

the official publication of the association of professional flight attendants

**SKY**word

summer 2005

We're  
Restless



# APFA FIGHTS FATIGUE

- 2003 - Present - Collected data from F'As on Flt. Att. Fatigue
- 2004 - Congressional Letter to Arpey Addressing F/A Fatigue  
D.C. Fly-In Generating Barbara Boxer Letter to Blakey
- 2005 - Flight Attendant Appropriations Study Worth \$200K  
Provided fatigue data to FAA for F/A Fatigue Study  
We're Restless Campaign Unveiled on APFA Website  
Flight Attendant Fatigue Summit at APFA Headquarters  
APFA Membership Opinion Survey Focused on Fatigue  
D.C. Fly-In on Fatigue, Pension Reform and Fuel Prices  
Honda Letter sent to Appr. Committee With 145 Sigs.  
We're Restless Bagtags Published in Summer Skyword



**See center section for "We're Restless" bagtags**

# contents

summer 2005

**SKY**word

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## REPORTS

- 4. President's Report
- 7. Vice President's Report
- 12. Secretary's Report
- 14. Treasurer's Report

## DEPARTMENTS

- 15. Communications
- 19. Contract
- 22. Safety
- 25. Scheduling
- 26. Health
- 29. Hotel

## FEATURES

- 7. The Duty of Fair Representation
- 16. Fatigue Summit
- 18. InfoRep
- 20. Joint Pension Statement
- 28. Professional Standards Letter
- 32. The Decision
- 32. The Wings Foundation
- 32. Jeanne Raines Mayberry Blacke

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**Many days I find myself feeling**

more than a bit conflicted - one minute wearing my *labor/management collaborative approach hat* - and the next switching to my *Flight Attendant advocate hat* so I can argue a point in direct conflict with management's position. The common goal of ensuring our company's financial survival is frequently obscured by the very real issues that our members face on a daily basis. But, just like you must first build credit to take out a loan, our company must return to financial stability before we can regain ground we have lost. During this challenging chapter of our history, I firmly believe that as your Union President, I must walk both of

# The Challenge of Walking Two Separate Paths . . . at the same time!

these seemingly disparate paths to secure the future of AA Flight Attendants. Without a doubt, in doing so we are charting a very different course than has ever before been taken at American Airlines.

One clear example of this new "business partnership" between labor and management at AA is the recent Pension Statement issued jointly by the three unions and senior management (see article on page 19). What we did was identify an issue that management and all labor groups had an interest in supporting. Then we went to work, ultimately drafting a statement that addressed not only AA employees' interests in retaining their pensions but management's interests in designing ways to meet their pension obligations.

*"As other major airlines seek ways to rid themselves of big pension obligations, AMR Corp.'s American Airlines labor leaders and executives are sticking to their resolve to save their defined benefit pension."*

**Dow Jones Newswires**

While UAL and US Airways are terminating their defined benefit plans and Delta, Continental and

Northwest have each called for a twenty-five-year freeze to their plans with a government blessing, AA and its unions are requesting that Congress actually protect the future growth of our defined benefit plans.

More recently in April of this year, American Airlines was represented by both union and management leadership at an international aviation symposium in Phoenix, Arizona. This conference was well attended by aviation pundits from all over the globe - manufacturers, financial investors, senior aviation executives, business and aviation media, and, yes, a few airline union leaders blended into the mix. Believe me, it was no small feat for the organizer of the event to get the leaders of the three AA unions to agree to appear in a public forum with airline executives to discuss this new model of doing business.

AA representatives (labor and management) participating in this panel discussion explained our focus on restoring our Company to the strong, efficient airline that it once was and that having our company profitable is actually a common interest. We acknowl-

edged that while we are taking risks, we are working together in ways that, if successful, will surely benefit both labor and management at American.

Here are some quotes from APEA, TWU and APA leaders during the panel discussion:

*"It doesn't mean everything is perfect. Flight Attendants have begun to understand this: If we're not at the table, our chair is empty and our interests are not being represented."*

**Tommie L. Hutto-Blake (APEA)**

*"Most pilots recognize that there is value to being involved in discussions with management and having facts needed to make solid business decisions. Past practice has included both parties withholding information for some perceived negotiating advantage. The right way is for both sides to have access to undisputed information so that we can make good business decisions."*

**Captain Ralph Hunter (APA)**

*"We each have our points of view, then we work things through. Each of us has a vested stake, and we are indelibly tethered to each other."*

**John Conley (TWU)**

And, this is how the news media saw it:

*"An uneasy truce between American Airlines Inc. and its labor unions has begun to pay dividends, helping the world's largest carrier slash costs."*

**Dallas Morning News**

*"American Airlines union leaders and management officials said Wednesday that they believe they can save the airline's traditional pension plans, even as the rest of the industry moves toward replacing pensions with less-costly alternatives."*

**Fort Worth Star-Telegram**

By the conclusion of the conference, the aviation community finally seemed to be taking notice. There are no guarantees for our success but after watching what's taking place at other airlines, clearly we do not want to emulate their

**"While UAL and US Airways are terminating their defined benefit plans ... AA and its unions are requesting that Congress actually protect the future growth of our defined benefit plans."**

behavior. In an environment of forced and seemingly endless “dismantling” of airline labor contracts, it’s a delicate new path I’m determined to walk.

On a different note, only weeks before this conference, APFA and TWU, Local 556, representing Southwest Flight Attendants, hosted the first-ever Flight Attendant Fatigue Summit at our Union headquarters. Officers and union advocates representing 19 carriers and five unions met to discuss the toll fatigue is taking on all of our members and ways to develop a strategy to combat this reality of our current work life. Fatigue, caused by long duty days and short off-duty rest periods, has become the norm in our industry. Economic hard times have translated into concessionary bargaining for most Flight Attendant groups, bringing the majority of contracts to the minimum federal standards found in the Flight Attendant Duty Time Act of 1994.

As leaders from APFA, the Association of Flight Attendants - CWA, Professional Flight Attendants Association, Transport Workers Union and International Brotherhood of Teamsters sat together and listened to presentations by fatigue and time-study scientists from public and private sectors, we understood the huge challenge ahead of us. At the close of this summit designed to share and define strategy, it was the overwhelming consensus opinion that

the very different unions representing the organized Flight Attendants in this country need to work together to facilitate scientifically-based studies monitoring workplace fatigue and its toll on Flight Attendants. One study is currently underway and together we will be calling for more federal appropriations to study Flight Attendant fatigue.

The aviation community has finally recognized us as first responders. As such, we have the right to duty days within safe limits and adequate rest between our assignments. We have been an “un-researched” workgroup for too long - now that we are certified by the federal government, we must call for action! Even in these hard economic times for our industry, the truth is that if the federal Duty Time standards were raised, all of the carriers would have the same guidelines. The playing field would be level in terms of labor costs - fostering a safer work environment for all Flight Attendants. It is our hope to convince AA management to support this action. Tired, hungry employees put any company at a real disadvantage, but especially a public service company like an airline. These

issues should rightly be the concern of management as well as labor.

We absolutely must have our voices heard in Washington, D.C., on these issues - and we need to add your voice to that of the APFA leadership. Please get in the habit of staying up-to-date with the many actions in which you can participate. On June 22, we will again descend on Capitol Hill, this time with APA, TWU and management. I envision watching a uniformed fleet service clerk standing shoulder to shoulder with a Flight Attendant, next to a mechanic, next to a pilot, next to an agent, next to a manager - all walking the Hill together, showing Congress that one airline is focused on making every effort

to protect the past promises made to its employees.

It is my hope that you, too, will see the importance of attempting to walk two separate paths at the same time - two interlinked strategies. This once forced short-term job did not become a career without tedious and focused strategy. We are again mapping out a course to bargain for protections for this career of ours. Each of us can and must be a part of this plan. Stay informed! Watch our website at [www.apfa.org](http://www.apfa.org). Call the hotline weekly. Be an active participant in our collective future! I look forward to meeting you on this path.



APFA Flight Attendants gathered in front of the Capitol Building in Washington, D.C., following a long day lobbying Congress on May 11, 2005, over Fatigue, Fuel Prices and Pension Reform.

*On May 11, 2005, approximately 140 Flight Attendants descended on Capitol Hill in Washington, D.C., to lobby Congress on fatigue, pension protection and the jet fuel crisis. APFA National Officers met with several key Congressional members throughout the day to outline APFA's position on the issues that affect us. Many of our members were able to meet with their own representatives to ask for their support on Flight Attendant issues.*

*At the urging of APFA's lobbyist, Joan Wages, Representative Mike Honda (D, CA) drafted a "Dear Colleague" letter requesting the House Appropriations Committee to provide additional funding for a Flight Attendant fatigue study. During our Lobby Day, APFA members asked representatives to sign onto this letter in support of Mr. Honda's request.*

*When the day began, there were 73 signatures from members of Congress on the letter. After our efforts on May 11, that number grew to 145. The letter has now been hand delivered to the Appropriations Committee and we are hopeful that they will act on this very reasonable proposal. The Honda letter can be found on page six of this **Skyword**.*

*Our Lobby Day concluded with a rally on the terrace of the Cannon House Office Building with our very special guest, Congressman Honda, who expressed his thanks to the Flight Attendants for all you do, day in and day out, to keep our skies safe.*

MICHAEL M. HONDA  
15th District, California  
COMMITTEE ON COMMERCE,  
TRANSPORTATION,  
AND INFRASTRUCTURE  
Subcommittee on  
Aviation  
Safety and Administration

COMMITTEE ON TRANSPORTATION  
AND INFRASTRUCTURE  
Subcommittee on  
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Research, Training, and Programs  
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## MORE STUDY NEEDED ON FLIGHT ATTENDANT FATIGUE

April 25, 2005

Dear Colleague:

Please join me in sending the attached letter to appropriators urging them to provide \$1 million in FY2006 for continued research on flight attendant fatigue. Last year, appropriators recognized the danger of exhausted flight attendants and provided \$200,000 for the Civil Aerospace Medical Institute (CAMI) to undertake a study specifically on flight attendant fatigue. That report is set to be released by June 1, 2005.

The CAMI report will advance our knowledge of flight attendant fatigue, but more research is needed. The \$1 million earmark requested in this letter will allow CAMI to conclude a more comprehensive study of this important safety issue.

Flight attendants are the front line of safety and security on our nation's commercial airlines. Please join me in asking appropriators to fund research critical to the health of flight attendants and the welfare of the flying public.

If you would like to sign this letter, please contact Chris Mitchell (Rep. Honda) at x69795 or [chris.mitchell@mail.house.gov](mailto:chris.mitchell@mail.house.gov). The deadline for signing this letter is Friday, May 13th.

Sincerely,

MICHAEL M. HONDA  
Member of Congress

4910-108 05/04/05 22 43400

### HONDA LETTER ON FLIGHT ATTENDANT FATIGUE

As you prepare the Fiscal Year 2006 Transportation, Treasury and HUD Appropriations bill, we urge you to include a \$1 million earmark to continue research on flight attendant fatigue by the Civil Aerospace Medical Institute (CAMI). Additional research will help ensure that minimum rest time regulations are based on sound science. Our nation's flight attendants and the flying public deserve no less.

Last year, the Fiscal Year 2005 Omnibus Appropriations bill contained a \$200,000 allocation in the Federal Aviation Administration budget for a study on flight attendant fatigue. The House Report revealed the appropriators' concerns that current regulations "may not allow adequate rest time for flight attendants." Anecdotal evidence seems to confirm the fears of appropriators. We have all heard from flight attendants from all classes of airlines about the growing problem of fatigue due work schedules that in some cases provides as little as 5 hours for actual sleep. Working long hours with little rest can impair a crewmember's decision-making abilities and performance of critical safety duties.

In the last thirty years, the scientific community has made extraordinary breakthroughs in the study of sleep, but more research is needed on how our improved understanding of fatigue applies in an aviation environment. Flight attendants are forced to contend with time zone changes, day and night flying, changing diets, irregular sleep habits, cumulative sleep debt, and noisy hotel environments. Few comprehensive studies have been done on flight attendant fatigue, and most were in foreign countries where the regulations on duty and rest consider factors not considered by U. S. regulations (for example, the number of time zone changes on one flight).

CAMI is to report back to Congress by June 1, 2005. Due to the short study period and limited funds, we believe that CAMI will be unable to study all the aspects of flight attendant fatigue that need to be thoroughly reviewed for a truly comprehensive review of the current regulations governing fatigue and rest. We support a continuation of the flight attendant fatigue study in the Fiscal Year 2006 Transportation, Treasury and HUD Appropriations bill so that CAMI can fully evaluate the impact of the many fatigue factors and make recommendations to help resolve fatigue problems.

Thank you for your thoughtful consideration of our request.

The number of signers on the Honda letter doubled to 145 after the APFA lobby day when AA flight attendants met with over 100 congressional offices.



