL (Love Field) and four gates in ORD and DFW on April 2nd, the chance that there is never enough time in a day for Flight Attendants to get a meal increases. APFA maintains that AA has a responsibility to find a solution to this problem as it continues with simplification. We will continue to track AA in

this process and we will continue to depend on your feedback as well.

I have a team of Flight Attendants to help me monitor issues like this one. The National Scheduling Committee (NSC), which was established per Article 22 of the Collective Bargaining Agreement, meets quarterly and works to resolve issues that develop related to scheduling. Currently, the Committee is comprised of Clint Breen-LAX-I, Todd Breckenridge-ORD, Jena Hopkins-DFW, Jeff Pharr-MIA and Linda Haertling-JFK. Each of these Flight Attendants represents their respective region and works with me to find solutions to a variety of problems.

In 2005, the NSC worked with AA Crew Resources and Flight Service representatives to create a workable solution for granting PVD's for turns that touched two calendar days but consisted of only one duty period. Previously, If the turns were back to back, Crew Resources granted all of the back to back trips or none of them. You wouldn't be able to receive a PVD for just one. Now, the JSC worked out a method of awarding individual PVD's that does not require the Flight Attendant to use multi-

ple PVD's for the whole series of turns, when s/he requested just one day off.

Another issue brought forward at the Quarterly JSC meetings, which is now being addressed by the Company, relates to the domestic 30-hour in 7-day waiver. AA's current programming allows for Flight Attendants to fly from a no-waive to a waive month and a waive to a no-waive month without an illegality alert when the flying exceeds 30 hours. Both APFA and AA agree that this is incorrect and programming is currently being written to make sure that the illegality is corrected. No-waive to waive cannot be allowed; you don't become legal mid-sequence. AA doesn't get it both ways!

In the coming year, I'd like to see more initiatives like the EWR Reserve test. This test allows Flight Attendants based at JFK or LGA to request EWR flying and to be processed out of GTD order to have the co-terminal request honored. The test has been a success for both Flight Attendants and Crew Schedule. The only problem we have seen so far is that not enough Flight Attendants request EWR. Look for the exception to be applied at more

bases with co-terminal airports.

In addition, AA and APFA are working on further expanding or even possibly eliminating the Average Daily Utilization ranges so that more reserve preferences will be considered. The more preferences honored, the more tolerable we hope reserve will be. Additionally, AA is researching the possibility of plotting at least one standby on a reserve's schedule either on the bidsheet or when bids are final. Of course, it wouldn't apply to bases that do not serve one or more standbys in a month, but for bases like DFW or ORD, reserves would have at least one more day in a month with a planned assignment. Even one day counts during a reserve month!

I wish I could wave a magic wand and correct all the perceived problems with scheduling. The reality is that I am charged with making sure that AA honors our Contractual Scheduling language and accurately applies the agreed interpretation. I hope each of you will alert me if you feel that AA is not living up to our bargaining agreement. That's what I am here for.





Patty French

APFA Health Coordinator

health@apfa.org
817.540.0108, ext. 8290

DEPRESSION: A Treatable Illness

Working for APFA in any capacity affords Reps the opportunity to help Flight Attendants whose work problems stem from underlying health issues. It is important that a union representative not just fix the immediate problem, but address any concerns that may contribute to the Flight Attendant's work-related problems. It is not unusual in the Health Department to be talking to a Flight Attendant about his or her attendance, Family Leave or IOD and have clear indications that other underlying health problems may be preventing that individual from functioning effectively at work.

When depression is suspected, it is a delicate balance between expressing concern, educating and offering the suggestion that medical attention should be sought. Any mental illness still carries with it a huge stigma in our society and so many Flight Attendants live their lives suffering from depression needlessly. They often are unaware that they have the disorder or that there is effective treatment.

Today there is no need to suffer from depression and not have appropriate treatment. For this reason, I have chosen depression to write about in this issue in the hope that it may help you or someone you know identify the symptoms of depression and take the steps necessary to get help. The following is a compilation of a number of sources on the subject of depression:

Clinical depression has become one of America's most expensive illnesses. Left untreated, depression is as costly as heart disease or AIDS to the US economy, costing over \$43.7 billion in absenteeism from work, lost productivity and treatment. Depression affects people in the prime working years and may last a lifetime if untreated. Women are almost twice as likely as men to experience depression. The lifetime prevalence of major depression is twenty-four percent in women and fifteen percent in men. Over 80 percent of people with clinical depression can be successfully treated. With early recognition, intervention and support, most people can overcome clinical depression.

