



**SKY**word

the official publication of the association of professional flight attendants

Second Quarter 2004

The Transition...

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Second Quarter 2004

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Cover photos courtesy of Liz Geiss,  
APFA Communications Coordinator  
and Skyword Editor

# SKYword

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## President's Report

**During the past several months,** I have had the opportunity to speak with many of you and to get a sense of the things you are thinking about and consider important. Talking to the membership is always a valuable experience, and it's something I very much enjoy.

One topic that it's clear continues to occupy the minds of many is the American-TWA seniority integration, or more correctly, the status of the lawsuit that seeks to change the seniority integration that was agreed to by the APFA and American Airlines in December 2001. I have addressed the pertinent facts with many of you individually but thought it would be useful to share them with all of you so that we have a common understanding.

### **A Brief Recap**

As you know, American agreed in January 2001 to buy substantially all of TWA's assets. This purchase was to be accomplished through a process that involved a bankruptcy filing by TWA. American conditioned its purchase on many things, including on elimination of

seniority integration and related protections found in the collective bargaining agreement then in effect between TWA and the IAM, the bargaining representative for the TWA Flight Attendants at the time. After initially resisting, the IAM eventually agreed to these changes, including a waiver of all seniority integration protections. Only after these waivers had been provided did American agree to finalize the deal, and the bankruptcy court then approved the acquisition. Once this was accomplished, a new entity was created on April 10, 2001 - TWA-LLC - and most of the former TWA Flight Attendants became TWA-LLC Flight Attendants.

In March 2001, the APFA Board of Directors adopted a resolution that established guiding principles for any future seniority integration agreement reached on behalf of the American Flight Attendants related to the TWA transaction. Most importantly, the bidding seniority for American Flight Attendants would be fully preserved.

Negotiations between the APFA and American on issues related to the TWA transaction began shortly thereafter but were largely put aside for several months, first to

focus on completion of then ongoing negotiations for a new collective bargaining agreement and thereafter by the horrific events of September 11. By the time negotiations resumed in the fall of 2001, our world had been radically altered. Included among the fallout were Flight Attendant base closings - of American's Seattle base and of the TWA-LLC base at JFK - and massive furloughs of both TWA-LLC and American Flight Attendants.

We finally arrived at an Integration Agreement in December 2001. That Agreement was consistent with the guiding principles established by the APFA Board of Directors months earlier. Among other things, it provided that American Flight Attendants' seniority would remain unchanged and that the TWA-LLC Flight Attendants would receive an occupational (bidding) seniority date of April 10, 2001 (provided they had been employed by TWA immediately prior to the start of TWA-LLC operations). An exception to this was that the TWA-LLC Flight Attendants would be given credit for their TWA service for bidding purposes at the TWA-LLC base in St. Louis, where they all were then based.

In March 2002, the National Mediation Board (NMB) determined that American and TWA-LLC were a "single carrier" for purposes of the Railway Labor Act, and in April 2002, the NMB extended the APFA's certification as exclusive bargaining representative for the American Flight Attendants to cover the TWA-LLC Flight Attendants as well. Pursuant to the terms of the Integration Agreement, when the APFA became the bargaining representative for the TWA-LLC Flight Attendants, they then became subject to the APFA-American collective bargaining agreement.

### **The TWA Flight Attendants' Lawsuits**

In June 2002, certain TWA-LLC Flight Attendants and the IAM filed a lawsuit against American and the APFA in Federal Court in Brooklyn, New York, allegedly on behalf of all the TWA-LLC Flight Attendants. The name of the case is *Cooper, et al. v. TWA Airlines, LLC Inc., et al.* The principal objective of the lawsuit was to set aside the seniority integration provided under the Integration Agreement and to instead grant the former

## President's Report Continued

TWA Flight Attendants competitive seniority credit at American for all their years of service at TWA and TWA-LLC.

At all times it has been APFA's position that this lawsuit has no merit. The Seniority Integration Agreement was entered into at a time when the APFA owed no legal "duty of fair representation" or any other legal obligation to the TWA-LLC Flight Attendants. Our position is well supported legally, and the APFA is confident that it will prevail in this litigation.

As you know, the plaintiffs in this lawsuit tried to obtain an injunction against implementation of the Restructuring Agreement that was reached in April 2003, and, more specifically, to prevent the furlough of TWA-LLC Flight Attendants. This effort was rejected by the Federal Court, after hearing live testimony (including my own) and written and oral arguments from the attorneys. This unsuccessful effort by the plaintiffs did not address the seniority integration.

Promptly following this ruling in our favor, the APFA and American informed the Court of their intention to file a motion to dismiss the challenge to the seniority integration. If granted, this would terminate the seniority case in the District Court. Under the procedures required by the judge before whom the case was pending, this is the approach that we had to follow before we actually could file our motion. The Court granted us permission to file our motion, which we did in late October 2003. All the legal briefs have been filed, and we are awaiting a decision by the Court on our motion to dismiss. The Court is not required to rule on the motion by a specific date. We would hope that it will do so promptly, although this may be delayed somewhat further by the fact that the case was recently reassigned to another judge – a development that I am informed is not so unusual in the federal courts.

The seniority integration case is not the only one brought against

the APFA by the former TWA Flight Attendants. In October 2002, they filed another class action lawsuit in St. Louis. They contended that the APFA and American had acted unlawfully by transferring certain international flying from the TWA-LLC Flight Attendants to American Flight Attendants and by refusing to delete restrictions in the Integration Agreement on the ability of the TWA-LLC Flight Attendants to transfer to American Flight Attendants' bases. Plaintiffs' attempt to obtain an injunction was rejected by the Court, as was their effort to amend their complaint. In mid-2003, the APFA and American filed motions to dismiss the case, which were granted by the Court in January 2004. Plaintiffs did not file an appeal, and that case is no longer pending.

### **APFA's Continuing Commitment**

APFA has diligently and effectively pursued these cases in a way that is designed to fully protect the seniority interests of the

American Flight Attendants and to defend the Integration Agreement from any attacks that are mounted. As I indicated, we are confident of our position and will do whatever is necessary to see this through to a successful conclusion as promptly and efficiently as possible.





**Brett Durkin**  
APFA Vice President

# The Road to the Future Requires More Than Good Intentions

**I'm honored to be your new Vice President.** It was a long road and a tough struggle to earn the privilege to serve as a National Officer of our union. Along the way, I learned many worthwhile lessons, and I know I have many more to learn. The first few weeks in office have been challenging at best and frustrating at worst. I have quickly learned even the best intentions can be misinterpreted and prove disastrous if not accompanied

with good communication. Any transition into a new job is difficult, but mine has been eased thanks to my predecessor, Jeff Bott. I would like to thank him for his contributions over the last four years. He was able to achieve many successes for us because of his ability to listen respectfully to you, the Flight Attendant, and all of the leaders he encountered, from his fellow union officers to his management counterparts, to officials of other unions and to many others involved in the labor and aviation field. Jeff's leadership skills, his vision, and his integrity are all traits I wish to build upon in my department.

As Vice President, my responsibilities include the administration of the System Board of Adjustment (SBA) Department, which consists of the Division Representatives, support staff at APFA headquarters, and other Flight Attendant advocates as needed. Thanks to the hard work of many individuals in the previous SBA Department, the Presidential Grievance backlog has been greatly reduced. I will be able to focus on enhancing the training of our representatives so that we will be well prepared to enforce our contract and make innovative improvements wherever possible. One of my priorities will be to invite Base Representatives and Contract and Scheduling Coordinators to participate in the training traditionally offered to the Division Representatives. I believe this wider inclusion will result in resolving issues more expeditiously and economically and will hopefully foster a better working relationship within our union.

In response to the large number of our fellow members who remain on furlough and the resulting reduction of active members, the Board of Directors reduced the number of APFA's Division Representatives from six to five, and I have realigned the divisions accordingly. The new divisions, and those individuals who have been confirmed as Division Representatives by the APFA Executive Committee for a two-year term to begin May 1st, are as follows:

- Division 1 (LAX, LAX-I, & IDF):**  
*Jeff Crecelius, LAX-I based*
- Division 2 (DFW & IOR):**  
*Kim Boyett, DFW based*
- Division 3 (SFO, SFO-I, ORD, STL, & SLT):**  
*Lori Bassani, SFO-I based*
- Division 4 (IMA, MIA, DCA, DCA-I, & RDU-I):**  
*Barbara Rives, MIA based*
- Division 5 (BOS, BOS-I, LGA, & JFK):**  
*Leslie Mayo, JFK based*

Lori Bassani, Jeff Crecelius, and Leslie Mayo are returning as Division Representatives. Please join me in welcoming experienced newcomers Kim Boyett and Barbara Rives to our department. In a future article, I will introduce you to each Division Representative in order to share information about their qualifications and skills in the area of representation as union advocates.

A very special thanks is in order

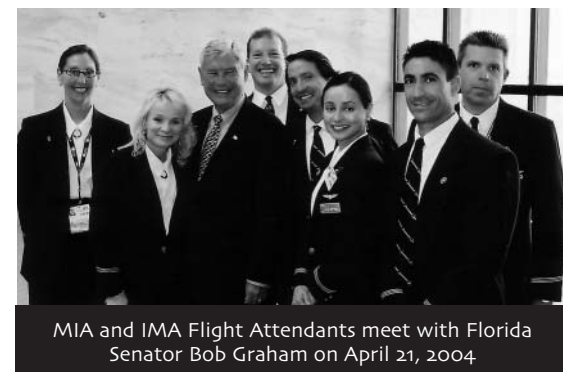
for outgoing Division Representative Lynda Richardson for her years of excellent service in the Vice President's Department and beyond. She has devoted many years to the APFA and its membership, achieving numerous successes over her career. As she moves into a new phase in her life called "retirement," I wish her the best! Along with many other APFA Representatives over the years, I will treasure the memories and the knowledge she has generously shared.

Looking toward the next four years, I will address one of the top priorities we discussed during the recent elections – that of repairing relationships. Both candidates who participated in the APFA Presidential debate agreed that the new administration would be challenged by the many differing viewpoints within the ranks of the APFA. That challenge is amplified by the election of the mixed slate of officers now beginning our new administration of serving APFA members.

Clearly, the first step in this process is to get the APFA's house in order internally. Politics exist in everyday life; to deny that existence, or conversely, to blame everything on "politics," is short-sighted. Instead, we must recognize that healthy

debate and discussion can foster new understanding and eventually result in the discovery of better solutions for everyone. It is incumbent upon the National Officers, Board of Directors, and the Executive Committee to focus on the issues confronting APFA members – and not on political infighting. It is also your responsibility as a member to get involved and support your leadership as we address the critical issues of reduced layover rest, lack of food, TSA and other security concerns, extended recall rights for furlougees, and ultimately, restoration of the contractual sacrifices we all continue to suffer on a daily basis.

My challenge to every APFA member and representative is to put past differences aside as our industry and profession continue this trip into uncharted territory. You have my commitment to work diligently to repair all of these complex and battered relationships, recognizing that dissension and discord are counterproductive to any improvements we might otherwise achieve. Thanks for your continued support as we move beyond the past, into a brighter future that we all know is possible.



MIA and IMA Flight Attendants meet with Florida Senator Bob Graham on April 21, 2004



## Article VII of the Constitution

**Following the ballot count on** March 12, 2004 and the subsequent certification of the election by the National Balloting Committee, I have been focused on transitioning into my new role as your APFA Secretary. The transition involves the outgoing officer assisting the incoming officer with ongoing issues in that particular department as well as the basics of the job. It was short and sweet, to say the least; however, learning by immersion is a necessity, and so I am!

Aside from hardship transfers, organizing APFA Board and Executive Committee meetings, keeping the official records of the APFA, etc., I am currently in the process of taking inventory and processing charges previously filed by several APFA members in accordance with the APFA Constitution. Since most of us are not immediately familiar with the ins and outs of Article VII charges under the Constitution (once again, learning by immersion!), I would like to give you a brief outline of these procedures.

Under our Constitution, a member can bring a complaint against another member for certain alleged violations of the

Constitution. The charging party can request that a member be fined, suspended, or expelled, and further, if the person charged is a union representative, that representative may be removed from union office if found guilty of the violation. My duty as Secretary is to, within seven days of receipt, contact the accused and the accuser of the charge.

