

# SKYword

"Swim the river in a crowd and the crocodile won't eat you."

*- African proverb*

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Letters to the Editor may not be considered if the length of the submission exceeds 100 words. All letters must include your name, signature, address, base, employee number and telephone number. Use the Communicate Card in the tear-out section or submit your letter to APFA Communications Department.

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## President's Report



**John Ward,**  
APFA President

The introduction of the New Year may have signified a cooling of the air temperature outside, but things have only heated up for the American Flight Attendants.

You're all familiar with the events of December, but just to briefly recap:

- *The National Mediation Board recessed the mediation sessions;*
- *The Company responded by attempting to bribe and divide the membership with an 8 per-*

*cent pay increase while leaving all the issues in negotiations unresolved, which our Union promptly rejected;*

- *The Union requested that the NMB "release" the parties into a 30-day cooling off period because we were convinced that, absent a specific, tight timetable, the Company would not make the necessary significant moves to get an Agreement;*
- *The membership demonstrated its support for the negotiations effort and its unity by engaging in a variety of membership activities (leafleting, "hit and run" picketing, etc.) and by making it clear to the Company that its efforts to weaken our resolve are a waste of time and will not work.*

After a brief "time out" for the holidays, it became immediately clear that we will have more than a full agenda on our plates in 2001.

On January 10, the Company announced:

- *It had entered into an agreement to purchase substantial assets from TWA, which would*

*include an offer to employ many TWA employees, including that carrier's Flight Attendants;*

- *It had also entered into an agreement to purchase air-planes, gates and slots from United related to United's merger agreement with USAirways and arrange for a joint operation with United of the lucrative shuttle flights in the Washington, D.C./New York/Boston corridor;*
- *And, as part of the United/USAirways transaction, it would acquire 49 percent of DCAir and provide planes and crews on a wetlease basis to operate a significant portion of DCAir's flying.*

Then, on January 11, the APFA Board of Directors, after a full day's discussion and careful deliberation, unanimously voted to send a strike ballot to the membership so that the Union would be authorized to call a strike if that proved to ultimately be necessary.

In order to explain why the Union decided to take this action, to review what has

occurred in negotiations and, most importantly, to talk to you, to hear your concerns and to answer your questions, the Negotiating Committee then began a series of strike ballot briefings at all domiciles throughout the system, continuing from January 16 through February 2.

On January 19, we once again experienced incredible participation in successful picketing activities across our system.

To say that we have been busy in 2001 is a mild understatement! But I can't overemphasize how important these events have been.

### Why the Strike Ballot?

From the time your Negotiating Committee returned to the bargaining table in early 2000, we have worked tirelessly to secure for you the improvements in wages and working conditions that you have told us you need and deserve. We made progress on your behalf and forced the Company to move off positions that they originally

told us were unobtainable.

However, by the end of November, we reluctantly concluded that the Company was not willing to make the further moves that were needed to arrive at a satisfactory agreement, particularly in the area of wages and in other economic areas. This is the reason we asked the NMB for a "release."

Your Negotiating Committee and the Union leadership believe strongly that it is absolutely essential that we now take the next step in the negotiations process. Consistent with our request to the NMB for a release, it is time to send a loud and clear message to the Company, the NMB and the public that we are united and that we are all prepared to do whatever may be necessary to achieve an acceptable contract. It is also time to tell all concerned that it is simply unacceptable for our Company to continue making enormous profits, while leaving you, its direct link with the public, out in the cold and on the short end of the stick. We

**"We must indeed all hang together, or, most assuredly, we shall all hang separately."**

***Benjamin Franklin, July 4, 1776***

***Remark to John Hancock, at the signing of the Declaration of Independence***

## Vice President's Report



**Jeff Bott,**  
*APFA Vice President*

## Two Strikes and you're Out...Not

In this month's article, I highlight a recently arbitrated discharge case of an APFA member. A Flight Attendant was terminated due to alleged excessive absenteeism under the Company's Attendance Control policy. Names and gender of the people involved may have been changed, and since the case involves some medical issues, I

cannot accept the Company agreeing to pay \$5.1 billion to buy other airlines' assets but refusing to find the far more modest sums that would be needed to settle our contract. Clearly, there is something wrong with our Company's priorities when it decides to spend hundreds of millions of dollars to put its name on a sports arena rather than to meet the legitimate needs of its faithful employees.

The clearest way we can all tell the Company that its actions are unacceptable and that we will not tolerate any further delay in satisfactorily resolving our contract is by providing an overwhelming "YES" vote on the strike ballot.

By sending this message to the Company, we are not indicating that we are going to strike or that we will do so shortly. Indeed, a strike is not even possible legally until after the conclusion of a 30-day cooling off period, which would follow a release by the NMB. Our goal remains what it has always been: to obtain a negotiated agreement. Your Union will only

exercise the right to strike if we conclude it is absolutely necessary to obtain an acceptable agreement.

As I write this article, we are in the midst of the strike ballot briefings. I can't tell you how important and helpful these meetings have been. The turnout has been terrific and your support has frankly been overwhelming. You've reminded us once again how important it is for us who serve in leadership positions in the Union to be directly in touch with the membership. You have once again demonstrated that you understand that you are part of the negotiations effort and that you are committed to ensuring that we obtain our goals.

On behalf of the Negotiating Committee and the rest of the Union leadership, I want to once again thank you for your trust.



will refer to them in general terms only in order to protect the privacy of the Flight Attendant. Portions of the text in this article come directly from the Arbitration award and have been condensed for the purposes of this article.

**Background:** Ms. Janice White, the Flight Attendant, had approximately eight years of seniority. She had fallen into the web of the attendance control policy three years into her career because of several attendance occurrences. She was placed on a Letter of Notification, which later changed into a First Written Warning for Attendance, following the most recent change to the Attendance Control policy in 1997. She was subsequently moved through the attendance policy, and after several additional sick occurrences and one missed trip over a two-year period, she was placed on a Pre-Termination status. The Pre-Term letter, per the policy, was to remain in her file for two years. Eight months passed

with no additional occurrences.

In November of 1998, she had a communication problem with Crew Schedule while on reserve and was charged with a missed trip. Due to the odd circumstances involved, the attendance manager decided not to charge the Flight Attendant with the missed trip. In December, the Flight Attendant had a sick occurrence that resulted in a lengthy, medically substantiated absence. After seeking help from EAP, Ms. White advised her attendance manager that she wanted to be placed on Family Leave of Absence and might seek long term disability, if necessary.

Ms. White continued treatment with her doctor, and in April, she was approved for a 12-week Family Leave retroactive to January 26, set to expire on or about April 26. This information was transmitted to Ms. Jones, who was Ms. White's new attendance manager, on April 20.

On August 31, Ms. White con-

## **Vice President's Report, continued**

tacted Ms. Jones and informed her she planned to return to work on September 15, and she would provide fitness-for-duty documentation. Ms. White notified her Flight Service Manager on September 13 that she would be returning on September 15.

Upon reporting for her first trip, Ms. White was withheld from service pending an investigation for excessive absenteeism. Ms. Jones claimed she had nothing to substantiate Ms. White's extended absence and noted that this was her second occurrence since the Pre-Term letter was issued. An investigatory meeting was held on September 21. At that meeting, Ms. White explained the latest extended medical absence by stating that she had realized she needed help and had gotten it. Ms. White informed Ms. Jones she had done everything that had been requested by AA Medical. It ultimately emerged that there was a period from December 17 through January 26 that was in question. The meeting was recessed so Ms. White could contact her doctor regarding this period. Ms. Jones terminated Ms. White on

September 28 under the Company's attendance policy for two occurrences after a Pre-Termination letter. Ms. White provided Ms. Jones a note from her doctor, who spoke of the period in question; however, Ms. Jones felt the information was not specific enough and encompassed too broad a period.

### **Contentions of the Company:**

Ms. White's abysmal record speaks for itself. Ms. Jones properly exercised her discretion when she terminated Ms. White. During her last occurrence, Ms. White initially called in with one illness, but later she changed her story and claimed it was a part of this extended illness. Therefore, the arbitrator should consider this in his evaluation of Ms. White's credibility. AA Medical made a good faith determination that the initial portion of Ms. White's latest absence was not certified. Although Ms. White's doctor attempted to assert that she had been ill for two years, he could not establish that fact since he did not see her until January of 1999. The doctor's opinions about that preceding

period of time were self-serving for Ms. White. The arbitrator should also take into account how other boards have ruled in situations and deny the grievance.

### **Contentions of the Union:**

It is undisputed by the Company that Ms. White suffered from two major mental illnesses, which accounted at least for her second occurrence on the Pre-Termination step. Yet, it appears that the attendance manager applied the policy in a mandatory manner rather than exercising her discretion; if she had done so, Ms. White would not have been discharged for having a serious medical condition. It is significant that Ms. Jones was unaware of either the Company's chronic medical condition program or Article 19F when she issued the termination. The Company has terminated Ms. White essentially because she failed to see a doctor on the first day of her absence, resulting in a period of time uncertified for FMLA. If that is the Company's position, it has an obligation to so notify employees and the Union. Moreover, Ms. Jones conceded

that if she had known about Ms. White's problems, she might not have terminated her. Such an attitude completely undermines an employee's right to privacy. This would not have happened to an employee with cancer, which would have been immediately recognized by Medical as a bona fide chronic condition. The arbitrator should uphold the grievance and return Ms. White to her position.

### **Arbitrator's Ruling:**

The record of testimony clearly established that Ms. White was terminated only for her absence from December 17, 1998 through January 25, 1999; the period of time between January 26 and September 15, 1999 was accepted by AA Medical as a medically certified illness and, therefore, qualified as a non-occurrence under the section of the Attendance policy. AA Medical apparently declined to accept Ms. White's doctor's opinion, yet the Company never put into evidence any reason or written documentation from doctors, nurses or administrators why they rejected the opinion of a board certified doctor. There is no ratio-

nal explanation presented at the hearing that would explain AA Medical's rejection of Ms. White's doctor's professional assessment that the disease had started at least six weeks prior to her diagnosis. Therefore, it is concluded that Ms. White was suffering from a documented medical condition during her entire absence. Under AA Policy, this constitutes a non-occurrence and there could be no grounds for Ms. White's termination. Even if the first part of the absence is considered an occurrence, Ms. Jones improperly mixed performance and privacy standards with attendance requirements, thereby invalidating her discretionary judgment. Ms. White will be reinstated to her position and placed on the Pre-Termination status, exactly where she was prior to the occurrence in question.

## Secretary's Report



**Linda Lanning**  
*APFA Secretary*

# APFA Archives – History in the Making

In 1998, former National Secretary Kitty Solder wrote two articles (July and August *Skyword* issues) that described what APFA was about to attempt: designing and developing an archives while renovating headquarters. Despite her efforts to enlighten all of us on the subject, the long list of questions that confronted us overshadowed what little information was available at the time. It was, indeed, a daunting task to organize more than 30 years of history!

With the passing of two years, however, it is a pleasure to announce that the APFA Archives now has a history of its own. With the support and the willingness to learn from every staff member and several volunteers, we have established an archives that accomplishes two important functions: the APFA Archives provides easy access to retrieve documents and files for everyday use, while preserving our administrative, legal, fiscal and historical records for the future.

When we designed the physical space, we kept in mind the size of the room and the need for growth. Mobile shelving units that move from side to side on tracks and that can also close and lock proved to be our best solution. As predicted, with the increased use of computers and scanners, computer disks and digitization, we have an ample area for future storage. All material, text and non-textual materials, is stored in acid-free boxes, acid-free file folders or polyethylene sleeves. Each box or file is labeled with a number and a brief identification, then it is placed on a designated floor-to-ceiling shelf. APFA has a varied collection that includes photographs from the 1960s to the present, audio and video cassettes of meetings and training, files, correspondence, agendas and minutes from Board of Directors and Executive Committee meetings, newsletters from our TWU days, *Skyword*, bid sheets, original contracts, APFA constitution history, policy manual history, other airline and union related contracts and con-

stitutions, various publications, research papers, historical and anecdotal information, surveys, newspaper clippings, posters, blueprints and memorabilia. (Imagine documenting each item, placing each in chronological or alphabetical order, identifying every subject and allowing for immediate access, all while reconstructing history!)

