

From beginning ...



SKYword

the official publication of the association of professional flight attendants

volume 5 issue 4 - *May 2002*



... to end.

the official publication of the association of professional flight attendants

SKYword

contents

volume 5 issue 4 - *May 2002*

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Skyword Editorial Policy •

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About the Cover:
Vintage 727-100 photo provided to APFA as a courtesy by Steve Williams of England.

The front cover is dedicated to the Boeing 727, which made its last revenue flight for American on April 30, 2002. Pictured is a 727-100 in the old livery in the early 1970s. Marlene Moyer, former American Airlines Flight Attendant, does her demo just aft of the "twilight zone" on a 727-100 in 1970. Captain Robert Fussell and Flight Attendants Donna Terrell and Caroline Eder hold the farewell 727 plaque presented to the crews working the last flights of the 727. The final 727 at the gate in MIA awaiting boarding.

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President's Report



by John Ward,
APFA President

One of my constitutional duties as APFA President is to nominate individuals to serve as National Coordinators. It is a responsibility that I take very seriously. A great deal of consideration must be given to each potential nominee because, once confirmed, they will set the tone for the various departments within our Union. The APFA Executive Committee confirmed the following individuals for a two-year term that began May 1:

Communications Coordinator
George Price, extension #8308,
communications@apfa.org

George's limitless energy, talent and prior APFA experience makes him well suited for the position of National Communications Coordinator. In addition to functioning as the editor of SKY-WORD (itself, a huge job), the Communications Coordinator is also responsible for a number of other things including researching and preparing the text for each week's hotline and media relations. The Communications Department is also responsible for the information on our web site, coordinating national mailers and other special projects.

George has a Bachelor's Degree in Business Administration from Auburn University. He has flown for 18 years and is based at IDF. George has a passion for farming and the unique ability to tell a story southern style. He currently resides in Atlanta, Georgia.

Health Coordinator
Emily Carter, extension # 8301,

Although helping the membership navigate the often times confusing and frustrating IOD process is one of the primary functions of Emily's department, she also handles insurance/benefits issues, maternity leave, random drug/alcohol testing, and the Professional Standards program. The Health Department is also actively involved in assisting those struggling with alcohol/drug addiction. Emily's list of professional credentials is quite impressive and includes a Master's Degree in Clinical Psychology.

She's been flying for American for 38 years and is based at IDF. Emily and her husband live in the D/FW area.

Hotel Coordinator
Patty Bias, extension #8306

As the Hotel Coordinator for the past two years, Patty and her hard working and dedicated Hotel Committee Members have been instrumental in securing many improvements to our layover hotels! They constantly rely upon the feedback you provide them with your write-ups. Patty says, "Keep those hotel debrief forms coming!" Patty's tenaciousness and attention to detail have no doubt contributed to her success in this position.

Patty has been flying for 33 years, and for 32 of those she's been

based in SFO! She lives in the Bay Area.

Safety Coordinator
Joann Matley, extension #8302

I firmly believe difficult times such as those in which we currently find ourselves, require that we change the way we do business when it comes to ensuring the safety of our crews. A person up to the challenges that lie ahead is BOS-I Flight Attendant Joann Matley, the new APFA National Safety Coordinator. Joann was formerly BOS-I Vice Chair and for the last two years served as Contract Coordinator. Even Joann's friends will tell you she's a Pit Bull. Well, she's now APFA's watch dog for safety!

Joann has been flying for 14 years. She lives in Newport, Rhode Island.

Scheduling Coordinator
Jena Hopkins, extension #8261

As Scheduling Coordinator, Jena is responsible for monitoring the Company's compliance with the scheduling provisions of our contract - no easy feat as you can imagine. Most of Jena's time is spent researching and resolving the various matters brought to her Department's attention. Jena's knowledge of the contract and her strong work ethic have earned her the respect of both her fellow APFA Representatives and the crew schedule "seniors" with whom she works.

She is currently based at IOR and has been flying for 12 years. She and her husband (DFW Flight Attendant Trey Hopkins) live in the D/FW area with their new baby boy, Jack.

Contract Coordinator
Nancy Archer, extension #8271

DFW Flight Attendant Nancy Archer has been somewhat of a jack of all trades over the years, serving APFA in many different volunteer positions. For the past five years, she has worked at Headquarters in the Contract, Scheduling, and Health/IOD Departments. The Contract Coordinator monitors the company's adherence to the contract as well as all policies and procedures which affect Flight Attendants, including family leave, jury duty, retirement, seniority, training and travel/pass privileges. A very solid and knowledgeable Rep, Nancy is a welcome addition.

Nancy, her husband and two children (ages 4 and 2) live in the D/FW area.

Finally, I'd be remiss if I did not thank former National Communications Coordinator Leslie Mayo and former National Safety Coordinator Kathy Lord-Jones for their hard work and dedication to APFA.

A handwritten signature in dark ink, appearing to read "John Ward", followed by a stylized letter "A" in a square box.

Vice President's Report



by Jeff Bott,
APFA Vice President



FROM L TO R:
BRETT DURKIN, LESLIE MAYO,
LORI BASSANI, LYNDA RICHARDSON,
LAURA GLADDING, GREG HILDRETH,
JULIE MOYER, AND JEFF CRECILIOUS

APFA has grown in numbers with the addition of new members from TWA-LLC. In order to run the System Board Department, it is imperative to have the proper staffing to ensure that Presidential Grievances, termination grievances and base and individual grievances are processed in an efficient manner. This ensures the well-being of our members and of the entity. We have constitutional safeguards to ensure the balance of ratio between members and Division Representatives in Article 10 of the APFA Constitution. In addition, the APFA Board of Directors sets policy for the Union in this regard.

I'm pleased to report that in anticipation of our large influx of new

members, the Board of Directors passed a resolution at the annual convention in Miami concerning this matter. The resolution addressed the issue of adding an additional Division Representative per the above-mentioned channels. Also, due to the significant structural change occurring in the company's Human Resource Department (formerly Employee Relations), the Board of Directors' resolution created divisions that placed the SBA Department and the Division Representatives in a better position to operate in coordination with the company's new internal structure. The following items highlighted the changes:

The addition of one Division Representative;

An APFA Policy Manual change to use division numbers instead of regions, since regional counterparts at American Airlines have been eliminated locally and are now headquartered in DFW. The pairing of DCA and DCA-I in a new division due to the addition of the STL and ISL bases, thereby ensuring member numbers in each division are proportionate for better handling of caseload.

In early April, the Division Representatives for each of the six divisions were nominated by me per the APFA Constitution and confirmed by the Executive Committee. The divisions and Division Reps are as follows:



Division 1
LAX, LAX-I, SFO, SFO-I
REPRESENTED BY
Brett Durkin (LAX-I)

Brett was hired by American Airlines in 1984 and was initially based at DFW. He was one of the first "B-scale" Flight Attendants. Once off probation, he transferred back to his native Northeast, where he flew out of both LGA and JFK and developed an interest in union activism.

When IMA first opened, he took the second proffer to that new vibrant base where he joined the IMA Council as a Safety Representative. By 1993, he was elected IMA Chairperson, a position he held until 1999. While serving on the APFA Board of Directors in the 1990s, Brett was a driving force in many of the vital issues tackled by APFA, most notably the successful strike effort of 1993.

Brett's reputation as a fierce advocate for Flight Attendants brought him back into APFA service in 2000. At that time, he began serving the Western Division as an SBA Advocate. Brett is currently based at LAX-I. He has been appointed as the Division 1 Representative serving the bases of LAX, LAX-I, SFO and SFO-I.



Division 2
DFW, IDF
REPRESENTED BY
Greg Hildreth (IDF)

Greg is a Flight Attendant in his 18th year, currently based at IDF. Previous bases include LAX, LGA and DFW. Greg served as Base Chairperson of DFW, APFA's largest Flight Attendant base, from 1991 to 1997.

During his six years as Chairperson DFW, Greg handled a multitude of different issues and events, but the most important event was the successful strike of 1993.

He has also been an active Union Representative on various Councils for APFA since 1986. While he has served the APFA willingly in numerous positions and departments, the System Board of Adjustment is his favorite and the one he is the most passionate about.



Division 3
ORD, IOR
REPRESENTED BY
Lynda Richardson (IOR)

Lynda celebrated her 40th anniversary with American Airlines on April 25th. She began doing Union work as a Council Representative when she was based in SFO. She has been based in LAX, SFO, DFW, IDF, LGA, JFK and is currently at IOR. She gives credit to her friends at JFK for teaching her to drop the Barbie doll routine and become a professional.

While based at IDF, she served as Chairperson. From 1985 until 1987 Lynda was the Central Division Rep, which at that time was an elected position with a seat on the APFA Board of Directors.

Lynda took a break from Union work and began flying out of IDF. Again, she returned to union service as an Ad Hoc member of the Executive Committee. When Jeff Bott was elected Vice-President, Lynda was appointed North Central Division Rep for the 2000-2002 term. She has been re-appointed again as Division Rep 3 serving the bases of ORD and IOR for 2002-2004 term.



Division 4
MIA, IMA, RDU-I
REPRESENTED BY
Jeff Crecilious (MIA)

Jeff began his airline career with Eastern Airlines in 1984. He left EAL with the strike of 1989. His experiences there left him with a love of the Flight Attendant profession, tempered with a strong appreciation for unionism. Jeff was hired by American Airlines later the same year.

Jeff transferred home to MIA from LGA in late 1990 and was appointed Vice-Chairperson within a month. In 1992, he became Chairperson of MIA. During this time he lead his base through two historic events – Hurricane Andrew and its devastating effects and preparations for negotiations and ultimately the strike of 1993.

In 1993, Jeff was elected by the Board of Directors as an Ad Hoc Member of the Executive Committee. He also served on various special committees and worked extensively at APFA Headquarters. He also served on the local Councils at MIA and IMA during this time.

After a brief retirement from Union work, Jeff returned to APFA as an Advocate for the SBA Department in late 2001. He recently has been appointed as Division Representative #4, serving the southeastern bases of RDU-I, MIA and IMA.



Division 5
DCA, DCA-I, STL, ISL
REPRESENTED BY
Lori Bassani (DCA-I)

Lori is currently in her 16th year as a Flight Attendant based at DCA-I. Former bases include DFW, ORD, IOR, LAX, SFO and SEA.

Her union experience began in SEA during the 1993 strike. It was there that she subsequently represented SEA as Vice Chair and Base Chairperson. She has served as an Ad Hoc Member of the Executive Committee and the Western Division Representative prior to her current position.

During part two of the most recent contract negotiations, she was appointed by the APFA Board of Directors to handle and coordinate public relations for the Union.

Lori is serving a two-year term as Division Representative 5, representing the bases of DCA, DCA-I, STL and ISL.



Division 6
BOS, BOS-I, LGA, JFK
REPRESENTED BY
Leslie Mayo (JFK)

Leslie Mayo is the new Division Rep 6, which includes most of the north-east bases – LGA, JFK, BOS and BOS-I.

Leslie is thrilled to be back in New York. With the help of her predecessor, Laura Glading, she has spent the last few months learning the ins and outs of the SBA Department and division work. Her responsibilities include handling procedures for grievances that have not resolved at the local level, Flight Attendant terminations and how best to assist APFA Vice President Jeff Bott with Presidential Grievances.

Formerly based at LGA and LAX, Leslie was elected LAX Vice Chair in 1999 and was appointed the National Communications Coordinator for a two-year term that began May 1, 2000. She has been flying for American Airlines for more than 15 years.



FROM L TO R:
BRETT DURKIN, LESLIE MAYO,
LORI BASSANI, GREG HILDRETH,
LINDA RICHARDSON AND JEFF CRECILIUS

I would like to say farewell to two noticeably absent names in this group of Division Representatives. Julie (May) Moyer, IMA, the Southeast Division Representative for the past two years, recently had a baby girl and has decided to devote her energies to full-time motherhood. While I will miss her presence and perspective on issues, I respect and admire her decision.

Julie has been an outstanding advocate for Flight Attendants within the SBA Department. Among her accomplishments is the lead presentation of an IMA case filed by IMA Base Chair Randy Trautman challenging the company's issuance of blanket medical certificates over holiday periods in conjunction with the company's attendance policy. The result of this case was an award that prohibited the company from issuing blanket medical certificates over the holidays.

It also established the necessary criteria to issue medical certificates to Flight Attendants based on their individual record alone, regardless of holiday period or not. This award resulted in a noticeably different result this past December with regards to medical certificates and attendance issues system wide when compared with previous years. The other Division Representatives and I will greatly miss working with her.

Laura Glading, the Northeast Division Representative, has decided to take a well-deserved rest from union work after many years of service to the APFA membership in a multitude of positions. Among these positions, most recently Laura was a table team member for the APFA Negotiating Committee where she was very involved in negotiating what is now our Contract. Laura is a visionary when it comes to developing strategies and resolu-

tions to problems and has incredible negotiating skills. Her work on the Contract is evident.

But Laura also was a skilled System Board Case Presenter. Among her high points was a case on Contractual interpretation involving Article 6, E. of our Contract regarding the accrual of benefits on unpaid FMLA when caring for a family member. She was successful in persuading an arbitrator to protect our benefits as outlined in this Article despite an aggressive attempt by the Company to nullify these benefits. Her contributions to this round of negotiations are too copious to mention here, but suffice it to say without her presence, perspective and work, the Contract we have in place today would not look the same. Laura will be greatly missed by all within the department.

I extend my personal thanks to

Julie and Laura for their work and dedication to the APFA membership.

In closing, I believe the steps we have taken in advance, should provide for a smooth transition within the System Board Department during the next few months and position us well for the future. I would like to take this opportunity to welcome our new members in STL and ISL. Our department is committed to helping make your transition into our grievance machinery as smooth as possible.



Secretary's Report



by **Linda Lanning**,
APFA Secretary

EXPANDING OUR HOME

In early 2001, APFA President John Ward called Jeff Bott, Juan Johnson and myself for an urgent conference call. Considering the fact we were in negotiations, I assumed it was negotiations related. In fact, the reason for the call was to relay the information he had just received from American Airlines that they would announce the purchase of TWA the next morning. Although we knew American had been in discussions with everyone from America West to Northwest, we did not know until that day it was going to be TWA they would purchase.

