

SKYword



25th Anniversary

SPECIAL EDITION



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Thelma Dodson, MIA, 14 years;
Joann Matley, BOSI, 14 years;
George Price, IDF 18 years;
Trey Hopkins, DFW 13 years.

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May 16, 1977 - May 16, 2002

In the Matter of REPRESENTATION OF EMPLOYEES OF AMERICAN AIRLINES, INC. FLIGHT ATTENDANTS

Case No. R-4711-May 16, 1977

CERTIFICATION

The services of the National Mediation Board were invoked by the Association of Professional Flight Attendants on January 20, 1977, to investigate and determine who may represent for the purposes of the Railway Labor Act, as provided by Section 2, Ninth, thereof, the craft or class of Flight Attendants, employees of American airlines, Inc.

At the time application was received, these employees were represented by the Transport Workers Union of American, AFL-CIO.

The Board assigned Mediators Thomas C. Kinsella and Charles A. Peacock to investigate.

FINDINGS

The investigation disclosed that a dispute existed among the employees concerned and by direction of the Board, the mediator was instructed to conduct an election by secret ballot to determine the employees' representation choice.

The following is the result of the election as reported by Mediator Charles A. Peacock, who was assigned to count the ballots in this case and attested thereon by party observers.

Number of Employees Voting

	Association of Professional Flight Attendants	Transport Workers Union of America	Any other organization or individual	Void ballots	Number of employees eligible
Flight Attendants	2,458	1,714	8	72	5,534

The National Mediation Board further finds that the carrier and employees in this case are, respectively, a carrier and employees within the meaning of the Railway Labor Act, as amended; that this Board has jurisdiction over the dispute involved herein; and that the interested parties were given due notice of investigation.

CERTIFICATION

Now, therefore, in accordance with Section 2, Ninth, of the Railway Labor Act and based upon its investigation pursuant thereto, the National Mediation Board certifies that the Association of Professional Flight Attendants, has been duly designated and authorized to represent for the purposes of the Railway Labor Act, the craft or class of Flight Attendants, employees of American Airlines, Inc., its successors and assigns.

President's Report



by John Ward,
APFA President

CARTY'S PROPOSAL TO HAVE THIRD PARTIES DECIDE OUR CONTRACT

American Airlines CEO Don Carty has been making the rounds in the press recently to push his plan to radically change the Railway Labor Act. Mr. Carty has had enough of collective bargaining. He wants wages and working conditions to ultimately be determined by an arbitrator rather than at the bargaining table. Under the approach he's peddling, the airline and the union each would present its "last best offer" to an arbitrator who would have to choose one or the other, and both sides would be bound by the decision.

What Mr. Carty really is trying to do is to drum up support for legislation introduced last Fall by Senator John McCain (R-Arizona) -- a bill that, to date, has gone nowhere. The McCain legislation would not only mandate this "winner-take-all" arbitration, but would require the arbitrator to base his/her decision on average industry salaries (i.e., a group in negotiations could never hope to obtain industry leading wages and working conditions). Senator McCain's bill also would eliminate the right to strike. Mr. Carty claims that this proposed "solution" respects the collective bargaining process and is patterned on the approach followed by major league baseball.

Mr. Carty is wrong on all counts. His approach would directly undermine the collective bargain-

ing process and the protections that process provides us. His proposal doesn't follow the baseball model (putting aside the obvious question: what's baseball got to do with the airline industry?). And, if this wasn't enough to demonstrate its shortcomings, the Carty approach directly contradicts the position that American and the other major airlines took just a few years ago when they unanimously and emphatically urged Congress not to change the Railway Labor Act!

The "Baseball-Style" Myth

When Mr. Carty says he is proposing a baseball-style system, either he's trying to throw us a curve or he's been beamed and lost his senses. This "all or nothing" approach -- where an arbitrator chooses one or the other side's proposal, and is prohibited from choosing anything in-between -- is used only to establish the individual salaries of baseball players who have enough seniority to trigger arbitration. The decision to utilize even this limited arbitration was made by the parties themselves (the Major League Players' Association and Major League Baseball) at the bargaining table, not by Congress or some third party. Similarly, the vast majority of the important and complex terms and conditions applicable to baseball players, including the "free agency" rules that have been widely publicized, and the enormous

minimum salary levels for players, have been hammered out in negotiations--not set by an arbitrator.