With the archives in place, finally in practice, it all seems to work. The process always works the same way. Here's how: You have a question. You need a document. You want to see a *Skyword* containing the article on men's beards?

First, you complete a request form. It requires a date, time, name and item "Beards." The office clerk or archivist locates the item from a location guide that lists the group (APFA), the series (all departments) or the sub-series (within the departments). The guide shows shelf unit number, code number for a particular series, the box number and the file folder number.

"I would rather a thousand times be a free soul in jail than to be a sycophant and coward in the streets. If it had not been for the men and women who, in the past, have had the moral courage to go to jail, we would still be in the jungles."

*Eugene Debs*



*Cilla Golas, Flight Attendant and APFA's archivist.*

**Secretary's Report, continued**

*The following chart from volume three, issue ten inadvertently omitted LAX-I from the OCR base-by-base counts.*

Number OCR Positions Per Base		
Base	# F/As	# OCR
BOS	831	9
BOSI	363	4
DCA	768	8
DCA	195	1
DFW	3757	38
IDF	1682	17
JFK	1870	19
LAX	1997	20
LAXI	371	4
LGA	1870	19
MIA	1602	17
IMA	1856	19
ORD	2513	26
IOR	1586	16
RDUI	92	1
SEA	136	2
SFO	1276	13
SFOI	219	3

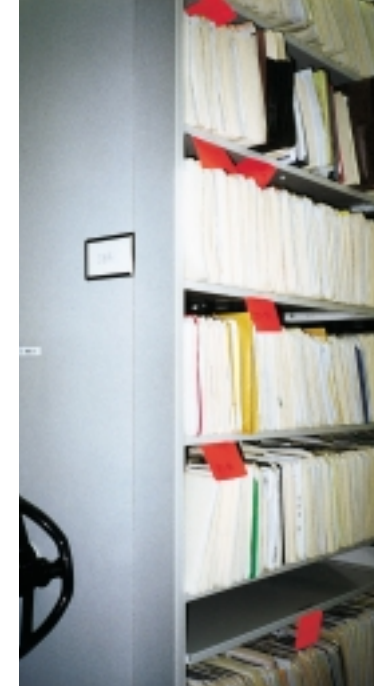
In this case, the subject, "Beards", is located at UNIT 5, 51.10.2. There is only one file on the subject. Unit 5 is the row in which the Safety Coordinator's records are found. 51 is the department code, 10 means the 10th box in the series and .2 is the second file in the box. Once you find the file, you discover that it includes only correspondence related to safety dated between 1980-1990. If you find a document that you wish to have, it will be photocopied for you; the original will stay in the archives.

Sound complicated? Not really. It is a simple method to find a document - once you have the system in place! Identical processing, arranging, describing and preserving materials are practiced worldwide in every archives - government, businesses, churches, historical societies and non-profit organizations. In recent months, we have provided a service to those of you completing master's and dissertations. We have responded to

requests from attorneys, librarians and academics. Our National Officers, regional and local representatives, Negotiators, Coordinators and our Staff appreciate knowing what we have today; what we have recorded and preserved will be appreciated for those in the future. The APFA archives is rich in history and an ongoing achievement.

On a personal note, I would like to thank those of you who have worked so hard. And to those of you who keep asking, "When are you going to be finished?" I will say this: an archives is NEVER finished. We have laid the foundation to continue the process, and I trust, by now, we know how important this project is to us all. I am proud that my Union had the insight to make this dream come true. Thank you, past and present administrations. Thank you for giving me the opportunity to assist.

***Cilla Golas***  
APFA Archivist



*APFA archives "before" ...and "after!"*



## Treasurer's Report



**Juan Johnson,**  
*APFA Treasurer*

# Goals 2001

Let me begin by saying that I hope you and your family had a happy and safe holiday season. It was yet another very hectic time with record-breaking loads, inclement weather and labor unrest all over our industry. As is always the case, the Flight Attendants of American Airlines rose to the occasion. We handled being away from our families and the adversities that often accompany this time of year with ultimate professionalism. We are the best in the industry, and the sooner American realizes this and signs a contract, the better off we will all be.

I want to talk just a bit about the year 2000 and what lies ahead for the APFA in 2001. I think it is important for us to see where we have been, learn from experience and move ahead successfully.

It has now been 10 months since John Ward, Jeff Bott, Linda Lanning and I took office. Upon entering office, we were faced with learning every aspect of our jobs, negotiations and several unresolved issues affecting

our Union. There was no learning curve and very little time to settle in. We had no choice but to hit the ground running. Since April, we have had to install a new Negotiating Committee, resume negotiations with American, deal with issues such as the PPC Program, 777 Atlantic Staffing and Crew Rest, APFA Staff Negotiations and a myriad of other issues that affect the day-to-day running of the Union. I must say we have made great strides towards effectively dealing with each of these things.

Last year was both challenging and enlightening in my department. My staff and I were able to identify areas that needed attention or enhancement. Through the course of the past few months, we have worked hard to address these areas and set a path to bring about changes that will benefit the membership and the Union as a whole. One of the first things we did was identify the areas where we could reduce costs and thus save money. We also took a close look at dues collec-

tion and how we could increase revenues through more efficient methods. The staff identified areas related to our membership files that were costing us unnecessary dollars, for example, returned mail because of inaccurate personal information, and we set up new ways for members to make corrections to their personal information, including the web site. We have begun to work with our vendors and outside agencies to enhance membership services such as our APFA Phone Card. In 2000, we were able to get the phone card and long distance rates for our members reduced to industry standards yet maintain a satisfactory rate of return for the APFA. As I reported in a previous article, we also negotiated the UAW APFA staff's fifth contract.

This new year promises to be a busy one for the Treasurer's Department. I have set lofty goals, which I plan to achieve with the help of my staff. The first thing on the agenda is to implement a much more aggressive outstanding dues collection program. I will share the

details of this plan with you in future articles. This is something that began a few years back with former APFA Treasurer Jack Barnett. We intend to modify the program to increase the collection of all dues owed.

One of the most unnecessary costs incurred by the APFA is returned mail. As you may know, American Airlines does not update our membership files. If a member moves, changes her/his phone number or e-mail address, it is the member's responsibility to make these changes with the APFA. Returned mail costs the Union thousands of dollars each month. We are dealing with this problem in several ways. First, we are heightening our members' awareness of their responsibility to keep their personal information updated with the APFA Membership Department. You will see mention of this on the web site, **Skyword**, APFA Bulletin Boards, InfoRep and National Mailers. We have also invested in software that will allow us to update area codes. There are other efforts under way that will

## Treasurer's Report, continued

help us update the files. On the back cover of this issue of **Skyword**, you will find the address APFA currently has on file for you. If you have not been receiving Union mail regularly or have changed your phone number, address or e-mail address, simply fill out a change of address card in the center of this magazine and mail it in today.

One very important goal for 2001 is to continue to identify areas where we can reduce costs and save money. Each year our APFA Budget Committee comes together to review the previous year's budget and analyze budget requests for the next fiscal year. Many areas for cost savings are identified in these meetings. I plan on writing an article in the near future on the role of the Budget Committee. We are also depending on each department within the APFA to identify areas where savings are possible.

As in 2000, we will be faced with the Agency Fee Arbitration. We will once again put together a strong case to ensure that we collect the maximum each month in Agency Fees from non-members.

We made a promise to the membership during our campaign to enhance member services. I am currently working with representatives from various companies on

possible cellular service for our membership. This would be a great new benefit for each member. We are in the initial discussion stages now. As things proceed, I will report them to you. I hope to continue to find new services for our members, and I welcome any ideas you may have. In 1993, we had T-shirts and other apparel produced for the membership to purchase. Funds from this sale went into the negotiating fund. We are looking at the possibility of doing this again in 2001.

The APFA Phone Card and long distance service offered by **DC Enterprises** is a great example of an income-generating program for the APFA. The members enjoy savings on phone service while the APFA enjoys income that comes from rebates from Broadwing. I am investigating other services that offer this same type of opportunity.

We are faced with some serious expenses in 2001 related to negotiations. As things intensify, it will be necessary to enhance our communication network. This means setting up the APFA Phone Tree and activating Phone Watch. For those members who were not here in 1993, the APFA Phone Tree is a network of volunteers who are assigned 10 or more APFA members in their calling

area. If a message needs to be sent out to the field quickly, it begins at APFA Headquarters and travels through the Phone Tree system to each member. Phone Watch is a bank of phones manned by APFA volunteers at APFA Headquarters. Their responsibility is to field calls from members regarding negotiations. Both the Phone Tree and Phone Watch are very necessary communication tools and very necessary expenses.

Along these same lines, we are now looking at upgrading the APFA phone system to handle the volume of calls that come from a membership of over 23,000. We expect to exceed that number in the future. It is imperative that we have a system that can deal efficiently with the amount of calls we receive, and perform all of the functions required by the APFA. As the InfoRep Program continues to grow, we are also looking at the possibility of having to create a new toll-free number for the InfoRep Hotline. The current InfoRep Hotline is part of the APFA phone system, and this system is not designed to do what we have been asking it to do. We are looking ahead to our future needs in order to maintain the integrity of the InfoRep Hotline and the system as a whole.

For any Union, negotiations is the

most important service it provides to its members. The APFA will ensure that every dues dollar is used effectively to eventually bring you a contract you can vote "yes" on. I will personally be overseeing costs and will do my part to make sure we utilize our resources to the fullest.

As we work inside the APFA, we are asking each of you to do your part. Yes, your dues money funds the efforts of your representatives and Negotiating Team. However, it is your individual participation in membership action and your show of support for our Negotiating Team that is the one thing management can see and take note of. An overwhelming "yes" vote on the strike ballot will prove to the company that we mean business. It will be this show of support that brings us a new contract this year! Stay informed by calling the APFA Hotline each week, visit the web site daily, volunteer to be a Phone Tree Captain and become an InfoRep.



“Better to starve fighting than to starve working.”  
*A slogan of the Lawrence, Massachusetts strike of 1912*

# Negotiations 101

by APFA Team 2000

As you can see, American Airlines' only gift to you this past holiday season was the same old empty bag. Right before Thanksgiving, American management, along with their "communication experts," began their carefully calculated campaign to negotiate with our membership. These actions by the Company have been repeated many times in our past and are classic negotiating tactics taught in "NEGOTIATIONS 101" and most often used by large corporations to undermine the members' resolve and our negotiators' efforts at the table. True to form, the Company put out their version of their proposals and within just a few days also wanted the Union to accept a bribe of an 8 percent pay increase on behalf of our members, instead of a complete contract.

Your participation in our membership action events has not gone unnoticed by AAL management! Management sees

our unity, with literally thousands of our Flight Attendants across the system picketing and leafleting our passengers. American management would like nothing more than to put a crack in that unity. During the next few months, as we hopefully proceed toward a completed contract, it will be good for all to remember and practice the next three principles.

**REMEMBER** – Management's job is to promote and protect profits; APFA's job is to protect its members' pay and working conditions. Don't buy into American's management tactics. Stay focused by wearing only your APFA Union pin and wings, call the Hotline every Friday evening and become an InfoRep. Remember, negotiations are a strategic, psychological battle. If we forget who is on our side, we will lose.

**REFUSE** – Yes, refuse to discuss any aspect of negotiations with your Service Manager or any other member of manage-

ment who attempts to solicit your opinion. Do not let them know what you are thinking. It only compromises our leverage at the table.

