

the official publication of the association of professional flight attendants

SKYword



Summer 2007



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There is no doubt that, presently, many of us are harboring major disappointments in the senior leadership of AA. We feel both betrayed by, and disconnected with our Company and the continuing challenges of commercial aviation. We have watched upper management 'take' while the rest of us continue to live on our restructured wages. We are working longer hours in an effort to make up for reduced pay, and we feel as though anyone who actually can make a difference, simply ignores these inequities.

The AA Flight Attendants (FAs) are unique in that we are a 'represented' employee group. We have a Union, which means that FAs have a public voice and specific legal rights as an organized labor group. Most recently, we have made our collective voice heard on the substantial inequities within our Company. This strong division between labor and management is

What's Next?

Preparing for Collective Bargaining...

only going to grow larger as we enter the next round of negotiations with American.

Never in AA's history have all nine Labor Contracts on this property been lined up with the same amendable date. The seven Transport Worker Union (TWU) contracts, the Allied Pilots Association (APA) contract, and our APFA Contract all have the same amendable date of April 30, 2008. The Railway Labor Act (RLA) - the law governing the bargaining rules for unionized airline workers - and the APFA Constitution contain firm procedures for Collective Bargaining (see checklist to the right).

APFA is in total-preparation mode for our next round of negotiations with AA management. **And each of us has a role in this process.**

In 2003, senior management came to APFA, APA and TWU seeking concessions in an effort to restructure this Company. At that time, those that managed AA were in crisis mode. In the end, this restructuring clearly saved AA from the hundreds of millions of dollars in costs, internal destruction, and total loss of control that would have occurred in bankruptcy.

APFA, APA and TWU knew what bankruptcy would do to our labor agreements. Like several other network airlines, most if not all of our Contract may have been abrogated. Four years ago, we watched as a wave of Chapter 11 filings slashed huge portions of 40- and

50-year old contracts between USAir and United and their workers. Bankruptcy saw some of our competitors in a 'race to the bottom' regarding comparative costs.

March to May of 2003, was, without a doubt, the most difficult chapter in labor/management history at American. All three labor unions stepped up to the plate and, with our membership, saved the day. Management labeled this period in history 'shared sacrifice' for all. In fact, then-Senior VP of Human Resources Sue Oliver (now working for Wal-Mart) stated in a letter to all employees: *"This is a time for shared sacrifices, and management will continue to do its part. Management and support staff headcount has been reduced by 22 percent with the majority of the reductions occurring at HDQ, because that's where the majority of management resides.*

Additionally, salaries have been frozen since 2001, and management will continue to contribute by delivering a total of 100M in additional [annual] savings."

Unfortunately, today, senior management no longer acknowledges shared sacrifice. In fact, they are enjoying their second year of huge financial rewards proffered by the AMR Board of Directors. The AMR Board and senior management seem to have forgotten just who stepped forward in 2003 to give AA the chance to turn it all around. Well guess what: **The APFA leadership and membership have not forgotten!**

APFA Negotiations Checklist

- Form the APFA Negotiating Team
 - Six Appointed Members
 - Six Elected Members
- Select Strategic Advisors
- Strategy Training for APFA Negotiating Team and APFA Leadership.
- Survey APFA Membership
- Prep Work for APFA's Openers in accordance with Section 6 of the RLA
- March 1, 2008 - Deadline for Notice by APFA to the Company stating Union's desire to change the terms of the '01 APFA/AA Collective Bargaining Agreement (CBA) as modified in '03
- April 1, 2008 - Deadline for exchange of Section 6 Openers by APFA and AA
- April 10, 2008 - Deadline for Parties to agree on the schedule for Collective Bargaining
- April 2008 - APFA and AA begin Negotiations
- Tentative Agreement (TA) reached;* or Impasse declared.** APFA or AA may request mediation by the National Mediation Board (NMB)
- NMB assigns mediator to conduct Contract discussions between APFA and AA
- TA reached;* or Binding Arbitration** offered by NMB after determining no further mediation would be productive.
- Both parties accept binding arbitration; or One or both parties reject binding arbitration
- Binding Arbitration rejected - 30-Day Cooling-Off Period begins
- 30-day 'Super Mediation' between APFA and AA with NMB throughout the cooling-off period
- TA reached;* or Self Help** is allowed following the 30-day Cooling-Off Period. The Union may withdraw services (strike) from Company; Company may declare a 'lockout' or impose Contract terms (changes to wages and/or work rules). Negotiations may continue by mutual consent during this period.
- TA reached;* or Presidential Emergency Board (PEB)** - If a Strike occurs, the NMB will notice the President of the United States who may intervene by establishing an Emergency Board or Interest Arbitration, both of which contain an outside party deciding terms of our Contract.

**Once a Tentative Agreement (TA) is reached, it is reviewed by APFA's Leadership, then forwarded to the APFA Membership for a ratification vote. If TA fails, the process begins again at the point at which it left off.*

Now is the time to begin our negotiations strategy to ultimately make our recovery demands regarding the restoration of wages, work rules and benefits. It is time to prepare by putting the best possible team in place, designing our bargaining strategy, unifying our energy toward setting the course for APFA's next round of Contract talks.

Immediately following the Quarterly Executive Committee (EC) meeting in June 2007, APFA announced the unanimous endorsement of my appointments to the next Negotiating Team. These nominations were considered very carefully and thoroughly reviewed by the APFA leadership. And now, these six strong, committed members wait to be joined by the elected side of our negotiating team. **This means that one of your most important bargaining tasks is just ahead of you.** On pg. 10 of this *Skyword* you will find the Willingness-to-Serve notice for the six elected members of the APFA Negotiating Team. Considering who will receive your vote for our 2007 Negotiating Team will be your first role in the process just ahead of us. I urge each APFA member to take this responsibility most seriously.

In accordance with APFA's Constitution, the **appointed members** of our Negotiating Team must have specific experience in order to be considered for this appointment. I have interviewed each of these individuals at length. Each of them were present during the EC's appointment consideration, and they understand without a doubt the magnitude of this responsibility to our APFA membership. Collective Bargaining is the single most important task for our Union.

I would now like to introduce to you, the APFA Membership, the appointed members of the 2007 Negotiating Team: Jaimie McNeice (DFW) - Domestic Permanent Member and Anne Loew (IMA) - International Permanent Member; Jeffrey Pharr (MIA) - Domestic 1st Alternate Member and Clinton

for representing the interests of the whole, and a real passion for being 'the voice' of the American Airlines FAs.

Since I selected these six appointments, I would also like to take the time to tell you more about each of these union activists. To start,



Jaimie McNeice (DFW)



Anne M. Loew (IMA)



Jeffrey Pharr (MIA)



Clinton Breen (IOR)



Kathy Lord-Jones (DFW)



Mario St. Michel (IOR)

Breen (IOR) - International 1st Alternate Member; and Kathy Lord-Jones (DFW) - Domestic 2nd Alternate Member and Mario St. Michel (IOR) - International 2nd Alternate Member.

Each of these six individuals knows the challenge of the task they are undertaking. They understand that this role will involve courage, strategic skills, balanced judgment

every one of them has willingly 'stepped to the plate' on behalf of all of us and I am confident that they are ready for the task ahead.

We all look forward to seeing who will step forward for the elected side of our Team 2007. I will work very hard to make this Negotiating Team a cohesive unit representing the collective interest of our Union.

**When I dare to be powerful,
to use my strength in the service of my vision,
then it becomes less and less important
whether I am afraid.**
- Audre Lorde

The History of the Railway Labor Act

In 1926, following two crippling railroad strikes in 1877 and 1922, the U.S. Congress created the Railway Labor Act (RLA). This new Act solidified the eight-hour work day, the right to collective bargaining and the principle of seniority restoration to striking workers.

In 1936, the Act was extended to cover airline employees. At that time, Congress also legalized the "union shop." A "closed shop" means that workers can only be hired by a company if they are already a member of the union. An "union shop" means that a company can hire workers outside of the union, but that those workers are required to join the union, once employed).

The National Labor Relations Act (NLRA), established in 1935, contains a less-intervening approach to dispute resolution between labor and management. Although the RLA was a landmark piece of labor legislation, it reflects a more cautious attitude toward unions and the right to strike is a very specific process (note the APFA Negotiations Checklist on the opposite page). For example, under the NLRA, a contract has an **end date** and the right to strike is at that point. Under the RLA, a contract has an **amendable date** and bargaining must continue until either a tentative agreement is reached or the workers are 'released' by the National Mediation Board. At that point, workers have the right to strike and management has the right to lock out workers or impose changes to the contract.

There is no doubt that the contract bargaining provisions of the RLA are designed to avoid a strike until all

settlement possibilities have been exhausted. The procedures are long and exhausting and APFA must be prepared to remain focused and unified throughout this process. The Company will be looking for divisions within the "bargaining unit" (in this case - the entire FA workgroup) and if management sees divisions within the rank and file membership, this will surely impact our latitude at the bargaining table.

Whether you are a negotiator, an activist, an APFA base or national leader, or even if you are a disinterested member in the negotiation's process, I urge you to become engaged NOW and stay informed THROUGHOUT this upcoming bargaining process. Step one is about to take place as we form our full 2007 Negotiating Team. Wear your Union Pins. That is the first step to showing the Company you mean business. You may think they don't notice, but believe me, they notice. And we will hear about it, one way or another, at the bargaining table.

Every one of us has been through this process - whether you remember the success of '93, the joy of '01 or the heartbreak of '03, know that we WILL get through this. But we can't do it without every single one of you.

Knowledge is power. Stay informed and focused on this collective goal. I remind every one that our goal is to reach a negotiated agreement that we the membership can support with our ratification vote at the endgame of this process.

With unity of purpose,

Jaimie McNeice (DFW)

Jaimie began her career at AA in Class 92-03. She holds a 1991 undergraduate degree from the University of North Texas in Political Science. Jaimie is an APFA-trained Health/IOD, Contract and Scheduling Rep. After fourteen years of working these different positions, all the while continuing to fly out of DFW, Jaimie interviewed for the position of APFA Scheduling Coordinator in the fall of 2004. As with the Negotiating Team nomination process, the head of our departments (Nat'l Coordinators) come from a nomination by the APFA President followed by confirmation by the APFA Executive Committee. Jaimie is APFA's National Scheduling Coordinator and Chairs APFA's National Scheduling Committee as outlined in Art. 22 of the CBA. She assisted in developing APFA's Contract/ Scheduling training for APFA Union Reps system wide and has attended Alternative Dispute Resolution (ADR) training facilitated by the Mediation Research & Education Project (MREP). This is required training for APFA advocates who act in representing our members in the Grievance/ Notice of Dispute (NOD) process as outlined in Article 28 of our Contract.

Anne Loew (IMA)

Anne began her career with AA in Class 76-14. She was a Political Science major at the University of Missouri (1972-1976) and has continued her education in the fields of Paralegal studies, Labor Law, MREP ADR training, and Grievance & Arbitration presentation. Anne has served APFA in many different capacities through the years. She was a JFK base council representative, LGA Chair and Vice Chair, "No More B-Scale" Corporate Campaign Coordinator, LGA/JFK Strike Coordinator, APFA Constitution Committee, APFA

System Board Member and currently serves as an Ad Hoc Member of the APFA Executive Committee. Anne has the institutional historical background of our Contract that will be both useful and necessary to round out our diverse 2007 Negotiating Team.

Jeffrey Pharr (MIA)

Jeff began his career with AA in Class 91-36. He studied pre-law at the Kennesaw Community College from 1983-1985 and completed MREP ADR training at Northwestern University in 1995 and again in 2005. He has attended APFA's Contract and Scheduling Training, Critical Incident Stress Management (CISM) Training, and Leadership Training. Jeff flew for Braniff from 1987-1989 and is a second-term Vice Chair serving the FAs of MIA Domestic. Jeff is also on the APFA Joint Scheduling Committee. He is the current communications rep for MIA/IMA. He began union work in 1994 as the JFK Scheduling Rep and continues with that focus for the MIA-based FAs.