It had been a very long day getting ready for the week ahead. As I glanced at my Franklin Day Planner prior to retiring for the evening, I noticed the saying of

the day. It stated: "I don't know the key to success, but the key to failure is trying to please everybody." - Bill Cosby. As I drifted off, the events of the day settled in. I kept thinking that saying was extremely profound and very applicable to union work as a whole.

In April 2001, the purchase of TWA by American Airlines was finalized. It was at that very point that contract negotiations between APFA and American were at their most intense. On every level, APFA was totally focused on concluding negotiations by obtaining a contract our membership deserved and without a strike if possible.

Within weeks of finalizing the

acquisition of TWA, APFA and American reached a Tentative Contract Agreement (T.A.). Although negotiations had ended, the ratification process for the T.A. had just begun. APFA remained dedicated to the issue at hand, which was to get a contract in place. After educating our membership through mailings and road shows, we finally sent out ballots for ratification. On September 11th, 2001, our focus changed yet again. Although the T.A. ratified overwhelmingly in one of the largest turnouts in APFA's history on September 12, 2001, it was bittersweet.

Our STL and ISL members have suffered their losses, struck when forced to do so and rejoiced in their victories through the years. They understand very well what we went through during our contract negotiations and the tragic losses of Flights 11, 77 and 587. APFA dedicated all of its resources towards efforts to help

our membership deal with the loss of co-workers, fellow Union members and friends.

Then, we, like TWA Flight Attendants, had to cope with the furlough of more than a thousand of our members. It just seemed as if we would never get a break. The very break we needed to personally cope with our losses, relish our contract victory, and begin to prepare for the integration of TWA-LLC finally arrived.

Once the planning for integration began, it moved quickly. APFA wanted to ensure that we were ready through proactive planning. No stone was left unturned. It was imperative that we had our house in order so that we could welcome our STL and ISL members immediately after we were designated the sole bargaining unit by the National Mediation Board (NMB). The APFA Board of Directors out-

"I don't know the key to success, but the key to failure is trying to please everybody."
- Bill Cosby

“Leaders value other people’s worth and opinions and
take the time to let them know they are important.”

- *Connie Podesta and Jean Coatz*

lined its integration plan during a meeting in New York City on November 29th, 2001.

During this meeting, the Board established a Transition Team led by APFA Ad Hoc Ted Bedwell and composed of representatives from the Scheduling and Contract Departments, as well as the Division Representative for the STL and ISL bases. In addition, they passed Resolution 2 that provided interim APFA base representation and set a timetable for elections of a Base Chair, Vice Chair and Operation Council Representatives for both STL and ISL.

With Board direction firmly in place, the Transition Team along with the National Officers, representatives from the Membership, Communications, Scheduling and Contract Departments, the National Ballot Committee and the APFA staff went to work. Information packets were created

to provide the TWA-LLC Flight Attendants information about APFA, contract and scheduling issues, and various topics of interest that affect us all as Flight Attendants.

Our Membership Department, along with our computer specialist, created a system by which STL and ISL Flight Attendants could provide APFA with their contact information through the APFA Web site, by phone and by e-mail. The National Ballot Committee began making plans and setting calendars for elections of representatives. The Communications Department laid out a plan that involved targeted communications for TWA-LLC Flight Attendants through special *Skyword* articles, web pages, APFA bulletin board postings and hotline material. All that was missing was the final NMB decision.

Many TWA-LLC Flight Attendants called APFA for help prior to

April 18th, 2002. Unfortunately, APFA did not represent them at that time, thus we were not legally able to provide assistance. That has all changed now. APFA is there for every Flight Attendant we represent wherever they are based. APFA is the Union that represents **all** of the Flight Attendants of American Airlines.

Like the American Airlines Flight Attendants who have been devoted APFA members for years, our STL and ISL members will soon realize how unique our Union is. We may be small by comparison and independent, but we are a union that commands respect. Our membership is strong as is evidenced by the contracts we have negotiated over the years and our ability to face down adversity and overcome tragedy. APFA is a union whose main concern is the best interest of its members. Every dollar collected in dues is reinvested into the membership through representa-

tion and member services. This is why we have been so successful over the years.

Today is April 24th, 2002. As I am finishing this article and getting ready for bed, I looked to read the message of the day in my Franklin Day Planner. It reads, “Leaders value other people’s worth and opinions and take the time to let them know they are important” – Connie Podesta and Jean Gatz. They are truly words to live by especially when you are in a position of leadership.

With all sincerity, I welcome each and every STL and ISL Flight Attendant to the APFA. You bring with you great history and wonderful union experience that will benefit us all.





by **Juan Johnson,**
APFA Treasurer

THE LAST TWO YEARS

It is never easy for elected Union leaders to ask their membership for a dues increase. No matter how necessary they know it is, they always wonder if they can make the members voting on the possible increase truly understand the necessity. They wonder what the membership will think or how they will react. Most of all, they know they must ultimately justify their decision to submit a proposed dues increase to the membership for consideration.

Throughout the referendum period, I spoke to many members from each of the bases. I received letters and voicemails questioning the increase or asking what we have done to cut expenses or increase revenues. Although I have touched on most of this in my monthly articles over the past two years, I feel it is worth repeating now more than ever.

APFA is coming out of two years

of very high expenses related to negotiations. The cost of two different rounds of negotiations; two training sessions for two different negotiating teams; protracted negotiations requiring many sessions to be held in such expensive areas as Washington, D.C., New York and Chicago in order to accommodate mediators schedules; and an effective contract campaign all added up. We've invested nearly \$8 million dollars since 1998 in order to obtain the contract we have today.

If history is any indication, our 2004 Contract Negotiations also have the potential to be very costly. We face greater challenges as a result of the consequences of the tragedies of September 11, 2001. In order to be ready to deal effectively with these challenges, we must have the necessary funds to rely on. Our negotiators will need professional and legal assistance. In addition, it is essential that we have a well-trained negotiating team.

Finally, we must be able to mount as an effective contract campaign as we did in the last round of negotiations. The passage of the dues increase will help make this so. The Board of Directors ensured through resolution that \$3 of our dues will go directly into a special negotiations savings account for future contract negotiations.

If all of our 27,000 Flight Attendants were active and dues current, and we had no one on furlough, we could see a potential \$81,000 per month going into this fund. That is \$972,000 per year! We are working very hard towards our goal of having every Flight Attendants dues current and every member in good standing through actively pursuing Article 31 of our contract. This will go a long way towards funding our future negotiations.

Although negotiations are the most important function any union performs for its members, it is not the only function. Once the contract is in place, we must enforce it. Anytime a Flight Attendant has a problem or feels a contract violation has occurred, we have our local Base Chairs, Vice Chairs, Council Members and Reps at

APFA to answer your questions and represent Flight Attendants on an individual basis.

If the violation is widespread, it may mean an entire base or possibly the entire system has been affected. This can lead to Base or Presidential Grievances. If these are unresolved at the System Board level, they may lead to arbitration. Such arbitration is often necessary and extremely costly. Depending on the complexity of the issues, preparation and presentation of the arbitration can run literally hundreds of thousands of dollars. We have been fortunate in that many of the issues we have faced have been settled prior to going to arbitration, but that may not always be the case. The 777 staffing arbitration is one example of that.

Representation of the membership is what APFA spends a great deal of money on. It is part of the very reason the Union exists. Providing a Base Rep to attend a Dispute Resolution session or attendance review is often done at the cost of a trip removal. APFA removes the Rep from a trip - in essence buying their time from

We are working very hard towards our goal of having every Flight Attendants dues current and every member in good standing through actively pursuing Article 31 of our contract.

American Airlines – in order for them to accompany a Flight Attendant to a meeting with American management if one is required or assisting Flight Attendants with contract or scheduling issues. They are there to ensure the contractual rights of the Flight Attendant is respected and adhered to.

The Reps try to schedule as many meetings as possible within their removal period to maximize their use and avoid additional removals. The cost of Representation at every level has gone up 18.5 percent since October 2001 when each of us, including the APFA Representatives, received our new contractual pay raise. This cost will rise 3 percent in January 2003 and another 3 percent in January 2004 with scheduled pay increases.

APFA is very frugal with trip removals. The Policy Manual outlines the parameters we must work within in order to protect the integrity of the removal system. As I have previously explained, no Representative may be removed from a trip that was not originally on their schedule unless an event comes up they were unaware of

prior to altering their schedule. (No Rep can be removed from a trip trade or an optional exchange except in an emergency.)

Representation does not stop at a base level. We are one of the only unions in the aviation industry that provides full-time Scheduling, Contract and Health Representatives and an Officer-on-Duty until 2300 CST each weekday, on weekends and holidays. APFA is truly innovative when it comes to in-house representation. Very few if any other unions provide Contract and Scheduling Representatives to answer questions for the membership on various contractual issues. These are very unique services that APFA provides for our membership.

Communicating with the membership is critical no matter what is going on with our Union. This, too, comes at a cost. We provide voicemail for each Representative, in case s/he is busy assisting other members or flying when a call comes in.

APFA also has the general and InfoRep HotLines that are a great source of information. A resource

we intend to use more of is our web site. We employ a webmaster who is a retired American Airlines Flight Attendant to administer the web site for us.

One of the greatest communication costs traditionally is *Skyword*. Setup, printing, postage, and handling averages \$30,000 per issue. That figure is based on a membership of 22,000. As more and more of our members become connected to the Internet, we hope to rely more on this cost-effective way of communicating. Until then, we must continue to use every available tool to make contact with all of our members.

We continue to find ways of saving within APFA. Some of the ways we have cut costs are renegotiating contracts with some of our vendors such as AT&T, the mailing service, insurance companies, the purchasing of vehicles rather than leasing and maintenance services. Some of these savings may seem small, but collectively, they add up. It is critical that we first exhaust cost cutting in every area that does not directly impact membership services.

As we all know, the National Mediation Board has designated APFA as the sole bargaining unit for the TWA-LLC Flight Attendants. We are very excited to have our STL and ISL members joining us. Although we have been very proactive in getting APFA ready for the additional members, we have much work to do.

We must provide our STL and ISL members with the same level of representation we have all come to enjoy and expect. This entails holding elections for Base Representatives and providing those Representatives with training, computers, phone lines and other necessary materials needed to run their base effectively.

We must also provide Flight Attendants in STL and ISL with Skyword and access to the various communications tools we now take advantage of. Although our new members will soon be paying dues -- which will help offset the additional costs -- actually getting them set up will take some time. This is due to the fact they must all sign Membership/Dues Checkoff Authorization Cards that must then be processed. We will be unable to

Please see the announcement regarding our new MBNA APFA Visa Card on page 32.

hold an election for the bases of STL and ISL until we have APFA members in those bases. Only an APFA Member in Good Standing can be appointed or run for an elected position within APFA.

A resolution was passed by the APFA Board of Directors at the Annual APFA Convention in February to add another Division Representative (DR). The APFA Constitution calls for one DR for each 4,000 members or fraction thereof. With the addition of the bases of STL and ISL, we now represent 27,000 Flight Attendants.

APFA also has a staff of employees. We employ 13 full-time staff members, a graphic artist and two computer specialists. In order to keep an organization the size of APFA running smoothly, we must have a staff to assist us. They are compensated at levels competitive with comparable jobs within the DFW Metroplex. As with any organization, we face rising costs related to our staff. The 13 staff members are members of the United Auto

Workers (UAW). Their compensation and benefits package are all negotiated just as ours are.

APFA owns our headquarters building. However, we incur a great deal of general cost associated with the upkeep and daily business of APFA. This includes annual taxes. There are phone bills that literally run into the tens of thousands of dollars each month. This covers incoming calls to APFA on the 800 number and outgoing calls to Representatives and members, as well as the APFA and InfoRep HotLines. We also have various other utility bills and insurance that must be paid.

The APFA Constitution requires that the APFA Board of Directors meet in an annual convention. This is the only scheduled APFA Board of Directors meeting. Most other unions have quarterly board meetings. This meeting of the APFA Board is held in various base cities in order to give the members in each base the opportunity to attend. It is important that the membership have a chance to see their leadership at

work. Some places are more costly than others, but that is the nature of the beast. We make every attempt to negotiate the very best possible rate before selecting a site for the convention and a hotel. Most of the hotels provide a free meeting room when we reserve a certain number of sleeping rooms, which is a great cost savings. In addition, we solicit donations from our vendors and our Representatives to help offset the cost of the convention and awards dinner. For instance, this year we received \$13,000. This went a long way to helping lower the overall cost of this year's event.

I have outlined those areas of greatest expense. However, questions regarding the reasons for our dues increase may remain. In order to help foster a better understanding of just where your dues monies go each month, the APFA Board of Directors has directed that the Fiscal Year Ending 2002 APFA Annual Audit be published in *Skyword* and placed on the APFA Web site. The Audit will be conducted in the month of May. We expect to print the results in the August issue of *Skyword*. This information will answer many questions while at the same time creating others.

In the coming months, I plan to let you know how we intend to cut more costs, generate more income for APFA, explain the LM-2 Report we file with the Department of Labor and answer some of the memberships' questions through Letters to the Editor.

I know the increase in our dues is not something all of us agree on. I feel that I can shed additional light on the expense and income structure of our union through continued explanations of what all is involved.

If you have questions concerning the finances of the APFA, please contact your APFA Base Chair, one of the members of the APFA Budget Committee or me. We will be glad to answer your questions. The Budget Committee members are Doug Elmore, IOR Chair; Sharron Lennox, IOR Flight Attendant; Greg Gunter, BOS Flight Attendant; Doug Newlon, MIA Flight Attendant; James Andrews, DCA Flight Attendant; and alternate Greg Hildreth, Central Division Representative.

Until next month fly safe!



George Price,
APFA National
Communications Coordinator

FROM THE EDITOR

“My, how time flies” is a highly underrated phrase. Many of us find this term applicable when discussing our seniority. Others find it appropriate when describing changes in life that have occurred over a period of time. As I assume the position of APFA Communications Coordinator for a second time in more than a decade, I believe that truly says it all.