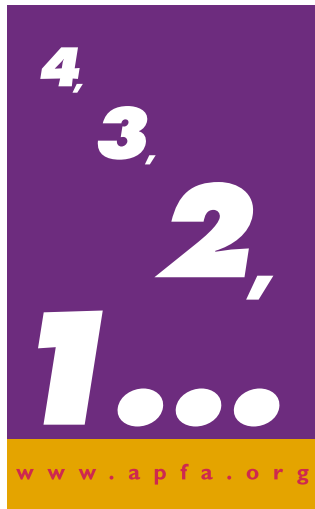
**REPEAT** – The phrase to use is "MY NEGOTIATING TEAM SPEAKS FOR ME." This was a mantra to us in earlier negotiations when management began a deliberate, systematic attempt to crack our unity. Senior Flight Attendants remember it; junior Flight Attendants need to learn it. Management will tell you, other employee groups and the media that APFA's demands would bankrupt the airline, that we are asking too much and that the team's demands do not reflect the will of the Flight Attendants. Don't buy it! As a membership, we put our negotiators in place to speak on behalf of all of us. Our negotiators and hired professionals have spent many hours researching and studying our proposals and their direct cost to the Company.

The APFA Negotiating Team remains firm in its resolve to bring you a contract that meets your expectations and that will sell itself. As the Company tries to sell you their proposals, our unity is a powerful display of our collective determination to get the contract we deserve. We encourage you to read everything the Company gives you; we are confident you will find it lacking in substantive gains. After reading, return it through AAL boardmail to the Company. Discuss the issues among your fellow Flight Attendants and call APFA at 1-866-ASK-APFA for the truth! APFA Negotiations PhoneWatch Center

TOLL FREE:  
1.866.ASK.APFA



# It's a Matter of Strategy



by Team 2000

**D**esigning a successful strategy is a critical aspect of negotiations. Our APFA negotiators are often asked about the Union's strategy and how the leadership plans to obtain a fair contract for the Flight Attendants. It's a legitimate question that the team has been addressing throughout the system.

Obviously, it is not prudent to reveal the Union's entire strategy; we don't want to provide the Company with confidential information. However, in maintaining the Union's pledge to keep the membership informed of the progress of negotiations, it is important that our general strategic plan be shared.

There are two basic components of the APFA strategic plan – table strategy and membership action. First, we have developed a strategy to be utilized at the bargaining tables. The team's plan is a basic one. We are membership driven. Our proposals are designed to address the members' key issues as identified in surveys, interviews, e-mail, letters and galley conversations. We also

attempt to benchmark our proposals against other comparable carriers like Delta and United. Through impeccable preparation and skilled presentation, we seek to sign off article by article toward a tentative agreement, to be presented to the membership.

But table strategy alone will not suffice. The second aspect of our strategic plan is membership involvement. This is without a doubt the most critical component of our campaign. It is simple ... we are as strong as our membership.

The strategy here is to make sure that the carrier realizes that we are a united membership willing to take whatever legal actions are necessary in order to obtain a fair contract. Our unity is our single biggest asset. The Company will constantly test our resolve by trying to divide us. This will not happen.

While always following the procedures and time lines of the Railway Labor Act, we have numerous options available for our membership action cam-

"When I rise it will be with the ranks and not from the ranks."

*Eugene V. Debs*

paign. Foremost is our potential use of a strike. Obviously, no one wants a strike. Surely, it would seem that the Company has the ability to reach a fair contract with APFA without a strike. But if we must, this membership will strike. The type of strike, the timing of a strike, the duration of the work stoppage as well as the utilization of other self-help tactics for use following the 30-day "cooling-off" period will be analyzed after the National Mediation Board actually releases the Union from mediation. (We have sought a release, but it has not been granted as of press time.)

However, as we await a possible release into the cooling-off period, our membership-driven strategy also invokes a campaign to educate the Company and the community about our plight. We have a sophisticated strategic campaign in place that involves thousands of Flight Attendants telling our story to Company officials, politicians, passengers and the general community. We are holding rallies, distributing leaflets,

engaging in informational picketing, conducting press conferences and mobilizing our members into an education campaign. With heightened community awareness, perhaps a strike can be avoided as the parties will be encouraged to resolve this tense dispute professionally.

It is critical that each Flight Attendant get involved in the membership action campaign designed by the Union. Until a contract is ratified, this campaign will and must go on.

By attending our events and staying fully involved, you directly support the Negotiating Team. This is your voice on the team. You have a seat at the bargaining table through your involvement with the strategic campaign. This is how you can best help your negotiators, your Union and yourself!



“We can move mountains when we're united and enjoy life --Without unity we are victims. Stay united.”

**Bill Bailey, 1994**

## She's got Skillz

by **Patrick Hancock,**  
*National InfoRep Coordinator*

**N**ot too long ago, a new First Officer joined the Flight Attendants on my crew for pre-dinner appetizers. After about 20 minutes of sitting and listening to the conversations going on around the table, he pulled me aside to ask, "Are you guys really all Flight Attendants?" I responded by asking if this was his first exposure to Flight Attendants at a major carrier. I explained that many Flight Attendants have other jobs or other skill sets. Sitting around our Flight Attendant table we had an MD, two attorneys, a professional artist, a practicing psychologist, an MBA, a database administrator and a self-described "housewife" who heads up a million-dollar-a-year charity effort and flies full time.

OK, so we are a diverse, "over achieving" group. What does that have to do with strike preparation? A lot! A major part of strike preparation is lining up the resources to use if we need them. Knowing what resources are available in our corps is a major part of that.

In our strike in 1993, we had

a lot of Flight Attendants who were suffering from traumatic stress. A DFW-based psychologist who had come out to work phone watch recognized the symptoms in some of the people wandering the halls at APFA HDQ. She called on the other trained Flight Attendants she knew, and they started some group discussion and counseling sessions. Her initiative and the efforts of all involved saved hundreds of people from stress and pain. At another point in 1993, we needed to file a complaint against a local police department that was not letting us picket despite a permit that gave us permission. We knew we had a Flight Attendant lawyer in the base, but by the time we figured out who it was and got in touch with him, it was too late to file the complaint.

This time, we want to be ready with a complete list of Flight Attendants with helpful skills. No, we are not asking you to give up your practice and come work full time at APFA. What we need are

people with special skills who would be willing to answer a few questions from APFA leaders and volunteer time, on a very limited basis, if we do need their skills at crunch time. Please call in and put your name into the APFA Skills Bank. We need your name, employee number, phone number where best to reach you, e-mail address if available, and the particular skills that you can volunteer. Call the Membership Action line at 1-800-395-APFA, ext. 8743, and let us know you are putting your name in our Skills Bank.

AMR management will soon learn that we are everywhere and everything.



# Donna Does Des Moines | Gary Gets Glasgow

by **Patrick Hancock,**  
*National InfoRep Coordinator*



Freddie Frequent's Frankfurt, Robert Repeats Reno, Alan is Accustomed to Albany, Vanna Values Vail, Dale Digs Dominica  
Connie is Conversant about Corpus, Carol is Close to Curacao, Consuela Coneser Cancun, Hunt Habits Huntsville

Patt Perceives Portland, Annabelle is Acquainted with Amarillo, Frank is Familiar with Fresno

**O**f the many lessons learned during our 1993 strike, one that stands out from a preparation standpoint is the importance of accurate information. The post-strike review of how Flight Attendants fared, being stuck in a strange city, revealed that the major difference between those who suffered and those who dealt quickly and efficiently with the situation was whether or not they had information about the city they ended up on Nov. 18, 1993.

One crew, stuck in the Caribbean, had a commuter who met them at the hotel and told them the cheapest way back to MIA was on a cargo ship. They each spent \$30, and they were back in MIA on

the picket line two days later. Another crew spent hundreds of dollars on an over-priced hotel room for the five days because they could not even buy an airplane ticket off the island. (Apparently American Airlines kept canceling their flights for some reason and rebooking all their passengers on already sold-out competitors' flights.) The difference was information.

Do you know Des Moines or Grenada? Strike Preparedness is seeking people to help fill in the information about our layover cities. Do you know "your" layover city like the back of your hand? Because the RDU base only has one layover, any RDU Flight Attendant

can tell you at least three ways into London from LGW and where to buy the cheapest soda within walking distance of the hotel. Do your folks still live in one of our layover cities?

Please contact Membership Action at ext. 8743, and volunteer to be a City Specialist. This means that you will fill out the information forms on "your" city and research the information that you don't already know. We will file these forms away, and if they are ever needed because of a potential strike, we will ask you to update and reverify the information. We will then get them to the Flight Attendants who may need them.



Patt Perceives Portland, Annabelle is Acquainted with Amarillo, Frank is Familiar with Fresno



Liz Geiss  
DFW InfoRep Co-Captain

Born in 1963 and raised in Opelika, Alabama, Liz graduated from high school in '81 and attended Southern Union State Junior College, then Auburn University. She began training at the AA Flight Attendant School in January of '87 and has been based at DFW ever since.

Liz resides in Flower Mound, Texas, with her husband John and two children. She became a co-captain for DFW InfoReps in June 2000.

Norma's Normally in Nassau, Harold Haunts Houston, Reg is a Regular in Rochester, Olaf is Often in Oakland  
Ken Knows Kansas City, Uma Understands Urbana, Helen Has Honolulu, Greta Grasps Grenada, Larry Lives in Lima

In mid 2000, and in response to the possibility of a merger between American and Northwest the APFA appointed a committee to research mergers and acquisitions and to make recommendations to the Board. The committee members are Susan French IDF, Judy (Milne) Huckaby (IDF) and Anne Loew (JFK), all long-time Union advocates who have served in various positions including Division Representative, Base Chairperson, Ad Hoc and the AirCal Merger Team. Our committee met with APFA General Counsel, obtained research material and began to study the issues involved. Within a few weeks, the prospect of any imminent merger or acquisition dimmed, and our Merger and Acquisition Committee became temporarily inactive.

With the recent news of a potential merger with TWA, and with possible other such transactions on the horizon, the Merger Committee was quickly reactivated. This report will touch upon some of the issues our Union will face should this acquisition proceed, but is by no means intended as a comprehensive summary.

Despite all of the concerns each of us has, it is important that we keep a few facts at the forefront of our minds. First of all, given the probable merger of United and USAir, a merger or acquisition between American and another carrier represents an understandable competitive response by American. So in that sense, this acquisition is not a bad thing, but is instead a benefit. Secondly, although we each consider every second that we have put in at this company to be sacred, we must acknowledge that the myriad of seniority integrations that have come down over the past decades as a result of arbitration awards, and (rarely) agreements, have not usually resulted in the acquired carrier's workers being stapled to the bottom of the seniority list. You can be assured that this Committee and your Union will do all in its power to responsibly protect your rights.

To briefly recap our history, American Airlines has acquired three other airlines. Seniority and the other issues were dealt with in the manner that was considered appropriate in the context of each of

those transactions. In the 1970s American purchased TransCaribbean Airlines. All of those Flight Attendants were given date-of-hire bidding seniority. In the 1980s American acquired AirCal, and those Flight Attendants were likewise given date-of-hire bidding seniority by agreement with the APFA. The most recent acquisition was Reno Air. There, the 300 or so very junior Flight Attendants were placed at the bottom of our seniority list. A lawsuit challenging that result was filed. It was dismissed by the Federal District Court and has been appealed.

In those instances in which Arbitrators have determined the method of seniority integration, among the factors considered are the relative size and seniority of each carrier, the financial health of each carrier and the benefits each carrier brings to the other. The decisions have ranged from granting full date-of-hire seniority to no seniority, with variations in between those extremes, including for example "ratio integration" meaning merging on a fixed ratio, such as 1:3, 1:4, and so forth, and "equal position" or

relative percentage integration. Our committee will be studying these decisions and other available information on seniority integrations with great care, and we will not be rushed into making hasty recommendations.

While bidding seniority is uppermost in our concerns, there are three other kinds of seniority that must be considered - pay seniority, company seniority and credited years of service for pension seniority.