Clinton Breen (IOR)

Clint began his career with AA in Class 90-04. He studied International Policy at California State University of Sacramento from 1986-1988. Clint was the 1993 BOS Strike Captain/Media Coordinator and was appointed BOS-I Vice Chair in 1994. His first elected APFA office was in 1995 as the BOS-I Vice Chair. Clint completed MREP ADR training and eventually became Bos-I Base Chair/APFA Board of Director in 1996. He returned to this role as the LAX-I Base Chair from 2005-2007. Clint was a base scheduling representative from 1994-2004 and has served on the Joint Scheduling Committee since 1997. He has traveled all over the system as a



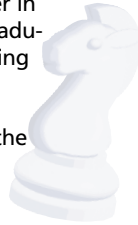
Contract/Scheduling trainer for APFA's local and national leadership, and assisted with APFA's Chair/Vice Chair training. Presently, Clint serves on both the APFA Budget Committee and the APFA Policy Manual Committee.

Kathy Lord-Jones (DFW)

Kathy began her career with AA in Class 87-33. She earned her Bachelor of Science from University of Colorado at Boulder in 1987 and has done graduate studies in Counseling Psychology at Illinois Benedictine College (1993-94). Kathy was the ORD Vice Chair from 1991 through the Strike in '93. She attended the first MREP ADR class at Northwestern University in 1995. Kathy became the APFA National Safety Coordinator in 1994, serving under two APFA administrations through June 2002. While serving as the head of APFA's Safety Department Kathy became APFA's "Lead Party Coordinator" for AA Flights 587, 1291, 1420 and 1340 accidents. She is the co-founder of Aviation Cabin Safety Specialists and has served on the Cabin Safety Working Group, International Society of Air Safety Investigators and has completed her Post Traumatic Stress Disorder Tutorial.

Mario St. Michel (IOR)

Mario began his career with AA as a Reservations Sales Agent in 1986 and became a FA in Class 87-10. Prior to working for AA, Mario worked for Pilgrim Airlines. He studied Aeronautical Engineering at Embry-Riddle Aeronautical University (1982-1983) and was a Finance Major at Central Connecticut State University (1984-1986). In 1989, Mario trained to become a Contract



Rep at APFA Headquarters. He became the JFK Vice Chair in 1989, then JFK Base Chair and APFA Board Member from 1990 to 1994, leading the JFK Strike efforts in November '93. Mario has received grievance, safety and ADR MREP training, and was a Safety Go-Team member from 2000-2005. Aside from working as a Contract Rep at APFA Headquarters, he worked for the APFA Safety Desk between 2001-2002. Mario was appointed an Ad Hoc Member to the APFA Executive Committee from 2001-2005. Since '05, Mario has served as Division Representative for the bases of BOS, BOS-I, ORD and IOR.

You can find a complete resumé for each of these appointed members on the APFA Web site by clicking on Negotiations.

These newly appointed negotiating team members will not assume their duties as Negotiators until the elected side of our Team has been chosen by the APFA membership.

I have carried these appointments as one of my greatest responsibilities as APFA President. I now pass on the responsibility of selecting the other half of APFA's Negotiating Team to you, the APFA membership. In the very near future, you will have the opportunity to review the backgrounds and experience of those APFA members in good standing who choose to step forward for the elected portion of the APFA Negotiating Team. The six elected positions are equally as important as the appointed positions in forming a solid, well-rounded and fully-functional Team to represent the interests of all the APFA FAs. I urge each of you to fully participate in this process.



As you can see, APFA has officially entered into the first formal steps of the collective bargaining process as outlined under the law that directs this course. The RLA (pg. 5) has been the law outlining the rules for unionized airline workers since 1936. It is a tedious and cumbersome process and there is no other alternative.

The process has worked in the past, and we will make it work for us once again. We have our careers to protect. We will begin and end this collective bargaining journey together. **The NEGOTIATIONS CHECKLIST will be used throughout this process to gauge our progress under the mandatory rules of collective bargaining.** If we stay focused and unified nothing can stop our goal of protecting and improving our wages, work rules and negotiated benefits!

In solidarity toward our collective goals,

APFA
SPECIAL BOARD OF DIRECTORS MEETING
JUNE 19-20, 2007
HILTON GARDEN INN - IRVING, TEXAS

Resolution Tally Sheet

Resolution: # 8
 Maker: Hutto-Blake
 Second: Masterson
 Date: 6/19/2007
 Time: 2102

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

		Y	N	P	A	N/A
BOS	McCauley	✓				
BOSI	Vargas	✓				
DCA	Prayon	✓				
DCAI	Horan	✓				
DFW	Stewart (VC)	✓				
IDF	Masterson	✓				
LGA	Hodgson	✓				
JFK	Edwards	✓				
LAX	Nikides	✓				
LAXI	Ransom	✓				
MIA	Washbish	✓				
IMA	Trautman	✓				
ORD	Mallon	✓				
IOR	Moehring	✓				
RDUI	Turley	✓				
SFO	Salas	✓				
SFOI	LeWinter	✓				
STL	Daniels	✓				
PRES	Hutto-Blake (Tie Breaker)					

YES: 18 NO: 0 ABSTAIN: 0 ABSENT: 0

STATUS: PASSED (✓) FAILED () TABLED () WITHDRAWN () SHOW OF HANDS ()

Editor's Note: The Resolution below, unanimously approved by the APFA Board of Directors on June 19, 2007, is a powerful unified statement from the Leadership of APFA.



WHEREAS, the APFA Constitution, Article III Section 2.A. states: “the governmental powers of the APFA shall be vested in the Board of Directors, and the officers and representatives of the APFA in accordance with the provisions of this Constitution;” and

WHEREAS, the employer of all APFA members is the AMR Corporation, with American Airlines as a wholly-owned and primary company under this corporate structure; and

WHEREAS, the primary purpose of the APFA concessionary bargaining period in 2003 was to prevent AMR from using the bankruptcy protection process to restructure American Airlines; and

WHEREAS, AMR avoided filing Chapter 11 largely due to the voluntary 2003 concessions negotiated by the three labor unions (APFA, APA and TWU) on AA’s property – conditioned on the understanding that labor/management would share the sacrifices necessary to avoid taking the company into bankruptcy with the purpose of bringing back solvency as the unions assisted in rebuilding a foundation for growth; and

WHEREAS, AA’s three unionized work groups, following the ratification process of 2003, experienced significant financial hardships due to the concessionary contracts which produced massive cuts in wages, work rules and benefits, while providing AA with over \$6.4 billion in cost savings relief during this now four-year period; and

WHEREAS, in the fall of 2003 forward to this date and time, AA management has continued to invite the union leadership to the business table of

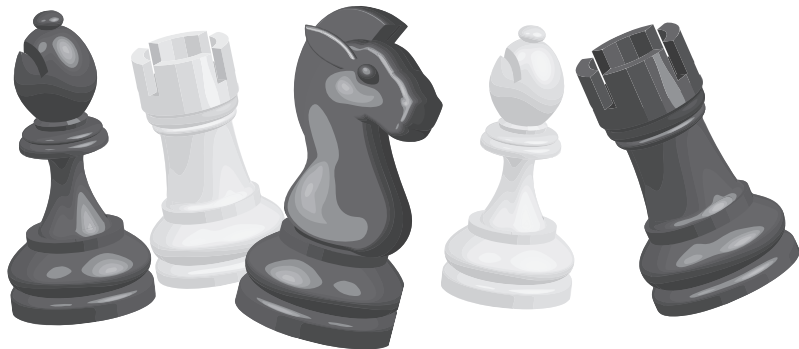
AA/AMR; while using the management consulting firms of BAIN, Boston Consulting Group (BCG), Overland Research Group (ORG) and DuPont, touting a paradigm shift, full transparency, and offering a business partnership to the organized work forces, thus stating the corporate culture of AMR's past was no more; and

WHEREAS, for nearly three years the APFA, APA, and TWU leadership, though moving with extreme caution, have attempted work within what has been labeled a unique collaborative business model; and

WHEREAS, there is no doubt that senior management further touted that the shared sacrifices of 2003 would mean shared rewards at the point of American returning to sound financial footings, positioning AA's frontline & management with shared gains at that point; and

WHEREAS, though this labor/management collaborative strategy did indeed produce substantial benefits to the financial status of both the corporation and upper management, no shared rewards, other than those 'purchased' by the unionized work groups during the concessionary restructuring period have been similarly experienced by the front line;

WHEREAS, that due to this clear disparate treatment of the APFA membership, along with all other employees but for the elite list of 800+ senior executives, the APFA leadership is now forced to reconsider the validity of any and all consultant-driven work, as well as any and all labor/management joint projects that have currently produced a clear inequity, which now is threatening the long term health and viability of our company;



BE IT RESOLVED, that meetings with the company be limited to work conducted to protect the contract and to improve the work lives of the AA Flight Attendants and these meetings will not include any consultant-driven work, including participation in any committees or attending meetings with the company for the purpose of achieving cost savings for the company, and

BE IT RESOLVED, that the APFA leadership and membership are now moving away from what could have been a profitable labor/management business model, and moving toward full preparation for the next-in-order round of collective bargaining on behalf of the American Airlines Flight Attendants;

BE IT FURTHER RESOLVED, that the APFA cease participation in any and all joint projects and immediately refrain from use of any further "Union Joint" or 'UJ' trip removals;

BE IT FURTHER RESOLVED, that the APFA leadership will henceforth make any and all efforts to prepare for imminent bargaining with the employer with the purpose of producing the needed gains in wages, work rules and benefits to cause a ratification vote by the APFA Membership, a work group who as the front line of AA has experienced extended and longer hours on duty in a stressful work environment for less pay and benefits in order to make our company solvent once again;

BE IT THEREFORE RESOLVED, that the 2008 Contract be the just and equitable reward for our members' efforts to turn this once proud airline around and thus finally value the above and beyond work of the AA Flight Attendants – if AA management fails to recognize the inherent value of this 2003-2007 period, the APFA will demand this recognition via a negotiated working agreement.



Brett Durkin
APFA Vice President

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The following Quarterly System Board (QSB) Case is based on an actual case that was heard last year before a neutral arbitrator. Some of the facts and circumstances of the case have been changed in order to protect the privacy of those individuals involved.

THE FACTS

MIA-based Anita Ceet has commuted for years. Throughout her commuting adventures, she has received two verbal warnings regarding behavior while non-revving. Both incidents are documented in the Company's computer record it maintains for each FA (called a "CR-1").

Airport Service Manager (ASM) Hal Honcho has worked for AA for 26 years. Throughout his tenure at AA, he has written up one FA for objectionable behavior prior to his encounter with FA Ceet.

You Be the Judge

"He Said. She Said"

FA Ceet meal listed for Flight 1331 from SFO to MIA. Four hours before departure, she checked in via Jetnet. The flight was nearly full, though she was hoping to be high enough on the stand-by list to avoid the jumpseat and maybe even get first class. She also knew that if she missed Flight 1331, the next flight - Flight 442 - was an acceptable backup for her to arrive at home base before sign-in, even though it was also nearly fully booked.

To set the stage further, ASM Honcho was assisting with the boarding of Flight 1331 in SFO on the day of the incident. Customer Service Representative (CSR) Tim Tattle was also working Flight 1331, and Beth Bandwagon was the CSR working Flight 442.

FA Ceet arrived at the airport, proceeded to the gate where Flight 1331 was boarding and waited for her name to be called. Departure time was nearing, however, no non-revs had yet been called. Once ASM Honcho pulled the final paperwork and prepared to shut the door, FA Ceet approached the agent and reminded him that she was hoping for a jumpseat. ASM Honcho told FA Ceet and the other jumpseat rider to follow him to the boarding door as the flight was preparing for departure.

Once at the boarding door, both FAs were directed to take jumpseats. FA Ceet told the agent that she would prefer the empty first class seat, however, the agent explained that he would be filling that seat with a passenger and to take her assigned jumpseat. ASM Honcho further explained that the other jumpseat rider was ahead of FA Ceet on the list and was entitled to that seat before FA Ceet. At that point, FA Ceet decided not

Honcho and Tattle and then issued a decision by the Pass Abuse Committee (PAC) suspending FA Ceet's travel privileges, outside of commuting to and from work, for one year. The PAC letter was dated a week before this meeting.

