



start pinching

SKYword

SKYWORD GOES
BLACK AND
WHITE...

*We're tightening our
belts, are you?*

IT'S TIME TO
TIGHTEN OUR
BELTS.

This magazine is the first of our "Black and White" series, to save time and money until we get the contract we deserve. The information in *Skyword* will be as timely and as thorough as it always has been; the only area we will be cutting back on is the four-color aspect. Every penny counts, and we at APFA Headquarters challenge you to tighten your belt as well. Don't let AA catch you unprepared. Put some money in the bank. Pay down some debt. Plan ahead. Let's be ready for the worst, and hope for the best.

In Unity,
Leslie Mayo
Editor,
Skyword Magazine



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the official publication of the association of professional flight attendants

volume four • issue two

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The APFA reserves the right to edit any submissions that are received for the purpose of publication in Skyword. Submissions will not be considered if they are too long, libelous, defamatory, not factual, in bad taste or are contractually incorrect.

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 following editorial appeared in the March 10 edition of the New York Times.

Labor relations in the airline industry are notoriously turbulent, but seldom before has the nation faced the possibility of four major carriers – Northwest, Delta, United and American – simultaneously reaching an impasse in contract negotiations with key unions. By the time the summer travel season gets under way, at least one airline could be on strike. Or, equally ominous, disgruntled unions could be forced to stay on the job with new contracts imposed by

emergency board to prevent an airline or railroad strike that threatens to disrupt interstate commerce and deprive a part of the country of essential transportation. The board then has 60 days to fashion a nonbinding settlement and have the parties consider it. If the board's proposal is rejected, Congress can force a settlement on the parties, or instead allow a strike to take place.

Invoking the Railway Labor Act provides presidents a great deal of latitude in an age when airlines rely so heavily on hub operations. Northwest may fly only about 10 percent of passengers nationwide, but it is by far the most important carrier at its hubs in Detroit,

from happening this year." His desire to avert a disruption in air travel at a fragile economic time is understandable, but having a Republican president say so far in advance that he will act to prevent strikes threatens to dissuade the airlines from negotiating in good faith. They may feel inclined to wait and rely on a pro-business White House and Congress. They already profit from stalemates, since their unions cannot automatically strike when a contract is up for renewal, and new contract terms are rarely retroactive.

Unions also engage in brinkmanship, believing that they can extract better terms when a strike is imminent, or when they are causing the airlines economic pain through legal work actions. Last year, United's pilots wreaked havoc on the airline's schedule by refusing any overtime as a negotiating ploy. They wound up with a 28 percent pay raise.

Many unions offered up significant concessions in the early 1990s, when the industry was unprofitable and Northwest was on the verge of declaring bankruptcy. Now they feel entitled to a share in the profits posted in subsequent years. But airlines

are fretting about the current slowdown in business, not to mention high fuel costs.

Money is the main issue separating Northwest and its mechanics. Northwest's last known offer was an immediate 18 percent increase and the highest wages in the industry. The Aircraft Mechanics Fraternal Association, an aggressive union seeking to win over mechanics at other airlines, wants closer to a 40 percent increase. The issue of retroactive raises may offer some room for compromise, and set a precedent that dissuades future foot-dragging by management at other airlines. The outcome of these talks will surely influence United's talks with its mechanics, though Delta's pilots are next in line to reach their negotiating deadline.

No one expects either side in this dispute to sacrifice its interests. But labor and management must realize they are approaching a point where neither side can truly win. A negotiated settlement is almost always preferable to one dictated from Washington, and will leave less bitterness.



The Threat of Airline Strikes

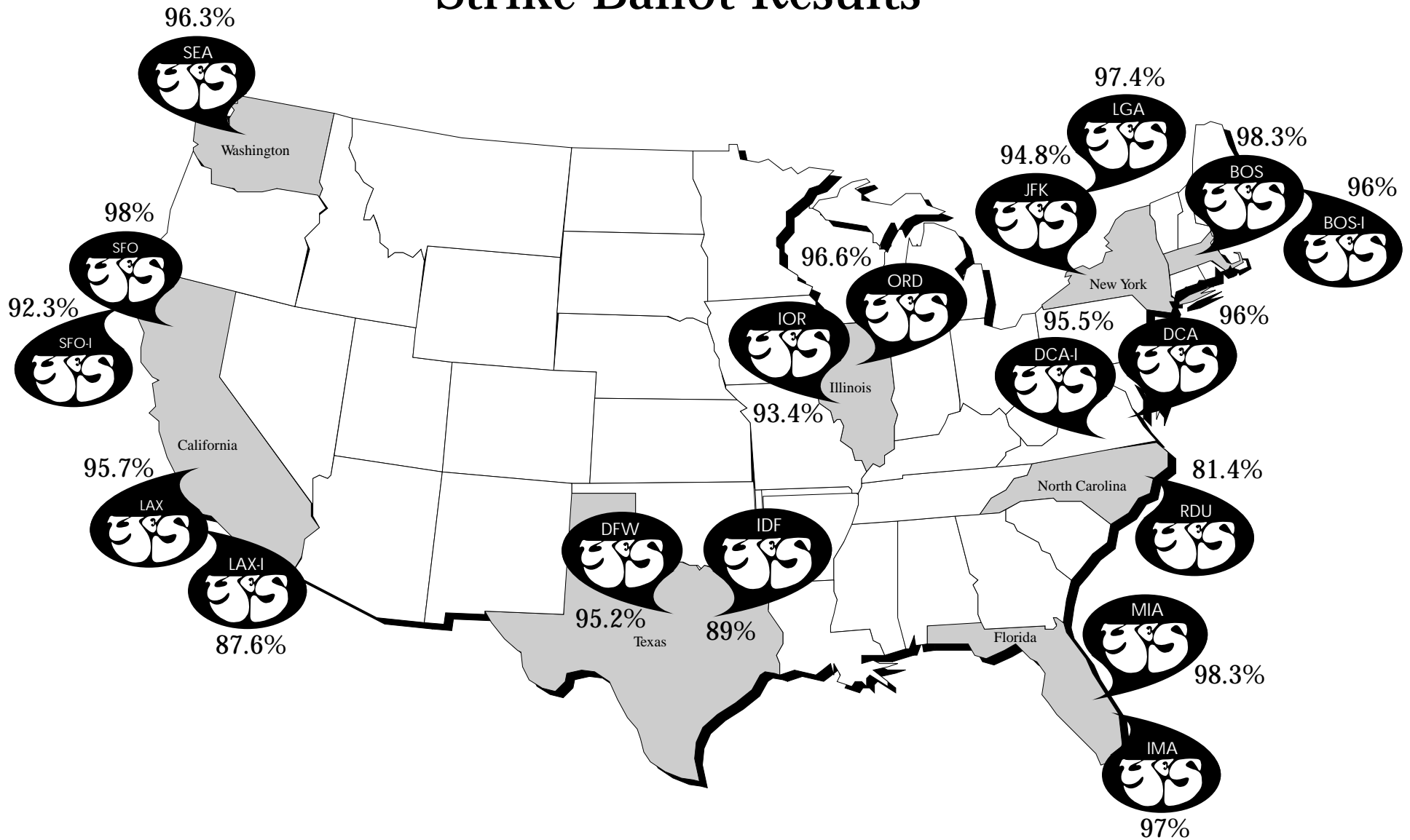
Congressional action. We trust these scenarios can still be averted with some sensible 11th-hour negotiating.

President Bush signed an executive order yesterday to prevent a strike by mechanics at Northwest Airlines when a 30-day cooling-off period ordered by the National Mediation Board expires tomorrow at midnight. The 1926 Railway Labor Act allows the president to name an

Minneapolis and Memphis. Still, President Clinton decided not to prevent a 1998 strike that grounded Northwest, in deference to big labor. By contrast, the previous year he ordered American Airlines pilots back to work minutes into their strike. That dispute was settled during the subsequent mediation period.

President Bush said yesterday that he would "take the necessary steps to prevent airline strikes

American Airlines Flight Attendant Base Strike Ballot Results*



*For detailed base-by-base numbers please go to www.apfa.org.



The Just Cause Principle

by Jeff Bott, APFA Vice President

In this month's article, I am focusing on one of the most important implied clauses in our contract. The term "*just cause*" is a standard implied clause in many unionized labor groups' contracts. This clause refers to a standard that our employer must adhere to in determining our punishment even if we have not followed certain rules or our performance is less than perfect in any given situation. The Union enforces this principle to ensure a standard that protects us all. With the attendance policy American has in place, along with a shift in philosophy that focuses on the unannounced observation rides and other petty issues, the chances that any Flight Attendant could get tangled in Flight Service's web has increased.

Like an insurance policy, this is a

clause that I hope you will never have to use in your career at American. However, you can rest assured it is there when and if you need it. Just what does it mean? This complex clause obligates the Company to prove that the actions it took were justified, carried out in a fair manner and outlined within its established policies. A punishment like discharge obligates the Company to meet a higher burden of proof. Discharge could be construed as "*industrial capital punishment*," and although it is not a literal death sentence, the termination of one's economic means of survival could be thought of in those terms.

In the long history of arbitration practice and contractual language for Flight Attendants at American Airlines, there is a "*just cause*" burden on management regarding any disciplinary action taken by

the Company. The following list of questions is used by arbitrators to judge whether or not management acted fairly in enforcing Company rules and whether the penalty is therefore justified in the eyes of a neutral party:

1. Did the employer forewarn the employee of possible consequences of conduct?
2. Was the rule or order involved reasonably related to the orderly, efficient and safe operation of business?
3. Was the employer's investigation conducted fairly, thoroughly and objectively?
4. Was this investigation completed before the decision to discipline was made?
5. Was the degree of discipline reasonably related to the seriousness of the offense?
6. Did management's investigation contain sufficient evidence

that the employee was guilty as charged?

7. Did management apply its rules, orders and penalties evenhandedly and without discrimination?

8. Were the employee's years of service and past record taken into consideration?

9. Did management take into account the "*rules of the shop*?" If enforcement has been lax in the past, management can't suddenly reverse its course and begin to crack down without first warning employees of its intent.

If the answer to any of these questions is no, then one could argue that the just cause burden of proof has not been met by the Company in its actions. This might persuade an arbitrator to overturn a discharge or penalty or reduce a penalty.