Next, the charges are reviewed by the Executive Committee, which consists of the President, Vice President, Secretary, Treasurer, and the five Ad Hoc members, in order to determine whether the charges are timely, specific, and valid. Charges are deemed "timely" if they are filed within 60 days of the alleged violation. Charges must be found to be "specific," that is, clear enough to let the accused know the exact nature of the violation so that a proper defense can be mounted. If the Executive Committee finds that a charge is non-specific it will be resubmitted to the accuser to allow an opportunity to cure the defect. A charge is "valid" if there is a constitutional prohibition against the alleged conduct. It is not the responsibility of the Executive Committee to make a determination on the merits of a charge. If a charge is found to be

timely, specific, and valid, then a neutral arbitrator is appointed to conduct a trial on the merits and to determine a remedy.

Each side is entitled to representation, but the APFA will not compensate either party for attorney's fees. The arbitrator has the power to resolve all charges, and the decision of the arbitrator is final and binding upon the accused and the accuser.

Now you're probably wondering to yourself, "Who pays for all of this?" Well, that depends. The initial cost of the proceeding is borne by the APFA. If a charge is dismissed by the arbitrator, up to one-half of the arbitrator's fees and expenses and all APFA administrative costs may be charged to the accuser, which hopefully discourages bringing forth any frivolous accusations. If the charges are sustained, the cost of the proceedings is paid for by the APFA and may be offset by a fine levied against the accused in an amount determined by the arbitrator.

While my choice of topics for this first article may seem distasteful, I bring these matters to your attention because we presently have many outstanding

charges against current and former union officers and representatives, that must be resolved. While none of us may like the idea of charges, the ability to bring an accusation and have it heard and fairly resolved is essential to any democratic organization.

Considering the myriad of controversies our union has faced in the last few years, it is not terribly surprising that we have members who have, for a variety of reasons, found it important to levy accusations of misconduct against their union leaders. I commit to keeping you up-to-date on these Article VII charges.

It is my fervent hope that the coming months and years will bring about spirited debate on all the issues we will face. The communication among the leadership and the membership must improve, and the respect we hold for one another as APFA members in good times and in bad is truly critical to our union's success.



## Treasurer's Report



**Cathy Lukensmeyer**  
APFA Treasurer

## Due ... You?

**My first few weeks as your** Treasurer have been enlightening, to say the least. This first month has been very hectic. I've been putting in 10-14 hour days and working through Saturdays and Sundays trying to play catch-up on the backlog of work. (It's a good thing I'm used to high-time.) Upon assuming this position, I discovered that Executive Committee and Board of Directors meetings had already been set for the second week and were being continued this month. Talk about plunging headfirst into a new position! Along with the other National Officers, I hit the ground running, attending numerous meetings with American Airlines management to address Flight Attendant concerns, contractual violations, and the Company's financial situation. Nothing gets settled overnight, but it's a start and long overdue.

Our union passed a temporary \$3.00 dues waiver. Various Board members brought it to the table at the March Convention. At the April Board of Directors meeting, LGA Base Chair Suzanne Edwards and ORD Base Chair Liz Mallon sponsored the resolution to lower our monthly dues. Heated discussions ensued. Different amounts and ideas were suggested and a July 1st date is set to offer immediate relief to the membership. I am pleased to tell you that when the Board of Directors resumed in May, a new resolution was put forth, seconded by Vice President Durkin, and passed wholeheartedly by the entire Board. The waiver is in effect until May 1, 2006 when the full regular monthly dues requirements of \$41.00 per month will be reinstated.

This Board meeting was quite an eye-opener, and I have a huge learning curve to hurdle, as I haven't sat on the Board since 1987. You, the membership, voted in all of us. If you wanted hot debate, you got it. Miraculously, the Base Chairs, through caucusing and consensus-making, took control. They raised the bar, demanding respectful communication in order to serve the membership. It was politics at its best. Stay tuned!

I am happy to report that our recent campaign to solicit PAC (Political Action Committee) funds has been extremely successful. This fund is used to make contributions to the political campaigns of candidates supporting Flight Attendant issues. It further strengthens our presence in Washington. To date, your

monthly PAC contributions (wholly voluntary) have increased from \$1,840 per month to \$3,178 per month. One-time contributions totaled \$897, \$150 of which was contributed by our furloughed members. It should also be noted that in the past, some individual top executives at American contributed as much as \$400 per month from their paychecks to their PAC fund. That's what we're up against; but with our numbers, we CAN make a big difference to this fund that supports our lobbying effort in Washington. So please, keep those check-off cards coming.

In addition to handling your dues dollars, it is also my responsibility to oversee the daily activities of the APFA Headquarters staff. Our staff consists of 16 professional men and women who keep APFA Headquarters humming along day in and day out. This includes five executive secretaries, two senior accountants, two computer specialists and a contracted software programmer, and six staff members covering such areas as dues, membership, reception, mail room, office coordination, billing, and the fielding of general inquiries. Unlike the Coordinators, such as Scheduling and Safety, etc., these staff members are not Flight Attendants and, therefore, may not be familiar with our lingo. Upon calling headquarters, let the receptionist know which department can best assist you so that your call can be properly routed. This is an extremely dedicated group, many of whom have worked for you for almost two decades, the most

senior having almost 25 years of service.

Speaking of seniority, just like you and me, the APFA staff is unionized. They are represented by the UAW Local 129, pay dues, elect officers, and negotiate a contract. We have recently reinstated their right to wear their union shirts on Friday, a privilege that was previously in place just prior to their last round of contract negotiations. The tentative agreement, ratified by the UAW, is one piece of unfinished business. When I took office, it had yet to be signed off by the previous administration. All four National Officers are working toward that end.

We will be reducing the number of full *Skyword* issues to four per year and instituting an as needed newsletter named *Skyword Express*. This is in response to the many Flight Attendants who have suggested just such a publication that will get pertinent information to them in a timely and cost-effective manner. We believe this will be a popular item with the membership, saving thousands of dollars in the process.

We have many, many challenges ahead. As promised, I have opened the doors to the brain trust of past administrations willing to step up to the plate. With little time for transition, I have enlisted the help of former officers and Budget Committee members to identify areas where costs could be cut without reducing services to the membership. One example is the

closing of a sleeping room at the hotel where our union reps stay. This expense may have been reasonable for the Negotiating Team members four years ago, but I cannot justify the \$8,700. yearly expense for luggage storage. There's much more work to be done. They had almost quadrupled. Patt Gibbs rendered legal counsel to put us in compliance, and the policy was put out to market. The package, due to expire at midnight May 12, was reworked and signed off with the insurer at 10:00 that morning in my office. We were able to reduce our premium by almost \$15,000 annually. Additionally, we interviewed two new audit firms. The former firm was quite large and handled billion dollar companies. We got bids from two firms who work mostly with non-profit organizations and one with unions, which is exactly what we need. The savings was \$13,000 annually. The staff insurance, by going to PPO, has been reduced by almost \$40,000 annually. Our umbrella coverage increased about \$2,000. That's a total savings for the union of almost \$75,000 for the upcoming year. As a former Treasurer, Michael Parker, put it, "Think of every expenditure this way: How many Flight Attendants paying \$41 per month is it going to take to pay for this?" I consider this good advice, and it puts everything into perspective. My thanks to Michael Parker for assistance with procedures and to James Andrews for a budgetary review. We have just started. I will continue along those lines and will keep you posted.



**Liz Geiss**  
APFA Communications  
Coordinator

## Things They Are A-Changing

*Below is an article written by George Price, former APFA National Communications Coordinator*

**By the time this article is** published, there will be a number of changes in place within the APFA. Many of these changes will affect the APFA Communications Department.

One of the most notable changes involves the face and voice of the APFA Communications Department. Liz Geiss began her two-year term as Communications Coordinator on May 1. Members who regularly call the hotline tape or who are InfoReps are familiar with Liz. She has assisted in the Communications Department since 2002 and has headed up the InfoRep Program for well over a year. Liz gained a great deal of experience with the press during the tumultuous spring of 2003. She is very qualified, highly motivated, and involved in union work for all the right reasons.

Another more obvious change will be the adjusted publication schedule of *Skyword*. The APFA Board of Directors has been working with the Treasurer's Department for several months to identify ways to cut costs while at the same time maintain membership services. At the

Annual Convention in March, the Board voted overwhelmingly to change *Skyword* to a quarterly publication beginning with the first quarter 2004. The annual cost savings associated with this move is nearly \$120,000.

Realizing that many of our members still do not have Internet access and many truly enjoy having a hard copy of information to read on down time, the Board endorsed a new publication titled *Skyword Express*. This will be a scaled-down publication printed in black and white and in a format similar to that of the American Flyer. The production cost of such a publication is only a fraction of *Skyword* magazine. *Skyword Express* will be printed on an "as needed" basis in months *Skyword* is not published.

Knowing that printed material would be reduced in frequency and hoping that members would rely more heavily on the APFA Web site for information, the Communications Department began working with our webmaster Bill White to make some needed changes. Much of the information on the web site was moved around to areas that are more logical. For instance, Letters

of Agreement and letters to Congress are the responsibility of the President, so they were moved to the President's page. The Vice President's page now has all System Board of Adjustment information including arbitration decisions and Presidential Grievance Awards posted on it. The Secretary's page is the home for all Board of Directors and Executive Committee meeting documents. Finally, the annual audit, LM-2 reports, and other financial information were relocated to the Treasurer's page. Information related to the various departments was relocated to the page of the department it most related to. For example, contract information was moved to the Contract page, scheduling issues to the Scheduling page, etc. Other changes included eliminating duplicated information, keeping only the most urgent information on the opening page, and enhancing the icons on the home page to make navigation easier. Since making the various changes, the Communications Department has received favorable feedback.

The APFA Web site is not only the fastest way to communicate

with the membership but also the most cost efficient. We will continue to depend more and more on the web site for dissemination of information. For that reason, we will continuously look for ways to make navigation easier, make it more esthetically pleasing, and ensure that information posted on the site is in fact informative. It is important that the Communications Department hear from the membership regarding information they would like posted on the site. Keep in mind that not everything is possible, but we can certainly consider various suggestions.

We encourage all members to take time to visit the web site. Navigate through the various pages and become familiar with the layout. Remember, you must be a member in good standing to access the "members only" section of the site. If you have problems logging on, simply click on "Contact Us" and then "Web site Login Problems." We will work with the APFA Membership Department and our webmaster to identify and solve any problem.

The voice of the APFA has



changed as was previously mentioned. Liz Geiss is responsible for recording a weekly information hotline. A great deal of work goes into each hotline, such as gathering the information from various APFA and outside sources, drafting the text, getting officer approval, and accomplishing the actual recording. What is included in each hotline message is a compilation of important information including news from the national officers and various departments, the airline industry, the rumor mill, and more that the membership needs to know. In certain circumstances and during various events such as negotiations, it is necessary to record the hotline more than once a week

Members can subscribe to the hotline through the APFA Web site by clicking the "hotline" icon at the top of the home page and then following the instructions. This will ensure that each time a hotline is recorded the text will automatically be e-mailed to you. Flight Attendants can also access the text each week on the APFA Web site. One other change that affects the hotline is the recent decision to change service providers. We now use SBC,

which saves the APFA nearly 40 percent on our phone service.

One last thing that has really not changed but has recently been used a bit more, is the ability of the APFA to send mass e-mails. In the days leading up to the Washington lobby event in April, the APFA sent out two mass e-mails. These are sent to the e-mail addresses of all members who have registered those addresses with the APFA Membership Department. If you did not recently receive either of the e-mails from the APFA Communications Department, please go to the APFA Web site and click on Members Only. Then, click on "Member Registration." You will need to complete the field of information and make sure that the black checkmark is displayed in the box next to the words "Yes! Please notify me by e-mail about special events."

The Communications Department, will continue to look for better ways to communicate with our members and more effective and efficient ways to accomplish this. The membership's input is vital if we are

to continue to provide the level of communication you as APFA members have come to expect. Please use the Communiqué Card in the center section of **Skycard** or e-mail us through the "Contact Us" section of the web site to relay any ideas or suggestions you may have.

On a personal note, this is my last **Skycard** article as Communications Coordinator. It has been a very challenging two years for all of us. Serving the APFA membership during this period has been demanding, but above all, an honor and a privilege. Representing you and being your voice in the press has been an awesome experience. I return to the line with a great sense of accomplishment and many memories of my time spent within the APFA.