FA Ceet contacted her APFA Base Chair and filed a Notice of Dispute (NOD). The NOD was not resolved at the base level, therefore, the case was handed over

...the Company will provide the Flight Attendant with copies of all documents related to [the] meeting.

to ride the jumpseat, took her luggage and proceeded up the jetbridge and into the terminal.

FA Ceet proceeded to Flight 442 to wait for a boarding pass. The flight checked-in full and the only seat available on Flight 442 was a jumpseat. FA Ceet took her boarding pass and boarded the flight.

About a week later, FA Ceet's Flight Service Manager (FSM) Imova Payde phoned her at home and read ASM Honcho's and CSR Tattle's statements to her.

About ten days later, FSM Payde contacted FA Ceet again and requested meeting in person. She handed FA Ceet the write-ups by

to the APFA Division Representative assigned to that division. The APFA Grievance Review Committee (GRC), consisting of the five

Division Reps and the APFA Vice President, reviewed the details of the case and decided to present the case to the next Quarterly System Board of Adjustment.

The issue presented in the Union's official grievance and defined at QSBs was as follows: *"Was the Company justified in revoking Flight Attendant Anita Ceet's non-revenue passes for one (1) year effective August 1, 2006, under all the facts and circumstances of this case?"*

THE COMPANY'S POSITION

ASM Honcho asserts that FA Ceet argued with him over whether she could occupy a first class seat. Honcho writes in his statement that "FA Ceet declared in a loud

voice that the gate agents did not know what they were doing so she was going to fly United." ASM Honcho wrote in his statement that FA Ceet "kicked open the jet bridge door to the departure lounge [once she changed her mind and decided to await the next flight], and made negative comments about the flight while talking on a cell phone where passengers were present [once back in the terminal]."

Customer Service Representative (CSR) John Tattle testified that he heard FA Ceet make reference to flying Delta in the future while speaking on his cell phone as well as disparaging remarks regarding the gate agents. Tattle also testified that he witnessed FA Ceet kick the jet bridge door open. CSR Honcho testified that a passenger in first class was so startled that she offered her name to the agent as a witness.

CSR Beth Bandwagon, the agent working Flight 442 to MIA, claims in her statement that she heard FA Anita Ceet grow agitated while awaiting a boarding pass for the flight she was working. She had provided the writeup at ASM Honcho's request, as Honcho did not realize that FA Ceet had intended to travel on AA's next flight to MIA. She testified during the arbitration that if

Continued on page 26



Greg Hildreth
APFA Secretary

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

It's been a long time since it was "our turn." Our turn to have our collective voices heard and our interests addressed. It's been a long time since it was our turn to share in the gains. And now, it's our turn to form a Negotiating Team.

It's the first time this century that our Union will put together a Negotiating Team. The APFA Constitution contains the guidelines to form the Team. The Constitution reflects the collective expertise and wisdom of experience and the approval of the APFA membership. It is based on the knowledge of what works and what doesn't.

APFA is a democracy. Therefore, we elect most of our leaders and those leaders are subject to the rules as they are laid out in the Constitution, as well as the policies set forth by the Board of

It's Our Turn



Directors. Our Team must be well informed, well trained and very well prepared for the task ahead.

Our Constitution mandates that the APFA Negotiating Team consists of five permanent members. This includes the President of APFA who is the Chairperson, and four permanent representatives – two from the domestic operation and two from the international operation. The Constitution requires that one each of the domestic and international representatives be elected by the membership of their respective operation. The other two permanent domestic and international representatives shall be appointed by the President and confirmed by the Executive Committee.

You may be asking yourself "Why are there appointees?" Our Constitution provides that anyone who is a member in good standing may run for an elected negotiator position. No union experience is necessary. The authors of our Constitution knew, however, that a strong negotiating team balances enthusiasm with experience, and ideas with reality. They recognized the need for our Team to include experienced representatives at the bargaining table. Constitutionally, each of the appointed members must have been an APFA member for at

least two years and must have previously served in a minimum of two elected and/or appointed APFA positions. The Constitution also provides that the Executive Committee, consisting of the

National Officers and five Ad Hoc members, must approve these presidential appointments.

Experience and research have shown that 'five' is the optimal number of negotiators that can effectively bargain directly at the table. We know, too, that there is a tremendous amount of research, industry comparisons and communication with both the membership and the leadership that will require the efforts of more than five people. Therefore, the APFA Policy Manual provides that the Negotiating Team can gain assistance from other individuals as necessary. Furthermore, we must have "standby" negotiators fully trained and ready to immediately step in should a permanent member be unable to serve. Therefore, the Constitution allows for alternatives and spells out how they, too, are elected and appointed.

Now that we have our appointed members in place (see the President's Report, pg. 4), it is

time for the elected members to join them, thereby forming the "Team." Each of these negotiators is making a huge commitment. They are obligating themselves to uphold the letter and spirit of our Constitution. They are knowingly accepting the APFA Code of Conduct and the obligations and responsibilities spelled out in the Policy Manual. They are promising to work tirelessly, willingly, creatively and cooperatively as a team. And our membership deserves nothing less.

The Negotiating Team must set aside personal differences and political agendas. Our negotiators should be professional, tough, realistic and selfless on behalf of the membership. Most of all, our negotiators must represent the best interests of the all APFA members.

In return, we also have an obligation to them. We must give nothing less than we expect. We must do our jobs as members and stay informed and involved. This has never been more important than it is right now. Without support from an educated, informed and involved membership, APFA's negotiators, no matter how experienced or talented they are, will be unable to attain our goal of a better tomorrow. We owe them the strength that comes when we focus on that goal as a collective group.

It is only with our unity of spirit, purpose and our effort, that our team will have the power to deliver the Contract we deserve. ▲

Without support from an educated, informed and involved membership, APFA's negotiators, no matter how experienced or talented they are, will be unable to attain our goal of a better tomorrow.

NOTE: If only three members from each of the operations (Domestic and International), submit Willingness-to-Serve, they will be duly elected by virtue of running unopposed. If more than three members from each operation submit Willingness-to-Serve Notifications, each member should expect to receive a ballot after the first week of September. Domestic FAs may select up to three candi-

dates to represent the Domestic Operation on the Negotiating Committee; likewise, International FAs may select up to three candidates to represent the International Operation. Upon completion of the ballot count on October 4, 2007, the three candidates receiving the highest number of votes in each operation will comprise the elected portion of your new APFA Negotiating Committee.

ELECTION NOTICE

Pursuant to Article VI, Section 2 of the APFA Constitution, Willingness-to-Serve Notifications are now being accepted for the **APFA Negotiating Committee**.

CANDIDATE INFORMATION

The composition of the Elected portion of the Negotiating Committee for a Collective Bargaining Agreement negotiated by the APFA on behalf of Flight Attendants employed by American Airlines shall be as follows:

- One (1) Domestic Operation representative who shall be elected by the membership of the Domestic Operation at large by virtue of having received the highest number of votes cast, and
 - Two (2) alternate Domestic Operation representatives who shall be elected by the membership of the Domestic Operation at large by virtue of having received the second and third highest number of votes cast and who shall serve as first and second alternates respectively.
 - One (1) International Operation representative who shall be elected by the membership of the International Operation at large by virtue of having received the highest number of votes cast, and
 - Two (2) alternate International Operation representatives who shall be elected by the membership of the International Operation at large by virtue of having received the second and third highest number of votes cast and who shall serve as first and second alternates respectively.
-
-

ELECTION TIMETABLE

Willingness-to-Serve Notifications must be received in the designated P.O. Box by **10:00 AM CT, August 15, 2007**. The National Ballot Committee accepts no responsibility for the failure of the U.S. Postal Service to deliver Express Mail, Certified Mail, or proper notification thereof, to the PO Box. **Regular mail, posted in a timely fashion, is recommended.**

Ballots will be mailed to all members no later than September 4, 2007. **Ballots must be received in the designated P.O. Box by 9:00 AM CT, October 4, 2007.** The ballot count will commence immediately at a location to be announced.

VOTER INFORMATION

Each APFA member must be a member in good standing (as defined in Article II of the APFA Constitution) by September 28, 2007, in order to be deemed eligible to vote. Each member based at a Domestic Operation may vote for **up to** three (3) Domestic candidates. Each member based at an International Operation may vote for **up to** three (3) International candidates.

INSTRUCTIONS FOR WILLINGNESS-TO-SERVE

Only this form or a photocopy will be accepted, one form per envelope. All information should be typed or printed. If additional space is needed, a separate sheet of paper may be used and attached to the form. Each candidate's information will be reprinted with a consistent format, excluding all graphics.

All candidate information is optional, including personal statements and references. **There will be no corrections made to spelling, punctuation, grammar, capitalization, intent or content.** If limitations are exceeded, personal statements will be cut off at the limit and biographical information will be brought into compliance by deleting the oldest items. **It is the responsibility of the candidate to inform references that their names will be printed in the ballot packet.**

As a reminder to all prospective candidates, the use of the APFA or the American Airlines logo, symbol or insignia on campaign material is prohibited.

All Willingness-to-Serve Notifications must be in the following P.O. Box **no later than 10:00 AM Central Time, August 15, 2007:**

**APFA National Ballot Committee
P.O. Box 907
Eules, TX 76039-0907**

NOTIFICATION OF WILLINGNESS-TO-SERVE APFA NEGOTIATING COMMITTEE

CANDIDATE INFORMATION: *All information must be typed or printed.*

NAME: _____ EMP. NO: _____ TEL. NO: _____
 ADDRESS: _____ BASE: _____ PREVIOUS BASES: _____
 CITY/STATE/ZIP: _____ LENGTH OF SERVICE: _____
 SIGNATURE: _____ POSITION DESIRED: _____

Please complete the following information if nominating another APFA member.

NAME: _____ EMP. NO: _____
 SIGNATURE: _____ TEL. NO: _____

F/A REFERENCES: *Supporters must be members in good standing. All information must be complete or reference will not be printed. (Limit 10)*

Name _____ Emp # _____ Base _____ Phone # _____	Name _____ Emp # _____ Base _____ Phone # _____
Name _____ Emp # _____ Base _____ Phone # _____	Name _____ Emp # _____ Base _____ Phone # _____
Name _____ Emp # _____ Base _____ Phone # _____	Name _____ Emp # _____ Base _____ Phone # _____
Name _____ Emp # _____ Base _____ Phone # _____	Name _____ Emp # _____ Base _____ Phone # _____
Name _____ Emp # _____ Base _____ Phone # _____	Name _____ Emp # _____ Base _____ Phone # _____

Use a separate sheet of paper for Biographical Information and Personal Statement.

BIOGRAPHICAL INFORMATION: There are four (4) categories for biographical information:

Labor Relations Background	Educational Background
Flight Attendant Credentials	Previous Business/Job Experience

Biographical information will consist of no more than forty (40) items, to be divided in any combination of the four (4) categories. Each item will be limited to ten (10) words. Please do not create your own categories. If you do not use a category, that categorical title will not be printed.

PERSONAL STATEMENT: Personal statements will be limited to two hundred and fifty (250) words excluding the following articles and prepositions: a, an, and, at, before, by, for, from, if, in, into, of, on, or, the, to, upon, and with.