**Brett Durkin**  
APFA Vice President

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# The Duty of Fair Representation

## Once in awhile I hear Flight

Attendants discussing a co-worker who has been fired by the company and wondering why APFA would spend dues dollars to represent someone who they thought "should" have been fired.

First of all, in spite of what the rumor mill has churned up about a particular individual or how you personally feel about that person, no one knows all of the details of a particular case until that case has been thoroughly investigated. Second, the union is required by federal law to fairly and impartially represent all members of the bargaining unit (whether union members or not). This requirement is commonly known as the duty of fair representation. This obligation is grounded on the principle that when a union attains the status of "exclusive" representative, it must use that power to fairly and equally represent all bargaining unit employees. APFA has been certified by the U.S. government as the exclusive bargaining agent for Flight Attendants at American Airlines (Article I.A. of the Contract); therefore, APFA owes a "duty of fair representation" to all AA Flight Attendants."

So, what exactly does this mean? Let's look at a hypothetical case. Suppose Susie Stewardess calls APFA right away when she is notified by her FSM that she needs to meet with him and that the meeting might result in disciplinary action. The local base Chairperson is on vacation and

the Vice Chair is flying so Roger Representative, a safety specialist, gets the call. Roger is inexperienced in this area but agrees to accompany Susie to the meeting with the Company. Roger calls his Division Representative and is given some guidelines as to how to handle the meeting. On the appointed day, Roger does his best, takes copious notes and advises Susie as well as he can. Unfortunately, the company decides after the investigation to terminate Susie for violation of AA Rule 16, falsification of records. Roger gets Susie's signature on a grievance form and immediately files the paperwork with the Company. Shortly thereafter, Susie is contacted by Donna Division Rep who takes over the case for APFA.

After several meetings with Susie and a thorough investigation of the circumstances, Donna brings the case before the Grievance Review Committee (GRC), made up of the APFA Vice President and the five Division Representatives. Together they consider the case. The fact that Susie admitted to AA management that she stated on her application for employment that she had never been convicted of a crime is of primary importance. Susie also admitted that several years before her job with AA, she had been arrested and tried for shoplifting on two different occasions, but had been found guilty only once. The committee also considers Susie's argument that this had happened a long

time ago and that she should be forgiven for her past indiscretions since she had been a good employee during her tenure with American. Donna reports that Susie told her she was afraid if she had been truthful on her application, AA wouldn't have hired her and that's why she did it.

The GRC discusses the case at length, considering all the facts and circumstances. It becomes crystal clear that Susie has no reasonable argument for her lack of honesty. She has admitted her transgression to the Company, and the GRC determines that the Union is justified in a decision not to take the case any further. Donna DR gives the bad news to Susie that after thorough investigation, APFA has found the case is without merit and has decided not to take it to arbitration. Donna is understandably upset and says that the Union has not lived up to its duty of fair representation. She insists that Roger Representative was not experienced enough when he went with her to the investigatory meeting and didn't protect her. Consequently, APFA has decided not to put her case in front of an arbitrator. Is she justified in her claim?

The statutory requirement is that the Union must represent the interests of all employees fairly and impartially. It does not require that every case be taken to arbitration. In fact, the Union may refuse to file or process a grievance for any number of reasons. What is required is an

investigation sufficient enough to permit the Union to make a reasoned judgment about the merits of a grievance, rather than an arbitrary decision. In this case, a committee made up of individuals experienced in the preparation and presentation of discharge grievances determined after a thorough investigation that the case was without merit. Roger Representative's inexperience had nothing to do with the decision. He acted with due diligence in that he contacted Donna Division Rep for advice prior to Susie's meeting with management and acted in an appropriate manner as her APFA representative. Roger, Donna and the members of the GRC treated the grievant fairly and impartially and made a reasoned decision based solely upon the facts of the case. Susie's claim is not warranted.

Although in our hypothetical example APFA was justified in its decision, the Union may not arbitrarily refuse to process a meritorious grievance or decline to proceed to arbitration because of hostility to the grievant. In other words, even if a grievant is widely disliked, the Union may not, on that basis, refuse to process a valid claim or to spend dues dollars to represent that individual.

Very simply put, the right to speak for all employees in the bargaining unit carries with it the corresponding duty to take appropriate steps to protect their legitimate interests.

## Vice President's Report

# YOU BE THE JUDGE

By Brett Durkin, Vice President

*The following is based on an actual case presented at the Flight Attendant System Board of Adjustment. The panel consisted of an arbitrator, an advocate from APFA and an advocate from the Company. All names and some of the details have been changed to protect privacy.*

## Background

Flight Attendant Tamara Tripp was hired by AA in May 1987. Shortly after beginning her career with American, Tamara went through a bitter divorce and custody battle. She eventually prevailed and became the custodial parent for her four children. She dealt with all the inherent problems of that status while continuing to build a shining work record as a Flight Attendant.

In 1995, Tamara remarried a man

who was eager to be a good step-father to her children. Unfortunately, sometime after the marriage the couple began experiencing a myriad of problems with their oldest child, a daughter. Now a teenager, she had become increasingly uncontrollable, experimenting with drugs and getting into trouble with the police. The stress of the situation took its toll on the family. Tamara began experiencing occasional anxiety attacks and sought the help of a therapist.

Tamara had been in treatment with a counselor for several months when she learned that her father had been diagnosed with cancer. Already battling emotional problems dealing with her daughter, Tamara became even more distraught. She began an arduous commute between her home in Seattle and her parent's home in

Alabama, using PVDs and dropping trips in order to help her father whenever she could. She continued to receive treatment for her own emotional problems while at home, but much of her time was spent in Alabama, arranging doctor's appointments and chemotherapy sessions for her father and making sure he didn't miss them. Tamara's mother was unable to handle the situation, so Tamara became the primary caregiver for her father.

The summer of 2001 was constant stress for Tamara. Her father's condition continued to deteriorate and she was regularly back and forth to attend to him. Although her daughter's problems had abated some, she still needed a great deal of attention. Tamara's husband and children were in Alabama with her for what was expected to be her

father's last birthday celebration when the horrible events of September 11 changed the world. The trauma of what had happened coupled with her inability to get her family to the comfort of their own home for a week afterwards was overwhelming.

After 9/11, Tamara's condition worsened. She began having debilitating anxiety attacks that prevented her from leaving the house for days at a time. Her depression worsened and she began having great difficulty sleeping. She continued treatment with two different therapists.

In October, while at home, Tamara's father passed away. She was forced to arrange to have his body removed and it was she who took care of the necessary funeral preparations. Exhausted, overwhelmed and distraught, Tamara returned to Seattle hoping she could get a leave to get herself back together before trying to return to work. She called Seattle Flight Service, only to learn that

**"I realize that by severing my employment relationship with the Company under this special resignation benefit, I forfeit all seniority and relinquish any and all claims for reemployment and recall."**



Vice President's Report, continued.

the deadline for overage leaves had passed while she was attending to the details of her father's death. She experienced extreme anxiety at the thought of returning to work and the next day called her Flight Service Manager requesting information on an Appendix T resignation. Adding to the stress of her decision was that she would have to act quickly as the new collective bargaining agreement ratified on September 12 eliminated this option 60-days later.

On November 2, Tamara downloaded the necessary forms for electing Appendix T. She had been on the sick list for some time due to her emotional state so she also contacted her doctor to get clearance to return to work. Tamara was aware that in order to opt for Appendix T, she had to be in an active status. She cleared the sick list and on the deadline day, November 12, just a few minutes before the close of business, she faxed the Appendix T election form to her FSM. The form con-

tained the following language: Under the provisions of the September 12, 2001, Appendix T Agreement between American Airlines and the Association of Professional Flight Attendants, I elect to resign under the special resignation benefit. I understand that once I have elected this one time benefit, my decision is irrevocable. I realize that by severing my employment relationship with the Company under this special resignation benefit, I forfeit all seniority and relinquish any and all claims for reemployment and recall.

The form was received and the FSM turned in the paperwork to begin processing Tamara's election. In accordance with the election, there was a two-week period before she would actually be removed from the payroll and seniority list.

Over the next few days, Tamara's head began to clear and she suddenly realized the finality of what she had done. On November 16,

four days after submitting the form, Tamara again contacted her FSM, this time to find out how to rescind the Appendix T resignation. After researching the question, he contacted Tamara and informed her that once elected, an Appendix T resignation could not be rescinded. On November 18, Tamara contacted the local APFA Chairperson who filed a Notice of Dispute on Tamara's behalf, disputing the Company's refusal to rescind her resignation notice in spite of the fact that it was not effective for another ten days.

#### **The Union's Position**

APFA argued that the mitigating circumstances in the months leading up to Tamara's election of Appendix T were sufficient to overturn the Company's refusal to rescind her resignation. At the time she elected to exercise her option under Appendix T, she was under such severe emotional stress and turmoil that she was precluded from making a rational decision of such magnitude regarding her future employment.

Further, the events of September 11 and the rapidly-approaching deadline to take advantage of the Appendix T option only worsened the anxiety she was feeling in regard to her future.

#### **The Company's Position**

The Company argued that once elected, the exercising of Appendix T was irrevocable. Further, this practice of denying revocation of Appendix T had always been the Company's policy since the inclusion of the Appendix T language in the contract in the early 1980's. Over the nearly 20 years of existence of this Appendix, no Flight Attendant had ever been allowed by the Company to rescind his or her decision, although some had tried. In addition, the Company insisted that the language on the Appendix T election form was clear and unambiguous, leaving no room for misinterpretation.

***Please turn to page 32 to read the Arbitrator's decision.***

**“...the Company insisted that the language on the Appendix T election form was clear and unambiguous, leaving no room for misinterpretation.”**

**As the APFA Vice President, I** am charged with administering our Contract, which includes preparing and presenting disputes, be they Presidential Grievances, Base Grievances, individual System Board of Adjustment Grievances or Discharge Grievances. That is a lot for one person, and I don't own a red cape with the letter "S" on it. Thankfully, per the APFA Constitution, I am able to enlist the services of APFA's Division Representatives (DR's).

The job they do is not for the faint of heart. They are the worker bees of the Vice President's office and each DR has specific bases for which they work to resolve disputes that cannot be resolved at the base level. They are also charged with doing the leg work for APFA's Presidential Grievances and terminations in their respective bases. Each quarter they also have to prepare and present those cases that the 18 bases send to the System Board for Adjustment.

Late last year former Division Representatives Leslie Mayo and Lori Basani were offered and accepted other positions within the APFA. Their contributions to

the membership in their capacities as DR's will be long remembered by all those they helped and those of us who had the pleasure of working with them. Even though I will miss them both, I am glad they chose to continue serving the membership in their new ventures.

The following will give you a little biographical information about each of the Flight Attendants serving as a current Division Representative.

**Division 1  
LAX, LAX-I, IDF  
Represented by Jeff  
Crecelius**

Jeff recently marked his 21st anniversary in the airline industry. His first airline was Eastern, then Airlift International and for the past 16 years he has been at American. It was during his tenure at Eastern Airlines in the 1980's when he first became a union activist. The turmoil brought on by that airline's acquisition with union-buster Frank Lorenzo at the helm led to the historic strike of 1989. Later, as a very junior Flight Attendant at American, Jeff became Vice Chairperson of the

growing new base of MIA. Throughout the 1990's he served variously as MIA Chair, an OCR at IMA, an Ad Hoc member of the Executive Committee and on various projects at APFA Headquarters. After a hiatus from union work in the late 90's, he returned in 2002 as the Division Representative for MIA, IMA, and RDU-I. Initially based at LGA, he spent most of his career



BACK ROW from l. to r: Jeff Crecelius, Cindi Simpson, Brett Durkin - FRONT ROW from l. to r: Barbara Rives, Mario St. Michel and Kim Boyett

at American based at both Miami bases until his transfer to LAX-I in 2004. Jeff currently serves as the Division Representative for the two Los Angeles bases and IDF.

His experience in base and field

work, together with administrative projects and Board and Executive Committee governance, has led him to the SBA Department. This is where his passion for defending contractual and individual grievances has found a home. The intricacy of negotiating and presenting individual cases at the System Board has proven very rewarding. Jeff feels that helping a wrongfully-terminated Flight Attendant return to work provides the most satisfaction of any union work he has done over the years.

**Division 2  
DFW, IOR  
Represented by Kim  
Boyett**

Kim has been flying for American Airlines for 18 years. Previously at RDU, she is currently based at DFW and has been there for most of her career. Prior to being hired by American Airlines in 1987, Kim's work experience had been with Delta Airlines. After working for an airline where there no union presence, Kim quickly became interested in volunteering at APFA. In 1993 she continued her involvement by staffing phones for Phone Watch and in

1997 began working in the APFA DFW office. Kim has previously served as Vice Chairperson and Chair of DFW. She later served as an Ad Hoc Member of the APFA Executive Committee.