Everyone at times feels sad or "blue." It is normal to feel sad on occasion. Sometimes the sadness comes from things that happen in life like moving to a different location, loss of job or the death of a loved one. While it is normal to experience sadness with the regular ups and downs in life, people who have clinical depression experience specific symptoms daily for two weeks or more, making it difficult to function at work, at home and in relationships.

Clinical depression is a treatable medical illness marked by changes in mood, thought and behavior. There are four steps to treating depression:

1. *Recognize the signs of depression.*
2. *Understand that depression is a real illness.*
3. *See a doctor, get a checkup and talk about how you are feeling.*
4. *Get treatment for depression.*

Recognize the Signs of Depression

- *Persistent sad, anxious, or "empty" mood*

- *Significant changes in appetite and sleep patterns*
- *Irritability, anger, worry, agitation*
- *Pessimism, indifference*
- *Loss of energy*
- *Unexplained aches and pains*
- *Feelings of guilt, worthlessness, or hopelessness*
- *Inability to concentrate*
- *Indecisiveness*
- *Inability to take pleasure in former interests, social withdrawal*
- *Excessive consumption of alcohol or use of chemical substances*
- *Recurring thoughts of death or suicide*

If you or someone you know is experiencing five or more of these symptoms for more than two weeks or if any of these symptoms interfere with daily activities, the person needs to contact a doctor for an examination.

If you or someone you know is talking about killing themselves, get help - Call 911.

What Causes Depression?

It is believed that depression is the sign of an imbalance in brain chemicals called neurotransmitters. Although the direct causes of the illness are unclear, it is known that body chemistry can bring on a depressive disorder due to the presence of another illness, altered health habits, substance abuse or hormonal changes. Sometimes painful events or losses such as death can lead to depression. Depression can make it hard for a person to care for themselves, their family or hold down a job.

The good news is that of all psychiatric illnesses, depression is one of the most responsive to treatment. With proper care, approximately eighty percent of people with major depression have significant improvement and lead productive lives. That is why it is crucial to learn about the symptoms of depression and act promptly.

See Your Doctor

Get a medical checkup to rule

out any other illnesses that might be causing signs of depression. Ask if you need to see someone who can evaluate and treat depression.

Get Treatment for Depression

There are two common types of treatment for depression, medication and psychotherapy. There are dozens of medications to treat depression. These drugs belong to various classes; each one has a distinct chemical structure that acts on different receptors in the brain and offers different benefits. Medications for depression work but they don't work the same for everybody. Careful consultation and follow-up with a doctor is paramount to finding the right medication.

Psychotherapy is an important part of treatment for depression. It can sometimes work alone in cases of mild to moderate depression. A good therapist can help modify behavioral or emotional patterns that contribute to depression. They can also put someone with depression in touch with support groups - no one has to

go through this illness alone.

As with other chronic illnesses, people with depression should see themselves as managers of their illness. Depression is treatable but not curable. With proper treatment and the development of a lifestyle that promotes wellness, the majority of people are able to find a treatment for their depression that works.

To learn more about clinical depression and other mood disorders, visit the following websites:

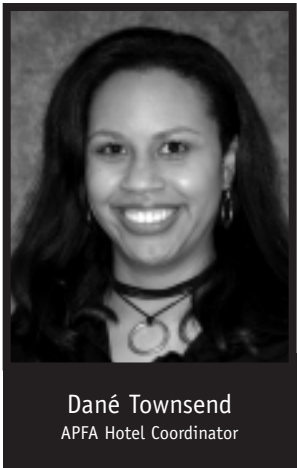
www.nimh.nih.gov
www.nmha.org
www.dbsalliance.org

Random Drug and Alcohol Testing

Random drug and alcohol testing has been a part of our work lives since 1995. While most of us are familiar with the random test procedures at the end of our trip sequence, many become alarmed when tapped to do a pre-sequence or mid-sequence random drug and or alcohol test. Pre-sequence and mid-sequence

testing has always been a part of the American Airlines random drug and alcohol testing policy. The ratio of tests required pre and mid-sequence are much smaller than the post sequence tests and so we do not see them done as often. If you are tapped for a pre-sequence or mid-sequence test, follow the instructions given and proceed to the testing sight. If you believe that the test is going to interfere with your trip sequence, notify either the MOD or Crew Tracking immediately. In no case should you take it upon yourself to refuse a test because you believe that it will interfere with your trip's operation. Refusing a test is considered insubordination and could be grounds for termination. Let AA management handle the operation of the trip.