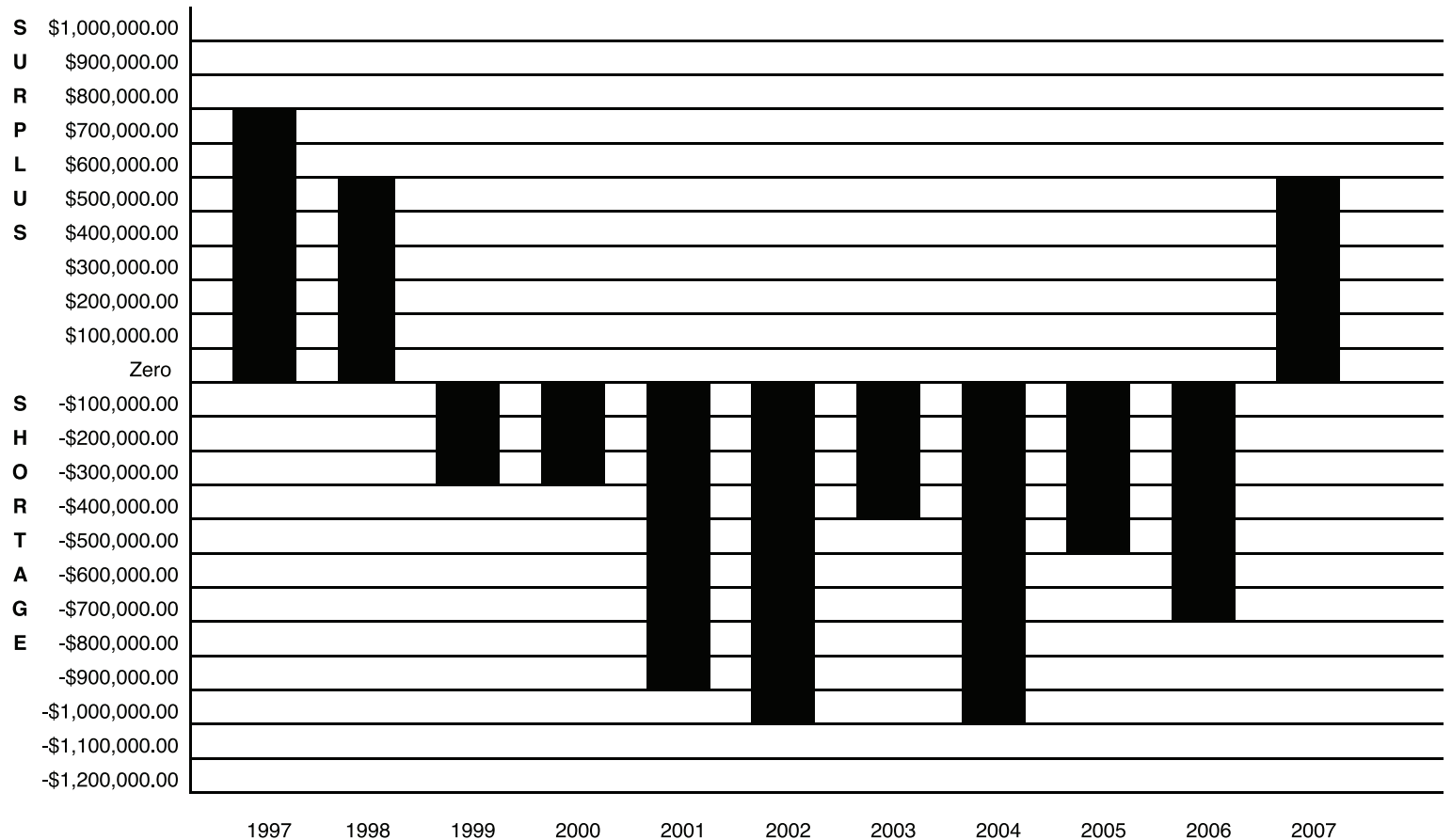
treasurer@apfa.org
817-540-0108, ext. 8131

A Picture's Worth a Thousand Words

...and several hundred thousand dollars!

BUDGET HISTORY

✓ Goal Attained - Financial Recovery



APFA's Fiscal Year Begins on April 1st and runs through March 31st



Leslie Mayo
APFA Communications
Coordinator

communications@apfa.org
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“**D**eceptive communication takes many forms. However, three dominant deception strategies have been observed in interpersonal communications. One strategy is falsification where the deceiving party (also referred to as the “Sender”) creates a fiction (i.e., flat-out lies to the recipient of the communication, who is also referred to as the “Receiver”). The second type of deception is concealment. In concealment the Sender omits certain material facts, which results in deceptive communication. Finally, equivocation is included in the roster of deceptive behavior. When employing equivocation the Sender skirts issues by, for instance, changing the subject or offering indirect responses.”

The above chilling concept comes from the Web site **Bnet.com** - “The Go-To Place For Management.” The article itself, entitled, “*Interpersonal Deception Theory: Ten Lessons for*

Tired and Broke, Party of 20,000... Your Table Is Ready

Negotiators” is a sort-of White Paper addressing different activities people deal with, whether consciously or sub-consciously, when communicating. After promises of “Pull Together/Win Together” and “Shared Sacrifice/ Shared Rewards,” I can’t help but wonder if management’s playbook - at least over the last four years, was derived from this concept. And if so, boy, does our Negotiating Team have their work cut out for them.

Simplified, negotiations involve two primary elements; the process and the results. The process will require a highly qualified team of APFA members and a cohesive group of 20,000 FA backing them up. If these two things come together, the results will be the best possible Contract in the industry.

The VP of On-Board Services has decided to fire up the monthly conference calls directly with Flight Attendants. There’s a disclaimer on the Flight Service Web site verifying that those who wish to participate must first agree to avoid discussing wages, benefits and work rules or any other item that is a part of the “Consensual Restructuring Agreement;” (you know: that “consensual” one from ‘03 where APFA, APA and TWU had guns to their head and were handed a menu of contractual entrees from which to relinquish over \$1 billion worth?). But I digress...

My experience with this management team has left me quite skeptical. I

immediately deduce that the disclaimer isn’t about respect for the Bargaining process looming over management’s head, what with every contract on AA’s property amendable in ‘08, so much as senior management not wanting to hear the exasperation from the FAs that we’re tired, hungry, broke and frankly, totally disgusted with their behavior.

Management will never appreciate and value this Company the way we do because their position is laterally transferable to any industry, and up for auction to the highest bidder.

It’s way past time to spread around some of that financial cheer.

Again, I digress. “*The purpose of these calls is to provide an opportunity to talk about the competitive environment, 2007 Objectives, updates on Onboard Service projects, survey results, customer excellence initiatives, emerging trends in our business or anything else that you think is relevant to keeping AA competitive.*”

It sounds to me like senior management needs help again. On-Board Services is probably getting it from all sides - Marketing, Passenger Service, Human Resources, even the CEO along with AMR’s Board of Directors. Funny, how we are such an integral part of this Company, yet, when it comes time to reward those who have a direct impact on enhancing the passenger experience, any reward goes back into the pockets of those who were clever enough to solicit help

from us in the first place. After all, who knows better than a Flight Attendant the reactions of our passengers? Absolutely no one. And management knows it.

Management is frustrated and doesn’t understand why AA continues to land at the bottom of the Customer Service ratings and the on-time departure comparisons and the lost luggage reports month after month. To me, it’s pretty obvious. **Let’s see: more work + less pay + fewer employees = one big fat inefficiency.**

Shared rewards and employee recognition would have gone a long way to restore a little pride and loyalty. Rewards for all employees would have far outweighed the cost of what AA management is about to take on - bargaining with every single hungry employee group on the property, none of which has received even an appetizer-sized reward.

Any hopes management had to engage this work group with their promises of shared rewards went out the window right after the Brink’s armored truck pulled up in front of Centreport with a couple hundred million dollars in it.

We have been dragged through management mantras for years with promises of ‘winning together,’ etc. Some of us were fully engaged in the game, some of us partially, and some of us not in the least. But regardless of which playing field you were on, every

one of us did our job despite management’s embarrassing behavior in April as we watched them stumble over each other on their way to the bank.

This is **our** Company. Many of us have been here longer than senior management and my guess is many of us will outlast them, and maybe even some of their bad decisions, as well. Management will never appreciate and value this Company the way we do because their position is laterally transferable to any industry, and up for auction to the highest bidder. What they simply do not understand is that by virtue of the seniority system, we are literally “married” to this company. I do believe we will, once again, see AA prosper. But in my mind, this senior management team has failed. Since we will be sitting across from them at the Negotiations Table, how I hope they will prove me wrong.

It is because of us - you and me - that we haven’t seen the inside of a bankruptcy court. It is because of us that AA is profitable for the first time in seven years. And it will be because of you and me that we get a Contract we deserve by showing this management team that we are **UNIFIED**.

What’s next? Electing the remainder of our Negotiating Team.

And in the meantime, put your Union pin on and show this management team that every last one of us means business. **▲**



Denise Pointer
APFA InfoRep Program

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817-540-0108, ext. 8743

Ac•tiv•ist. What image comes to mind when you hear that word? Martin Sheen being arrested outside of a nuclear testing site? Or maybe a Greenpeace ship interfering with Soviet whaling vessels in the North Pacific. Yeah, me too. So, imagine my surprise when I found out I was an activist. I looked it up in the dictionary: "A doctrine of practice that emphasizes direct vigorous action in support of or opposition to one side of an issue." Well go figure. Apparently, I've been an activist for quite some time now.

Let me explain - each month the National Coordinators meet with the National Officers in a roundtable discussion of issues

Ac•tiv•ist.

by Denise Pointer
APFA InfoRep
Coordinator



specific to each of their Departments. At times I have been in attendance and have learned from direct observation that our Union's plate is full. I always leave these meetings inspired if not a bit overwhelmed. During one such recent meeting, our president, Tommie Hutto-Blake, reflected on the importance of our union's activism and lobbying efforts. More specifically, Tommie reminded us of the fruits of our efforts following our trip to Washington, D.C., in 2005 to lobby FA Fatigue, our efforts that led to the Pension Reform Act of 2006, and our recent success with retiree health insurance following the APFA membership's email campaign to management. Without realizing it, each and every one of you who sent an email or a letter to your Senator, Representative or senior management instantly became a union activist.

For some, the word "activism" implies an unfortunate stigma associated only with protests or dissension; but activism can evolve from any number of orientations and assume a wide range of forms, such as sending

emails or writing letters to newspapers or government officials, and in some instances – AA management. You do not have to participate in boycotts, sit-ins, rallies or street marches to be considered an activist. Activism, generally speaking, can best be described simply as *intentional action to bring about change.*

“Activism, generally speaking, can best be described simply as *intentional action to bring about change.*”

Our Union needs more activists. Are you interested in bringing about positive change to our career? At this point, who isn't? But if you are apprehensive about what that word means, or the images it conjures up, maybe the experience I had will help you over the hurdle.

A year ago last May, I was asked to go to Washington D.C. to participate with APFA in a lobby day on FA Fatigue. I have to admit, I was a little uncomfortable and intimidated at first, since I'd never done anything like that before. But when I showed up on the Hill that day in my uniform, it was literally, a life-altering experience for me.

It was educational and empowering. But mostly, it taught me the importance of being an activist – the importance of getting involved.

There were so many activists there that day who looked just like me; a collection of mothers, fathers, sisters, brothers, friends and fellow FAs. Though we were inexperienced at lobbying,

we had two things in common – we were passionate about FA Fatigue and we were doing something about it. We shared our fears and our opinions with our elected officials. The remarkable part was that these people not only listened to us, but they thanked us for our time.

I have witnessed scenes on the news where police officers have physically removed activists from staged protests. Although I do not aspire to that level of notoriety, I was determined to have my voice heard in both the House and the Senate.

And you know what? I did! And for the record, I did not leave in handcuffs shouting at the T.V.

cameras with my fists in the air. For a second or two, we were all in fear of a terrorist attack by a two-seater aircraft as we evacuated the Capitol that day. Turns out it was just a silly student pilot that thought it would be fun to do a fly-by over the White House.

I have made peace with the fact that I am an activist. More than that, I am proud of the fact. I have made the progression from feeling passionately about my profession and my Union to actually channeling that energy into different outlets – outlets that take me far outside the safe confines of the cabin.

Last April, '06 I became an activist again when the first bonus was paid to the elite members of senior management. I sent Mr. Arpey an email and told him that I felt it was wrong to reward only a few. I told him that I believed this action would damage morale more than he and his top advisors could imagine. I think I was right.

Later that year, our retiree health benefits were threatened and another email went to Mr. Arpey.

And recently, along with thousands of you, I participated in the rally to AMR headquarters on April 13th, as well as the system wide picketing event on April 17th of this year. All of this to demonstrate my disgust for yet another huge payout of executive bonuses to 874 members of management who must have saved AA from bankruptcy all by themselves!

Funny... since April of 2003, I was under the impression that it took all of the employees at AA to sacrifice and pull together to keep our Company out of bankruptcy.

It may not surprise you, but I sent Mr. Arpey another email reminding him that morale had now hit an all-time low. I haven't heard back from him yet.

I have become an activist out of necessity because I love my career and I feel compelled to do whatever I can, in my own small way, to not only preserve it, but to improve it.