In the early 1990s, I was asked to take over the APFA Communications Department. Despite my youth, inexperience as a Union Advocate, incomplete college education and a lack of journalistic training, I reluctantly agreed. My apprehension did not come from an absence of desire to take on the challenges of the job, but it came more from a fear of possibly disappointing my flying partners and fellow APFA members.

From the day I took office, I began learning through trial and error and on the job training. I made numerous mistakes. My writing style was weak, and my creative approach lacked a great deal. I was highly criticized and rightfully so. Many nights I would call my dad in Alabama and tell him I was going to resign because I felt I couldn't do the job. His response was stern. He

told me that I was not raised to be a quitter. Daddy insisted that I buck up and put 100 percent into it. If I failed, it would never be for a lack of trying.

I did just what my daddy advised, and it paid off. When I left the position of APFA Communications Coordinator in 1992, I looked back on the work I had done. There was a clear progression that I am still proud of today.

So here I am 10 years later. I actually still feel the excitement I felt as a very young man being offered a chance to serve APFA. I am not so young anymore. I am more mature, wiser, college educated, and I have put many things in my life into perspective by choice and necessity.

Through the years, I have also gained a great deal of experience as a Union Advocate. In addition, I have been on the DFW and IDF Councils, trained in Dispute Resolution, served as the Central Region Strike and InfoRep Coordinator, and I proudly participated in the 1993 strike. Through it all, I gained great insight into the APFA as an organization and our membership as

a whole. All of this together was what made me realize that accepting President Ward's appointment was the right thing to do at this time in my life.

The position of APFA Communications Coordinator is an awesome responsibility. This is more true now than when I served years ago. Today, our membership is much larger and more diverse with respect to age, background and gender. Technology has changed so much that it overwhelms me at times. The tools available to the APFA to communicate with the membership have expanded, and the organization has become more spontaneous and efficient. The awesome part of the job is keeping up with the tremendous flow of information using the various means available. That includes *Skyword*, the APFA HotLine, the InfoRep HotLine, mass e-mails, national mailers and the web site. In addition, there is always the press.

So what do I plan to do for you in the way of communications? I plan to build on what Leslie Mayo has successfully accomplished. I want to enhance all of the modes of communications in order to provide the membership with all of

the available news affecting not only our Union, but also other unions, American Airlines and our industry. This will be done in a variety of ways depending upon the communications tool.

Skyword will continue to include much of what you see today. The traditional reports from our officers and various departments will be first and foremost. I also plan to add a “Letters to the Editor” section. I think it is important that the membership have a say. There will be reports on the industry, updates on the InfoRep Program, the status of furloughs and recalls and pictures of our membership at work and events, as well as our Representatives in action. Add to that specialty articles of interest written by those both inside and outside of our industry and other news I have already heard you want to know about.

Yes, I have a vision for *Skyword*, but I also plan to reach out to you for ideas, suggestions, photos and articles. This is your publication. You should have a say in what it contains. It is important that when you lay *Skyword* down after reading it that you know much more than you did when you first picked it up. That is the measure

It is important that when you lay Skyword down after reading it that you know much more than you did when you first picked it up.

of a good newsletter. The one thing I will commit to now is that unless directed to do so by the National Officers, the Executive Committee or the Board of Directors, or God forbid, a situation dictates it, I will print **Skyword** in the least expensive way possible in order to save money. Remember, union news does not have to look pretty in order to get the point across.

The web site is one of our most useful and efficient communication tools available to us. It allows APFA to communicate with the membership in close to real-time. I plan to look into the possibility of changing the design of the site in order to make it more user-friendly. One of my goals is to increase use of the web site and especially the Bulletin Board. It is a highly appropriate forum for healthy discussion and debate on issues affecting our Union. I want to make more resources available through both new pages and links. We are fortunate to have Bill White, retired American Airlines Flight Attendant and APFA member, as our webmaster. He is incredibly talented and very devoted to our Union. I plan to work closely with Bill to get the

information you think is important on the site as quickly as possible.

The APFA HotLine is something I can honestly say I have ongoing experience with. I have collected information, written and recorded the InfoRep HotLine since May 2000. Of course, I shared that responsibility with three very articulate people – Patrick Hancock, Dana Davis and Trice Johnson, the APFA InfoRep Coordinators until September of 2001. They taught me the art of being sassy and the need for depth in reporting information on the hotline. I plan to take those lessons and what I have learned since that time and continue to provide you with in-depth information each week. Again, I welcome your suggestions.

One of the most important things our Union must have is a good rapport with the press. I plan to build a working relationship with the key members of the press in the Dallas/Fort Worth area, as well as the national aviation and labor print correspondents. Their favorable reporting is critical during not only contract times, but times where we as Flight Attendants need public understanding and

support. This summer, we intend to host an open house for the Dallas/Ft. Worth press at APFA Headquarters as a way to introduce our National Officers, In-House Reps, including myself, and any other APFA Reps that may be in the building that day. I feel it is very important that they see just how our Union works for its members.

The InfoRep Program falls under the umbrella of the Communications Department. It is a program I feel very strongly about having worked so hard with great people to ensure its viability and usefulness. Although my responsibilities will not allow me to continue to administer the program, I plan to work very closely with whoever is appointed to replace me as InfoRep Coordinator. Our InfoReps have been an integral part of our success on so many fronts over the past few years. In fact, other unions have modeled their programs after ours. That is something to be truly proud of.

Anyone who knows me will tell you that I am a very open and honest person. When I tell you that my door is always open, I am just a phone call away, and my e-

mail is available 24-7, I mean it. If you have comments, suggestions or even criticism constructive or otherwise, please feel free to contact me. I must hear from you in order to know if I am taking communications in the right direction.

I would like to end my first article as the official Communications Coordinator for the APFA by thanking Leslie Mayo. She and I have had the opportunity to work together for a little over two years. Leslie has done an incredible job with the Communications Department and throughout a time of great stress, fast deadlines and tragic events. Through it all, the product she put out for the membership was top notch and her efforts were impressive. I sincerely thank her for taking the time to show me around the department that has changed so much and explain the job as it is today.



A Fond Farewell ... 727

by George Price,
Communications Coordinator



THE LAST 727-200 UNDER THE WATER CANNONS IN MIA

On April 30, 2002, the last American Airlines 727 took to the air as Flight 765 from Tampa to Miami. What was once one of 182 727s became for one moment in time the most special airplane in the American fleet. Aircraft number N864AA ended an era that spanned nearly four decades.

American Airlines began revenue flights of the 727 in 1964. It was one of the first operators of the aircraft with the introduction of the shorter 727-100 or the “100” as it was fondly referred to. Later, the 727-200 or “stretch” was added to the fleet. At one time, American had the single largest fleet of 727s in the world.

TWA was also a major operator of the 727 with 100 total in the fleet over the years. As with American, TWA also operated both types of 727s. The final 727-200 was retired by TWA in 2000.

Over the years, both types of 727s received interior and exterior design changes and enhancements. In the 1980s, the fleet was upgraded from the old carrier-style galleys that had warming ovens and a single beverage cart that did not leave the aircraft, to the cart-style galley design we enjoy today on the entire fleet. The 727-100s were retired in 1994, and to most of us not one moment too soon. The shared mid-galley, twilight zone and unknown substances around the galley girl bar made it an interesting plane to work.

By the sheer numbers of 727s flying throughout the world, it would have been almost statistically



FORMER AA FLIGHT ATTENDANT MARLENE MOYER IN A 727-100 GALLEY. YES, THAT IS A MAIN CABIN TRAY!



THE FAREWELL PLAQUE



GEORGE PRICE, APFA COMMUNICATIONS COORDINATOR, IN 1985 "STUFFING" TRAYS IN THE 727-100 GALLEY.



PICTURE BY LIZ GEISS, DFW INFOREP CAPTAIN. A BOEING 727-200 ARRIVING AT DFW

impossible for it to have a spotless safety record. American Airlines has had its share of incidents and accidents involving the 727. Overall, it has been an incredibly safe and reliable airplane. It was the longest-lived aircraft type ever flown by American.

The 727 was truly the workhorse of the American fleet. It has flown throughout the United States, Canada, Mexico, Central America and the Caribbean.

The 727 was versatile to say the least completing flights as short as Boston to Providence and as long as Chicago to Los Angeles. The silver tri-jet with the blue, white and red stripe was one of the most recognized aircraft in history. What was most astonishing is that literally tens of thousands of Flight Attendants at American Airlines were trained to fly the aircraft. In some cases, yes it is true, there were some American Airlines Flight Attendants only qualified on the 727 for many years!

Newer, more modern and fuel-efficient airplanes are entering

the American fleet to take the place of the 727. The 737-800 is the plane of choice to lead American into the next generation. It burns 40 percent less fuel per passenger and can fly further, faster and quieter than the 727. It can also fly further, faster and quieter. The 727 was also the last of the three-man cockpit. This in and of itself will help American to reduce the overall operating cost of the fleet.

Yes, another chapter is closed at American Airlines, and another section of our In-Flight Manuals will soon be removed. The last of the true luxury jets

of aviation has flown its last flight and now will end up flying for other companies or in a final resting place in the desert. No matter where they are, we can all look back with fond memories to the 727. Senior or junior, Domestic or International, we all have flown it. We all have a story to tell Flight Attendants who will join us in the future of the "100" and the "stretch."



A LAST GOOD-BYE FROM THE COCKPIT





Jena Hopkins,
*APFA National Scheduling
Coordinator*

MOVE ‘EM UP, MOVE ‘EM BACK, MOVE ‘EM ALL AROUND.

The Scheduling Department extends a warm welcome to all STL and ISL Flight Attendants! As with all of our members, we encourage you to call us with your scheduling questions and concerns. It is our goal to make sure you have the information you need to make decisions regarding your schedule up-front rather than after the fact.

In this issue we want to review three new provisions of the contract that provide additional flexi-

bility for reserve and availability Flight Attendants. Availability Flight Attendants now have the ability to move-up or move-back a day of availability. Reserves have the ability to move-up a duty-free period. Reserves also have the ability to trade duty-free periods. The contract language spells out the parameters and limitations of these options. The Contract does not cover the procedure for making these requests. Due to the fact that technology is rapidly changing, the procedures for these requests could change. The procedures for making these requests will be reviewed in this article and are also available in HIDIR.

First lets review the move-up/move-back of an available day (Art. 9.C.6. & App. I. Art.9.C.6.). This provision allows you to request a future available day be moved to a day that is either earlier or later in the same month by exchanging it with a day off (DO) or duty-free period. All dates associated with the trade must be prospective. The procedure for making the request is to send a HISEND to your

future crew schedule desk no later than 1800 local base time two days prior to the earliest date involved in your request. Crew schedule will process the results no later than 2359 local base time two days prior to the earliest date. You should check your HI1 to determine if your request was approved. For example, if you wanted to move your AVBL day from the 9th to the 20th, you must make your request no later than 1800 on the 7th. You will know if your request has been approved no later than 2359 on the 7th by checking your HI1. Keep in mind these are deadlines. It is possible for requests to be made and granted prior to these deadlines.

Reserves now have the ability to move up a duty-free period (Art.10.G.5. & App.I.Art.10.G.6). You may request to move a duty-free period from later in the month to a date, which is earlier in the month. You can request for the duty-free period to be combined with other duty-free periods or separated from other duty-free

periods as in a “dangling 24”. Duty-free periods may not be moved into or out of a planned absence (i.e. vacation or bid leave). The procedure for making a reserve duty-free move up request is to send a HISEND to your future crew schedule desk between the hours of 0800 and 1000 local base time on the day prior to the date for which the request is being made. If you will be flying during the submission window, you may submit your request prior to your flying assignment. The HISEND must specify two dates; the date of the duty period you desire to move and the date you desire to have off. Crew schedule will process the requests in seniority order and awards will be available by 1200 local base time. You should check your HI1 after 1200 to determine if your request was granted. Your request may be denied if it would create a period of reserve obligation of 7 or more days. If your request for a move-up is granted then you will be on reserve on the date of the previously scheduled duty-free period. Keep in mind that a reserve duty-free period move up is different from the reserve moveable day or M2 (Art.10.F.7.b. & App.I.Art.10.F.8.b.).

Reserves may also request to trade duty-free periods with another Flight Attendant (Art.10.G.6. & App.I.Art.10.G.7.). The request must involve an equal number of duty-free periods. The trade must involve two Flight Attendants within the same division. The

trade may not create a period of consecutive reserve obligation of 7 days or more, or less than 4 days. The M2 moveable duty-free period may only be traded once it has been moved by crew schedule and appears as an X2 on your schedule. Both Flight Attendants should be in trip trade mode. The procedure to submit the trade is to send a HISEND to your future crew schedule desk at least 3 days prior to the start of the earliest duty-free period involved in the trade. Crew schedule will process the trade no later than 24 hours prior to the earliest duty-free period. Check your HI1 to confirm whether or not the trade went through. Trades contingent on other trades will not be considered.

It is not possible that all requests for these enhancements be granted. We do want to ensure, however, that all requests are considered. Initially we received reports that crew schedule was either unfamiliar with the new provisions or not considering requests for moves at certain times of the month. We reviewed the procedures for requests with crew schedule and have been assured that all requests will be considered. Please contact APFA’s Scheduling Department if you encounter a crew scheduler who is unfamiliar with these enhancements or who states the trade will not be considered.

It’s A Boy!
Congratulations to Jena and her husband Trey Hopkins, DFW Flight Attendant, on the birth of their first child Jack.





Kathy Lord-Jones

WOW! WHAT A TRIP IT HAS BEEN!

Reflection is an astonishing thing! When I assumed the position of National Safety Coordinator in 1994, I never dreamed it would be such a RIDE! To look back and see how the Flight Attendant profession has changed in the safety arena over the past eight years is amazing! And to actually have been an active advocate of this change has been an honor.

As always, when one reflects, certain important memories come to mind. I remember traveling to New York to assist our TWA colleagues after the crash of TWA 800. I watched with admiration as they pulled together and took care of each other. Now, they are one with us.