Aside from the all important "Where will I be on the seniority list" question, a merger or acquisition raises many important and complex issues which may include the need to negotiate a merged collective bargaining agreement, a "fence" - meaning that the Flight Attendants for each airline would remain totally separate and work under different work rules, and be stationed at discrete bases for a certain period of time. While unlikely in the American - TWA acquisition, such transactions often include the issue of which union will survive and which will disappear and whether that decision will be made by

the National Mediation Board or by election of the work groups at each airline.

Our committee is looking forward to this complex and difficult task. We appreciate the confidence placed in us by the APFA Board, and we welcome your questions and suggestions. Finally, we would like to remind you that whatever the eventual seniority list outcome is, we will be working side by side with former TWA Flight Attendants for many years, whose careers have been fraught with strikes, bankruptcy, base closings, and many other difficulties. It is our hope that each of us will gain much from the wisdom of our collective experiences.



Contact the  
APFA Merger Committee:  
APFA Headquarters  
(800) 395-2732, ext. 8751  
Susan French - ext. 8491  
Ann Loew - ext. 8493  
Judy Milne-Huckaby - ext. 8492  
E-mail: [apfamac@verizon.net](mailto:apfamac@verizon.net)

# APFA's

## Summary of Outstanding Issues November 16, 2000

Dear Fellow Flight Attendant:

APFA has analyzed AA's latest proposal dated November 16, 2000 and has deemed it inadequate in many areas. It does not meet the requirements mandated by our membership. AA has resorted to its old tricks again by bargaining directly with the Flight Attendants and circumventing the APFA Negotiating Team. The Company has stuffed mailboxes with letters and an overview of their proposal. Despite their best efforts to make us believe their propaganda, our membership knows that "taken as a whole" their proposal doesn't come close to being the best in the industry. Sue Oliver even stated that American "has not presented its best and final offer." Well, then why would we accept anything less. We're waiting and have been for over two years.

American can do better, they've admitted as much, and it's time for them to make things right and seriously negotiate a contract.

The following chart is an article-by-article comparison of the remaining open proposals on the table between APFA and AA. This document clearly outlines exactly who is bargaining in the best interest of each and every one of you.

Section I Article 3 Compensation	
APFA's Proposal	AA's Counterproposal
11/1/98 7.0% 11/1/99 3.5% 05/1/00 7.0% 05/1/01 7.0% 05/1/02 7.0% 05/1/03 7.0%	11/1/98 0.0% 11/1/99 3.0% 11/1/00 5.0% 11/1/01 3.5% 11/1/02 3.6%
Holiday Pay for 10 Holidays (Holidays listed in Article 2)	No Holiday Pay.
Longevity Bonus at rate of \$1.00 per hour for Flight Attendants with 25 years, but less than 30 years of occupational seniority.	No Longevity Bonus
Longevity Bonus at rate of \$1.50 per hour for Flight Attendants with 30 or more years of occupational seniority.	Worse than Rejected Tentative Agreement.
Same rates and qualifications as in the Tentative Agreement.	Understaffing pay at rate of \$7 per hour.
Understaffing pay at rate of \$10 per hour.	Worse than Rejected Tentative Agreement.
Same as Tentative Agreement.	No Lump sum 401(k) contributions.
Lump Sum 401(k) contribution of 2% annually based on W2 earnings for each calendar year.	Worse than Rejected Tentative Agreement (which provided for Lump Sum 401(k) contributions of 1% during the years 2001 and 2003)  No AFT Galley Pay for the 757 Aircraft.
AFT Galley Pay for the 757 Aircraft at rate of \$1.25 per hour.	Worse than Rejected Tentative Agreement.
Same as Tentative Agreement.	
Holding Time Pay on originating flights begins after 30 minutes past scheduled departure time.	Holding Time Pay on originating flights begin at 1:00 hour past the scheduled departure time.
1 hour requirement eliminated.	Worse than Rejected Tentative Agreement.
Same as Tentative Agreement.	
Ground Time Pay on a through flight begins after 30 minutes with passengers.	Ground Time Pay on a through flight begins when the actual ground time has exceeded 1:00 hour.
1 hour requirement eliminated.	Worse than Rejected Tentative Agreement.
Same as Tentative Agreement.	
Narrowbody Lead Pay for the 757 Aircraft at rate of \$1.75 per hour.	Narrowbody Lead Pay for the 757 Aircraft at rate of \$1.25 per hour.  Worse than Rejected Tentative Agreement

Section I Article 3 Compensation	
APFA's Proposal	AA's Counterproposal
Narrowbody Lead Pay for trips not flown while on paid sick leave, special assignment, training and vacation.	No Narrowbody Lead Pay for trips not flown while on paid sick leave, special assignment, training and vacation.
Currently, Flight Attendants receive Purser and Galley Pay for trips not flown while on paid sick leave, special assignment, training and vacation.	
Proposed Language Pay: \$1.75 effective Date of Signing \$2.00 effective July 2003	Proposed Language Pay: \$2.30 effective Date of Signing \$2.50 effective March 2002
No changes to the Current Domestic Speaker Program.	Revise Current Domestic Speaker Program to require additional foreign language qualified positions on the bidsheet for select marketing legs. See Section IV below, Article 11, for further details.
Reserve Override of \$2 per hour for Flight Attendants who have completed 2 years or more of occupational seniority.	Reserve override of \$2 per hour for Flight Attendants who have completed 3 years or more of occupational seniority.
Profit Sharing	
Incorporate Profit Sharing Plan with specified formulas into the Contract. Note: APA and TVU also have contractualized Profit Sharing.	Incorporate Profit Sharing Plan into the contract by letter of agreement. No details provided.
Section II Scheduling Article 7-1 Hours of Service	
APFA's Proposal	AA's Counterproposal
Maintain current Long Range Flying categories:	Extended Long Range Flying category for trip sequences containing a scheduled leg in excess of 13 hours 30 minutes.
Non-Long Range Flying: Trip sequences which contain flight legs of less than 12 hours.	
Long Range Flying: Trip sequences which contain a scheduled leg in excess of 12 hours.	
Maximum on-duty limitation of 20 hours for any duty periods containing Long Range Flying.	Scheduled/rescheduled duty period maximum of up to 20 consecutive hours for Extended Long Range flight legs over 13 hours.  Maximum on-duty limitation of 23 hours for duty periods containing Extended Long Range flight legs over 13 hours.  Formula: "rescheduled duty period plus 3 hours."



APFA's Proposal	AA's Counterproposal																								
During irregular situations, such as multiple cancellations caused by weather, the Flight Attendant is considered to be released after 2 hours if not contacted by Crew Schedule during the 4-hour airport availability window.	During irregular situations, such as multiple cancellations caused by weather, Crew Schedule has up to 2 hours during the 4-hour airport availability window to make a decision. If Crew Schedule attempted to make contact within that 2-hour period and was unsuccessful, the Company will be considered to have elected airport availability as the Flight Attendant's assignment.																								
85:00 hour Monthly trip selection schedule maximum for "pure" bids.	95:00 hour Monthly trip selection schedule maximum for "pure" bids.																								
Article 8 Minimum Pay and Credit																									
APFA's Proposal	AA's Counterproposal																								
5:00 hour Average.	4:45 hour Average.																								
E Time (duty rig): 1 for 1¼	E Time (duty rig): 1 for 2																								
Current Contract (unchanged in Tentative Agreement).	Worse than Current Contract and Rejected Tentative Agreement.																								
100% Pay and Credit for VMC Deadheading.	100% Pay, 50% Credit for VMC Deadheading.																								
Article 9 Scheduling																									
APFA's Proposal	AA's Counterproposal																								
Increased staffing formulas. Minimum number of Flight Attendant bid positions established for each aircraft.	No increased staffing.																								
<table border="1"> <thead> <tr> <th>Aircraft</th> <th>Minimum # of F/As</th> </tr> </thead> <tbody> <tr><td>B-777</td><td>8</td></tr> <tr><td>MD-11</td><td>8</td></tr> <tr><td>A-300</td><td>7</td></tr> <tr><td>DC-10</td><td>8</td></tr> <tr><td>767-200</td><td>6</td></tr> <tr><td>767-300</td><td>6</td></tr> <tr><td>757</td><td>5</td></tr> <tr><td>737</td><td>4</td></tr> <tr><td>MD-80</td><td>3</td></tr> <tr><td>727</td><td>3</td></tr> <tr><td>F-100</td><td>3</td></tr> </tbody> </table>	Aircraft	Minimum # of F/As	B-777	8	MD-11	8	A-300	7	DC-10	8	767-200	6	767-300	6	757	5	737	4	MD-80	3	727	3	F-100	3	
Aircraft	Minimum # of F/As																								
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767-200	6																								
767-300	6																								
757	5																								
737	4																								
MD-80	3																								
727	3																								
F-100	3																								
No restrictions on Open Replacement Availability Flight Attendants.	Open Replacement Flight Attendants released from available days the day prior to the actual available day, based upon projection.																								
Reduce available days for Open Replacement Flight Attendants from 18 to 17.	Current 18 available days per month.																								
Eliminate current Misconnection, Cancellation and Illegality (MIC) procedures to comport with full trip sequence pay protection.	Maintain current Misconnection, Illegality and Cancellation (MIC) procedures.																								

Pay Protection for Duplication of Coverage includes hours scheduled to be flown during the schedule origination month, plus the carryover hours into the subsequent month.	Pay Protection for Duplication of Coverage limited to hours scheduled to be flown during the schedule origination month only.
Changeover Pairings or "Prior Removals" treated as a reassignment.	Changeover Pairings or "Prior Removals" not subject to reassignment pay.
Article 10 Reserve	
APFA's Proposal	AA's Counterproposal
Standby pay for each hour on Standby duty.	3:00 hours of Standby Pay for 6:00 hours on duty.
24-hour notification prior to moving a "movable" duty free period.	12-hour notification prior to moving a "movable" duty free period.
Section III Retirement Article 36 Retirement Benefit Plan	
APFA's Proposal	AA's Counterproposal
Improvements to Article 36 will be applicable to Flight Attendants whose benefits commence on or after the first day of the month following ratification.	Flight Attendant must be on system seniority list on the date of ratification in order to qualify for the new retirement.
Annual cap for pensionable pay increased to 1080 base and incentive hours (90 hours per month), of which up to 276 hours credited at incentive rates.	Annual cap for pensionable pay restricted to 1020 base and incentive hours (85 hours per month), of which up to 216 hours credited at incentive rates.
Applicable to base and incentive hours worked during 48-month period prior to ratification.	Applicable to base and incentive hours worked during 60-month period prior to ratification.
Final Average Earnings (FAE) based on best 48 consecutive calendar months out of 120 consecutive calendar months.	Final Average Earnings (FAE) based on best 60 consecutive calendar months out of 120 consecutive calendar months.
Same as Tentative Agreement.	Worse than Rejected Tentative Agreement.
No change to current Appendix T Program.	Retirement benefits not applicable to a Flight Attendant who received a severance benefit under Appendix T.  Eligibility for Appendix T eliminated 60 days after ratification.
Company to make contribution to 401(k) equal to base salary rate in effect at retirement multiplied by number of hours in sick bank, or Flight Attendant can elect to receive sick bank payout at retirement.	No Company 401(k) contribution for sick bank hours.

Company to establish 401(k) account for all Flight Attendants. Company to use best efforts to provide Flight Attendants with maximum elective pre-tax deferral and post-tax employee contribution opportunities.	Company refuses to establish 401(k) accounts for Flight Attendants, or to provide Flight Attendants with maximum elective pre-tax deferral and post-tax employee contribution opportunities.
At Flight Attendant option, Company to contribute to Flight Attendant's 401(k) account an amount equal to all or portion of retroactive pay within 60 days following ratification, if Flight Attendant so elects.	Company unwilling to provide Flight Attendant with option of 401(k) contribution equal to all or portion of retroactive pay.