While on the Executive Committee, Kim took part in several special projects in the Vice President's System Board Department, including the Grieve Any Action and 777 Staffing Arbitration. Kim also has experience working at APFA Headquarters on the Health/IOD, Contract and Scheduling desks. Kim's proactive approach, experience in many facets of APFA and knowledge of historical grievances make her a valuable addition to the team.

**Division 3  
ORD, STL, SFO, SFO-I  
Represented by Cindi Simpson  
(Interim)**

Cindi began her career as a Flight Attendant in 1991 and was initially based at ORD. She began doing union work in 1993 as an InfoRep prior to and during the strike. In 1994, Cindi began working at APFA Headquarters, in the Scheduling Department and later in the Contract Department. From 1994 to 1997, Cindi worked regu-

larly as one of the Scheduling and Contract Representatives on Duty, fielding calls from the membership, while she continued to serve as an ORD base council representative. In 1996, Cindi was asked to sit on the National Scheduling Committee, specializing in Reserve issues.

In 1997, Cindi became the ORD Vice Chairperson, which allowed her to further develop her skills as an advocate and which prepared her for her next position within APEA. In 1998, Cindi was appointed by the Board of Directors as Permanent Domestic Negotiator. In 1999, Cindi retired from union work and enjoyed the following years in her chosen career as a Flight Attendant. But the pull of APEA can be hard to resist and Cindi answered affirmatively when she was asked to take over Lori Bassani's division.

In late 2004, Cindi agreed to assist the department on an interim basis, handling the responsibilities of Division 3. This assignment allowed her to expand her knowledge and refine her advocacy skills. Cindi's professionalism and attention to detail, along with her vast knowledge of contractual issues, make her a great asset to the SBA Department.

#### **Division 4 Barbara Rives MIA, IMA, RDU, DCA, DCAI**

Barbara began her career as a Flight Attendant in 1987 and has been based at LGA, SJU, RDU-I and MIA. It was in SJU where she began her career with APEA. She attended a Grievance Training Seminar in SFO and it was there she met Rosie Weiwel who was the National Scheduling Coordinator. Rosie convinced Barbara to offer her analytical talents and clear understanding of contract and scheduling matters to the Union and brought her to APEA for training. For the next six years Barbara served as a Scheduling Rep on Duty. During that time she also served as the Interim National Scheduling Coordinator. It was during this time that she first became interested in the role of Division Representative and from that point on, made it her goal to become involved in case work.

In 1989, after transferring to RDU-I, she became the Vice Chair and she remained in that position for six years. In 1995 she was force-transferred to MIA and she took a hiatus from union work to spend time with her baby daughter. In 2000, she came

back to APEA and was elected to the position of MIA Vice Chair, a position in which she served from 2000 until 2004. In May of 2004, she was given the opportunity to become a Division Representative. Barbara has also worked on several special projects for APEA over the years and brings to her DR position exceptional organizational talents and an unwavering tenacity when representing Flight Attendants.

#### **Mario St. Michel Division 5 (Interim) BOS, BOSI, LGA, JFK**

Mario was hired in 1987 and has spent the majority of his career at JFK. He began his union work while based at DFW in 1989, working the Contract and Scheduling desks. After taking a proffer to JFK later that year, Mario served as the Vice Chairperson then later the Chairperson of American's growing New York international base. In 2001, Mario was appointed as an Ad Hoc member of APEA's Executive Committee, holding that position for four years. Later that year American lost three airplanes in the tragic events of 9/11 and Flight 587. Several of the fallen crew members were friends, and Mario went to work on the

Safety Committee's Go Team. He assisted Kathy Lord-Jones and Debbie Roland on the Common Strategy II Task Force in Washington, D.C., with government and aviation representatives. Mario has also spent time as a member of the APEA Constitution Review Committee.

After completing his term on the Executive Committee, Mario was asked to take on the responsibilities of Division 5 on an interim basis for Leslie Mayo who accepted the position of APEA Communications Coordinator. This opportunity gave Mario the chance to use the knowledge and experience he has developed over 16 years of union work to help resolve grievances as an advocate for Flight Attendants. Mario is known by his co-workers as the consummate optimist and has a diligent work ethic.

As you can see, the Vice President's Department is fortunate to have a team of such experienced, talented and dedicated individuals who consistently give their best to their fellow Flight Attendants. I am exceedingly proud of each of our DRs.





**Greg Hildreth**  
APFA Secretary

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### Not unlike the 2000 Presidential

election between George Bush and Al Gore, our last National Officer election and the small margin between the votes cast for the candidates for President brought to light the need to update APFA's election procedures. The Board of Directors (BOD) appointed a task force to review and recommend changes to the *APFA Policy Manual Section 14, National Ballot Committee Voting Procedures*. After many hours of discussion and debate, the Election Task Force finalized its recommendations for changes to Section 14 and presented them to the BOD at the Annual Convention last month. Here are some highlights of the changes the BOD approved.

## APFA Election Procedures Update

Although in accordance with the APFA Constitution the National Ballot Committee (NBC) has been charged with investigating election complaints for many years, there were no specific guidelines for conducting such investigations other than mandatory time limits. There is new language regarding the NBC's authority to conduct investigations into election complaints. There are now actual steps to follow and the NBC is authorized to determine a remedy other than just overturning the election results. For example, if it is determined that a candidate used union funds to campaign for office, the NBC may take appropriate action to recover the money owed to the Union. Of course, the NBC's decision as to remedy in any election complaint is still subject to the same appeal procedures that are provided under the APFA Constitution.

The new language also provides an avenue for the NBC in the event they believe there may be a problem in the way any balloting is being conducted. If this situation ever occurs, the NBC must take their concerns to the Executive Committee, either in person or by teleconference, to address the issue.

Another addition to Section 14 details the composition of the NBC. There are now explicit criteria that must be met when the BOD considers an individual for appointment to the Committee. Members of the NBC will be required to sign a "Declaration of Eligibility" affirming their willingness and/or ability to remain impartial and non-partisan in their undertakings as members of the National Ballot Committee. There is also a provision for remedy if there is a breach of conduct by any Committee member; s/he may be suspended or removed from the Committee.

Much of the new language addresses the determination of ballot validity. When ballots are initially mailed prior to any election, they are sent to all Flight Attendants who are members of APFA as of the date of mailing. If someone is not a member on that date, s/he may now become a member and receive a ballot as long as APFA receives his or her membership card, either via fax, delivered in person or by mail, five days prior to the election.

This five-day time limit is the same deadline required to become a member in good standing (if one is in dues arrears) in order to be eligible to vote in any election. Under determination of ballot validity, the new language clearly defines "a challenged ballot" and outlines procedures for its handling. A "challenged ballot" refers to the ballot of a person whose vote is in question for any one of several reasons. The individual casting a ballot may not have a membership card on file, his or her payment of dues may be in dispute, s/he may not be eligible to vote at one base because of the timing of a transfer, or his or her name may be on the ineligibility report due to an error in the data APFA receives from American Airlines. The new procedures require all challenged ballots to be set aside and reviewed after the initial ballot count is complete. If a ballot is determined to be void, election officials will write the reason clearly on the back of the ballot. If there is a question of voter intent, election officials will circle the name of the candidate or issue being awarded the vote. This will

ensure that the vote will be counted the same way in case of a recount. If eligibility questions cannot be answered immediately, the NBC may issue a preliminary ballot count pending resolution of the challenged ballots.

Although all of the changes to Section 14 will have an impact on future elections, two of the changes will be the most noticeable to APFA members. During the counting of ballots, if an original and a duplicate ballot are received, the duplicate will now be the ballot that will be counted rather than the original ballot. This will allow a member to change her/his mind and change a vote. All necessary precautions will be taken to ensure the security of all ballots cast in any election.

The second change that APFA members will notice pertains to the use of the secret ballot envelope. A secret ballot envelope will always be provided with the ballot packet; however, the voter is not required to use it in order to have her/his vote counted. The ballot instructions will state that if the

**"The initial goal ... was to make some positive changes to our balloting procedures and to provide clearly defined guidelines by which the NBC conducts our elections."**

secret ballot envelope is not used, the voter will be relinquishing the privacy safeguard. When the votes are counted, every effort will be made to maintain the secrecy of the vote. In every past system-wide election there have been over 100 ballots disqualified because they were not in the secret ballot envelope.

Another addition to the new balloting procedures requires that the NBC proffer to both candidates in a National Officer Run-off election the ability to participate in a live debate that will be videotaped and made available on the APEA website. The NBC will coordinate with the various departments to provide a location and APEA will bear all related costs.

The initial goal when the APEA Board of Directors put the Election Task Force in place was to make some positive changes to our balloting procedures and to provide clearly-defined guidelines by which the NBC conducts our elections. This Task Force not only achieved that goal, they did so under the guiding principle that the APEA seeks to encourage and not discourage voter participation.

## **APFA BOARD OF DIRECTORS 12th ANNUAL CONVENTION**

**MARCH 14-18, 2005  
EMBASSY SUITES CHICAGO,  
DOWNTOWN/LAKEFRONT  
RESOLUTION #6**

YES: 18  
NO: 0

**WHEREAS**, the APEA membership has fundamental interest and expectation that the internal electoral process of the APEA protects and preserves the right of every member to vote and to have that vote counted in accordance with the APEA constitution and the democratic principles on which it is based, and

**WHEREAS**, election complaints arose in connection with the National Officer Election and Run-off election that occurred in the spring of this year, because of several flawed elements in the APEA Election process, and

**WHEREAS**, Article II of the APEA Constitution empowers the Board of Directors to "take any and all lawful action [...] rights [...] of the [...] members of the APEA", and

**WHEREAS**, an Election Procedures Taskforce was established with a mandate of recommending to the Board of Directors those electoral procedural changes that would be in the best interest of the APEA membership, and

**WHEREAS**, the Election Procedures Taskforce has carried out an exhaustive examination of the APEA's election procedures and made recommendations that are incorporated in its working paper entitled, "Proposal of the Election Procedures Taskforce: Section 14 of the APEA Policy Manual," herein attached, and

**THEREFORE BE IT RESOLVED**, that the Board of Directors amends the election procedures of the APEA as described in the aforementioned document, "Proposal of the Election Procedures Taskforce: Section 14 of the APEA Policy Manual" and expressly directs that the APEA Manual be revised to incorporate these changes.

**BE IT FURTHER RESOLVED**, that these changes be summarized and communicated to the APEA membership via the APEA Website and in the next regular edition of *Skyword*.

## **The APFA 2005 Annual Convention**

The APEA 2005 Annual Convention took place this past March 14 through 18 in Chicago. Because there were more items on the meeting agenda than the Board of Directors was able to address during the allotted time frame, the meeting was reconvened on May 10 in Washington, D.C. The Convention adjourned

on May 13 with all new business completed.

During the Chicago portion of the meeting, the annual budget was presented and approved, in accordance with the APEA Constitution. Members of the Board of Directors acting as Delegates elected Lenny Aurigemma, BOS-I, and Steve Watson, IDE, to fill two-year terms, commencing April 1, 2005, as Ad-Hoc members of the APEA Executive Committee. Reports were received from several special task forces including the Election Task Force, Budget Task Force, Retirement/Pension Task Force, Purser-Test Team and the Legislative Action Review Committee. New APEA election procedures were proposed and adopted unanimously by the Board as I mentioned in my article. Department and Base reports were given as well. The "We're Restless" campaign was introduced and the Joint Pension Statement issued by AA manage-

ment and the three unions on the property was also presented at this meeting.

The meeting in May addressed a great deal of new business including new policies and procedures to be included in the APEA Policy Manual, scheduling issues, future APEA honorees and satellite base tests. In addition, all participants at the meeting joined other APEA representatives and members at the May 11 Lobby Day effort on Capitol Hill, bringing issues of Flight Attendant fatigue, Pension Reform and escalating fuel prices to the attention of members of Congress.

*Minutes of the entire Annual Convention are available on the APEA website [www.apfa.org](http://www.apfa.org).*



The National Officers and APFA Chairs and Vice Chairs at APFA's Annual Board of Director's Convention in Chicago - March 2005.



**Cathy Lukensmeyer**  
APFA Treasurer

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## Buried Treas\$ure



In my last article, I discussed the *State of the Treas\$ure*. Well, since that time things have just gotten better. Even though the bulk of the APFA treasury comes from your hard-earned dues dollars, there are other ways we add to our general fund. For instance, APFA earns interest on our cash deposits, realizes dividends on our investments and receives revenue from *Skyword* advertising. This is income on which we routinely rely. However, every once in a while, through a lot of hard work and tenacity, diligence pays off – and handsomely, I might add – this time to the tune of over \$362,000.