I leave you with this final thought. One of the most important reasons the APFA has been so successful through the years is because of our communications network. It is vital that our membership begin calling the hotline regularly, visiting the web site frequently, and reading any and all material sent to them

from the union. The rumor mill is very dangerous. It can cause unnecessary anger, distrust, and confusion. By accessing the information the APFA provides through its many communication tools, the membership can stay informed and maintain our unity. Without that, we lose the upper hand and become victims!



## **SECTION 6. ELECTION CONTEST FOR OFFICE:**

- A.** Only candidates may contest an election for office.
- B.** The contestant must file a written complaint with the Secretary, directed to the NBC, within fifteen (15) days following the Canvassing Date of the ballots.
- C.** The NBC shall investigate such complaint, and must render its decision concerning the disposition of such complaint no later than thirty (30) days following the Canvassing Date of the ballots.
- D.** The contestant may appeal any decision rendered by the NBC to the Executive Committee no later than forty-five (45) days following the Canvassing Date of the ballots.
- E.** The Executive Committee shall consider such appeal and must render its decision concerning such appeal no later than sixty (60) days following the Canvassing Date of the ballots.
- F.** Should the NBC or the Executive Committee fail to respond to the contestant in the designated time periods, the contestant will be free to pursue his/her LMRDA rights. In any event, the contestant will have satisfied the internal remedies provisions of the LMRDA following the sixty (60) day period provided for in this Section 6.

*Flight  
191*

*In Memoriam*

The Crew and Passengers of American Airlines Flight 191

**May 25, 1979**  
**Chicago, Illinois**



**Joann Matley**  
APFA Safety Coordinator

# Flight Attendant Certification

**Flight Attendant unions have** been pursuing certification for over 30 years. In the mid '80's, the unions came together as the Coalition of Flight Attendant Unions and agreed that certification was too big a chunk to bite off at one time – the FAA and Congress had refused to agree to certification and all of its component parts prior to that time. The Coalition decided to work on Flight Attendant duty and rest limits with the understanding that it is one element of certification. Consequently, the Coalition pursued and achieved duty and

rest limits. The APEA pursued certification last year looking at it as a stepping stone. By limiting the provisions of certification, we were able to circumvent the need for a physical exam as required in pilot licensing. No additional health requirements are attached to certification.

One of our biggest barriers to certification has been the FAA's complaint for many years that it did not have the wherewithal to handle the record keeping for Flight Attendant certification. We overcame that hurdle with the passage of last year's language. The provision also states that the FAA is responsible for the approval of Flight Attendant training programs. While this was previously the case through regulations, the force of law gives it more weight. In addition, a person must be assigned by each carrier to be responsible for completion of training by Flight Attendants. A single person rather than the nebulous carrier will be held accountable.

Most importantly, certification places the Flight Attendant position on par with other aviation workgroups (Pilots, mechanics, etc.). We can continue to build on this to improve Flight Attendant training and other areas of the job.

**1. PURPOSE.** This notice provides guidance for principal oper-

## Flight Attendant Certification

**NOTICE U.S. DEPARTMENT OF TRANSPORTATION  
FEDERAL AVIATION ADMINISTRATION  
N 8400.64 4/2/04 Cancellation Date: 4/2/05  
SUBJ: FLIGHT ATTENDANT CERTIFICATION**

ations inspectors (POI), aviation safety inspectors (ASI)-cabin safety, and directors of operations (DO) of certain air carriers concerning the Flight Attendant certification requirements recently established by Congress.

**2. DISTRIBUTION.** This notice is distributed to the division level in the Flight Standards Service in Washington headquarters; to the branch level in the regional Flight Standards divisions; to the Flight Standards District Offices, and to the Regulatory Standards Division at the Mike Monroney Aeronautical Center. This notice is also distributed electronically to the division level in the Flight Standards Service in Washington headquarters and to all regional Flight Standards divisions and district offices. This information is also available on the Federal Aviation Administration's (FAA) Web site at: [http://www.faa.gov/avr/afs/notices/8\\_400/N840064.doc](http://www.faa.gov/avr/afs/notices/8_400/N840064.doc).

**3. BACKGROUND.** In the fall of 2003, Congress incorporated a Flight Attendant certification requirement under the Vision 100-Century of Aviation Reauthorization Act (the Act). Although Flight Attendants perform safety- and security-related

functions, they previously had never been certificated like Pilots, mechanics, aircraft dispatchers, parachute riggers, and others. Congress acknowledged that Flight Attendants perform vital crewmember functions onboard air carrier aircraft, including emergency functions for aircraft evacuations, firefighting, first aid, and response to security threats. Flight Attendants are considered safety-sensitive employees subject to FAA drug and alcohol testing requirements and flight time limitations. Among other provisions, the Act provides the following:

- a.** A Flight Attendant works in the cabin of an aircraft that has 20 or more seats and is used by an air carrier to provide air transportation.
- b.** No person may serve as a Flight Attendant aboard an aircraft of an air carrier unless that person holds a certificate of demonstrated proficiency issued by the FAA.

**NOTE:** The Act distinguishes between this certificate and an airman's certificate. This certificate is not an airman's certificate as specified in Title 49 of the United States Code (49 U.S.C.),

section 44703; it is a separate kind of certificate as specified in 49 U.S.C., section 44728.

- c.** If requested, Flight Attendants shall present their certificate to the FAA, the National Transportation Safety Board, or another federal agency within a reasonable period of time after the date of request (FAA policy: 15 days).
- d.** A Flight Attendant may continue to serve aboard an aircraft as a Flight Attendant and shall be treated as certificated until that individual completes the required recurrent or requalification training and subsequent certification.
- e.** The FAA shall issue a certificate of demonstrated proficiency to an applicant after the notification by an air carrier that a person has successfully completed all training requirements as approved by the FAA.
- f.** The DO of an air carrier is designated to determine that a person has successfully completed the training requirements approved by the FAA for that person to serve as a Flight Attendant.
- g.** Each certificate of demonstrated proficiency shall:

- (1) Be numbered and recorded by the FAA;
- (2) Contain the name, address, and description of the individual to whom the certificate is issued;
- (3) Be similar in size and appearance to certificates issued to airmen;

(4) Contain the airplane group for which the certificate is issued (Group 1 = Propeller-driven; Group 2 = Turbojet-powered). See Title 14 of the Code of Federal Regulations (14 CFR) part 121, section 121.400); and

(5) Be issued no later than 120 days after the FAA receives notification from the air carrier of completion of all FAA-approved training requirements. In the case of an individual serving as a Flight Attendant since December 11, 2003 (the effective date of the Act), the certificate of demonstrated proficiency will be issued no later than one year after the effective date.

**h.** Air carrier Flight Attendant training programs shall be subject to approval by the FAA. All Flight Attendant training programs approved by the FAA in the one-year period ending on the date of the enactment (December 11, 2003) of this section shall be treated as providing a demonstrated proficiency for purposes of meeting the certification requirements.

#### 4. AVAILABILITY OF THE ACT.

The entire Vision 100-Century of Aviation Reauthorization Act may be downloaded at:

<http://www.gpoaccess.gov>.

- a. Click on Public and Private Laws.
- b. In the query box enter "public law 108-176" (with quotes).
- c. Click on Submit.
- d. Click on the .PDF version of

public law 108-176.

**e.** Flight Attendant Certification is in Title VIII-Miscellaneous, section 814, Flight Attendant Certification (page 102).

#### 5. PROCEDURES FOR THE DO AND FOR THE FAA.

The following procedures apply:

**a.** DO Requests Access to the FAA's Flight Attendant Certification System. The DO shall submit, in writing and on company letterhead, a request for access to the FAA's Flight Attendant Certification System. The request SHALL INCLUDE THE DO's E-MAIL ADDRESS and be mailed to:

Federal Aviation Administration  
Airmen Certification Branch, AFS-760, P.O. Box 25082, Oklahoma City, OK 73125-0082

**b.** FAA provides user ID and password to the DO. When the FAA receives a valid request from a DO for access to the Flight Attendant Certification System, the FAA will send a confirmation message to the DO by e-mail containing a user ID and password for access.

**c.** The DO Enters a Record for Each Flight Attendant in the Flight Attendant Certification System. Upon determining that a Flight Attendant has successfully completed the required training, the DO shall enter the following required data for each candidate for a certificate of demonstrated proficiency:

- (1) Name
- (2) Date of birth
- (3) Place of birth
- (4) Address
- (5) Physical description (height, weight, hair and eye color, and gender)
- (6) Citizenship
- (7) Qualification on Group I, Group II, or both

**NOTE:** Upon entering a completed record into the system, the DO automatically establishes formal notification to the FAA that a certificate candidate has completed required training. No further action by the DO is required.

**d.** FAA Awards a Certificate of Demonstrated Proficiency. Concurrent with the notification in paragraph 5c, the FAA awards a certificate of demonstrated proficiency. Each certificate is effective immediately.

**e.** FAA Mails a Certificate to the Flight Attendant. Within approximately 10 to 14 days of awarding a certificate, the FAA will send a wallet-sized hardcopy of that certificate by U.S. Postal Service to the respective Flight Attendant.

**NOTE:** The FAA will advise each DO when the Flight Attendant Certification System is operational. This is a new certification system that is still under construction at the time of issuance of this notice. AFS-760 will noti-

fy each DO by e-mail when the system is ready to accept Flight Attendant data, expected by summer 2004. Each DO is strongly encouraged to prepare for the data-entry task immediately. Flight Attendants who do not have a certificate by the compliance deadline, December 11, 2004, may not perform as Flight Attendants.

**6. ACTION.** POIs or ASIs-cabin safety, if applicable, shall make the information in this notice known to the DO of each operator affected by the Act requiring Flight Attendants to hold a certificate. The DO may be provided a copy of this notice or referred to the URL in paragraph 2 where this notice may be downloaded.

**7. DISPOSITION.** This notice will be incorporated into Order 8400.10, Air Transportation Operations Inspector's Handbook. Questions concerning this notice should be directed to the Air Carrier Training Branch, AFS-210, at (202) 267-7480, or to the Civil Aviation Registry, AFS-700, at (405) 954-3822.





## The ABCs of the 420 Threshold

### The Restructuring Participation

Agreement, Attachment K, states in part, "Effective May 1, 2003, Flight Attendants will be required to meet an annual hour threshold of four hundred twenty (420) paid hours on a rolling twelve (12) month ("look-back") basis in order to be eligible for Company subsidized health benefits. The first "look-back" will take place on May 1, 2004. If a Flight Attendant has been inactive during the twelve (12) month "look-back" period, due to injury on duty, unpaid sick, unpaid Family Leave, or union leave, s/he must maintain an average of thirty-five (35) hours per active month on a rolling twelve (12) month "look-back" basis, in order to be eligible for Company subsidized benefits.

Flight Attendants who do not meet the applicable threshold will have the option to maintain health benefits by assuming the Company's applicable portion of the cost in addition to their applicable employee contributions."

### What does this mean?

There can be only three categories that a Flight Attendant could fall into under American Airlines' health plans:

- A. You pay your normal monthly contribution (payment), and the Company pays its monthly contribution.
- B. You pay the entire monthly payment, and the Company does not contribute.
- C. You do not participate in the plan because you have other coverage.

Now, let's take a look at each one.

**A.** If you have maintained an AVERAGE of thirty-five (35) hours per ACTIVE month on a rolling 12-month look-back (Example: May 2003 - May 2004, June 2003 - June 2004, July 2003 - July 2004, etc.), you are eligible for Company subsidized health benefits. If you have been paid by the Company for a specific month, you are active. This includes SK

and VC. You continue to pay your normal monthly contribution for your health benefits, and the Company pays its monthly contribution to your health benefits. Let's assume that if your entire health plan package costs \$800.00 a month, you pay \$220.00 per month, and the Company pays \$580.00 per month. To view your actual health plan package cost, go to [www.jetnet.aa.com](http://www.jetnet.aa.com), Benefits and Pay, then click onto My Benefits/Dependents.

If you fall below the AVERAGE due to unpaid sick, unpaid Family Leave, unpaid maternity, IOD, overage leave, PLOA, or ELOA, the monthly requirement of 35 hours for eligibility freezes and is removed from the look-back equation. This will not count against the hours required for your individual threshold for those months. You will continue to pay your normal monthly contribution for your health benefits, and the Company will continue to pay its monthly contribution to your health benefits, except for overage leave, PLOA, or ELOA. As a reminder, the Company will continue to pay its contribution for 12 months on an unpaid SK, unpaid FMLA, or

IOD. Upon return to work, the 35-hour per month AVERAGE requirement will resume.