It's also ironic and rather absurd that Mr. Carty would cite baseball as the model for controlling alleged union excess and eliminating labor strife (e.g., strikes, slowdowns, etc.). You don't need to be a student of the baseball game, you only need to read a newspaper or turn on your TV to know that baseball management, for years, has been blaming arbitration for the enormous player salaries and has been trying desperately to eliminate the players' ability to insist that their salaries be established by arbitrators. He also should know that baseball has experienced several strikes in recent times, and is again this year facing the threat of a strike that would prematurely end the baseball season. So much for equating baseball arbitration with labor peace and salary restraint!

American's Complete Flip-Flop

The American Flight Attendants are used to the Company flip-flopping on issues, but the Company has really outdone itself this time. I hope you'll bear with me for a short labor history discussion, but I think you'll understand why it's necessary.

President Clinton, early in his first term in office, established a bipartisan, blue ribbon

"Commission on the Future of Worker-Management Relations," chaired by John Dunlop, a distinguished Harvard professor and former Secretary of Labor. The Dunlop Commission was charged with the responsibility of looking at a whole variety of fundamental workplace and labor-management issues, including whether any changes should be made in our country's labor laws.

In determining what to do about the Railway Labor Act, the Commission did not proceed in a vacuum; it listened carefully to numerous representatives of airline and railroad labor and management. In its first report, the Commission observed that, "these [labor and management] representatives were united in the common and repeated refrain with respect to the RLA: 'if it ain't broke, don't fix it,'" and that "there is no compelling need to seek changes in the RLA and to risk the unforeseeable consequences that might result."

After conducting further meetings with labor and management representatives, the Commission issued a second report in which it again concluded that, "Despite differences of interest and experience, the major representatives of labor and management governed by the Railway Labor Act responded unanimously that this Commission should not recommend any changes to the Act."

At the suggestion of the Dunlop Commission, the National Mediation Board set up bi-partisan labor-management committees for the airline and railroad industries, chaired by neutrals. American's interests on the airline committee were advanced by the Airline Industrial Relations Conference ("Air Con"), the industry organization that represents the interests of American, all of the major airlines and a number of smaller U.S. airlines on collective bargaining and labor relations matters.

The Report prepared by the joint labor-management airline committee in 1996 is noteworthy. After it had "thoroughly reviewed all aspects of the RLA and the NMB and sought the input of other affected parties," and following "an active debate on the issues," it "unanimously concluded" that it "should not propose any legislative changes to the RLA." The Committee explained this conclusion as follows:

The reasoning behind the consensus that this Committee should not propose legislative change is the same as that unanimously expressed by labor and management to the Dunlop Commission. The RLA is our national labor relations statute generated by labor-management consensus, in sharp contrast to the National Labor Relations Act (NLRA) and its progeny. While airline labor and management recognize that

the RLA is less than perfect from their individual perspectives and both sides might desire changes that advance their particular interests, both recognize that the potential for destabilization is much greater than the potential improvements which might be realized from such efforts.

The airline committee considered it "important that these recommendations be understood in the proper context. They are joint recommendations of labor, management and neutrals, based on across-the-board experience with airline industry labor relations."

So Why the Sudden Flip-Flop?

Obviously, Mr. Carty's current call for drastic legislative revision of the RLA, substituting mandatory "winner-take-all" arbitration for collective bargaining, represents a complete reversal in American's position. The reasons for this "180" are hardly a mystery; neither is the timing.

Mr. Carty's clear objective is to force American employee wages and working conditions down once again to substandard levels and, in the course of doing so, to weaken the role that unions play at American. More specifically, Mr. Carty is seeking to penalize the American Flight Attendants and APFA for achieving a long-overdue industry-leading contract. I don't need to remind anyone of

the long, arduous fight we waged to obtain our industry-leading Agreement after years of strenuous Company resistance and in the face of years of record profits. We played by the rules and succeeded; now the Company wants to change the rules so that we can't succeed again.

With a close friend in the White House and with the Senate so evenly divided, Mr. Carty sees the possibility for political support for a change in the law that will tilt the playing field in favor of management. Mr. Carty obviously hopes to seize upon public concern with labor unrest and attempt to link that to the need to rein in the supposed power of labor.

Why Should We Care? What Should We Do?

APFA is now proudly celebrating its 25th anniversary. In a perverse way, the Company's latest actions serve to emphasize just how important our union is.

From the outset of its existence, APFA has stood to promote the interests of the American Flight Attendants and protect them from a management who, if it had its druthers, would provide the most minimal wages and working conditions that it possibly could. Our mettle has been severely tested on many occasions and we have only become stronger and more effective with the passing years. As we

were struggling to achieve our new contract, I felt that we all had collectively "gotten it" -- that we had come to realize and put into action the basic principle that if we're united and committed, there's no limit to what we can accomplish. Mr. Carty's latest campaign serves as a reminder that the Company will continue to challenge us and that we must maintain our vigilance and unity if we intend to maintain and build upon the progress we have obtained.

