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**SKY**word

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# SKYword

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**John Ward**  
APFA President

## The APFA Goes to Washington

**The principal arena in which** the APFA works to support and promote the wages, working conditions, and rights of the American Airlines Flight Attendants is in our dealings with Company management – at the bargaining table, through the grievance and arbitration machinery, and in countless meetings and communications. However, the APFA also realizes that there is another important avenue that we must vigorously pursue if we are to succeed in our efforts – the Washington political scene. This is an area where the APFA's presence is well established and becoming increasingly significant.

While state laws are important to Flight Attendants in certain areas, such as workers' compensation and unemployment benefits, it is in Washington that federal aviation regulations and laws are made that vitally affect our interests. Because of this, the APFA maintains a full-time presence in Washington and has for many years. Since 1989, the APFA has utilized the services of Joan Wages, a former Flight Attendant, to help fight for the rights of the American Flight

Attendants on Capitol Hill. Joan has been able to bring the insights and knowledge she obtained first-hand from her Flight Attendant experience to her work on our behalf, which often has proven invaluable when legislative success depends on members of Congress and their staffs understanding the importance of a bill's provisions. Joan also has been of great assistance in ensuring that other APFA representatives and I have had an opportunity to testify before Congress and to meet with senators and representatives on matters of vital concern to our membership.

One recent example where a direct presence on Capitol Hill proved extremely important was in conjunction with legislation Senator Bond of Missouri was seeking to introduce that would, if passed, have undone the American-TWA seniority integration provided under the APFA-American Seniority Integration Agreement. If Senator Bond had had his way, the integration would have been undone by granting the former TWA Flight Attendants full credit for their service at TWA or would have required an arbitration to redo the

seniority integration. With the able assistance of our Washington representative, Ms. Wages, I was able to submit a detailed written position on behalf of the APFA and the American Flight Attendants. I explained the background of the TWA transaction and the seniority integration as well as the reasons why the proposed legislation would have been extremely harmful and, frankly, a terrible idea. When Senator Bond continued to push the issue, I was able to submit written responses to his questions, further defending our seniority agreement.

Some of the other issues that the APFA has pursued over the years in Washington have included obtaining Flight Attendant duty and rest limits, elimination of Flight Attendant weight policies (remember that!), seeking OSHA coverage for Flight Attendants, fighting for improved cabin air quality, and supporting adoption of the Family and Medical Leave Act. One of the most dramatic instances of our interaction with Washington was in 1993, when we succeeded in having President Clinton intervene during our strike to help prevent some of the

drastic action that the Company was planning to initiate. Since September 11, 2001, the APFA has fought in Washington for improved security of airports and aircraft and updated Flight Attendant security and self-defense training, and the extension of unemployment benefits for furloughed airline workers. Most recently, we have focused on our efforts to obtain support in Washington for dealing effectively with Flight Attendant fatigue. We will also be revisiting security training issues.

In pursuing our issues in Washington over the years, the APFA frequently has joined with other unions to develop common positions and to pursue common objectives. Many of those joint efforts were with the Coalition of Flight Attendant Unions, which was formed in the late 1980s. Through the Coalition, we were able to overcome initial disagreements within the unions over how best to approach issues of mutual concern to all of us, most significantly, with respect to Flight Attendant duty and rest regulations. These coordinated efforts have extended to discussions of a wide range of issues –

including contracts, grievances, and negotiations, in addition to legislation - all aimed at improving the lives of our members and our profession.

While, at times, we have worked as a Coalition of many unions, often our joint efforts in Washington have been with the Association of Flight Attendants (AFA). This is not surprising because only the APFA and the AFA have personnel on site in Washington devoted full-time to furthering the interests of Flight Attendants, unlike other unions whose attention often has been diverted to other occupations within their ranks, such as truckers, mechanics, and pilots. In fact, we have encountered situations where other unions have inexplicably chosen to remain on the sidelines when issues of real concern to Flight Attendants were pending before Congress. A recent instance where this occurred was just last fall, when we were fighting for Flight Attendant security

training legislation. The International Association of Machinists (IAM), the union for the Continental Flight Attendants, NEVER showed up on Capitol Hill to join this cause, even though Continental was the carrier leading the charge to gut the proposed legislation and despite the fact that Continental was utilizing the services of Continental Flight Attendants to lobby against the proposed legislation.

It is vital that the APFA maintain an active voice and presence on Capitol Hill, particularly in this time of industry belt-tightening. Carriers such as American look for every opportunity to cut every possible corner; they've done it in the past, and we can expect them to do it in the future. We have demonstrated that the APFA and the American Flight Attendants are ready and willing to stand our ground. This is a battle that will be with us indefinitely and one from which we cannot retreat.



**Association of the Professional Flight Attendants  
Representing the Flight Attendants of American Airlines**

*Office of the President*

January 15, 2004

Dear Member of Congress:

I am writing to urge your support of legislation currently before Congress that would extend Unemployment Insurance Benefits to laid off workers who have exhausted their benefits.

The Association of Professional Flight Attendants (APFA) represents 26,000 American Airlines Flight Attendants. Of that number, American has 5,760 flight attendants on furlough, many of whom have been laid off since October 2001. Despite their best efforts, many of these individuals have been unable to secure jobs and have exhausted their Unemployment Insurance Benefits. Senate Bills S.1708, S.2006 and House Bills H.R.1652 and 3270 would extend Unemployment Insurance Benefits for these workers and provide them with something so as to provide for their families and carry them through while they continue their search for other employment.

On behalf of our furloughed members, I ask that you support this important legislation. If you have any questions, please contact Joan Wages, APEA's Washington Representative.

Sincerely,

John Ward

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## A Reason to be Proud

**As I write what will become** my final article for *Skyword* as APFA Vice President, I realize that the time that seemed infinite just four years ago in retrospect has passed by so quickly. This job has been one of the most demanding challenges I have taken on in my life. Union work has consumed most of my time professionally and personally – particularly in the past four years. Since 2000, the events that have transpired have been among some of the most challenging and painful, fulfilling and rewarding endeavors I will probably ever face.

I leave this office having learned so much more than I imagined I would, complete with new and different perspectives to add to those I brought with me four years ago. I could easily write a book on all that has transpired, a lot of which occurred behind the scenes. Unfortunately, the majority of the APFA membership will never have the opportunity to see first hand the issues that surface, the resolutions reached, and the work required with the day-to-day operation of a labor union the size of the APFA. I am privileged to have been on both sides of that fence – as both a Flight Attendant and a union leader.

The part of my job I will miss the most is the grievance and arbitration process. I am very proud of what the System Board Department has accomplished in the past four years. Having worked with some of the finest union reps anywhere – a diverse group of our very own APFA members who are willing to share their experiences and their time – we have been able to develop strategies, implement them into a plan, and resolve many issues that face our members every day. Our successes were a direct result of the cooperation of the membership and current and former union leaders on every level. I could write about other aspects of the Vice President's job, but frankly, some of those I won't miss at all, so I am happy to leave them right where they belong: behind me!

In the end, along with determination, stamina, and experience, what paved the way for the successes we realized was a result of developing and maintaining our arbitration skills through training. My department devoted time to becoming familiar with the ever-changing dynamics of the world of arbitration; how arbitrators think is key to preparing and presenting your case.

As I said before, I am so proud of my team and what we were able to accomplish together. Here are a few of my favorites: (Listed by year.)

### **1) 2000 - Presidential Grievance (Right To Grieve Any Action)**

This case was the first Presidential Arbitration we heard upon my taking office. It was a particularly symbolic case for the Company, as it had challenged the APFA's right to grieve any Company action, outside of what is contained in the contract, since the '60s. An enormous amount of research and preparation coupled with our invaluable witnesses afforded us our first huge precedent-setting victory.

### **2) 2001 - Randy Trautman, et al (Blanket Medical Certificates)**

This case involved the Company's issuing of blanket medical certificates over a holiday period. Sorting through all the data compiled for this case in an attempt to both establish exactly what a blanket med cert "looked like" as well as whether the Company had actually administered one was a huge challenge for our team. But in the end, we succeeded. Not only were we able to abolish the issuing of blanket med certs, but we were also able to get an arbitrator to narrow the criteria for issuing a medical

certificate as specific to each individual's record.

### **3) 2002 - Presidential Grievance (777 Staffing Arbitration)**

This was definitely our most complicated and time-consuming case during my term as Vice President. My department worked on this case for more than a year and a half. We began by developing the methodology that would be used (something that had not been established before in the industry) and brought in an expert who we hoped, after all was said and done, would be able to not only support our theory but also testify under oath that our theory was correct. We were involved in the most meticulous data collection process you could imagine. In the end, the work paid off, and

“One of the most important lessons in arbitration is that it isn't about who has the most money or power or who can pound the table the hardest.”



we were successful in restoring an additional Flight Attendant to the 777 or a mandatory reduction in service to ensure a reasonable workload, as well as \$9 million in back pay.

However, the true value and relevance of this award actually lies in our future. Before this award, the Company simply changed staffing formulas at its own discretion and, we believe, without proper research or the consideration of ramifications to the working crew. As a result of this award, I believe the Company will take more time to apply staffing changes more carefully without being so hasty - because of the hefty back pay liability imposed on it by the arbitrator in this case.

“...as a result of some of these cases, the Company is now more prone to resolve issues without going to arbitration.”

**4) 2002 - Liz Mallon, et al (MIC and Reassignments)** This case involved the clarification of our reassignment pay-protection language. Had we lost this case, it would have diluted the value of the language and essentially allowed the Company to treat a regularly scheduled Flight Attendant like a reserve in the event of a reassignment. Once again, this case relied on testimony from witnesses that some with less of an understanding of the system board process have labeled “career union reps.” I can tell you this: without the expertise of these “career union reps” regarding the intent of contractual language they themselves negotiated in the ‘70s, we would have lost this case.

**5) 2003 - Presidential Grievance (Family Medical Leave)** This case arose from the Company’s attempt to institute a policy that conflicts with the seniority provisions of our Collective Bargaining Agreement. Simply put, due to the Company’s ability to change the bid sheet coupled with its imposition of 720 actual on-duty hours as the definition of a “full-

time Flight Attendant” for purposes of qualifying for Family Leave, the adjustment to the Family Leave policy in 2001 left some very senior Flight Attendants without the ability to qualify for Family Leave. Since this revised implementation of the Family Leave Policy could result in the denial of full-time benefits to some, it created the potential for more severe discipline under the Attendance Control Policy. The arbitrator recognized this, and while she did affirm the Company’s right to amend its policies on non-bargained items, she rejected its establishing a standard that disenfranchises the seniority and equal pay provisions bargained in our contract.

In implementing this award with American Airlines Flight Service, we were able to develop an electronic application system available over the Internet that eliminates the need for our members to contact a service manager for purposes of applying for Family Leave. In addition to the lowered paid productive hour requirement in place (504 hours, which now includes underfly, E-time, F-time,

P-time, training, etc.) as a result of some of these cases, the Company is now more prone to resolve issues without going to arbitration.