When I think of the Little Rock accident, I vividly remember walk-

ing up to the wreckage in the early morning hours and noticing the locations of both Pilots' hats on the ground. I remember looking at the tail cone and wondering how people actually escaped through that tiny crack. And I will always remember the four Flight Attendants from that flight and know that in my heart they will continue to be true heroes.

In addition, I will always remember the first page I received from the company informing me of a hijacking on September 11th. I know I just stared at the pager in disbelief. I recall the special flight I worked that evening from DFW to JFK and can, to this day, still feel the emptiness in my heart. I walked into the hotel in New York and saw so many stranded and frightened co-workers -- all true heroes.

I remember returning to New York almost two months later to another tragedy ... burning wreckage and more frightened co-workers, again, all heroes, returning to work as Flight Attendants for American.

There is a reason why some of us get the calling to do safety work. Maybe it is to try to prevent such tragedies from ever happening again and to attempt to make the job we love better for our colleagues and passengers. Or maybe it is because we are just a little twisted in the head. For me, I think it is a combination of them all!

Joann Matley, formerly the APFA National Contract Coordinator, will take over as the APFA National Safety Coordinator. Hold on Joann. Get ready for the trip of your life!

I recall being notified by the company of a problem in one of our airports. A passenger showed up in an angel costume - wings and all - for his flight. He was denied boarding in the costume but was

allowed to change into a leopard print leotard to travel . Wow. What a trip!

But as each trip begins, we know that someday it must end. In my final days as the APFA National Safety Coordinator, I want to thank Debbie Roland, Lonny Glover and Mario St. Michel for their dedication in our journeys. To the membership, I want to say to each of you, thank you. I appreciate the inspiration you gave me to do the job, and I thank you for the memories. It was a hell of a ride!



I remember traveling to New York to assist our TWA colleagues after the crash of TWA 800. I watched with admiration as they pulled together and took care of each other.



by **Patty Bias**,
APFA National
Hotel Coordinator

TRANSITION, POTPOURRI ... THE RIGHT THING TO DO

This month I want to address a potpourri of issues that have come up recently. I may be able to answer questions that you have, but have never asked. There are always new challenges for the Hotel Department, and my committee works hard to meet every one of them head on. The resolutions may not always make all 27,000 of us happy, but we have to side with safety, security and common sense.

This month we have made several hotel changes. It is the desire of the company, the APFA and the APA to keep all crews in the same hotel in any particular city. This is not always possible in some cities due to the number of rooms we use each night. The decision to place crews all on the same floor is made by hotel management. The contractual requirement is that there be no assignments on ground floors.

A couple of hotels have chosen to offer crews, at our request, storage space for crewmembers who have long layovers at that hotel on a regular basis. This occurs at domestic and international destinations. Crewmembers store everything from extra luggage with layover clothes to golf

clubs, skis, surfboards and bicycles. Common sense tells us that we cannot ask the hotel to spend additional money making these rooms into elegant storage condominiums. After all, they have given us valuable real estate. Making the best use of the space on our own is the right thing to do.

Some hotels are asking us to establish credit when we check in if we plan on watching Pay-Per-View movies, ordering room service, or getting a massage. For many years, we never had to do this. However, the hotels are starting to use common sense, too. They have lost thousands of dollars because our crewmembers have left without paying bills. In fact, we have been asked to leave hotels because of this. I mention this again this month because it is important. It is the policy of this department that phones will be turned on without establishing credit. If a hotel requires you to leave a credit card to turn the phone on, please let us know. Paying the bills that you incurred before you leave is the right thing to do.

Please continue to give my

department your written reports. Without those reports, it is almost impossible to affect change.

Every few years this department has tried to remind you of traveling and hotel safety tips. I thought this month would be a good time to remind everyone of some of the things we need to do to protect ourselves. We have to bring the good judgment we use on the airplane to the layover hotel. I hope you will all read these and take time to think about them. Then put them into action. It is just the right thing to do.

Nametags

Just this week we had a Flight Attendant get a phone call from a hotel guest who evidently got her name from her nametag while on the elevator. To try and get her to talk with him, he also got the First Officer's name off his luggage tag. When he called, he identified himself by the First Officer's name. She caught on and hung up. Remember company policy allows you to use a different name on your nametag. It seems like the right thing to do.

1. Don't ever open your door to strangers.
2. If someone claims to be an employee, call the front desk to verify their identity and purpose for entering your room.
3. Close all doors and windows and connecting doors and use all available locking devices provided.
4. Keep your room key well protected and out of sight in public areas.
5. Locate all fire exits, elevators and public phones.
6. Leave your valuables at home or in the hotel safety box.
7. Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
8. If you see suspicious activity, please report it to the hotel management.
9. Familiarize yourself with the culture of a location.
10. Carefully evaluate any decision to frequent local entertainment areas. Criminals prey upon obvious and unsuspecting visitors. Foreign police or intelligence agencies occasionally detain persons for a variety of reasons. If you are arrested, remember to: a. Ask to contact the nearest embassy or consulate. b. Stay calm; maintain your dignity and do not provoke officials.



HOTEL NEWS & REVIEWS

DOMESTIC

Portland, Oregon

Reviewed by Linda Prosser

For the Short Layover: The Radisson Hotel has the feeling of being in the center of a park instead of being five to 10 minutes away from the Portland Airport. The hotel is very clean and well maintained. The sleeping rooms are big, bright and airy. The rooms are nicely decorated and very comfortable.

There is an indoor pool and a gym. The coffee shop is also nice and looks out on a river. In the summer there are tables that are located outside to eat on. The people at the hotel were very nice, and in my opinion this is a perfect location and hotel for a short layover.

For the Long Layover: The Doubletree Columbia River is the property that we selected for the long layover hotel. The facilities in both hotels are available to our Crewmembers. The hotel is situated across from a mall. The hotel has 11 vans, which they have committed to use as a shuttle to the downtown Portland area.

The travel time to this hotel from

the airport is from 10 to 20 minutes. Between these two hotels, there are many places to eat in all price ranges. The hotel also offers a discount on food. Should you desire to eat at places other than the hotel, there are many restaurants located around the immediate area.

The sleeping rooms are very roomy and nicely decorated. They have everything in the room that you would need. There are also free local and 800 calls. The rooms are also equipped with Internet access.

I believe this is a positive change for our crew layover hotel in the Portland area. Of course, don't forget the famous chocolate chip cookies at the Doubletree.

Raleigh-Durham

Reviewed by Steve Carter

We have moved all crews to the Holiday Inn Crabtree Valley. We have used the hotel for short layovers for some time. After touring the city and speaking with Flight Attendants who live there, everyone agreed that we should move the long layovers to the Crabtree Mall area.

Unfortunately, only two hotels

bid on our business. Our contract now requires the company to solicit bids from hotels we want added to their list. We did that, but we had no luck. There does not seem to be a bid recession in that area.

The rooms are nice with all necessary amenities. That includes televisions with cable channels and movies, phones with data ports, irons/ironing boards and hair dryers. The hotel will give 10 percent on food and beverages. They offer a full breakfast special for \$4.95. The hotel has a small gym for cardiovascular workouts and a nice outdoor pool with a large lounging area.

The Crabtree Mall will be a major source of entertainment for our crews. You can walk across the street and up about a city block. There are crosswalks, so be sure to ask the hotel staff for directions. There are many stores and restaurants, as well as fast food outlets. There is also a very long, wide asphalt walking and jogging track that passes over the hills and through the woods around the hotel and residential and business area. Please use caution when on this type of track in this and every city. Although most are considered

safe, traveling with a friend is always wise.

While this is not a perfect solution, it is workable in a city that the hotel department finds difficult. We will monitor this situation and continue to look for improvements.

INTERNATIONAL

Caracas, Venezuela

Reviewed by Steve Carter

Our new hotel in Caracas is the Radisson Plaza Eurobuilding Caracas. We are finally moving to a property we can all be comfortable in. The hotel has a Crew Manager who is a member of management and can settle any issues that might arise. Currently they have seven other crews in the hotel. We will continue to have a private check-in and check-out location. A complimentary fruit basket and two bottles of spring water will be waiting in your room. All rooms have either a queen-size or double bed, bathtub and shower, double bolt locks, a secondary chain and a safe deposit box. The rooms have refrigerators and a coffeemaker, as well as a hair dryer and make-up mirrors. The bathrooms have luxury

bathing items. Next to each bed is a touch screen that controls all room functions and is used for wake-up calls. The cable television includes CNN and the Weather Channel.

There is a free full service gym, a large pool and area tennis courts are available at a 30 percent discount. We will get 30 percent off on food and beverages in all restaurants and a special breakfast and lunch buffet. Local calls are free. This hotel is also offering 30 minutes of free Internet access per stay. Laundry services will get a 20 percent discount on regular service and 50 percent off on express service.

The crew lounge is huge with large picture windows, very comfortable chairs, a large screen television and a free Continental Breakfast and Happy Hour, which includes a large assortment of snacks.

The hotel will provide transportation. All vans have GPS systems that allow hotel security to monitor the location of all vans. Shuttle service will be available to the local mall.

IOD – WHAT DO I DO?

by **George Berry**,
APFA IOD Rep

Recently, while working a trip to London, a fellow crewmember asked, “What should I do if I have an Injury on Duty (IOD)?” The information that I gave her applies to all of us.

Step One. If you sustain an IOD, you should seek emergency medical treatment, if necessary. Not all IODs are emergency related, however, per American Airlines policy, you must seek medical treatment within 24 hours of the first day you lose time with the company in order to qualify for ID pay.

The following rule will always apply with an IOD: If you want to get paid for lost time, you must substantiate time missed in medical documentation from a physician. This documentation must clearly state that you sustained a work related injury and that you anticipate lost time due to the injury. Initially, this can be done

by any doctor. But once the Flight Attendant has a primary treating physician for his/her injury, it must be documented by that doctor.

Step Two. Report the injury to American Airlines management by completing an accident report with an Injury Manager, MOD or Flight Service Manager. Make certain that you get a copy of the accident report.

Step Three. Contact crew schedule and an Injury Manager if lost time is anticipated.

Step Four. Refer to the Contract, Article 26 - Sick Leave, Paragraphs D-G. Contact the APFA IOD Department at Headquarters. American Airlines does not share IOD reports with APFA, so it is important that you call the APFA IOD Department, as soon as possible, so that we can ensure that you are following

procedures. The APFA IOD Department is available to assist and guide you with your injury. We can mail you an IOD packet that is designed to provide you with an overview of the IOD so that you may become familiar with the terms and situations that you might experience. This packet includes the following vital information related to contractual IOD pay:

- Pay options after contractual full pay and paycheck facts
- IOD definitions and facts
- Vacation and travel benefits while on IOD
- An IOD records checklist
- The insurance company’s role
- And what happens if your claim is denied by the insurance company.

Step Five. Keep an IOD journal that includes everything related to your IOD. The journal should include a copy of your accident report and a phone log that

includes the names of those you have spoken with, times, dates and the contents of your conversations. Keep a diary of your pain. Some claims could take several years to be settled, and it is easier to write down how you feel today, than try to remember how you felt two years ago. The diary itself may be used later as evidence before a judge.

An Injury on Duty can become an overwhelming experience. It is important that you possess the knowledge that will help you to understand the process of your claim. Taking an active role from the outset is essential if you are to achieve a successful resolution. It will be your responsibility to establish and maintain good working relationships with the individuals handling your claim. You cannot afford to be complacent.





by Joann Matley,
*APFA National Safety
Coordinator and former
Contract Coordinator*

OLD JOBS, NEW JOBS AND THE IMPORTANCE OF CHANGE ...

The ratification and implementation of our Contract notwithstanding, as a membership we have endured some pretty amazing events, both professionally and personally. We have lost and gained members of our Union family. We have mourned and celebrated, and we have done so beautifully.

For the past two years, I have served the APFA membership as the National Contract Coordinator to the best of my ability. Admittedly, some days were better than others. To each of you that I have had the good fortune to talk with -- and some that I have only left voicemail for -- I would like to thank you. The lessons that I have learned are ones that only public service can teach. I have laughed and cried, shared stories and moments of time that remind me why I do this work.

Serving the membership in the capacity of a National Coordinator is one of the toughest jobs in the Union. No other job puts you in direct contact with Flight Attendants from all over the sys-

tem and the company on a daily basis. We answer Flight Attendant calls. We answer to the Board of Directors, and we answer to the APFA President.

We are not policy makers, yet we are responsible to adhere to the policies made. We work closely with the Representatives at the local level, Chairpersons and Vice Chairpersons alike, in an effort to mitigate their workload. We focus on the issue of the day, and not what day it is.

When I began my term, I had a plan. Part one of the plan was to provide a more user-friendly approach to contract language. Part two of the plan, that was equally as important to me, was to be out and visible, to chat with crews and to remain approachable to those that I flew with. I hope that I have met those objectives.

I have had the great fortune to work at APFA with some fantastic Representatives. These men and women came when called. Strangely enough, they kept com-

ing back to "sit at the desk" on days when any sane person would say no. Family Leave and the changes, Your World, countdown to the strike, federal legislation and Jury Duty -- none of these things are in the Contract, but every question got an answer. The Flight Attendants that take your telephone calls Monday through Friday do nothing but make the Contract Department look good. And frankly, no one does that better or with more humor than Nancy Archer.

Nancy is a DFW-based Flight Attendant, and for those of you that remember the Skyword article about the three types of seniority numbers, she is -- FA "Notsovanilla." Nancy has been my right hand, my left hand, and has filled in for me when I went on vacation. Nancy's presence at APFA Headquarters during the events of September 11th and the days that followed allowed me the opportunity to assist the Boston Representatives. Without that, I would not have been able to provide what little

support I did to my base. Nancy brings her own style and passion to the fight. She will serve you well. Please welcome her as she begins her two-year term as APFA's National Contract Coordinator.

So there you have it, old jobs, new jobs and the importance of change ...

Keep an eye on the APFA Web site for updates on the outstanding contract items. Implementation dates have been announced for Vacation Relief Bidding. Make up over the monthly maximum and trip trade over the monthly maximum. As always, fly safe and carry your Contract. If you have questions, just call.