In a recent discharge arbitration,

management was ultimately held accountable for conducting a flawed investigation regarding a very serious charge concerning an otherwise fine employee. Thus the Company's burden was not met in the required "just cause" test of the neutral referee, Denenberg. As always, the particulars of the case, including names and gender, may have been changed to protect the privacy of the individual involved.

The grievant had been an American Airlines Flight Attendant for 15 years and had a very good overall record until the time just before his termination. The grievant was terminated because he allegedly accessed the computer system and removed three report late codes from his record with a supervisor passcode. The knowledge to remove these codes had been acquired by working in the Manager-on-Duty office. Prior to the investigation, the grievant had a telephone conversation with a member of management and had denied taking this action. Later, at the investigation meeting, the grievant admitted

that he had removed the late reports from his record. Additionally, at the meeting with Flight Service, the Flight Service manager conducting the investigation did not provide the Union with all relevant documents pertinent to the meeting. (See page 167 of the APFA/AAL Agreement.) This letter was negotiated into the agreement in the 1992-1995 negotiations and mandates that a sharing of information should occur prior to the meeting.

Appendix A Letter III states in part:

"It is agreed that in meetings held for the purpose of investigation of any matter that may eventuate in discipline or dismissal, or when written statements are taken relating to such matters, or in meetings of sufficient importance for the Company to have witnesses, or more than one (1) Company supervisor present, the Company will provide the Flight Attendant with copies of all documents before the meeting begins. If the Flight

Attendant requests Union representation, s/he will be permitted to confer privately with such representative before the meeting begins. Such conference will not normally exceed fifteen (15) minutes, but in no case will such a conference unreasonably delay the meeting."

During the arbitration, the Union brought forward one of its negotiators from the 1992-1995 Team as a witness to testify about the Company's failure to meet its burden. Ms. Rebecca Kroll testified that the intent of Appendix A, Letter III was to ensure that during an investigation "all documents that any of the parties had would be exchanged," so that the parties could "get to the truth of what's going on." Ms. Kroll contended that the Company had failed to follow the provisions of Appendix A, Letter III. That constituted a failure to cooperate with the Union under the spirit and intent of the language the parties had agreed to in the last round of collective bargaining.

The Union had argued that this


failure, along with other material problems with the investigation, had affected an outcome biased against the grievant. The Union conceded that the grievant had falsified Company documents but that this in itself did not rise to a terminable level of discipline, particularly factoring in his years of service and stellar past record.

In her award, the arbitrator remarked that had the Union been aware before the initial investigation meeting of the documents that the Company had and the remarks made by the grievant in the telephone conversation, it would have better understood the predicament the grievant was in and could have better advised the grievant. The "information might have enabled the Union to break through the 'denial' of a troubled employee" and encourage cooperation with the investigation rather than further deepen his jeopardy by stonewalling or giving untruthful answers. But the Company did not apprise the Union in a timely fashion of what it had learned.

"In light of the grievant's personal distress, the Company's failure

to comply with the Letter III materially affected the outcome and fairness of the investigation. This and other procedural flaws mitigate against a finding of just cause for discharge. The grievant thus is entitled to reinstatement."

He also must be held accountable for his own actions. "For that reason, the remedy shall not include back pay."

The preceding is an example of your contract in action. Arbitral history and long standing past practice provide that the "just cause" principle is implied in our contract's grievance procedure. It is a benchmark arbitrators use to ensure that the Company is held responsible and accountable for the highest standards in proving that a termination should be upheld. 

Secretary's Report



Linda Lanning
APFA Secretary

It has often been said that the reason American Airlines Flight Attendants are so good and make such a unique team is that we are all so different. Each of us brings something very unique to every flight and every situation. Well, as different as we may be, we all share certain goals. How we attain these goals may vary from time to time. As APFA members, we have placed negotiating a contract high on our New Year's priority list. To achieve this, we must all be on the same page, speaking in a collective voice and unified as one solid group, working together.

For the past two and a half years, the APFA has been in negotiations with American Airlines. As a Union, our collective goal has been to successfully negotiate a fair and equitable contract for our membership. That remains our goal today. The APFA has made every effort at the negotiating table to work with the Company to reach agreement. We have modified our positions on many issues but stayed on point with what the membership has told us they must have for a ratifiable agreement. The Company, on the other hand, has shown little interest in seriously negotiating. In fact, they have moved backward on many of their original positions.

American Airlines has once again underestimated the resolve and the unity of our membership. It has obviously not paid close attention to the large number of members who have walked picket lines and handed out leaflets since September. It has also not taken a good sampling of the overall frustration and morale of Flight Attendants. Instead, it performs unannounced observation rides throughout the system in hopes of intimidating us. The Company has procrastinated in negotiations thinking we will all wear down and simply give up, taking anything it puts on the table. Well, it was wrong in its handling of the 1993 situation, and it is dead wrong now.

You see, while we may all have our differences, it is clear that we are all working together. We are all firmly committed to achieving a contract that more fairly reflects our contributions to the successes of American Airlines and leaves the integrity of our work life intact. Although this may appear to be an insurmountable task, the APFA membership is very capable of making this happen. We must all understand that no matter what the issue at the table is, it affects each of us. It may not at this very moment, but in years to come, it most certainly will. Everything in our current contract and enhance-

ments to our future contract are worth standing up for. It is for the good of the whole.

As we all begin this new year to set a course toward our personal goals and resolutions, we need to make sure that we also set priorities. We must prepare ourselves in the event American Airlines is unwilling to fairly negotiate and pushes us to once again exercise our legal right to strike. How do we do this? Stay informed by calling the APFA HotLine religiously each week, visit the APFA web site daily, read Skyword cover to cover, join the InfoRep program, attend base meetings and special base briefings when scheduled and read every piece of Union mail and e-mail that you receive. To ensure that others are kept up to speed and participate, you can also volunteer to be a part of your base's PhoneTree by calling your APFA Base Chair.

You may ask what all of this has to do with my department. This question is almost like asking how retirement affects a junior Flight Attendant. Simply put, something that affects one of us affects us all. Anything that affects one department within our Union affects the Union as a whole.

As your team of national officers, John Ward, Jeff Bott, Juan

Johnson and I have set our goals for the APFA both in the short and the long term. We wanted to come into office to enhance our communications network, increase member services, open our headquarters up to our membership, make Union representatives more accessible and proceed with negotiations. Although there is still work to be done, we have made great strides in reaching our goals by working together as a team and understanding that we are all parts of a whole. No leadership (or company management) is successful unless it listens to its membership (or its employees). Your national officers are listening and making sure your concerns are addressed.

As Flight Attendants, we work as a team using our unique abilities to resolve issues and get the job done and done well. In these trying times, those same unique abilities and our dynamic teamwork are what we must use to reach our goal of obtaining a new, equitable contract. Aim high and know that hard work and even sacrifice are required to reach those goals we so justly deserve.

A

Treasurer's Report



Juan Johnson
APFA Treasurer

the Funding of Negotiations

In last month's article, I stated that the most important job any union has is to negotiate a fair and equitable contract for its members. I also mentioned that this is a very expensive service. This month, I want to discuss our negotiations fund, how it came to be, how it is funded and how our dues monies are spent with regard to negotiations.

Let's start with the history of the APFA dues structure. In 1977, when the APFA became the sole bargaining unit for the Flight Attendants of American Airlines, the membership was just a frac-

tion of what it is today. The dues were \$8.50 per month. Through the years, as the membership grew and negotiations became more complex, dues increased. In 1978, members paid \$18 per month. For a brief period from 1982 until 1983, members paid \$36 per month. Finally, we settled into a period from 1983 until 1994 when members paid \$25 per month. Things changed again after the treacherous negotiations of 1992-1993.

After the protracted negotiations of 1992, which ended in a strike and ultimately in binding arbitration, the APFA had a need for additional funds. In January 1994, the APFA Board of Directors met via teleconference to discuss the Union's options. They passed a resolution to ballot the membership on a dues increase of \$11 to \$36 per month. In March 1994, the Board met in Dallas to further discuss the issue. It was at this meeting that new language was adopted for the dues increase, which included a provision that 25 percent of this increase would be set aside for negotiations only. The membership rejected this increase.

Knowing that we faced a great deal of expense related to the binding arbitration agreed to by the APFA and American, the Board met again in August 1994 via teleconference. They passed another resolution to ballot the

membership again for an increase in dues. This time, it was for an increase of \$5 to \$30 per month from the date of ratification until April 1, 1995, at which time dues would increase to \$35 per month. The Board also approved the language that set aside 25 percent of the dues increase for a "negotiations fund," which was to begin six months after the binding arbitration ended. The membership ultimately approved this increase, and it is now part of the APFA Constitution. This is where we are today.

The first deposit into our "negotiations fund" was made on April 1, 1996. The money remains in a mutual fund in case we do have to use it to fund negotiations related activities. Any withdrawal from the Negotiations Fund must be approved by the EC or BOD.

Also, through a unique agreement with DC Enterprises, we receive a check each month that is a percentage of the income from the APFA Phone Card and Long Distance Service. This money is deposited directly into an account that is designated for the funding of negotiations. The more our members utilize the phone card and long distance service, the more money is generated for negotiations.

Each year, the APFA Budget Committee meets to develop an

overall budget. Despite the special negotiations fund, negotiations is included in this general budget. The committee takes into account the need for trip removals for negotiators, strike preparedness personnel and other support staff; legal fees; publications; materials and other expenses related to negotiations. A sum is budgeted for the year from their calculations.

Many have asked why we have no "strike fund." Logistically, this is very difficult. We do not have provisions for special assessments specifically for a strike fund. Our goal is to negotiate a contract for our members and not to go out on strike. If a strike does happen, we will still be in negotiations working to get the contract we all deserve.

As things intensify in negotiations, you may want to begin thinking about what you can do personally to prepare in the event of a strike. Keep in mind that the APFA will do everything possible to avoid this situation, but we all must be ready, just in case. You should begin to cut expenses where possible. You should also begin to pay down your debt. To provide yourself some financial cushion, it is advisable to have no less than one month's salary in savings at all times. We will provide more information along

these lines in future articles and national mailers.

The reality of the situation is that the APFA membership deserves a contract that will provide us all a flexible work life, a pay raise that will exceed the inflation rate and bring us to the top of the industry and a retirement we can comfortably live on once we leave the service of American Airlines. We must all be ready in case it takes a strike to achieve this goal. Rest assured the APFA is financially sound and has the funds necessary to see this process through to a satisfactory end for our membership.