These are some of my favorite cases, though by no means is the list complete. While we’ve had several other successes, we have lost a few in the process, as well. Therefore, maintaining control of the outcome in a dispute by not arbitrating an issue may be better than the gamble of taking a case forward, depending on the facts of each individual case. For either party, however, it can take a loss handed to them in an arbitration to bring that into perspective.

If you recognize one single recurrent theme throughout, I hope it is the significance of using witnesses with first-hand knowledge as often as possible. Without their participation, our chances of success are severely diminished. One of the most important lessons in arbitration is that it isn’t about who has the most money or power or who can pound the table the hardest. It is about who has the facts on their side along with the best strategy, teamwork,

and drive to successfully present a case. Each case rises and falls on its merits; it relies on the truth. That's what I love about this process. It isn't so because I say it's so. If it is so, I have to prove it. If a claim is made, it had better be backed up with facts or the arbitrator will hand you your loss. Period. Next case.

We are slowly changing the paradigm of the parent/child relationship that has existed for many years within our Company. It takes time, but it all comes down to respect. The Company must earn it; we must earn it. Can it be done? I believe so. Back in 1995, we changed the way we handled grievances. We went from the grievance process to what is called "Dispute Resolution." The Company and the union were jointly trained in dispute resolution by the Mediation Research and Education Project at Northwestern University.

Has it made a difference? Yes. It is one of the APFA's great success stories. We will always have issues with the Company that must be worked through on some level, but the dispute resolution

process has delivered an expedited resolution for the majority of APFA grievances filed. This in turn gives local representatives a better chance of succeeding at the base level, resulting in quicker relief for the Flight Attendant.

We face many challenges ahead that will require us to think and do things differently. While change is hard, remaining stagnant is easy. The former allows growth; the latter does not. We could have said, "We'll never win the 777-staffing arbitration because the odds are definitely against us." But I didn't take on this job to roll over and play dead. Seizing the opportunity to make a change is the only way to affect change. There will always be naysayers who preach negative rhetoric but provide no resolutions. It's an easy place to be, pointing fingers, but in the end, you're still left with your hand out and nothing to show while others have moved on.

Forever, I would like to publicly thank those who have given me so much support throughout my term as Vice President. Their contributions and sacrifice to the suc-

cess of this department and union have not, unfortunately, been recognized to the degree they deserve. I have enjoyed working through our challenges together, and it is they who have kept me going through some of the hardest moments of my tenure.

They are the Division Reps throughout my term as Vice President: Leslie Mayo (JFK), Lori Bassani (SFOI), Lynda Richardson (IOR), Brett Durkin (LAXI), Greg Hildreth (IDF), Jeff Crecelius (MIA), Julie Moyer (MIA), and Laura Glading (JFK); and those who worked within my department to make our job a better place to be: Patt Gibbs (IDF), Susan French (IDF), Becky Kroll (IDF), Patrick Hancock (IDF), Lenny Aurigemma (BOSI), Martha O' Rourke (IDF), Tommie Hutto-Blake (LGA), Mario St. Michel (JFK), and my secretary, Susie Johnson.

Special thanks, always, to the Flight Attendants at JFK who have supported me through so much, for so many years. I look forward to seeing you on the line.

“We are slowly changing the paradigm of the parent/child relationship that has existed for many years within our Company.”

Additionally, I would like to thank you, the membership, for giving me the opportunity to work for you in the capacity of Vice President. I have done my very best and based my decisions on the facts for the success of our overall collective well being.

Wishing all of us success in our futures.

Jeff Bott  
JFK





Linda Lanning  
APFA Secretary

**By anyone's standards, the APFA membership has been through more than its fair share over the course of the past year. We have sacrificed to help keep American Airlines out of bankruptcy, while at the same time attempting to preserve some integrity in our contract and a degree of job security. No employee at AMR has come through the past year unscathed. The APFA, like other unions on property, has experienced its share of residual problems as a result of the entire restructuring issue. In this month's article, I want to discuss these problems and just what they could cost us all down the road.**

On Tuesday, January 27th, I was made aware of the fact that the commission investigating the

## Difficult Times, Difficult Choices

events of September 11, 2001, had released the actual voice recording of the conversation between Betty Ong, Flight Attendant #3 on American Airlines Flight 11 on September 11, 2001, and representatives from the American Airlines Reservations Office in North Carolina. After listening to the recording, I felt a complete change of direction was necessary for my article. You see, listening to Betty I realized what an incredibly strong person she was. She remained extremely composed and professional in the face of horrific events, which were unfolding on her plane. Betty and the other members of her crew worked as a team to gather information and relay it to people on the ground. It was this information that advanced the investigation of September 11, 2001, further than it ever would have been if not for the courage and heroic actions of the Flight Attendants on Flight 11.

Since that fateful day in September 2001, we have all faced difficult situations and even more difficult choices. Some we faced as a team, while others we faced individually. At times, we have allowed the challenges to divide us and create a disunited rift within our union. The pettiness reached the level of death

threats, bomb scares at APFA Headquarters, and even the theft of the American flag that flew over APFA Headquarters in memory of all of those lost on September 11, 2001. Actions like these only make us weaker and more likely to face the challenges of the future with less respect, less clout, and much less bargaining strength.

“The road ahead will be tough for all of us. It is going to take the APFA membership coming together...”

The airline industry has been changed forever. We face new competition from low-cost carriers who have taken advantage of the larger airlines' weaknesses and expanded throughout our system. American's finances seem to be rebounding a bit, in large part due to our sacrifices. The road ahead will be tough for all of us. It is going to take the APFA membership coming together in order for us to take advantage of any upswing in the industry and at American in

order to recoup what we were forced to give up. Without a united front, we stand no chance. No chance of getting back what we all reluctantly agreed to give up. No chance of getting our flying partners back from furlough. No chance of furthering our careers.

I am sure there are those out there who will read this article and will condemn me for putting into words what they know is the truth. The anger and bitterness has got to stop, or we all run the risk of permanent damage to our union and our careers. Who among us can afford that? Why should we have to? We have all been victimized by the state of affairs in our industry and at our airline. Why should we continue the pattern by victimizing each other?

In reflecting on what transpired onboard Flight 11 and the determination and teamwork displayed by the crew, I realized just how much can be done no matter what the circumstances when everyone is working together. We are no strangers to unity and teamwork. Through the years, we have won contracts, workplace rights, and recognition for the job we do daily. We cannot let what was

started on that fateful day in 2001 and what has snowballed since that time destroy us all.

We must regroup and focus our energies on rebuilding our union and getting back what we rightfully deserve. To do that, we must again become proud to be APFA members. In order to do this, each of us really must look deep within ourselves and determine what it is going to take for us individually. All the time we must remember that bargaining strength is not something that you gain overnight. It is in large part perception. The Company is watching us very carefully. When they see our members not wearing union pins or eating each other alive in Internet chat rooms, we loose ground, ground that is not always easy to regain.

As we move into the New Year, I wish you all the best. I encourage you all to stand together. Stay informed and away from the rumor mill that has proven so destructive. Be APFA members and be proud again!





## Treasurer's Report



**Juan Johnson**  
APFA Treasurer

## Looking Back While Looking Ahead

### Fiscal year ending (FYE) 2004

is coming to a close. Looking back, the APFA has been faced with many financial challenges over the past 12 months. Traditionally, the first issue of **Skyword** in the New Year is dedicated to the State of the Union. In keeping with this tradition, I am going to review what our union has faced over the fiscal year and take a look at what lies ahead.

FYE 2004 runs from April 1, 2003, until March 31, 2004. The APFA Board of Directors passed the budget for this period in March of 2003. Since that time, we have seen some dramatic changes in our membership, incurred some extraordinary expenses, and made necessary changes to the budget

itself. In 2003 alone, American Airlines furloughed nearly 3,800 Flight Attendants. Per Article II of the APFA Constitution, furloughed Flight Attendants are not dues obligated during their furlough period. The furloughs resulted in a net reduction of dues income for the period of April through December of approximately \$1,000,000. This was a significant reduction in income, which resulted in necessary and, in many cases, substantial adjustments to the overall budget.

In past articles, I have explained how the APFA budget is created. Essentially, the APFA Budget Committee reviews the previous year's budget, surveys all base representatives and departments in order to gain a better understanding of their needs for the upcoming year, and looks at the projected headcount to estimate dues income. From this information, they create a budget. Their proposals are then presented to the APFA Board of Directors at the Annual Convention for approval. Work on the 2005 fiscal budget is already complete. It will be presented to the Board in early March for their consideration. Much of the budget process is outlined in Article IX of the APFA Constitution and Section 7 of the APFA Policy Manual. Both documents are available on-line through the APFA Web site.

A special meeting of the APFA Board was held in July of 2003. The purpose of this meeting was to consider adjustments to the FYE 2004 budget. During this meeting, the Board passed a revised budget that affected each base and department in our union. The Board also passed a resolution that changed the pay structure of the APFA National Officers and Division Representatives. The resolutions from this meeting are posted on the APFA Web site, and certain ones were printed in the August

“The APFA ends FYE 2004 in very good financial shape. We have taken steps to ensure that this is the case. The course ahead has been set.”

2003 **Skyword**. The adjustments made at that time put the APFA on much firmer financial ground and set the course for a stronger financial position throughout the remainder of this fiscal year.

It is no secret that the APFA has seen legal expenses increase substantially. The union has routine legal bills, which are associated with the day-to-day running of the union and issues that arise between the APFA and American. These are expenses that are bud-

geted for in advance. What we cannot foresee are legal bills related to lawsuits that are filed through the year. The APFA cannot and does not discuss lawsuits due to the very nature of the issue, but the extraordinary increase in legal fees associated with lawsuits, many filed by APFA members against the union and various representatives, make it worthy of mention. Lawsuits are an unfortunate part of the business of representation. The APFA will always vigorously defend its members and our union, and that does require funds.

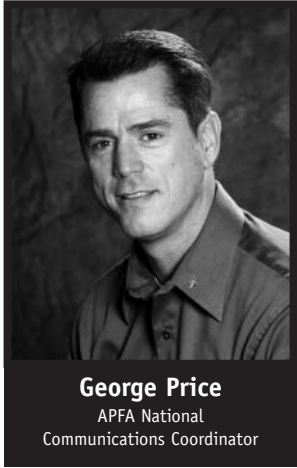
The APFA staff consists of 17 full-time employees. Thirteen of these staff members are members of the United Auto Workers (UAW). They work under terms of a contract negotiated between the UAW and the APFA. Recently, the APFA and UAW reached agreement on a new three-year contract. This new contract reflects the contributions of our staff to our union and the changing environment in which the APFA conducts business.

In FYE 2004, the APFA has seen a dramatic increase in the collection of back dues. Through the dues collection program, which has been discussed previously in **Skyword**, approximately \$300,000 in dues owed the APFA has been collected through December 2003. My office has received some questions from members who ask why it is necessary to be so aggressive

in the collection process. The answer is very clear. The APFA must enforce our contract. Article 31 requires payment of dues and/or fees as a condition of employment with American Airlines. Such dues and fees are essential for the APFA to provide services for its members. The APFA National Officers and members of the Board have a fiduciary responsibility to the membership, which includes enforcement of Article 31 and collection of dues that are legitimately owed. Not to pursue outstanding dues would be not only a violation of our contract and the APFA Constitution but also a grave injustice to those who pay their dues in a timely manner.