Dané Townsend
APFA Hotel Coordinator

hotel@apfa.org
817-540-0108, ext. 8306

Ch-Ch-Ch-Changes

It seems that now more than ever we must fall back on the old line we gave when interviewing for the glamorous position of a Flight Attendant - "I'll cut my hair, go anywhere." At that time, we meant that we were open to change. As we've gotten older and been in this job for awhile, we've gotten a little less accepting of changes. Now, however, we must dust off that old attitude and don it once again, our industry is facing ch-ch-ch-changes.

We've been hearing the same mantra at AA for the past five years, "We must tighten our belt and conserve money." Not only have we heard this, we've seen the impact it's had on our lives from fewer dollars in our paycheck to ever-diminishing service on the airplane. Now we are beginning to see it in another area of our work lives - our layover hotels.

The hotel industry is expected to have an increase in rates of approximately 8% in 2006 and a jump in full-rate room occupancy. It is an industry in a distinctive upturn. Unfortunately for us, this means that hotels are less willing to take on dis-

counted clients such as AA. Moreover, as odd as it seems, many hotels would rather contract with carriers in Chapter 11 bankruptcy proceedings because they are guaranteed by the courts that bills will be paid, on time and in full. This results in hotels declining to renew contracts, ending contracts early or, if they still desire our business, imposing large rate hikes.

Rather than seeing this solely as a problem, I choose to look upon it as a challenge. The object is to continue to find quality layover housing for our crews in an ever-changing marketplace. Sometimes this does mean leaving long-beloved hotels for new ones that will offer the standards we are used to at a reasonable price. As a matter of fact, as you read the hotel review section that follows this article, you will see just such an instance in the case of our new SNA hotel. At other times this means AA must bite the bullet and pay out the extra cash because there are simply no other viable alternatives in the area.

Either way, a full review will be done to determine the best course of action. As always, any

changes will be updated on APFA's Web site at www.apfa.org. I'd also like to remind you that we value your input and prior to reviews taking place there is a short questionnaire on the Web site that lets you tell us what you think about the current layover hotel. This information is invaluable in the decision-making process.

Another change in the hotel industry that we have to look forward to is the industry's move to 100% non-smoking hotels. This is a trend that began on the west coast and is sweeping its way across America. Beginning in January 2006, all Westin Hotels are 100% non-smoking, even in public areas. This is an experiment that many other hoteliers will be avidly watching. If it is successful many other chains will follow suit. Currently, Marriott has several hotels that are smoke-free as well. And, as many of you know, the Ayres properties located in California are non-smoking establishments.

AA contracts for 100% non-smoking rooms with the caveat that if a smoker desires a smoking room and the hotel has a comparable room available, the smoker may be accommodated.

As time goes by, however, the ability to procure a smoking room upon request may diminish.

If you should choose to smoke in your room, please be aware that a hefty fine may be levied to the occupant of the room. This is a personal cost to you, not one that AA will pay.

As you can see, there are many changes on the horizon for our workgroup - changes for which we all should be prepared.



Sitting Room at the Ayres Hotel, SNA

Hotel News and Reviews

SNA Review

Ayres Hotel and Suites, Costa Mesa, California

Our new layover hotel in Orange County is the Ayres Hotel and Suites located at 325 Bristol Street, Costa Mesa, CA 92626. The hotel is located less than two miles from the South Coast Plaza Mall and very close to Newport Beach.

The hotel is part of the family-owned Ayres Hotels located throughout California. We currently have a long LAX layover at the Ayres in Los Angeles. This property is a French provincial-inspired inn with beautiful accommodations you could expect in an upscale

European boutique-style hotel. The lobby has imported marble fireplaces and specially selected antiques. This beautiful hotel has European-style guest rooms which feature antique furnishings and Queen Anne-style accents, including a matching handcrafted mahogany armoire, writing desk and a two-poster bed. Most importantly, the crew



The Ayres Hotel Courtyard, SNA

rooms feature the signature Ayres Hotel pillow-top mattresses, down pillows and very high thread count sheets. All rooms have refrigerators, microwaves, coffee makers, hair dryers, iron/ironing board and high speed internet access.

This property is 100% non-smoking. We hope you will enjoy this lovely new layover property.