Tightening the Belt

by Juan Johnson
APFA Treasurer

The concept of "lead by example" is one that our administration has, from the beginning, adopted as the way to do business. In order for anyone to be an effective leader, one must ask those they lead to do only as much or as little as they would do themselves. Your National Officers understand this.

The last few months, in fact the last two and a half years, have been very trying on everyone. As contract negotiations continue through the mediation process, the test of our endurance will only intensify. We must be ready mentally, professionally and personally for what may lie ahead. I have mentioned in a previous article that each of us must begin to ready ourselves financially for the possibility of a strike. Although it has

been APFA's goal from the beginning to negotiate a ratifiable agreement for our membership, if management is unwilling to do its part in the process, we may be forced to strike once again. Striking is a last resort. We remain fully committed to negotiating an agreement. In the meantime, we all must be ready.

There are many ways that each of us can, on an individual basis, prepare ourselves financially. Please see page 14, "Get Ready, Get Set" for suggestions on how you can weather a potential strike.

We will provide other ideas and more detailed instructions if and when the time comes through national mailers, the APFA Hot Line and the APFA web site.

Let there be no mistake, the APFA is on solid financial ground. To date, we have relied strictly on our annual budget to fund the day-to-day operation of the APFA and negotiations. Both are large and expensive undertakings. The APFA must be ready with not only strong membership support but a strong treasury in order to face such

things as a strike, lawsuits, possible raids by other unions and integration issues arising from the TWA acquisition.

In order to ensure we are ready, the APFA is taking certain steps to prepare. We have looked at many ways to cut costs without sacrificing any of the services provided to our membership. Some of these will yield immediate results and will be very apparent to you. Others will take a little longer but will be very effective. Here is what we have planned initially:

*All APFA representatives are being asked for ways to reduce their own budgets. This may present a challenge, but we trust each of our representatives will rise to the occasion.

**Skyword* will now be printed in black and white with the exception of the front cover. This will provide substantial savings through the months ahead.

*My staff and I have begun to review our vendor contracts and the amount we pay our non-contract

vendors. With the assistance of Leslie Mayo, National Communications Coordinator, we recently found that using a new mailing service for *Skyword*, national mailers and ballots would also save a substantial amount of money. We moved quickly to make this happen. Our contract with AT&T was recently re-negotiated, saving us approximately 60 percent per month on telephone charges. The Treasurer's Department will continue to explore our accounts payable for any and all areas of possible savings.

Again, I want to reiterate that the APFA is financially solid as a rock. The National Officers have decided to explore and execute cost savings in order to be sure the Union stays that way. We also feel strongly that, if we are asking you to prepare yourself on an individual basis, we must first make sure the Union, as an entity, is fully prepared. This will be a sacrifice on all of our parts, but rest assured that we will do only what is necessary while continuing to maintain the integrity of membership services.



Membership Action Alert

President Bush has appointed a Presidential Emergency Board (PEB) to intervene in negotiations between the Northwest mechanics and Northwest management because they remained extremely far apart despite over 100 mediated sessions. This does not mean that a PEB will be established in other airline disputes. This month's membership action for all Flight Attendants is to write or call President Bush and your respective congressional representatives. Demand that President Bush and Congress stay out of the American Airlines Flight Attendant contract dispute with AA management should we enter into a 30-day cooling off period. Tell your government leaders to remind Don Carty and AA management of their legal obligation to negotiate in good faith and to help avert another disastrous strike at AA. Furthermore, tell them that a PEB or congressional intervention in our labor dispute with American Airlines is absolutely not necessary. Remind the president that the free market is a cornerstone of Republican philosophy. Ask him to allow it to work. Handwritten or typed letters as well as phone calls are more effective as they are considered a constituent's sin-

cere concern on a respective issue. E-mails or form letters are usually just categorized and deleted after the sender receives a standard response. A handwritten letter is worth an entire mail bag full of form letters or e-mails. The following are some useful addresses and links to help route your letter or call correctly.

Your senator's address:

Senator _____,
United States Senate,
Washington, D.C. 20515.
Identifying your senators:
<http://www.senate.gov>

Your congressman's address:

Congressman _____,
U.S. House of Representatives,
Washington, D.C. 20510
Identifying your congressman:
<http://www.house.gov>

President George W. Bush,
The White House,
1600 Pennsylvania Avenue NW,
Washington, DC 20500.

The White House
phone numbers:
VOICE: 202-456-1414;
FAX: 202-456-2461.

White House e-mail addresses:

President George W. Bush:
president@whitehouse.gov

Vice President Dick Cheney:
vice.president@whitehouse.gov

American Airlines Spending Spree

American Airlines Arena, Miami, Florida	\$ 42,000,000.00
American Airlines Center, Dallas, Texas	\$ 195,000,000.00
American Airlines Theater, New York City, NY	\$ 8,500,000.00
777 First Class Suite Seats	\$ 2,880,000.00 (approx.)
Overhead Bin Replacements (F100, S80, 757)	\$ 80,000,000.00
More Leg Room in Coach	\$ 70,000,000.00 (approx.)
Interior Upgrades	\$ 400,000,000.00 over 5 years
Miami Terminal Expansion	\$ 200,000,000.00
JFK Terminal Expansion	\$ 1,300,000,000.00
LAX Terminal Expansion	\$ 245,000,000.00
Boston Terminal Expansion	\$ 270,000,000.00
DFW Terminal B	\$ 120,000,000.00
SJU Eagle Terminal	\$ 6,000,000.00
Reno Airlines	\$ 124,000,000.00
TWA Debtor-in-Possession Financing	\$ 325,000,000.00
TWA Acquisition	\$ 742,000,000.00
TWA Debt Assumption	\$ 3,500,000,000.00
AA Customer Service Enhancement Programs	\$ 3,500,000.00
The Government of Mexico for the Education of Immigrants	\$ 1,300,000.00
George Bush's Presidential Campaign	\$ 100,000.00

Total: \$7,661,200,000.00

American Airlines Flight Attendants **\$0**

PBE or PEB

by the APFA
Negotiating Committee

Protective Breathing Equipment or Presidential Emergency Board? Under the Railway Labor Act - the rules governing airline workers, the President of the United States may create an Emergency Board if a dispute involving the transportation industry is unresolved and if the dispute threatens to interrupt interstate commerce. If an Emergency Board is created, its role is to investigate the facts of the dispute and make a report to the president within 30 days from the date the Board was constituted. During this time, the status quo of the

parties remains in effect, meaning that no changes can be made by either side. Therefore, by creating an Emergency Board, the status quo is extended for an additional 60 days: 30 days to allow the Board to investigate and 30 days following the investigation.

The findings of the Emergency Board are not binding; thus either party may initiate self help after the expiration of the second 30 days. Under the RLA, this Board is the final method of attempting to resolve labor disputes. However, the U.S. Congress has the authority to resolve a dispute by: 1) requiring further bargaining, 2) imposing the Emergency Board's resolution, or 3) imposing binding arbitration. While these options are available under the law, they are rarely exercised. Most often, the president and Congress refrain from using their emergency authority and allow the parties to the dispute to make the final decisions.



Just the Facts Ma'am

by the APFA
Negotiating Committee

The Negotiating Team pored over a mountain of information that we retrieved from the surveys sent to you by the Miami-based polling company, the Kitchens Group. They conducted two surveys of our membership. The first, a random telephone survey, went to over 500 AA F/As by phone. The second, a written survey, was blanketed and mailed to the entire 23,000 plus membership.

We would love to share the results of these surveys with each and every member. However, for strategic reasons, APFA has never publicly disclosed the results of our negotiations surveys. It is safe to say that the rank and file gave clear marching orders to the Negotiating Team in the survey by telling the committee that you want an industry-

leading contract and you want it now.

Negotiating an industry-leading contract is never an easy task. However, even after a year jawboning with our management counterparts, this team is more empowered now than ever.

In 1763, Benjamin Franklin wrote, "Gossip is the tool of the unskilled, the trade of the lazy, the currency of the bankrupt, the tome of the ignorant. Trade not in it, speak not of it and never a victim you be."

The reason for this is the fact that we know we have the complete support of the membership. We are your elected and appointed representatives; we speak for you at the bargaining table. It speaks volumes when someone approaches you from management about the contract and you put up the International Stop Sign... and say, **my Negotiating Team speaks for me.**

Our members have told us the methods used most often by F/As when acquiring information about negotiations. They are:

#1 The HotLine

#2 Skyword

#3 Galley Gossip

Detailed galley gossip can be very accurate, or it can be totally off base. If you want detailed, accurate information, we encourage you to

become an InfoRep. You do not have to be a contract expert or a scheduling guru. You simply have to have a zeal for getting the facts.

Make it a habit to call the HotLine and stay informed, and if you're not already, become an Info Rep. Together, we will reach our collective goals.



Taking Back the Power

by the APFA Negotiating Committee

We, your Negotiating Committee, have always maintained that these Negotiations were Membership Driven. We have listened and negotiated accordingly. Your overwhelming support is deeply appreciated. A record 90% of all eligible members voting in the Strike Ballot Authorization, sent a clear message to the Company: "Yes, I will strike."

96% = THE POWER OF YES

From day one we have always been prepared not only by knowing the needs of our membership, but in having a two-pronged plan in case management did not wisely choose the correct path - honest, open and direct negotiations. Management has continually defied convention and attempted to abrogate our contractual rights. Don Carty and his management team have power but Don Carty has forgotten the other end of the equation - that for every measure of power, he owes us an equal measure of obligation and protection. Don Carty's obligation to us is a contract.

In November of 1993, the membership of APFA took away Bob Crandall's power. We have always known that any power we give management is by our consent.

As we explained to you at the Strike Ballot Briefings we have done everything to advance the needs of this membership and to obtain a contract. You have now shown us, by exercising The Power of Yes and empowering us with such a strong strike ballot, that we can once again take away managements power, if necessary. We are prepared to strike.

The 1993 Strike was a "limited traditional strike" that shut down the entire American Airlines System. Federal mediation had begun in April of 1993 and on September 30, the National Mediation Board released APFA/AA into a thirty-day "cooling-off period." In October of '93 American Airlines canceled LOAs (leaves of absence) and vacations forcing all Flight Attendants to return to work on November 1st. October also brought an overwhelming strike vote by the APFA membership. The APFA Board of Directors authorized a strike, daily informational picketing began and federal mediation was conducted all during the month of October, 1993.