Throughout the past year and despite the reduction in dues income and budget cuts, the APFA puts \$3 per Flight Attendant in our negotiations fund per Article IV of the APFA Constitution. The fund has grown by nearly \$2,500,000 over the past three and a half years. The Negotiations Fund is in place to ensure that we will be able to support negotiations and conduct a successful contract campaign.

The APFA ends FYE 2004 in very good financial shape. We have taken steps to ensure that this is the case. The course ahead has been set. The APFA is well positioned to make it through FYE 2005 a leaner union, but one that will continue to provide our membership with the level of representation that it has come to expect.



## Information At Your Fingertips

### The APFA Communications

Department receives a number of e-mails and calls each day from Flight Attendants who have heard something on the line or through various e-groups that they wanted to verify. Regardless of how outlandish some of the information is, the fact that the Flight Attendant came to the APFA to substantiate what she or he heard is important. The focus of this month's article from my department is the misinformation that is floating around out there, what steps the APFA has taken to deal with it, and the ramifications such information can have on our union and our careers.

Let's face it. Our work environment is fertile ground for rumors. We have all been through hell the past two years, and some of us are downright angry at the

world. Although some may harbor resentment in general, this is no reason to play into the rumor mill and create anxiety and undue stress for other Flight Attendants and weaken the APFA as a union.

The APFA has done a great deal over the past few months to provide information to the membership in order to combat the destructive rumor mill. The hot-

line is updated on a regular basis. The APFA Web site has had a great deal of new information posted on it including the new Rumor Control page. This page was designed to address the more prevalent rumors sent into the APFA from InfoReps and members. We have also provided more frequent

updates to the InfoReps. Finally, we have updated everyone on key issues through **Skyword**.

Many of the calls and e-mails received each day by the APFA are from members asking about things that have already been covered through one of the modes of communication. The hotline, rumor control, **Skyword**, and much of the information on the web site are archived on the APFA Web site. So, if you did not get a chance to access the information when it was originally made available, you can always go back and review it. In order to avoid missing any hotline message, you can subscribe to the hotline and have it sent to you via e-mail each and every time it is recorded. All you have to do is click on the "hotline" icon on the opening page of the web site and then follow the subscription information. What we have tried to convey to every member of the APFA is that we do provide the information, but it is truly up to each individual to access it. It is all right there at the tips of your fingers. If, after reviewing the available information, you still have questions, all you have to do is ask. That is what we are here for.

Misinformation is not exclusive to any one workgroup at

American Airlines. We hear from members who said they "heard it from an agent," or "I heard it from a Pilot," or "It came from a reliable source in management." Funny thing is, much of what they heard had either already been dispelled as rumor or through time was proven wrong. Time is a great teller of truth. The problem with time is that is a precious commodity that is not always compatible with the virtue of patience.

We all have to take a very close look at the motivation to pass around rumor and misinformation. Does what you are hearing sound totally outlandish? If so, it probably is. When you heard it, did you question the exact source of the information, and was that source credible? Did the person passing the information have a hidden agenda? These are all very important things to look at when taking a moment of your life to listen to information being passed along. The next thing you have to look at is whether the information you have heard has been addressed through the APFA communication network. Some of what has been spread lately can even be put to rest by

“Our jobs as Flight Attendants are hard enough. The environment and industry we work in is difficult at best. The last thing any of us need is unnecessary stress brought on by inaccurate information.”

“The more you know,  
the less likely you  
are to fall victim to  
the rumor mill.”

news reports or even Company communications.

Every Flight Attendant has access to the APFA Constitution and Policy Manual. Both documents are posted on the APFA Web site. These are the documents that govern our union. Sadly, some people stirring the pot have very little knowledge of either of these very important documents. What's more, they have little or no knowledge of the vast history of our union. Some feel compelled to simply start a fire by stating something that has absolutely no basis in fact or is totally contradictory to either APFA policy or history and then moving on to let the barn burn down behind them. There are those who will believe them and pay the price through unneces-

sary anxiety or even anger. While others will boot up their computers in order to access the APFA Web site, call the hotline, or flip open their cell phones to contact the APFA and attempt to verify what they have been told.

The point of this article is to encourage everyone to seek out the facts. They are, in most cases, readily available. All you have to do is access them. Call the hotline regularly, visit the web site, go as far as to access the Company's web sites, and listen to the news. The APFA is always looking for InfoReps who want to get involved in the union and disseminate factual information to the membership. The more you know, the less likely you are to



Furloughed American Airlines Flight Attendant Leonard Munoz having his new American Eagle wings pinned on by APFA Communications Coordinator George Price.

fall victim to the rumor mill. Our jobs as Flight Attendants are hard enough. The environment and industry we work in is difficult at best. The last thing any of us need is unnecessary stress brought on by inaccurate information. What's more, none of us can afford to have our union weakened and our bargaining strength diminished through the effects of misinformation



COMING SOON...New benefits  
for you through APFA!

- Supplemental Disability Income
- Long Term Care Insurance
- Whole Life Insurance
- Critical Illness Insurance
- Accident Insurance
- Cancer Insurance

HELPING *Guide*  
YOUR *Future*

Counselors will be available in Operations Areas  
beginning late March





**Not too long ago, I got an e-mail from a Flight Attendant who asked, partly in jest, "What year were these FAA rest rigs written...1965?"**

The fight for Flight Attendant duty and rest rules was a protracted battle. Reams of studies can be found on the detrimental effects of sleep deprivation and the disruption of circadian rhythms. Most of the studies focus on people doing shift work, not transportation workers. Some focus on the effects these disruptions have on pilots. Few have been done with Flight Attendants as the major focus.

The early 1970s saw Flight

“... what year were these FAA rest rigs written ... 1965?”

## Flight Attendant Duty Time ... A Review

Attendant representatives writing to FAA (Washington) asking for their assistance in addressing Flight Attendant duty and rest. No action was taken.

In 1978, the FAA Administrator promised that Flight Attendant duty time and rest regulations would be published by “the end of the year.” 1978 came and went and no rule was published.

In January 1980, a letter from FAA states that rule making was scheduled to be issued in August 1980. While congressional hearings on the topic were held in August 1980, no additional action was taken.

In 1984 and 1985, Flight Attendant unions petitioned the FAA to make rules relating to Flight Attendant duty and rest. Again, no action was taken.

In January 1989, legislation was introduced directing FAA to write rules or a bill would go into effect (H.R. 638 and S.1270). The U. S. House of Representatives held congressional hearings in May 1989, and FAA agreed to revisit the issue by conducting “data collection.” Selected U.S. carriers provided the information. The data collection produced evidence

of Flight Attendant duty over 20 hours. Additionally, it found over 200 cases of fatigued Flight Attendants. By mid-spring 1990, the FAA promised an in-house hearing to issue proposed rule-making no later than mid-summer 1990...the notice was never published. Instead the FAA proposed a Draft Advisory Circular, a non-binding recommendation that outlined Flight Attendant scheduling guidelines. A final circular was never published

Momentum increased considerably during 1991. In January 1991, Congressman Norman Mineta, then Chair of the House Aviation Subcommittee, introduced legislation (H.R. 14) in the House. That spring, the House Aviation Subcommittee held hearings, and Senator Daniel Inouye introduced a Senate companion bill. By August 1991, H.R. 14 passed the House of Representatives with bi-partisan support. The Senate bill did not come up for a vote.

In July 1992, the Flight Attendant duty limitation amendment was added to the FY '03 Transportation Appropriations bill on a voice vote in the House. This bill passed the Senate in September 1992 with the Flight Attendant

provision. In October 1992, the Flight Attendant provision was removed from the bill on the threat of presidential veto (the president at the time, George W. Bush).

In 1993, the FAA issued a Notice of Proposed Public rule-making (NPRM) limiting Flight Attendant duty and rest periods. The proposed rule was a somewhat weaker version of H.R. 14, which contained actual duty limitations. The NPRM contained scheduled duty limits.

In 1994, the FAA issued the Final Rule granting limits to Flight Attendant duty. (This is the answer to the Flight Attendant’s question in the opening of this article.)

The following information is taken directly from the Final Rule on Flight Attendant Duty Limitations and Rest Requirements. A copy of the final rule is available by contacting the FAA Office of Public Affairs, Attention: Public Inquiry Center, APA-430, 800 Independence Avenue S.W., Washington, DC 20591 or by calling (202) 267-3484. Requests for information must include the amendment number to the final rule, which

is docket number 27229; amendment numbers 121-241; 125-21; 135-52. The APFA has made the document available on the APFA Web site as well.

When reading the document, it is important to bear in mind the rule itself is broken down into specific sections and the FAA response to each section.

The FAA defines duty period as “the period of elapsed time between reporting for an assignment involving flight time and release from that assignment by the certificate holder.”

The FAA adopted scheduled duty period limitations that distinguish between domestic and international.


Rest is defined by the FAA as “free from all restraint or duty upon release from an assignment involving flight time.”

“No accident/incident data currently exists to provide a direct correlation between Flight Attendant fatigue and passenger survivability. However, the FAA recognizes that a Flight Attendant who is excessively fatigued is less likely to be capable of performing safety duties than an adequately rested Flight Attendant.”

It is imperative that each APFA member participates in the University of Denver Fatigue Study. It is equally important that

when you fly a trip that is particularly onerous, you fill in the survey for layover rest that is on the APFA Web site.

We are going to face this issue head on, and the only way to do so is with documentation. We must use every avenue that we have at our disposal to effect change.

President John Ward and I have met with American Airlines and will continue to do so. We firmly believe that, at the very least, reverting back to eight hours “behind the door” would be an acceptable interim solution. Unfortunately, American still maintains that our basic need for rest is only for sale, i.e., swap it out for more concessions. This is not an acceptable option, and we maintain that you cannot place a price tag on the most basic human need. It is the RIGHT thing to do for safety and for the well being of Flight Attendants and our passengers. The Allied Pilots Association Safety Committee recognizes the importance of this issue and is briefing its members on our rest requirements. President John Ward and I have met with FAA Administrator Marion Blakey to voice our concerns. Working with other Flight Attendant unions, we will take our collective concerns to Congress. The road is long, but not impassable. Together we will effect change. 

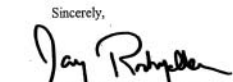
## FAA Regulations Regarding Flight Attendant Duty and Rest Times

Federal Air Regulations or FARs regarding Flight Attendant duty and rest times are now available on the APFA Web site Safety Department and Hot Topics pages.  
[www.apfa.org](http://www.apfa.org)

- efforts taken to measure the effectiveness of established training in preparing the flight and cabin crew for potential threats, and whether all commercial flight and cabin crew have received required training;
- whether established training covers the elements required by the Aviation and Transportation Security Act and the Homeland Security Act of 2002, and was coordinated with appropriate law enforcement and security stakeholders; and
- whether a recurrent training component to periodically reinforce training objectives, as well as a mechanism to update established training based on changing security threats, was developed.