Association of Professional Flight Attendants

Dues Referendum

April 18, 2002

Base	Yes Votes	No Votes	Blank/ Undervote	Void/ Overvote	Total Ballots Counted	Void/ Duplicate	Void/ Dues Arrears	Void/ Not in SBE	Void/ Other	Total Ballots Received	Total Ballots Mailed	Percentage of Ballots Received
BOS	238	201	0	0	439	0	12	8	0	459	826	0.55569
BOSI	139	85	0	0	224	0	7	1	0	232	388	0.59794
DCA	198	170	0	0	368	0	6	3	0	377	667	0.56522
DCAI	48	38	0	0	86	0	0	0	0	86	137	0.62774
DFW	885	1,018	0	0	1,903	0	44	24	2	1,973	3,669	0.53775
IDF	518	544	0	0	1,062	0	14	1	0	1,077	1,690	0.63728
LAX	549	401	1	0	951	0	20	9	1	981	1,877	0.52264
LAXI	165	109	0	0	274	0	2	0	0	276	454	0.60793
LGA	363	432	0	0	795	0	15	13	0	823	1,856	0.44343
JFK	563	394	0	0	957	0	15	3	0	975	1,856	0.52532
MIA	434	419	1	0	854	0	18	5	0	877	1,573	0.55753
IMA	496	477	0	0	973	0	17	1	0	991	1,794	0.5524
ORD	609	747	0	0	1,356	0	32	32	0	1,420	2,500	0.568
IOR	502	348	0	0	850	0	15	3	0	868	1,378	0.6299
RDUI	22	35	0	0	57	0	0	1	0	58	97	0.59794
SFO	358	277	0	0	635	1	17	8	0	661	1302	0.50768
SFOI	122	68	0	0	190	0	3	1	0	194	340	0.57059
Total	6,209	5,763	2	0	11,974	1	237	113	3	12,328	22,404	0.55026



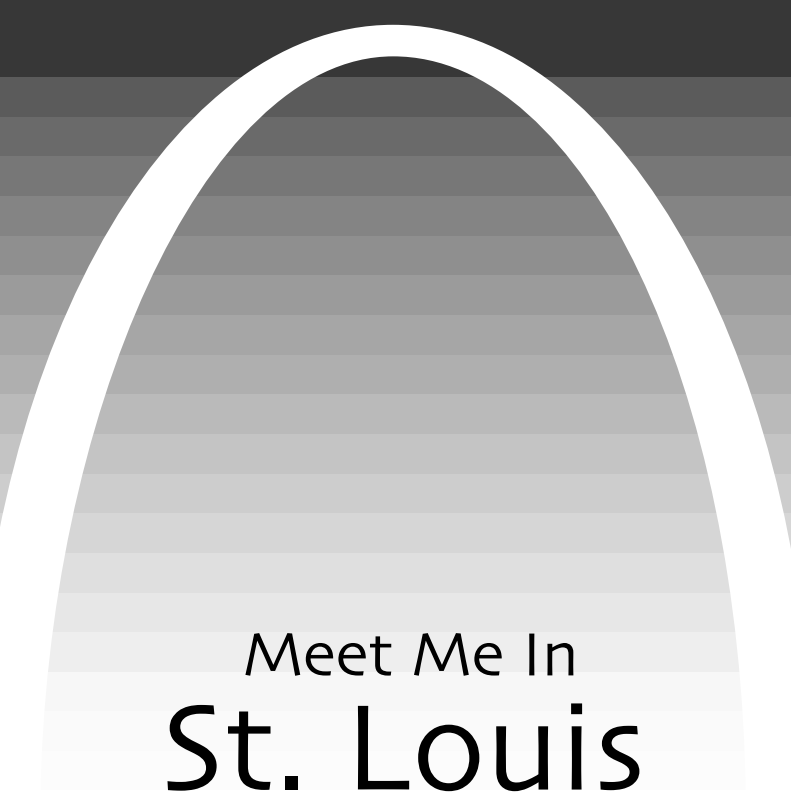
FELIX LOZANO OF WHITLEY PENN & ASSOCIATES, THE OUTSIDE ELECTION AGENCY USED BY APFA, GAIL MACONKEY, IDF FLIGHT ATTENDANT AND NBC MEMBER AND LINDA RIVAS, NBC CHAIRPERSON VERIFY ELECTION RESULTS



ROSEMARY COOPER, SECRETARY TO APFA TREASURER JUAN JOHNSON, AND PETER KENT, NBC MEMBER AND LAX FLIGHT ATTENDANT HAND-FEED BALLOTS INTO THE COUNTER



LINDA RIVAS INSTRUCTING STAFF ON BALLOT COUNTING PROCEDURES



Meet Me In St. Louis

By **Tim Weston,**
APFA DCA Vice Chairperson

As most of you are already aware, on Friday, April 19th, the National Mediation Board (NMB) certified APFA as the representing agent for the TWA-LLC. Flight Attendants, in effect adding potentially 4,000 new members to our ranks. Informational meetings for the STL and ISL Flight Attendants had been planned and were scheduled for the following week. Having non-reved on TWA-LLC a couple of times, I had had the opportunity to speak with several

Flight Attendants, and I was amazed and frustrated by the lack of information and support they were getting from the company.

Since they were not part of our Union at the time, the assistance I could give them was limited to simply answering a few general questions. As a result of my experiences with these Flight Attendants, I was eager to help out in any way that I could. So, when the NMB made it's ruling on Friday afternoon, I volunteered to go to St. Louis the next day and spend the weekend talking to the STL and ISL Flight Attendants in their operations area.

I arrived in St. Louis from DCA at about 8:30 Saturday morning and was met by Ted Bedwell, a member of the APFA Executive Committee and host of the planned meetings. He showed me around the operations area and introduced me to a couple of the MODs. He then caught a flight back home to Nashville for a couple of days of rest and preparation before the following week's meetings.

As I had a look around STL Ops, I wasn't sure what to expect or what approach to take, so I just dove in, so to speak, and walked into their stand-by room (which, by the way is about the size of a 767 First Class galley, and in which they are required to remain there for their entire Stand-By Duty) and introduced myself. The five or six Flight Attendants

in the room initially appeared skeptical. I then explained to them that I was there as an APFA Representative to answer any questions they might have, contractual or otherwise, and also to simply listen to what they had to say.

Since American Airlines had inadequately informed them about their work rules, they had many contract and scheduling questions. Over the next two days much of my time was spent answering these questions and helping returning Overage Leave Flight Attendants put in their bids. Work rules, however, were not all that they wanted to talk about.

Naturally, there were many Flight Attendants who wanted to talk about the seniority issue, and I listened to what they had to say and tried to express the train of thought that went into the seniority agreement that was reached. My purpose for going to St. Louis, however, was not to debate the seniority integration. I was there to let the STL and ISL Flight Attendants know that APFA is here to represent them, and that this Union is behind them and welcomes them into our ranks.

Some of the most interesting and profound times for me were when I just listened to what these Flight Attendants had been through during their careers with TWA and during their transition

into American Airlines. The more that I listened, the more I realized how much we all have in common. They shared with me how difficult their strike was in 1986 and their feelings of loss after TWA 800. I could relate to so much of what they had been through. Listening to those Flight Attendants I could sense the same determination that we had as we fought for an industry-leading contract, and then as we grappled with the traumatic events of September 11th and the loss of Flight 587. I am thankful for each of you in STL and ISL who shared with me your experiences. For much of what we are still going through with the loss of our colleagues, you went through with TWA 800, and there is much that we can learn from you.

When Monday rolled around, and I boarded the plane back to Washington, I was left with a feeling of optimism. For if those of us that met that weekend in St. Louis could find common ground, then we all can. As we see each other in operations or in the airport or on a layover, we all have the opportunity to find that common ground -- Flight Attendant to Flight Attendant, APFA Member to APFA Member. Our unity has always been our strength -- and although we have a lot of work to do to get there, my hope is that one day soon we will stand together united, one voice, 27,000 plus Flight Attendants strong.





APFA SECRETARY LINDA LANNING, VICE PRESIDENT JEFF BOTT, FORMER U.S. ATTORNEY GENERAL AND APFA BOD CONVENTION KEYNOTE SPEAKER JANET RENO, APFA PRESIDENT JOHN WARD, AND TREASURER JUAN JOHNSON



2002 MARTHA GRIFFITH'S AWARD
RECIPIENT BECKY KROLL

THE NINTH ANNUAL APFA BOARD OF DIRECTORS CONVENTION AND AWARDS DINNER

by **Linda Lanning**, *APFA Secretary*



CILLA GOLLAS,
APFA DISTINGUISHED SERVICE
AWARD RECIPIENT



CHERYL WALTERS,
APFA DISTINGUISHED
SERVICE AWARD RECIPIENT



In accordance with the Article III, Section 3, A, 3 of the APFA Constitution, the APFA Board of Directors held their Annual Convention and Awards Dinner the week of February 18th in Miami Beach, Florida. At the conclusion of the first full day of business, the APFA Board of Directors, Executive Committee, Coordinators, Division Representatives, Negotiators, and associates of the APFA attended the Awards Dinner.

This year, the prestigious Martha Griffith's Award, APFA's highest award for meritorious service, was presented to IDF Flight Attendant and long time Union Advocate Becky Kroll. The APFA Distinguished

Service Award was presented to both Executive Committee member and IDF Flight Attendant Cheryl Walters and APFA Archivist and RDUI Flight Attendant Cilla Gollas. All three of these unique women deserved this recognition for the years of outstanding work they have performed for the membership and the APFA as a whole.

Those in attendance at this year's convention had the privilege to hear a speech by our special Keynote Speaker former U.S. Attorney General Janet Reno. Ms. Reno spoke to the status of politics today, her time as Attorney General, and her current run for Governor of Florida. It truly was an honor for everyone to have her in attendance.

There are a few important points to bring out regarding our Annual Convention. It is held in various base cities each year in order to give the membership the opportunity to see their Union at work. Much of the cost of the event is offset by contributions received by Union Reps, members themselves, vendors and associates of the APFA. In addition, meeting rooms are often furnished at no charge by the hotels as a benefit for the number of room nights used during the week of the convention. This allows us to hold this mandatory yearly meeting of our Board at a reduced cost to the Union. Next year's convention will be held in the Dallas/Ft. Worth area.





by **Derrick Ricketts**,
Recently Recalled APFA Member

FURLOUGHED

When I got my wings on May 3, 2001, being furloughed was the furthest thing from my mind. The loss of my job in November 2000 is what brought me to American Airlines in the first place.

There is a difference between being laid off and being furloughed. When you are laid off, it is definite – you lose your job. You begin the process of rebuilding your life, looking at your options, and, hopefully, finding a job that will pay your bills. At the other end of the spectrum is being furloughed. While you still lose your job, you are thrown into the midst of uncertainty because you have up to five years to be offered re-employment in this same job. It is when you are furloughed, that you ask even more questions.

- What will I do now?
- How long until I get called back?
- Why will it take so long?
- Does anyone even care?

The hardest part about being a fur-

loughed Flight Attendant is the waiting. All you do is wait. You constantly scan every piece of news that mentions airlines, airplanes and airports. Somewhere in the news scan, your eyes lock upon the word airplane. You almost fall out of your chair because you think you have found a story about your job. Then the excitement wanes as you read about the passenger who was stuck to the toilet seat in the lavatory for several hours because of an unusual suction problem. You feel sorry for the passenger, but you know first hand how that suction feels.

The worst part of being furloughed is the isolation you feel. Your non-flying friends try their best to understand, but in the end they don't. Friends who are still flying are more worried about next month's bids. Family members give you one week to mope around the house, and then all bets are off.

When you apply for a job, the

first question is always, "What exactly does furloughed mean?" After the prospective employer is given a Webster's definition of furlough, the reply is, "Don't call us, we'll call you." Eventually, you find a job that suits your basic need -- a paycheck! The job isn't rocket science, and you are not going to solve world hunger, but it does help pass the time while you wait.

The isolation does not abate in your socializing either. Everyone you run into asks the same question, "Hey, what's the status of that furlough thing?" The general public is always encouraging, too. "I heard they were bringing back people in reservations. When do you start?" The best is, "Have you heard anything yet? Why are they so slow? When will you hear something?" A simple shrug is usually the best answer.

The most important part of being furloughed is your own support system. Who better to

support you in your time of despair than those who were furloughed with you. The support system always starts with your class. You spent six and a half weeks with these people. On graduation day, you were ready to fly away from all of them. But, eventually, you find your way back to them. They understand your feelings, your questions, and your loneliness.

The strangest part of all is how fast the system works. Once a furloughed has newsworthy information, it shoots through the system like wildfire. E-mails and cell phones start buzzing with the latest rumors. When your support system is out of pocket, you take care of yourself. Usually, a trip to the closet takes care of everything. When no one is looking, you slip on your uniform jacket to make sure it still fits properly. You smile at the image you see in the mirror, and then the jacket goes back in the closet to wait.

Rumors can be the death of a furloughed Flight Attendant. You hear so many. Thank God for high blood pressure medicine. One day you hear the rumor that probationary Flight Attendants do not have recall rights. The next day you hear it could be the full five years before you are recalled. A week later you learn that your furlough was a conspiracy by all the managers on duty.

It becomes overwhelming until you realize the only place to find the answers you seek is through the Union. APFA's Web site supplied us with information. APFA still saw us as members and treated us as such. As members, we talked freely and openly in the bulletin board section. Line members told us about the changes and what we could expect upon our return. Most importantly were the words of encouragement from those who were still flying -- that meant the most.

The best part of being furloughed is when you get a certified letter. You have waited months for the

postman to knock on your door. Do you wonder if the postman ever understood why we were doing cartwheels in the front yard? In a sense, it brings back memories of the day you got your package telling you about training. FSU, here we come! We're off for two days of refresher training, and then we go to our new bases.

That's right; in many cases they will be new bases. Junior Flight Attendants go where they are needed when returning from a furlough. It is similar to going to battle -- send the recruits where they are needed the most. The fact our original bases may not be open for all of us is upsetting. We were furloughed. We did our part by surviving without our jobs and now we may face assignment to a new base.