The 30-day cooling off period ended on October 29, 1993 and both sides were released into self-help. American acted first. On November 1, 1993, management imposed work rules. Talks with

American broke down and at 2 A.M., November 18, 1993, the membership knew we would be on strike within hours. APFA began an 11-day strike and on November 22, 1993, President Bill Clinton was able to convince both parties to go forward and to let the issues be decided in an Interest Arbitration.

The longest strike on American Airlines property since February 1969 had ended. The five-day strike cost American an estimated \$254 million dollars. All of it could have been avoided if management had listened.

The true beauty of a "limited traditional strike" is that you have a defined beginning and an end and the results are felt quickly, usually ending the confrontation in a short time frame. A "traditional strike" could be of an unlimited or unspecified number of days and yields quick results inflicting great economic pain on the company. Traditional strikes have more effective results in a shorter period of time than any other form of strike. European, intermittent-type strikes and CHAOS™ require months for their effects to be felt.

CHAOS™ is a type of strike conceived and practiced by AFA, the Association of Flight

Attendants. This campaign involves roving, random actions and can only follow a 30-day cooling off period. CHAOS™ (Create Havoc Around Our System) takes on many forms: a mass walkout for a day or week at a time or a strike of a certain base or a certain piece of equipment. One of the advantages of CHAOS is the intense media pressure and operational problems it forces the company to deal with.

In closing we say to you, the membership, there is a plan; a thoughtful, intelligent and executable plan in the event that direct negotiations does not result in a contract. This is a path we have been down before; a path on which we do not tread alone, rather we march together; a path where, because of our numbers, there is strength. A path where because of our unity there is NO FEAR.

A

"Same Economic Framework, Is That Your Final Answer?"

by Dana Davis
Western Division
Strike Coordinator

As we head into the final stretch of our contract count-down, our planned membership actions will take on an increasingly important role. Since Labor Day, we've virtually had one event per month for our members to participate in to show American Airlines that we are serious about obtaining a contract. Although our goal has yet to be reached, our actions have had the intended effect. American Airlines presented their so-called "comprehensive" proposal to APFA on November 16, just two days before our mass picketing event on the 18th. The timing of the Company's offer was tactical and a clear attempt to try to diffuse the success of our picketing event. Although their offer was substandard, the threat of a successful picketing event got the Company moving. If it weren't for our November 18 action, we still might be waiting for AA to present a proposal to us.

The present trend has been for AA to make some type of public announcement or movement at the table just a few days before a planned event. We are definitely at the point where significant movement on the Company's part is past due, so we will be turning up the heat. If American continues to hold firm to the "I shall not be

moved" position, then we will have to do everything legally available to scoot them over!

Since September of 1999, AA CEO Don Carty has stated repeatedly that once management has determined the economic size of a contract offer, it may be rearranged but it will not be increased if rejected by the membership. It is management's goal to try to teach us a lesson and use us as an example to the other labor groups on the property that to reject a tentative agreement, no matter how insufficient it is, will not be tolerated. They do not want the Flight Attendants to have an equal hand in contract negotiations, much less the upper hand. Clearly, Mr. Carty and the average employee seem to have different ideas as to what constitutes improved labor relations. AA management's philosophy is: everything will be fine once we accept the "size of the piece of pie" they choose to offer. Apparently, the fact that we helped prepare the pie does not entitle us to an opinion as to its distribution. It's not necessarily going to be fun or easy reaching our goal. It should be apparent to all of us, especially those who were dissatisfied with elements of the 1999 tentative agreement, that the fight for more will not be a walk in the park or come in record time. AA is not going to give us more without making us



As we proceed through mediated contract talks, all members should begin to prepare personally. These preparations include getting your financial house in order. We should all take steps to ensure that we and our families can weather a strike of any duration. Remember that a strike is by no means imminent. However, each of us must be ready just in case American Airlines management once again pushes us to that point.

Listed below are just a few ways that you may begin to prepare yourself financially. Not all of these may be options for your personal situation. They are only suggestions.

Put away or begin to put away

work for it. So let's keep up the good work!

The slow pace of negotiations can be frustrating to everyone involved. But remember, AA is the one having difficulty coming off its "economic framework." The APFA Negotiating Team is standing behind the membership's mandate and refusing to

Get Ready,

the equivalent of one month's pay, one car payment, one mortgage payment, one month's rent and the combined minimum payment of credit card and loan payments.

Ask your credit card companies if they have provisions for coverage of payments during periods of voluntary unemployment, specifically a strike. You may want to do the same with your insurance companies.

Pay down your debt. Consolidate credit card balances onto a lower interest credit card. Some union-oriented credit cards are available that have provisions for payment coverage during a strike.

Consider putting off the pur-

give, give and give some more to get a satisfying and juicy piece of "economic pie" in return. It's frustrating, but it's American Airlines that is causing the frustration. We suspect the Company is doing it intentionally with the goal being to wear down the membership, and the longer the Company drags things out, the greater the

Get Set...

by George Price
Central Division Strike Coordinator

chase of big ticket items such as a new home, automobiles and furniture.

Attempt to avoid purchases on credit in order to keep your balances and minimum payments down.

Deposit your profit sharing check into a savings account for now.

If we enter into a 30-day cooling off period, you may want to draw on lines of credit at financial institutions where you have such accounts in order to have cash on hand. For those of you with American Airlines Credit Union accounts, please remember that most of the credit union's locations are on or near airport proper-

chance it has of reaching that goal. We, the APFA membership, can continue to stand together solidly and prevent the Company from wearing us down. We must be cognizant of this Company tactic and not allow it to succeed.

A lot of Flight Attendants want to know when mediation will end.

ties. If or when a strike is called, you should not cross a picket line to access these locations. You should conduct any business with the credit union well in advance of a job action. As an alternative to using actual credit union locations, you can use ATM machines or bank by phone.

Consult your personal financial planner. Have that person work with you to create a financial plan that will get you through both an extended and abbreviated strike period. ^A

We don't have a definitive answer to that question, but it will end when one of three things happens:

- 1. When, through our membership actions, we force AA to come to the table willing to truly NEGOTIATE;**
- 2. When the mediator gets so fed up with the lack of progress that she declares an**

impasse and releases us into a 30-day cooling off period, creating a likely scenario of some sort of job action or strike by APFA; or

- 3. When AA finally realizes it might be beneficial to treat its employees like skilled "bakers" of OUR "economic pie" instead of "hired help" who can eat any leftovers after the main dish has been served.**

Obviously, we, and that's all 23,000 of us standing united, have direct control over forcing AA to come to the table through continued successful membership actions. As frustrating as it may be, we must stay on time and in line in our march toward the end game: a contract!

Another important role we must play right now which will be a key to our success is to mentor the 6,600+ Flight Attendants who have joined our ranks since 1993. These are the people who might not realize AA's tactics and who are more likely to believe in the AA propaganda machine. Each Flight Attendant and InfoRep should "adopt" a Flight Attendant who has not yet walked down this road with us. Answer their questions, help to inform them about how low AA will stoop and make sure they are aware of the APFA information resources that are available.

Encourage them to come out and participate in our planned membership actions. Remember, probationers are allowed to participate in actions that are legal, and all actions planned by the APFA will be legal and in compliance with the Railway Labor Act.

We clearly have our work cut out for us, but we will be successful at convincing AA that we deserve a bigger piece of the pie if we are all committed to the cause and participate, participate, participate in all membership actions that we can. With 23,000 committed Flight Attendants, success is inevitable. ^A

Please AA, No More Bribing – Just Give Me A Contract.

by Dana Olson, LGA InfoRep

DEAR APFA
MEMBERSHIP,

The self-serving tactics American Airlines uses against Flight Attendants is very troubling to me. The bribe offered in December to the APFA Negotiating Team (and then to our membership directly) by American Airlines management is just one example of this type of tactic. The reason for this bribe of an 8 percent pay increase without a complete contract is obvious: to divide and conquer our membership. In August, I had a similar experience with AA management that illustrates tricks used to protect their own interests; a common practice within AA management.

On August 6, 2000, I was working a flight from JFK to SFO. We made an unscheduled emergency landing in SLC due to a mechanical problem. Upon landing, the plane was surrounded by fire trucks, and we eventually evacuated the passengers through the forward entry door with a ramp stand. Because our landing had been very hard and fast, there was a concern that the excessive heat of the landing gear could cause a fire. Therefore, the aircraft could not be moved to the gate until the tires cooled down to an acceptable temperature. Once we were allowed to be towed to a gate, passengers reboarded to retrieve their luggage.

called crew tracking to inform them of the situation. It was obvious that they were aware of the situation and were hoping that we would not notice that we were scheduled 45 minutes over our maximum duty day. Crew tracking did remove us from the SLC-SFO leg and told us we'd be laying over in SLC. None of us were very excited about this situation, but there was no dissension among any of us as we left the airplane and went to operations to pull up our hotel voucher.

Once we were in operations, the station manager told us that we were going to work the flight to SFO. When we explained the legality problem to him, he began arguing with us and told us that

we were not illegal. When he realized that we were not willing to violate our contract, he

actually attempted to bribe us into working the flight and violating our contract. He offered each Flight Attendant \$200 to work the flight to SFO. At this point, some controversy began to develop among the Flight Attendants. Some of the crew were seriously considering taking the bribe and working the flight to SFO even though they were well aware of

the legality problem. A lengthy and heated discussion ensued. The station manager seemed to be enjoying the division his offer had caused among us. One Flight Attendant tried very hard to convince the rest of us to violate our contract. Several others were close to joining this Flight Attendant. Eventually, when the airplane arrived from LAX, the station manager even talked the captain into speaking to us in an attempt to coerce us into working the flight illegally. There was a great deal of pressure put on us to ignore our contract, but in the end, all of the Flight Attendants did the right thing and chose not to work that flight.

As can be seen by this example, a bribe is a very dangerous and divisive thing. Don't be fooled by AA management's offer. It is a divisive tactic and nothing more. AA management is not known for its magnanimity. I've been a Flight Attendant with American for 30 years, and I know that we have had to fight for every gain we have made. I do not ever recall AA management just giving us something out of the goodness of their hearts. There has always been an ulterior motive. This most recent bribe has been offered to us in order to

divide and conquer our membership in our resolve to achieve the fair and equitable contract we deserve from this very profitable corporation. They are attempting to deflate the energy and momentum of our solidarity during this period of membership action. We are embarrassing upper management, and they want us to stop. This is no different than the way the station manager in SLC attempted to divide and conquer our crew on August 6th. Do not let their offer fool you. We need a contract, not an 8 percent bribe. I urge all members of APFA to stay united and continue to put pressure on AA management by showing up in huge numbers for picketing events, as we did in November and again in January. Take part in as many APFA membership action events as possible. Wear only your APFA Union pin, wings and nametag. Become an InfoRep. Stay informed. And most importantly, stay unified in our resolve to achieve the industry-leading contract we deserve.