With regard to Mr. Carty's latest campaign, it is vitally important that we resist any effort to gut the Railway Labor Act collective bargaining system. The system in place now has been around for more than 75 years. Like any system, it has its imperfections, but as labor and management mutually recognized when, so recently, they stood united in resisting changes in the law, the many values of the RLA far outweigh any interests for change that one may have at a particular moment. The right to strike is a vital part of the law, as the Courts and the parties have repeatedly recognized. It's something we hope we never have to resort to, but its prospect brings a necessary element of pressure that helps make the process work. We can't allow Mr. Carty or others to succeed in their attempt to tie our hands and destroy the weapons we need to ensure that

the playing field does not get even more lopsided in management's favor.

In the short term, it is imperative that we do whatever we can to elect Senators and Representatives who understand the needs of working women and men and the value of collective bargaining in a free and democratic society. For the longer term, we must recognize that there will always be another battle to fight if we are to retain what we have and better our existence. As we travel ahead, we will continue to involve you in our mutual effort - to call upon you, our members, our greatest resource. I know -- we all know -- that you're up to the task and because of that, APFA will only become stronger and more successful.

Happy Anniversary, APFA.



Vice President's Report



by Jeff Bott,
APFA Vice President

THE 777-ATLANTIC STAFFING PRESIDENTIAL GRIEVANCE MAY 7-9, 2002

On May 7-9, 2002, the APFA System Board of Adjustment (SBA) Department arbitrated the 777-Atlantic (777-A) International Staffing Presidential Grievance. This case is a milestone in our struggle to not only preserve our quality-of-work life but also to improve safety onboard our airplanes in light of the September 11th tragedy.

Sufficient staffing has always been critical to one's ability to perform the job effectively. But now, more than ever, it has been poignantly pushed to the forefront as a critical piece of safety onboard American Airlines' aircraft. We depend upon each other in flight. Every single Flight Attendant provides an additional pair of eyes and ears to help ensure proficient cabin surveillance and identify onboard concerns.

The 777-A Grievance was filed on May 16, 2000, and my department began working on the case immediately after the grievance was filed. The language of the grievance protested an unreasonable workload onboard our International 777-A aircraft to Europe and Latin America. The reason we focused on these routes was because this was the only aircraft on which the company had imposed a staffing reduction at the time. The result of this case, however, will also be important to Domestic Flight Attendants, because the award may well set the standard for future changes in staffing, including 767 transcon flying.

As a result of our 1995 Interest Arbitration Award following the '93 Strike, the arbitrators gave the company the industry-standard discretion with regard to staffing changes. At the time, APFA argued the need for a mechanism to be put into place to safeguard Flight Attendants from the company's potential to abuse its "discretion" on staffing changes, and the arbitrators agreed. They placed that provision in the award language and this language was the basis for our bringing this Presidential Grievance forward. What constitutes an unreasonable workload? How does one prove and argue this point in the arbitration arena? Those were the precise questions my department set out to answer through research, research, and more research.

The first place we went in search of an answer to the "unreasonable workload" question was the Interest Arbitration Award (much of its content was embedded in our 1995 agreement). The language is referenced in Article (I-9.B.2) of the Collective Bargaining Agreement. Because the Union alleged a contractual violation by American Airlines, the Union had the burden of proof that the reduced staffing caused an unreasonable workload. Proving this issue was not an easy hurdle to overcome; however, we were up to the challenge. We reviewed the entire transcript of testimony from the 1995 Interest Arbitration proceedings to determine exactly how the company argued its case to



BOXES OF DOCUMENTS FOR THE 777 ARBITRATION

the arbitrators. American testified that it had used industrial engineers from time to time to evaluate the timing and motion necessary to accomplish certain tasks. This concept seemed to have a substantial influence on the arbitrators involved in the Interest Arbitration and was quite evident in their questions. Additionally, I reviewed previous arbitration awards in the SBA Department and found one staffing award that contained some on-point information on a reduction in staffing and service in 1985. Again, the company successfully argued the case by citing the fact that they reviewed time/motion elements in a study to determine appropriate staffing levels. While the arbitrator in that case did not necessarily rely on the scientific conclusions of these findings, he nonetheless believed in its overall persuasiveness in his final conclusion.