**Section IV  
General  
Article 2  
Definitions**

APFA's Proposal	AA's Counterproposal
No cabin preparation duties after flight legs of over 1100 statute miles.  Same as Tentative Agreement.	No cabin preparation duties after flight legs of over 1500 statute miles.  Worse than Rejected Tentative Agreement.
A Flight Attendant shall not be required to occupy a jumpseat when deadheading.	A Flight Attendant shall be required to occupy a jumpseat when deadheading on all flights with less than 4 hours flying time.
10 Paid Holidays. • New Year's Day • President's Day • Easter • Memorial Day • Independence Day	No Holiday Pay.

**Article 11  
Language**

APFA's Proposal	AA's Counterproposal
Maintain current provision, staffing foreign language qualified Flight Attendants on Company-identified domestic legs only from a voluntary pool of qualified Flight Attendants; no displacement of non language qualified Flight Attendants.  Domestic Speaker or "95" not figured in staffing formula; No effect on current staffing levels.	In addition to the voluntary pool of foreign language qualified Flight Attendants, allocation of foreign language Planned Variable Manning (PVM) or "Extra" trip selections on the bidsheet to guarantee speaker coverage in the domestic market.  On flights monitored for a Variable Manning (VM) Flight Attendant, the required foreign language Flight Attendant will be counted as VM, or "Extra." In other words, Company ability to make language position a bid position and displace a more senior non-language qualified Flight Attendant.  Pure language PVM bid sequences within the contiguous 48 states and Alaska, on up to 2% of all domestic flight hours.

**Article 16  
Reduction in Force**

APFA's Proposal	AA's Counterproposal
Furlough Pay to be received during "emergency."  No change from current contract language.	No Furlough Pay to be paid during "emergency."

**Article 30  
General**

APFA's Proposal	AA's Counterproposal
Improved crew rest accommodations on all widebody aircraft. No restriction on further improvements in subsequent contracts.	10-year "non-reopener" clause regarding improvements provided in this contract for crew rest accommodations. In other words, no ability to obtain further improvements during next 10 years.
Increased crew rest times for International Flight Attendants.	Minimal increase in In-flight rest periods.
30 minutes of In-flight Rest on Domestic flights with 6:00 hours or more flying time. Seats Z-blocked.	Current 15 minutes of In-flight Rest.
First Class entree, main cabin components, First Class tray.	First Class entree, main cabin tray.

**Article 34  
Purser Positions**

APFA's Proposal	AA's Counterproposal
No restrictions on entry into the Purser Program.	Flight Attendants desiring entry into the Purser Program must meet minimum performance and attendance standards.
Eligibility for Purser Pay during vacation for trips not flown based on annual bidding obligation of 150 flight hours in the previous year exclusive of vacation.	Eligibility for Purser Pay during vacation for trips not flown based on annual bidding obligation of 225 flight hours in the previous year exclusive of vacation.
Incumbent Purses not subject to eligibility requirements.	Purser who fails to meet the annual bidding obligation of 225 hours for 2 consecutive years loses Purser qualification and cannot reapply for 1 year thereafter.

**Article 35  
Group Life and Health Benefits**

APFA's Proposal	AA's Counterproposal
No pre-funding of retiree medical costs.	Pre-funding or post-funding of retiree medical costs at retirement.

**Article 38  
Duration**

APFA's Proposal	AA's Counterproposal
5-year Contract (11/1/98 to 11/1/03)	5-year Contract (11/1/98 to 11/1/03), but with no retroactivity or other changes applicable to first year of contract. In other words, the Company's proposal is as if the contract really began 11/1/99.

# Bidding, Y Trip Trading, Optional Exchanging and the Probationer



by Joann Matley,  
National Contract Coordinator

You've mastered bidding . . . haven't you? Sequence after sequence; hours looking over the allocation sheet to decide just what trip you'd like to fly. You have taken the time to bid everything on the bid sheet, because you just never know.

Does "Calling AVRS the second you think bids might be closed to get a glimpse of the line that you held" sound familiar?

Then what? Just what can you do with a schedule once you get it? After all, you are on probation.

Article 25 discusses exchange of trips between Flight Attendants. As a Flight Attendant, albeit probationary, you will be permitted to trip trade and/or optional exchange without notice or permission for the period following bid results up to the first day of the contractual month. For example, for the month of March, bid awards are to be final by the 26th day of the contractual month, in this case

26 February, for the March schedule. Trip trades, adding and dropping, and optional exchange, adding and dropping, are permitted from 26 February to 01 March for March's schedule.

When optional exchanging trips, a maximum of six days can be added or dropped. The rate of pay for an optional exchange that is added to your schedule is at the flat rate of hourly pay. Optional exchange drops will adjust your guarantee downward.

Probationary Flight Attendants may change their schedules during the contractual month provided they notify their Service Manager of the change. A quick call to let the Service Manager know that a change has occurred is no big deal. In my mind's eye, it's like calling home when you know you are going to be late. Taking the time to leave a message on voice mail is effortless.

Trip trading and optional

exchanges allow you to tailor your schedule. You can fly overtime or high time, or if something comes up and you need to drop a trip, you can. Keep in mind that a request for a trip trade or optional exchange may be denied by your FSM for reasons of a pending observation ride during your probationary period.

Once you have been notified by your Service Manager that there is a pending observation ride planned for a specific trip, you will need to get "permission" from your Service Manager prior to trading or dropping that trip. The good news here is that you get advance notice of a pending check ride.

In summary, as a probationary Flight Attendant, you can trip trade and optional exchange your schedules until the first day of the contractual month . . . add and drop. For any subsequent changes after the first of the contractual month, you'll need to notify your Service

Manager. If you are denied the ability to trade and/or drop a trip after the start of the first of the contractual month, it should be because an observation ride is pending for that specific trip.

I hope that this information helps clarify the situation for probationary Flight Attendants. Please call the contract desk at extension 8271 if you require further information on trip Trades as a Probationer. <sup>A</sup>

## Health



**Emily Carter,**  
*APFA Health Coordinator*

# Alanon: A Benefit for Everyone

// I have a friend who I believe is drinking too much. Her other friends and I have talked to her, and she says it's no big deal. She claims that lots of people party, and she deserves to have a good time. We think that the Company may be concerned as well. I don't think she is drinking on the airplane, but she is late for pick-ups and

falls asleep on the jumpseat. She often arrives with little or no sleep and bloodshot eyes and tries to work with terrible hangovers. When she is functional, she is a great Flight Attendant and good friend. What can I do? I know she is having a hard time at home, and her sick record is horrible, so she can't call in sick anymore. I buddy bid with her and try to cover for her, but I am getting tired. I am neglecting my own family and life just to keep her going."

The APFA Health Department receives many calls that sound like this. The story usually continues on to describe all the failed efforts of friends to help the addict because they hope this is just a temporary setback. They keep hoping that when the addict's life smooths out, s/he will no longer have to "use" and can then go back to sensible, responsible drinking. Unfortunately, alcohol and drug abuse are part of the American workplace culture and a major contributor to workplace violence.

The National Center for Health

Statistics has determined that 43 percent of Americans – 76 million people – have been exposed to alcoholism in the family. Most of our lives have been touched in some way by alcohol and drug abuse. The caller's request saddens us because of the hopelessness that prompted the call. The Health Department's first responsibility is to the caller, but we care greatly about the pain and job risks of the Flight Attendant who abuses alcohol or drugs.

Chemical dependency is characterized by impaired senses of shame and responsibility. Those of us who are associated with chemically dependent individuals begin to take greater and greater responsibility for the addict's behavior and well being. Sadly, the caller above believes that there is something she can do to "fix" the situation. If the friend can just keep fixing the world of the addict, then surely the addict will realize what is going on and just stop. What the caller is describing may be alcoholic behavior, and alcoholic behavior is seldom

volitional. Her friend cannot just observe the effects of her behavior on her friends and colleagues and decide to act differently. She might make promises to change, but making the choice is not possible.

There is hope for the caller. She and her friends can stop protecting the addict and tell her that her behavior is causing them pain. They can put limits on what they are willing

**From the National Balloting Committee: WILLINGNESS-TO-SERVE NOTIFICATIONS**  
*for Ad Hoc Member Places #4 and #5 of the Executive Committee may be submitted to the office of the APFA Secretary anytime following the deadline of February 15, 2001, and prior to the start of business on the first day of the APFA Convention, which begins on Sunday March 18, 2001.*

to do for their friend. This means reinstating some boundaries with their friend and beginning to understand that the problems caused by their friend's chemical dependency are not a personal attack. Being disappointed with an addict for behaving like an addict is like being disappointed with a dog for preferring to walk on four legs. They can tell their friend that they can't just hang around and watch. It is too painful.

The APFA Health Department often makes the following suggestions for living and working with people who are destructively using alcohol and/or drugs:

1. Don't have logic arguments. The addict has already had these in his or her head. What have you got if you win the argument? A defeated, angry addict. Don't bother to argue with someone who is impaired by alcohol or drugs. S/he is deaf. The passenger who has had too much to drink and is disruptive is a prime example of this.

2. Give feedback. Tell the truth. "When you were drunk last night and told me that you hated me, I was very hurt and angry." "When you break DOT drug and alcohol laws, you threaten my job too." Feedback is a gift. We tell the truth to people we care about. Ask your friend if she or he wants assistance finding help. Alcoholics Anonymous, Narcotics Anonymous, the APFA Referral Reps, the APFA Health Department or the AMR Employee Assistance Program can help. Requests for help are confidential.

3. The Department of Transportation (DOT) mandates that safety-sensitive employees cannot work while impaired by alcohol and/or drugs. On-duty drug and alcohol use can end a career. If possible, do not let the person impaired by alcohol or drugs go to work on an airplane.

4. Don't get into the intensity and drama of the addict's life. Intensity is not necessarily depth. The problems may just

be scenarios to fill up life, rationalize drinking or drug use or manipulation of others. Who knows? It may be easier to fix someone else's problems than our own. Our own lives are still going to be there when this is over. Recognize that you may be delving into another person's problems to avoid solving your own. Others' stories are great distractions. Discover what payoff you may receive by focusing on someone else's problems. Stay focused on your own life and gifts.

5. Give up any expectation that your actions, suggestions, advice or admonishments will be heard or your lectures will have any effect. They may, in fact, alert the addict that his/her secret is out, but you may never know. Now is the time to take care of your own life.

6. Underlying every call we receive is concern and sadness for the friend who is having so much trouble. We can be distracted by some anger over the hopelessness of the situation, but we are caring and thoughtful

people. Several weeks ago, a Health Department representative received a call from a crew member who found an Alcoholics Anonymous meeting in a layover city for another crew member who was struggling to stay sober. No doubt he/she was tired and this was not the way he/she wanted to spend the layover, but this person went above and beyond for a friend.

Remember that you are a caring person who deserves to have a full life. The misuse of the codependency label has given caring a bad rap. Codependents use their good deeds and intrusive ways to manipulate others. Not all loving acts are manipulative. Successful people believe that acts of kindness enrich their lives. Never forget that you must take care of and nourish yourself so you will be around to enjoy this great life.

If you find yourself in a situation like I've described here, a good place to start is a meeting of Alanon, a support group

designed to assist those dealing with a loved one who is an alcoholic. For the nearest Alanon group in your area, call 800-344-2666 in the U.S. or 800 443-4525 in Canada.



## Safety



**Kathy Lord-Jones,**  
*APFA Safety Coordinator*

# American Airlines Flight 1420

June 1, 1999



With the ongoing investigation of Flight 1420, the APFA Safety Department is presenting the facts as they have been established at this time. The information in this article was taken directly from the National Transportation Safety Board's (NTSB) Factual Reports. We want to stress that the probable cause for this accident has not been determined, and APFA is still deeply involved in this investigation and the investigatory process set forth by NTSB rules.