It is all part of the choices we make when we become American Airlines Flight Attendants. It is the go-anywhere-do-anything commitment we made when we signed up. We are Flight Attendants, and we

have the ability to overcome the most adverse situations. It is the knowledge that we can transfer home and the excitement of returning to flying that will make the time pass and the situation more bearable. The saddest part of being furloughed is when you are recalled while others still wait. It is a bittersweet victory to go back to work. You feel the excitement of getting your uniform out of the closet, finding your wings and reading your manual. While you are preparing to return to the line, more than 1500 people are still furloughed.

Those still on furlough are lonely, frustrated and sick of rumors. The postman is not seeing cartwheels from them. All he sees is the daggers flying by him because he showed up empty handed. One day the waiting will end.

We all make choices everyday in life. The choice to become Flight Attendants for American is still the best choice. The events of

September 11, 2001, have passed, but they are not forgotten. Things are slowly returning to normal.

Ultimately, all of us on furlough will be given the choice whether to return to our jobs or not. How will you know we made the choice to fly again? We will be the ones with the biggest smiles.



For furlough and recall information visit the "Furlough Page" on the APFA Web site at www.apfa.org. Also, call the APFA HotLine each Friday at 800.399.2732.

Our New Contract and Your Pension

HOW ARE MY PENSION BENEFITS DETERMINED?

by Jill Frank, APFA Retirement Specialist

Our new Contract dramatically improves our potential pension values. Many of us want to plan our flying lives to maximize that potential.

In order to plan properly, we must first understand how the information is gathered. I recently spent two days in TUL and DFW with the American Airlines representatives who gather all of this information and crunch the numbers. I went in thinking that all I had to do was translate my HISK (shows monthly hours) into salary, and I would know my Final Average Compensation (FAC). Wrong!

The following is my best shot at describing the way the pension plan and pension system work.

The Contract: The language in the Contract (Article 36 I. 1.) reads as follows: "Final Average Compensation shall be determined by taking the average of the highest paid 48 consecutive calendar months out of the 120 consecutive calendar months of plan participation preceding the date of retirement, disability,

death or termination of employment disregarding any month in which the Flight Attendant did not perform duties (or receive credit) for which the Flight Attendant would be entitled to receive pay."

How is this applied?

Let's break it down step by step.

STEP 1 *YOUR PAY AND HOURS ARE ACCUMULATED MONTHLY.*

We receive our base pay for the month in progress (based upon an assumption that we will work at least 67 hours), but our overtime is paid the following month. The pay numbers gathered are actually based upon your hours from the current and the previous month. The hours you worked and the associated pay, both base and incentive, are summed up each month and recorded in the pension system.

EXAMPLE: You worked 87 hours in December. In January you are paid the base pay (67 hours) for January and the incentive (20 hours) for December.

When the pension people calculate your pensionable earnings, they start out with all of that salary paid to you in January.

The category of pensionable earnings will show the money you were paid for the entire month. (The following example is based upon our rates of pay effective January 1, 2002, for an International Flight Attendant in the 15 + year category).

PAY TYPE	HOURS	DOLLARS
BASE	67	\$ 3,516.16
INCENTIVE	20	\$ 1,207.00
GALLEY	10	\$ 17.50
PURSER	77	\$ 462.00
TOTAL PENSIONABLE	87	\$ 5,202.66

STEP 2 *YOUR ELIGIBLE PAY AND HOURS ARE CALCULATED YEARLY.*

Get an average value for the hours. The base pay for the whole year is added up then divided by the number of hours that were in that category. The incentive pay (all of it) is then added and divided by the number of overtime

hours flown. What that does is give you an average value for each base pay hour and an average value for each overtime hour. That is particularly helpful because many people go through pay step and contract raises (or fly a mix of domestic and international) at various times during the year. This method makes sure that it isn't just the hours earned at the beginning of the year that count. Now each hour of base pay and each overtime hour are given an average value.

Credit all eligible pay. The next step is the actual calculation of the eligible pay. The Contract (Article 36 I. 2.) states that, "for purposes of determining pensionable pay, the following shall be included: longevity pay, narrowbody lead pay, language pay, galley pay, purser pay, lump sums, retroactive pay and base and incentive pay up to 1,020 paid flight hours per year, regardless of which operation in which the Flight Attendant serves during each applicable calendar year, provided that paid flight hours of service paid to

the Flight Attendant at incentive rates in excess of 216 will be credited for this purpose, and only this purpose, at base rates.”

That means the average value of an overtime hour will be counted for up to 216 hours of overtime, and the average base pay value will be used for up to 804 hours. Then add in the other forms of pensionable pay (longevity pay, narrowbody lead pay, language pay, galley pay, purser pay, lump sums and retroactive pay), and you have the total for the calendar year.

STEP 3
HOW YOU CAN DETERMINE THE HIGHEST PAID 48 CONSECUTIVE CALENDAR MONTHS OUT OF THE LAST 120 CALENDAR MONTHS.

Your total eligible pay for each year will be divided by the number of months you worked to calculate the value of pay for each month that year. Remember in Article 36 I. 1. where it said “disregarding any month in which the Flight Attendant did not perform duties (or receive credit) for

which the Flight Attendant would be entitled to receive pay?” This is the zero month concept that you may have heard referenced.

It means that once the above calculations are done, the year’s activity is looked at. (This refers to the actual months with activity, not the pay. (This is where the HISK actually comes in handy here)., So if there are months with zero activity, they are taken out of the equation.

Now 120 of these non-zero months are placed end-to-end, and the 48 consecutive that yield the highest FAC are found. Those 48 are added up, then divided by four, and you have now determined your Final Average Compensation!

STEP 4
CALCULATING YOUR PENSION BENEFIT

Multiply 1.667 percent by the FINAL AVERAGE COMPENSATION (FAC) by the number of YEARS OF CREDITED SERVICE (YCS).

The 1.667 percentage is the contractual value in the pension formula. YCS is based on flying 734 hours in a calendar year. The FAC has now been added up. If you do the math you determine your annual pension value.

Your pension benefits are maximized by being paid for as close as possible to 85 hours every month because the 1,020 maximum paid hours in a year is equivalent to twelve 85-hour months. If you want to take significant time off, and your goal is to have the least impact on your pension benefits, it would make sense to drop the entire month (or months) so that they have zero activity and that will be disregarded when it comes times to determine your 48 highest consecutive months. Of course, you may have other reasons for not wanting to do this.

For those who fly pretty consistently high time, there will be no problem in reaching the 1,020 annual paid hours figure. If you go below 85 paid hours one month, the new annual cap allows you the benefit of flying a

bit more the other months to get to the 1,020 annual paid hours cap. For those who like to fly partial schedules, your pension benefits will be maximized by flying hi-time some months, then zero others, even if you don't reach the 1,020 hours annual paid hours figure.

What about the other forms of pay? There is no cap on them. So beginning with date of ratification (the new types of pay were not retroactive), keep track of those as you are paid for them -- again at the end of the month following the activity. Years prior to ratification include only the Purser in addition to the lump sums and retroactive monies paid this year. They are applied to the years in which they were earned.

Many of us want to be able to verify American Airlines’ calculations. The best way to do this is by keeping good records. Begin now. Print a hard copy of all your paycheck stubs and keep them for at least 10 years. It isn’t a big deal to have a file folder from every year with your

HISK, H-I 2’s and paycheck stubs in it. If there is ever a question, these records could be extremely helpful. If you fly many zero months, you will need to keep these records longer than 10 years so that you have records for the final 120 consecutive months from which the highest consecutive 48 will be selected.

Shortly before you are to retire, American Airlines will send you a pension estimate that shows what, according to the company’s records, your Final Average Compensation is. You will be in the best position to be able to verify the accuracy of that number if you have retained your records.

DFW

Professional Standards

Unfortunately, Margaret and I are continuing to get reports that Flight Attendants are going into American Airlines Management to report problems they are having with co-workers. If you have a problem with another Flight Attendant or Pilot, try to resolve the situation yourself by talking it out. If that doesn't work, or if confidentiality is important to you, please call one of our Professional Standards Reps before going to the company with your concerns.

Professional Standards is the vehicle we use to settle our own grievances in house before management has the opportunity to get involved. When a Service Manager receives a complaint, they must take action. If you encounter a problem with another co-worker, please use Professional Standards. DFW Professional Standards Reps' names and phone number can be found on the DFW APFA bulletin board in operations, or by simply calling the DFW Office at 972-444-2500 or APFA Headquarters at 1-800-395-APFA.

Professional Standards Representatives are fellow Flight Attendants. They listen carefully. They guard the caller's confidentiality, and they address problems as only another Flight Attendant can. A Professional Standards Representative is able to accomplish the task because of trust, a reservoir of good will and because the direct approach is often the most practical and effective.

SPY RIDES

Just as a reminder that SPY RIDES (UOR's) are back. If you are subjected to an unfavorable ride, the write-up will be passed to your Flight Service Manager, and you will be called in to discuss the ride. Before you schedule your meeting, call the local DFW Office. As a reminder, please remember to do your safety compliance checks and 15-minute walk-throughs on every flight.

Chris O'Kelley
DFW Chairperson
Margaret Stewart
DFW Vice Chairperson

ORD

By now, most people know how co-pairing works. In Chicago, we start with the F100 and work our way up. The month of May brought an unusual amount of four-day trips on the 737. We checked it out, and sure enough the word comes back that the 737 is, indeed, still co-paired.

We've also had to deal with a shortage in ORD and an overage in MIA. That is the reason we have been so erratic with 757 flying. This shortage may be reduced or eliminated, now that recalled Flight Attendants have begun flying.

If you or anyone you fly with has concerns regarding post trauma stress, please contact APFA's Health Department at 1-800-385-2732, ext.8301. Post trauma stress is very real and very treatable.

We also expect that some of our ranks that are returning from Overage Leaves may experience some levels of anxiety. Some have not flown since September 11th, so this will be their first trip back.

Many of you may not realize that the ORD Base Brief stuffed in your Flight Attendant mailbox goes through an approval process. After it is written, it

goes to APFA Headquarters for the appropriate departments to approve for accuracy. Then it goes to local Flight Service for approval. This whole process can take nearly two weeks, which is why some material can be outdated by the time it actually gets to you! This can be very frustrating, but it is essential. Anything that goes to print can possibly be used for us or against us in arbitration. Therefore, both APFA and management have a mutual responsibility in the approval process.

The ORD e-mail group continues to grow. If you are interested in receiving airline related information, please send your e-mail address to apfachord@earthlink.net. A special thanks to David Ransom for constantly searching the net for airline news.

Both Steve Wilson and I just went through Post Trauma Stress Disorder training. For me, it was the second time. I am an enthusiastic supporter of Critical Incident Stress Debrief (CISD) sessions. It is most successful when all Flight Attendants in the crew participate. It is clearly your choice whether you want to attend or not. Nobody will force you. Todd Breckenridge, Debbie Dent and Lonnie Glover have all been trained to facilitate a CISD. Everything in a CISD remains confidential. No notes are taken. It is for you and your crew.

There are some instances where a CISD may not be warranted, but a training debriefing is. The intent of a training debriefing is not disciplinary. It is a fact-finding mission to determine whether the procedures in place are working or not. Your input is very valuable. Those who actually are in an emergency situation become the experts on procedures.

Here in Chicago, we set the standard for notifying all parties when an emergency is declared. We not only handle ORD Flight Attendants, but also any that may have an emergency passing through ORD. We do encounter problems when dispatch is either not reached or they fail to notify APFA and/or Flight Service. This has been a particular problem in LAX. If you have had an emergency, and you don't see Flight Service and APFA meeting your flight, please let us know as soon as possible. We need and want to stay on top of this. Our goal is to make meeting flights where the problems occur the norm.

Regarding the issue of management's current sweep on the grooming policy, we agree that all Flight Attendants must present a professional image, because we are just that -- professionals. Now, more than ever, we need to present the idea that we are there to do our job, which includes the safety and security of the aircraft

and the people we transport.

The problem we have with management's approach is that they are throwing the net over everyone. We believe that the majority of American Airlines' Flight Attendants present themselves as safety professionals. We would like to see our management team manage those who need some guidance. We would like to see our management team ramp our flights to help us out with all of the new double catering disasters and security issues. If, at that point, they see a flagrant violation of the grooming policy, deal with it right then and there.

On the other hand, the uniform needs some ongoing work. I have received many complaints regarding the all-weather coat. It seems it works for those who live well south of Chicago, however it is but a wisp of cloth in January. Please keep talking with your manager. Also, leave messages for the appropriate APFA Rep. It's the only way to get things to change.

As always, keep calling with your suggestions and/or comments on issues you want addressed either here or in a Base Brief.

Liz Mallon
ORD Base Chairperson
Steve Wilson
ORD Vice Chairperson

LGA

Eulogy for Steve Sternig

4-14-02

I'm Suzanne Edwards, Steve Sternig's Vice Chair for LGA – or, as Michael affectionately refers to me, Steve's OTHER ... other half. Steve and I have worked together closely for the past seven years representing the Flight Attendants at LGA. Steve was a truly devoted Union Advocate, spending more than 11 years of his life fighting for and protecting the rights of our members.

There were many times when Steve would be up, literally all night, trying to help a Flight Attendant in need. His dedication to protecting and helping others also extended to his friends and colleagues. Steve's allegiance to the Association of Professional Flight Attendants (APFA) was second only to the loyalty he shared with his dearest friend and companion Michael, his partner of 25 years. I would like to say, thank you, Michael, for your willingness to share Steve with all of us.

Steve meant many things, to

many people. To me, Steve was a mentor, but in the process he became one of my closest friends. He was a big part of my daily life. We talked on the phone almost every day, and often, several times during the day. In the beginning of my experience as a Union Rep, my questions seemed endless in an attempt to learn from his experience. He was very patient, reminding me that there are no silly questions if you don't know the answer.

I remember the first meeting with the company. That was when I saw Steve in action. He was very passionate as he made his arguments. I was very impressed ... but the best was yet to come. About halfway through the meeting, Steve slammed his fist on the table, and everyone in the room stopped talking. There was silence. He then eloquently drove his point home.