And this mother lode came from where, you ask? The answer is: Insurance – the COLLECTION of payments that were due to APFA dating back to 2002! Here's how it came about:

When I took office, one of my first tasks was to review and renew the APFA's liability insurance. That, in and of itself, was no easy task. You may recall from my very first article that we saved almost \$15,000 in that renewal process over the previous year by

putting the policy out to market. But, that was only the start of the work that ensued.

The Treasurer's Department began a thorough investigation of the insurance coverage we had, with a review of all policies. Bills had been rolling in; money had been paid out; but there was little to show for the liability insurance coverage we had in place. Calls were made to the insurance carrier where we got quite a runaround. What we discovered was that some of our claims pertaining to outstanding lawsuits had not yet been filed and others, while filed, were just languishing there with no follow-through on the part of APFA. That would be analogous to your getting those big insurance deductions from your American Airlines paycheck, paying the doctor's bill before leaving the office and then either not filing with United Healthcare OR filing but never checking to make sure you got the reimbursement you were owed. I don't know about you, but I'm fastidious when it comes to collecting money that's due me.

And so this Department

**"...every once in a while, through a lot of hard work and tenacity, diligence pays off – and handsomely, I might add – this time to the tune of over \$362,000."**

embarked on this journey many months ago. In the beginning it was exasperating to say the least. But we persevered. We followed up our phone calls with written requests and supporting documentation. We contacted our former General Counsel for the return of open files. My department was particularly interested in those outstanding insurance claims with monies due. Along the way a few checks trickled in – about 10% of what was owed. Once these files were received more research and letters ensued. Talk, networking, you name it and we found a liaison. With this Department's hard work and our liaison, we were able to break through the logjam and receive a lump sum payment of \$290,460.03 received just last month. That, on top of the smaller payments collected (\$26,000, \$8,000 and \$38,000) gives us a grand total collected of over \$362,000.

Of course there's always a downside. We lost interest on those dollars that went uncollected dur-

ing that time. Invested at even a simple interest rate of only 4%, without compounding, it comes to almost \$15,000 per year in lost revenue. And, unfortunately, because of the extensive litigation in which APFA is currently involved, it is difficult to find insurance companies willing to offer this type liability coverage. But, you can be sure that my Department will continue to file insurance claims and follow through on all outstanding claims to ensure your dollars are working for you. ▲

*As Skyword goes to press, the Treasurer's office received a new batch of checks from our insurance company for additional reimbursement of legal claims totaling \$26,350.93, pushing our grand total to more than \$388,000.*



Leslie Mayo  
APFA Communications  
Coordinator

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## We're Restless

I added a link to the APFA website in the Spring appropriately entitled "We're Restless". I posted the "Declaration of Unrest" and provided a link for those planning on joining us in D.C. at the May 11th Fly-In to sign up. On that page, I also provided a link for crewmembers to write their 'restless' stories. I thought this would solicit hundreds of responses. It did not. It solicited thousands.

You weren't shy in your description of what fatigued you. Some of you fell asleep on the jumpseat. Some of you had 3 hours of rest behind the door. Some of you fell asleep on the way home from your trip.

These stories will be used in our plight to get the Flight Attendant FAR's changed in Washington. Keep 'em coming. If you haven't sent your story in, you can do so at www.apfa.org and click on the "We're Restless" link.

In the meantime, know that this challenge to improve the FAR's cannot be done on the backs of the APFA Leadership alone. APFA needs your help. APFA is YOU. Please stay up to date with our efforts on the Hill to get the FAR's changed so we can all finally GET SOME REST!"

## The Declaration of Unrest

**When in the course of business** it becomes necessary for the Association of Professional Flight Attendants to address the provision that denies the right of its members to treatment in regards to a basic human need, **be it resolved that we hold these truths to be self-evident:**

- That all human beings need adequate rest to function properly;
- That flight attendants are human beings;
- That the nature of their work includes round-the-clock work schedules and flying through multiple time zones and date lines;
- That time zones and date lines have been proven to affect safety function, personality and response time;
- That the flight attendant job has inherent duties that include safety, customer interaction and optimum response in an emergency situation;
- That expectations of company, industry and government include but are not limited to cheerfulness of disposition, problem solving, care of customers, evacuation of aircraft, vigilance to terrorist activity, functioning at full capacity at

altitudes and in confined spaces with little or no sustenance or fresh air;

**Be it resolved** that when, in the course of our careers the rights to adequate rest are denied; and

**Be it by mandate** of government body or by ratification of an agreement under duress of Bankruptcy and loss of livelihood that it is the right and duty of the APFA to attempt to abolish or make change to such inequities of members which seem most likely to affect their safety and quality of work life, and, by virtue, their ability to accommodate customers in the manner in which all can be proud, which in turn assists in the success and viability of airline; and

**Be it decreed and rest assured** that the APFA leadership will provide the Company with every opportunity to rectify this situation; and that if this issue is not resolved, **APFA will not rest until this issue is put to rest.**

### Some Restless Stories

"After a long duty day followed by a 9-hour total layover followed by an extremely early pick up I finally arrived at home base. On the drive home, coffee couldn't keep me awake. After driving about 1/2 way

home I pulled over to sleep on the side of the road in a strange neighborhood. A police officer woke me up and together we agreed we didn't know which was more risky, driving exhausted or sleeping in a strange unprotected place. It's unfortunate that these were my only choices."

– LAX Domestic Flight Attendant

Our crew was reassigned and given a 7.44 ODL. Our sign-in was pushed back 16 minutes to give us an ODL of exactly eight hours, but when we landed there was no hotel shuttle. When the Captain called the hotel, we were told the shuttle was too busy and to take a taxi. It took us over an hour to get to our hotel. Between getting to our rooms late and having to be at the airport for sign in, we barely got 5.30 hours behind the door. We were exhausted and had 3 legs the next day after having no rest!

– BOS Domestic Flight Attendant

My turnarounds: Sign in 0923 in rush hour traffic to work. Four-leg turnaround, with an actual flying time of 9.32 (scheduled 8:00). Actual on duty time of 15.18 (scheduled 12.32). Arrived at IAD 0026, with another hour plus to travel home. To top it off the trip was on a TWA MD-80 with no air conditioning so the airplane was hot the entire day!

– DCA Domestic Flight Attendant



Lori Bassani (APFA), Thom McDaniels (TWU) and Rick Musica (APFA)



Thomas Nesthus, PH.D, CAMI Representative for the FAA



Dallas News Reporter Interviewing Tommie Hutto-Blake (APFA)

## Flight Attendant Fatigue Summit March 30, 2005

By Tommie Hutto-Blake, APFA President

APFA joined with the Transport Workers Union (TWU), Local 556, representing the Southwest Flight Attendants to host the first Flight Attendant Fatigue Summit. Over 60 Flight Attendant representatives

from five unions at 17 air carriers met at APFA Headquarters on March 30, 2005. Joining APFA and Local 556 were the Association of Flight

Attendants, CWA, the International Brotherhood of Teamsters and the Professional Flight Attendant Association. Industry and media interest on this topic far exceeded anyone's expectations.

After a welcome from APFA President Tommie Hutto-Blake and TWU Local 556 President Thom McDaniel, speakers from the Civil Aero Medical Institute (CAMI), a division of the Federal Aviation Administration in Oklahoma City, were introduced. Dr. David Schroeder and Dr. Thomas Nesthus are CAMI human factors experts who discussed the Flight Attendant fatigue study that they are currently working on for the FAA, as directed by

Congress. They described the elements that they are reviewing and how the study will be compiled.

Following the CAMI presenters, representatives from each carrier had an opportunity to briefly describe fatigue problems that they face. While many descriptions had a similar ring, there were also some unique situations. This was not only informative but gave all attendees a sense that fatigue is truly a wide-

Lori Bassani, Thom McDaniels and Brett Durkin (APFA)



PFAA Reps from Northwest Airlines Signing in for Fatigue Summit



Thom McDaniels Addressing the Subject of Fatigue at Southwest Airlines







Vicki Frankovich (Teamsters), Pat Friend (AFA-CWA) and Tommie



APFA's Lobbyist Joan Wages Addressing the Summit



Pat Friend, Guy Meeks (PFAA), Tommie and Thom McDaniels

spread issue. As one Flight Attendant said, "I thought we were the only carrier with problems until I heard the other stories."

The afternoon session featured Dr. Daine Damos and Dr. Douglas Eddy - also fatigue experts - who are working with a computer model that can predict when crews WILL BE fatigued. Similar models were used by the U. S. Air Force in the planning of bombing missions

over Iraq. A model was demonstrated to the group using three different trip pairings from American. The science of fatigue has come a long way and everyone found this information to be immensely interesting, both personally and professionally.

At the close of this gathering, we collectively resolved to seek additional funding from the U.S. Congress to continue the federal study currently underway by the CAMI

human factors team. Each union also left with homework - CAMI needs additional data for these studies. More importantly, each person left with a better understanding of the factors that have an impact on fatigue and possibilities for addressing them.

Attendees from other carriers applauded APFA's leadership on the fatigue issue and one stated that APFA is "light-years ahead of the other groups" in seeking solutions.

APFA will continue to pursue creative means to resolve this problem and will work with the other unions representing Flight Attendants in an effort to speak with a unified voice on this issue. ▲

Representative from PFAA listening in at the Summit



AFA's Lobbyist Shane Larson with Joan Wages and Rick Musica



APFA President Tommie Hutto-Blake Addressing the Summit on F/A Fatigue at American Airlines



# “Here’s Your Sign...”

By Denise Pointer, IDFW InfoRep

**Recently I was on an airplane** and was approached by a non-revving Flight Attendant on her way to work. “So, what does that blue circle pin mean,” she said, “and, how do I get one? It’s so much prettier than my little Union pin.” Well, I had never really thought about my InfoRep pin being “prettier” than my union pin. Come to think about it, I guess it certainly has more of a presence than my smaller pin, but prettie-I don’t know about that.

“Well,” I replied, “it means I am an InfoRep. Are you familiar with the InfoRep program?”

Stupid question, I thought to

myself, but before I could stop the words, they just shot out of my mouth. It reminded me of that comedian who responds to stupid questions with, “Here’s your sign...”

“Nope, never heard of it,” she quickly shot back. “Should I have?” It was at that moment that I became keenly aware that there is still a population of my colleagues who are not familiar with one of APFA’s most important programs, one that includes volunteers who accept the responsibility of passing on correct union information.

I responded to my co-worker’s questions with a brief history of

the InfoRep program, what it meant to be an InfoRep and how she could go about becoming one. I am sure I provided her with a little more information that she was expecting. She was amazed that such an entity existed within APFA. She went back to her seat with her Base Chair’s email address and a new commitment to become an InfoRep right away. I suspect she really just wanted the ‘pretty’ blue circle pin.

I decided that day that I needed to begin an awareness campaign, so to speak, on behalf of the InfoRep program. This program has been a vital part of our communication system during the last several rounds of negotiations. Many APFA members worked tirelessly on developing and implementing the program which was designed to educate and activate our membership. The program worked and it still works. Just because we aren’t in negotiations doesn’t mean that this program shouldn’t be in full swing. With Flight Attendant fatigue issues, pension reform and escalating fuel costs affecting our profession profoundly, these unstable times are just as deserving of an active and vital InfoRep program as any other time in our history.

In January, I was asked by APFA President Tommie Hutto Blake to help our Union rejuvenate the InfoRep program. Since that time, I have recorded InfoRep hotline messages twice a month, put out email blasts as events warranted, attended base meetings, written articles for *Skycard* and answered daily email from our InfoReps.

During the first few months, I heard from hundreds of InfoReps across the country expressing their desire to remain active and involved in the program. Many of those individuals continue to email me weekly with rumors and questions they are hearing out on the line. We’ve established a nice open channel of communication and it appears to be working well.

But, the fact remains that a large percentage of InfoReps listed on our rolls have not renewed their commitment to this program. And, that is exactly what we need right now - a “Renewal of Commitment.”

What does that mean? Well, at the risk of having someone say “here’s your sign” again, it means that the InfoReps we have not heard from either no longer wish to be involved, did not hear my

hotlines messages or just haven’t taken the time to communicate their desire to remain active in the program.

I am asking each InfoRep who has not contacted us in the past few months to do so now. The best way to do this is via email at [infoforepprogram@unity.apfa.org](mailto:infoforepprogram@unity.apfa.org). Or, if you prefer, complete the Renewal of Commitment card inserted into this issue of *Skycard* and return by US mail. Remember, you must be a member in good standing (dues current).

A cut off date of July 15, 2005, has been chosen for all renewals to be received at APFA. If we don’t hear from you, then we will assume you are no longer able to participate in the program and you wish to be dropped you from the IR rolls.

I am also putting out a call for new InfoReps. We need you! You, too, can use the Renewal of Commitment card to sign up to become an InfoRep. Or you can email me with your request. Either way, I will take care of communicating your desire to be a part of this great program to your base Chair - plus, you will get a pretty blue circle pin!