Next, we made the decision to work a 777-A flight when the air-

craft came online in July 2000 to experience firsthand exactly what each of you were, or would be, experiencing onboard. In August, we reviewed what our primary competitors were doing on the 777 aircraft in markets similar to American Airlines'. This was another key element in our case. In the Interest Arbitration Award, the arbitrators referenced United Airlines and Delta Airlines as American's principal competitors. We reviewed British Airways (BA) and Continental, in addition, as they flew this type of aircraft in similar markets. We discovered that Delta and Continental have only two classes of service onboard their international markets; therefore, they would not be appropriate examples with which to compare. Overall, BA and United appeared to be the nearest competitors with regard to three-class service. Both airlines staffed their aircraft with more Flight Attendants than American did. United appeared to be the closest in terms of aircraft configuration

and service onboard. United had a few more seats on its aircraft, but it was flying with two additional Flight Attendants. United and American stacked up almost identically in terms of service elements barring only a few items. We worked a second flight in October 2000 to evaluate the addition of Flagship Suites onboard the 777-A.

We knew we had to find an expert who could assist us with task analyses and the scientific definition of what constitutes an unreasonable workload for Flight Attendants. We also knew that there would be additional components to analyze such as American's Flagship Suites, Bose headset distribution, DVD players in business class (at the time), and whether or not each Flight Attendant was able to receive proper contractual crew rest. The scientific study was fundamental to the case. Determining whether or not our expert would agree and be able to testify that Flight Attendants

did, in fact, have an unreasonable workload onboard these flights was critical. After an extensive search, we found Dr. Diane Damos, who is an expert with impeccable credentials in this field of study. Dr. Damos was interviewed and subsequently hired as our expert on this subject matter.

A task list was developed for every job we are trained to perform as Flight Attendants onboard the aircraft. Every job responsibility had to be included. This process was extremely time consuming and took several months to perfect for all phases of flight. All involved had to agree on a final list. The list was then sent out to the line where several Flight Attendants made edits in order to ensure complete accuracy. These edits were incorporated into the document, and the final revision was completed. Dr. Damos made it very clear that each stage of the process had to be done right or it could impact the outcome of the analy-

sis. Prior to the analysis, she had researched our profession for available data on our workgroup but found nothing substantive.

After the task list was finalized, each of the tasks was broken down into a cluster of activities that was consolidated into recordable-observation patterns. Once again, these had to be checked and agreed to by all involved before we could proceed to the next step. A clear and defined start and stop time had to be developed for each of the activities the recorders were observing. This would ensure that each recording was comparable and accurate.

The devices we would be using to collect the data (Handspring Visors) were loaded with a program developed by Dr. Damos specifically for APFA. Next, we were trained on these devices and conducted several "practice" flights to make certain the devices were working properly and to ensure our proficiency as data collectors. Finally, we collected the data aboard several different flights.

Another important part of this case was the perception by you, the line Flight Attendants, of the service and the workload. We decided to do a scientific study of the membership that actually worked the 777-A aircraft both prior to and following the additional reduction in staffing that took place on April 1, 2002. A web survey and a more scientific

ally accurate telephone survey study were accomplished. We employed an expert in this arena to develop, train, and administer the study. Dr. Barry Greenberg supervised these tasks, along with several Flight Attendant telephone data collectors.

Since we had observed many similarities with United in terms of aircraft configuration, flight schedules, and service levels, we worked with our counterparts at the Association of Flight Attendants (AFA) at United. They put us in contact with AFA representative Jeff Heisey, who became our expert on the staffing levels at our closest competitor. He would prove to be an important and valuable witness in the case.

There was compelling testimony from several APFA members: IDF-based Flight Attendant Ramona (Mona) Adams represented the perspective of a line Flight Attendant who regularly works the 777-A aircraft; Patrick Hancock (IDF) testified to our survey data as our subject-matter expert in survey material and understaffing calculations; and Patt Gibbs, also IDF, testified as a subject matter expert on our data collection process and served as co-counsel on the case. I was also a witness and testified to the history of the Presidential Grievance and what steps were taken from its inception to the present. Mark Richard, one of our professional negotiators from

the last round of collective bargaining, served as lead counsel for the case.

As you can see, there is a lot of time and groundwork required when preparing for a Presidential Grievance arbitration. The presentation of this case required an incredible amount of teamwork. In addition to those I have already mentioned, I would like to thank our Division Representatives as well as Susan French (IDF) and Julie Moyer (MIA) - APFA's SBA Board members for the 777 Arbitration, George Berry (IDF), Ted Bedwell (JFK), Lenny Aurigemma (BOS-I), Kim Boyett (DFW), Jose Batalla (IMA), and Skylar Turner (APFA's in-house graphic artist), all of whom provided vital support to the overall case. Also, thanks to all of the Flight Attendants who stopped by to watch the arbitration in action and show your support and those who participated in or were subjects of our studies.