On June 1, 1999, American Airlines Flight 1420 departed DFW at 2240 Central Daylight Time (CDT) headed for Little Rock National Airport. The flight had two flight crew members, four Flight Attendants and 139 passengers on board. Early in the flight, the Flight Attendants reported moderate chop, which delayed the start of the scheduled beverage service. After the service was completed and pickup had begun, the Captain called back and asked the Flight Attendants to finish their service duties and take their seats early as there was "possible weather going into Little Rock." The Flight Attendants finished their duties and prepared the cabin for landing. There were noticeable storms in the area, and the

lights were dimmed in the cabin so the lightning outside would be more visible.

At 2351 CDT, Flight 1420 overran the end of runway 4R. The airplane departed the end of the runway, went down an embankment and impacted an approach light structure positioned approximately 450 feet from the end of the runway, which is located in the flood plain of the Arkansas River. This structure was considered to be "partially frangible" as the walkway structure above the runway elevation was breakable while the bottom support structure was not. The aircraft fuselage separated into three main sections separating around row 11 and aft of row 17, including the tail section. It came to rest on its belly and lower wing surfaces with the tail section approximately 830 feet beyond the end of runway 4R. A post crash fire began at about row 18 and spread aft. At the time of the accident, thunderstorms, including lightning and heavy rain, were reported at the Little Rock airport.

The forward entry door, forward galley door and the aft galley door were unusable in the post accident evacuation. The four over-wing exits were

passengers. The aft tail cone exit was difficult to open, and the tail cone released but did not jettison from the fuselage.

The two Flight Attendants occupying the forward jumpseat (numbers 1 and 3) believed that they were knocked unconscious during impact. They were awakened by a passenger instructing them to get out of the aircraft. Flight Attendant #3 was unable to unbuckle her seat belt and walk unassisted. She knew her leg was broken. The passenger carried her out a hole in the fuselage. Flight Attendant #1 knew that her primary exit was unusable, so she attempted to open the forward galley door but was unable to move it. She noted that her cabin area was clear of passengers so she exited the aircraft through a hole in the forward left side of the fuselage in the area of the first class cabin.

Flight Attendant #2 had difficulty opening the aft tail cone exit door. She enlisted assistance from passengers and eventually opened the door wide enough to get through. The tail cone appeared to be intact. Flight Attendant #2 pulled the interior jettison handle repeatedly with no success. She then realized

that the aircraft tail was on the ground and saw a crack between the tail cone and the fuselage. She and a passenger began to kick and jump on the tail cone, eventually causing it to separate enough for passengers to slip through. Several passengers followed her out through the gap.

Flight Attendant #4 knew that her exit was unusable as it was "caved inward and bent at the top." The door was damaged by impact with a vertical support column from the approach lighting system. She instructed passengers towards the window exits. She saw the #2 Flight Attendant having trouble with the tail cone exit and recalled two male passengers trying to help her. She said that the cabin was beginning to clear of passengers when suddenly passengers started returning from the tail cone exit claiming that it would not open. The #4 Flight Attendant told the passengers she knew a way out and instructed passengers to follow her out of a hole located at the top of her exit door. She was able to crawl up and out of the hole and eventually jump to the ground.

Ten passengers and the Captain were fatally injured in

this accident. Forty-two passengers, three Flight Attendants and the First Officer sustained serious injuries, and 64 passengers and one Flight Attendant sustained minor injuries. A public hearing was held on January 26-28, 2000, in Little Rock, Arkansas. The APFA Go Team participated in the hearing as a party to the investigation. A date for the technical review has yet to be determined. The final report isn't expected until mid 2001.

The courage each of our four Flight Attendants have displayed, both during and since this accident, has been inspirational to all of us. They are all true heroes. The APFA Safety Department and the APFA Health Department are in continued contact with the four Flight Attendants. To date, none of the Flight Attendants have returned to active line status. However, they are making progress in their recovery and are optimistic about their futures.



# Scheduling Department

## 1:1-3/4 vs. 1:2 E-Time: The Battle Returns

This duty rig dispute has been quiet for a few years, but it's bAAck. Since we have many newcomers and others whose situations have changed, it seems fitting to revisit the concept.

### The History

During our last round of negotiations, just before our strike, American imposed new work rules and pay scales. We were in heated negotiations. The 30-day cooling off period had expired and the company had imposed work rules. This was the Company's form of "self help."

One imposed work rule change was the duty rig of 1:2 which was a concession from our then and current 1:1-3/4. We worked under the imposed changes for two years.

In 1995, after the arbitrators heard both cases in the Interest Arbitration, they decided that 1:1-3/4 had a value of one percent of wages when changed to 1:2. The award allowed our corps to vote between two options. Either keep 1:1- 3/4 or take 1:2 with a 1 percent raise.

The membership voted to keep 1:1-3/4 because we believed the value of the rig was greater than 1 percent.

What is this duty rig business all about?

The duty rig in question, E-time, is the pay guarantee for a duty day. It ensures that you receive a specific amount of pay if you have a long duty day, with long sit times, and/or short flying legs with little hard flying. It is in place to keep us as productive as possible when we go to work and to make sure we are paid fairly when we aren't scheduled productively.

The rig guarantees us one (1)

minute of pay for every one and three quarter (1-3/4) minutes on duty each day from sign-in to the end of debrief.

The E-time formula of 1:2 would guarantee one (1) minute of pay for every two (2) minutes on duty.

Example:

1:1-3/4
14 hours on duty
Minimum p&c: 8.00
7 hours on duty
Minimum p&c: 4.00
1:2
14 hours on duty
Minimum p&c: 7.00
7 hours on duty
Minimum p&c: 3.30

The loss of one (1) hour or thirty (30) minutes multiplied by several times a month is a significant loss in pay.

### How it Affects You

How you are personally affected is situational. If you are a long-haul International or Trans-con flyer, you would probably not be significantly affected by a rig change. However, if you fly multi-leg sequences, you would probably see a real difference.

Remember that times and situations change. You may not be impacted now, but you may be in the future.

Following are two examples showing the difference this duty rig makes.

Domestic 1:1-3/4									
SKD 17 18 1008	DFW 1101	CLT 1421	2.20	1.31					
SKD 17 18 1613	CLT 1552	DFW 1800	3.08	1.20					
SKD 17 18 1726	DFW 1920	DSM 2118	1.58						
D/P SKD 7.26	P/C 0.00	TL 7.26							
SKD ONDUTY 11.32	ODL 17.48								
SKD 18 18 1067	DSM 1621	DFW 1823	2.02	2.36					
SKD 18 18 1848	DFW 2059	BHM 2240	1.41						
D/P SKD 3.43	P/C 0.36E	TL 4.19							
SKD ONDUTY 7.34	ODL 13.14								
SKD 19 18 1767	BHM 1309	DFW 1510	2.01	2.32					
SKD 19 18 600	DFW 1742	ICT 1904	1.22	0.54					
SKD 19 18 1823	ICT 1958	DFW 2119	1.21						
D/P SKD 4.44	P/C 0.38E	TL 5.22							
SKD ONDUTY 9.25	NITE 2.48								
U/S 0.00									
SEQ SKD 15.53	P/C 1.14	TL 17.07	TAFB 59.33						

Domestic 1:2									
SKD 17 18 1008	DFW 1101	CLT 1421	2.20	1.31					
SKD 17 18 1613	CLT 1552	DFW 1800	3.08	1.20					
SKD 17 18 1726	DFW 1920	DSM 2118	1.58						
D/P SKD 7.26	P/C 0.00	TL 7.26							
SKD ONDUTY 11.32	ODL 17.48								
SKD 18 18 1067	DSM 1621	DFW 1823	2.02	2.36					
SKD 18 18 1848	DFW 2059	BHM 2240	1.41						
D/P SKD 3.43	P/C 0.04E	TL 3.47							
SKD ONDUTY 7.34	ODL 13.14								
SKD 19 18 1767	BHM 1309	DFW 1510	2.01	2.32					
SKD 19 18 600	DFW 1742	ICT 1904	1.22	0.54					
SKD 19 18 1823	ICT 1958	DFW 2119	1.21						
D/P SKD 4.44	P/C 0.00E	TL 4.44							
SKD ONDUTY 9.25	NITE 2.48								
U/S 0.00									
SEQ SKD 15.53	P/C 0.04	TL 15.57	TAFB 59.33						

### Example #1:

Using the 1:2 formula, the loss of pay and credit for this trip is one hour and ten minutes (1.10). With four of these trips on your schedule, your loss would be four hours and forty minutes (4.40) for the month. This could make you legal for another turn-around, which effectively gets another day of work out of you. Your fourteen (14) day month instantly becomes fifteen (15).



### International 1:1-3/4

SKD 14 49 1331 MIA 1715 AUA 2114 3.00  
D/P SKD 2.59 P/C 0.00E TL 3.00  
SKD ONDUTY 4.29 ODL 11.04  
SKD 15 49 634 AUA 0948 MIA 1146 2.58 5.04  
SKD 15 96 2127 MIA 1650 CUN 1739 1.49 0.55  
SKD 15 96 2158 CUN 1834 MIA 2105 1.31  
D/P SKD 6.18 P/C 1.34E TL 7.52  
SKD ONDUTY 13.4  
U/S 0.00  
SEQ SKD 9.17 P/C 1.34 TL 10.52 TAFB 29.20

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### International 1:2

SKD 4 49 33 MIA 75 AUA 24 3.00  
D/P SKD 2.59 P/C 0.00 TL 3.00  
SKD ONDUTY 4.29 ODL 11.04  
SKD 15 49 634 AUA 0948 MIA 1146 2.58 5.04  
SKD 15 96 2127 MIA 1650 CUN 1739 1.49 0.55  
SKD 15 96 2158 CUN 1834 MIA 2105 1.31  
D/P SKD 6.18 P/C 0.36E TL 6.54  
SKD ONDUTY 13.47  
U/S 0.00  
SEQ SKD 9.17 P/C 0.36 TL 09.54 TAFB 29.20

*Following are two long-haul sequences shown for comparison.*

### Domestic Long-Haul

SKD 13 23 201 JFK 0700 LAX 1009 6.09  
D/P SKD 6.09 P/C 0.00 TL 6.09  
SKD ONDUTY 7.24 ODL 23.51  
SKD 14 23 200 LAX 1115 JFK 1929 5.14  
D/P SKD 5.14 P/C 0.00 TL 5.14  
SKD ONDUTY 6.29  
U/S 0.00  
SEQ SKD 11.23 P/C 0.00 TL 11.23 TAFB 37.44

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### International Long-Haul

SKD 03 34 96 ORD 1710 S MXP 0915 9.05  
D/P SKD 9.05 P/C 0.00 TL 9.05  
SKD ONDUTY 10.35 ODL 26.40  
SKD 05 34 95 MXP 1325 S ORD 1655 10.30  
D/P SKD 10.30 P/C 0.00 TL 10.30  
SKD ONDUTY 12.00 NITE 8.40  
U/S 0.00  
SEQ SKD 19.35 P/C 0.00 TL 19.35 TAFB 49.15

*Again, using the 1:2 formula, the loss of pay and credit for this trip is fifty eight (58) minutes. With seven of these trips on your schedule, your loss for the month would be six hours, 44 minutes (6.44). This difference would make you legal for another day of flying for the month.*

*Since neither of these sequences has E-time, a change in rigs would have no impact on the pay and credit. However, not all long-haul trips are immune. Long-haul trips with a mid-sequence turnaround containing a long sit time would be impacted.*

### How Important Is It?

When the Company builds sequences, the program used is given parameters to penny-pinch. It tries to avoid pay and credit among other things. The program avoids paying E-time by keeping sit time as short as possible. With 1:2, the penalty for sit time is cheaper, so it is realistic to think that we could see longer sit times between flights. It is not a certainty that this would be true, but it is a definite possibility.

Of course, every sequence does not have E-time. There are many times, however, when a sequence does not start out with pay and credit but ends up having E-time if weather, cancellations, diversions or delays lengthen the duty day. These instances could generate an immeasurable loss of wages since we can't predict weather and operational problems.