So fight we must. We must fight this battle locally, and we must fight it on the steps of Congress when legislative changes have

You may think your actions are meaningless and that they won't help, but that is no excuse, you must still act.

the potential to alter our futures. Such changes on the horizon could have the potential to harm us and our independent union permanently. As long as the security of my profession is threatened and there is something I can do about it, I will remain an activist.

Being an activist is simple, and does not have to be draining of your time. You can send an email, make a phone call, simply sign a petition or even become an APFA InfoRep! Sometimes, being an activist may require you to participate in activities such as a lobby day, a rally or a picketing event. And sometimes, it may require that you get both feet wet by jumping into the deep end like I did in Washington, D.C.

Those of you who hope to join the newly-appointed negotiators by submitting Willingness-to-Serve for the six elected negotiator positions (see pg. 10) are the ultimate activists. No matter who you choose to support, everyone who takes this

hugely important step – regardless of your political affiliation – deserves a “thank you” from every one of us. This level of commitment truly takes sacrifice. My hat is off to anyone who aspires to this level of activism.

You see, the beauty of being an activist is that you can determine the level of your involvement. The important thing is that you start somewhere. It can be as simple as staying informed and being available to help when called upon. Drop your Base Chair an email and let her/him know that you are there should they need you.

In the very near future as we enter collective bargaining, each of us will be called upon. The challenges we face are difficult to say the least, but not insurmountable. As you have seen over the past few years, our profession has been blindsided by change. Most of the changes have been negative. If you care about these changes, become an activist.

When your union asks you to send an email to your Senator or Representative, don't put it off; do it. When the call is given, respond in a manner that works for you, but respond. Activist Mohandas Gandhi said: “You may think your actions are meaningless and that they won't help, but that is no excuse, you must still act.”

Recently, our APFA president said, “we must enlist our membership and encourage everyone to become an activist. APFA cannot fight these battles without the involvement of our membership.”

For those of you who have signed up to be an InfoRep, you have become a union activist. Thank you. Those of you who have not yet done so, please give it serious consideration. Send an email to inforep@apfa.org and I will be happy to add you to the roster.

And let me know if you need Mr. Arpey's email address. I'm sure I have it handy.▲

In unity and activism,
Denise

The Spring '07 *Skyword* contained a timeline entitled: ***The Representational History of the Association of Professional Flight Attendants***. In my haste to publish the issue before the end of April, I incorrectly identified the year in which AA hired its first male flight attendant.

Yiri Matyas (72-5) graduated from the AA Stewardess College in May of 1972. He was the only male on the stairs among 56 women, and the only person NOT wearing lipstick!

Yiri is based at DFW and has been flying for 35 years. We apologize for the oversight, Yiri. Congratulations to you on your place in history as the first male hired by American Airlines.

All the best,
Leslie Mayo
Skyword Editor

Still In Pursuit of OSHA Protections

by Joan Wages, APFA Washington Representative

Flight Attendant unions have pursued Occupational Safety and Health Administration (OSHA) protections for nearly 30 years. It's hard to imagine! FAs are the largest private-sector workgroup and the largest predominantly female workforce without OSHA's health and safety protections.

All unions representing FAs have joined together in an effort to get some basic workplace protections into the FAA Reauthorization bill. This FAA bill goes through Congress every four years and "authorizes" (identifies) programs that the FAA can implement.

"OSHA" is a four-letter word to some members of Congress so the range of protections will be limited. The FAA is also concerned that OSHA regulations will conflict with safety requirements. The issues are complex but some basic standards have been identified.

HISTORY

The legislation creating OSHA allows an agency with exclusive jurisdiction over a workgroup to also claim to cover health and safety. In 1975, the FAA claimed jurisdiction over FAs. Since then, the FAA has not created a single regulation that would give FAs workplace protections similar to those given to others certified under the Federal Aviation Regulations (FARs).

FAs are the largest private-sector workgroup and the largest predominantly female workforce without OSHA's health and safety protections.

In 2000, a memorandum of understanding (MOU) was signed between the FAA and OSHA establishing a Joint Team to review some OSHA regulations that the FAA could agree to implement. By December 2000, the Joint Team reported that it had identified seven areas that could be implemented with little or no impact on safety. These issues are: record-

keeping, bloodborne pathogens, noise, sanitation, hazard communication, anti-discrimination and access to employee exposure and medical records.

The Joint Team met in early 2001, just after the 2000 election, and did not meet again until July 2002 when it proposed a voluntary Aviation Safety and Health Partnership program. All aviation employee workgroups dismissed the vol-

untary approach and the Joint Team has not met since. None of the seven OSHA regulations were ever implemented.

The DOT Inspector General reported on September 26, 2001: "Given the fact that occupational safety and health standards for aircraft crewmembers onboard aircraft in operation have not been

issued in the last 26 years, unless FAA and OSHA resume working together, we have no confidence that industry standards will be issued in the near future to address occupational hazards. Therefore, we are recommending that within 90 days of the issuance of this report, FAA, in conjunction with OSHA, establish milestones for the completion of work begun under the August 2000 MOU and address the occupational safety and health concerns identified in the December 2000 joint report. Within this timeframe, FAA should also reinstitute its rule-making procedures on injury and illness recordkeeping and reporting, which FAA can do without OSHA's assistance. This is necessary in order to identify the types and frequency of injuries and illnesses occurring."

ACTION

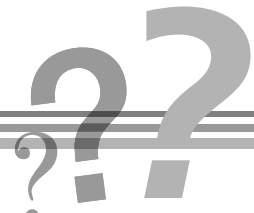
Once again, the FAA failed to act. NOW is the time for us to take action. Go to apfa.org and

send a letter to your Congressperson urging her/his support to include FA OSHA protections in the upcoming FAA Reauthorization bill.

Thirty years without protections is 30 years too many!

The Occupational Safety and Health Act (OSHA) is a United States federal law that was signed by President Richard M. Nixon on December 29, 1970. The Act can be found in the United States Code at title 29, chapter 15.

OSHA was created to protect worker and workplace safety. Its main aim was to ensure that employers provide their workers with an environment free from dangers to their safety and health, such as exposure to toxic chemicals, excessive noise levels, mechanical dangers, heat or cold stress, or unsanitary conditions.



Questions from the Line



Jaimie McNeice
APFA
Scheduling Coordinator

scheduling@apfa.org
817.540.0108, ext. 8261

SABRE ENTRIES FOR OPEN-TIME TRIPS:

Q: How do I pull up open-time trips in SABRE?

A: You may review Domestic Open Time in DECS by using: N4D/Base//Date or N4DL/Base//Date (using N4DL gives you the trips for which you would be legal based on your Option limit). For International trips, use N4I/Base//Date or N4IL/Base//Date.

WHAT IS THE TIMELINE FOR DAY-BEFORE COVERAGE?

DAY-BEFORE COVERAGE TIMELINE- DOMESTIC

0500-1200 Availability Self-Plot, including HVBL
0800 approx. PVD, Mini Leave Awards
1000-1200 International MIC Call-in Period
1200-1400 Crew Schedule Availability Plot
1200-1630 International Availability Swap-out Period
1200-to completion Proffer of Make-up, Sick Make-up, and if open, Option II/Limited Option II
1530 HISEND for VP flying accepted via Purser Ballot HISEND
1600 Sick Trips into Open Time
1600 VP moved up if purser open on their trip and Purser Pick Up flying awarded
1600-to completion Proffer of Make-up, Sick Make-up, and if open, Option II/Limited Option II
1900-2300 Reserve Call-in Period

DAY-BEFORE COVERAGE TIMELINE - INTERNATIONAL

0500-1200 Availability Self-Plot, including HVBL
0800 approx. PVD, Mini-Leave Awards
0800-1200 Domestic MIC Call-in Period
1200-1400 Crew Schedule Availability Plot
1200-1500 Domestic Availability Swap-out Period
1200-to completion Proffer of Make-up, Sick Make-up, and if open, Option II/Limited Option II
1530 HISEND for Voluntary Purser (VP) Flying Requests accepted via Purser Ballot HISEND
1600 Sick Trips into Open Time
1600 "V" pursers moved up if purser open on their trip and Purser Pick Up flying awarded
1600-to completion Proffer of Make-up, Sick-Makeup, and if open, Option II/Limited Option II
1900-2300 Reserve Call-in Period

HOW DO I REQUEST FLYING FROM CREW SCHEDULING?

In addition to adding yourself to the MU/SM/II/L2 list and waiting for a call, FA's can use HISEND forms to request flying.

For MU or Option II FLYING:

You must first add your name to the MU or Option II list. You may be proffered flying via contact with Crew Schedule by phone or via HISEND. HISEND requests will be accepted for both MU and Option II flying. The requests must be specific in nature and if flying can be awarded prior to 19:00 Local Base Time, the trip is considered confirmed with no further contact.

For Purser Pick Up (VP):

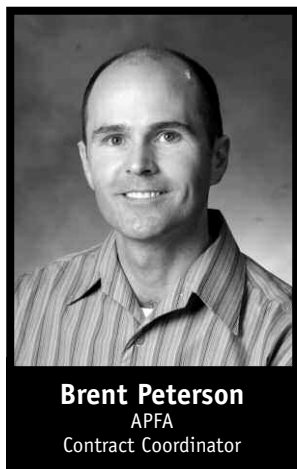
As part of the Purser Flexibility Test, prior to the 16:00 round of MU, pursers may request specific sequences via the Purser Ballot HISEND form that will be awarded regardless of monthly maximum. These requests must be submitted by 15:30 local base time.

For a Reserve FA who is considered regularly-scheduled (Refer to Article 10.D.4 and 5):

If a Reserve meets the standard to be considered regularly-scheduled, s/he must use the correct REL RSV HISEND forms to request MU or Option II. The contract is clear that these FA's must be considered regularly-scheduled, but the computer is not programmed to honor the language. As a result, the HISEND procedures must be used to identify the released Reserve desiring to fly. For VP flying, use the Purser Ballot HISEND form for your base and for OE flying, call and speak to Crew Schedule.

HISEND FORM NUMBERS

BASE	DOMESTIC		INTERNATIONAL		PURSER		OPTION II/LII		REGULARLY-SCHEDULED RESERVES (RELEASED FOR THE MONTH)	
	MAKE-UP	GENERIC	MAKE-UP	GENERIC	DOM	INT'L	DOM	INT'L	DOM	INT'L
BOS/I	61	161	63	163	202	211	94	104	231	25
DCA/I	62	162	65	165	203	213	118	119	232	35
DFW/IDF	64	164	66	166	204	214	85	86	234	36
LAX/I	70	170	75	175	205	218	121	124	235	39
LGA/JFK	71	171	74	174	206	217	126	127	236	44
MIA/IMA	67	167	68	168	207	215	128	129	237	49
ORD/IOR	69	169	72	172	208	216	116	117	238	57
RDU-I	N/A	N/A	73	173	N/A	219	N/A	182	N/A	58
SFO/I	76	176	77	177	209	220	148	149	12	79
SLT	78	178	N/A	N/A	210	N/A	183	N/A	17	N/A



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I hope to clear up some confusion and clarify your concerns relating to deadheading, transfers and the rumors regarding FA compensation as it relates to Delta and Northwest Airlines' emerging from bankruptcy.

Deadheading

Q: Does an FA have to take a jumpseat when deadheading?

A: Both our Contract and the Company's business-travel policy address this issue. The contractual reference to deadheading can be found in **Definitions – Article 2.H**. The last portion states: *"A Flight Attendant will not be required to occupy a Flight Attendant jumpseat when scheduled to deadhead on a flight segment over four (4) hours, provided the Flight Attendant has not voluntarily changed her/his scheduled deadhead flight."*

More Questions from the Line

This language first entered our Contract in 2001. Around the same time, the Company changed their business-travel policy for all employees traveling on AA-related business. These changes resulted in our receiving a seat assignment the majority of the time when deadheading. Details of the policy can be found in RES using the following star record: **N*BUSINESS TVL PROCEDURES**. You may want to print a copy of this star record and place it in your Safety Manual for quick reference.