In Unity,

Dana R. Olson



When he realized that we were not willing to violate our contract, he actually attempted to bribe us into working the flight and violating our contract.

The captain and first officer were allowed to layover. We were told that we would work the flight from SLC to SFO on an airplane that was being ferried from LAX. The ferry flight from LAX experienced delays, and we realized that we were going to have a legality problem of over 14 hours on duty. We

For the Good of the Whole

by George Price, *Central Division Strike Coordinator*

The most important function and responsibility of any union is to negotiate contracts for its members. These contracts must address the issues of greatest importance to the membership. Depending on the industry, these issues vary as do their order of importance. Regardless, whatever is negotiated is done to maximize the overall benefit to the entire membership.

Over the years, aviation labor unions have waged hard-fought negotiations to better the work life of their members. Of particular interest is what Flight Attendant unions have been able to achieve. Keep in mind, these wins are most significant because the earlier in history we go, the less bargaining strength we had. If not for the unity of the members and the dedication of union leaders and negotiators, we would not have members over 32 years of age, married, of the male gender, a few pounds over the Company's ideal weight max or minorities. Take a look around on your next flight. Who would that leave on your crew? How diverse would your graduating class have been?

Looking further at the successes

of Flight Attendant unions, we see enormous benefits to the various union members. We have single rooms on layovers, hourly wages, increasing per diem, retirement plans, insurance benefits, various premium pay such as Purser, Galley and Speaker, training pay, job security, reduced probationary periods, gateway protections and work rule provisions that maintain quality of work life. None of this would have been possible without the full support of the membership of each union.

I recently took a phone call at APFA Headquarters that inspired me to write this article. It was from a "speaker" in Miami. He wanted to know what the Union had done for him. I spent well over 30 minutes explaining exactly what has been done for all of our members and for him in particular. Whether I got through to him or not, I am not sure. What I am sure of is that he understood the concept of "for the good of the whole." You see, no matter what the gains in our contract, it ultimately affects each member. If we get better retirement, many of our members will consider taking that retirement, thus seniority moves, allowing more

junior people to hold better lines and to get off reserve. If better rest break provisions are negotiated, you may not be on International now to enjoy them, but in time, you could be. If better pay or work rules are negotiated, it will affect each and every one of us and in short order.

You may be one of those members who questions whether you would participate in any membership action, let alone go on strike if and when one were to be called. You may possibly be asking, why should I? What do I have to gain? The answer is very simple: it is the integrity of your work life, your family's quality of life and respect. On a broader scale, it is "for the good of the whole." When you hired on at American Airlines, you knew you were becoming a member of a union as a condition of employment. I realize that this concept is new to many people. A union is much like a church in that it is not the building housing the membership but indeed the members themselves. We are all inexplicably joined by our

common concerns, goals and jobs. Each of us is no more or no less important to the success of our Union than any other one of us.

As we proceed through mediated negotiations, things may get much more challenging and frustrating. Veteran Flight Attendants know all too well what this is like. They stood firm and negotiated hard for what they knew they were worth and what they deserved. They paved the way for all of us and helped make our work life what it is today. Now it is our turn. We must all stand solidly together. The Union is only as strong as its weakest link. We can't afford even one member to falter. The best way to deal with concerns, fear or doubt is to reach out to the

A union is much like a church in that it is not the building housing the membership but indeed the members themselves.

various resources available to each member. Ask veteran Flight Attendants what to expect, how to deal with what is happening in negotiations, how to confront your fears and how to become empowered.

Let them tell you their strike story. Stay informed by reading *Skyword*, visiting the web site, calling the APFA HotLine, reading all Union mail sent to your home and becoming an InfoRep. These are the best ways to become part of that solid membership that has stood up in each round of negotiations and come away with something better than we so justly deserve -- including respect from other work groups, government and even management.

Just remember that no matter the issue affecting the APFA, it affects each one of us equally. We are the APFA!



History was made on November 21, 2000, with the departure of Flight 123 from DFW to HNL and the return, Flight 8, from HNL to DFW. Aircraft number N143AA made the final American Airlines flight of the DC-10 aircraft. The arrival in DFW on the morning of November 22, 2000, marked the end of the 30-year service of the DC-10 for American Airlines.

Originally, American had been in talks with Lockheed on possible purchase of the L-1011 aircraft. In response to American Airlines requirements, McDonnell


Douglas modified its design of the DC-10 from a two-engine to a three-engine design. These modifications made the DC-10 the wide body trijet of choice for American, which along with United became the launch customer for the airplane. American took delivery of the first plane on July 29, 1970, and the first revenue flight between Los Angeles and Chicago took place on August 5, 1971. The first DC-10-10 transcon flight was flown by American Airlines the same month.

Since 1970, American has had as many as 61 DC-10-10s and DC-10-30s in its fleet. The airline

bought new planes directly from McDonnell Douglas as well as used aircraft from Air New Zealand and leased aircraft from Delta (The Great White Whales). The DC-10 has been used to fly the Pacific, Latin America, the Caribbean and Europe.

History has not been kind to the DC-10. It has been plagued by many high profile accidents, several of which involved American Airlines. The aircraft's performance problems and numerous accidents ultimately proved to be the cause of its demise. McDonnell Douglas stopped production of the plane in 1989.

Despite its problems, the DC-10 was one of American Airlines Flight Attendants favorite airplanes. Whether it was the lower lobe or the upper deck galley, the spaciousness of the cabin and the layout of the galleys made the plane easy to work. For those who had the good fortune to be qualified and had the chance to fly the DC-10, it is a chapter closed and a section removed from our manuals.

As the planes are being retrofitted for use by their new owners, we can all think back to the many memories, great trips, fun crews and mechanicals we have experienced over the past 30 years. 



Into the Sunset by George Price, IDF

November 21, 2000 Crew Lists

DFW-HNL Flight 123

CA	PE Carev
FO	W Parent
FE	PJ Neuman
1	KM Seibold
2	S Winter-Carpenter
3	P Samuels
4	CS Seibold
5	TS Jennings
6	K Kay
7	JA Eiler
8	SA Slack
9	JN Crooke

HNL-DFW Flight 8

CA	CK Smith
FO	PW Keck
FE	FG Criscuoli
1	LK Ramig
2	PA Sinclair
3	AL Christian
4	GA Butler
5	DA Rothlisberger
6	M Lugo Torrens
7	IC Foster
8	JE Taylor
9	DJ Tatum



Joann Matley
APFA Contract Coordinator

Training: Trigger and Proffer

This month's topic, training, is so wide in scope that I will focus on just two basics – trigger and proffer.

Trigger Training

A trigger is when you request training. Trigger training is contractual, and a basic working definition can be found in Article 9-9a and I9-9a. What this portion of Article 9 says is that if you have the seniority to be awarded a selection, but you are denied such selection solely because of the lack of the qualification, either service or equipment (new to the base or initial), training shall be offered at least once every four (4) months. You do not have to bid and be denied three (3) consecutive months. What you do need to do is know when the trigger months are and know the parameters surrounding a successful trigger bid.

The established trigger months are January, May and September. You should trigger during one of the months prior to the next trigger training month. In this case, you must trigger in December when bidding for January, April when bidding for May and August for September. Triggers are accepted any month; training occurs only in the designated months.

The Company has taken to notify-

ing successful trigger training holders via the Company e-mail. Once bids are final, it is your obligation to call the Training Support Desk to schedule training. Keep in mind when placing this call that you have requested this training. The Company is not obligated to remove you from a trip to accommodate this training. The object of the game here is DOs. They will make every effort to schedule you on DOs. They may even suggest that you drop a trip to fit training in. In this case, if you opt to drop a trip to accommodate the trigger training, that is your choice. If you chose not to attend training, you will have to trigger again. Neither I nor APFA is suggesting that you should have to drop a trip to attend training. There is no contractual language that precludes the Company from making the suggestion. It's a choice.

Proffers

A proffer is when the Company asks for additional bodies to meet manning requirements. Proffers are driven by Company need. The notice period for proffers shall be a minimum of fourteen (14) days, except Reserve proffers, when the minimum notice is seven (7) days. Typically, the Company will send e-mail messages and post proffer information on the bid sheet. Crew plan-

ning awards the proffers based on seniority. If an insufficient number of Flight Attendants proffer, crew planning may draft, in reverse order of seniority, to meet the Company's need. Keep in mind that, in most cases, proffers are not rescindable.

The Company notifies successful proffer holders via e-mail, and training is put on your schedule almost immediately by crew planning. Training should be pre-plotted on your schedule by the start of the first day of the contractual month. Proffers "permit" the removal from trips with guarantee protection.

Please call APFA Headquarters if you have any questions.

*Fly safely and carry
your Contract.*



flight attendant APFA



SAN



CVG



LGA



NYC



MSP



MCO



ORD/IOR



CMH



HOU



PSP



TPA



DFW/IDF



SLC



BNA



PHL

picketing

photos

Retirement

How Can I Project My Own Individual Future AA Retiree Pension Benefit?

By Jill Frank (IOR)

In August 2000, APFA established a new Union Headquarters voice mail for APFA members to leave questions about retirement. The response has been strong, with many inquiries about Final Average Earnings (FAE), Years of Credited Service (YCS), Early Retirement and many other areas concerning retirement benefits. There have been hundreds of calls to this retirement line, many from people who are ready to retire and are trying to determine whether they should wait for a new contract or commence those "golden years" now.

One of the biggest variables to consider in making this decision is whether your FAE will improve under a new contract. Currently, a Flight Attendant's FAE dollar figure comes from the average of the best five consecutive years of eligible annual wages out of the last 10 years of her/his career.

Anyone nearing retirement age has the right to contact the AA Employee Service Center (call 800-888-1696 or 817-967-1770) and ask for an "exit interview" with a retirement specialist. The purpose of this "interview" would be to determine a realistic

projected value of an individual pension based on personal work history with AA. It is APFA's recommendation for anyone seriously considering a planned retirement date within the next couple of years to request this mechanism with the AMR Benefits Department. It usually takes a few weeks to arrange an interview with an AA retirement specialist. However, it is possible to estimate your own FAE, and APFA would like to encourage you to do so before you begin this process.