Thank you for your assistance with this matter. If you have any questions related to this request, please contact Samuel Whitehorn at (202) 224-9000.

  
ERNEST F. HOLLINGS  
U.S. Senator

Sincerely,  
  
JOHN D. ROCKEFELLER  
U.S. Senator

TED STEVENS, ALASKA  
CONRAD BURNS, MISSISSIPPI  
FRANK LOTT, MISSISSIPPI  
KAY HILL, TEXAS  
OLYMPIA J. SNOWE, MAINE  
SARAH ROBERTS, ALABAMA  
GORDON SMITH, OREGON  
PETER D. FEINSTEIN, CALIFORNIA  
JOHN ENSIGN, NEVADA  
BOBBY RAYBURN, MISSISSIPPI  
JOHN E. SUNUNU, NEW HAMPSHIRE  
JEANNE SHAWFEE, NEW HAMPSHIRE  
KEVIN D. CARPER, MISSISSIPPI  
STAFF DIRECTOR AND CHIEF COUNSEL

United States Senate  
COMMITTEE ON COMMERCE, SCIENCE,  
AND TRANSPORTATION  
WASHINGTON, DC 20510-8126  
January 30, 2004

The Honorable David M. Walker  
Comptroller General of the United States  
United States General Accounting Office  
441 G Street N.W., Room 7000  
Washington, DC 20548

Dear Mr. Walker:

Since the tragic events of September 11<sup>th</sup>, the Congress and the Administration have taken many steps to strengthen the security of the nation's commercial aviation system. Yet, as your office and others have recently reported, and as recent events have shown, gaps in aviation security still exist threatening the security of commercial aircraft. Even as additional improvements are implemented to address security gaps, it is likely that new threats and methods to defeat security measures will surface. These threats and methods may go undetected until an attempted hijacking or destruction of an in-flight aircraft occurs. Although air marshals are in place to thwart such attacks, they can cover only a portion of the thousands of passenger flights that occur each day. Consequently, the true last line of defense in preventing successful terrorist acts against aviation is the aircraft flight and cabin crew.

To help prepare the flight and cabin crew for this critical responsibility, the Aviation Transportation and Security Act (ATSA, P.L. 107-71), passed shortly after the September 11th attacks, mandated that a flight and cabin crew training program be developed and fielded to protect aircraft from potential threats. The next year, Congress passed the Homeland Security Act of 2002 (P.L. 107-296) which took similar steps to ensure that cabin crews on commercial aircraft received proper training. However, due to limited progress made in this area, the recently passed Federal Aviation Administration (FAA) reauthorization legislation (P.L. 108-176) also mandates the establishment of an aircraft crew training program. To help the Congress better understand the progress made and problems encountered in implementing such a program, I request that your office determine:

- actions taken by FAA, the Department of Homeland Security, and air carriers to develop flight and cabin crew security training as required by the Aviation and Transportation Security Act and the Homeland Security Act of 2002, and an identification of any difficulties encountered or expected in developing and administering such a training program.

[www.senate.gov/commerce](http://www.senate.gov/commerce)

For those of you that fly high time turn arounds – APFA Safety Department asks that you keep a running log for the month on how you feel – use the scale/ratings on the layover rest survey as a way to measure your relative "sleepiness" on landing.

You can report this to APFA Safety by submitting an email to the safety department. Remember to include the sequence number and date.



## An RPA Update

**My department has received** many calls and e-mails concerning confusion with some of the contractual changes made in the Restructuring Participation Agreement (RPA). In this article, I hope to better explain some of these changes and make them easier to understand.

### 420-PAID-HOUR THRESHOLD

First of all, we have all noticed the changes made to our HISK record. I want to focus on the new columns that have been added to view the rolling 12-month look back to maintain company-subsidized medical benefits, per Attachment K of the RPA. In your HISK, you will see two new columns to the far right, the LOOK BACK 12 and ELIG HOURS columns. Although the program is already structured to look back 12 months, the look back for computing your medical benefits owed will not begin until May 2004. The rolling 12-month look back will occur each month thereafter. Beginning in May 2004, you will need to meet a 420-paid-hour threshold monthly in order to maintain company-subsidized medical benefits. The

420-paid-hour threshold is determined by multiplying half of the monthly guarantee of 70 hours by 12 months (35 hours multiplied by 12 months equals 420 hours). Your threshold may change from month to month. The 420-paid-hour threshold is reduced by 35 hours for every inactive month. For example, if you are on unpaid sick, IOD, or any company-approved leave of absence (PLOA, BLOA, OL furlough, etc.), your threshold will

“Unfortunately there are many who believe that for the vacation period of May 2004 thru April 2005 they will be receiving additional days of vacation due to the deferral. Sorry, this is incorrect.”

be reduced 35 hours for each of those months. An active month is defined as 15 days or more of paid status in the month. Sick and vacation pay do count toward the total paid hour requirement. When viewing your HISK, the LOOK BACK 12 shows the paid hours in a rolling look back of 12 months for all Y months in the ACC VC column and adds together the greater of your PPROJ or guarantee. The ELIG HOURS column shows the paid-hour threshold (based on the 420-paid-hour threshold). It is calculated by taking all Y months of the previous rolling look back 12-month period times 35 hours. Any N months will reduce your threshold. An easy way to look at it is to make sure your LOOK BACK 12 column is greater than or equal to your ELIG HOURS. If it is, you pay your normal monthly insurance contribution. If it is not, you will assume the Company's cost in addition to your contribution; depending on your plan and number of dependents, this can be quite costly. Remember, this look back will be done on a monthly basis, and if you do not meet your threshold, you

will be charged the following month.

### VACATION

Now to what seems to be the topic of much confusion, Attachment D of the RPA Re: Vacation Deferral/Accrual. Unfortunately there are many who believe that for the vacation period of May 2004 thru April 2005 they will be receiving additional days of vacation due to the deferral. Sorry, this is incorrect.

Let me try to explain why this happened, and how it is legal. First of all, the Company insisted on up-front savings in order to avoid bankruptcy. Since we had earned our vacations the year prior to actually using them, the Company would not have seen any savings until the vacation fiscal year 2004-2005. One of the alternatives would have been a higher reduction to our salaries, something none of us wanted. If you refer to Attachment D of the RPA, I will show you what I like to refer to as the Company's "fancy accounting" to make it legal on paper. #1 of Attachment D



states that we will re-bid our accrued vacation for the fiscal year May 2003-April 2004, using 67 percent of what we had accrued. The remaining 33 percent will be deferred (banked) for the vacation fiscal year May 1, 2004 through April 30, 2005. So, yes, we did "bank" some vacation days. Now here comes the "fancy accounting method." #2 of Attachment D says that for the calendar year January 1, 2003 through December 31, 2003, we will accrue vacation credit at a rate up to 33 percent of the rate of such accrual under the 2001 AA/APFA Collective Bargaining Agreement (CBA). What does this mean? It means that the vacation that we just accrued from last year was a 67 percent reduction of what we were accruing under the 2001 CBA (the blue book). Which leads us to #3 of Attachment D. For the vacation fiscal year May 1, 2004 through April 30, 2005, we will bid for vacation equaling the sum of the deferred amount in #1 and the accrued amount in #2. So on paper we are actually getting what we banked. We are just adding that to a higher reduction for one

year of accrual, which means 33 percent banked plus the 33 percent earned vacation for the year 2003 will equal the 67 percent vacation accrual we now receive per the RPA. For subsequent years, we will earn up to 67 percent of the rate under the 2001 AA/APFA CBA, i.e., 33 percent reduction of what we used to accrue. For example, I used to have 28 days of vacation. For the vacation fiscal year 2002-2003, it was reduced to 19 days. I did not receive any PVDs, and this year I will bid for 19 days, and so on until I reach my next vacation increase based on my company seniority. I hope this clears up some of the confusion. After reading this, I hope you will re-read Attachment D, and it may make sense.

### THE SATELLITE BASE TEST

Finally, I would like to end this article on a positive note. One of the good things that came from the RPA is the Satellite Base Test.

The Satellite Base Test began January 31 for the contractual month of February. A spread-

“I hope this clears up some of the confusion. After reading this, I hope you will re-read Attachment D, and it may make sense.”

sheet was generated by the Company matching zip codes for a designated radius to see where Flight Attendants both lived and were based.

The Satellite Base requires a "mother base" or an adjacent base from which the trips will be posted on the bid sheet, for flying out of the mother base. This mother base must also be in the same time zone.

Because many Flight Attendants are still living in the San Diego area and SAN was a former base, it was designated as the first base test city.

It will work this way: Flight

Attendants based at LAX (domestic) will have lines on their bidsheets that originate and terminate at SAN. There will be no reserve coverage at SAN, and only those Flight Attendants who bid SAN selections will hold them.

Once again, let us emphasize that this test needs to be successful. That means that if a Flight Attendant knows that s/he will not be able to cover her/his SAN trip, s/he will need to find someone to cover it. If the Company finds itself having to cover the trips with reserves from LAX, it will consider the test unsuccessful. If an LAX reserve is needed, the Company will provide the transportation to and from LAX and will incur a cost.

The APEA will continue to update the member-

ship on the status of the Satellite Base test throughout the test period.

As always, take care and fly safely.



LGA Flight Attendant Art Cline at the APFA Contract Desk

# Why We “Agreed” to the Scheduling Changes in the Restructuring Agreement



**Jena Hopkins**  
APFA National  
Scheduling Coordinator

**Now that some time has** passed and the initial shock of restructuring has sunk in, I want to explain the how-and-why of the work rule changes we have experienced, specifically, reduced rest, higher monthly maximums, 8.59 daily flight time maximum (domestic), 13/15 duty day limits (domestic), and the five-hour average. Believe it or not, the APFA did not go in to “slash and burn” our work rules! Of course, we would have preferred not to have made any changes to our industry leading 2001 Agreement. We didn’t have that alternative if we were to avoid an American bankruptcy filing. What we did, however, was to try to make the best of a bad situation.

If we elected to reach the Company’s demand of \$340 million per year in cost reductions entirely through pay scale reductions, this would have required an approximate 34 percent pay cut. Obviously, this was unacceptable. Although many Flight Attendants suggested that we cut costs by getting rid of crew meals, that did not go very far toward the target. After we cut the crew meals, we still had \$333 million to go. We were left with

some big, tough, decisions to make.

There are certain things I know to be undeniably true from my years as a Flight Attendant and my experience in scheduling: most Flight Attendants want to work the fewest number of days possible. One only has to bid for a few months to know that nine-day schedules are the most senior on the bidsheet. Also, the over eight-hour turnarounds from the 2001 Agreement had been wildly popular.

Using this type of information, our approach to the work rule changes needed to meet the cost reduction target was this: if we could work more while we were at work, we could work fewer days. Then, we could pick up trips to mitigate the pay loss and still fly the same number of days we used to fly. Although this results in flying more hours, at least it can be done without working more days.