HNL Review

Resort Quest Waikiki Beach Hotel (formerly The Aston) by Nancy Archer

At the end of 2005, the Marriott in HNL advised AA that at the expiration of our contract, they would be reducing the number of rooms available for our crews. Because of this, we were forced to add a second HNL layover hotel

A lot of time was spent finding a property that, 1) wanted crew business, 2) would remain within budget and, 3) was in close proximity to the Marriott for those of you who were utilizing the storage room at the hotel. (This review was done before the HNL Marriott announced their intentions on no longer providing the storage area for crewmembers.)

Our second layover property is the ResortQuest Hotel (formerly the Aston). It is located at 2570 Kalakaua Avenue, Honolulu, HI 96815.

This colorful, retro hotel is located directly across the street from Waikiki Beach. Most of the guest rooms have

a partial or full view of the ocean. Crew rooms are comfortable and nicely furnished with a tropical theme. All rooms have refrigerators and all the other expected amenities. None of the rooms have coffee pots. A 24-hour fitness center is close to the hotel and crews will be provided passes. Also, a complimentary continental breakfast is provided in a small, cooler tote bag for those of you wishing to have breakfast on the beach. A room key is required to access any of the floors and effective June 4, the entire hotel will be non-smoking. The ResortQuest hotel does not have storage space available for crews.

There are numerous food outlets at the hotel including Tiki's Grill and Bar, Wolfgang Puck Express and the Cold Stone Creamery. ▲

NOTE: The HNL Marriott will be eliminating the storage unit at the hotel and will no longer be providing storage for crewmembers' personal items effective May 1, 2006. Please make arrangements to remove any personal items from the storage room no later than April 30, 2006.

A Time of Great Consequence

by Denise Pointer, InfoRep Coordinator • inforep@apfa.org

In January we began writing articles for this "State of the Union" edition of **Skyword**. It had been nearly two weeks since AA announced the cash payout of the Performance Unit Plan to 973 managers at AA. The mood at APFA has been somber, to put it mildly. The membership was outraged and disappointed by this disheartening news as well. As the deadline for this article approached, I wondered what I could say about the InfoRep program at a time like this – a time of great consequence.

Because of this announcement, all joint work was postponed and the three labor unions were meeting frequently with and without senior management. There's no doubt in anyone's mind that we are at a crossroads.

The volume of emails and phone calls to the InfoRep program in January was extraordinary. Some members, as could be expected, were venting but most just wanted factual information. My colleagues wanted to know as much as possible about what was happening so they could pass on accurate information to their co-workers out on the line. They wanted to keep doing what an InfoRep is supposed to do – regardless of the events, the mood or the climate – and that is to share accurate information in a timely manner. I am proud of all my fellow InfoReps who have chosen to become involved, to stay informed and to move forward regardless of the circumstances.

The InfoRep program at APFA has been in place since 1991. It was established so that APFA members would have a direct line of communi-

cations with the APFA Negotiating Committee during bargaining. Although we are not currently in negotiations, we are facing numerous issues that will affect our profession for years to come. Many dedicated individuals have been responsible for this program - Patrick Hancock, Trice Johnson, Dana Davis, George Price and Liz Geiss to name a few. Their vision and hard work is something I will always deeply appreciate.

The number of active InfoReps doubled in 2005. At a time like this, we need that to happen again in 2006. If you haven't already done so, please log onto www.apfa.org and click on the link to become informed. It takes almost no time and the time you do spend will be a good investment in your future.

If you already are an InfoRep, it is important to keep your email current and on file with APFA. If you aren't an InfoRep, think about joining us. And, regardless of whether you are an InfoRep or not, you need to have your email on file at APFA so that your Union will be able to communicate quickly and efficiently with you. If you haven't already done so, send your email address to member@apfa.org and keep it current.

This is a time of great consequence. I can't predict what the future holds for any of us. But I can tell you this – the InfoRep program is solid and it continues to be an essential element of the communication program at APFA, especially in times of great consequence. ▲

United: Three Years In Bankruptcy

The following message was sent to all subscribers of the Association of Flight Attendants - Communication Workers of America (AFA-CWA) mailing list on February 1, 2006, by Greg Davidowitch, President of United MEC. It is being reprinted with permission by AFA-CWA; the union representing the Flight Attendants at United Airlines.