[infoforepprogram@unity.apfa.org](mailto:infoforepprogram@unity.apfa.org)

**APFA INFOREP PROGRAM**

**Fill out this card if you are interested in becoming an InfoRep or if you are already an InfoRep and wish to indicate your interest to either continue or discontinue participating in the program (deadline: 7.15.05)**

Name: \_\_\_\_\_ Employee # \_\_\_\_\_ Base \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

I am not an InfoRep and would like to become one: Yes \_\_\_\_\_ No \_\_\_\_\_

I am an InfoRep and wish to continue participating in this program: Yes \_\_\_\_\_ No \_\_\_\_\_

Please sign for the InfoRep pin: Yes \_\_\_\_\_ No \_\_\_\_\_

I would like to receive the InfoRep Hotline via email: Yes \_\_\_\_\_ No \_\_\_\_\_

I can no longer continue as an InfoRep. Please remove my name from the InfoRep roster: \_\_\_\_\_

Please sign below if you are requesting to be removed:

Signature: \_\_\_\_\_

I no longer wish to continue as an InfoRep

06.05

## Pension Reform Joint Statement

# ... and the beat goes on!

AA Unions and Company Address Pension Reform! Jill Frank, IMA

On March 16, 2005, a joint statement regarding defined benefit pension legislation (also known as Pension Reform) was issued by the Association of Professional Flight Attendants (APFA), the Allied Pilots Association (APA), the Transport Workers Union (TWU) and American Airlines. I would like to review this document and try to put into everyday terms the specific items addressed in the statement. Before continuing, I suggest you review the President's Report on page 4 where Tommie discusses the reasons that APFA has undertaken the joint approach on this and a number of other issues.

In the Inaugural Edition of *Skyword Express*, I reviewed "The President's Plan for Reforming Private Defined Benefit Plans" and identified the intention of the Bush administration to take on the reform of two government programs, Social Security and pension protection. First, we need to consider the differences between these two programs.

Social Security is a government entitlement; that is, most working citizens put money into this fund and are entitled to a payout. The Social Security program has been around since the 1930s. With that in mind, it is a reasonable supposition that the government can and must underwrite any shortfalls in the fund using taxpayer money.

The current issue is that even though Social Security is better funded today than it has been in the last 40 years, there isn't enough money for the very long term. There are numerous solutions to this problem currently being proposed. Ultimately, our representatives in Washington will determine a fix and they may well use our tax dollars to do so.

Pension protection is quite different. To begin with, it doesn't have an impact on as many working Americans as does Social Security. Let's take a look at a little history on this subject. The Employee Retirement Income Security Act of 1974, known as ERISA, is a federal law that sets minimum standards for pension plans in private industry. It does not require that a company have a pension plan; it requires only that those who establish these plans meet certain minimum standards. The Pension Benefit Guaranty Corporation, known as the PBGC, was created in 1974 under ERISA. It is insurance for the pensions of workers and retirees in private pension plans whose companies have participated. The first thing I had to do when began researching retirement issues was make sure that American Airlines was a participant in the PBGC. It is.

Just like the Federal Deposit Insurance Corporation (FDIC) a

government-sponsored, private insurance fund that insures bank savings accounts, the PBGC is also a government-sponsored insurance fund that insures private pensions. It is meant to be totally self sufficient. Companies who want to be included in the protective umbrella of this agency pay an annual fee per employee and for that "insurance premium" they get coverage. If a plan can no longer sustain itself, the PBGC becomes the administrator of the plan and takes over all of the plan assets. The PBGC then pays benefits.

As with all insurance companies, there needs to be income to offset outgo and this is obtained in a number of ways. The first source is the premiums mentioned above. The assets of each private pension plan that the PBGC takes over and the investment growth of funds under its control become additional sources of income. In short, the PBGC is funded by premiums, assets and investments.

**FACT:** The PBGC is facing a shortfall. Unlike Social Security, it does not get funds from taxes, but legislation can be enacted that will make changes to the way it does business. The current PBGC website states that "it is actively engaged with Congress and the administration to improve the retirement security of American workers." Since there is no provision for the

Federal Government to underwrite the financial obligations of this corporation, a taxpayer bailout is not mandated.

On January 10, 2005, U.S. Secretary of Labor Elaine Chao delivered a speech in which she introduced "The President's Plan." This document is available in its entirety on the APFA website by clicking on "Joint Pension Statement" on the home page. There are many other pertinent documents also available on our website. I urge each of you to spend some time on our website under the headings "Retirement" and "Joint Pension Statement" to become familiar with these two important issues.

Briefly, the Bush Administration's primary concern is to make sure that their "corporation," the PBGC, stays out of trouble. Although that is our shared goal, it's not exactly our primary issue. Ours is to make sure we keep our pension. So, although we hope they save the PBGC, we also hope never to have to use it. The government is looking to fix this situation by raising the cost to companies, both through increased premiums and requiring higher funding for pension plans. We are more interested in reasonable premiums and having more time to fund our plans in the years ahead. It is like auto insurance; you want an insurance company strong

enough to pay any claims you might have, but you also want to pay as low a premium as possible to keep money in your pocket.

We Flight Attendants have made it very clear in our survey that we want to keep our pension (pension protection was our number two issue, right after fatigue). The pilots want to keep theirs, the ground workers want to keep theirs and management not only wants to keep theirs, they also want to keep all of the plans active. Legislation will be introduced this year to change the PBGC rules so it makes sense for labor and management to join together to make sure that our collective voices are heard - LOUD and CLEAR!

APFA President Hutto-Blake was the motivating force behind this joint action. It began in December with a proposal to the other unions at AA that we get together to look for common ground. APFA member Patrick Hancock wrote a working draft and by early February the unions had a document. Then we began working with AA management. The resulting statement, which was presented to the APFA Board on March 14, was continuously tweaked until moments before it was presented. The document is printed in its entirety below. Please take a moment to read it through before continuing.



## American Airlines®

FOR RELEASE: Wednesday, Mar. 16, 2005

### AMERICAN AIRLINES, THE ALLIED PILOTS ASSOCIATION, THE ASSOCIATION OF PROFESSIONAL FLIGHT ATTENDANTS AND THE TRANSPORT WORKER'S UNION ISSUE JOINT STATEMENT REGARDING DEFINED BENEFIT PENSION PLAN LEGISLATION

FORT WORTH, Texas – Today, American Airlines and the presidents of the three labor unions representing AA pilots, flight attendants, aircraft maintenance technicians, plant maintenance employees, fleet service employees, ground service employees, technical specialists, flight dispatchers, stock clerks, flight simulator technicians, ground school, flight simulator and pilot simulator instructors at American jointly issued a statement regarding defined benefit pension plan legislation:

"We support pension reform that does not discriminate based on the credit rating of the plan sponsor, and that better protects employees' retirement benefits by making it more flexible and affordable for companies to fund them, by:

1. Maintaining the flexibility to continue defined benefit plans as an effective means to provide retirement security.
2. Reasonably extending the number of years companies would have to make up the unfunded portions of their plans.
3. Setting reasonable interest rates to determine plan liabilities.
4. Providing simpler, better, and more timely disclosure of important pension plan data.
5. Providing an increase in permitted contributions.
6. Supporting the concept that benefit plans be charged risk adjusted premiums by the Pension Benefit Guaranty Corporation (PBGC).

Joint Statement  
March 16, 2005

We support a ban on preferential funding of Supplemental Executive Retirement Programs while the minimum contributions are not being made to the corporate defined benefit plans.

We also support legislation that would provide pension relief to companies that freeze their plans through the collective bargaining process, in accordance with the principles above, rather than terminating them in bankruptcy."

When the men and women of American Airlines consensually restructured their wages, work rules and benefits in 2003 to deliver the savings needed to avoid bankruptcy at the time, they chose to do so in a way that allowed them to preserve their defined benefit pension plans. And, despite difficult economic challenges, the company continues to meet its pension funding obligations. These actions demonstrate that companies must try to protect the retirement benefits that have been promised to their people. To do this, American must continue to work collaboratively with all stakeholders under its Turnaround Plan to return to profitability. This also underscores the need for reasonable pension reform legislation that better and more fairly protects employee retirement benefits by making it more affordable and flexible for companies to fund defined benefit plans.

Gerard J. Arpey  
Chairman, President and CEO  
American Airlines

Captain Ralph Hunter  
President  
Allied Pilots Association

Tommie L. Hutto-Blake  
President  
Association of Professional Flight Attendants

James C. Libbe  
International Executive Vice President  
Director, Air Transport Division  
Transport Workers Union of America, AFL-CIO

OK, what are we saying and what does all this mean? I'm going to go through it piece-by-piece to give you a very clear picture.

#### **INTRODUCTION PARAGRAPH:**

One - we support pension reform.

Two - there have been proposals that companies be required to meet a higher funding standard based upon their bond rating. Since our Pension Plan and American Airlines' finances are two separate entities, we don't want the funding requirements of our plan to be based upon American's credit rating; rather the funding level should be based on the strength of the plan itself.

Three - we support legislation that PROTECTS benefits by making it more flexible to fund plans.

#### **NUMBER ONE**

There have been ideas introduced by unions and management at other carriers that all plans in the airline industry be frozen. They have offered to freeze their plans in exchange for longer funding periods. There is one congressional representative who has introduced legislation that would require that all airline pensions go into a giant pool for airline workers only. None of these ideas is to our advantage. The unions and management at American agree that we want the option to continue the plan we have with flexible funding rules.

#### **NUMBER TWO**

Think about your home mortgage. You can take a 30, 15 or 10 year mortgage. You are going to pay your obligation, but the length of time influences the amount of your payments. The Airline Pilots Association (ALPA), Delta and Northwest are on record as wanting 30 years to pay back their shortages. We feel that creates too great a risk and that they will eventually end up in default and be taken over by the PBGC. The three unions and American agreed that 30 years was too long but our wish lists varied between seven and 10 years. That's why we used "reasonable."

#### **NUMBER THREE**

Right now there are four different ways interest rates are applied when evaluating the funding level of a pension plan. The lowest and most onerous is the one used by the PBGC. We don't want that interest rate to be the benchmark if it would force us to take lower wages today to over-fund the retirement plan. On the other hand, we don't want the rate used to be so high that there will be a shortfall in the plan when it comes to paying all of our pensions.

We recently had an actuarial consultant review the funding levels of the American Airlines Pension Plan for Flight Attendants. He stated that the current rate that AA is using is "typical." They haven't picked the highest or lowest in making their projections for the future. Every time the rate is lowered, it costs AA

more today. We want a rate that gives us a solid foundation but isn't so low that it puts funding out of reach for the company.

#### **NUMBER FOUR**

Every year the company is required to file a form 5500 (like an income tax statement). Right now this is filed in September for the prior year. In this electronic age these numbers could be in the computer and reported much sooner, if not on an ongoing basis. That would make information available in a more timely manner.

#### **NUMBER FIVE**

There were years when the stock market performance meant that the return on the invested pension fund was greater than the funding required by the government. This resulted in AA having no further funding obligation and, in fact, having additional cash in the plan. However, the company could not take the tax deductions it would have had if company funds had been put into the plan. We believe that there should be incentives to over-fund a plan.

#### **NUMBER SIX**

I mentioned that premiums are one source of revenue for the PBGC. Currently each company pays \$19.00 per covered employee per year regardless of how risky their plan is. Think of this as your homeowner's insurance. If you have a brick home, you should not pay the same for fire insurance as someone

with a wooden house. The Bush administration has proposed that ALL companies pay double what they pay today. We think that premiums should be based in part on the risk level of the plan; if a plan is seriously under funded then that premium should be higher than for one that is better funded.

#### **NEXT PARAGRAPH**

Here we go on to say that we don't think Supplemental Executive Retirement Programs (known as SERP's) should be funded if a company is not making its required payments for workers' pensions. We were very encouraged that the executives at American agreed to this provision. It doesn't mean there won't be SERP's at AA, but it does mean that our pensions will be funded before executive plans.

#### **LAST STATEMENT**

This is about the collective bargaining process. We want each company to work with its employees - NOT circumvent the collective bargaining process. We have been watching companies declare Chapter 11 bankruptcy then summarily stop funding the plans that their employees negotiated years ago in lieu of wage gains, requesting the courts instead to terminate their employees' plans.

I suspect this last line has caused some concern among our members; some have interpreted it to suggest that we might bargain our plan away. There has been NO suggestion by American management to

do away with our plans. To the contrary, CEO Gerard Arpey has stated that he believes that companies have "a moral obligation" to keep their pension promises. All of the unions here at AA are committed to maintaining the plans. What we want is for other companies to stop using bankruptcy as a tool to terminate these benefits.