Before I go on, I want to make one thing perfectly clear. We were under no illusion that changing our work rules in this way was going to be a walk in

the park. We knew that we would be working harder for less money, no matter what we did. There was no possible way to provide cost relief of the magnitude demanded by the Company without feeling pain.

Let’s face it. We earn our money when we are in the air. Hanging around the airport does not pay well. Simply put, with reduced rest requirements we are able to be back on duty sooner, which enables us to cram more flight hours into a trip. The same goes for higher flight time and duty maximums: more flying in a day maximizes our ability to earn a living. Are we more tired this way? Of course, we are.

The bidsheets have largely proven our theory to be true. Many of our trip selections have fewer days on duty than before.

Following are examples from actual bidsheets.

**The reduced rest provision was dramatic in the case of EZE trips out of IMA.**

**In examples #1 REST RULES, the EZE selections work four fewer days per month. If you were to pick up one additional**

**Example #1 OLD REST RULES**

Bid- ->	5041 SP
Pos- ->	1 thru 9
Eqp- ->	34
Sun 02	DO
Mon 03	DO
Tue 04	DO
Wed 05	M0489 2215t0917
Thu 06	/
Fri 07	EZE 2150t0500
Sat 08	*
Sun 09	*
Mon 10	*
Tue 11	*
Wed 12	M0489 2215t0917
Thu 13	/
Fri 14	EZE 2150t0500
Sat 15	*
Sun 16	*
Mon 17	*
Tue 18	*
Wed 19	M0489 2215t0917
Thu 20	/
Fri 21	EZE 2150t0500
Sat 22	*
Sun 23	*
Mon 24	*
Tue 25	*
Wed 26	M0489 2215t0917
Thu 27	/
Fri 28	EZE 2150t0500
Sat 29	DO
Sun 30	DO
Mon 31	DO

Fly	Days	72.48 12-0-18
P&C	Exp	0.00 461.24
TCR		72.48

EZE trip per month, you would still work two fewer days per month than before restructuring. At the same time, you would likely recover most of your pay loss.

The five-hour average was the one improvement that we received to our work rules.

In examples #2 of the daily average change, the lines work the same number of days, but the month is worth six more hours.

These examples show what we were hoping to achieve in our approach to the work rule changes. Again, we fully understood the negative of those changes. If we had not changed the work rules as we did, we would have experienced pay cuts that were far greater than the 15.6 percent reduction that we actually took. While the explanation for the work rule changes will not make you less tired, we hope you understand that the thought process was to enable you to attempt to recover your pay losses by flying as few additional days as possible.



**Example #1 NEW REST RULES**

Bid- ->	5040 SP
Pos- ->	1 thru 8
Eqp- ->	34
Sat 31	DO
Sun 01	DO
Mon 02	*
Tue 03	*
Wed 04	M14538 2215i0912
Thu 05	EZE 2140i0439
Fri 06	*
Sat 07	*
Sun 08	*
Mon 09	*
Tue 10	*
Wed 11	M14358 2215i0912
Thu 12	EZE 2140i0439
Fri 13	*
Sat 14	*
Sun 15	DO
Mon 16	DO
Tue 17DO	
Wed 18	M14358 2215i0912
Thu 19	EZE 2140i0439
Fri 20	*
Sat 21	*
Sun 22	DO
Mon 23	DO
Tue 24	DO
Wed 25	M14358 2215i0912
Thu 26	EZE 2140i0439
Fri 27	DO
Sat 28	DO
Sun 29	DO
Mon 01	DO

Fly	Days	71.44 8-0-23
P&C	Exp	0.00 223.28
TCR		71.44

**Example #2 4:45 AVERAGE**

Bid- ->	6
Pos- ->	1 thru 8
Eqp- ->	AE AF
Sun 02	D3157 1330 2033
Mon 03	D3158 1745 2145
Tue 04	MIA 1700 1919
Wed 05	*
Thu 06	*
Fri 07	D3158 1745 2125
Sat 08	MIA 1700 1919
Sun 09	*
Mon 10	*
Tue 11	D3158 1745 2125
Wed 12	MIA 1700 1919
Thu 13	*
Fri 14	*
Sat 15	D3158 1745 2125
Sun 16	MIA 1700 1945
Mon 17	*
Tue 18	*
Wed 19	D3158 1745 2125
Thu 20	MIA 1700 1919
Fri 21	*
Sat 22	*
Sun 23	D3158 1745 2125
Mon 24	MIA 1700 1919
Tue 25	*
Wed 26	*
Thu 27	D3158 1745 2125
Fri 28	MIA 1700 1919
Sat 29	DO
Sun 30	DO
Mon 31	D3158 1745 2125

Fly	Days	49.32 16-0-14
P&C	Exp	24.57 362.62
TCR		74.29

**Example #2 5-HOUR AVERAGE**

Bid- ->	6
Pos- ->	1 thru 8
Eqp- ->	AE AF
Sat 31	D17273 1750 2130
Sun 01	MIA 1650 1913
Mon 02	*
Tue 03	*
Wed 04	D17273 1750 2130
Thu 05	MIA 1650 1913
Fri 06	*
Sat 07	*
Sun 08	D17273 1750 2130
Mon 09	MIA 1650 1913
Tue 10	*
Wed 11	*
Thu 12	DO
Fri 13	D17273 1750 2130
Sat 14	MIA 1650 1913
Sun 15	*
Mon 16	*
Tue 17	D17273 1750 2130
Wed 18	MIA 1650 1913
Thu 19	*
Fri 20	*
Sat 21	D17273 1750 2130
Sun 22	MIA 1650 1913
Mon 23	DO
Tue 24	DO
Wed 25	D17273 1750 2130
Thu 26	MIA 1650 1913
Fri 27	DO
Sat 28	DO
Sun 29	D17273 1750 2130
Mon 01	MIA 1650 1913

Fly	Days	48.24 16-0-15
P&C	Exp	31.36 319.60
TCR		80.00





Emily Carter  
APFA National  
Health Coordinator

**As we all know, the Restructuring Agreement (RA)** eliminated Article 26 D., contractual full pay continuance of 60/120 days for an injury on duty. The RA did not, however, eliminate Article 26 E., contractual full pay of 180 days for Forced Landing/Rough Air/Passenger Assault/Hijacking/Sabotage. Full pay continuance for injuries sustained under Article 26 E. is contingent on your treating with a doctor on American’s PPN (Paid Provider Network) “AA Select” list. Although there is no full pay continuance according to Article 26 D., there are lost wage benefits (Total Temporary Disability) from the state that you may qualify for. You may also, at your option, augment the amount of benefits you receive from the state with accrued sick time, provided you use a PPN doctor. The RA states, “A Flight Attendant drawing Workers’ Compensation may, at her/his option, draw upon her/his accrued sick leave provided the Flight Attendant is treated by a medical provider selected by the Company or the claims payer.

“Workers’ compensation still exists but is paid fully by the state from the beginning of your injury.”

The combination of Workers’ Compensation benefits and sick leave will equal 100 percent of the monthly guarantee.”

In other words, using your sick time to augment Temporary Total Disability benefits (TTD) will pay you what you would be paid if you flew 70 hours regular or 75 hours reserve. For example, let’s say that a Flight Attendant’s pay is \$3,000.00 before taxes if she/he flew 70 hours a month. On an approved injury, the state comes along and says it will pay the Flight Attendant TTD benefits of \$2,000.00 a month. The difference between what you would be paid if you flew 70 hours and what you are getting from the state in TTD is \$1,000.00. You may now use your sick time to get that difference. The combination of TTD and SK shall not exceed 100 percent of the monthly guarantee. The amount of SK subtracted from the sick bank will be only the number of hours necessary to bring the overall total up to the guarantee. In no case shall an amount of sick time be utilized that is more than or less than the amount determined by using the required calculation.

The Flight Attendant will be given a one-time opportunity at the beginning of the IOD to opt to augment TTD with SK provided she/he is treating with a PPN doctor. If you need emergency medical treatment, you may go to an emergency room, occupational walk-in clinic, or American

Airlines Medical. If it is a non-emergency injury, you must treat with a PPN from the beginning, if you wish to use your sick time. The PPN list is available by calling the FOCUS Network at 800-370-0605. You will be required to choose from this PPN list unless you live more than 45 miles from the nearest Company-approved specialized physician. It is also recommended that you confirm with your SRS/Hartford claims adjuster that the PPN doctor listed matches the state list the insurance company uses for approved workers’ compensation doctors. Again, if you choose not to use a PPN provider on this list or a provider selected by the Company, you will not be eligible to use your accrued sick time. Treating at American Airlines Medical would qualify you to use your sick time. However, once you treat outside American Airlines Medical, you must select a PPN doctor in order to continue the use of SK with TTD.

Let’s get to the nuts and bolts of how much money you may be entitled to on an IOD. First of all, the state in which you claim calculates an average weekly wage that you earned in the weeks immediately preceding the date of your disability. The state then pays about 66 2/3 percent (60 percent in MA, 70 percent in TX) of that average up to a maximum that is specific to that state. This benefit is non-taxed. It is important for you to understand

that the average weekly wage is specific to what you earned. If you flew your month or flew high time, you will be at the upper end of the state maximum. If you dropped trips or you were on a leave of absence, for example, you will be at the lower end. Two Flight Attendants could injure the same body part at the same time on the same aircraft, and the one Flight Attendant who flew high time gets the maximum from the state while the other Flight Attendant who dropped trips gets much less.

Provided the Flight Attendant uses a PPN “AA Select” doctor, she/he can now opt to augment the money from the state with accrued SK time up to the monthly guarantee. The amount of SK time used will be calculated using the amount that you would earn at the monthly guarantee and the amount that you receive from the state.

To illustrate this, I would like to focus on the calculation of sick time following an injury base by base. In real life, this calculation is performed by your local base in-flight service IOD coordinator. For the purpose of this explanation, I am going to use an example of a domestic 15-year pay scale Flight Attendant. At 15 years, a domestic Flight Attendant’s hourly base rate of pay is \$42.70. The hourly incentive rate is \$49.11. Also, let’s assume that each Flight Attendant will qualify for the

weekly maximum per week in the state of claim. If you look at the Calculation of SK Time Model at the end of this article, I will take a moment to explain the California column. The Flight Attendant is getting workers' compensation pay of \$602.00 per week non-taxed. The Flight Attendant has 100 hours of available accrued sick time. If she/he

flew 70 hours, she/he would be worth \$2,989.00 a month before taxes. The Flight Attendant will receive workers' compensation pay of \$2,608.47 per month. The difference between the monthly guarantee and monthly workers' compensation pay is \$380.53. The Flight Attendant will now use her/his SK time to get the difference and will use 8.9 hours

per month, or a daily rate of 30 minutes per day. Remember that your SK time is taxed and your workers' compensation pay is non-taxed. When you are losing time from work due to an IOD, you are now on a calendar pay schedule using your SK time to augment weekly payments from the state, as opposed to using your SK time at full rate on a trip-by-trip basis.