**B.** If you did not maintain the 35-hour AVERAGE per ACTIVE month over the previous 12 months, you will be charged the FULL amount of your monthly health benefits (your contribution and the Company's contribution) monthly, until you have once again reached the 35-hour AVERAGE on any 12-month look-back. As always, any bid leave or PLOA in excess of 16 days requires you to pay the FULL amount of your health benefits. (Refer to HIDIR for Company policy regarding bid leave, mini leave, etc.) For example, if your entire health plan package costs \$800.00 a month, you would pay the entire amount. Please keep in mind that this information concerning the active time frames regarding BLOA and PLOA are for purposes of INSURANCE only.

**C.** If you are not going to maintain the 35-hour AVERAGE per month and you want to elect other coverage, you may not drop American Airlines' health benefit coverage until Annual Health Benefit Enrollment for the year 2005, unless you have a qualify-

ing "Life Event." (Some basic examples of "Life Events" include marriage, divorce, birth or adoption of a child, or loss of spouse's insurance.) The specifics of these applicable "Life Events" are described in the Employee Benefits Guide on [www.jetnet.aa.com](http://www.jetnet.aa.com). Inability to maintain the applicable threshold due to dropping trips is NOT a qualifying life event.

You may view your eligibility hours and your threshold requirements in your personal mode in DECS by accessing your HISK (for the current year) and your HISK/L (for last year). The column on the far right, ELIG HOURS, will reflect the hours necessary to be within your threshold, and the column on its left, LOOK BACK 12, will reflect the hours you have accrued for the past 12 months. An easy way to remember: as long as the LOOK BACK 12 column is equal to or greater than the ELIG HOURS column, you meet your threshold. Your threshold may not reflect "420" if you have had months removed from the equation. You will only pay your normal contribution for your health benefits until or unless the LOOK BACK 12 column falls

below your ELIG HOURS column.

For the Flight Attendants who will owe benefit payments, for any reason, the Company has indicated to the APFA that their plan for payroll deductions will begin June 2004. If the amount for your benefits has not been deducted from your paycheck, contact American's Benefits Department at 1-800-447-2000 or contact your local Payroll. For those Flight Attendants who are not yet back to work, we have encouraged the Company to implement a payment plan similar to the payment plan for those Flight Attendants who are currently out on approved LOAs. We have also stressed the importance of a plan encompassing those Flight Attendants with extenuating circumstances. (An online illustrated overview of the 420 Look Back can be accessed on the Info Now section of AA Flight Service web site: on homepage under Info Now click HISK Record. Look for highlighted Illustrated Overview.)

Here are a few examples of the HISK and HISK/L for Flight Attendants who have different qualifying circumstances:

**Full Time Active Flight Attendant**

	LOOK BACK 12	ELIG HOURS
JAN	80.25	35.00
FEB	177.15	70.00
MAR	281.56	105.00
APR	395.19	140.00
MAY	492.55	175.00
JUN	580.35	210.00
JUL	682.38	245.00
AUG	794.30	280.00
SEP	874.55	315.00
OCT	959.04	350.00
NOV	1054.12	385.00
DEC	1166.40	420.00

**Flight Attendant meets required threshold. Flight Attendant pays contributory amount.**

**Flight Attendant Dropping Trips**

	LOOK BACK 12	ELIG HOURS
JAN	43.31	35.00
FEB	118.00	70.00
MAR	138.10	105.00
APR	143.12	140.00
MAY	143.12	175.00
JUN	143.12	175.00
JUL	150.49	210.00
AUG	204.40	245.00
SEP	214.10	280.00
OCT	215.36	315.00
NOV	216.05	350.00
DEC	221.04	420.00

**Flight Attendant does not meet required threshold. Flight Attendant must pay full amount or elect other coverage.**

**Flight Attendant on Approved IOD /Unpaid Sick (Jan-Dec)**

	LOOK BACK 12	ELIG HOURS
JAN	90.36	35.00
FEB	90.36	35.00
MAR	90.36	35.00
APR	90.36	35.00
MAY	90.36	35.00
JUN	90.36	35.00
JUL	90.36	35.00
AUG	90.36	35.00
SEP	90.36	35.00
OCT	90.36	35.00
NOV	90.36	35.00
DEC	90.36	35.00

**Flight Attendant meets required threshold. LOOK BACK 12 and ELIG HRS Freeze/ removed from equation. Flight Attendant pays contributory amount.**

**Flight Attendant on Unpaid PLOA (Aug 03-Mar 04)**

	LOOK BACK 12	ELIG HOURS
JAN	71.00	35.00
FEB	142.00	70.00
MAR	213.00	105.00
APR	284.00	140.00
MAY	359.00	175.00
JUN	429.00	210.00
JUL	476.00	245.00
AUG	476.00	245.00
SEP	476.00	245.00
OCT	476.00	245.00
NOV	476.00	245.00
DEC	476.00	245.00
JAN	405.00	210.00
FEB	334.00	175.00
MAR	263.00	140.00

**ELIG HOURS Months AUG-MAR removed from equation. AUG - DEC freeze. JAN - MAR roll off from previous year. Flight Attendant would meet threshold upon return in April. Pays full amount or elects own coverage per PLOA over 15 days/month prior to return.**

## Hotel



# Some Things Change and Some Stay the Same

**As you know by now, *Skyword*** will be published once a quarter, even though our work continues daily. I know how much many of you enjoy our articles and reviews because you have told me so. Therefore, I hope you will check the Hotel Department's web page, as I will post more information as it becomes available during the quarter. For those of you who are not very computer savvy, much of the information will be contained in the next quarter's issue of *Skyword*, but you may be late in finding out something you may have liked to have known sooner.

I was very pleased to have been reappointed for another two-year term as National Hotel Coordinator. It has been a pleasure serving the members of our union, and I will continue to put you and your layover needs first. My National Committee and I have faced many new challenges in the past year and will continue to do so with great vigor over the next two years.

While reading a recent newspaper, I found a section that is run

on a regular basis and I want us to adopt. Basically, we will identify problems that we can't seem to get resolved, so we want you to know who is responsible for correcting the situation. You may do with that information what you wish and perhaps give us some help. We will keep you updated as the problem is addressed. The local paper calls it Chronicle Watch: Is something broken in your neighborhood? So we will call ours HOTEL WATCH. Depending on how quickly the parties involved fix the problem and the amount of space available, we will be able to give you a timely update on the web site and in *Skyword*. We expect that with your help the web site will be the fastest way to find out if the problem has been resolved, and your help on that particular issue will no longer be needed. We may also add issues on any day or time.

The very first item on the HOTEL WATCH list is the Denver Renaissance hotel. I have called for a review of the Denver long layover hotel, The Renaissance. The hotel was never one the APEA or the APA approved, but, unfortunately, we are there. One problem

we had with the hotel was that it did not have its own transportation system. The hotel put together a piecemeal operation with other hotels in the area. The hotel has promised for the last two years that our crews would never have more than one stop to or from the airport. In fact, it has promised this time and time again. I informed the Company that it is clear that the hotel does not have the ability to operate the system that is required to have a proper layover rest period. We informed the Company we consider this a SAFETY and health issue and are requesting an immediate review. Please check our web page for an update.

Now, there are a couple of issues I need to remind everyone of:

First of all, just as you would like a passenger or coworker to come to you with a problem before going "over your head," the management of our hotels tell us time and time again that they would appreciate the opportunity to resolve any problems you may have right on the spot. I am not saying that they do, because they don't; but believe it or not, many

of them will help you out. If you are not satisfied with the resolution or lack of, please then let us know. Remember, a complete report full of details is what we need. If you use the hotel and transportation debrief on the web site, you will be prompted for all of the necessary information. Thanks in advance.

Secondly, back to the issue of leaving credit cards and debit cards if you may possibly want to charge "incidentals." Remember, the hotel places a "hold" on some of your money or credit and if other charges or debits reach your credit card company or bank, your financial institution may decline these arriving items. We all know where that leads.

Another new issue we are facing on layovers is requiring us to use a taxi for transportation. I am speaking of the times that the Hotel Limo desk gives you a voucher to give the "taxi" company. Well, unless the company has a prior arrangement with the taxi company, the driver may look at you like you have three eyeballs. I am suggesting you carry some money with you, just in case the

driver refuses the voucher. However, if this does happen to you, please report it immediately.

I hope that you will all get onboard and review the web site often. You will be pleasantly surprised at what you will find all over the APEA Web site.

'Til next time,  
Patty

**P.S.** The Palace Station Hotel in Las Vegas has advised that they will discontinue the 15 percent service charge on "to go" orders between the hours of 2200-0600. The charge will remain during all other times.

## Hotel News and Reviews

**(STL) St. Louis, Long;**  
*as review by Kathleen Raices*

Effective April 30, 2004, our long layover hotel changed to the Millennium Hotel, St. Louis. This hotel is located on the banks of the Mighty Mississippi River overlooking the city's signature landmark, the Gateway Arch, about 15 miles from Lambert International Airport. The hotel will have the room keys available in the van for crewmembers. Should you have a request for a

smoking room, you will need to stop at the reception desk to check the availability of one.

The Millennium Hotel North Tower, the one in the round, has a very contemporary, spacious feel to it. This tower is the business tower and is where we will be accommodated. The hotel was built in 1969, and the most recent renovation was in 2002. The lobby has a large, well-supplied gift shop with snacks, beverages, and sundries. Martini's, the hotel lounge, is located in the lobby and has a great view of the river and the Gateway Arch and offers a 25 percent discount. Light snacks are available in the lounge, which is open 1600 until 0100. Also located in the lobby is the Palm Court. Open daily, this is the hotel's "grab-and-go café" offering fresh fruit, gourmet coffees, and various breakfast pastries and bagels. The full service restaurant, the 4th Street Grill, in the lower lobby also offers a 25 percent discount while it is open from 0630 until 2300. The menu is vast and reasonably priced with very good food. If you prefer room service, it is available, 24 hours, with the same generous discount. However, if you are interested in more formal, elegant dining, Top of the Riverfront is open for dinner only Tuesday through Saturday and Sunday 0900 to 1400. This restaurant has

fabulous cuisine and is elegantly presented by very knowledgeable and discreet staff. You have a magnificent view of the city, riverfront, and the Gateway Arch as the dining room revolves as you dine.

The circular north tower, with its 28 floors, has very sleek, contemporary, European styling in the guestrooms, following the style of the Millennium Broadway Hotel in New York. The rooms are clean, well lighted, secure, and very nicely appointed with all the standard items, hair dryer, iron/board, etc. and have an intriguing lighted glass desk-top and bath countertops. The air vents are clean and the windows are triple paned and can be opened for fresh air. The bathroom is well lighted and has plenty of counter space. You will find a very comfortable pillow-top mattress, with plenty of pillows and triple sheeting. High-speed Internet access is available at no charge; however, you will need an "Ethernet" connection for your computer to access high-speed in your room. The lobby has complimentary Internet computers available in two locations; however, please be considerate with the amount of time you use the computers as they are for all hotel guests.

The Millennium hotel is located

"in the heart of downtown" and has many area attractions within walking distance. One quite popular area is Laclede's Landing. It is a vibrant entertainment district just three blocks from the hotel with cobblestone streets and some of the city's best restaurants and nightclubs as well as the city's only downtown casino. Union Station is nearby and has over 100 shops, restaurants, and a 10-screen movie theater. For more information on this hotel, see the web site at [www.2millenniumhotels.com](http://www.2millenniumhotels.com). I hope that you will enjoy the hotel and all that it offers during your layover here.

**(ABQ) Albuquerque, New Mexico, Short;**  
*as reviewed by Kathleen Raices*

We will continue to stay at the DoubleTree Hotel Albuquerque for our short layovers. The DoubleTree Hotel is located about seven miles from ABQ airport and two miles from historic Old Town. This hotel is very well maintained and has a great management team and staff. There is a shuttle operated by the DoubleTree that offers transportation within a two-mile radius of the hotel. You can find a large number of eateries and shops around the hotel serving a variety of menu items. The "Welcome Letter" from the hotel, which is attached to the sign-in sheet, will

detail this information. The hotel itself has its own restaurant, La Cascada, open 0600-1400 and 1700-2100 and offers a 25 percent discount. The menu has a great variety of delicious items to choose from at reasonable prices. Room service is open 0600-2300 daily and offers the 25 percent discount as well as the Lobby Bar, which has light food available from 1200-2100. Complimentary coffee is available at the Lobby Bar early in the morning.