All of this is what we are saying in our joint document. We know it is important that our message gets to Congress. The legislative process is very intricate, but the one thing that seems sure is that representatives act based upon information from their constituents, be they individuals, organizations or companies. Our March 2005 Joint Statement represents over 100,000 active and retired voices - a rather definite "roar" when it comes to getting the attention of lawmakers. APEA is hopeful that we will have an impact on Congress and that we will end up with win/win legislation.

APEA is committed to keeping the Flight Attendant Pension Plan safe. President Hutto-Blake and Retirement Task Force Members Patrick Hancock and I have vowed to do everything possible toward this end. We will continue to ask for your support and assistance. For those of you who came to our May Lobby Day, thank you. Each of us, regardless of seniority or personal situation, has a vested interest in this issue. Simply said, our futures depend on it. ▲



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## What You Have to Say About ...

**Many times during the day, the Safety Department** receives phone calls, reports and emails from Flight Attendants wanting to discuss their safety issues and concerns. Two of these items have generated quite a lot of discussion as of late and need to be shared with our membership.

### **TSA Advanced Crew Member Self Defense Training:**

*Here is what K.C. Payne (DFW) had to say:*

In 2002, Flight Attendants were offered an excellent self defense course called *America in Defense*. That course was a four-hour program taught by the World Black Belt (WBB). Starting in December 2004, the Transportation Security Administration (TSA) rolled out its newly-developed Advanced Crewmember Self-Defense Training course. I attended the January 2005 TSA-sponsored training program which was held at Tarrant County College (TCC) in Fort Worth, Texas. The class is conducted in the Police Academy Training Facility on the north side

of the TCC campus. It is an outstanding course that provides and sharpens valuable confidence-building techniques and a common-sense mindset that can be utilized if you are ever attacked.

The TSA course is usually scheduled once a month on Tuesday, Wednesday and Thursday. Being a junior, high-time pursuing Flight Attendant, I fly mostly on weekends so this made it easy to work the training into my schedule. The course runs from about 0830-1600, with generous breaks and a lunch period. When you register, you are provided with two t-shirts and an excellent study guide, which includes photos for reference. This course is offered to crewmembers from all airlines. For security purposes, all participants must provide a company ID badge at registration for admission into the course. Dress is very casual so most attendees wore sneakers and jeans or sweatpants.

The three-day program allows for some very informative lectures and provides ample time for Q&A. The training is very much

hands-on. Subject matter deals with de-escalation, blocking, counterattack, handgun defense, edged weapons, separation and restraint techniques, use of different types of force, and the list goes on.

The instructors were all Fort Worth Police Officers and were contracted to teach this TSA-constructed course. Sgt. David Cortez (a certified AID/WBB instructor) and Officer Pat Moore were our course facilitators. They taught us how to hit hard, fast and mean. They emphasized that there is no such thing as a fair fight when it comes to a would-be attacker. They also pointed out that when you are up in the air, it won't matter who you know, but it will matter what you know and how you use it. Female officer Jodie Summers' presence demonstrated to the class that women do have the ability to defend themselves and can also gain the advantage. Fitness level or having a martial arts background is not an issue and neither is size or stature.

This course drives home the point that being vigilant is key. It also reinforces how easily Flight Attendants can be distracted by

their everyday routine duties. The events of 9/11 have caused some very serious procedural changes and additions to our in-flight duties, airport security and hotel/layover safety.

Does this course really relate to our job? Absolutely! Knowledge is power. Common sense tells us it is better to have it and not need it, than to need it and not have it. The terrorist mindset is that if it has worked once, it will probably work again. We see this being played out on a daily basis on the evening news. There have been countless numbers of men, women and even teenage children who have had explosives strapped to them and been sent into popular, crowded areas. This tactic has worked for the terrorist time and time again.

We all hope and pray that the events that occurred on 9/11 will never happen again. But it would be just plain silly to count on that. Here are reasons why you should attend: The 'bad guys' are prepared to take down anyone who gets in their way. They have murdered and will continue to murder innocent people just to intimidate others. That is a tactic they practice freely.

**"...women do have the ability to defend themselves and can also gain the advantage."**

I strongly encourage every Flight Attendant to attend this FREE training. Should this course be made mandatory? Take the class, make the effort and then you decide. I think you will agree that it is a worthwhile effort and time well spent on personal and career enrichment. I am more confident and vigilant on the aircraft because of this valuable course. I believe that I have been made more aware of what to expect, should a terrorist situation arise.

**Safety Department Note:** *If you would like to attend the TSA Crew Member Self Defense course, information can be found on the APFA website. Go to the Safety Department page to find the most current list of locations, dates and point of contact for registration.*

## Turbulence

With Summer comes the potential for rough weather. That is truly one subject that has caused its share of ups and downs (no pun intended). Some startling turbulence figures: in 2003 AA had 335 reported events; in 2004 there were 347; from January to March 15, 2005, there have already been 48 reported events. Many of these events have resulted in seri-

ous injuries to our Flight Attendants.

*Jann Riesche (ORD) wanted to share her thoughts on turbulence.*

In February 1999, I was working a flight from ORD to RDU. During descent our altitude was approximately 17,000 feet when our aircraft encountered clear air turbulence. The plane vibrated and I heard peculiar noises that sounded like the fuselage or metal bending. In a period of approximately 15 seconds, three Flight Attendants in coach (one being a commuter seated on the galley jumpseat) were unexpectedly thrust from their positions. Seatbelt compliance checks were in the process of being completed. Flight Attendants who were NOT buckled in ended up on the floor.

Another Flight Attendant and I were on the floor, facing each other amidst the passengers' feet. We remained on the floor throughout the landing. The other Flight Attendant, who was between the seats, was trying to tell me that she believed her neck had been broken. I was experiencing excruciating pain shooting through my entire body. We reached out and held each other's

**“Another Flight Attendant and I were on the floor, facing each other amidst the passengers' feet. We remained on the floor throughout the landing.”**

hand for the duration of the flight in an effort to support one another. We were separated by the metal luggage bars under the passenger seats. I could not have taken any more pain. I kept hoping to pass out to provide relief from the pain.

After landing we were transported to Rex Hospital emergency room. My co-worker immediately received treatment for a possible neck injury. Fortunately for her, she was able to walk away from the hospital a day or two later wearing a neck brace. On the other hand, the physician on duty informed me that I might have injuries serious enough to cause partial immobility. Not until several days later did I learn that my back had endured an L-1 compression fracture and several small hairline fractures. A chip of bone had also been broken loose from my vertebra. To this day, it continues to be floating near my spinal cord.

Physicians asked me to decide on either having immediate surgery

or the non-aggressive approach of wearing a body brace for several months. Either way, the outcome will probably remain the same. Once the back breaks, it will never be the same again. Tremendous accomplishments and hardships followed throughout my period of recovery. Every day became a milestone. Simply put, the act of getting out of bed, followed by my first steps, were cause for celebration.

I am telling my story for several reasons. One is to remind Flight Attendants who often believe they are invincible, that it is just NOT so. My personal experience has proven that this idea is a complete fallacy. We need to lose the belief that “this will not happen to me,” and utilize common sense on when to strap ourselves in. Each of us should be keenly aware when it is unsafe to be up moving around the cabin and know when we should be seated and belted. During the pre-flight briefing, we all need to make inquiries of the Captain, when s/he reports turbulence. We need to ask

for interpretation of the term “moderate” or “light chop.” Another reason is to inform the company that it is imperative that some procedural changes be considered regarding Flight Attendants’ protection and safety prior to landing and during turbulence. Perhaps we should already be buckled into our jumpseats before 10,000 feet on final approach. Staying seated during the final approach is important. There can be a huge financial and physical burden caused by being injured. It is no surprise that cockpit crew members rarely acquire in-flight injuries because they are strapped in! Flight Attendants are constantly checking and rechecking everyone and everything they brought with them until the landing gear comes down.

As for me, I wore that back brace beyond the recommended 12-hours a day. I saw a wide range of specialists. Today, I have periodic bouts with pain and I have some uncomfortable days. I have returned to work, flying domestically. I try to avoid sounding victimized, but will relay my story to any crewmember who may put

him or herself in harm’s way. I do not want anyone else to endure the pain I have, especially when prevention is possible.

I have taken this catastrophic incident and turned it about-face. Today, I walk five to six miles a day when weather permits. I am living a full and good quality life. Some post-traumatic fears resurface when I find myself in turbulence and particularly during descent. In recounting my crossroads, I hope that some of our present in-flight procedures move closer to change. Flight Attendants must realize that they shouldn’t be trying to do anything during flight when their environment and common sense tells them to **BUCKLE UP NOW!** ▲

**Safety Department Note:** *A Turbulence Task force has been established and AA’s current procedures are being reviewed. One thing you should remember, do not jeopardize your personal safety during turbulence. If you feel it is unsafe, do not wait for a Captain’s PA to tell you to be seated. Take your jumpseat or a passenger seat and strap in.*

## Incidents And Accidents

### Jan. 2005, S80, IAD/DFW

At start of descent (37,000 ft.), both packs failed. Emergency declared. Cockpit crew made rapid descent. All oxygen masks deployed. F/A #4 burned her hand on hot oxygen generator. F/A treated for injury.

### Jan. 2005, 767, POP/JFK

Passenger seated in 39A reportedly urinated on lav floor then later in cup in cabin. Passenger verbally abusive. Local Law Enforcement Officers met flight.

### Mar. 2005, A300, MIA/SJO

Two F/A’s injured on approach into SJO when flight encountered turbulence. F/A’s #6&7 transported to local hospital with arm, neck and back injuries.

### Mar. 2005, 777, EZE/MIA

Aircraft aborted takeoff at max power, due to right-hand engine failure. Emergency evacuation

via slides transpired. 50% of door exits used to evacuate 206 passengers in less than 67 seconds. Few minor injuries treated on-site.

### Mar. 2005, 757, MIA/EWR

Local Enforcement Officers requested upon arrival due to male passenger indecent exposure. Passenger restrained with flex cuffs by F/A’s and passengers.

### Mar. 2005, S80, DFW/ORD

Captain swallowed piece of plastic fork which became lodged in throat and was experiencing difficulty breathing. Medical emergency declared. Paramedics requested on arrival into ORD.

### Apr. 2005, 777, LHR/LAX

Two female passengers got into fist fight during flight. Security threat declared. Police and TSA met flight and took women into custody.





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### How Make-Up works:

After AVBL self-plot has closed and any necessary Crew Schedule plotting of available Flight Attendants is complete, the 1200 round of Make-Up begins for existing open time. Anyone who added his or her name to the Make-Up List prior to 1200, and who is legal and available to fly, will be proffered Make-Up flying in seniority order. Any open time that becomes available during that round will be set aside and offered in the second round of Make-Up proffering. At 1600, another round of Make-Up is run, including trips that opened up after the 1200 round began. If a Flight Attendant does not return Crew Schedule's call in the first round, s/he will not be called

## How Make-Up Works

again until the 'Day of Coverage' list is pulled when the Crew Schedule shift changes at about 0500 the following day. A Domestic Option 1 Flight Attendant may fly Make-Up to 85 hours SPROJ and an International Option 1 Flight Attendant may fly to 90 hours SPROJ.

If you've placed your name on the Make-Up list, you may send a HISEND message to Crew Schedule to request specific sequences or types of flying. Recently, a Flight Attendant sent a HISEND requesting a specific sequence for Make-Up flying that was in open time. She did not include a position number. After the 1200 round of Make-Up, she checked open time, and the trip had been given to a more senior Flight Attendant. She assumed that was that and she wasn't going to be flying the next day. But, in the 1600 round, the sequence opened up for a different position. She was awarded the trip prior to 1900, and the trip was hers. She was extremely surprised when she received a call the next day at sign-in time asking why she wasn't there!

That's one example of HISEND Make-Up requests causing a bit of a problem, but the system can,

and usually does work well for Flight Attendants. You don't have to make yourself available, you can give specific parameters for assignments, and if the trip is plotted prior to 1900, it is considered confirmed without Crew Schedule contacting you. After 1900, Crew Schedule will call before plotting.

Specifying a sequence or sequences works well when you know exactly what open trip you want, but you may also specify layover city, departure and/or arrival time, number of days in sequence, amount of flight time, etc. Don't use terms that are vague, such as high-time turn or easy two-day trip. My definition of high-time turn is seven hours or more; the scheduler's might be six hours or more. How many legs do you consider easy? Make sure you are very clear. Also, if you specify a sequence, but want to be contacted even if it is gone, include that in your comments. Otherwise, Crew Schedule will not call if the trip is not available, until the *Day of Coverage* Make-Up list is proffered around 0500 the next day.