Hopefully, you have been a collector of Company records. If not,

NOW is the time to begin collecting and maintaining copies of your monthly HIIs and/or paycheck stubs. (You can obtain this year's and last year's monthly totals by printing out HISK and HISK/L in your personal mode.) If you don't have your HIIs or paycheck stubs, you can request old HIIs from American Airlines Payroll at MD 790 in TUL. There is a form available in Flight Service to do this. Please note that there is a charge of \$2.00 per page (many of these HIIs are more than one page), but these are records that you will find very useful. Current year information

10-Year View of the Annual Monthly Flight Hour Totals

	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOT	DOM	INT	POT
1991	83	75	85	77	75	81	81	73	91	93	85	82	981	916	954	981
1992	74	77	75	78	80	81	80	70	79	81	79	75	929	929	911	928
1993	77	80	75	85	75	74	91	84	89	87	74	97	988	914	947	988
1994	76	95	93	80	108	71	97	74	89	82	103	85	1053	914	957	1020
1995	85	93	94	81	84	103	77	91	84	89	85	79	1045	924	975	1020
1996	82	82	85	82	81	84	91	95	85	85	89	87	1028	924	983	1020
1997	88	99	88	88	93	72	82	94	99	91	102	83	1079	919	974	1020
1998	88	93	96	98	98	105	92	95	95	118	90	110	1178	924	984	1020
1999	104	88	72	110	71	88	110	89	71	107	85	104	1099	907	952	1020
2000	96	99	84	67	93	92	81	110	100	105	106	50	1083	887	936	1020

is available online at <http://epays.aa.com> at no extra charge.

Definitions of the last four columns of the chart:

TOT--TOTAL is the actual number of hours flown that year;
DOM--DOMESTIC is the number of hours that would be counted towards your FAE under the current contract using the Domestic 77 hour cap;
INT--INTERNATIONAL is the number of hours that would be counted towards your FAE under the current contract using the International 82 hour cap;
POT--POTENTIAL is the number of hours that would be included in both International and Domestic if we bring our caps in line with the May 1999 Tentative Agreement agreed to language (annual hours up to 1020). It is the current APFA Negotiating Team's objective to raise this annual cap to at least an 85-hour cap for both operations.

The following is how you can create a history for your own FAE. Take your HIIs (or end of month paycheck stubs) and organize by year, January through December. You should now have 10 piles. Create a chart (see example, left) that shows the last 10 years along the side with the months and

room for a total across the top. Now fill in the hours you have flown for the last 10 years. As a reminder, in our current APFA Agreement, the final average earnings formula is based on all paid hours with a contractual limit of 77 hours for Domestic flying and 82 for International flying.

As you begin to look over the last 10 years of your work history, you should be able to determine the best way for you to plan your projected date of retirement. If you normally fly only your original schedule each month, there is a chance you have probably already locked in your best five consecutive years.

Another factor that impacts your future annual retiree benefit is age. If you are 62 or older, you may want to weigh the value of taking Appendix T and retiring now against the potential gains that might apply to you in this round of bargaining. **NOTE:** Currently, any Flight Attendant who qualifies for retirement under Article 36 of the Agreement, following the completion of the "retiree exit interview process," may choose to notify AA that she/he will use Appendix T just prior to the start of collecting full pension benefits as outlined in Article 36.

If you have an interest in retiring following your 55th birthday (with at least 15 years of credited pension service) but before age 62, you would benefit from any future contractual improvements that lower the age requirements of the "early retirement formula" (paragraph B of Article 36). Thus, to plan toward an early retirement under Article 36 and produce the maximum contractually entitled benefit, any Flight Attendant age 55 or older should attempt to consistently fly the current or future cap maximum in his/her operation (current Domestic - 77 hrs; International - 82 hrs) for a consecutive five years. This goal would provide you with the maximum future retiree pension benefit provided in our contract.

For all Flight Attendants over age 55, we encourage you to maintain your own individual Monthly Annual Flight Hour Chart. This will be an important tool for you in planning your retirement. This chart will be your own overview of your current and future best five consecutive years for your final average earnings. Being informed on your own work history will help you make smart decisions when we complete negotiations and have a new contract.

As you plan toward your own retirement, you now have a direct

APFA line for assistance from a Union member and retirement specialist. Please feel free to leave your retirement questions on APFA voice mail, ext. 8397. Leave a specific message with your question(s) and phone number or e-mail address. If you wish to try to contact me (Jill Frank) directly, you may call 305-461-0141. Retirement issues have become my area of expertise for my Union, and I get great satisfaction from assisting others on this subject.

Providing information and awareness of retirement benefits and provisions is a goal of APFA for its membership. Within the next five years, the first real "wave" of Flight Attendants will become AA retirees. Therefore, it becomes even more important for APFA to have the best Flight Attendant retirement benefits in the industry following this current round of bargaining. It is my hope and recommendation that one day APFA headquarters will house a real retiree benefit department. Having an informed and supportive membership will move us closer to this final objective.



Editor's Note: *Jill Frank is a 34-year IOR Flight Attendant, who was a national officer in the first elected administration of the APFA. Jill has been one of the internal Union consultants, working with outside professionals and management benefits experts, providing training and compiling research documents to strengthen the retirement benefit skills of the members of the two most recent APFA negotiating teams. Thanks to Jill for all the countless hours she has put into her "Union retirement project."*

Safety



Kathy Lord-Jones
APFA Safety Coordinator

Accidents & Incidents

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issue two • 2001

AA Domestic Flight F100, ORD/YYZ

Flight returned to ORD due to a pressurization problem. During climb, the crew reported a problem with the pack controller. The flight level was up to about FL200 and then returned to FL100 on the aircraft's descent into ORD. The flight landed without further incident.

AA Domestic Flight 757-200, BOS/DFW,

diverted to LIT- During flight, the cockpit reported smoke in the cockpit. The Captain elected to divert to LIT. The aircraft landed without incident and taxied to the gate.

AA Domestic Flight MD83, STL/LAX

The flight was interrupted and turned back to STL due to odor of smoke in the cockpit. The aircraft landed uneventfully and was not overweight for landing. The aircraft was taken out of service.

AA International Flight 757-200, MIA/LPB

At departure, the Captain was informed that a passenger refused to sit down and was standing on the seat taking other passengers' bags out of the overhead bins and throwing them on the floor. The agent returned to the aircraft and asked the passenger to leave the aircraft. She refused. The Captain came out to speak with the passenger, and again, the passenger refused to leave the aircraft. The local police were called, and the passenger was removed by force and arrested.

AA International Flight A-300/600, MIA-PAP

The flight experienced a pressurization problem causing the aircraft to return to Miami. This pressurization problem may have been partially caused by a unfastened insulation blanket in the cargo hold of the aircraft. The insulation blanket was found to be blocking approximately 90 percent of an outflow valve, which is responsible for controlling cabin pressure. Due to the pressurization problem, the Captain began to control the cabin pressure in the manual pressurization mode.

On the aircraft's descent into Miami, the Flight Attendant call chimes began to chime continuously followed by a smoke detector sounding from one of the lavatories.

Once the aircraft landed, and after the aircraft was inspected by Crash/Fire/rescue on the runway, the Captain received an aft cargo compartment fire loop warning. He then initiated an evacuation of the aircraft using the signaling system on the runway.

Upon receiving the evacuation signal from the Captain, the Flight Attendants began their evacuation procedures. The Flight Attendants were unable to open the doors of the aircraft. The 1L door was finally opened, and the Purser was ejected approximately 40 feet from the aircraft to the tarmac below. The other doors then opened normally and the slides deployed.

This accident is still under investigation by the NTSB. The APFA Go-Team is still involved in this investigation and will keep you informed of further developments.

AA Domestic Flight MD82, ORD/PHX

The flight returned to ORD due to the nose gear not retracting. The Captain did not declare an emergency. The flight landed without incident in ORD and the aircraft was taken out of service.

AA Domestic Flight MD82, DFW/SJC

The flight returned to DFW due to the left engine shutting down. The Captain reported that the aircraft was at FL10,000 and being flown in auto pilot when the auto throttles began to retard and the left engine lost fuel and shut down. Total single engine time was 12 minutes. The aircraft returned to DFW and landed without incident.

AA Domestic Flight MD82, DFW/YYC

The flight was at FL350 and began to lose pressurization. The Captain declared an emergency. All masks in the rear of the aircraft deployed. The flight landed in YYC without incident and was taken out of service.

AA Domestic Flight 727-200, MIA/EWR

The flight returned to the gate due to a passenger refusing to turn off his portable electronic device. The passenger was asked several times to turn off his PED by a Flight Attendant with no compliance by the passenger. The Captain elected to return to the gate, and the flight was met by local police. The passenger and three traveling companions were removed. They were all rebooked on another airline.

AA Domestic Flight MD82-LGA/DFW,

diverted to EWR- En route to DFW, EWR operations was noti-

fied that the flight was diverting to EWR due to an engine shut down. The Captain reported that at FL150 the right hand engine oil quantity and pressure had dropped to zero. The engine was shut down, and the Captain declared an emergency. The flight landed without incident in EWR.

A



Emily Carter
APFA Health Coordinator

Flight Attendant Injuries

Now is one of those times when you get to say with accuracy "I told you so." The numbers are in on Flight Attendant injuries, and there are few surprises. The leading culprits are blocked ears, back strains and sprains from pushing or pulling carts.

Most injuries occur in the first years of a Flight Attendant's career rather than later. Even though approximately 10 per-

cent of our population is in the first two years of seniority, this group accounts for more than 15 percent of accident claims. Another slight peak occurs at years five and six. Age and aircraft type don't seem to be determinants of injury rates, although other factors like Flight Attendant injury reporting habits may play into this.

When the data was pulled apart to observe these trends, blocked ears from pressurization changes yielded the most interesting trend. Injury data for blocked ears will be under reported because some states do not recognize blocked ears as a work related injury. Blocked ear claims spike in December with higher than average claims in January, February and March. The claim rate diminishes slightly in May and June and rises slightly in July and August. Flight Attendants with less than six years of seniority have more occurrences of blocked ears than their more senior cohorts. The cockpit crew members do not reflect this trend. Several factors may be responsible for these trends. Flight deck crew members come to us with flying experience and are accustomed to adjusting the pressure in their eustachian tubes. These crew members are able to see the gauges and know when the aircraft pressurization is changing. These changes occur when

Flight Attendants are busy or follow a very active time, and the ear adjustments are more difficult to make later in the depressurization phase of a flight. Of course, we may just have more colds and upper respiratory infections because of exposure to our passengers and fellow crew members' colds and illnesses. Another factor may be that new Flight Attendants are reluctant to call in sick or unable to adjust schedules as readily as more senior Flight Attendants. Let's face it, junior Flight Attendants are the ones most likely to be flying multi-leg days that require lots of ear adjustments.