The guestrooms are very clean and nicely decorated and appointed with a king, queen, or two double beds. The windows have a very good blackout drape for sleeping during the daytime hours. The air conditioning and heating systems are individually controlled in each guestroom and work very well with minimal noise. Local telephone calls and 800 calls are complimentary. High-speed Internet access is available in each room for a charge of \$9.95. Regular dial-up access is available at no charge. Each room has its own fire sprinkler, smoke detector, and audible alarms. Cable TV and premium cable channels HBO, CNN, and ESPN are also available in each room along with pay-per-view movies. The bathroom is of average size and is very clean

## Hotel Department continued

with quality towels and complimentary amenities.

The fitness center is available for guests and has treadmills, stair-climber machines, universal machines, and free weights, as well as TV, water, and towels. Just outside the fitness center is the pool. Here you can relax and enjoy the fresh air and sunshine.

You will find everything you need for a safe, comfortable, and clean layover here at the DoubleTree Albuquerque.

### **(YYZ) MONTREAL, Short and Long; as reviewed by Carrie Maniaci**

A change is needed and a change is a coming! We will be moving to a new short layover and adding a much needed long layover hotel. It's time to start bidding Montreal again. I hope you will enjoy the new layovers. Long layovers going downtown will be those with over 14 hours' layover time.

### **Le Centre Sheraton Montreal, Long;**

The Sheraton is a beautiful five-star hotel located ideally in the heart of Montreal. Step out the front entrance, and you will find yourself surrounded by museums, art galleries, designer boutiques, and a wide variety of excellent restaurants.

The subway station and renowned underground shopping city are a two-minute walk from the hotel. The newly renovated guestrooms have the wonderful "Sheraton Sleeper" beds with down duvets. All rooms are spacious, clean, and beautifully appointed. Rooms all have hair dryers, iron/boards, coffee makers, safes, and blackout curtains. The workout room is huge with a "club-like" atmosphere offering cardio and circuit training equipment and free weights. Adjacent to the workout area is an indoor pool with spa and a separate massage facility. In the lower level of the hotel is a variety of shops and a business center. The hotel will extend a 20 percent discount in the restaurants and on room service, which is open 24 hours.

### **Hilton Garden Inn, Short;**

This is a brand new property that opened in September of 2003. The hotel is an upgraded Hilton Garden Inn and is clean, quiet, and just minutes from the airport. As with all Hilton Garden Inns, there are refrigerators, microwaves, safes, hair dryers, coffee makers, iron/boards, and free high-speed Internet access in all guestrooms. The

business center, which is open 24 hours, has two computers that have complimentary high-speed Internet access. A self-service pantry next to the front desk is always open and has a variety of drinks, food items, and toiletries. The ATM is in the lobby. The restaurant and room service will extend a 25 percent discount to the crews. There is an indoor pool with spa and cardio equipment in the workout room. The shuttle runs every 15 minutes to the airport.


### **(DAY) Dayton, Ohio, Short; as reviewed by Kerri Pieper**

On March 1, 2004, we began staying at the Holiday Inn Dayton North. The hotel is just 10 minutes from the airport. The hotel has just undergone a \$2 million renovation that included new mattresses. The crews will be housed in the tower rooms only.

All rooms have either two double beds or one king-size bed. The windows are double paned and do open. Rooms feature cable television with pay-per-view, clock radio, coffeemakers, iron/board, and hair dryers. The telephones have voicemail, and all local and 800 calls are free.

The fitness facility is small, but you do have 24-hour access with your room key. There is an indoor pool with Jacuzzi. A game room in the lobby features video games, pool table, and ping-pong table.

The hotel restaurant and room service are open from 0630-1300 and 1700-2200. The lounge is open from 1600 until 0100 with food available. Crews will receive a 10 percent discount on all food services. When it is available, the hotel van will take you to local restaurants and the Fairfield Mall.

We think you will find this hotel to be a much-needed improvement in Dayton for your short layover. We are still working on a long layover hotel. 





**Vicki Dale**  
APFA National  
Scheduling Coordinator

## Big Shoes, Little Feet

**As I start my term as National Scheduling Coordinator**, I would like to share my gratitude to my mentor and former boss, Jena Hopkins. I have had the privilege of working under her as a Scheduling Representative for the past three and a half years and have the honor of being appointed coordinator because of the training, knowledge, and guidance that Jena has graciously given me.

Often the accomplishments of the coordinators go unnoticed; scheduling improvements are made through intense haggling with the Company. During her terms, Jena has been able to convince American Airlines to make several adjustments for the benefit of the membership. Improvements to long call reserve, OE trip trades and drops, and new mutual transfer language are just a few of the issues resolved under her watch.

Jena's shoes will be tough to fill, but I will put my heart and soul into serving the membership to the best of my ability. Jena will be taking on a new challenge at APFA Headquarters, that of the Contract Administrator. She and I will be working closely on many items for the betterment of all union members. Grow, little feet, grow!

### Reschedule Relief

The seat belt sign is on, you have finished your walkthrough, and are discussing with your coworkers your plans for the evening, when you hear two chimes. The flight deck passes on an ACARS that now you will be flying to El Paso, laying over, and returning back to base tomorrow. So much for that dinner and a movie you thought you would be enjoying! Why you? You are not low on time, so what gives?

The number of reschedules since the Restructuring Agreement has dramatically increased. This seems to be the Company's "new way of doing business." Weather, mechanicals, and cancellations often cause tracking or scheduling to change your sequence, but on occasion, you get rescheduled when the sun is shining and the plane is already at the gate. The APFA Scheduling Department has addressed this issue with American on numerous occasions. While we have been able to achieve some relief, the core problem has yet to be sufficiently resolved.

Scheduling Representatives try their best to research the reschedules, but some informa-

tion needed may no longer be available if some time has passed. Because of this, the Scheduling Department at the APFA has created a reschedule report that will be placed near APFA lockboxes in the operations area of each base and also added to the APFA Web site.

If you are a line Flight Attendant and have additional flying attached to the end of your sequence, pick up a copy of the reschedule report. Attach the required information to the reschedule report and place it in the APFA lockbox or mail it to the address on the form. The APFA will investigate your case, and if we feel an error has been made by tracking or scheduling, the information will be forwarded to your Base Chair or Vice Chair who will then file a Notice of Dispute on your behalf. By signing the report, you automatically give the APFA the approval to proceed with the NOD if necessary.

Please be aware this report applies to you only for tacked-on flying; if you experience a MIC (misconnect, illegality, or cancellation), this will not apply as you are contractually subject to reschedule as needed by American.

Reschedules happen—that is just part of the job. However, APFA Scheduling wants to be sure they are done correctly and within the boundaries of the contract. We also want a way to track the number of reschedules happening throughout the system. We hear galley gossip, too, and want to find out if the problem is as widespread as it appears. Our work environment is difficult enough without it disrupting our anticipated time off as well.





## Working to Uphold Our Agreement

**The Contract Coordinator's** primary and most important role is to oversee all the work rules and benefits negotiated between the Union and American Airlines and contained in the Collective Bargaining Agreement and to ensure that the contract agreed upon between the two parties is followed as it was meant to be.

I would like to introduce myself as your new Contract Coordinator. You may know that I was the National Scheduling Coordinator for the last five years. I am changing hats and look forward to this new challenge.

The Contract Department handles all contractual issues other than scheduling. These are, in part:

- ▲ Family Leave
- ▲ Pay Issues
- ▲ Bid Results
- ▲ Personal Leaves of Absence
- ▲ Educational Leaves of Absence
- ▲ Overage Leaves

- ▲ Transfers
- ▲ Proffers
- ▲ Mutual Laterals
- ▲ Training
- ▲ Vacation Awards
- ▲ Seniority Accrual
- ▲ Retirement
- ▲ Sick Pay
- ▲ Benefits
- ▲ Uniforms
- ▲ Travel Policy

I arrange to have one representative (other than myself) on duty at APFA Headquarters, Monday through Friday, 0900 - 1700 Central Time to take contractual calls from Flight Attendants.

As you have undoubtedly discovered, our contract is not always simple to understand, so we have a high volume of calls each day. You may be asked to leave a message for a Contract Administration Representative to return your call.

If you are required to leave a

message, please be sure to leave your name, employee number, contact number, and a detailed description of your issue. This will allow the representative to research your question and leave an answer for you in case she/he reaches your answering machine. Since there is only one Contract Administration Representative, we need to be able to return calls with the answers to your questions expeditiously and efficiently.

I am excited about my new position and look forward to assisting you. Please feel free to contact me at APFA Headquarters, extension 8271. The Contract Administration Representative on duty may be reached at extension 8171. I would also like to thank Nancy Archer for her years of dedication and service to the Contract Department. She will be missed and we wish her well.

# AmericanAirlines®

March 30, 2004

John Ward  
President  
Association of Professional Flight Attendants  
1004 W. Eules Blvd.  
Eules, TX 76040-5018

## Re: Increased Flexibility for Domestic Mutual Transfers

Dear John:

This is to confirm our understanding regarding the temporary procedures for processing Domestic Mutual Transfers, and these procedures will enhance the Mutual Transfer provisions in Article 12.G.

1. Due to the lack of regular transfer activity, the Company has agreed to process Domestic Mutual Transfers on a quarterly basis until regular transfer activity resumes.
2. A Flight Attendant who desires a Domestic Mutual Transfer shall submit a transfer request to the Company.
3. The Company will review the operational needs at each base prior to processing. Flight Attendants will be pooled based on system seniority without regard to equipment or service qualifications. Flight Attendants with language qualifications will be paired as required by each base. Purser qualifications will not be a requirement.
4. The net result of required equipment and service qualifications shall be the same between bases. A Flight Attendant who does not possess the equipment or service qualifications required for the resulting pool of transfers may be required to obtain the necessary qualifications for the new base. In the example below, the transfers will result in a net loss of one 757 qualification in LAXD, so the junior Flight Attendant transferring to LAXD, Lyons, would be required to obtain the 757 qualification at the first available opportunity.

### DOMESTIC MUTUAL TRANSFER POOL

TO	NAME	EMP	SEN	FROM	QUALS
DFWD	SMITH	172981	12420	LAXD	S80, 767
DFWD	HOPKINS	364994	14271	LAXD	S80, 767, 757
DFWD	JONES	517355	16328	LAXD	S80, 767, 737
LAXD	CARTER	987	325	DFWD	S80, 767
LAXD	RUSSELL	79678	5874	DFWD	S80, 767
LAXD	LYONS	123744	9642	DFWD	S80, 767, 737

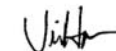
P.O. BOX 619616, DALLAS/FORT WORTH AIRPORT, TEXAS 75261-9616

# AmericanAirlines®

5. Any required training must be accomplished on a day(s) off (DO) or a reserve day at the first available opportunity. If the first available opportunity to attend training conflicts with a scheduled trip sequence, the Flight Attendant will be removed from the sequence unpaid and uncredited, and the guarantee will be adjusted accordingly. Failure to complete required training during the first month it is offered will result in a QI status without regard to current qualifications, until such base qualification(s) are obtained.
6. When the preliminary mutual transfer list is published, Flight Attendants shall be notified of the potential training requirements, if any. Once acceptance of the transfers is confirmed, Flight Attendants remaining in the domestic mutual transfer pool will be paired in seniority order, included on the final posting, and notified of the final training requirements.
7. Due to training restrictions, no mutual transfers will be granted for Flight Attendants based at STL and flying equipment operating under the TWA LLC operating certificate.
8. A Flight Attendant must be active on the day of the mutual transfer match to be eligible for the transfer.
9. Transferred Flight Attendants must remain at the new base for a period of (3) months.
10. A Flight Attendant involved in a Domestic Mutual Transfer shall be responsible for rearranging his/her schedule to avoid trip sequence conflicts. If the Flight Attendant cannot rearrange his/her schedule to avoid a conflict, the Flight Attendant shall be removed from the trip sequence at the Company's option, and the Flight Attendant shall not be paid and credited for the trip removal and the monthly guarantee shall be reduced accordingly.

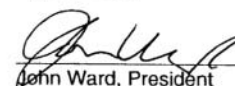
The above-referenced procedures will become effective immediately, on a 12-month trial basis and may be extended by mutual agreement thereafter.