Now let's take a look at the Flight Attendant in the Illinois column. As you scan down the column, you will notice, because I am using the maximum amount allowed by the state, that this Flight Attendant is making more from the state that she/he would if she/he was flying 70 hours. In reality, no Flight Attendant will make this maximum amount, but

she/he can be precluded from using the accrued SK time since the state is paying more or equal to the monthly guarantee. This explains the minus under the monthly SK pay. If the disabled Flight Attendant is precluded from drawing from accrued SK time because the state is paying 100 percent of the monthly guarantee, the Flight Attendant will continue to accrue classification seniority (pay accrual) during the time period when these circumstances apply (APFA Contract Article 26 Letter I, page 252). In other words, since the Flight Attendant is precluded from using SK time, she/he is no longer on American's payroll; therefore, our contract protects those individuals from losing classification seniority.

Generally, using your SK time to augment your workers' compensation payments will pay you more, provided you use a Company-approved doctor. Using your SK time will keep you on active payroll status (paid), and you would not begin to lose classification seniority until 30 days after the inactive payroll status (unpaid) begins.

There are many Flight Attendants who assume since the Restructuring Agreement there are no more IODs at American. Unfortunately, it is true that the difference between state disability pay benefits and contractual full pay continuance (for non-turbulence related injuries) will now be funded from your accrued SK time if you so choose. Workers' compensation still exists but is paid fully by the state from the beginning of your injury. It is important to remember that injuries sustained under Article 26 E. are still covered with contractual full pay continuance, provided that you are treating with a PPN doctor.



she/he can be precluded from using the accrued SK time since the state is paying more or equal to the monthly guarantee. This explains the minus under the monthly SK pay. If the disabled Flight Attendant is precluded from drawing from accrued SK time because the state is paying 100 percent of the monthly guarantee, the Flight Attendant will continue to accrue classification seniority (pay accrual) during the time period when these

## Calculation of SK Time Model

### 15 Year Pay Scale FA with 100 Hours of Accrued SK Time Receiving Maximum Amount of State Workers' Compensation Pay

State	CA	FL	IL	NY	NC	MA	MO	TX	VA
Guarantee	70 hours	70 hours	70 hours	70 hours	70 hours	70 hours	70 hours	70 hours	70 hours
Hourly Base Pay	\$42.70	\$42.70	\$42.70	\$42.70	\$42.70	\$42.70	\$42.70	\$42.70	\$42.70
Hourly Incentive Pay	\$49.11	\$49.11	\$49.11	\$49.11	\$49.11	\$49.11	\$49.11	\$49.11	\$49.11
Weekly WC Pay*	\$602.00	\$608.00	\$1004.00	\$400.00	\$674.00	\$890.00	\$628.00	\$537.00	\$691.00
Available SK Hours	100	100	100	100	100	100	100	100	100
Monthly Guarantee Pay	\$2989.00	\$2989.00	\$2989.00	\$2989.00	\$2989.00	\$2989.00	\$2989.00	\$2989.00	\$2989.00
Monthly WC Pay	\$2608.47	\$2634.46	\$4350.33	\$1733.20	\$2920.44	\$3856.37	\$2721.12	\$2326.82	\$2994.10
Monthly SK Pay	\$380.53	\$354.54	-\$1361.33	\$1255.80	\$68.56	-\$867.37	\$267.88	\$662.18	-\$5.10
Monthly SK Hours	8.9	8.3	-31.9	29.4	1.6	-20.3	6.3	15.5	-0.1
Daily SK Hours	0.30	0.28	-1.06	0.98	0.05	-0.68	0.21	0.52	0.00

\* The Workers' Compensation maximum/minimum weekly payments can increase. Contact your state workers' compensation office for the current max/min payment rates in your state.



Patty Bias  
APFA Hotel Coordinator

# Surviving the Quake

**Let's take a look back at the year 2003.** The year began with quite a bang or should I say, jolt! My department has been severely affected by the huge changes in our work rules, the eight-hour rest, absence of meals for Flight Attendants, cancellation of long layovers, moves to airport hotels, and ON AND ON.

With the move to airport hotels and the eight-hour issue, the Company has further added "insult to injury" by pursuing contracts with airport hotels that provide their own transportation. This has turned out to be an iffy situation in many locations as many of you have said. My department happily receives your debriefs, e-mails, web debriefs, and phone calls on a daily basis regarding this issue. Armed with your facts in hand, letting us know about the late or the ever-illusive van, we keep American Airlines Hotel /Limo and Contracts people on their toes. With the layovers squeezed to the minutes, my department is keenly aware of the fact that every minute counts.

Please be aware that the hotel vans are not exclusively for crew - the vans are provided for all the hotel's guests and frequently make several stops at the airport. The number of stops and where the van is allowed to pick up and drop off is still controlled entirely by the individual airport

Governing Boards. Hotels can make only so many runs based on many factors, one being the size and amount of money they pay the airport. Any trips above the allotted number, and the hotel vans are fined "big bucks."

All in all, this is not a good situation for our crews. Does the Company care? Well, you can answer that as well as I can.

Just when you thought that was the end of the quake, the aftershocks rumble (as does your stomach) with the ability (or inability) to get something to eat while you are at the hotel. You see, just as American is cutting costs, so too is the hotel industry. Many hotels, high end or not, have reduced their restaurant and room service hours. So, when we review a hotel that is close to the airport, my committee people insist on the availability of food for crews arriving after restaurant hours. This may be in the form of a special menu for crews and/or upon departure from the hotel with "food-to-go." Certainly not our first choice, which is, of course, to have crew meals returned to the aircraft. How the Company continues to feel that as Flight Attendants we don't need to eat or sleep is beyond me!

However, in spite of all that has happened, we have worked very hard to keep some steady ground

under our feet and have succeeded. This past year, we have participated in over 50 hotel reviews and improved our footing in many locations. In NYC, our contract at the Park Central Hotel will continue for another year (this was a huge deal) and the same goes for the Sherry Fontenac in MIA. These two cities were voted Domestic Best #1 and #2 in the Best and Worst Hotel Survey. Internationally, we kept hold of your #1 choice, the Renaissance in GRU, the Intercontinental in EZE, the Marriott in HNL, and the Dorint in FRA, all voted #1, 2, 3, and 4 respectively. In addition, let's not forget the beautiful JW Marriott in GIG.

In reviewing 2003, I want to remind you of a couple of things:

# 1. Over two years ago, the Company sent out a letter to all of our layover hotels and suggested the hotel not cash personal checks for crews. If the hotels did, the hotel was then responsible for any bounced checks. All crewmembers were advised by the Company of this letter and in my article regarding this in **Skyword**. If a hotel is currently cashing checks for crews, it is DOING SO AS A COURTESY.

# 2. Regarding Zurich layovers and the switch between IDF and JFK bases, the schedule is set up

as every other month for a total of each base at each hotel for six months out of the year. So, whichever hotel you are at this month, you will be at the other hotel next month and so forth.

#3. "800" calls: Please be sure to check the number of minutes allowed for "free" 800 calls. Some hotels are limiting the number of minutes. Also, you may be able to hang up and re-dial in order to "restart the clock." Some hotels allow this, but others go by the cumulative number of minutes based on all calls. Remember, this may apply to local calls, too.

Speaking of recapturing our long layover hotel locations, as this **Skyword** goes to press, I am on my way to the Paris Review to move us back to a long layover location in Paris.

In our 2003 wrap-up, I feel that we are moving ahead, that we have held our ground, and that we have accomplished a great deal. Please keep those "cards and letters coming," as they say. You are our "eyes and ears."

Much work is still ahead, but with your input and with the support of each of you, my department will certainly succeed and "survive the quake."

Til next time,

Patty 



# Hotel News and Reviews

**San Jose del Cabo, Mexico;**  
*as reviewed by Sandy Disalvo*

## **We moved to the Hilton Los**

Cabos on January 31, 2004. This is a beautiful new property located next to our former layover hotel. The general manager lives on property and the staff has extensive experience with airline crews. The hotel is currently rated a high four-diamond property with AAA and is working on reaching that five-diamond level. It is about a 20-minute drive from the airport. The hotel opened in February of 2002 and has six floors and 375 rooms. ALL guestrooms have ocean views and a nice balcony with patio chairs so that you can relax and take in the view of the Sea of Cortez.

Each guestroom is very clean and quiet. There are blackout drapes and sheers as well as a ceiling fan. Also, you will find a desk and chair, an iron/ironing board, a safe, a coffee maker with complimentary coffee, and a TV with a number of channels, including HBO. The Hilton Los Cabos offers either double or king size "dream suite" beds. All beds are triple sheeted. We were told that the mattresses are changed out every six months.

The bathrooms are tastefully done in tile and offer a big garden tub and also a separate shower. Neutrogena bath products are

offered as well as a hair dryer and make-up mirror. There are oversized towels, bathrobes, and slippers in every guestroom.

This hotel meets and operates under U.S. Safety Standards for Hilton Properties. It is a very open and airy hotel. There are 21 security agents on duty every day, six or seven at a time. There are deadbolts on the guestroom doors as well as latches. The hotel water is purified, and every floor has an ice machine.

The hotel offers a 20 percent discount on food and room service. There are several restaurants and bars, including a swim-up sushi bar and regular bar in each of the two pools on property. The tour desk and health spa offer 10 percent off to crewmembers on water sports and spa services. The gift shop and deli offer a 10 percent discount, excluding prepaid telephone cards, books, and magazines. Internet access is available, as well as wireless Internet cards, which may be rented from the hotel.

There is a good-sized gym that has Precor cardio equipment and free weights. The fee for the gym is \$5 for crewmembers, and it is open from 6 a.m. to 8 p.m. daily. The fee also entitles you to use the sauna, steam room, and indoor spa Jacuzzi. There are also two tennis courts, which are free of charge. Equipment rental is

available through the hotel. Also, we were told that this hotel has one of the only swimmable beaches in the area, as in most areas the tide is too rough.

The hotel has a shuttle to San Jose and Los Cabos every hour or two starting at 8 a.m. until 1 a.m. with a roundtrip charge of \$10 US. This California/Mexican-style hotel is a gorgeous property. The staff looks forward to hosting our crews. We hope you will enjoy this new property in San Jose del Cabo.

**Wichita, Kansas;**  
*as reviewed by Carol Wilson*

**Wichita: It started with a few** humble cabins near the confluence of two rivers, the Big Arkansas and the Little Arkansas. Native inhabitants were the Wichita Indians. Indian traders led the migration. Spectators made exaggerated claims of a "promised land." The first houses were made of sod. The land yielded corn and cereal crops, thus becoming the "breadbasket of the world." Urban pioneers saw a vision of building a metropolis in a peaceful valley. Westward expansion made settlement inevitable.

Wichita went through boom to bust from over-speculation and then rebuilt itself to what it is today. Our first recommendation to American Airlines, the Radisson Broadview Hotel, gives our crewmembers a feel of the

boom time era. The hotel, built in 1922 and listed on the National Historic Register, has been host to presidents. The lobby boasts crystal chandeliers, marble floors, and high ceilings.