The policy states in part that: *"A1 and A3 travelers will not be asked to give up their assigned seat to sit in a jumpseat."*

The key wording here is assigned seat. When a flight is oversold there may be times when a seat assignment cannot be confirmed. Whether you're traveling on Company business or as a revenue passenger you'll appear on the priority list if you don't have a seat assignment. Persons on the priority list will be assigned seats according to the Company's policy.

A1's are considered 'must-rides' as they have a down-line working leg. Per policy the Company must take volunteers in order to accommodate an A1 with a seat assignment on an oversold flight. A3's are not 'must-rides'. An A3 can choose to accept a jumpseat

A1 and A3 travelers will not be asked to give up their assigned seat to sit in a jumpseat.

but is not required to do so. If you are traveling A3 and are not accommodated on a flight then you should contact Crew Tracking for rebooking.

The best way to ensure you receive a seat assignment when deadheading is to check-in as early as possible. For domestic flights, deadheading FAs can check-in using Jetnet or the Self Service Check-In machines up to 24 hours prior to departure. For international flights, check-in must occur at the airport.

Domestic Transfers

I frequently hear from FAs who are extremely frustrated with the current transfer process. Their frustration occurs when they see other FAs who are on a preliminary transfer or mutual transfer list rescind a transfer. During this prolonged period of no growth, any opportunity to transfer is crucial to the individuals needing these transfers. Many FAs have requested that the ability to rescind a transfer be abolished and that transfers be processed like proffers - in that it could not be rescinded once awarded. However the contract currently contains very specific

language that permits a FA the opportunity to rescind a transfer. This language can be found in Article 12.D.

We strongly encourage each FA to review their transfer request and remove any request they are no longer interested in accepting. Keeping your transfer request updated will greatly assist your fellow FAs in receiving the few transfers and mutuals that currently exist. Whether or not we make changes to the ability to rescind a transfer in the next round of bargaining will be up to the membership.

We have created procedures that vastly improved the domestic mutual transfer process. As a result, domestic mutuals occur more frequently than required per the contract. In addition, the mutual process is now resulting in more successful pairings. We have run into a problem with the recent test to add alternate/buffer FAs as part of the domestic mutual pairing. This is a result of FAs' ability to place themselves on the transfer list to more than one base. It is uncertain if we will be able to overcome this hurdle.

In the meantime, the best way to ensure FAs are able to benefit from every preliminary posting, whether regular or mutual transfer, is to remove any transfer request that you are not willing to accept.

Rumor Control

The emergence of Delta and Northwest from bankruptcy brought a new round of rumors to the Contract Department. AA FAs heard that Delta and Northwest FAs were getting back everything they gave up in bankruptcy. This could not be further from the truth. In a nutshell, the following is the status for FAs at both of these airlines:

Delta (DL) - The only aspect of DL FAs' work rules and pay structure that is scheduled to change post-bankruptcy is a 4% pay raise in July of this year. This raise will result in DL FAs still being compensated nearly 10% less than our current rates of pay. A 15-year domestic AA FA earns \$45.32 per hour base rate, and \$52.12 per hour incentive rate. A DL FA, regardless of whether they fly international or domestic, will earn approximately \$41.07 per hour for all hours flown. Delta management has also proclaimed they will pursue a pay structure that is **industry standard**. This is a significant change from a carrier that traditionally paid **industry leading**

rates of pay. DL management plans to include Airtran in the comparison when determining 'industry standard.'

DL management did provide some incentives for their employees following bankruptcy in the form of a one-time payout of 8% of their '06 salary. In addition, employees will receive a one-time stock offer. Pensions have been frozen and replaced with a Defined Contribution Plan (401k). Ongoing incentives similar to our Annual Incentive Plan (AIP) will continue. These one-time bonuses will not make up for the concessions forced upon them in bankruptcy that will continue for the foreseeable future.

Northwest (NW) - Since July 31, 2006, NW FAs have been living under pay and workrules imposed on them by management in the bankruptcy process following the rejection of two concessionary TAs. The NW FAs were the only workgroup that did not have a ratified agreement. As a result, FAs would not share in a post-bankruptcy financial claim. AFA negotiated changes to the imposed rules, which did not reduce the total dollar amount of the concessions. The new TA had to be ratified in order for the NW FAs to share in the financial claim. The irony here is that the FAs had to

endorse the concessions they fought against for so long just to get to this one-time lump sum payout. The agreement passed by a 50.9% margin. Now lower rates of pay and work rules are ratified rather than imposed. According to an AFA spokesperson, FAs will get back at most about a year's worth of what they gave up over a contract that will run through the end of 2011.

Refer to the *Industry Contract Comparison Guide* in the Fall 2006 *Skyword* for more comparison details

Please continue to email or call the APFA Contract Department with any of your questions or concerns.

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Retirement

Consider All Your Exits

by Jena Hopkins (DFW) and Jill Frank Smoak (Retiree)

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Each of us has our own definition of "retirement." For some, it is the day you hang up your wings to raise a family. For others, it is after a 40 or 50-year career.

There are different 'exits' depending upon your age and years of service with AA. Each individual FA needs to ask: What is my purpose when I make that exit? Will I want to receive a lifetime monthly pension benefit, retiree health benefit coverage, pass travel, and/or life insurance?

Each of us has different expectations over which benefits we want when we leave AA. The ultimate contractual retiree benefit negotiated by APFA is a company-funded lifetime pension benefit, with lifetime health insurance, pass travel and life insurance. In order to 'earn' these benefits from our employer we must meet certain age and years of service eligibility requirements.

Remember, in some circumstances you can 'retire' (thereby, becoming a 'retiree') and have only health and travel benefits without necessarily being eligible to commence your guaranteed lifetime pension benefit (collecting a monthly pension check means you are a 'pensioner'). The charts below contain an outline of the benefits available and the age and service eligibility requirements you must meet to collect these benefits. If you have questions there is a more detailed explanation in the *Retirement Made Easy* booklet available at apfa.org. Or, attend a retirement seminar in your area by checking APFA's Web site - Retirement.

AGE	RETIREMENT, HEALTH AND TRAVEL BENEFITS ACCRUED				
Leaving at age:	Company Seniority	Retiree Medical Coverage (1)	Retiree Life Insurance	Retiree Travel	Sick Leave Conversion
55 and over	Min. 10 yrs	Yes	Yes	Yes	Yes
50, not yet 55 (known as 50-55 rule)	Min. 15 yrs	Yes, at 55	Yes, at 55	Yes, at 55	No
Under age 50 - no retirement benefits (exception Article 30, see below)	N/A	N/A	N/A	N/A	N/A
Article 30 (CBA) - at least 45 but not yet 55 years of age (pg. 299 of CBA)	20 years	Lifetime max \$20,000	Limited life insurance	10 roundtrip-D2 passes per year	No

(1) In order to be eligible for any retiree medical, you must meet pre-funding requirements.

AGE	VESTED Article 36 (pg. 356 of CBA) (2)	YEARS CREDITED SERVICE (YCS) OR RETIREMENT ELIGIBILITY SERVICE (RES)	PENSION BENEFITS
65	Yes	Not req'd at 65	Full accrued benefit
Less than 65	Yes	Less than 10 years	Commence pension at 65
Any age under 65	NO	N/A	N/A
60+	Yes	10+ years	Unreduced pension immediately
Less than 60	Yes	10 years but less than 15 years	May commence pension at age 60 (3)
55	Yes	15+ years	3% reduction for each year under 60 years of age
Less than 55	Yes	15+ years	May commence pension at 55 with 3% reduction for each year under 60, when beginning pension

(2) You must be vested to receive a pension benefit. This is done by earning five years vesting service during your career or leaving the company after age 65. If you are working at age 65, you automatically become vested in your pension benefit.

(3) In order to qualify for our contractual early pension you must have 15-years of Pension Credited Service (YCS) or Retirement Eligibility Service (RES) if you leave prior to age 60. In this case (not having the 15-years but leaving before age 60) one could collect health and travel immediately, but not a pension. The Plan would allow you to begin your benefit at age 60 but with an actuarial reduction from age 65.



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Lately, we have been experiencing horrible storms and weather from coast to coast.

Turbulence is the leading cause of injury to our work force. The numbers in the chart to the right indicate the amount of AA FA turbulence-related injuries and lost-work cases reported for 2004, 2005 and 2006.

In February of this year we had two flights that experienced turbulence resulting in several serious injuries. The details follow:

Flight #288, 777, PVG-ORD

Three IOR-based FAs reported injuries. One FA lost time from work because of a broken ankle.

Brief report from FA: *"I was securing the aft galley following the service when clear air turbulence hit. The aircraft dropped and I flew up hitting my head on*

"Best Practices" in Turbulence

the galley ceiling. I fell to the floor hitting my left elbow and landing on the left side of my body."

Brief report from Captain: *"We encountered a brief (2-3 seconds) very intense moderate-severe turbulence event. Immediately after the initial encounter I called the cabin to ensure the FAs were seated and to check on injuries and followed up with a PA to the passengers. I was informed that one FA had a bad ankle injury and that two FAs had been tossed around in the crew bunk area. There were no passenger injuries reported."*

Flight #909, 777, MIA-EZE

Ten IMA based FAs reported injuries. Six of the ten lost time from work.

The following are a few brief descriptions of what the FAs experienced: *"The Captain made a PA that in about ten minutes they would hit turbulence and to secure the galley and take our seats. The turbulence hit about 4 to 5 minutes after it was announced and FAs were still performing duties. It started with just a few bumps..."*

"FA was securing herself into her jumpseat when the turbulence occurred. FA hit ceiling and landed on the floor face down. FA hit back of her head on ceiling."

"I was in the B/C galley and my head hit the ceiling. I fell to the floor, got up and ran to my jumpseat and strapped in..."

A Turbulence Task Force was formed consisting of APFA, FAs, Flight Service, the Flight Department, Flight Safety, APA, AA Medical, Meteorology, Pilots, and others. This task force meets monthly to focus on increasing awareness of and reducing these injuries.

NUMBER OF FAs WHO...	'04	'05	'06
...were reportedly injured	303	272	267
...lost work as a result of injury	171	154	150

After exchanging ideas and personal experiences, the group submitted the following recommendations as suggested "best practices" to prevent injury during turbulence:

- Incident investigations indicate that many turbulence-related injuries occur during descent. These injuries can be avoided by securing yourself in your jumpseat as soon as your compliance check is completed during descent.
- If the Captain tells you to prepare the cabin for landing earlier than usual due to turbulence, follow the same procedures that apply for any landing: make the PA, perform a compliance check, and immediately secure yourself in your jumpseat. Do not sit in a passenger seat to

await the "right moment" to get into your jumpseat for landing.

- If the Captain makes a PA for FAs to be seated immediately, do so! Do not stow carts, secure galleys, or complete compliance checks. Remain seated until notified by the Captain or until you have contacted the Captain.

- Trust your good judgment. If you feel conditions are unsafe, they are! Stop the service and secure yourself in your jumpseat with your lap belt and harness, if possible. Do not complete a compliance check. If possible, make a PA asking passengers to remain seated and fasten their seatbelts and contact the Captain.

- Don't wait for the Captain to tell you when to sit down. Conditions during turbulence are smoother in the cockpit than they are in the back of the aircraft, especially on widebody aircraft.

- Unless you communicate to the cockpit the type of turbulence you are experiencing, they have no way of knowing. Clearly describe the problem, for example, "it's difficult to walk," "drinks are spilling," etc.

- Familiarize yourself with the turbulence terminology in your manual so that you can effectively describe the conditions you are experiencing.

- Your jumpseat provides the best protection during turbulence as well as access to the interphone. However, if you feel it is not safe to proceed to your jumpseat, secure yourself in the nearest passenger seat. Do not attempt to answer an interphone call.

- If there is no seat available, lower your center of gravity to provide the best protection. Sit on the floor or lower yourself to the floor in a "crouched" position and hold on to a stationary object, such as a passenger seat frame.

- If you feel it is unsafe to stow the cart, angle the cart and engage the brakes. If possible, place hot liquids from the top of the cart inside the cart. If this is not possible, place the items on the floor and cover with a blanket if available.

- If the Captain uses "codes" to describe expected turbulence during the pre-flight briefing or in-flight, ask her/him to use the terms outlined in your manual, i.e., light chop/turbulence, moderate chop/turbulence, or severe turbulence.