Sincerely,



Vince Heyer  
Principal  
Employee Relations

Agreed to by:



John Ward, President  
Association of Professional Flight Attendants

Date 3-30-04

cc: Lorraine Mase-Hecker Sheri Hammett Nancy Archer  
Roy Everett Jena Hopkins

P.O. BOX 619616, DALLAS/FORT WORTH AIRPORT, TEXAS 75261-9616



# APFA On Capitol Hill

**ACTION ALERT:**  
Contact Congress  
On Flight Attendant Fatigue  
At  
HYPERLINK  
<http://www.apfa.org>  
[www.apfa.org](http://www.apfa.org)

**Political Action  
Committee  
Donate  
NOW!**



# APFA will soon make available to members several new insurance plans with preferred rates and portability:

## Supplemental Long Term Disability

- Will replace a portion of your income should you become sick or hurt and cannot work
- Supplements your American Airlines Long Term Disability based on W-2 earnings up to \$750/month

## Interest Sensitive Whole Life Insurance\*

- Fixed premium and benefit with no health questions up to certain limits
- Contains Long Term Care Rider

## Cancer Insurance\*

- Benefits paid directly to you with no deductible
- Pays for direct and indirect costs with no deductible

## Long Term Care Insurance\*

- You select benefit amount and benefit period that suits your needs
- Extended to additional family members

## Critical Illness Insurance\*

- Lump sum payment with diagnosis of a covered critical illness: heart attack, stroke, cancer and others
- Benefit paid directly to you – you decide how to use the money

## Accident Insurance\*

- Pays in addition to other insurance and is 24 hour coverage
- No limit on number of claims

## Counselors will be visiting flight service Ops areas to assist in explaining and enrolling our Flight Attendants.

## \*Coverage available also for spouse/domestic partner and eligible family members

*The details regarding the insurance being offered to the APFA Flight Attendants have been developed by the insurance companies and not by the APFA. Determinations of eligibility for insurance coverage will be the responsibility solely of the insurance companies. The APFA will have no say in or responsibility for any such determinations. The APFA has not provided the insurance companies or the enrollment firm with access to any APFA address or phone contact lists or to APFA documentation reflecting such information. The costs associated with the preparation of these materials have been and are being borne by the insurance companies, not the APFA.*

## Association of Professional Flight Attendants

Representing the Flight Attendants of American Airlines

### Office of the President

April 19, 2004

The Honorable Donald Rumsfeld  
Secretary, Department of Defense  
1000 Defense, The Pentagon  
Washington, D.C. 20301

Re: CRAF Flying By Foreign Carriers

Dear Mr. Secretary:

The New York Times recently reported that the Defense Department has included in its 2005 appropriations request a repeal of Section 2710 of the Emergency Wartime Supplemental Appropriations Act of 2003 that would allow foreign carriers to participate in the Civil Reserve Air Fleet (CRAF). CRAF flying has previously been limited to U. S. air carriers with greater than 50% American ownership and is a major source of revenue for U. S. carriers. The Association of Professional Flight Attendants (APFA), representing the approximately 25,000 flight attendants at American Airlines, strongly urges you not to repeal this Section. Only American- owned carriers should be allowed to compete for CRAF flights.

Surely, at a time when our national security is of the utmost importance, foreign owned carriers should not be allowed to transport U. S. troops and equipment to and from their assignments, most recently in the Middle East. American Airlines' flight attendants take great pride in working these trips as a way to show their support for our troops.

Aside from security concerns, granting foreign carriers the ability to fly CRAF missions would essentially be an outsourcing of U. S. jobs. American carriers received \$1.2 billion to fly troops in and out of the conflict area providing a large boost to U. S. carriers during what has been a very difficult time for the major U. S. airlines.

We urge you to deny the Defense Department the ability to use foreign carriers in CRAF.

Sincerely,



John Ward



Washington

# APFA Heads to Capitol Hill

By Joan Wages, APFA Washington Representative

The scheduling of shorter rest periods has become a primary concern, particularly at some bases where a significant number of the trip pairings include them. Flight Attendants routinely face 12-14-hour duty days and are scheduled for eight and a half hours off-duty, which invariably gets reduced to eight hours – the absolute minimum the Federal Aviation Administration (FAA) allows. As we all know, eight hours off-duty translates to five to six hours of actual sleep time, assuming one can fall asleep shortly after getting in bed. A month's schedule of long duty days and minimum off-duty leaves Flight Attendants exhausted. They have told the APFA about falling asleep on their jumpseats and forgetting to arm or disarm their slides until reminded by a fellow crewmember.

There can be no doubt that fatigue is a safety hazard. Study after study on shift workers and Pilots has shown it to be true. Fatigue is cumulative. An occasional eight-hour layover is tolerable; on a routine basis, it leaves crewmembers weary, dull, and inattentive to their duties (not to mention irritable). APFA members have found that the Federal Aviation Regulations (FARs) do not provide for sufficient rest to cabin crews when car-

riers, like American Airlines, decide to push the flying envelope to get maximum utilization AND provide, on a regular basis, the least rest allowed.

A group of APFA members took to Capitol Hill on April 21st to talk with staff and some members of Congress about their concerns. These concerns included inadequate FARs, the lack of mandatory Flight Attendant security training, and the need for an extension to unemployment benefits for 3,123 furloughed Flight Attendants who lost their unemployment insurance in January 2004. Our Flight Attendants visited more than 60 offices, giving them examples of minimum off-duty periods sandwiched between maximum duty days and explaining the many ways fatigue can negatively affect Flight Attendants as they perform their safety and security duties. The feedback was very positive.

Shortly before the April 21st lobby day, the APFA received preliminary results from the University of Denver survey on Flight Attendant fatigue. They said: "During the months of January to April, over 1,003 American Flight Attendants completed an online survey of their work attitudes and feelings of work-related alertness and fatigue.

Results of the survey indicate that almost 30 percent of the Flight Attendants score in the severe range on a standard measure of sleeping difficulties. In addition, these results are significantly higher than those of employees in other modes of transportation. These results also suggest that compared to others in the transportation industry, persons completing this survey are experiencing a much higher level of fatigue and tiredness." These results give further confirmation that extreme fatigue is an ongoing problem.

As a result of the efforts of those who gave up a day of their time off to visit Washington, members of Congress have signed a letter sponsored by Representative Peter DeFazio to American CEO Gerard Arpey stressing the negative effects from fatigue and asking him to address the APFA's complaints. In addition, several senators have tentatively agreed to sign a letter to FAA Administrator Marion Blakey asking her to take action. (Look for a final version on the APFA Web site.) To address APFA concerns over inadequate security training, Senator Barbara Boxer (D-CA) has agreed to introduce legislation making Flight Attendant security training mandatory.

## Mandatory Security Training

Since the events of September 11, the APFA and other Flight Attendant unions have worked diligently towards mandatory security training. Three pieces of

legislation over the last three years have contained guidelines for Flight Attendant security training and yet, little has changed. Last year, the FAA Reauthorization bill contained specific criteria and required the Transportation Security Agency (TSA) to design the training program until the House Republican leadership deleted the TSA mandate at the last moment. As it stands, TSA has oversight of security training programs but lacks a mandate to develop them. Since the agency was established and tasked to ensure security in the aviation industry, it only seems logical that they would provide carriers with the necessary elements for crewmember security training.

The FAA bill passed with a provision that allowed crewmember requests to be considered by TSA for a security training review. Towards that end, APFA President John Ward recently sent you a letter, which was addressed to TSA Administrator Stone, asking you to sign and return it to the APFA. It asks TSA to review American's Flight Attendant security training program. The APFA has received over a thousand of these letters already, and if you have not sent yours in, please do so.

On May 12, a large group of Flight Attendants from several carriers rallied on Capitol Hill, calling for mandatory training. A press conference was held on Capitol Hill, and later in the day, thousands of the letters signed by

Flight Attendants were delivered to TSA. Later in the afternoon, Flight Attendants met with key members of Congress who are influential on security matters.

## Cabotage and CRAF Flying

Cabotage remains on our radar due to the U.S. – European Union (EU) negotiations. The EU wants the U. S. to allow foreign carriers to fly domestically. APFA President John Ward sent a letter opposed to European carriers flying point to point within the U.S. (The letter is posted on the President's page on the APFA Web site at [www.apfa.org](http://www.apfa.org).) Currently, the U.S. negotiators are holding firm, and we will continue to monitor the situation.

In another issue concerning foreign carriers, the *New York Times* reported recently that the Defense Department asked in its 2005 appropriations request to Congress that it have the ability to consider foreign carriers when designating Civil Reserve Air Fleet (CRAF) flying. Again, President Ward sent a letter to oppose. (The letter is also posted on the President's page of the APFA Web site at [www.apfa.org](http://www.apfa.org).) Ward stated, "American carriers received \$1.2 billion to fly troops in and out of the conflict area providing a large boost to U. S. carriers during what has been a very difficult time for the major U. S. airlines." In his letter, he urged members of Congress to deny the Defense Department the ability to use foreign carriers in CRAF.



Congress of the United States

Washington, DC 20515

May 4, 2004

Mr. Gerard Arpey  
President and Chief Executive Officer  
American Airlines  
P.O. Box 619616  
Mail Drop 5621  
Dallas/Fort Worth Airport, Texas 75261-9616

Dear Mr. Arpey:

Flight attendants from American Airlines have recently contacted our offices regarding American's practice of assigning reduced rest layovers for flight attendants, and the fatigue resulting from such reduced rest periods. Fatigue, brought on by working long hours on an irregular schedule, is a recognized occupational health and safety issue in all walks of life. We would hope that you agree that having well-rested crewmembers is critical to aviation safety.

It is our understanding that current federal regulations require a minimum of nine hours of rest, which may be reduced to eight hours. While this reduced rest has been allowed, it has not regularly been assigned in the past. Flight attendants have stated that in recent months the assignment of reduced crew rest has increased. These short rest periods leave the crews only four or five hours of sleep after factoring in time for traveling to and from the hotel, eating, preparing for bed and dressing for their next assignment.


American's flight attendants are reporting that they are fatigued to the point of exhaustion with these repeatedly reduced rest periods. Working long hours on such a strenuous schedule can have a deleterious effect on a crewmember's decision-making abilities and performance of critical safety duties.


In addition, we are concerned by reports that flight attendant meals are no longer provided by the airline, and that all too often there is insufficient time during their duty periods to obtain food.

Mr. Gerard Arpey  
May 4, 2004  
Page 2

Accordingly, we urge you to review American's current flight scheduling practices to ensure that your flight attendants are provided with adequate rest and an opportunity to eat so that they can perform their critical safety functions.

Sincerely,

  
PETER DeFAZIO  
Member of Congress


  
JERROLD NADLER  
Member of Congress

  
EDDIE BERNICE JOHNSON  
Member of Congress

  
MICHAEL CAPUANO  
Member of Congress

  
JIM MORAN  
Member of Congress

  
JAN SCHAKOWSKY  
Member of Congress

  
PETER DEUTSCH  
Member of Congress

# APFA

## BOARD OF DIRECTORS ANNUAL CONVENTION

### MARCH 1, 2004 – MARCH 5, 2004

Omni Parker House  
60 School Street  
Boston, MA 02108

#### OFFICIAL MINUTES

##### MARCH 1, 2004

- John welcomed the Board of Directors.
- 1030** - Roll Call
- 1048** - Resolution #1a was voted on and passed to amend the agenda to include:  
Yes: 17 No: 0 Absent: 1
- Minimum Rest Mallon
- Reduced Rest Trautman
- Committees Nasca
- Trip Removals Turley
- Dues Reduction Weston
- RPA Mallon
- Budget Resolutions Mallon
- Reschedule/Reassignments Mallon
- 737 Update Mallon
- Attendance Control Policy Mallon
- Code of Confidentiality Trautman
- Pass Suspension Trautman
- Presidential Grievance Update Weston
- Convention Edwards
- Trip Removals Edwards
- American Airlines Medical Edwards
- Travel on Sick List Nikides
- EPT on Line Study Guide Turley
- Reciprocal Jump Seat Turley
- IODs Nasca
- Change to Attendance Policy Nasca
- Extended Long Range Flying/Rest Nasca
- Vacations O'Kelley
- Reassignments O'Kelley
- Martha Griffiths Award Mitchell
- InfoRep Steering Committee Watson
- **Skyword** Watson
- U.S. Presidential Endorsement Watson
- International Flight Attendants on Domestic LeWinter
- Termination Directives McCauley

- 1049** Resolution #1 to approve the agenda as amended was voted on and passed.  
Yes: 17 No: 0 Absent: 1

##### AD HOC NOMINATIONS

We received one Willingness-to-Serve from Flight Attendant Denise Bartholomew. Nominations from the Board of Directors included:

- Cheryl Walters
- Kim Boyett
- Anne Loew
- Greg Gunter

- 1100** Legal Update from General Counsel
- 1220** Back on Record for Legislative Update (Joan Wages)
- 1445** Lunch
- 1600** APFA Sponsored Insurance: Jeff Summers presented to the Board of Directors an update on the additional insurance coverage our APFA members could purchase.
- 1635** Motion to adjourn until Tuesday, March 2, 2004.