February 1, 2006 Ladies and Gentlemen:

Today, our airline has exited from over three years in Chapter 11 bankruptcy – the longest bankruptcy in aviation history. Management can no longer run to the Court for concessions from our Contract or for changes to health benefits for retirees. We breathe a sigh of relief to get out from under the onerous laws of the Bankruptcy Court, but we know that today is just another day of hard work for Flight Attendants. We can imagine a situation where this would be a day to celebrate. Unfortunately, we face the closure of three of our Flight Attendant domiciles, a vote on a pension replacement plan and we live daily with the sacrifices born during the bankruptcy. This is not a day to celebrate, but it is a day to remember. As we deal with the challenges we face today, we also know that we will face many more tomorrow and through our experience there is no challenge we cannot face together.

We should acknowledge the hard work, tenacity and perseverance of our efforts as a community of Flight Attendants. Through our Union, we have challenged management and advocated our position for Flight Attendants to the fullest extent possible – and we have made a difference. While the Court approved every management bonus program, our objections – often the only objections – cut those bonuses by more than half. As we challenged every

Contract concession, we successfully beat back a second attempt to cut our work rules and medical benefits. When management sought to terminate our pensions, we fought them every step of the way. When they tried to cheat retirees out of their healthcare, we waged a battle that dramatically reduced those cuts and capped future increases. With every attack they waged the Court may have been on their side, but we never let that intimidate us or weaken our resolve. This management knows that Flight Attendants will challenge them every time they try to line their pockets, make bad decisions or take from the employees who built United Airlines.

“We have had to live within the realities of the Bankruptcy Court and the laws that bless corporate greed.”

We have seen executives come to our airline and we have seen them leave, often with millions of dollars in golden parachute packages. It is the Flight Attendants and other front line employees who are committed to our airline's success. We were here when these executives arrived and we'll be here long after they're gone. But sadly, as long as management holds employees in contempt and as a liability, instead of recognizing the invaluable dedication and contribution of the people who built United Airlines, this

company will never realize its full potential.

In the end, we have survived and we are stronger for the experience. We will be the ultimate beneficiaries of this bankruptcy because we won't soon forget. We won't forget the hammer management wielded with the permission of the Bankruptcy Court. We won't forget the personal profits they sought at our expense. We will use this experience to prepare for 2009 when we can wage the battle to demand what we rightly deserve. We will see that our airline succeeds and we will share in its success. Management may come and go, but we will never forget. In 2009 - and in every opportunity before then - this is the foundation of our success!

We have had to live within the realities of the Bankruptcy Court and the laws that bless corporate greed. Throughout the challenges we've faced, we have also experienced the benefit of a unified and powerful Membership. For the experienced to survive we must acknowledge these realities and keep them close at hand and in our hearts. Stand proud, stand strong and stand together.

In Solidarity,
Greg Davidowitch, President
United Master Executive Council

Come Fly With Us!

By Gary Spurr
Reprinted with permission from the University of Texas at Arlington (UTA)



Caption on the back of this photo reads as follows: "1944 - Weight within a pound, height within an inch, Stewardesses on American Airways Valley Route between New York and Chicago lined up for inspection at Municipal Airport, Chicago, prior to start of first schedule. Registered nurses all, they must conform to standards as to height, weight and voice to measure up to the Airline requirements. Photographed in the doorway of one of the Silent Condors to be used on this run, they are, reading from the top: May Bobeck of Chicago, Agnes Nohave of Louisdale, Minn!, Marie Allen of Cincinnati and Velma Naul of Burlington, Iowa."

Wanted: single white females, must be at least 19.5 years old, between 5'2" and 5'10", weight must be proportionate to height with a minimum weight of 102 pounds and not exceeding 145 pounds at 5'10", vision should be 20/50 or better and not require glasses while on duty, must have a

high school diploma. Employment involves travel, adventure, and a glamorous life.

Sound interesting? These were the requirements for airline stewardesses before the passage of the 1964 Civil Rights Act and the advent of unions that represented flight attendants. Not mentioned in the requirements was that stewardesses were required to leave the airline when they reached the age of 32 or became married. The average tenure was 18 months and the job was often looked upon as an adventure before "settling down" to marriage. Sick leave and insurance were almost non-existent with a young work force where the most senior employees had only 1.5 years

AA F/A LABOR HISTORY: 1947-1960 - AA Flight Attendants represented by ALSSA • 1960-1974 - AA Flight Attendants represented by TWU Local 550 1974-1977 - AA Flight Attendants represented by TWU Local 552 1977-Present - AA Flight Attendants represented by APFA

of experience. There was no retirement – stewardesses had to quit the airline at age 32. Union activity and the 1964 Civil Rights Act changed things. Stewardesses became flight attendants as airlines began to hire male flight attendants, one's ethnic background was no longer an issue, and flight attendants could marry and have a family. What had once been seen as an adventure became a career.