Only minutes from Wichita's Mid-Continent Airport and located on the river, this hotel is an ideal selection. There is a river walk where runners/walkers can exercise. Minutes from the hotel is the Old Town section of Wichita's downtown area where shops, theaters, and restaurants await exploration. The hotel's hospitality includes free shuttle to and from the area and to other locations that may be of interest to you.

The guestrooms are period style with armoires for storage, standard queen-size sleigh beds in cherry wood, a security bank/vault for valuables, complimentary bottled water, and free 800 and local calls. A recent renovation of the guestrooms provides a luxurious stay. The hotel will upgrade to king-sized rooms if available. Smoking rooms are available upon request. The windows open to provide fresh air and have blackout drapes. The windows are double-pane and soundproof.

Security is uniformed and in-house with two to three persons on staff after midnight. Door security provides electronic access, double-lock, bar lock, and a peephole.

For early morning departures, the hotel offers a complimentary continental breakfast in the lobby. Chisholms, the in-house restaurant/bar, is a step back in time to the era of "cowtown." With hammered tin ceilings and a historic Western frontier styled bar, you feel as if at any moment cowboys from the cattle drive are going to stop in for a break! We have a generous 20 percent discount to take advantage of, and the menu has a wide variety of choices with moderate prices. An alternative in-house restaurant adjacent to the lobby is La Parc, which offers a lovely atmosphere for breakfast and lunch.

In summer, the pool is open and located riverside. An exercise room is available for workouts.

A familiarization "welcome letter" will be provided to the crews upon check-in to advise you of the hotel amenities, food service hours, available discounts, local restaurants, recreational facilities, and places of interest within walking distance. The letter will include places that you can be shuttled to via the hotel shuttle. Also in the letter will be a listing of special events and local happenings that may be of interest to you.

The change to the Radisson Broadview Hotel will provide you with another perspective of Wichita that will come as a very pleasant surprise.

# New Congressional Session to Begin

By Joan Wages, *APFA Washington Representative*

**Congress was on recess, returning at the end of January for President Bush's State of the Union address. Being a presidential election year will have a huge impact on the congressional agenda. Both parties will attempt to get legislation passed that appeals to a broad spectrum of voters; some bills will be introduced to distinguish one party from the other. Bills that didn't pass last year will be brought forward and new bills will be introduced. We'll see little legislative activity until March.**

## Extension of Unemployment Benefits

Congress failed to pass an extension to unemployment benefits prior to leaving in December. The House Republican leadership opposed such efforts, reasoning that the economy was showing signs of turning around. While that may be the case in some industries, the airlines continue to maintain their reduced schedules. Only a handful of workers have been recalled industrywide from those furloughed after 9/11. In October 2002, Congress also failed to pass an extension before leaving for adjournment prior to the mid-term elections. When they returned in early 2003, they quickly passed another exten-

sion. Maybe the same will happen this year – it all depends on how much the members have heard about this topic back home. Contact your representative and senators on a routine basis concerning this issue.

## Flight Attendant Security Training

High on our agenda will be working to ensure that Flight Attendant security training is effective and sufficient. A provision in the FAA Reauthorization Bill signed into law in December 2003 provides that Flight Attendants have security training and gives broad guidelines as to what it should include. The Transportation Security Agency (TSA) was given "oversight" of the Flight Attendant security training, but the bill did not direct TSA to design the training program, as we had hoped. Since TSA employs many security experts, we thought it better left in their capable hands. One could ask, "Why was TSA created if not to design the nation's security system (which would include the training of personnel)?" Surely, the country's transportation and particularly the airlines and their employees should receive the TSA's foremost attention.

Instead, the carriers will be left to develop their own programs, just as they do with basic Flight Attendant training – some good,

some not so. This results in radically different training from one carrier to another. The APFA will work to get TSA involved in designing the best security training program possible.

## Reduced Rest and Fatigue

Fatigue has come to the forefront in the last six months. Changes in American Airlines's scheduling have reduced rest to bare minimums, which do not provide the time for sufficient rest. Flight Attendants have complained to the APFA of extreme fatigue including almost falling asleep on the jumpseat. APFA National Safety Coordinator Joann Matley has pursued this issue with the FAA (see her article in this **Skyword**) and APFA President John Ward met with FAA Administrator Marion Blakey in December to discuss possible remedies.

The Federal Air Regulations (FARs) state that a Flight Attendant who works up to 14 hours on duty will be provided nine hours rest, which may be reduced to eight hours if the following rest period is 10 hours. Pilots have a similar rule, but they also have an FAR that allows them to call in "fatigued" without penalty. As you know, "rest" includes leaving the airport, waiting for the hotel van, transportation time, checking into the hotel, preparing for bed, sleeping, and getting up and back to the airport the next

day. The FAA considers eating to be a luxury, not a necessity.

While little can be done in the short term, the APFA is developing a strategy to get the regulations changed. It won't be easy! Flight Attendant duty and rest time regulations were 17 years in the making. More will be forthcoming on actions you can take. In the meantime, please fill out the duty/rest survey on the APFA Web site. The data we collect will be crucial to our fight. If we can't show that Flight Attendants are fatigued, we'll have a difficult, if not impossible, task of convincing the FAA to change the rules.

## And More

Other topics of interest to Flight Attendants will pop up. Check the APFA Web site and hotline for the latest information, and from the web site, you can link to voter registration.

Last, but certainly not least, please support the APFA PAC (political action committee). Your help is vital to supporting the APFA's friends in Congress. No dues monies can be used for this purpose. Detach the card in this **Skyword** and send it to the APFA. You can contribute as little or much as you choose. APFA's Voice in Washington depends on your contribution!



**National Officer Election  
January 29, 2004**

	Candidates	BOS	BOSI	DCA	DCAI	DFW	IDF	IMA	IOR	JFK	LAX	LAXI	LGA	MIA	ORD	RDUI	SFO	SFOI	SLT	STL	TOTAL	%	
<b>PRES</b>	Margaret "Peggy" Anthony	2	0	1	0	7	4	5	2	4	3	3	11	5	8	0	2	1	1	229	288	2%	
	William "Bobby" Bulham	1	2	0	0	13	3	4	1	4	3	1	2	4	4	0	3	3	3	3	54	0%	
	Steven Ellis	91	72	48	17	215	114	393	155	368	161	79	178	339	248	2	224	32	204	28	2968	24%	
	Tommie L. Hutto-Blake	71	90	112	29	197	194	221	299	478	167	79	336	192	302	30	56	32	59	1517	4461	36%	
	Rock Salomon	58	9	15	3	173	72	82	23	58	99	7	55	90	89	1	23	7	17	32	913	7%	
	John Ward	107	44	75	15	1178	610	116	234	103	263	43	132	124	327	6	136	48	35	3	3599	29%	
	Blank (Undervote)	1	0	0	0	13	8	9	6	3	7	2	4	3	7	0	1	1	1	6	72	1%	
	Void (Overvote)	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	1	0%	
	Total Ballots Counted	331	217	251	64	1796	1006	830	720	1018	703	214	718	757	985	39	445	124	320	1818	12356		
<b>VPRES</b>	Ted Bedwell, Jr.	107	55	87	26	1095	567	123	244	132	243	38	141	135	340	5	155	41	57	8	3599	29%	
	Dixie Daniels	4	1	3	3	19	17	8	8	10	11	5	14	7	11	0	12	3	11	354	501	4%	
	Brett Durkin	113	130	127	24	274	256	415	367	623	257	134	387	374	425	32	129	59	142	1382	5650	46%	
	Sam Morales	98	29	32	10	363	148	269	89	234	174	35	160	224	194	2	118	14	96	46	2335	19%	
	Blank (Undervote)	9	2	2	1	45	18	15	12	19	18	2	16	17	15	0	31	7	14	28	271	2%	
	Void (Overvote)	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	Total Ballots Counted	331	217	251	64	1796	1006	830	720	1018	703	214	718	757	985	39	445	124	320	1818	12356		
<b>SEC</b>	Diana M. Ballour	7	2	3	0	6	5	4	2	6	3	0	8	4	4	0	6	1	1	113	175	1%	
	Greg Hildreth	114	124	141	29	350	290	381	384	659	265	119	405	337	411	34	141	51	143	1313	5691	46%	
	Linda Lanning	113	58	73	25	1142	578	146	256	151	263	67	165	159	368	5	161	50	74	6	3860	31%	
	Nancy McGuire	10	1	4	1	27	21	24	12	9	6	4	11	13	18	0	19	4	7	272	463	4%	
	Elizabeth Lee Price	76	28	27	7	223	91	247	51	170	138	20	108	213	152	0	78	11	76	49	1765	14%	
	Nancy Winn	2	0	2	0	8	4	4	2	2	4	2	4	5	11	0	3	1	1	37	92	1%	
	Blank (Undervote)	9	3	1	2	40	17	24	13	21	24	2	17	26	21	0	37	6	18	28	309	3%	
	Void (Overvote)	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	-	0	1	0%	
	Total Ballots Counted	331	217	251	64	1796	1006	830	720	1018	703	214	718	757	985	39	445	124	320	1818	12356		
<b>TREAS</b>	William "Bill" Green	92	25	27	4	255	118	209	54	164	156	26	135	217	147	1	92	18	79	125	1944	16%	
	Juan Johnson	120	75	81	24	1196	638	220	241	160	279	65	161	205	372	6	182	52	76	29	4182	34%	
	Cathy Hermann Lukensmeyer	111	115	142	35	304	234	383	416	671	247	120	406	315	448	31	139	47	150	1614	5928	48%	
	Blank (Undervote)	8	2	1	1	41	16	18	8	23	21	3	16	20	18	1	32	7	15	50	301	2%	
	Void (Overvote)	0	0	0	0	0	0		1	0	0	0	0	0	0	0	0	0	0	0	1	0%	
Total Ballots Counted	331	217	251	64	1796	1006	830	720	1018	703	214	718	757	985	39	445	124	320	1818	12356			
Void - Dues Arrears	7		5	2	39	8	17	6	26	19	3	21	21	24	1	16	1	13	101	330			
Void - Not in secret envelope	2		1	1	16	5	2	4	8	6		14	10	13		3		9	4	98			
Void - Duplicate	1		0		1			1		0							1		1	5			
Void - Did not follow rules			0		1		1			0										2			
Total Ballots Received	341	217	257	67	1853	1019	850	731	1052	728	217	753	788	1022	40	464	126	342	1924	12791			
Total Ballots Mailed	761	374	583	127	3409	1552	1530	1246	1899	1692	433	1880	1523	2284	89	1097	244	603	2931	24,253			

Per Article VI of the APFA Constitution, a runoff election will be conducted for all APFA National Office positions. Runoff ballots were mailed on February 9, 2004 and must be returned by 0900 Central Time on March 10, 2004.