- Expect the unexpected. Weather conditions can change quickly. The light turbulence you encountered during takeoff may change to severe turbulence during landing at the same city on the same day. Additionally, if the Captain indicates during her/his

pre-flight briefing that it will be a smooth flight, ever-changing weather conditions can generate turbulence enroute.

- Be familiar with the location of the handholds throughout the aircraft. They are strategically placed throughout the cabin and galleys to help you stabilize during turbulence. Also, identify any other equipment that could be used as a handhold.

- Keep the galleys free of clutter so that when turbulence occurs, the galley can be secured as quickly as possible.

- When walking through the cabin, keep one hand along the edge of the overhead bins. This will provide stability during turbulence. When you stop in the aisle, place one hand on a seat back for support.

- Consider wearing low-heeled shoes. Low-heeled shoes provide you with more stability during turbulence than high-heeled shoes.

- When the Captain is making a PA to passengers about turbulence, stop what you are doing and listen. The Captain may add some information to the FAs at the end of the PA

- When taking a break - in a passenger seat, your jumpseat or crew bunk, always strap in securely.

- When using a cart, stand with your feet shoulder-width apart for stability.

If you are injured in turbulence follow these five steps:

1. *Notify the Captain immediately*

2. *File an IOD report with Flight Service as soon as possible*

3. *File an AMR Event Report located on the Flight Service Web site*

4. *If treatment is required, refer to Article 26.E.4.d. of the CBA to ensure you meet Preferred Provider Network (PPN) requirements*

5. *Contact your APFA Base Chair and the APFA IOD Department*

There is no way to determine when unexpected turbulence is going to occur. However, you can prepare yourself by maintaining awareness and using these "best practices" to try and protect yourself.▲

Accidents & Incidents by Lonny Glover

April '07 – POP/MIA
737

Male customer seated in F/C reportedly urinated on the food cart. Police were requested to meet flight on arrival. Customer was denied travel on remainder of itinerary.

April '07 – DFW/LGW
777

FA was unable to complete duties after being struck by a large bag that fell from an OHB. Crew did not fall below FAA minimum requirement.

April '07 – FLL/LAX/MIA
757

On climb-out, the cockpit received a warning light indicating RH thrust reverser was deployed. Emergency declared. Cockpit requested ATC divert and landed in MIA. A/C was overweight and CFR was on scene for landing. Upon landing, FA advised agent and supervisor that pax had reclined seat and used laptop prior to FA announcement. Pax was brought off aircraft to speak with the CA and CSM. Pax became upset and used profanity. MIA police were contacted. CA advised pax he would not be continuing on the flight.

April '07 – DEL/ORD
777

Pax reportedly made excessive demands and interfered with FA duties. Pax became upset with FA when he was not allowed to strip bare and change into pajamas while in the aisle.

March '07 – PLS/JFK
757

During boarding, FA noticed a small boy alone in F/C. FA asked the boy where his parents were and the boy stated his mom would be right back. The boy moved to M/C and was seated in another pax seat. The FA found him and took him off the aircraft. The agent verified the boy did not belong on the flight. The boy admitted he ran away from home. The boy was handed over to airport security. The boy did not have a boarding pass and it is unknown how he got into the secure area or onboard aircraft.

March '07 – DFW/ATL/LIT
S80

Aircraft lost auto pressurization control inflight. Cabin O2 masks deployed and emergency declared. Aircraft diverted to LIT and landed without incident. Aircraft taken out of service and flight cancelled.

February '07 – ORD/SNA/ORD
757

During take-off climb, FAs reported a strange smell in the cabin. While on the interphone with cockpit, both aft lav smoke detectors went off. Emergency declared and flight returned to ORD. CRF met aircraft upon arrival. No fire was found. Aircraft was towed to gate and taken out of service.

February '07 – SJU/JFK/SJU
A300

Flight returned to SJU due to pax misconduct. Pax appeared intoxicated and was abusive to FA. Pax reportedly drinking from his own bottle of rum. Pax refused to relinquish bottle and struggled with FAs. Pax twisted the hand of one FA. Pax was restrained by three male paxs. No flex cuffs used. Pax detained on arrival in SJU by authorities and denied further travel. Two FAs remained in SJU to press charges.

February '07 – NRT/DFW/HNL
777

Cockpit contacted dispatch inflight to report a squirrel or other animal was possibly in the cockpit overhead panel. Flight diverted to HNL for safety reasons. Aircraft landed without incident and was taken out of service.

February '07 – ORD/DEL
777

Pax alerted FA that infant was not breathing. FA was unable to locate a pulse and began chest compressions and back blows. Doctor arrived on scene and took over. Doctor detected a heart beat and breathing. Oxygen administered and the infant started to cry.



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In the 30-year history of APFA, great strides have been made and tough battles won to garner the benefits of bargaining. The challenges are never-ending and they evolve as the needs of our members change.

One wonderful area of the Contract to view this evolution first hand is contained in **ARTI-HOTELS AND TRANSPORTATION**.

Beginning with American's first layover, FAs were required to share hotel rooms. While this might be a load of fun if you're working with your best friend, it may be a little less desirable with someone you've only met that day.

A Walk Through Time

In 1971, the tides began to change. American acquired Trans Caribbean Air and for the first time in AA's history, there were male FAs (or "stewards" as said in those days).

Since there was a small number of males and many more females, it often happened that on layovers the males received single rooms while the women were still pairing up. As you can imagine, the women protested this inequity vociferously.

In 1972, American hired its first male FA, but the ratio still resulted in males receiving single rooms the majority of the time and females still forced to share. Obviously, this was through no fault of the male FAs – they were innocent bystanders in this new "feud," since no Contractual language existed providing single rooms for any FAs.

As you can imagine this became a very touchy issue and was, in fact, the focal point of what would become the '76 Contract. The issue was so important to the rank and file that when the first two TAs excluded language regarding single rooms, the membership overwhelmingly rejected both Agreements. Finally, a third TA was put forth

that included a provision for single rooms. This TA was ratified and became the May 4, 1976 Contract. Article 21.B – SINGLE ROOMS ON LAYOVER and Article 21.F – OVERNIGHT TRAINING ACCOMMODATIONS still remain in our Contract today.

It was not until the '98 Agreement, which became effective on September 12, 2001, that Hotels and Transportation got its own section in the Contract. In this Contract, we gained single rooms while attending overnight training.

Although a lot of progress has been made, this new article, Article 21, is probably one of the more vague sections of the Contract and, as such, deserves an in-depth look.

ARTICLE 21.A. – NON-DISCRIMINATION

Clearly stated, the Company will not discriminate between transportation and hotel accommodations for FAs and pilots. What this means is that AA will pay the same price for the same style of rooms and vans for FAs and Pilots. If the room contracted for Pilots is a standard room at a rate of \$75 at XYZ hotel then that is what AA will contract for the FAs, as well.

ARTICLE 21.B. – SINGLE ROOMS ON LAYOVER – states that FAs will be furnished single room lodging accommodations at regular layover stations. This is self explanatory. Should you encounter anything different please let either my department or your Base Chair know immediately.

ARTICLE 21.C. – ON-DUTY REST BREAK FACILITIES

This portion of the Contract reads, "When a FA is scheduled for an on-duty rest period in excess of five (5) hours block-in to block-out, s/he will be furnished suitable single occupancy lodging in a quiet room in a suitable location. There may be certain unusual isolated situations of a temporary nature where single occupancy accommodations, as stipulated above, cannot be obtained at a daily rate of sixty-five dollars (\$65) OR LESS. Under such circumstances, double occupancy in a double room will be acceptable until single occupancy accommodations are again available at this rate."

In short this means that if your sequence is built on the bid sheet or in the case of a VM sequence, upon origination, with a sit time of 5.01 hours or more you will receive a hotel

room pursuant to the Article. However, if you are working a trip and a portion of your sequence cancels and leaves you with 5.01 hours or more of sit time the Company is NOT required to provide you with a hotel room. In some cases if rooms are available, the Company will provide you with one. It never hurts to ask, just understand that you are not entitled to a room if you were not originally scheduled with a sit time of 5.01 hours or greater.

ARTICLE 21.D. – TAXI AUTHORIZATION AT HOME BASE

This section is rarely used. But you should know (especially in bases such as New York and Boston) that you are contractually allowed to be reimbursed for **reasonable, actual taxi fare when authorized** between your home and the airport in the case of short notice of a flight assignment. In other words if you are called with **less than 2 hours** call out time for a flight assignment you can ask the scheduler to authorize taxi fare from your home to the airport and cite this section of the Contract. Just remember to hold on to your receipt so that you can file an expense report with the Company.

News & Reviews

DOMESTIC

ARTICLE 21.E - GROUND TRANSPORTATION AT LAYOVER CITIES

We get numerous questions regarding ground transportation at layover cities as well. This is a very simple formula per our Contract. If you are a **Domestic** FA and your transportation to the layover rest facility has not arrived within **30 minutes** of actual or scheduled flight arrival, whichever is later, you may obtain alternate transportation. You should make reasonable efforts to share transportation with other crew members. Again, save your receipt so that you will be reimbursed by the Company.

If you are an **International** FA, you will have to wait **45 minutes** from your actual or scheduled flight arrival, whichever is later, before you may obtain alternate transportation. Again, you should make reasonable efforts to share transportation with your crewmembers and submit your receipt for reimbursement.

ARTICLE 21.F – OVERNIGHT TRAINING ACCOMMODATIONS

This one's short but sweet – when training involves one or more overnights, it will result in single-room accommodations.

ARTICLE 21.G. – Layovers at Home Base Station

This addresses the rare situation when a flight with a long flying time is delayed until much later in the day or even the next morning. If you should find yourself in a layover at home base situation Art. 7.L.# and Appendix 7.M notwithstanding, you will be provided with expenses, transportation and hotel accommodations. However if you choose to waive the requirement of home base rest and/or hotel accommodations simply contact the Company and let them know.

I hope that this helps make things a little clearer for you regarding Hotels and layover transportation. ▲

Fly safe and layover smart!

Philadelphia (Long)

Crews will continue to layover at the Hilton Garden Inn downtown

Boston (Short)

Crews will layover at the Wyndham Chelsea.

Portland (Long)

Crews will move to the Hilton Portland and Executive Towers. Review necessitated by contract expiration at the Portland Marriott Downtown-Waterfront

Chicago (Short)

Crews will continue to layover at the Holiday Inn Select O'Hare

Washington, D.C. (Short)

Crews will layover at the Holiday Inn National Airport

El Paso (Long)

Crews will layover at the Wingate Suites Hotel

El Paso (Short)

Crews will be moved to the Wyndham Hotel at the airport

Vancouver (Short)

Crews will remain at the Hilton Vancouver Airport

Los Angeles (Long)

Crews will layover at the Marriott Torrance beginning July 1. Move necessitated by contract expiration at the Marriott Courtyard, Marina del Rey. Crews will also utilize The Ayres Hotel.

INTERNATIONAL

Shannon (All)

Crews will layover at the The George Hotel

Aruba (All)

Crews will continue to layover at the Westin (formerly the Wyndham Aruba Beach Resort and Casino)

Curacao (All)

Crews will continue to layover at the Marriott Beach Resort Emerald Casino

Frankfurt (All)

Crews will continue to layover at the Dorint Mainz

Paris (All)

Crews have returned to the Marriott Rive Gauche now that hotel construction is finished

Tokyo (All)

Crews will remain at the Excel Tokyo Hotel

San Juan (Short)

Crews will continue to layover at both the Hampton Inn and the Intercontinental Hotel



Patty French
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Healthcare benefits are generally something we don't think too much about. Every October we sign up for health benefits for the following year's use. We might take the time to compare the two basic plans and decide how much to put into our Flexible Spending Accounts, but we don't think much about our health care plan again until the same time the next year.

Many of us take for granted that when we go to the doctor, we pay our co-pay and the majority of the bill is paid by United Healthcare (UHC). We are very fortunate that when we get sick, we have health benefits so that we can seek the necessary medical treatment.

Healthcare Benefits Its Value Is Worth More Than Its Price.