All of this is documented in the records of the Association of Professional Flight Attendants (APFA), a new and exciting addition to the UTA Libraries' Texas Labor Archives. Representing more than 22,000

American Airlines flight attendants, the APFA is the largest independent flight attendant union in the nation. American Airlines flight attendants were first represented by the Air Line Stewards and Stewardesses Association (ALSSA), which was associated with the Air Line Pilots Association (ALPA). The American Airlines flight attendants later left ALSSA and were represented by the Transport Workers Union (TWU) Air Transport Division, Local 552. In 1976, the APFA began efforts to become the representative body for the flight attendants of American Airlines. The efforts succeeded in 1977. APFA won its first contract with American Airlines in November 1979.

The APFA records document the struggle of flight attendants to be seen as professionals rather than air-borne waitresses. They contain correspondence, contracts, audio and video tapes of meetings of the Board of Directors and the Executive Committee, national officers' files, union and base newsletters, newspaper clippings, bid sheets, manuals, contracts of other airlines and airline industry unions, and other historical research material. The contracts date from 1947 through the 1990's.

Cilla Golas, APFA archivist and flight attendant, began discussions with Special Collections about moving the records to UTA in order to give them

a more permanent home in these uncertain economic times. Ms. Golas, Tommie Hutto-Blake (APFA President), and Greg Hildreth (APFA National Secretary) toured Special Collections and met with several staff members. Ms. Golas subsequently made a presentation to the entire APFA Executive Board that resulted in its unanimous vote to place the records at UTA.

The APFA records will be moved to Special Collections in several shipments and will join the records of other transportation unions such as the Professional Air Traffic Controllers (PATCO), the International Association of Machinists, the United Transportation Union, the Brotherhood of Locomotive Engineers, and the International Longshoreman's Association. For more information contact Gary Spurr at 817-272-3393 or email spur@uta.edu.

In the spring of 2007, APFA will celebrate its 30th anniversary. From an historian's viewpoint, this means we will get the chance to resurrect our past, display our memorabilia, and of course, celebrate. More importantly, we can reflect on our history and ask ourselves why things happened the way they did and find an even better solution next time. Getting a head start, we have reprinted this article about APFA from the publication, *The Compass Rose*, University of Texas at Arlington's library newsletter. The author found this material from the documents we have donated. Special thanks to UTA Archivists and their long-term commitment to our collection.

Cilla Golas
APFA Archivist, IDF

The Past, Present and Future of Article 36: A Timeline of the Retirement Benefit Plan for AA Flight Attendants

By Jill Frank Smoak, Retirement Specialist
jwf15@bellsouth.net

August 25, 2004

The APFA Board of Directors appoints a Pension Task Force comprised of APFA President Tommie Hutto-Blake, Jill Frank (IMA) and Patrick Hancock (IDF) to develop expertise and make recommendations to the Board as to how best preserve and protect Article 36 of our Collective Bargaining Agreement.

September 2004

APFA retains an airline financial analyst and reviews the IRS filings and the Plan documents from AMR. Representative John Boehner (R-OH) chairs a hearing entitled *"Airline Pension Troubles: Six Principles to Reform and Strengthen the Defined Benefit Pension System."*

October 2004

APFA attends a hearing held by the Senate Commerce, Science & Transportation Committee on the Financial Situation of the Airlines focusing on pension stability.

January 2005

U. S. Secretary of Labor Elaine Chao addresses the National Press Club on "Protecting the Retirement Security of America's Workers: The President's Plan for Reforming Private Defined Benefit Pension Plans."

February 2005

The three unions and AMR management craft a statement of joint purpose aimed at taking a message to Congress that, at least on this subject, the unionized employees and management are on the same page and ready to work with Congress in an effort to draft legislation that would enable AA to retain and maintain the current pension plans.

March 2005

The players and their priorities on Capitol Hill have been identified and the question is: "How can we influence the legislation to protect our interests while maintaining the support of all of the other players on the final product?"