# Base Field Reports

## DFW

Attendance continues to be a major issue. First written warning conferences can be conducted in person or by telephone at the Flight Attendant's option. Anything beyond a first written warning will require a meeting. We recommend that you call the DFW office to discuss your situation.

We know short layovers continue to be a hardship. Please fill out the reduced layover rest survey found on the APFA Web site or pull your HI3 and note lack of sleep, drive time to hotel, no food, etc., and put it in the APFA lockbox. Also, make sure your FSM gets a copy on her/his desk, or drop a copy in the mailbox of the base manager. Cathy has a mailbox in terminal A ops. We have a monthly meeting with flight service and allocations and continue to address this issue.

Margaret and I would like to thank Brenda McKenzie, a DFW Council Rep. Brenda has been an invaluable part of the DFW team and has assisted numerous DFW Flight Attendants over the course of the past few months.

Please remember to utilize Professional Standards if you have a problem with another crewmember. We are seeing an increase in Flight Attendants reporting each other. Once the situation has been brought to the Company's attention, it WILL BE investigated.

Thank you to Mindy Turns, who handles Professional Standards for DFW. Mindy spends countless hours volunteering her time to assist Flight Attendants.

As a reminder: the Base Meeting for ALL members in

good standing is held the second Wednesday of the month at APFA headquarters. PLEASE ATTEND.

In Unity,

**Chris O'Kelley**  
**Margaret Stewart**

## IMA Vacation

The Restructuring Agreement has impacted our workforce in many negative ways. The reduction in our vacation accrual is one of the most significant changes. Article 6.O.1 was amended to allow unlimited usage of personal vacation days. This change enables the Company to manufacture open time as needed to ensure reserve and available Flight Attendants max out each month. This also benefits line holders who

need the time off with pay, but it further reduces and inhibits the ability to split your vacation.

Article 6.I. states that a Flight Attendant who is entitled to 19 or more days of vacation may split her/his vacation provided that one vacation period is at least 14 days. Understanding this language is critical to preserving your vacation split when using personal vacation days. A Flight Attendant with 19 days of vacation, who has not used any personal vacation days, will have two weeks of vacation in her/his primary selected portion of vacation and five days in the unselected portion. If more than four personal vacation days are used in conjunction with 19 accrued vacation days, the ability to split the vacation will be lost. Having five vacation days will more than likely remove you from two trips. This could easi-

ly generate a vacation in excess of two weeks if you are able to hold a 12-day line. Should you choose to use your personal vacation days, a good strategy would be to save at least one day of vacation in your unselected vacation, which will allow you to split your vacation. For example: A Flight Attendant who has 19 accrued vacation days and uses four personal vacation days would be left with 14 days of selected vacation and one day of unselected vacation. The one remaining vacation day will enable you to split your vacation and remove you from any trip that touches that particular day. Losing the ability to split your vacation will result in only one vacation period.

## Credit Card Security

Debit card fraud has been reported at the Holiday Inn Forum hotel in LHR. Please be very careful where you discard



your credit and debit card receipts.

### **Reduced Layover Rest**

With the full effects of the Restructuring Agreement now in place, a few aspects have had a particular impact on IMA. Perhaps the most troubling has been the reduced FAA minimum layovers. What little deep South America flying the Company allocates to IMA is scheduled under 11 hours. In OSO situations, these layovers are shrinking to the minimum eight hours. The Company seems unwilling to recognize the effects these trips have on your "body clock" and your ability to perform your job function. (Perhaps that's why you don't see any Flight Service Managers displacing Flight Attendants on these trips. They still do the 24-hour Europe l/o's.) The only way

the Company will entertain this is if we give them more. We will have to "fight" for this to be changed. Please continue to contact your senators and congressmen and women to voice your concerns. The only way to correct this is to have the FAA change these outdated minimums. We are seeing more of our Caribbean layovers scheduled at 10 hours or more due to the number of Flight Attendants unable to complete the balance of their sequence due to fatigue. Please remember that we do not have any "fatigue" removal codes, so the Company is using SK or PO. The bottom line is that if you are too tired to report for duty, contact crew tracking and let them know. Be prepared to meet with Flight Service. Document EVERYTHING from your HI3 to the time you arrive at the hotel, to get to your room, and when your pick up is. The

more prepared you are, the better we can defend you should the Company try to discipline you for being "human."

### **IODs**

IODs are also another area where we have seen an impact. Should you encounter an IOD, immediately notify the Company. You must document everything (names, times, advice/directives given) as well as follow through on everything. Please contact Randy or Rick as well as the APFA Health desk should you have any questions.

### **Audits**

Reports have recently surfaced that Corporate Security have been meeting inbound flights to conduct audits on Duty Free. We will continue to monitor this situation. If this should happen to you, please contact


us immediately to let us know. The Company continues to change the Duty Free procedures, so always document any discrepancies you may encounter.

On a final note, the recent budget cuts undertaken by the APFA have reduced the IMA budget to match the reduction in Flight Attendants the base has had. As a result, Rick has returned to the line and will be available only on a part-time basis. Please continue to contact Randy or Rick or APFA Headquarters should the need arise. If you have to leave a message, we promise to return it as soon as possible. We appreciate your understanding.

As we all work through this crisis that management has created, it's important to remember that anything we need to accomplish must be a

group effort if it is to be successful. If you have a question or hear a rumor, just pick up the phone and give one of us a call. Our dedication to you is as strong as ever, and we need your help if we are going to make this work.

In Unity,

**Randy and Rick** 

## **IOR**

With the sick list soaring in recent weeks, we would like to highlight a few items for quick reference and easier navigation through attendance issues and administrative items governing the policy.

When a Flight Attendant is placed on the sick list, she/he will be provided an opportunity to designate all or a portion of the sick call as "firm." Each

## Base Field Reports continued

trip sequence scheduled to operate during any portion of the “firm” period will then be released into open time. If you clear before your firm date and your trip is no longer in open time, you will be given ABVL days on the days you were originally scheduled to fly. All portions not “firm” will be deemed tentative and released into open time the day prior to the trip sequence. Keep an eye on the above, so you don’t inadvertently lose your trip if you alter your clearance plans. If you are past the date listed for clearance and have not left an update, chances are good that you will get a call from the Company. Unfortunately, all sick absences not coded as FMLV are counted as chargeable points per the American Airlines Attendance Policy. Please keep in mind that if you have an absence that is seven or more calendar days,

you must provide American Airlines Medical with substantiation for your absence or a call must be made to American Airlines Call-a-Nurse (CAN). You must contact CAN within 10 business days of your clearance. When the Flight Attendant calls CAN for the occurrence reduction after having cleared AVRS, medical documentation will be requested for clearance only if American Airlines Medical has blocked the clearance on the HI1 or the Flight Attendant reports something unusual (i.e., dangerous symptoms) during the CAN conversation. Remember, only American Airlines Medical can block your clearance and NOT Flight Service. Both the qualifications and procedures for FMLV have recently changed. FMLV requests are now submitted through the Flight Service Web site by clicking

on “Resources,” then “Medical,” and following the instructions. You no longer need to contact your FSM to request an FMLV. Since the administrative times for the submission and medical substantiation are strict and unbending, check details on both instructions and respective time limits. Fortunately, we can now view the pending status of the FMLV on the Flight Service Web site itself and get a confirmation of the results. All too often we have seen a Flight Attendant provide the necessary substantiation, only to be told later that it was “not received” or that the FMLV was denied due to “time limits” or “insufficient substantiation.” There is nothing more frustrating than seeing all your work and effort lost in the process. Always keep copies of any document you send to American Airlines. In addition,

make sure you keep a copy of the acknowledgment of fax transmission of documents you send to American Airlines Medical.

**Nancy Moehring**  
*IOR Chairperson*

**Michael Meyer**  
*IOR Vice Chairperson*



## ORD

We have several projects that we are very involved with at this time. One, of course, is the continuing problem of minimum rest on a layover (leanover!). We can’t over stress the issue of documentation. Several of you have asked where you can send your documentation, along with filling out the Reduced Layover Rest Survey on the APFA Web site. The addresses for the FAA are as follows:

**The Honorable Marion Blakey,**  
*Administrator Federal Aviation Administration,  
800 Independence Avenue, SW,  
Washington, D.C. 20591*

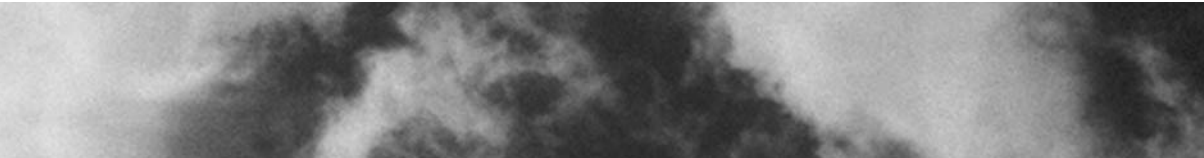
or

**Elaine Santangelo or Travis Blower, FAA for AMR,**  
*Elaine.X.Santangelo@FAA.gov or  
Travis.G.Blower@FAA.gov.*

Please remember, when sending any documentation, you are representing all of us. Be precise. State how you were impacted, especially the cumulative effects of reduced rest and no food. The Pilots’ language is “eight behind the door.” To this point, they have not been able to do any better. We should be able to match that, at least.

Documentation is key and volume is an absolute necessity. Otherwise, these organizations





view the issue as an occasional problem only. That is much of what we hear. Show them otherwise!

American Airlines can state that they have reduced minimum layover trips; however, ORD is way above the coast bases in short layover time. Once again, we get the brunt.

Reserve Flight Attendants have been asking about the HI25/Relative Position feature. The problem with this feature is that it does not take into consideration special quals like purser, F100, etc. So, you may be 35 out of 36, but because you are the only French speaking Fokker purser, you are now #1 out of 1.

Cliff's Notes version of the FMLA conversion: New = 504 paid productive hours. That includes whatever your PPOJ is minus SK, VC, F6, FS, V6, etc.

It also includes reserve, AVBL, training, SA, and credit time. It does not include sign in or debrief.

Old = 720 actual on duty hours. That meant if you had a PPROJ of 80 hours, but your actual flying time for the month was only 60 hours, then 60 hours is what you were credited with. The old did not include e, f, g, p, minimum day, AVBL/RSV days not flown, or training. If you underflew or cancelled, you were docked that time.

Some Flight Attendants have actually lost hours. That could happen if you consistently fly low time/hard time (no credit hours). In that case, you are losing the sign in time. However, if you are flying low enough that you are questioning qualifying, then you would only be losing a few hours per month.

Others who fly high credit trips actually gained hours. Please make sure to go over your hours with your attendance manager. If you have any questions, please contact the APFA as well.

It will take some time to sort this all out.

Lastly, we are receiving many calls from furloughed Flight Attendants regarding their unemployment. Originally, we were all told that the benefits would be longer than what they are. This is completely up to the federal government at this point. Please, all Flight Attendants should remember to utilize the Capwiz feature on the APFA Web site. This gives you a direct line to Congress and the Senate. Put your voice to work!

In Unity,

Liz Mallon  
Steve Wilson 

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