### Bottom Line

Whether E-time affects you at this time or not, it is undeniable that this work rule is valuable.

Since this work rule is in the Company's November 16, 2000, proposal, you will probably hear more about possible E-time changes in the near future. Hopefully, this will make the issue clear.

As always, carry your contract and fly safely.



**By Jena Hopkins,**  
*National Scheduling Coordinator*



**Patty Bias,**  
*APFA Hotel Coordinator*

## From the Hotel Department

I feel it's best to start my article with a "warning." I recently asked Leslie Mayo to put this warning on the weekly HotLine tape, and I requested Flight Service to put out an e-mail directly to you. Please, whenever you are checking into the layover hotels and you are asked for your credit card to cover any incidentals that may be incurred, be careful when giving the hotel your bank "debit" cards or "debit" credit cards. If you do, the hotel can, and routinely will, put a HOLD on your money. The hold could cause major problems to your checking account. For example, one

hotel put a \$72.00 hold (who knows where they got that figure) that lasted five days. Consequently, two of the Flight Attendant's checks bounced, and then she was charged over \$50.00 for "bounced check" charges by her bank. It was a mess.

On the subject of using a credit card (or cash deposit) for incidentals, this is NEVER to be a requirement by the hotel in order to turn on the phones in your room. Unfortunately, Ms. Monica Chamberlain's (Manager of Hotel Contracts for the Company) August letter was misunderstood by several hotels and some refused to turn on the phones until they were given a credit card or cash deposit. Being without an operative phone in your room is a safety issue. Insist the phone be turned on and refuse to give them your credit card or cash. Then, please call APFA. WE have tried to get the word out to all the hotels

but, just in case, I wanted you to know.

### CASHING CHECKS

The second item is regarding Monica Chamberlain's letter advising the hotels that "the Company will no longer request them to cash crew members' personal checks." My department feels that crews are to be treated just as any other customer of a hotel is treated. If the hotel's policy is to cash personal checks for its guests, they cash ours, too. Our crews are the hotel's guests/customers regardless of whether "a company" is paying for our rooms or not. Most business travelers staying in hotels have their rooms paid for by their company. Crews are no different from those business travelers and should not be treated any differently.

My "Flight Attendant Tip" this month comes from Pam, who lives in Las Vegas. Pam asked me to remind you to please be

careful on ALL of your layovers no matter how big or small the city. In many cities the homeless are a big problem. In San Francisco, where I'm based, they even come after you in your cars...spraying water on your windshield and wanting money to clean it up. They sometimes follow you down the street begging. The homeless are everywhere, including the most expensive residential areas. The homeless are a problem all over the world not only in San Francisco but also in Las Vegas, Narita, Paris, etc. So, please be cautious and never let your guard down.

My next scheduled Hotel review trip is to Osaka, Japan. Our current hotel there has indicated that it may not renew our contract, so we'll be looking at other hotels. From Osaka, we'll travel to Taipei, Taiwan, to secure accommodations for our new SJ-C-TPE trip to begin early spring of 2001. I'll report on this trip in my next article.

# Hotel NEWS and REVIEWS

## SINGLE ROOMS

Having single rooms is in our Contract and the wording is clear. There have been several incidents of hotels trying to force Flight Attendants to share rooms with the old excuse – “we’re full.” If that’s the case, call the Hotel/Limo desk to get another room. If you are unable to reach the Hotel/Limo Desk – or for whatever reason they don’t help you – go to another hotel and turn in the expense for that room to the Company. Call your Base Chair and seek relief for the contractual violation if the Company forces you to actually share a room. Steam comes out of the top of my head when I hear our Contract is being violated, especially in instances where they actually forced a female and a male Flight Attendant to stay in the same room. Under NO circumstance is this to ever happen! Being forced to share a room with a member of the opposite sex is clearly a definition of sexual

harassment and a violation of your Contract, not to mention your own individual human rights and dignity.

Recently, I requested that Ms. Chamberlain send a letter to all the hotels worldwide to remind them that the AAL/APFA Contract is for single rooms only for all crew members. Period! Thanks to some assistance from Flight Service, that letter has gone out. Please notify your Base Chair and my department, immediately, if any attempts to violate the “single room” clause in your Contract occur.

Your written reports are critical to my department. So, please, keep those cards and letters coming.

Until next month. . .

The only review this month is Stewart/Newburgh conducted by Linda Prosser of the Hotel Committee.

Folks, there is not a lot to do in Stewart/Newburgh. Keep this in mind when bidding the trip or bring your good books and “veg” in your room. The decision was made to remain at our current property – the Ramada Inn. Believe me, the Ramada Inn was the best choice out of the other available properties. Our crews currently stay in mini suites. Unfortunately, they are located on the second floor, and there is not an elevator but a short flight of stairs. There is a crew room open from 5:00 a.m. to 9:30 a.m. that provides coffee, tea, hot chocolate and fresh pastries and bagels. The hotel has a small gym and is adding a new treadmill. The mini suite rooms have data ports and Internet connection. The hotel

provides transportation to our crews as long as it is within a 6-10 mile area, which includes the mall and movie theaters. There are other local places to eat within walking distance – McDonald’s, Denny’s and a Steak & Stein, just to name a few. The hotel also has a good restaurant. For your long layovers, there are trains and there is bus service to Grand Central Station in New York City. The world famous “outlets” are about 15 miles from the hotel. In conclusion, there is not much around. Stewart/Newburgh is a little up-state New York town.

In the next issue, I’ll report on our very successful trip to the Los Angeles area and our new hotel there.

  
Domestic

# Dedicated to Linda Highfill



***Jim and Linda Highfill at the APFA Annual Board of Directors' Convention.***

*Linda Highfill  
born: 1941 died: 2000*

### ***From the Editor:***

When you read ***Skyword***, an InfoRep packet, a New Hire packet, candidate information for an APFA election, a letter from the President or when you mark your Strike Authorization Ballot, you may not realize this, but each of these items is printed by JMH Printing Company. The owner, Mr. Jim Highfill, is not only one of our greatest supporters, he is also an honorary member of the APFA.

In October, Jim's lovely wife Linda was diagnosed with a virus in her lungs that was unidentifiable. She fought this illness valiantly for over two months. Unfortunately, Linda succumbed to her illness on the morning of December 27th. That day, Jim lost his wife and partner of 44 years, and the APFA lost a wonderful advocate and longtime friend.

Jim Highfill has given more to the APFA membership and to this Union as an entity than can be listed here. He has ensured that no matter what the publication or printing job, if it was for APFA, it got his personal attention. Jim makes sure that whatever we need, no matter how big or small, or even how quickly we need it, it will receive his personal attention. It is done right and it is delivered on time, even if he has to deliver it himself.

He worked tirelessly at no added expense during the 1992 negotiation process and the 1993 strike. Even today, Jim takes time from his personal and professional life to load

hundreds of picket signs in his truck and deliver them to DFW. He'll even join us on the picket line and return the signs to Headquarters when the event is over. Jim Highfill is our biggest fan and our strongest supporter! He is also a great friend to each one of us.

The incredible support we receive everyday from Jim and his staff at JMH Printing is in large part due to Linda Highfill. She helped Jim start JMH printing over 35 years ago. Linda always understood when Jim put in long hours getting our printing jobs out and working at the APFA to assemble picket signs. Her graciousness has helped make APFA what it is today. In some way, she touched each of us.

Linda is already sorely missed.

## Informational Picketing One F/A's Point of View

**By Dan Mahoney,**  
*LAX Based Flight Attendant  
and PSP Commuter City Leader*

I have to admit that life never ceases to amaze me. Think about it: we've been talking about and dreaming of a new, fabulous contract for more than two years. We were disappointed, and in many cases inflamed, by the Tentative Agreement. I know I felt great hope with the election of new leaders and negotiators. "Wow," I thought as I heard of good progress, "oh," at no progress, and "(expletive)" that our employer felt that moving backward in stature and time would put us at the "top" of the industry.

Discouraged, tired and disgusted are the three words that best describe how I felt last fall as this all came sliding down the pike. But, just like all of us, I put on my pretty

“Salvation for a race, nation or class must come from within. Freedom is never granted; it is won. Justice is never given; it is exacted.”  
**A. Philip Randolph**

poly/wool outfit and kept showing up; smiling, talking, griping and doing my job just like the other 23,000 American Airlines Flight Attendants.

I was shaken from my doldrums and came to some exciting revelations. In November, I agreed to organize informational picketing at the Palm Springs Airport. There were, I thought, about 30 of us who lived here and most of us already know each other. It didn't seem like that big a deal, really. Just a few phone calls and a chance for all of us to get together. And we did, about 11 of us for four hours in beautifully warm weather with towering Mt. San Jacinto as our backdrop. (My apologies to my comrades in colder climates, but I did have to give our little piece of paradise a plug.)

The Remember November picketing came at the two-year mark in my flying career, though I've been with AA since early 1995. I realized that very day that these folks whose friendships I treasured, were

also discouraged, tired and disgusted. We were equally resolved to get nothing other than the absolute best contract in our industry. Our pride kept us moving and our determination was apparent to all who saw us. Our equality and unity within our ranks was an incredible inspiration.

I felt renewed and empowered. My efforts to get e-mail addresses for sending hotlines and updates increased and my goal of always carrying the latest APFA news with me on trips became a top priority. Of course, I made it a crusade, ensuring everyone had their APFA pins on (without AA advertising). By the middle of December I had depleted my supply of APFA pins and had to ask for more to be sent. (They're almost gone now as well.)

Just this past Friday we were once again called upon to take to the picket lines at bases and commuter cities.

As the day drew closer, calls starting coming in with affirmative responses, and as I left for the airport that morning I

expected just under 20. (Actually made additional signs that morning, so everyone would have one.) At 10:55, there were already 15 people there. My significant other stopped by during a break to wish us well, and we picked up our signs. I looked around and realized that about six of the people there were complete strangers to me. Who were these folks? By 11:10, we were at 22 including the mom of my best friend who is a 29-year Flight Attendant. It appears that our local AA F/A count is about 50 based at LAX, IDF, ORD, LAX, LAXI, SFO and JFK.

Throughout those two hours we walked and talked, posed for the local newspaper photographer who stayed for an hour, smiled for the TV cameras and spoke with a newspaper reporter for about 20 minutes. Believe it or not, some of the "new" folks were "old" folks who had flown with our "old" folks 20 plus years ago at various



***Info picketing in Palm Springs, January 19, 2001***

bases, now all living here in "The Desert." Talk about catching up! Never have I experienced such a natural high as that afternoon with my col-

leagues. Our faces were open, filled with life and determination for all to see as we united in a noble cause. The attitude of

those at PSP on the 19th has once again rejuvenated me.

At a celebratory lunch later in the afternoon we did more catching up and making of new friends. Flight Attendants are an incredible bunch. We always find something to talk about, personal and professional, ensuring that there's never a dull moment or lull in the conversation. I've got to tell you, that's what I love most about my job -- my coworkers. Without them, all the travel, the hotels and even days off would be rather dull and meaningless. And let's face it, at our current pay, that's what it's all about, isn't it?



# Base Field Reports



SFO-based Flight Attendants picketing.



SEA Flight Attendants during "Santa Leafleting".

## RDU

We have had an increase in inquiries about the MIC procedures so we thought we would include it this month.

### MIC (Misconnect, Illegality, Cancellation)

When an MIC occurs at sequence origination, YOU must contact Crew Schedule to find out which of the five available options they choose to use. The options are found in Article 9.P. and Appendix I,9.P. A mix and match or combination of the options is not allowed. The scheduler must choose one.

#### *The options are:*

- 1) Require you to deadhead to cover your return flight.
- 2) Assign you to airport availability. (This is a four-hour window that begins at scheduled departure or at the time of cancellation, whichever is later.)
- 3) Reschedule you to another trip or trip sequence.

- 4) Hold you available on all days originally scheduled to fly.
- 5) Release you from further duty. (This will reduce your guarantee unless you ask for comp days.)