June 2005

The ebb and flow of information, priorities, goals and methods take up the next few months. Joan Wages, our Government Affairs Representative, keeps us close to the subject. In June, labor and management participate in a Joint Fly-In to the Hill to demonstrate our unified purpose. Over 300 employees, representing labor and management, meet with individual legislators in the House and Senate as we slowly work through the issues. During June, Rep. Boehner's bill (H. 2830) becomes

"Both the industry and the nation have watched us wage this battle - labor and management together - to protect our lifetime monthly retirement benefit."

a live issue in the House. Meanwhile, Senate members and staff work diligently on potential pension reform bills.

November 2005

On November 16, 2005, the Senate passes their Pension Reform Legislation, S. 1783, with a non-partisan vote of 97-2. The Senate bill language eases reporting and interest requirements. There is an Airline Provision that allows air carriers to potentially extend their make-up payments to 20 years if they either freeze their plans or calculate their obligations using the "at risk" designated interest rates, (American agreed to do the latter).

December 2005

After many months of both labor and management efforts on Capitol Hill beginning in the fall of 2004 and continuing throughout 2005, it looks like Congress will adjourn for the Christmas break without the House voting on a pension reform bill. Finally, we are noticed a full debate on the House floor is scheduled for December 15, 2005. That very

afternoon, after a floor debate, HR 2830, the Pension Protection Act of 2005 passes by a vote in the House of Representatives - 294 yes to 132 no.

Congress adjourns for their holiday break, leaving both a House and Senate bill ready for a joint conference (creating a final single bill). After a year plus "battle" for pension reform, we now await the conclusion - a bill that will become law, once signed off by the President of the United States. If this proposed legislation, keeps the airline provisions of the Senate bill intact, it will allow the time needed to both protect and preserve the negotiated contractual language of the AA/APFA Flight Attendant contract, Article 36 - Retirement Benefit Plan for Flight Attendants.

It is our hope that this process is over before the first funding payments required of corporations with defined benefit plans are due on April 15, 2006. For our plan to remain viable, it is imperative that this legislation be in place prior to

that time. This legislation is not perfect, but it gives us the legal mechanisms needed to retain our lifetime pension.

Many of you have watched this struggle play out both in the media and up front on AA's property. Some of you have been with us on Capitol Hill standing shoulder-to-shoulder with another crew member on your left and a ground worker on your right. This has been solid joint work.

Both the industry and the nation have watched us wage this battle - labor and management together - to protect our lifetime monthly retirement benefit. We have also watched others give up this fight, or be forced to give it up, in a bankruptcy court. Here at AA, this challenge is still alive. Perhaps by press time we will have made history - together! Don't forget to visit apfa.org for the latest news and updates on Pension Reform.

RETIREMENT DATA

by Jill Frank Smoak – APFA Retirement Specialist
jwf15@bellsouth.net

The following data is my interpretation of retirement numbers supplied by AA at my request. The numbers are as of December 2005 unless otherwise specified:

1. Pensions being paid out from the Flight Attendant Trust Fund (includes beneficiaries and F/As who were TWA, then with AA for at least 18 months).

12/1997	4/2002	3/2005	12/1/2005
300	506	1596	2372

2. The average monthly payment \$1203.60* – broken down as follows:

1701 Career American \$1595.50
671 Original TWA \$ 210.14
Last year's payment was \$1392.16

3. Retirements in 2001 were tied to the new Contract. 2002 was significant because most eligible F/As had taken either the Appendix T/Article 36 combination in 2001 or decided to stay longer and increase their final average salary. For that reason, I believe the significant trend of retirements began in 2003. For the three years completed since 1/1/2003 the numbers are:

YEAR	RETIREMENTS	MONTHLY AVG.
2003	567	47.25
2004	606	50.50
2005	609	50.75
2003-2005	1782	49.50

4. Age categories for our active workgroup:

AGE	20 – 29	30 – 39	40 – 49
# of F/A's	454	4392	8347
AGE	50 – 54	55 – 59	60 +
# of F/A's	2630	2270	876

Total population of 18,969 divided as follows:
4846 under 40
8347 between 40 and 50
5776 over 50

	1/1/1997	11/30/2004	12/2005
40 – 50	5189	7845	8347
50 – 60	2370	4677	4900
60 +	120	706	876

5. In 2005, 13 people took Article 30 bringing the cumulative total to 361. (107 F/As took Article 30 in 2003 including former TWA F/As about to be furloughed).