WOW, that worked pretty well -- though I wasn't too sure I could pull it off. But, during my FIRST meeting with the company, I tried it. Halfway through the meeting, I slammed my fist on the table, and every one in the

room kept talking. It didn't work the same way for me. I called Steve as soon as I could and told him what happened. He chuckled and said, "Suzanne, just be yourself. Your instincts are good, follow them. And listen to your heart, it all comes from there."

Steve's encouragement over the years has meant a lot to me. There were many times when he would say, "Well, the apple doesn't fall far from the tree does it?" That was his way of telling me he was proud of what I had accomplished.

Steve was a man of few words,. He tended to cut to the chase. He was eager to solve the problem. Unfortunately, this lesson was lost on me, which is very evident by my phone bill. Although Steve appeared to be a very serious person, there was another side of him that many people didn't have the opportunity to see. He had a very dry sense of humor. Many times he and I would be in the middle of a serious discussion, or a group discussion with others. Then out of nowhere he would come out with a one-liner that would stun, and then fill everyone with laughter.

I've heard it said that you can tell the character of a man, not only by the friends he keeps, but also by those he doesn't. Steve was a man of strong character. That was evidenced by all of you here. Whether you loved Steve, or not, you had to respect him. You could always trust him to do the right thing. Steve didn't trust the care of his base to others easily. I knew I had earned Steve's trust and confidence, when he finally agreed to take a vacation. It was his first real vacation in more than four years. He even left the country.

Steve will always be with me -- not only in the things he taught me, but also in the memories of the friendship we shared. Though we had very different personalities and diverse styles of doing our job, we were very much in sync. He would start a sentence, and I would finish it. In that same spirit, I will proudly pick up Steve's torch and carry it forward to continue serving the LGA Flight Attendants.

Suzanne Edwards
Vice Chairperson for LGA

APFA OFFERS CREDIT CARD PROGRAM



The Association of Professional Flight Attendants VISA credit card is a way to show support and pride for our Union. Since you support the goals of the Union, you have several reasons to carry the Association of Professional Flight Attendants credit card.

Not only will you help support our Union, you will also carry a credit card with exceptional Customer Service and benefits – including a low introductory Annual Percentage Rate (APR), no annual fee, and use of the expanded MBNA Internet site, www.MBNA.com, you can check your balance, review statements, and schedule electronic payments online, 24 hours a day. You can also take advantage of special offers from more than 1,500 merchants and access many other services.

What's more, cardholders generate income for the APFA at no additional cost to them. That is because MBNA America, the card's issuing bank, provides funds to the APFA for each new account that is opened.

Every time the card is used to make a purchase, MBNA contributes additional funds to help support the Union. The APFA Credit Card Program is a great benefit to cardholders and to the APFA.

Request the Association of Professional Flight Attendants VISA card, the only credit card endorsed by our Union, today!

Call toll-free:
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THE COALITION OF OF FLIGHT ATTENDANT UNIONS

APFA TREASURER
JUAN JOHNSON AND
APFA LEGISLATIVE
REP JOAN WAGES
DISCUSS ISSUES AT
THE MEETING OF THE
COALITION OF
FLIGHT ATTENDANT
UNIONS IN DALLAS



DEBBIE ROLAND, APFA
SAFETY REP, JOAN WAGES,
JUAN JOHNSON, AND APFA
HEALTH COORDINATOR
EMILY CARTER DURING
PRESENTATIONS ON
FLIGHT ATTENDANT
CERTIFICATION AT THE
COALITION MEETING.

The Coalition of Flight Attendant Unions is a group made up of Union Leaders representing 120,000 Flight Attendants in the United States, Mexico and Canada. The purpose of the Coalition is to discuss and work collectively on issues that affect Flight Attendants. The Coalition meets on a regular basis, and each member union takes turns hosting the meeting.

TWU Local 556 representing the Flight Attendants of Southwest Airlines hosted the latest meeting on April 17-18, 2002, in Dallas,

Texas. Among the topics discussed at the meeting were security sweeps, airport security, self-defense, upcoming negotiations at various airlines, 10-year background checks of aviation employees, guns in the cockpit, self-reporting programs and certification of Flight Attendants. Subcommittees were formed to develop guidelines for Flight Attendant Certification Legislation, which will be discussed at the next meeting in July hosted by Teamsters 2000 representing Northwest Airlines Flight Attendants.



Welcome Back!

APFA would like to welcome back to the line 413 members previously furloughed. The Flight Attendants included in this first round of recalls are based in the following locations:

April 1, 2002 **May 23, 2002**
LGA, BOS, LGA
ORD and DCA

There are still have approximately 1,500 Flight Attendants at American and TWA-LLC who remain on furlough. APFA will continue to work with the company to get these Flight Attendants recalled as quickly as possible. Please continue to monitor the APFA HotLine and the Furlough Information Page of the APFA Web site for more information and useful resources.

Campaign Finance Reform

You may have recently heard in the news about campaign finance reform legislation passing Congress. This was a long-fought, bi-partisan battle led by Senators John McCain (R-AZ) and Russ Feingold (D-WI) and Representatives Chris Shays (R-CT) and Martin Meehan (D-MA). To get enough votes to pass, changes were made in the bill so that the central focus became "soft" money. "Hard" money is that collected by candidates for their campaigns and has been strictly regulated and reported. On the other

hand, soft money allowed corporations and large labor unions to give HUGE sums of money (sometimes upwards of \$100,000) to political parties. These monies could be used for support or attack ads on an issue and while most was reported, there were no limits. This legislation will have little, if any, impact on contributions by the APFA PAC, which contributes only hard money. By limiting soft money, this law seeks to level the political playing field by preventing big-buck entities from currying favor with the

political leadership. This is the first significant campaign finance reform since the Watergate days (early '80's) and will force both parties to focus more on grassroots fundraising. Yet, we haven't heard the last on this issue. Corporations and labor unions alike have filed suit claiming that this law is unconstitutional, mostly on free-speech issues. For more information on the APFA PAC and how you can make donations, please go to the "PAC Page" on the APFA Web site at www.apfa.org.

Dear Fellow American Airlines Flight Attendants:

After taking the Overage Leave that began November 1, I returned to my hometown of Yuma, Arizona, and announced my candidacy for the United States House of Representatives.

I am writing this letter to let my colleagues at American Airlines know that I am running for Congress, and that I need your support. The campaign is costly, but the opportunity to win this election is at our doorstep.

We, the Flight Attendants of American Airlines and employees of the airline industry, share

concerns in the areas of airport security, safety and health standards in the work environment. As a Flight Attendant for the last 11 years, I understand the need to have support for our interests on Capitol Hill.

Prior to September 11th, many of our efforts did not get the attention they deserved in Washington. Now, the nation has gained a greater awareness and respect for our jobs and situations. I think we can take this increased awareness and transform it into better legislation that can be enforced to address our concerns.

We have their attention. We must act now.

Over the years, I've flown

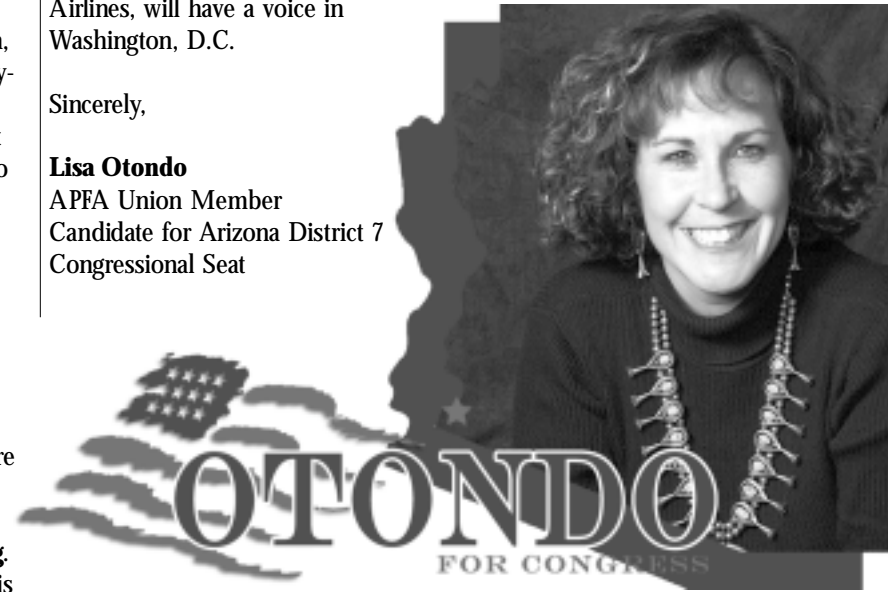
American Airline routes to South America, the Caribbean, Europe and Asia, as well as flying our domestic routes. I've worked with many of you, but there are still many others who I haven't had the opportunity to meet. Please ask your co-workers about me. I guarantee that those who know me believe that I will be a strong advocate for Flight Attendants in Congress.

If you would like to know more about my campaign, please visit my web site at www.ontondoforcongress.org. The address of my campaign is Otondo for Congress, P.O. Box 5989, Yuma, Arizona 85366. With your help, we, the Flight Attendants of American

Airlines, will have a voice in Washington, D.C.

Sincerely,

Lisa Otondo
APFA Union Member
Candidate for Arizona District 7
Congressional Seat



Attention STL and ISL Based Flight Attendants

Welcome to APFA!

American Airlines does not provide APFA with the mailing address, phone number or e-mail address of any Flight Attendant. It is the responsibility of each individual to provide this information to APFA. This can be done by accessing the APFA Web site and clicking on the TWA-LLC icon, e-mailing the APFA Membership Department at Membership@apfa.org, calling the APFA Membership Department at extension 8153 or by completing a Change of Address Card found in each

issue of *Skyword*. In order for APFA to effectively communicate with you the APFA membership files must be updated with your personal contact information.

In order to become a member in good standing, you must first become a member of the APFA and be dues current. You can do this by completing a Membership Application/Dues Checkoff Authorization Card, which was sent to each STL and ISL Flight Attendant in the APFA information packet. If you have not received one of the information packets, please call the APFA

Membership Department to have one sent to you. Pursuant to Article 31 of the Collective Bargaining Agreement, all Flight Attendants covered by the Agreement (including both American Airlines and TWA-LLC Flight Attendants) must join the APFA or pay dues and initiation fees as a condition of employment with American Airlines. STL and ISL Flight Attendants became dues obligated to the APFA on May 1, 2002.

If you are interested in being appointed as interim APFA Base Chair or Vice Chair of either

STL or ISL, please submit your resume to APFA Secretary Linda Lanning. The letter should be sent to APFA Headquarters in care of Linda Lanning, 1004 West Eules Blvd., Eules, Texas 76040. The APFA Executive Committee will appoint the interim Base Representatives at an upcoming meeting.

If you have questions or need Union assistance, please call APFA Headquarters at **1-800-395-APFA (2732)**.

For the latest APFA news,

please call the APFA HotLine weekly at 1-800-399-2732 or visit the APFA Web site at www.apfa.org

Again, welcome to APFA!



Per Article 31 of the APFA/AAL Collective Bargaining Agreement, a Flight Attendant, as a condition of employment, must pay membership dues and an initiation fee. The Flight Attendants listed below are in dues arrears for more than sixty (60) days and therefore are considered to be in "bad standing."

Important Note: This listing is based on APFA's records as of May 13, 2002—the date the information was submitted for publication—and therefore may include individuals who subsequently cured their dues delinquencies. A Flight Attendant's dues obligation is determined by her/his pay status. APFA has used its best efforts to verify the accuracy of information provided by American Airlines regarding a Flight Attendant's pay status. Any Flight Attendant listed below who timely cures her/his dues delinquency will be promptly removed from the website listing of dues delinquent Flight Attendants and will not appear in the next such published listing if she/he is not in bad standing.

BOS

Karin Cody
Kelli Conley
Judith Crouse
Tracy Denelle-Cohen
Marcia Dulian-Wood
Dawn Emerson
Jana Fink
Annie Garcia
Edie Gerbracht
Dawn Godell
Debra Higgins
Richard Jermyn
Lori Kelliher
Joy Koehl
Meredith Martin
Michelle McGraw
James Mulvaney
Marilyn Naumovitz
Susan Neal
Dawn O'Neil
Stephen Passarelli
Elaine Pietsch
Joanne Ramsey
Karen Rose
Debra Sousa
Sherri Stucker
Kecia Wallace
Margot Wilner

BOSI

Kathleen Avelino-Wright
Amy Carson
Kimberly Dick
Emma Elliott
Francois Fortin
Michelle Harkovich
Lori Houston
Duc Huynh
Marie Kemp
Linda Lombardi-Currie
Carol Ludington
Mary Mastroianni
Gayle Payton
Gladys Perez Almiroty
Cynthia Ravanis
Agnes Trent

DCA

Patti Baldwin
Debra Beall
Debra Boston Taylor
Barbara Cooper
Charolette Courtney
Adrianna Cowan
Josephine Diebold
Diana Hancock
Veronica Jones
Carolyn Kibby
Andrea Kraft
Bonnie McCall
Mary McDermott
Franklin Medrano
Catherine Miller

Laura Moore
Julie Piche
Rhonda Sanders
Debra Sherwood
Sharyn Stanley
Jan Sutton
Christine Tucker
Karen Williams

DCAI

Jenine Eldridge Adams
Janice Maner-Wallace
Anne Sherrord
Alexandra Theriot

DFW

Melissa Adkins
John Anderberg
Laurie Aper
Linda Athas
Patricia Baca
Debbie Barnett
Linda Barnett
Brenda Bartley-Pertle
Jeri Barton
Lisa Batchelor
Joyce Beckner
T Bocchi
Jan Boren
Susan Bort
Diane Bostwick
Barbara Bowen
Tina Bradley
Cynthia Brast
Lesli Briggs
Kimberly Bue
Kimberly Budkhard
Paula Cadwell
Stela Carr
Cynthia Castricone
Cherita Chadwell
Gina Christian
Donna Colbert
Lisa Cole
Lisa Cooke
Anita Cooper
Alfreda Courts
Carol Crain
Sherrie Creasy
Bonnie Cygan
Patricia Daly
Jeanne Davi
Esperanza Davis
Vickie Davisson
Sandra Dawson
Adrea Deems
Wanda Demetrio
Linda Dorsey
Cindi Drew
Patricia Duncan
Blake Dunning
Teri Elliott
Judith Emery
Julie Engelbert
Kelly Espinoza