### LAST FIVE DAYS PROTECTION

In order to qualify for this protection, you must lose your entire last trip of the month. Your obligation is to make an effort to fly any trip sequence for which you are legal and available that originates up to eight hours after the scheduled termination time of the original sequence. A header will appear on your HI1 showing your obligation time. Put yourself on the makeup list for all of the days listed, and the protection is automatic after the obligation period has passed.

**Peggy Turley**  
RDU Chair

**Fiona McPherson**  
RDU Vice Chair

## LAX

As many of you are aware, Dave Cicinato, SNA Base Manager, put out an e-mail message to all LAX Flight Attendants, instructing them that they must remain at the airport during all periods of sit time and mid-sequence, and in order to leave, they must call Crew Schedule for permission. *THIS IS SIMPLY NOT TRUE.* Neither the Contract, AA regulations nor past practice require a Flight Attendant to get Crew Schedule's approval to leave airport property. You are free to do as you please.

On November 30, 2000, the day the message was received by most



LAX-based Flight Attendants picketing at SNA.

Flight Attendants, both Nancy Brown and John Nikides contacted Amy Carter, LAX Base Manager, to inform her that this gross misrepresentation of the Contract, as well as the violation of long-standing past practice, would not be tolerated. Dave Cicinato admitted to another APFA representative that he sent the e-mail without forethought. We demanded an immediate retraction of this erroneous information, and as *Skyword* goes to press, the Company has refused to comply with our request. A base Notice of Dispute will be filed on this important and dangerous precedent unilaterally set by local management.

With Company managers running amok and publishing false information, is it any wonder that nobody believes them anymore? And when they reinterpret the contract and violate past practice constantly, always to the detriment of the Flight Attendant, why should we believe ANYTHING they say about negotiations?

In unity,

**Nancy Brown**  
LAX Chair

**John Nikides**  
LAX Vice Chair

## ORD

Thank you, Chicago! You were absolutely incredible on November 18th. Not only did we have over 500 Flight Attendants participate at O'Hare, we got reports of ORD Flight Attendants picketing in SEA, LAX, MIA, DFW, SFO, etc. We had senior, junior, probationers, no voters, yes voters and a few who crossed in '93.

Which brings to mind, regardless of your category, that now is the time to speak with one voice. Our goal is to get a contract for all and we must remember that "Unity Pays!"

### MISSED TRIPS

If you are in a possible TM situation, remember, just like IOR, you can call the MOD's office and ask them to put out a page for someone to trade with you for a later sign in. If you have any problems accomplishing this, please let us know.

Thank you to all those reserves who are leaving their schedules so that we can send them to the Negotiating Committee. The information contained on them is invaluable.

If you need an APFA pin or a bag tag, just leave a note in either Liz Mallon's or Steve Wilson's Flight

Attendant mailbox.

Kudos to ORD Council Representative Bill McManamon for quickly bringing forward the issue of Probationers losing their ability to use SOS cards and Achiever's points for passes. We were able to get that one fixed before the Thanksgiving holiday. Also, thanks to the DCA reps for raising the issue at their base as well.

InfoReps! InfoReps! If you are interested in being an InfoRep, contact us at the ORD APFA office, 773-380-1202. The only job requirement is to call the InfoRep tape and disseminate the information. Be informed, stay informed!

Remember, the 18th of every month is APFA Rep in OPs day. We're usually at the back of K19 OPs. Stop by for new info, to pass on info or to ask your questions.

Fly safe and wear only your Union pin, wings and nametag.

*In Unity,*

**Liz Mallon**

*ORD Chair*

**Steve Wilson**

*ORD Vice Chair*

## DFW

### CONTRACT TRIVIA

Why do we use the letters E, F and G to refer to On-Duty time, Time away from base and Deadheading, respectively?

#### *Answer:*

Those are the letters in Article 8 of the current bargaining agreement that detail how those features affect our minimum pay and credit.

Article 8.E - \*E-Time\* Contains the On-Duty Time formula whereby we are paid one (1) minute flight time pay and credit for each one and three-quarter (1-3/4) minute of a scheduled or rescheduled on-duty period as well as actual on-duty periods (see Scheduling article, page for details on "E-Time").

Article 8.F - \*F-Time\* Refers to the "Time Away From Base" formula involving two or more on-duty periods broken by at least one off-duty period away from base. During a multi-day trip, you are paid one (1) minute of flight time pay and credit for each three and one-half (3-1/2) minutes of scheduled or rescheduled time away from your home base station.

Article 8.G - \*G-Time\* Details how we are paid when deadheading. Regularly scheduled and PVM Flight Attendants are paid and credited 100 percent, and VMCs are paid in full and credited 50 percent.

#### **Remember!**

During this negotiations process, use the APFA's resources to get the right information. By calling the HotLine (1-800-399-APFA) and Phone Watch (1-866-ASK-APFA), checking the bulletin boards, coming to base meetings and calling your local Base Representative, you can be informed! Thank you for all your hard work.

**Kim Boyett**

*DFW Chair*

**Chris O'Kelley**

*DFW Vice Chair*

## MIA

During the past few months, Florida was really in the spotlight in determining the leader of the free world. Now we finally know who our U.S. President is. One very valuable lesson can be learned and that lesson is "every vote is important."

This also holds true for members of our Union. Simply returning a ballot is not enough; making an informed choice is just as crucial. Whether you are voting for your Union representatives, a Tentative Agreement or some other issue, our Union works best when everyone exercises their right to make knowledgeable judgments and casts votes that will steer our future as a Union. Your vote is vital and your informed vote is even more vital!

On behalf of all your local MIA Union representatives, we want to wish you all the best in this New Year.

*In Unity,*

**Doug Newlon**

*MIA Chair*

**CLARIFICATION for SJU TRIPS**

On November 13, 2000, I attended the Quarterly Executive Committee Meeting. It was brought to my attention



*Boston Flight Attendants Remembering November.*

by Ad Hoc Peter Quinn's agenda item (changes to bidsheets after bid closing), that there might be some confusion about what has happened with our SJU trips. Because I was in attendance in the gallery, Peter questioned me about what had been done regarding the situation of the two-day SJU trips turning into three-day trips for the months of September, October and November. He stated that he has had some Flight Attendants calling him about this issue. I feel it is very necessary that I clarify any confusion.

In September, our two-day SJU trips canceled for almost the entire month. The only exception was the first week in which some of the trips operated. These cancellations were due to redistribution of aircraft. Everyone was told to follow the MIC language (refer to BOS-I December Base Brief). Unfortunately, we had a lot of high time flyers, and there is no language for anyone over their

guarantee. However, a base dispute was filed for all Flight Attendants who were affected and has been submitted to the System Board of Adjustment for adjudication. Re: SS-64-2000-BOSI-9 Jennifer McCauley, et al.

At the end of October and for the month of November, we saw the two-day SJU trips change to three-day trips and change back again to two-day trips. This all happened within a 24-hour period. Both Eugenio and I were aware of this because we were on the same trip (reassigned, of course) checking our schedules at the end of every leg. We pulled up some of the trip sequences that changed into three-day trips. Besides having 130 hours, some legs showed 15 minutes of flying time from SDQ to MIA. We also knew that, this year, SDQ would change their clocks during daylight savings time. It has been years since SDQ has done this, and we immediately suspected a computer glitch. By the time we returned home that night, the problem took care of itself.

If you have an issue and need help, please call your Chair or Vice Chair to take care of the problem. Using a third party will only delay your resolve and

cause frustration to you and those who aren't involved with work at a base level.

**CREW RESTS**

As you are fully aware, the only time we can depend on receiving crew rest is when we enter the winter months on a return flight from CDG. We have been monitoring all IFS flying times, and we will address LHR if we see it go over eight hours. We will let you know the percentages of the flying times that we track.

**Jennifer McCauley**  
*BOS-I Chair*  
**Eugenio Vargas**  
*BOS-I Vice Chair*

**DCA**

**NOVEMBER 18 PICKETING A HUGE SUCCESS**

We would like to thank each of you who came out to DCA and BWI for our informational picketing on November 18th. We had an outstanding turnout that clearly sent a message to American that we are ready for a contract...and we are ready for it NOW.

We will be planning more events like the November 18th picketing, and we will keep you updated

through the InfoRep and APFA HotLine. In addition, we are looking for volunteers in the IAD area to assist us with arrangements for future events. If you are interested, please call one of us at (703) 644-0267. We would both like to thank Cathy James, DCA InfoRep captain, and Wendy Anderson, DCA-I InfoRep captain, for their hard work in arranging for the permits and the planning of our events. Their hard work is to be commended.

**PROFESSIONAL STANDARDS**

There has been a disturbing trend lately of Flight Attendants going to DCA Flight Service and "informally" talking about other crew members. This has led to disciplinary actions and unwanted ghost rides. Whether a Flight Attendant officially writes up a crew member or even talks "off the record" to a Flight Service manager, the end result is the same. Disciplinary action will occur, and it won't be limited just to the Flight Attendant in question. Every person that Flight Attendant flies with for the next several months will be subject to a ghost ride...*EVERY FLIGHT ATTENDANT*. That may include you or your friends.

If you have a problem with a Flight Attendant, please give our local Professional Standards rep, Suze Watson-Zablotny, a call. She can be reached at (410) 974-6711 or call APFA at extension 8604. All calls to Suze are kept confidential.

If you have any questions about how Professional Standards works, don't hesitate to call either one of us as well.

Just remember, if you ever report another Flight Attendant to Flight Service, you have just spent YOUR Union dues to defend THEM. Please, use the services of Professional Standards.

**INFOREPS WANTED**

We are still looking for Flight Attendants who would like to be part of the InfoRep program. This is an excellent way to get more information on the contract negotiations and share that information with your fellow Flight Attendants. If you are interested or even have questions about the program, please give us a call.

*In Unity,*  
**Robert Valenta**  
*DCA Chair*  
**Tim Weston**  
*DCA Vice Chair*



# February

<i>S</i>	<i>M</i>	<i>T</i>	<i>W</i>	<i>T</i>	<i>F</i>	<i>S</i>
			31 1st CONTRACTUAL DAY OF THE MONTH <small>INFOREP HOTLINE UPDATED</small>	1 MIA STRIKE BALLOT BRIEFING WYNDHAM MIAMI BISCAYNE BAY 10AM-1PM	2 RDU STRIKE BALLOT BRIEFING HOLIDAY IN N CRABTREE 10AM-1PM <small>HOTLINE UPDATED</small>	3
4	5	6	7 <small>INFOREP HOTLINE UPDATED</small>	8	9 <small>HOTLINE UPDATED</small>	10
11	12	13 IDF BASE MEETING AT APFA HDQ 1100 AM	14 LAX BASE MEETING AT LOCAL OFFICE 1200 PM DFW BASE MEETING AT LOCAL OFFICE 1100 AM <small>INFOREP HOTLINE UPDATED</small>	15 DFW/IDF REPS IN OPS DAY TERMINAL C OPS 10 AM	16 BIDS POSTED 0001 <small>HOTLINE UPDATED</small>	17
18 ORD REPS IN OPS	19 APFA HDQ CLOSED PRESIDENT'S DAY	20 BIDS CLOSE 0001	21 DFW/IDF REPS IN OPS DAY TERMINAL A OPS 10 AM STRIKE BALLOTS DUE <small>INFOREP HOTLINE UPDATED</small>	22	23 <small>HOTLINE UPDATED</small>	24
25 LAST 5 DAYS OF THE MONTH BIDS FINAL 2400	26 LAST 5 DAYS OF THE MONTH	27 LAST 5 DAYS OF THE MONTH	28 LAST 5 DAYS OF THE MONTH SFO/SFOI BASE MEETING 10AM <small>INFOREP HOTLINE UPDATED</small>	1 LAST 5 DAYS OF THE MONTH CONTRACTUAL MONTH ENDS		

NOTE: DATES ARE SUBJECT TO CHANGE

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