Not surprisingly, almost 35 percent of our IOD claims are for injured backs. Strains and sprains of various body parts account for approximately 70 percent of Flight Attendant injury claims. Most of these injuries are cart related. The rate of cart injuries for 1999 was significantly lower than the 1998 rate. The new cart may be responsible for this trend, but there are still problems. In 2001, the cart repair program will be adjusted to take care of more broken carts. Carts will not be deadheaded in the aircraft cabin, and the repairing vendor will be better compensated for preventive maintenance and repairs. The new carts were introduced in 1998, and approximately 10,000 of our 30,000 carts are new. This year, the plan is to retire carts that are more than 12 years old.

Your feedback on carts is the most important source of information that can yield a reduction in cart injuries. We will be sending a survey to Flight Attendants who received cart related injuries last year. Please respond. If you have suggestions on how to improve the new carts, please let us know by writing a note and dropping it in your base APFA lockbox. Your local representatives will forward that information to the Health Department at APFA. In the spring, we will let you know what we learned. ^A

Hotel



Patty Bias
APFA Hotel Coordinator

From the Hotel Department

I've received several inquiries as to how we can go about changing hotels if our current layover hotel becomes "unacceptable."

First, the most critical element is your WRITTEN reports. We must have these written reports in order to change a hotel in a particular city.

Each and every Flight Attendant report and phone call is discussed with the Company's Hotel Contracts department. My department keeps a written record of each of your phone calls known as a "tracking sheet," which contains your name, base, phone number, date of call, employee number and the nature of your call. In addition, if it is necessary to return your call, the date your call is returned and the information given to you is recorded on the "tracking sheet." I use these phone call tracking sheets along with your very important written reports. At the same time, my department works closely with APA's Hotel Chair, Mr. Kent Haina, and we discuss problem areas.

When the reports and calls reach a level of unacceptability, the Company is put on notice that all the complaints MUST be corrected ASAP. If the hotel has had time to correct the complaints but fails to do so, the next step is to send an "official letter" to the Company from my department requesting a review. Please note that both APFA and APA must submit a "review letter" in order for the Company to schedule a review. This sometimes slows things down. Occasionally, Flight Attendants and pilots do not see eye to eye on a particular hotel or problem. Sometimes, Flight Attendants have a serious prob-

lem with a particular hotel, while pilots have not reported this to their union as a problem. It is a good idea to share your concerns with the pilots.

After receipt of both letters from APFA and APA requesting a review, the Company schedules a review in that city. The obvious reason for this somewhat detailed process is the fact that the Company signs legal contracts with our layover hotels. In order to "break a contract" and not face a lawsuit for doing so, we must have our facts and documents in hand. Very rarely do we break a contract! Our usual course of action is not to renew the hotel contract and simply schedule a review. We strive to keep our word on our hotel contracts, and we require the hotels to do the same.


You can see the importance of your written reports. You are the hotel's guest, and you are APFA and the Company's "eyes and ears." On the subject of your written reports, please, if at all possible, use the APFA's bright pink "Hotel Debrief" form and put your report in the APFA lockbox located at each crew base. You can also mail them to APFA Headquarters.

Heads up: The written reports you turn in to the Company are not shared with APFA. As a mat-

ter of fact, if your report is about a hotel, these reports are not ever sent to the Company's Hotel Contracts Department. The explanation given to me by the Company is that it doesn't have the personnel required to handle these reports. The only hotel reports forwarded to the Company's Hotel Contracts Department are those that have to do with the "safety" of your layover hotel or limo. In other words, all of your reports written to the Company about hotels, unless they are copied and sent to APFA, are wasted paper and ink. PLEASE make sure APFA gets a copy of anything concerning a hotel or limo that is sent to the Company -- Base Incident Reports, Purser Reports and anything else that might be relevant.

F/A SUGGESTION:

Pat in San Diego said the Red Roof Inn on Esters Blvd, near DFW Airport, gives crews a discount. This brand new hotel is near a Denny's and has continuous van service to the airport.

In the next issue, I will report on our successful trip to Osaka, Japan, and Taipei, Taiwan. 

Hotel NEWS and REVIEWS



Domestic

MDW - Midway, Chicago

The decision was made to move from the Holiday Inn to the Marriott Fairfield Inn at Chicago Midway. The hotel is located at 6630 South Cicero Avenue, Bedford Park, IL 60638, (708) 594-0090.

The hotel has 114 rooms and serves a deluxe complimentary continental breakfast. Fresh hot coffee and tea are available 24 hours a day. The hotel has an indoor pool, whirlpool and an exercise room.

The Inn is located adjacent to TGI Friday's, which delivers to the room upon request. Other dining available, McDonald's, Orlando's, Olive Garden and John's Garage (restaurant) are all within a mile's walk.

OKC - Oklahoma City

The decision was made to move to the Hilton, Oklahoma City Northwest, at 2945 N.W. Expressway, Oklahoma City, OK 73112, (405) 602-8100. The hotel is located 15 minutes from the airport and has 218 rooms.

Each room has a coffee maker, iron and hair dryer. The rooms have an electronic key system, peep holes and blackout drapes. Local calls, 800 numbers and dataport usage are free to. The hotel offers crews a 15 percent discount in its restaurant. Room service is available 24 hours.

The hotel has a heated pool, spa and exercise room. It also offers a complimentary shuttle to the many restaurants located along the NW Expressway and to the Penn Square Mall located less than a mile away.

RNO - Reno

We conducted the review in Reno, and the decision was made to move crews to John Ascuaga's Nugget, 1100 Nugget Avenue, Sparks, Nevada 89432, (775) 356-3300.

This hotel is enormous as well as infamous. The airport is only

seven minutes driving time. Crews will be lodged in the Tower Rooms only.

The hotel has 1,407 rooms, and our crew rooms will have an iron, ironing board and hair dryer. The rooms have peep holes, chain locks, double locks and use an electronic key system. They have heating and air conditioning, and the windows will open.

The hotel has many restaurants and several are open 24 hours as well as providing 24-hour room service. The hotel has a large "celebrity showroom," and many famous celebrities perform there on a regular basis. The hotel has a year-round pool, both indoor and outdoor, as well as an exercise room, jacuzzi and spa! The Nugget Casino is very large and active. There are many shops in the hotel and another shopping area within two blocks. The hotel is attached by a covered skywalk to other casinos and shops.

DFW - Dallas/Fort Worth Short Layover Hotel

The Hyatt Regency at DFW Airport is tearing down one of its towers, and the new International terminal will be in its place. Therefore, a review had to be conducted on short notice for the short layover hotel. Ms. Linda Prosser, Hotel Committee member, conducted the review.

Please read this carefully: The

hotel chosen is the Harvey Hotel DFW airport—not the Harvey Suites Hotel, which the training department uses for our EPTs. The Harvey Hotel is 5 minutes from DFW Airport and has 506 rooms. The rooms are accessible with an electronic key system; the doors have double locks, peep holes and chains. Local calls and 800 numbers are free. Each room has a coffee maker, iron, ironing board, hair dryer and make-up mirror. Microwaves and refrigerators are available upon request.

The hotel has a great little place for hamburgers, sandwiches, etc. called Scoops. In addition, it has a large restaurant called Bentons. In the center of the hotel. Crews will be given a 10 percent discount on all food. The bar serves food as well, and room service is available from 6:00 a.m. to 12:00 a.m. The 10 percent discount also applies. Denny's is located across the street and is a 24-hour restaurant. The hotel has both an indoor and outdoor pool, jacuzzi and sauna. The Grapevine Mills Mall is only three miles away. The Harvey is 85 percent non-smoking, and Linda reports the overall hotel is very nice.

LAX - Los Angeles Long Layover Hotel

I am so excited to report on our Los Angeles hotel review for long layovers. We will be moving from the Woodland Hills Hotel, not because of complaints about this

hotel, but because of the long drive from LAX.

We've moved to the Westin at Long Beach. All I can say is you should bid this trip!

The Long Beach Westin is located at the beach and is only a 30-minute ride from LAX airport. The address is 333 East Ocean Boulevard, Long Beach, CA 90802, (562) 436 3000.

The hotel has 460 rooms with the famous Westin "heavenly beds."

International

GUA - Guatemala

We reviewed several really nice hotels in Guatemala, but the decision to remain at the Guatemala City Marriott was easy. The hotel is located at 7A AV, 15-45 Zona 9, Guatemala City, Guatemala Central America 01009, phone PBX (502) 331-7777.

The crews laying over in GUA told us that they were very pleased with the Marriott and wanted to remain there. The staff at the Marriott loves to have the crews as its guests. The hotel has weekly special events for crewmembers only.

With the hotel's excellent location, Marriott's reputation for luxury and a very enthusiastic hotel staff, our crews will continue to enjoy

News and Reviews, continued



their layovers in Guatemala. The hotel also has a beautiful heated pool located on the roof. The rooms are beautiful and fully equipped with a hair dryer, coffee maker with complimentary Starbucks coffee, iron, ironing board, full length mirror, in-room safe and a mini-bar with a refrigerator. The bathroom lights are great. The room key system is electronic with doors that have double locks and peep holes.

The hotel has a couple of restaurants and the Shoreline Deli has outside seating. The Lobby Lounge serves food, as well. The Long Beach Performing Arts Center is across the street. Belmont Shore, a quaint area of shops with an upscale variety, is located on the ocean about one mile away. Pine Avenue is a very short 1 1/2 blocks away and is another quaint area with restaurants and specialty shops. You also find some great night life, particularly jazz and blues clubs.

I really believe you will enjoy this hotel.

SJU-San Juan

In San Juan, the decision has been made to house some of our crews at the Hilton Caribe in response to your many written reports and complaints.

We have not signed the contract at the Hilton Caribe at press time, therefore, we are planning for as many crews as possible to layover each night at the Hilton Caribe.