Here are the prompts in the

HISEND form:

**PLEASE BE SPECIFIC WITH YOUR REQUESTS**

**TYPE Y TO CONT**  
(type "Y" here)

**GENERIC MESSAGES WILL NOT BE PROCESSED**

**TYPE Y TO CONT**  
(type "Y" here)

**WHAT IS THE FIRST SEQUENCE/POSITION THAT YOU ARE REQUESTING?**

(type your seq/pos here)

**WHAT IS THE SECOND SEQUENCE/POSITION THAT YOU ARE REQUESTING?**

(type your seq/pos here)

**WHAT IS THE THIRD SEQUENCE/POSITION THAT YOU ARE REQUESTING?**

(type your seq/pos here)

**SEE HIDIR FOR CONFIRM INSTRUCTIONS. ANY OTHER GUIDELINES?**

(This is your opportunity to add something like: "Please call if these sequences are not available.")

**TYPE MM NOW THEN CHOOSE OPTION 6 TO SEND THIS MESSAGE**

(type "MM")

Also, be aware that if you do not use HISEND, but speak to a

Scheduler and give specific parameters, s/he will make a note of those, and s/he will not call you if there isn't a trip that matches your request. Once again, be very clear if you don't like what Scheduling is currently offering, but you want to be called back. If you make a specific request during a phone conversation and the Scheduler says, "If your request is available, I will plot it, and if it is prior to 1900, we will not call you back." You will be considered notified of such an assignment. APFA and AA have agreed that this is acceptable practice.

Also, if you do not use HISEND and the Scheduler attempts to contact you in the first round and you do not call back, Scheduling will not call during the second round. Crew Schedule only needs to make one attempt at each of the numbers on your HI1.

The HISEND request for Make-Up flying was created to reduce the need for Flight Attendants to wait by the phone for Crew Schedule to call. APFA and AA agreed to the enhancement in August 2002, and we hope it continues to improve the Make-Up process. ▲



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# Understanding Human Behavior

**Understanding human behavior** and communicating effectively is not an easy task. In the 1950s Alfred Ellis, a noted psychiatrist, founded Rational Emotive Therapy, or RET. Ellis found that people’s beliefs influenced their feelings and behaviors more so than events of the outside world. Simply stated, to understand behavior, we must focus not on feelings, behaviors or positions but on the perceptions and needs that give rise to those feelings, behaviors and positions.

In our daily lives, most of us feel that the stimulus response (S – R) concept is at work. Statements like, “You make me crazy,” reinforce the idea that an outside event causes a feeling in a person, or one person’s behavior causes a feeling or action in another. Ellis believed that something happens between the stimulus and response that causes the feelings and reactions. If this were not true, why can the same stimulus elicit different responses in different people? Let’s take a look:

- A. *Activating Event*
- B. *Belief System/Perceptions*
- C. *Consequences/Emotions/Feelings – Behavior*

Following this theoretical framework, the perceptions cause the

emotions, not the activating event. Keep in mind that once we feel, the feelings drive our behavior. Perception is the engine that drives the train. Feelings and subsequent behavior are the caboose or side effect of our perception.

Where do perceptions come from? They come from values, morals, past learning, traumatic events, other life events, parental messages, current events and life experiences. They are the lenses through which we see the world and they are distorted. Everything is filtered through the belief system, perceptions and what we tell ourselves. These perceptions define our reality.

**PERCEPTION ERROR #1: POLARIZATION** - The tendency to view reality in polar opposites.

Good – Bad, Up-Down, Right – Wrong, Wonderful – Horrible.

Seeing things in polar opposites makes our feelings and behavior swing wildly as a result and puts us on an emotional roller coaster.

*Reality = shades of grey.*

Is the glass half full or half empty? Or is it just a half a glass of water.

Alternative: View things as they

are, thus avoiding escalating a mildly frustrating event into a disaster.

**PERCEPTION ERROR #2: AWFULIZING** - The skewing of emotions that is caused by labeling. We “awfulize” to the extreme, and our feelings and behaviors again will follow. We orient to the negative and minimize the positive.

Alternative: Believe in a continuum, which drives behaviors in a more realistic way and gives us more choices.

**PERCEPTION ERROR #3: SELF-DEPRECIATION** - Low self-esteem turns inward. It sounds like, “How can I be so stupid?”

This leaves little option for change and lots of opportunities for victimization.

**PERCEPTION ERROR #4: OVERGENERALIZATION** - This occurs when we use labels such as always, never, can’t, have to and must. These labels produce unnecessary pressure on us.

We have little control over the activating event, but we have plenty of control over our perceptions and can thus influence our feelings and actions.

**IF WE WANT TO CHANGE HOW WE FEEL OR BEHAVE, WE NEED TO CHANGE HOW WE PERCEIVE EVENTS.** We can’t change our co-workers but we can change how we respond to them.

*Event*

*Perception*

*Feelings*

Feelings and behaviors are clues to others’ perceptions. Distorted perceptions need to be challenged in order to change. Communication and constructive confrontation are key. Most of us try to avoid conflict because we are uncomfortable with it and have not had good experiences with it. Our inability to constructively handle conflict originates from our past experiences. To effectively and assertively express yourself, you first need to own your feelings and behaviors. Try asking these three questions before confronting someone:

*Can I have an impact on the event?*

*Am I perceiving it or am I looking at it accurately?*

*Can I manage the stress associated with it?*

Eleanor Roosevelt once said, “No one can make you feel inferior

without your permission.”

If we do not accept responsibility, we will communicate in “You” messages:

*“You are making me crazy.”*

When we accept responsibility for our feelings, we make “I” statements:

*“I feel angry when you do not communicate with me.”*

Most problems can be solved by simply listening and truly trying to understand the other person. Most of us are so driven to get our point across that we get lost in our own argument and miss what the other is saying:

*“You don’t care about me; you spend all of your time at work.”*

*“I’m doing the best that I can.”  
(minimizing)*

Next time, listen and respond with a statement that indicates that you understand the other person:

*“It sounds like you don’t think that I spend enough time with you and you feel left out.”*

Whatever communication strategy you use needs to nurture and enhance the relationship and not damage it. Thinking in terms of

winners and losers makes everyone lose. In order to be understood, you must first understand the other person’s perception.

Communication and confrontation can be relationship builders. Confrontation is not yelling. It is communicating assertively, expressing needs and listening to the needs of others in order to problem-solve. Be clear on what your issue is and confront only on the hill that is worth defending.

Use “I” messages.

Acknowledge the other’s feelings (step to one side).

Use passive listening, allowing the other person to continue speaking.

Use active listening. Clarify the content, “*You think...*” Use empathic listening. Reflect the other person’s feelings, “*You feel...*”

When using “You” messages you:

*Clarify feelings*

*Keep yourself from reacting*

*Show the other person that you heard the feeling, which calms them down.*

You messages will catapult a person to their perceptions. Now we

can influence behavior.

*“I”* message: “I’m sick and tired of having so much work to do and having no help.”

*“I”* message response: “Don’t be such a martyr. You sit on your duff just like the rest of us.”

*“You”* message: “So you feel that I am nit-picking and you are doing your share of the work.”

*“You”* message response: “Yeah, we all work hard.”

The tone is less hostile after you messages. You need to hear the other person before he or she will have any desire to hear you. “I need..., you feel..., I can appreciate how you’d feel, and I’d probably feel that way too if I thought ..., but all I’m saying is that I need...”

*Deal with their thinking errors if they have them.*

*Try leveling.*

*If leveling doesn’t work, comment on what happened.*

*Do not set up winners and losers.*

*Look for your common interests.  
Look for opportunities to uplift the other person.*

*This process shows others that you are attempting to understand them.*

I hope you will find this information helpful and will put these suggestions to use in both your work and home environments. ▲

# APFA/APA Professional Standards

APFA urges all Flight Attendants who find themselves in a situation where a fellow employee is violating rules or regulations, to first contact your Professional Standards Representative. This includes any issues you may have with pilots and/or flight attendants. The contact numbers can be found below. The adjacent letter is a joint agreement between APFA and APA.

## APFA Professional Standards HDQ Extensions by Base

|       |      |       |      |
|-------|------|-------|------|
| BOS   | 8602 | LGA   | 8612 |
| BOS-I | 8603 | MIA   | 8613 |
| DCA   | 8604 | IMA   | 8614 |
| DCA-I | 8605 | ORD   | 8615 |
| DFW   | 8606 | IOR   | 8616 |
| IDF   | 8607 | RDU-I | 8618 |
| JFK   | 8609 | SFO   | 8621 |
| LAX   | 8610 | SFO-I | 8622 |
| LAX-I | 8611 | STL   | 8631 |



March 1, 2005

Dear APA and APFA Members:

The Allied Pilots Association (APA) and the Association of Professional Flight Attendants (APFA) have worked together over 25 years solving problems of mutual interest to pilots and flight attendants. The above two groups represent unionized American Airlines employees and have experienced Professional Standards Representatives (Reps) at the national and local levels to help solve problems that involve our members.

Our unions provide this valuable service to you and it has a proven track record. All information provided to our Professional Standards Reps is kept strictly confidential. No information is recorded, no files are kept, and information is not shared with management. This is union member helping union member. With this new year upon us, it is time to re-emphasize the need to use all available resources to solve our mutual problems. Let's make 2005 a stellar year for a strong labor collaborative effort.

If a problem arises whether on or off the aircraft, between work colleagues, consider using APA/APFA Professional Standards Reps as your first step. Contact them directly or through your local union representative. Usually a problem can be solved before going to a Chief Pilot or Flight Service Supervisor.

The names of your Professional Standards Reps are readily available on the respective APA/APFA web sites and the union bulletin boards at each base city. As the leadership of your unions working together in a collective approach, we urge you, the APA/APFA membership, to follow our lead. Dispute resolution union to union is our mutual goal and in all of our best interest.

With Support and In Unity,

CA Ralph J. Hunter  
President  
Allied Pilots Association

Tommie L. Hutto-Blake  
President  
Association of Professional Flight Attendants

CA Robert McDonnell  
Chairman  
APA National Professional Standards  
Committee

Patricia A. French  
National Coordinator  
APFA Health Department



Dané Townsend  
APFA Hotel Coordinator

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

## Dear Dané... tales from the line

**Dear Dané:** On a recent layover in POS, I signed in on the hotel sign-in sheet along with the rest of my crew, got my room key and went to my room. Once there, I locked the door and set the chain. I then showered and went straight to sleep as this was a short layover. Sometime in the middle of the night I was awakened by something. I discovered a man standing at the end of my bed. Needless to say, I was terrified. He asked me what I was doing in that room. (I had the same question for him!) He did eventually say that he was with hotel security and that he had knocked several times. When no one answered, he opened the door and cut the chain. I finally

got out of him that apparently the hotel had no record of me being in that room. I was extremely upset and angry by this time and told him to get out of my room. I threw on my flip flops, went down to the front desk and asked to see the sign-in sheet. My name was clearly listed along with my room number. The management of the hotel was less than apologetic for this interruption of my rest and intrusion on my privacy. — *Angry at IMA*

**Dear Angry:** Clearly this was a horrifying experience for you and one you should never have had to endure. This particular hotel has been contacted and is now very clear that they are never to enter a crew member's room unless there is imminent danger to the crewmember. After investigating this incident, we discovered that the hotel had not properly registered you in their database. The hotel management has agreed to enter all crewmembers and their room numbers into the computer system immediately upon receiving the completed sign-in sheet.

**Dear Dané:** I have been assigned 0530 standby at JFK twice this month and have called both times to arrange a limo from LGA to JFK. The first time the limo was set up with no problem. The sec-

ond time, however, I was told that I was not entitled to one as standby is not an assignment. Which is correct? — *Hitchin' in NY*

**Dear Hitchin':** Standby is an assignment and you are entitled to courtesy transportation at JFK, LGA, LAX and LAX-I during the designated times. I have spoken with the manager of the Hotel Limo Desk and all of the representatives should now understand that standby is an assignment and Flight Attendants given this assignment are entitled to the same perks as a trip holder.

**Dear Dané:** While on a recent layover in GIG, I was walking with my girlfriend when two men accosted us in the street and demanded all of my money. I gave it to them and we were unharmed. I just wanted you to be aware of this so that others can be warned to mind their surroundings at all times. — *Ruffled in Rio*

**Dear Ruffled:** I am sorry to hear that this happened to you and your girlfriend and glad neither of you was hurt. Thank you for sending this reminder to all of our readers. No matter where we are, Raleigh or Rio, we each need to be fully aware of our surroundings when we are out and

about. You never know who or what may be lurking around the corner.

*Each of these is an actual call that has come into the Hotel Department office. Some details have been altered to protect the identity of those involved.*

If you have any questions/issues you would like answered or addressed in **Keyword** please send them to [hotel-dept@apfa.org](mailto:hotel-dept@apfa.org).

**Reminder:**  
*The quarterly review surveys are online for upcoming reviews.*

## HOTEL REVIEWS

American began service to two cities in Ireland effective May 1, 2005. Shannon, on the west coast of Ireland, is being flown out of Boston, and Dublin, on the east coast, is being flown out of Chicago.