6. 2005 break down by age of 665 FA's commencing annuity (includes 18-month TWA participation and F/As who left prior to retirement and came of age):

Age	F/A's	Age	F/A's	Age	F/A's	Age	F/A's
55	104	60	87	65	34	70	2
56	31	61	38	66	14	75	1
57	75	62	59	67	10	78	1
58	84	63	28	68	2		
59	63	64	31	69	1		

Average age commencing annuity was 59.58 years. 2005 was 59.04 years. Retirement age is about 6 months older.

7. Of the 665 commencing annuity in 2005, 444 were between 55 and 60 and 221 were 60 or older. The average age may be 59.58 but twice as many are 60 or younger as are over 60. This is probably because F/As who left prior to retirement age begin collecting their pensions when first eligible, many at age 55)

8. Retirement eligibility by base (2/21/2006):

Base	F/As	Base	F/As
BOS	32	LAX	168
BOS – I	70	LAX – I	195
DCA	20	LGA	52
DCA – I	8	MIA	37
DFW	266	ORD	88
1DF	504	RDU – I	12
IMA	135	SFO	51
IOR	363	SFO – I	54
JFK	303	STL	8
TOTAL		2366	

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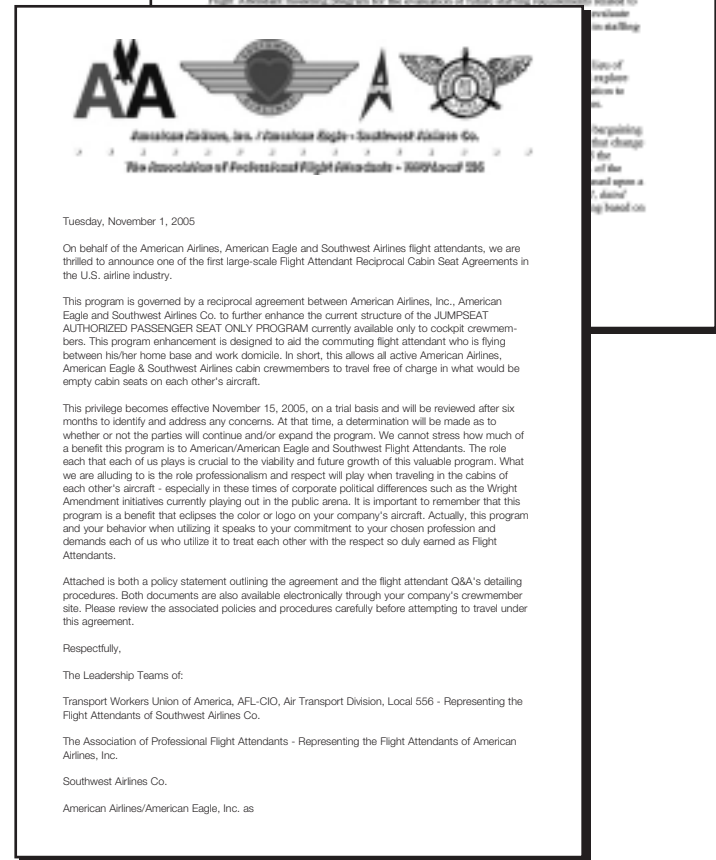


Tommie Hutto-Blake addressing the Pension Fly-In participants in June 2005



Patty French, Health Coordinator, conducting EAP training in Dallas

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- Published Vacation-Trade Board on APFA.ORG
- Lobbied Washington for Flight Attendant Fatigue and Pensions
- Secured Jumpseat Reciprocal Agreement with Southwest Airlines
- Provided Members with Training in Contract, Scheduling, Retirement and EAP
- Collected \$250,000 in Back Dues



Lori Bassani, Southwest Airlines Union President Thom McDaniel, Brett Durkin and APFA Legislation Rep Rick Musica during APFA's Fatigue Summit

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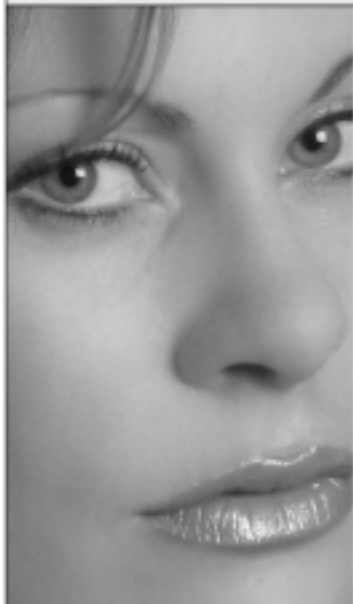
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