As a result of your many complaints, I stopped in San Juan on my return trip from the St. Maarten review to check out the Radisson Ambassador. I stayed at the Radisson Ambassador and met with both the General Manager and the Director of Sales. I reviewed with them the crews' complaints. I also took pictures of the crew room I stayed in. Upon my return to Dallas, I wrote a letter to the Company's Hotel Contract department expressing my concerns that the crew rooms at the Radisson Ambassador were not

up to crew standards. I attached this letter to the pictures I had taken of the problems currently existing with our crew rooms. As a result, the decision was made to move our crews on a day-to-day basis to the Hilton Caribe.

Next, I contacted a long time Union friend, Flight Attendant Pete Rivera, who resides in San Juan, and I asked him to contact the Hilton Caribe and their Director of Sales and to do a review of the hotel. Mr. Rivera did the review and said the Hilton Caribe in San Juan is a "fabulous and very acceptable property for our crews."

The hotel has several pools and its own beach.

I'll give a full report on the Hilton Caribe as soon as I receive the detailed information from F/A Rivera.

A

April

<i>S</i>	<i>M</i>	<i>T</i>	<i>W</i>	<i>T</i>	<i>F</i>	<i>S</i>
1 1st CONTRACTUAL DAY OF THE MONTH	2 NEGOTIATIONS RESUME	3	4 <small>INFOREP HOTLINE UPDATED</small>	5	6 HOTLINE UPDATED	7
8	9	10 IDF BASE MEETING AT APFA HDQ 1100 AM	11 LAX BASE MEETING 1200 PM DFW BASE MEETING 1100 AM <small>INFOREP HOTLINE UPDATED</small>	12 INFO PICKETING SYSTEMWIDE (JFK & BOS 0700-1000) EASTERN DIV. 1100-1400 CENTRAL DIV. 1000-1300 WESTERN DIV. 0900-1200	13 HOTLINE UPDATED	14
15	16	17 BIDS POSTED 0001	18 ORD REPS IN OPS DAY DFW/IDF REPS IN OPS DAY TERMINAL A OPS 10 AM <small>INFOREP HOTLINE UPDATED</small>	19 DFW/IDF REPS IN OPS DAY TERMINAL C OPS 10 AM	20 HOTLINE UPDATED	21 BIDS CLOSE 0001
22	23	24	25 SFO/SFOI BASE MEETING 10AM <small>INFOREP HOTLINE UPDATED</small>	26 BID FINAL 1200 LAST 5 DAYS OF THE MONTH	27 LAST 5 DAYS OF THE MONTH HOTLINE UPDATED	28 LAST 5 DAYS OF THE MONTH
29 LAST 5 DAYS OF THE MONTH	30 LAST 5 DAYS OF THE MONTH LAST CONTRACTUAL DAY OF THE MONTH					

NOTE: DATES ARE SUBJECT TO CHANGE

Base Field Reports

SFO

PICKETING

Since Labor Day, we have had several picketing and leafleting events, and we have been able to participate in these at all three airports: SFO, SJC and OAK. Catt and I would both like to thank everyone who participated in those events and we would like everyone to know who the captains are for the various events. Dana Davis is the Western InfoRep coordinator, Mark Grosssheider is the InfoRep captain and Janice Pucci is the Phone Tree captain. A big "thank you" to all of them for their hard work.

VOLUNTEERS

The Phone Tree is now activated. If you are interested in becoming a volunteer to make calls within your area code regarding contract negotiations, please contact Janice Pucci, SFO Phone Tree captain to volunteer your services. We are still seeking more InfoReps. If you are interested in signing up, please contact Jenny Syracuse, SFO Base Chair.

APFA PhoneWatch

The APFA PhoneWatch is up and running at headquarters. If you or someone you know has a question regarding negotiations, simply call the new toll-free number: 866-ASK-APFA. The APFA negotiators and volunteers will be there Monday through Friday 10:00 a.m. to 4:00 p.m. Central Standard Time to answer your questions. Hours will be extended as events warrant.

Please remember to wear your Union pin and wings, and it's 4,3,2,1... on your bag tag. If you need a new one, please call the membership department at extension 8153, and Debbie will be happy to send you one.

In Unity,

Jenny Syracuse
SFO Chair
Catt Napper
SFO Vice Chair

IOR

We would like to thank all of you who endured severe weather conditions to participate in the Union's very successful "Santa Leafleting" and "Strike Ballot Picketing." As always, the IOR Flight Attendants showed up in large numbers to participate in what turned out to be a really festive event. Thank you, again!

We have had very favorable feedback from many IOR Flight Attendants regarding the "on-duty chart(s)" in your base briefs and plan to continue to update them as schedules change. However, please remember to always carry your contract with you. The final word is always found in our Collective Bargaining Agreement.

In Unity,

Doug Elmore
IOR Chair
Nancy Moehring
IOR Vice Chair

DFW

BID SHEET ISSUE DATES

Bid sheets should be issued no later than 0001 on the 17th day of the contractual month. Therefore, if the month begins on the 1st, your bid sheets will be out the evening of the 16th. Likewise, if the month begins on the 2nd, bid sheets will be available on the evening of the 17th. Bids close the 21st day of the contractual month, which, of course, will depend on what day the month begins.

STAY INFORMED!

Remember to call the APFA HotLine at 1-800-399-APFA. If you have any negotiations questions, PhoneWatch is up and running at 1-866-ASK-APFA. We are looking for volunteers, so if you'd like to help, stop by APFA Headquarters during business hours and be a part of the process!

Kim Boyett
DFW Chair
Chris O'Kelley
DFW Vice Chair

ORD

This winter has been incredibly challenging for those who are based in ORD, never mind all those who fly through ORD. Our weather hit hard in early December and has not let up. Added to that, we have had the usual ice storms in DFW.

In order to help those who are feeling "contractually challenged," we have posted several back issues of the ORD Base Brief on the ORD web page. Simply go to www.apfa.org and follow the links. Please remember that Base Briefs are subject to editing and approval by both APFA and the Company because they are stuffed in Company mailboxes.

Another situation that some Flight Attendants experience this time of year is being placed on a Medical Certificate by the Company. What is a Med Cert? It is a fancy note from a doctor. You can refer to Article 26 for the requirements of a Medical Certificate. A Med Cert can be required for the payment of a trip(s), if you are using sick time to pay for that trip(s). A Med Cert is also used if a Flight Attendant is "suspected" of

abuse of sick time. There is also a "duration" Med Cert that is used if you have left a clearance date of more than 30 days. It must be justified by the Company and cannot be a "blanket" just because there is a holiday involved. WARNING: You can submit all kinds of notes from a doctor (Med Certs) justifying your absences, however, the only thing that guarantees no discipline for an absence is certified FMLA! It's your choice to use FMLA or not. Under the law, the Company must "make you aware" if your absence might qualify for FMLA. If they don't, they can be fined and made to correct any discipline issued retroactively. They do not get a "tax break" or "kick back" from the federal government. FMLA is your right. It does require effort on your part, no doubt. But remember, FMLA came about, in part, because of the large number of companies having abusive, disrespectful attendance policies. It wasn't developed just for American Airlines. While APFA continues the fight for an attendance policy that respects employees, we need to encourage our lawmakers to protect employees against all forms of discrimination under federal law.

As always, refer to *Skyword* for the many ways you can use APFA as a resource in

your life. If you are interested in getting involved within the working structure of APFA, contact us directly or contact the appropriate department at APFA Headquarters.

Lastly, to all those who brave the very difficult Chicago elements in order to get a contract for us all...THANK YOU!

In Unity!

Liz Mallon

ORD Chair

Steve Wilson

ORD Vice Chair

Hey everyone,

The above script was written prior to Steve Wilson's accident. As of this writing, March 17, Steve is home and continuing to recover quite well. Steve, Heather, Ian and their families all wish to express their sincere "thank you" to all for your overwhelming support and caring. Your thoughts, prayers, cards and letters have been a great inspiration to the healing process. If you wish to send a card, please send it to:

Steve Wilson/APFA

8410 W. Bryn Mawr 4th Floor Chicago, IL 60631

If anyone has any open APFA issues with Steve, please call the APFA Office at 773-380-1202 ext. #1 and leave a message to ensure that your issues are addressed. We all look forward to having Steve back at his APFA desk!

MIA

Rumors

I would like to take a moment this month to address the issue of rumors. Many Flight Attendants love a good rumor; it doesn't matter if the rumor is accurate or grounded in fact. Just a good story sometimes makes for good galley gossip; however, during this period as we strive to achieve the contract we all deserve, rumors can be detrimental to our success.

You should take a moment when hearing a rumor to question the facts and the source of the rumor. If the person giving you information doesn't have first hand, correct knowledge of the facts, then it is incumbent upon you not to repeat rumors or gossip without taking a few moments to research the facts. Usually a simple phone call or two can clear up any misunderstandings or set the record straight, giving you FACTS to talk about in the galley on your next trip. The press has a policy of confirming a story from two different sources before it is printed in the papers. We should be just as careful to make sure that any information we repeat out on the line is based on accuracy and fact.

For negotiation information, Flight Attendants and

InfoReps should consult the sources of information the Union makes readily available to you simply for the asking. The APFA has set up a Negotiations Phone Watch center at 1-866-ASK-APFA (this is a toll-free call) with trained volunteers standing by to answer your negotiations questions. The APFA HotLine (800-399-2732) and Skyword are also great sources of Union and negotiations news. Spreading the word in the galley can be a very useful tool to help us all get the information we need to make decisions that affect our work life and careers. But spreading information can be detrimental if it is based on rumor, half-truths, speculation or mere gossip.

In Unity,

Doug Newlon

MIA Chair

BOS-I

Happy Anniversary

We would like to congratulate Eugenio Vargas on his five years of service as of December 2000.

Eugenio is the BOS-I Vice Chair and was left out of the Boston Base Report, which is the local Company newsletter that came out in December. We regret he was left out. Congratulations, Eugenio!

BOS-I Base Page

Check out the Base Pages on the APFA web site at www.apfa.org by clicking on Base Pages. We have our local council list as well as Base Briefs and local events. You can click on other bases as well as your own. Find out what is going on around the system.

E-mail addresses

Send us your e-mail address so we can keep you updated as soon as we receive information. E-mail us both at: chbosi@gte.net (Jennifer McCauley) vcbosi@gte.net (Eugenio Vargas)

In Unity!

Jennifer McCauley

BOS-I Chair

Eugenio Vargas

BOS-I Vice Chair