In many respects this was the easiest review to perform because all of the properties were wonderful. However, seeing that many wonderful properties also makes it very hard to choose one! I hope that the crews lucky enough to fly to these two cities will enjoy their stays.

## Hotel

**The Southcourt Hotel in Limerick** will be your home away from home when flying into Shannon. Limerick is the largest place close to the airport with hotel and restaurant facilities. It is a quaint city boasting one main street named O'Connell, lined with interesting shops, pubs and entertainment spots. Shannon is on Ireland's beautiful west coast. Within an hour or two by car you can reach Burren Perfumery, the Cliffs of Moher, Bunratty Castle, the picturesque town of Ennis and many more exciting day trips. Should you need transportation, Mr. Tony Woods owns A&C Taxis and does sightseeing trips at reasonable prices. You can e-mail him at [actaxis@eircom.net](mailto:actaxis@eircom.net).

Crews from ATA are currently housed at the *Southcourt* so the hotel staff is well aware of crew needs and flight crews staying here are well cared for. A crew room with amenities such as complimentary tea and coffee, international TV and computers with internet access are provided. There will be an appointed crew-liaison person to assist AA personnel during their stays. Crews will be provided three free local calls as well as free 800 calls. A complimentary shuttle to the main street in Limerick will also be provided on a schedule.

Although there are great restaurants in Limerick, should you choose to eat at the hotel in their *Cream Room*, you will receive a 25% discount or the "Early Bird Menu," which includes a three course menu for 18 euros. A continental breakfast is included free of charge in the *Seasons Restaurant* or you may upgrade to the full Irish breakfast for a supplement of 5 euros.

The site also boasts complimentary laundry facilities on the third floor and a complimentary health and leisure club with a sauna and steam room. Each crew room is a "lifestyle" room and is large, well appointed and also includes an elliptical trainer.

Located conveniently next door to the hotel is a small shopping strip with a super market, bank, pharmacy, hairdresser and liquor store. Within walking distance there are several restaurants,



Dublin

including Chinese, Indian and fast food, as well as bars or pubs.

Dublin is Ireland's capital city. It is a large bustling metropolis providing entertainment at all hours of the day and night. *The Jurys Ballsbridge Hotel* is located in one of the city's posh sections. In fact, the area reminds me of the Kensington area in London. The hotel exudes old-world charm with lots of lovely, highly-polished dark wood and antique-style furnishings in the public areas. As you pass through the halls, you will notice that the

walls are adorned with many original paintings by local artists.

The hotel offers a 10% discount on food in all of its restaurants as well as on room service. A

complimentary continental breakfast is included. There is a wonderful casual pub called the *Library Lounge* on the ground floor where you can relax with a cup of tea or a pint.

The guest rooms are large and comfortable and offer all of the usual amenities including iron and ironing board, hair dryer and clock radio. There is an exercise room onsite as well as a beauty salon should you decide to pamper yourself during your layover.

There are many fun things to do in Dublin including strolling the *Temple Bar* area, Dublin's Cultural Quarter and home to many film and publishing houses as well as art galleries, the Opera, theaters, restaurants, bars and shops. You'll also find year-round free outdoor cultural programs in this area including live performances and film and visual art screenings in the public streets and spaces including *Meeting House Square*, a spectacular open-air venue. You can also take a tour of the world famous Guinness Beer factory.

**LAX**  
We recently added the *Ayres International Hotel* to our list of long layover LAX properties. We also renewed our contract with the *Marriott Courtyard Marina Del Rey*. The current LGB layover hotel, *The Westin*, notified AA

they were breaking their contract with us. This necessitated an additional hotel in Los Angeles. The hotels that responded to AA's request for bids were mainly in the downtown L.A. area. After reviewing all the properties, APEA did not feel that placing crews in downtown L.A. was in our best interest. An agreement was made by both APA and APEA for AA to secure the *Ayres International Hotel*. This hotel is an extremely beautiful property. It is owned by a local southern California family that has a commitment to excellence in all they do. They sincerely want to accommodate our crews in style.

The hotel was built to be virtually soundproof. The construction is high tech and top of the line. All the furniture and fabrics were custom designed by Mr. Ayres and then imported from France and Belgium. He even designed a "heavenly" type bedding package specifically for this hotel. The hotel resembles a Tuscan villa. The fireplaces in the lobbies were found in Italy and imported. Italian stone masons were then flown over to reassemble them in the lobby. The walls are covered in Venetian plaster. The floors are limestone.

The outdoor courtyard is lovely, secure and a perfect place to enjoy your breakfast, a snack, a

cocktail or just to sit by the small pool or spa. Monday through Thursday complimentary cheese and crackers are served in the bar area.

A 20% discount on food and beverages is offered to our crews, with the exception of the already-discounted hot breakfast buffet which is available each morning for \$5.00. If you have an early pickup, the hotel will provide you with free coffee and juice along with a 75 cent menu selection for a grab and go bag which includes a choice of fruit, bagel, yogurt, etc.

Our crew rooms are great! Each



Los Angeles

room is spacious and includes a refrigerator, microwave, coffeemaker, hair dryer and an iron and board. The bathrooms have granite counter tops, large tubs, power showers and nice amenities. In addition, there is a 25" flat screen TV, thermostatically controlled heat and air and in-room internet access for a discounted rate of \$4.95 for 24 hours. For those of you without laptops, the hotel has purchased a computer with internet access for our crews to use.

The rooms are extremely quiet. All the vending machines, ice machines and washers and dryers are located in the hallways behind closed doors to virtually eliminate any noise. The elevators have been located so that they affect no guest rooms.

Now to the location. The first thing you will notice is that this hotel is located off the 405 freeway. At first, you may more than



likely question its location. But, after spending some time here and learning all that is available, we feel confident that this will become a very popular layover. APFA has taken extraordinary measures in preparing a very detailed package which lists restaurants, movie theaters and shopping centers, along with a map. The hotel has even negotiated a rate of \$9 for nine holes of golf with complimentary golf clubs at *The Lakes Golf Course* located approximately two miles away.

The Ayres family has purchased two brand new vans for our crews. They will take us to entertainment venues and restaurants in the neighborhood as well as Manhattan Village and Manhattan Beach. An arrangement has been made with a brand new *Gold's* gym two blocks away to accommodate our serious exercise enthusiasts. A map and detailed listings are posted on the APFA website or a packet can be mailed to you. Email or call the Hotel Department and provide your mailing address.

This hotel is also very close to *Raleigh Studios* where several ABC and NBC reality TV shows are filmed. The contestants and film crews stay at the Ayres. It makes for some fun people watching!



The management of this hotel wants to do everything possible to make our crews feel welcome and comfortable. Please take the time to get to know them and make sure you ask them for assistance if you should need anything. They are terrific bunch of people who are committed to making this one of your favorite layovers. [www.ayreshotels.com](http://www.ayreshotels.com)

**Go** Benvenuti a Roma!, Downtown Rome that is!

After an exhaustive search, and the efforts of many, we have finally secured a downtown layover hotel in Rome. **Beginning Apr. 30, Flight Attendant crews moved to Hotel Quirinale** located on via Nazionale in the heart

of the Eternal City.

This is a welcome move from the airport location and it was truly an incredible find. Located minutes from *Piazza Venezia*, the *Colosseum*, and the *Spanish Steps*, Rome is now at your disposal and on your schedule.

This family-run, 210-room hotel was built in 1875, and it just completed a major renovation last year. The hotel has no airline crews staying there at the moment and they are very excited to have our business. All crew rooms will be facing the quiet inside courtyard, and yes, the windows open! The rooms are large, extremely clean, and beautifully decorated. The beds are new and dressed with fine Italian linen. All rooms are equipped with mini bars, hair dryers and large bathrooms. A free continental breakfast is included. In addition there is a 15 percent discount in *Rossini*, the hotel restaurant. Room service is available until 1:00 a.m. There is wireless internet service in the public areas and a special rate of 25 euro for 24 hours of in-room movies and in-room internet access.

The hotel also has an incredible private garden to enjoy drinks or a meal and a private entrance to the *Rome Opera House*. Termini



station, the main train station, is about a 10-minute walk. There is a metro stop very close by to make local city stops.

We hope you enjoy this wonderful hotel and your downtown layover.

Ciao! 



# THE WINGS FOUNDATION



The APFA leadership applauds the work of the Wings Foundation, an organization that provides direct assistance to AA Flight Attendants in need in many different situations. One program that Wings administers is the Flight Attendant Disaster Relief (FADR) fund. The major source of money for this fund comes from the efforts of AA Flight Attendants when they facilitate the recycling of cans onboard our aircraft.

In 2004, those efforts resulted in \$47,000 being added to the FADR coffers, \$38,000 of which was distributed to Flight Attendants directly affected by fires in California and hurricanes in Florida. Most of us don't really think about how the simple endeavor of saving

cans can have a profound effect on our fellow Flight Attendants who have suffered some type of disaster. Wings would like APFA to remind you that a new "tagging" procedure has been developed to increase the visibility of recyclables for our caterers. Information on the new program and tags for carts containing inserts of cans will be available in operations areas for you to keep with you. The tags should be placed on the door handle of any cart containing recyclable cans on all domestic flights and all international flights inbound to the U.S. Please support the new Wings recycling program - this small gesture may mean the difference between hope and despair for someone you know - or maybe even you. ▲

Vice President's Report, continued from page 9

## THE DECISION:

Tamara Tripp's case was presented at the next Quarterly System Board of Adjustment in front of Arbitrator Daphne Determine. The panel heard arguments from both sides. Although Ms. Determine was sympathetic to the plight of Ms. Tripp, the arbitrator ultimately ruled that since the wording of the Appendix T election form was so precise its statement of irrevocability, she had no authority to invalidate Tamara's resignation. Grievance denied. ▲



## *In Memory of Jeanne Blacke*

1950-2005

On May 12, 2005, Jeanne Raines Mayberry Blacke, more affectionately known as "Mayberry" or "Maybo" passed from this earthly plane. Those of you who had the pleasure of knowing Mayberry knew that flying was not just a career to her, but a passion and one of the deepest joys of her life! Not only did she touch passengers with her grace and charm but she made the trip for her fellow Flight Attendants one hell of a ride! From her meticulous routine of setting up her service, to going down the aisle with those twinkling blue eyes truly asking the passengers. "Would you like 'Coffee, Tea or me?"

She was a good friend! Always the "heart" of any celebration, touching anybody and everybody with her kindness and laughter. So let us give one last thumbs up to the sky for the Princess of American Airlines! May she tap dance her way to the light!

### ***Dewey Decking "Fly Baby"***

*Dewey is the son of Sharon Decking - LAX. He is one of the many wonderful sons and daughters of flight attendants who have grown up knowing and loving Maybo.*



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TIME magazine  
August 23rd 2004

Longer Distance



"Cell phones can be fussy travelers. Most U.S. models don't work abroad. And while it's getting easier to rent cell phones — many foreign airports have rental counters where you can pick up a phone when you arrive and drop it off when you leave — the fees can get steep.

If you travel internationally more than seven days a year, it might be worth buying a Mobal GSM World Phone. The Nokia 3410 model phone costs just \$49 when purchased online, and can be used in 140 foreign countries as far flung as Sweden, New Zealand and Afghanistan. Calls are charged per minute, rates depending on where you are and what country you're calling, but there are no monthly fees or usage minimums."

Arthur Frommer's  
Budget Travel

20 Tips (March 2004)



"I've saved a lot of money buying a GSM system cell phone that works in 140 other countries. Mobal Communications sells the Nokia 3410 GSM 900/1800 with a 900mAh battery and an international travel charger for \$49. There's no monthly fee, and you pay only for the calls you make and receive."

#### Talk Is Cheap (September 2004)

"Next time you travel, keep up while keeping phone charges down. Mobal's Nokia GSM World Phone costs only \$49 and works in over 140 countries with no minimums, fees or service charges.

You pay only for calls you make. The Mobal GSM World Phone comes highly recommended by seasoned travelers."

MSNBC Travel  
October 27th 2004

Savings Sleuth



"Mobal Communications is now offering its Mobal World Phone for just \$49. Once you pay this flat fee, the handset is yours to use again and again when traveling overseas. Your phone will work in 140 countries, but here's the best part: there's no contract or cancellations fee, you pay per usage (i.e. by the minute), and rates are actually pretty reasonable. This means every time you travel abroad, you charge your phone, use it when you need, and then you'll get a bill in the mail.

Considering that hotels around the world are notorious for gouging guests with exorbitant rates for international calls, we think that Mobal is the most cost-effective way to stay in touch with friends, family and co-workers in the US while traveling abroad."

 [www.mobal.com/apfa](http://www.mobal.com/apfa)



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# MEMBERSHIP OPINION SURVEY PHASE III - AUGUST 4, 2005

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