When the system works well, it is a wonderful thing, but when it doesn't, it can mean many frustrating hours or days on the phone with UHC and sleepless nights worrying about whether you will get stuck with the remainder of the bill. For the most part, it is when things go wrong with a claim that health care becomes a topic of great concern and interest to us.

Currently, the APFA Health Department is spending a good deal of time helping ensure our members receive the benefits they are entitled to. We attend meetings with management for the purpose of resolving both individual health claim disputes and global benefits problems. Many of the individual problems stem from errors in UHC's system as well as our own misunderstanding about how our health plan works.

Healthcare coverage is something we can't afford to take for granted. Each of us will benefit by educating ourselves on the individual plans available. In the long run, it could save us from making costly mistakes.

American Airlines is a self-funded Company. This means that

American Airlines contracts with UHC to administer the Company's Point-of-Service (POS) Plan and Standard Medical Plan (PPO) networks. UHC negotiates contracts with hospitals and physicians on behalf of American Airlines and its self-funded med-



ical plans. When you see on your claims statement that UHC has paid your doctor a certain amount, UHC writes the check but it is actually American Airlines who pays the bill. UHC's goal is to maintain affordability while providing quality choices for AA's employees. They try to control costs for the Company and the employee. The system, works well much of the time. But when the system has a problem, it can quickly become costly to us – the consumer.

Most of us have chosen the PPO network or POS. Both plans rely on choosing in-network doctors that have signed an agreement with UHC to pro-

vide health services and supplies for lower pre-negotiated rates. The bottom line is that using an in-network doctor saves money for both you and the Company.

You can still use an out-of-network doctor but you will pay more. For example, if you are in the Standard PPO plan, your 20% co-insurance may be based on a higher fee because your doctor will charge you what he usually charges, not the lower UHC-negotiated rate. You may also incur higher out-of-pocket costs because UHC will only cover 80% of the usual and prevailing rates if you are in the PPO. If you are in the POS plan and you go out-of-network, you are subject to the maximum non-network Reimbursement Program plus you must meet the out-of-network deductible.

Either way, if you use out-of-network providers, you will be charged more and stuck with the portion of the bill not covered under the plan. The bottom line for both plans is this: **using an out-of-network doctor is much more expensive than using an in-network doctor.**

Doctors and hospitals that do not renew their contract with UHC and subsequently fall out-of-network mid year is a growing problem. When UHC writes a contract with healthcare providers, the contracts do not run from January to December to coordinate with our benefits enrollment. It is quite possible today to sign up for your benefits in October when your doctor is in network, and then find out that when you make an appointment with the doctor in February, s/he is no longer in network. This can cause stress and aggravation. We are forced to either pay more to see the now out-of-network doctor or search for a new doctor. Both choices are, at best, disappointing and frustrating, especially if it is a doctor you've been seeing for a long time and one you've grown to trust. If you are in the middle of treatment with a doctor or at a facility that falls out-of-network for certain serious illness or pregnancy, you can request that your doctor fill out paperwork to request that you continue to receive care on an in-network basis (this is called Transition of Care) for a limited period of time. But first, UHC must first approve .

Many FAs ask why having their doctor fall out-of-network

wouldn't qualify for a Life Event. The definition of a life event is determined by Erisa law, not the Company.

When a doctor or facility does not renew their contract and goes out-of-network, UHC's only obligation is to send notification letters to employees who have used the facility within the last 12 months prior to the termination. However, it is my experience that this does not always happen. Therefore, it is important that each time you make an appointment to see a doctor or go to a facility, you should check with UHC and the provider to make sure that they are still in-network.

Many FAs ask me if the network of doctors is getting smaller. UHC assures American Airlines that the number of doctors and hospitals in the UHC network continues to increase. In 2007, the number of physicians in-network increased by over 5,000 compared to 2006. The network facilities increased from 4,714 to 4,776 in 2007. However, that is of little comfort if your doctor or local hospital does not renew their contract with UHC and you are forced to find a new doctor or go further away from your home for treatment.

The issue of doctors and facilities not renewing contracts

with UHC is compounded when there is no notification to the employee. The APFA Health Department has had numerous meetings with the American Airlines Benefits Department regarding accountability, contractual rights and obligations between AA and UHC. We have also discussed the program-ming errors and constant nitpicking of claims that seems to have become a regular part of doing business with UHC. In fact, there has been such an increasing number of problems with UHC, that there will be an increase in onsite visits from UHC representatives to AA to try and fix these problems.

Because American is self-funded, and UHC administers the plans, the job of AA Employee Services is to ensure that employees receive the benefits for which they pay and to which they are entitled. **AA Employee Services phone number is: (800)447-2000, option number 3.**

You can also reach them through Jetnet under benefits, and "chat with HR." I particularly like the "chat with HR" because it gives you a record of the entire online discussion. The only down side to it is that it may be difficult to get a

complicated situation resolved via this method.

It is a common belief that American Airlines has access to all of your personal healthcare information. This is not true. The Health Insurance Portability and Accountability

Our healthcare coverage today is such that I do not believe that we as consumers can afford to continue to take our coverage for granted.

Act (HIPAA) prevents anyone, including the AA Benefits Department and APFA, from accessing your health information. AA's Benefits Department is aware of your benefit options, but HIPAA laws are such that, without a signed release from the patient, your benefits issue is confidential. When you call APFA regarding a specific benefit problem and want us to help you resolve it, we can pass along the information to Employee Services, but without a signed release we must rely on you to tell us that your issue has been satisfactorily resolved.

Healthcare benefits will continue to be at the forefront of our concerns in the future. There is increased pressure to lower healthcare costs. This does not necessarily mean that we have to lose benefits. It means that we must educate ourselves

about the way the system works and make the best choices based on our healthcare needs. We each can take part in helping ourselves by staying informed about our benefits plans, checking to see if our doctors and hospitals are still in-network when making an appointment, and reading the information your doctor gives you, including information on prescriptions, to ensure that it is the appropriate choice for your healthcare needs.

AMR eUpdates is something the Company provides us with so that we can stay informed about benefit information and changes. If you have not enrolled yet, you can do so by going to *Jetnet - Update My Information*.

The APFA Health Department will continue to work closely with AA's Benefits Department to ensure that you receive all of the benefits you pay for. We meet regularly to discuss the possibility of alternative healthcare plans and programs for the future. The contract with UHC as AA's healthcare administrator is up at the end of 2007. It will be extended through 2008 while AA reviews bids from other vendors. American has agreed to make

all three unions on the property a part of this review process. We are at a crossroads with our healthcare benefits. I believe that if we continue to work together and place a greater importance on the value of healthcare rather than its price, we will be able to meet the objective of providing quality healthcare at affordable rates.

We are all a valuable part of determining the future of our healthcare plans. You play an important role by keeping APFA informed of what your needs are, what problems exist and what you expect from the healthcare plans in the future. Thanks to all of you who have taken the time to contact APFA in order to keep us apprised of your problems, concerns, and needs. You are being heard.

Continue to contact the APFA Health Department so that we can make informed decisions about our members' healthcare needs, and what the Union must strive for in the future. ▲

You Be The Judge, continued from pg. 8

she had known, she would have denied FA Ceet boarding.

The Company testified during the System Board hearing that pass travel is a privilege and there are specific guidelines surrounding this privilege. Contained in the Company's rules regarding *Travel Conduct and Expectations* is the following statement: "Our employees working the flights are extremely busy serving our customers. Cooperate fully with instructions and decisions given to you by employees on duty. If you feel that you have been treated improperly, wait until you return to work and have your supervisor forward your comments to the proper department."

THE UNION'S POSITION

Despite every attempt to approach the gate agent in a professional manner, FA Ceet testified that she was repeatedly ignored. When she noticed the final paperwork being printed with no offer of a jumpseat to her or anyone else on the non-rev list, she grew genuinely upset over the actions of the agents. She "felt they were going to violate an AA/APFA letter of understanding, which entitles FAs to occupy available jumpseats on a first come-first served basis." She proceeded down the jet bridge once ASM Honcho acknowledged her and was directed to take the jumpseat along with the other FA ahead of her on the non-rev list.

FA Ceet admits being upset but denies becoming agitated or argumentative with the gate agents. Instead, she testified that she walked up the jet bridge and gently opened the door - not kicking it open as the agent claims - and walked back to the gate to use the computer. ASM Honcho asked to speak with her when she was finished with her phone call, but ASM Honcho was nowhere to be found once FA Ceet had finished with her conversation. She proceeded to the gate where the next flight to MIA was scheduled to depart. There, she waited patiently and eventually received a boarding pass for the jumpseat, boarded when her group was called, and had no further contact with ground personnel.

Initial notice of any investigation by the Company into this incident came in the form of a phone call to FA Ceet by her FSM, Im O. Verpaid. FSM Verpaid reviewed statements written about her alleged behavior but did not provide these statements in writing as is required in the Contract. Article 28, Letter IV dated January 29, 1994, reads: "... in meetings held for the purpose of investigation of any matter which may enentuate in discipline or dismissal, or when written statements are taken... the Company will provide the Flight Attendant with copies of all documents related to that meeting. The Flight Attendant will be permitted to review the documents before the meeting begins."

A week or so later, FSM Verpaid contacted FA Ceet to arrange a meeting. At that meeting, the FSM asked for a write-up of the situation. She then issued the already-prepared Pass Abuse Committee's decision. The Union takes the position that the FA was not given the opportunity to address the accusations against her due to a lack of due process.

THE ARBITRATOR'S DECISION

The majority of the Board believes that "Given these circumstances, we do not find it likely that [Honcho] would have filed the report without provocation. The Board does not doubt that [FA Ceet] was genuinely upset over actions of the gate agents... That did not give [FA Ceet] the right to argue with [ASM Honcho], especially over whether she could occupy a seat in first class. [FA Ceet] was well aware of the expectation that he not engage gate personnel in arguments over non-revenue travel. A majority of this Board is convinced that this is precisely what occurred... There is also an allegation that the Grievant "displayed a bad attitude" while waiting to board Flight 442 the same day. This Board has given no weight to that allegation. [CSM Bandwagon's] perception that the Grievant was "irritated" when told she would have to travel in a jumpseat does not suffice as behavior sufficient to suspend pass privileges..."

"We would not ordinarily find fault with the duration of the suspension imposed by the PAC given the Grievant's prior record of coaching and counseling on pass-related issues. In this case, however, the Board feels some adjustment should be made in recognition that the process leading to the suspension was flawed. Travel pass privileges are a valued benefit, whose loss is acutely felt. Before an initial ruling can result in loss of pass privileges, an employee should have the chance to review and respond to allegations made by others. Fundamental due process requires this. [FSM Verpaid] acknowledges she did not send copies of those reports to the Grievant before meeting with her. By then the PAC had already made its initial decision... [FSM Verpaid] read [ASM Honcho's] statement to [FA Ceet] over the phone. That is not the same as providing a written copy... to emphasize the importance of providing sufficient prior notice, the Board feels some adjustment in the length of [FA Ceet's] travel pass suspension is appropriate." The suspension of travel benefits was reduced from 12 months to nine by the Board.

ON A NEGOTIATION'S NOTE... *by Brett Durkin, APFA Vice President*

Lately, while traveling around the system, the topic of conversation almost always turns to APFA's upcoming negotiations. Throughout our conversations, many of you seem to ask the same question: "Are we getting it all back, plus more?" As I ponder the answer, that response will all depend on you.

In the coming months, the membership will choose the elected members to serve on APFA's Negotiating Team. It has never been more important in the history of our Union that those of you with the skills, background and desire, step up to the plate and run for the position. This round of negotiations will be critical in

determining your future. And when the time comes for each of us to make a decision, please review the balloting material carefully and cast an educated vote.

The Union can only achieve its goals with a unified group of FAs. If this is the case, the answer to the previous question will be much different than what we will achieve as a group of divided individuals. The reason I mention this is to caution everyone that it is time to focus on the future. If we do not start to come together and garner the strength I know we have, we will all suffer the results.

It is time to put your union pin back on - make sure it is a permanent part of your uniform. Put the bagtags we sent out just a few months ago on your luggage. This is the beginning and it depends on you to build the foundation for a successful round of negotiations. If we come together as a group we are a force to be reckoned with.

Bottom line is "UNITY PAYS" the ball is in your court. So let's get started.

In Unity,







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