##### MARCH 2, 2004

- 1023** Roll Call
- 1145** Resolution #2 was voted on and passed regarding Minimum Rest.  
Yes: 18 No: 0
- AD HOC ELECTIONS:  
Five (5) rounds – Cheryl Walters #3 position
- 1245** Lunch Break
- 1400** Back on Record with Ad Hoc Elections  
Due to prior commitments, the hotel needed the room we occupied.
- 1445** Adjourned for the day.

##### MARCH 3, 2004

- 0915** Roll Call  
Ad Hoc Elections:  
We continued through lunch until the Company arrived.
- 1200** American Airlines SOC Presentation. Mr. Arpey and Lauri Curtis addressed the Board of Directors and answered questions.
- 1810** Ad Hoc Elections continued.
- 1945** Motion to adjourn for the evening.

##### MARCH 4, 2004

- 0937** Roll Call  
Continued with Ad Hoc Elections. Tim Weston nominated Steve Ellis.  
After several rounds, Steve Ellis was appointed the #4 position.



- 1200** Selections by the Board of Directors for their Ad Hoc to represent them.  
 Aurigemma, Lenny BOS, IOR, SFO, STL  
 St. Michel, Mario JFK, LGA, ORD, RDU-I  
 Ellis, Steve IDF, IMA, MIA  
 Walters, Cheryl BOS-I, DCA, DCA-I, LAX  
 Bedwell, Ted DFW, LAX-I, SFO-I
- 1215** Lunch
- 1345** Back on Record
- 1415** Resolution #3 regarding Committees was voted on and failed.  
 Yes: 4 No: 13 Abstain: 1
- 1430** Resolution #4 regarding base trip removals was voted on and passed.  
 Yes: 18 No: 0
- 1438** Off Record Discussions
- 1535** Back on Record
- 1547** Resolution #5 regarding Dues Reductions was voted on and passed.  
 Yes: 18 No: 0  
 Budget Committee Review and Approval
- 1720** Resolution #6, 2005 Fiscal Budget was voted on and approved.  
 Yes: 18 No: 0
- 1730** Discussion regarding breakdown of each base budget to be included in the monthly report to the Board of Directors.

#### National Ballot Committee Nominations and Appointments.

Per the APFA Constitution, the Secretary is to forward all names submitted for consideration to be appointed by the APFA Board of Directors. The following names were submitted:

- Todd Breckenridge - Gail MaConkey - Peter Kent - Tim O'Connell
- Ron Harris - Marti Murchison - Myrene Sanders - Linda Herod Rivas
- Karen Beavers - Karen Goodrich - Gay Floyd

- 1820** Resolution #7, National Ballot Committee appointments were voted on and failed.  
 Yes: 6 No: 9 Abstain: 3  
 Off Record Discussion
- 1830** Resolution #8, National Ballot Committee Appointments voted on and passed.  
 Yes: 14 No: 3 Abstain: 1  
 National Ballot Appointments  
 - Todd Breckenridge - Gail MaConkey - Peter Kent - Ron Harris - Gay Floyd  
 - Tim O'Connell - Marti Murchison - Myrene Sanders - Karen Beavers  
 - Karen Goodrich - Sandy Mock - Leatha Harding Berry - Patrick Farrell  
 National Budget Committee  
 Names were put forth for consideration.

- Cheri Washbish - Greg Gunter - Sharron Lennox - Doug Newlon
  - Greg Hildreth (alternate) - Patrick Hancock - Kathy Lukensmeyer - James Andrews
- 1910** Resolution #9, Budget Committee Appointments was voted on and passed.  
 Yes: 18 No: 0  
 Budget Committee Appointments  
 - Cheri Washbish - Greg Gunter - Sharron Lennox - Doug Newlon  
 - Greg Hildreth (alternate)
- 1930** Arlene LeWinter made a motion to adjourn.

#### MARCH 5, 2004

- 0931** Roll Call  
 Reschedule/Reassignments
- 1031** Resolution #10, RSK was voted on and passed.  
 Yes: 17 No: 0 Absent: 1
- 1035** Off Record Discussions regarding 737 staffing update.
- 1050** Back on Record
- 1122** Resolution #11, regarding Code of Confidentiality was voted on and passed.  
 Yes: 14 No: 3 Absent: 1

#### Presidential Grievance Update

Jeff Bott gave the Board of Directors an update on outstanding Presidential Grievances.

- 1130** Discussions on travel while on the Sick List.  
 EPT on-line study guide discussions.
- 1215** Lunch Break
- 1346** Resolution #12, Distinguished Service Award voted on and passed.  
 Yes: 15 No: 2 Absent: 1
- 1352** Resolution #13, Distinguished Service Award voted on and passed.  
 Yes: 17 No: 0 Absent: 1
- 1355** Resolution #14, regarding InfoRep Steering Committee was tabled until after the National Officer Elections.
- 1400** Resolution #15, regarding Skyword was voted on and passed.  
 Yes: 17 No: 0 Absent: 1  
 Discussion on the APFA endorsing a presidential candidate.
- 1405** International Flight Attendants on Domestic discussions.
- 1420** There was a motion made by Steve Watson to adjourn.  
 Show of Hands to Adjourn.

*For more information including all resolutions considered by the APFA Board of Directors during this meeting, please visit the APFA Web site "EC/BOD Meetings."*

# National Officer Run-Off Election Tally

March 12th, 2004

Candidates	BOS	BOSI	DCA	DCAI	DFW	IDF	IMA/ LGA	IOR	JFK	LAX	LAXI	MIA	ORD	RDUI	SFO	SFOI	SLT	ISL STL	TOTAL	%
<b>President</b>																				
Tommie L. Hutto-Blake	83	134	203	49	325	240	990	416	810	363	191	422	582	53	150	57	188	2137	7393	50%
John Ward	286	121	122	36	1800	913	868	452	375	544	105	450	648	9	401	85	171	12	7398	50%
Void (Overvote)	0	0	0	0	0	1	0	1	0	2	0	1	0	0	0	0	0	0	5	0%
Blank (Undervote)	1	1	1	0	2	3	6	3	0	3	1	1	2	0	2	0	1	0	27	0%
Total Ballots Counted	370	256	326	85	2127	1157	1864	872	1185	912	297	874	1232	62	553	142	360	2149	14823	
<b>Vice President</b>																				
Ted Bedwell, Jr.	262	111	140	45	1667	837	745	402	351	475	84	382	610	10	343	66	167	87	6784	46%
Brett Durkin	105	141	185	40	431	302	1087	458	819	414	207	483	607	51	191	70	189	2047	7827	53%
Void (Overvote)	0	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	0	2	0%
Blank (Undervote)	3	4	1	0	29	17	32	12	15	22	6	9	15	1	19	6	4	15	210	1%
Total Ballots Counted	370	256	326	85	2127	1157	1864	872	1185	912	297	874	1232	62	553	142	360	2149	14823	
<b>Secretary</b>																				
Greg Hildreth	106	132	202	44	440	307	1052	454	822	388	199	448	576	49	190	62	184	2074	7729	52%
Linda Lanning	260	119	122	40	1656	835	776	404	345	497	95	413	640	11	345	74	172	60	6864	46%
Void (Overvote)	0	0	0	0	0	0	0	0	0	1	1	0	0	0	0	0	0	0	2	0%
Blank (Undervote)	4	5	2	1	31	15	36	14	18	26	2	13	16	2	18	6	4	15	228	2%
Total Ballots Counted	370	256	326	85	2127	1157	1864	872	1185	912	297	874	1232	62	553	142	360	2149	14823	
<b>Treasurer</b>																				
Juan Johnson	266	129	114	39	1677	854	824	358	344	498	103	411	614	12	354	76	174	50	6897	47%
Cathy Hermann Lukensmeyer	100	122	210	46	422	287	1006	506	824	388	190	449	608	49	181	61	183	2086	7718	52%
Void (Overvote)	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0%
Blank (Undervote)	4	5	2	0	28	16	34	8	17	25	4	14	10	1	18	5	3	13	207	1%
Total Ballots Counted	370	256	326	85	2127	1157	1864	872	1185	912	297	874	1232	62	553	142	360	2149	14823	
Void – Dues Arrears	7	3	6	1	38	10	35	4	18	9	2	14	23	1	14	4	13	130	332	
Void – Not in secret envelope	2	3	1	0	9	3	17	2	8	5	1	1	8	0	0	0	1	12	73	
Void – Duplicate	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1	
Void – Did not follow rules	0	0	0	0	1	1	3	0	1	0	0	0	0	0	0	0	0	0	6	
Total Ballots Received	379	262	333	86	2175	1172	1919	878	1212	926	300	889	1263	63	567	146	374	2291	15235	
Total Ballots Mailed	761	374	583	127	3409	1552	3410	1246	1899	1692	433	1523	2284	89	1097	244	603	2931	24,257	

# Executive Committee Meeting

## April 13, 2004

### Resolution #7 Maker: Ellis Second: Ward

Y = Yes, N = No, P = Pass, A = Abstain, N/A = Absent, PXY = Proxy Vote

	Y	N	P	A	N/A	PXY
Lenny Aurigema	√					
Ted Bedwell	√					
Steve Ellis	√					
Mario St. Michel	√					
Cheryl Walters	√					
Treasurer	√					
Secretary	√					
Vice President	√					
President	√					

Yes: 9 No: 0 Abstain: 0 Absent: 0

Status: Passed:(√) Failed:( ) Tabled:( ) Withdrawn:( )

**WHEREAS**, the APFA Board of Directors is vested with the governmental powers of the APFA under Article III of the APFA Constitution; and

**WHEREAS**, Article III of the APFA Constitution vests in the Executive Committee the duty to act as agent of the APFA Board of Directors; and

**WHEREAS**, Article III, Section 4, Subsection K, 11, mandates that the Executive Committee "take any and all appropriate action"(...) "to promote the welfare of the member of the APFA"; and

**WHEREAS**, Article III, Section 4, Subsection 15 empowers the Executive Committee to "adjust the budget to meet the unexpected needs of the membership"; and

**WHEREAS**, continuing efforts to encourage the APFA membership to access the APFA Website and APFA Hotline have to date failed to result in a satisfactory level of utilization by the membership; and

**WHEREAS**, due to financial considerations the APFA Board of Directors has reduced the publication frequency of *Skyword* to its current quarterly schedule and authorized the publication of *Skyword* on an "as-needed basis"; and

**WHEREAS**, *Skyword* remains the primary vehicle for the dissemination of information to the majority of the membership; and

**WHEREAS**, publication of a monthly newsletter in lieu of *Skyword* would serve the dual purpose of dramatically lowering overall communication expenditures while continuing the essential work of disseminating information to the APFA membership.

**THEREFORE BE IT RESOLVED**, that the Executive Committee directs the APFA Communications Department to prepare a monthly newsletter entitled, *Skyword Express*, with an inaugural issue to be mailed in June 2004, utilizing a format to be determined with the approval of two National Officers.

**BE IT FURTHER RESOLVED**; that this Resolution be: Printed in its entirety in the Quarterly Apr-Jun-Jul 2004 edition of *Skyword*, posted on all APFA Base Bulletin Boards, be posted immediately on the APFA website, with an identifying link from the homepage, for a period of two (2) months following its passage, and be summarized on the APFA Hotline of April 16, 2004, or the next regular APFA Hotline message, whichever occurs first, and be repeated in any subsequent APFA Hotline message for a period of two weeks from its initial inclusion on the APFA Hotline.