Cheryl Evans
Glenda Fowler
Becky Gibson
Elisabeth Giese
Mary Gill
Christine Gozzola
Holly Griffin
Elizabeth Hall
Debra Hall
Cynthia Hanson
Donna Harrison
Patricia Hartnett-Brown
Pamela Heerwagen
Shelley Henderson
Linda Hodges
Jana Holland
Jean Hooper
Laura Hubbard
Jennifer Hubbell
La Neigh Hudson
Ginny Irvine
Vicki Isaac
Karen Iverson
Ingrid Jackson
Victoria Jay
Wendy Jobe
Rita Jones-Smith
Karen Joseph
Terri Kammerer
Pamela Keller
Lisa Kirk
Nancy Klein
Linda Knebel
Yvette Knutsen
Robert Krone
Rhonda Lambert
Sharon Lentz-Albert
Woody Leonard
Totsy Letot
Steven Mainard
Beverly Manning
Laura Marcos
Garre Matise
Russell McAllister
Kathleen McAlpin
Barbara McCain
Tommie McCall
Brett McDaniel
Carol McDaniel
Saxon McKeen
Marilyn Medo
Alice Mehaffey
Pamela Melchionna
Marilyn Meyers
Brenda Miller
Lisa Miller
Crystal Mitchell
Sharon Moore
Kelly Morales
Amy Moscheo
Donna Moss
Roberta Motley
Carolyn Moyer
David Moyer
Laura Mullis
Cindy Nelson
Susan Nichols-Hodge

Sandy Nicholson
Ramona Nickel
Holly Nicklas
Marie Norem
Lea Ann Nyvold
Madelline Orozco
Elvira Palavicini-Dominguez
Peggy Patterson
Jenny Payne
Carol Peacock
Cynthia Perkins
Barbara Perry
Cherri Pitcock
Steven Pittman
Elizabeth Porter
Jennifer Rapp
Julie Ratliff
Kathy Rutherford
Valerie Rutherford
Linda Sanchez
Gayle Sands
Jennifer Shaffer
Cindy Shaw
Carlos Silva
Claire Singleton
Jillian Savage
Pamela Slipko
Cecilia Smith
Cathy Snow
Judith Snow
Debra Soares
Peggy Spurgeon
Cynthia Stuart
Regina Taylor
Bobbie Tayman
John Thomas
Cynthia Thrash
Patti Tichacek
Sandy Trantham
Linda Turner
Kimberly Tyer
Melanie Vickers
Rebecca Vonheimburg
Shalonda Waggoner
Joann Warren
Martie Wayne
Jerry Weaver
Kim Wendel
Dawn Wenz
Tammy West
O M Williams
Kelly Williams
Kay Wilson
Anne Wolf
Patricia Wonder
Sue Wood
Xu Wu
Arllys Ann Wydner
Linda Yates
Angela Young
Deanna Zang

IDF

Mary Allen
Becky Alvarez
Deborah Anderson

Michelle Ashmore
Mary Blasiar
Mary Blumhardt
Dedra Bullock
Sylvia Butler-Whetse
Marcee Cady
Serafina Castillo
Roy Cordaro
Sandra Dallas
Photchane Dhanaphatana
Virginia Diaz
Sandra Dixon
Susan Eason
Karen Erwin
Christina Filbeck
Linda Freeman
Gaile Gatcomb
Nancy Guenard-Messman
Shelly Haager
Misty Hefley
Anita Heiskell
Alison Henderson
Sherra Hendley
Kristen Hoover
Mary Hovorka-Kaye
Tiia Hyde
Jane Janssen
Karen Johnson
Carolyn Johnston
Teresa Jones
Carmen Jones
Darla Ledet
Janet Leflore
Leeann Liedtke
Marilyn Light
John Lippold
Gwendoyne Loving
Patricia Major-Harris
Stephen Mandel
Janie Marino
Carol McDonald
Joan McDonald
Joann Moore
Charla Morrison
Connie Morton
Laura Myers
Debroa Pugh
Dawn Purtee
Ruth Rhone
Doris Roberts
Iris Roblyer
Sherlita Rodney
Kimberly Ross
Dianne Rozell
Kyna Schmitt
Laura Schussler
Carolanne Shelton
Lori Shivers
Terri Spradlin
Sandra Stickane
Gaynel Thompson
Barbara Toll
Rene Turner-James
Brenda Utley
Janna Vaughn
Martha Weygandt
Andrea Whitney

Misty Wise
Cheri Young
Diann Zaber

IMA

Pilar Abella
Celene Albano
Deborah Anderson
Mozelle Beasley
Karen Beverly
Rick Bier
Cecily Bierly
Brenda Braid
Lena Bramble
Buna Bramblett
Leticia Calero
Thomas Carlino
Laura Carmody
Cheryl Clisby
Leslie Coleman
Hector Collazo
Vicente Colombo
Octavio Colon
Melissa Curran
Paulo Dos Santos
Laurie Faragher
John Farris
Jacqueline Fifer
Lissette Figueroa
Martha Garcia
Lynette Gondek
Nehitasha Harling
Elliott Hester
Sylisa Hopkins
Natanya James
Christine Jamison
Kimberly Jones
Barbara Keough
Youssef Laraki
Mary Lindeman
Margar Lozada Rivera
David Marshall
Cheryl Mase
Issel Matos-Podzorski
Marieteres McCammack-Smith
Angie Milfort-St Cyr
Nicole Mitchell
Nancy Napier
Pamala Nokes
Lisa Pagan
Sandy Polanco
Patricia Rivera
Ramon Rolon
Augusta Sanchez
Carmen Sierra-Maldo
Angela Smith
Joseph Stanford
Melinda Suszan
Jeribe Thompson
Ovie Torres
Deborah Vantrece
Donna Vasallo
Lana Williams

IOR

Carolyn Andree
Lynnette Baker
Susan Barrett
Regina Battle
Roxanne Bigoness
Sue Black
Janine Brocksmitth
Judy Burton
Vick Clark-Alexander
Catherine Conrad
Linda Cutler
Cynthia Delaney
Karen Doyle
Yeli Edwards
Yvette Estelle
Missy Evins
Moir Finney
Jennifer Forrest
Sharon Galasso
Frank Giametta
Janet Grasso
Anne Greiner
Margaret Heckrodt
Melinda Herrick
Nancy Hill
Melissa Hopping
Heather Joyce
Margaret Krizancic
Diane Luhrsén
Pamela Malevittis
Linda Marheine
Luis Martinez
Julie Masini
Renee O'Donnell
Debra Pearson
Janet Pennington
Jacquelin Ramsey-Morgan
Susan Rogers
Darla Rothman
Peggy Shelly
Marion Spence
Joanne Swanson
Eileen Tarsel
Constance Taylor
Don Van Doren
Cheryl Wilson

JFK

Patricia Acosta
Erica Adams
Kimberly Andrews
Kathleen Angiel
Susan Barbosa
Carol Barrerio
Bifredo Barros
Shay Barry-Hilton
John Batchelor
Berenice Beeby-Colon
Alicia Belledocci
Joan Benner
Deanne Bock
Darren Bowie
Aliso Breazeale-Webb
Nancy Brookshire

Kim Cannon
Donna Capers-Grayson
Roseann Conway
Maria De Oliveira
Robin Dinerstein
Perisue Dionas
Charles Dionne
Lucy Espinoza
Carl Fitzgerald
Mary Foster
Alicia Francisco
Diana Garnier
Jeanie Gillespie
Artranetta Gray
Nora Guillin-Sandoval
Reed Hadley
Beth Hardwick
Andre Hardy
Jacqueline Harp
Jane Harrison
Ivelisse Hernandez
Louise Histed-London
Kevin Hoffmann
Julie Horan
Diana Hudson
Rosemary Johnson
Eve Jolicoeur-Vachon
Betty Jones
Mary Keating
Anastasia Kennedy
Dierdre Klein
William Krufft
Pamela Laucella
Dawn Lemmey
Barbara Link
Rodolfo Lopez
Augustine Lopez
Rupert Luke
Michael Marlowe
Angelica Marquez
Karen McIlwain
Jose Melendez
Holly Miklas
Gladys Moody
William Mullins
Carmen Nunez-Wilson
Patti O'Brien
Marielle Parvin
Michael Peebles
Imelda Perez
Kinetta Powell
Patricia Reiners
Ingrid Rodriguez
Richard Rogers
Alfred Roldan
Carlton Rollins
Adrienne Scurtu
Jeannette Simon
Cynthia Smith
Hector Soto
Sean St John
David Steele
Audrey Stein
Julimarie Sullivan
Stacey Towning
Leslie Van Anne
Jacquelline Wangenstein

Patricia Willis
Karn Wong
Deborah Yearby
Donna Yeoham
Pamela Young

LAX

Sherry Afman
Alan Aoki
Lupe Armendariz
Seble Asmamaw
Dana Barton
Mary Bedell
Tejweein Bhatia
Debra Bitter
Jean Breslin
Teri Burch
Simone Burgen
Michael Camarillo
Leesa Carter
Elsa Castillo
Anna Chamberlin
Myong Chun
Grace Clark
Jennifer Clark
James Clemons
Morgan Cooke
Lisa Del Rey
Courtney Desando
Elizabeth Econamakos
Greg Engler
Molly Fredrickson
Pamela Frey
Jose Garcia
Dana Garner
Diane Godinez
Gloria Gorney
Betsy Hammond
Sheila Hansen
Lynda Harris
Jean Henderson
Sada Hoyt
James Jackson
Joanne Jamulla
Madeleine Jaundoo
Cristina Jensen
Angelina Johnson
Deborah Kirkland
Billy Kirokoro
Rebecca Koskela
Robin Larson
Janice Lyford
Gina Macapagal
Deborah Manriquez
Krisina Manzanares
Lisa Marzetta
Karolyn Matson
Robin McCune
Dorota McCutchin
Lynn McDonald
Mary Miller
Kelley Miner
Michelle Moore
Kristy Morris
Leslie Mulhern
William Noboa

Cindy O'Brien
Kelly Oesterblad
Shirley Pierson-Burseth
Story Portwood
John Ranney
Deborah Rumley
Lizbeth Sanchez
Dawna Sandoval
Julie Schaible
Kelly Schwab
Tracey Simpson
Pamela Skeen
Keely Smith
John Swanstrom
Erin Tazioli
Danielle Teen
Melissa Tobar
Linda Torr
Myra Wallace
Dorethea Walter
Kenishe Ward
Kimberly Wilcox
Patti Wilson
Lori Wymbys

LAXI

Cheryl Bryan
Lorri Cunningham
Cheryl Griffith
Elizabeth Halliday
Wendy Harris
Martha Horn
Margaret Hughes
Sharon Rice
Margot Santiago
Kimber Savage
Sallie Wald
Karen Watson-Ford

LAGA

Lennie Acevedo
Mary Baer
Irene Bates
Lois Berlin
Michele Bosco
Jill Bowers
Jeffrey Brown
Roxanne Camporese
Natasha Charles
Shannon Childers
Anna Crowder
Rachel David
Yvette Dufau
Sharon Dwyer
Richard Evans
Ilicia Goodman
Ida Graham
Simone Grant
Monisha Grier
Dedre Guevara
Valerie Heise
Sonja Hollen
Michael Huppert
Emily Johnsen
Andrea Jones

Shiri Kahn
Carol Kaiserian
Cheryl Karish
Paige Keane
Latosha Kimber
Adrienne Legrand
Tay Lucas
Damona Manners
Tamera McCarthy
Michelle McDonald
Karin Miller
Ida Mitchell
Tricia Moore
Dawn Muslovski
Maria Mytia
Kim Novicki
Rosemary Ochs
Kristin Payne
Andrea Perkins-Abbott
Dana Phillips
Lizbeth Pizar
Tricia Plott
Senedy Que
Tia Roberts
Irene Ruiz
Secily Satcher
Linda Schneider
Morgan Skuse
Rae Solomon
Heather Suzanne
Beverly Thorne
Shannon Tomlinson
Lisa Toms
Lina Trunzo
Alison Upton
Fran Vantoch
Maria Wagnblas
Traci Wagner
Lisa Watts
Douglas Wearley
Susan Williams
Jennifer Wray
Barbara Young

MIA

Daniel Alicea
Ana Ancona
Lisa Barnard
Norma Basile
Karlyn Beveridge
Catherine Bringas
April Burke
Michelle Caine
Leah Clot
L Danielson
Juila Day
Patricia Dean
Lori Deines
Debbie Edwards
Paula Gaines
Holly Gallagher
Yvonne Glisson
Sheryl Gordon
Kirsten Heinen
Yolanda Hunter
Rosalinda Jasper

Elsa Jett
Jennifer Kanser
Denise Kohlman
Sharon Landress
Danny Lee
Karen Lesnick
Yolanda Marquez
Lavonia Martinez
Irma Mestre
Lisa Mishler
Janette Nanton
Lisa Neil
Sandra Nieves
Sandra O'Neill
Rhonda Rebman
Nancy Reed
Theresa Reynolds
Brandi Reynolds
Karen Riddle
Melanie Roux
Doris Sage
Lourange Salley
Mary Shipman
Kimberly Shroff
Judian Simon
Colleen Sooker
Julie Starcher
Lourdes Taboada
Angie Threadgill
Megumi Tonari
Mark Walker
Mark Wicker Jr
Dawn Wylie

ORD

Elizabeth Amend
Laura Ammann
Georgiana Anderson
Kelli Bauman
Susan Baumann
Lynette Benton
Kelli Berryman
Jim Brady
Nicole Brown
Karin Carney
Gale Carter
Sandy Chang
Albert Chavez Jr
Lynn Christensen
Susan Connolly-Geha
Marilyn Cook-Gendron
Kim Corbett
Mark Cotton
Christele Courtney
Jane Cramer
Carla Deforest
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