The APFA Board of Directors and Executive Committee have passed resolutions which call for the creation of a new publication entitled "*Skyword Express*." Although the resolutions contradict each other with regard to the publication schedule, *Skyword Express* will be published on an "as needed" basis. Watch for the newest APFA publication in the coming months.

### Resolution #10 Maker: Ellis Second: St. Michel

Y = Yes, N = No, P = Pass, A = Abstain, N/A = Absent, PXY = Proxy Vote

	Y	N	P	A	N/A	PXY
Lenny Aurigema	√					
Ted Bedwell		√				
Steve Ellis	√					
Mario St. Michel	√					
Cheryl Walters		√				
Treasurer	√					
Secretary	√					
Vice President	√					
President		√				

Yes: 6 No: 3 Abstain: 0 Absent: 0

Status: Passed:(√) Failed:( ) Tabled:( ) Withdrawn:( )

**WHEREAS**, the APFA Board of Directors is vested with the governmental powers of the APFA under Article III, Section 2 of the APFA Constitution; and

**WHEREAS**, the Executive Committee is vested with the duty to act as agent for the Board of Directors in accordance with the provisions of the APFA Constitution under Article III, Section 2 of the same; and

**WHEREAS**, the Executive Committee is charged under Article III, Section 4, Subsection K, 11, to "take any and all appropriate action" (s) necessary to "promote the welfare of the members of the APFA"; and

**WHEREAS**, any change to the monthly dues obligations of the membership requires an alteration of the APFA Constitution, Article IV, Section 1, Subsection D; and

**WHEREAS**, the APFA Constitution, Article III, Section 1, Subsection B, requires an "affirmative vote by a majority of those members in active standing who return valid ballots" to alter the Constitution; and

**WHEREAS**, the APFA Board of Directors passed resolution #5 at its Board of Directors' Annual Convention in Boston, March 1-5, 2004, directing that a Constitution APFA Alteration Referendum for a "monthly dues reduction of no less than two (\$2.00) dollars be submitted to the membership no later than June 1, 2004"; and

**WHEREAS**, it is in the best interest of the membership to allow for the thorough understanding and thoughtful consideration of any eventual changes that are proposed by the APFA Constitution Review Committee; and

**WHEREAS**, it is in the best interest of the membership to separate any issue of dues reduction, a change in the membership overwhelmingly favors, from any other proposed substantive alterations to the APFA Constitution;

**THEREFORE BE IT RESOLVED**; the Executive Committee of the APFA recommends that the APFA Board of Directors direct the National Ballot Committee to immediately prepare a membership balloting for said dues reduction as a separate ballot from any other subsequently proposed amendment, alteration, deletion, or addition to the APFA Constitution.

**BE IT FURTHER RESOLVED**; that this Resolution be: Printed in its entirety in the Quarterly Apr-Jun-Jul 2004 edition of *Skyword*, posted on all APFA Base Bulletin Boards, be posted immediately on the APFA website, with an identifying link from the homepage, for a period of two (2) months following its passage, and be summarized on the APFA Hotline of April 16, 2004, or the next regular APFA Hotline message, whichever occurs first, and be repeated in any subsequent APFA Hotline messages for a period of three weeks from its initial inclusion on the APFA Hotline.

The APFA Executive Committee passed a resolution #8 on April 13, 2004, which calls for the rotation of Executive Committee meetings among the various base cities. Such rotations will begin in the second quarter of 2004. As meetings of the Board of Directors or Executive Committee are confirmed, they will be announced on the APFA Hotline and posted on the Calendar or Events on the APFA Web site.

## MIA

We will be posting the Base Briefs on the APFA bulletin board across from the FYI center in MIA operations. You may also access it by going to the APFA Web site at [www.apfa.org](http://www.apfa.org), then clicking Base Pages, then MIA, then links. The Base Page has a lot of information, including a complete listing of all MIA Council Reps and their phone numbers. Please take advantage of their experience and willingness to help! If you are interested in being a part of the council, please let one of us know! We welcome and appreciate your involvement! Remember, this is YOUR union!

MIA Flight Service will be hosting a monthly meeting (the first Tuesday of every month) to address domestic concerns and issues. The meeting will be held in the Flight Service Conference room. If you have any issues that you would like addressed in regard to the Domestic operation in MIA, we encourage you to attend the meetings. This is your opportunity to bring forward operational concerns and problems and your opportunity to be a part of the solution!

The Board of Directors met in special session April 12 – April 18 to review the proposed con-

stitutional changes. When you receive your ballot with the proposed changes, please review all of the information carefully. Again, this is your opportunity to determine the way the union is governed. Make your opinion heard, and VOTE! If you have any questions, please feel free to call us!

In Unity,

**Cheri Washbish**

*MIA Chairperson*

**Barbara Rives**

*MIA Vice Chairperson*

## SFO

### Appointment of Interim SFO Vice Chair

For those of you who do not know, former Vice Chair Catt Napper transferred to Miami on February 1, 2004. Because we have more than six months left in our term, Willingness-To-Serves will be mailed to all active SFO Domestic Flight Attendants. However, that process won't be done until the fall. In the meantime, I have appointed Lisa Smith to fill in as Vice Chair. Lisa is a former Vice Chair from Miami-International. She has worked at the Scheduling and Contract desks at the APFA, and she has experience with Notice of Disputes (grievances). I am pleased that Lisa has the expe-

rience to represent you, and I look forward to working with her.

### APFA's Web site

Have you been wondering why you haven't received any written communication from us stuffed in your mailbox for a very long time? We moved onto our web site a long time ago and communicate through our SFO Base Page at [www.apfa.org](http://www.apfa.org). So please check it occasionally to stay informed about local base issues.

### California Paid Sick Leave

American Airlines offers California Paid Sick (CASK) leave to eligible employees who require time away from work to provide care for an ill family member. Use of CASK leave to care for eligible family members does not count as a chargeable occurrence under the Attendance Policy.

### Eligibility Requirements

You must be employed in the State of California

Your paid sick leave must be accrued and available for use at the time you request to take CASK leave.

Your eligible family members are:

- \*Spouse
- \*Domestic Partner
- \*Child
- \*Parent

If you are based in California, you may use up to one-half of

your annually accrued and available sick leave to care for the illness of your eligible family member(s) in each calendar year. For example, if you worked full time in 2003, you accrued 44 sick hours; therefore, you may use 22 hours for CASK in the year 2004.

American has all the details of this policy located on its web site. Look under the SFO Base Page for the specific details.

### California School-Related Leaves

American offers Family-School Partnership Act (FSPA) leave to eligible employees who require time away from work to participate in the planned activities of their child's school or licensed day care facility.

American also offers School Suspension leave to employees who need to take time off work when required to visit the school after the suspension of their child. Again, all of the details of these leaves can be found on American's web site under the SFO Base Page.

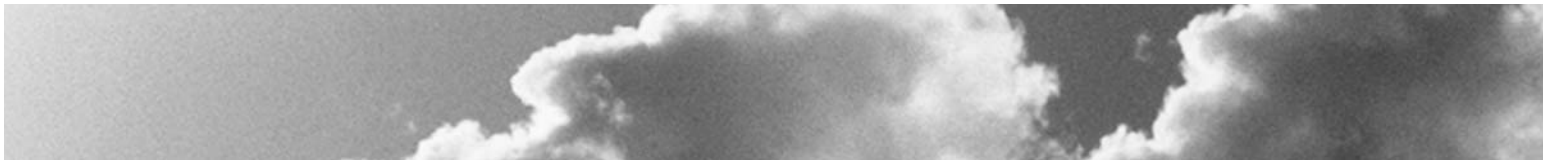
In Unity,

**Jenny Syracuse**

*SFO Chair*

## IOR

This month, we would like to dedicate our thoughts to what we hope is a bright light on the horizon. On lobby day in Washington D.C. on April 21st, the APFA voiced to lawmakers our concern regarding mandated changes in FAA regulations governing crew rest and fatigue. Present from our base were APFA Treasurer Cathy Lukensmeyer, IOR Chairperson Nancy Moehring, and IOR Flight Attendant Duff Dazley. We each visited different offices of members of the House and Senate where we pleaded our case regarding fatigue. It appeared to make an impact when we gave examples where the minimum eight-hour rest period could be shortened drastically when it was eaten up by clearing customs, hotel travel time, and check in, etc. These issues, plus the adjustments to time zone changes, and of course, the time needed to eat since no crew meals are provided, were things loudly articulated. At every office we visited, we left a packet of supporting documentation to substantiate our claims. It was extremely uplifting to find that other airlines had echoed our same concerns and were making similar visits. We are asking each of you to repeatedly contact your indi-



vidual members of the House and Senate at their local offices and reiterate the fatigue concerns. A barrage of phone calls and e-mails to plead this issue would help us greatly in our cause.

The next bright light for IOR is a spring proffer that will add approximately 90 Flight Attendants to our base. We have not had a proffer in a long time, and we welcome these Flight Attendants to what we consider to be the best base in the system. With an increase in base headcount and a return of seasonal flying, we hope the positive trend will lead to continuous growth so that we can start to rebuild a positive future.

**Nancy Moehring**  
*IOR Chairperson*  
**Michael Meyer**  
*IOR Vice Chairperson*

## ORD

At the time of this writing, we just got back from our lobby day in D.C., regarding crew fatigue. The trip was great and worth every minute. We had several Flight Attendants from ORD who were absolutely the epitome of professionalism and handled their interviews with the differ-

ent representatives as if it were second nature.

As Flight Attendants, we make the perfect witnesses because we live it day in and day out. It is impossible to dispute the hardship of 15-hour days, no food, five to six hours of sleep, no food, and then another 15-hour day. It is indefensible. It also should not be a negotiable item. The law needs to change!

If you have never done a lobby day, you are missing out on one of our greatest democratic rights and privileges. Several Flight Attendants have brought their kids along as an educational field trip. They get to see democracy at work first hand.

As we walked the halls, many people stopped us and asked us what we were doing on the Hill. They listened intently as if they didn't want to be the only ones who didn't know why we were there. Former Senator Bob Dole stopped us on the street and set up an immediate meeting with Senator Elizabeth Dole's top aids.

I do believe we have the ability to get the FAA minimums changed, but we need many, many Flight Attendants to participate and give first-hand testimony to their representatives.

If you were unable to participate in one of the lobby days in D.C., you can still go to your representatives' local offices. Take supporting documentation with you. You can find this on the APFA Web site or in past issues of *Skyword*. Change will happen if we work for it.

On another topic, Mary Beth Rudd had a retirement seminar at her condo clubhouse for a "few friends." It was a huge success. She was able to get Vicki Smith and Jim Ritchie from American Airlines, and we got Nancy Archer, APFA's former National Contract Coordinator, to attend. It was very informal and informative. If any of you have the facility and the interest to do this, please contact us.

We will be holding ORD Council meetings this month to go over the proposed changes to the APFA Constitution. We hope this will enable more accurate information to be disseminated.

There has been some interest at the base in developing a reserve committee. If you want to volunteer, please call us at the APFA ORD Office at 773-714-7925. Reserve is probably the most negotiated item in the Contract. Quite often we hear Flight Attendants stating, "if

they would only work with us." Well, the problem with that is where one Flight Attendant sees it as working with us, the other will call it favoritism. Our base is split right down the middle between locals and commuters. We often have conflicting interests, and it can be a challenge to find a medium that will work for the majority. Your input would be appreciated.

Rumor patrol: Please call us first for verification of any rumors. Some that are completely untrue cause undue stress and anxiety for fellow Flight Attendants. Some may have validity, and we need to know about it! Thanks in advance!

That's it for now. If you have an interest in doing APFA work, give us a call. There are many departments at the APFA, and one could be beckoning you!

In Unity,  
**Liz Mallon**  
*ORD Base Chairperson*  
**Steve Wilson**  
*ORD Vice Chairperson*

## Furlough Update

"Flight Attendants on furlough should keep their address, phone number, and e-mail address updated with both the APFA and American Airlines at all times. To update information with the APFA, please use the change of address card in the center section of *Skyword*, e-mail our Membership Department at membership@APFA.org, or call our Membership Department at -800-395-2732 ext. 8153. To update contact information with American Airlines, please file, in writing, your address with Manager Flight Service Administration, American Airlines, Inc. Mail Drop 4293, P.O. Box 619616, Dallas?Ft. Worth, Texas 75261-9616, and contact Employee Services at 1-800-477-2000."

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