Note: APFA and the company will each submit a written brief of their opinions (similar to a closing argument) to the arbitrator once the transcripts from the hearing are rendered. Thereafter, the arbitrator will issue an award. We anticipate a decision toward the end of summer, and we will keep you posted on the outcome!

DR. BARRY GOLDBERG, EXPERT SURVEY WITNESS, MARK RICHARD, LEAD-COUNSEL, PATT GIBBS, CO-COUNSEL AND DR. DIANE DAMOS EXPERT TASK ANALYSIS WITNESS



Secretary's Report



by **Linda Lanning**,
APFA Secretary

On the morning of May 16, 2002, I woke up dreading the day. I was about to complete week three of my Leave of Absence Training course at the Learning Center. I recently cleared to fly after an extensive knee injury, which necessitated my absence from flying. As I prepared for class that morning, I began to think of all of the work I had to do at the APFA. I could not help but notice that something about today was different.

On my way to the Learning Center, I stopped in the APFA Headquarters Building to get a little work done. As I flipped my

Franklin Day Planner, the one I have mentioned in past articles, I realized the significance of May 16th. Twenty-five years earlier, the National Mediation Board (NMB) certified the APFA as the sole bargaining agent for the Flight Attendants of American Airlines.

When I first hired on as a Flight Attendant with American Airlines, I was informed that I would be joining APFA. I did not think twice about it, for, you see, all I ever wanted to do was become a Flight Attendant. I would not need a union. I did not care one way or another. I was a "Stewardess." I had arrived. It did not take long for me to realize the importance of a union to represent me in my time of need. The company had decided to discipline me for not adhering to a grooming standard. I was appalled. So, I called my Union Representative, and she came to my rescue. I have been a strong union activist ever since. Many representatives get involved after enduring the wrath of the company for one reason or another. It forces one to wake up and smell the coffee and see what is really going on. This was the case for me.

Looking back on the past 25 years, I am awestruck. From approximately 5,000 members then to nearly 27,000 today is a dramatic increase. Our membership is so much different now. Our members as a whole are

much more savvy, confident, empowered, and aware of their environment. We are quite a diverse group. The membership is composed of women and men of every color and many nationalities with varied educational backgrounds and incredible abilities to speak foreign languages. Since May of 1977, we have been joined by very solid union members from other airlines like Air Cal, Reno Airlines, and TWA. The combined membership is one very well respected in the airline industry.

Over the years, we have been confronted with many issues such as the age 32 rule, weight limits, bases opening and bases closing, and very difficult contract negotiations. Who would have ever guessed that our defining moment would have been on November 18, 1993, when we struck American Airlines and won the respect of labor, management, and ourselves? That truly was the point at which I realized we were a union in every sense of the word!

Since our inception, APFA has been through many internal changes. Most of these came out of necessity to accommodate a growing membership. We have moved from leased offices to our own building. The most notable change was our new Constitution, which was ratified by the membership in 1991. It changed the structure of our union leadership and allowed for greater account-

ability. Some of the changes were made to create a way to accommodate the addition of the American Eagle Flight Attendants at Flagship Airlines. They did not remain with APFA for very long, but the changes we made are in place today. One of the changes that was made in the Constitution and the one that directly affects my job as Secretary was the division of the job of Secretary-Treasurer. The size and complexity of our membership required the jobs be separated. There would be no way for one person to keep up with both departments.

As I was walking out of APFA Headquarters the morning of May 16th, I looked down to really notice the names in the bricks that paved the front patio area. The names of many former and current APFA leaders were there. Some of those whose names are in the bricks are no longer with us, but their heritage and their history lives on through our contracts and those individual bricks that lead to our door.

If I could say there was one moment in our history that stands out in my mind, I would have to say the events of September 11, 2001. The most incredible moment for me was when our

members walked through their own fears and pain and got on board those airplanes. How remarkable it is that each and every day you continue to suit up and show up and do the job that we were trained to do. It was a defining moment. We sent the message to those responsible for the deaths of our colleagues that we were no longer vulnerable. The support shown towards one another during that time was, to me, the single most memorable moment of my career and our union. No career decision day could erase from my mind the pride I feel towards all of us. We are APFA! What a proud day for all of us to reflect upon how far we have come.

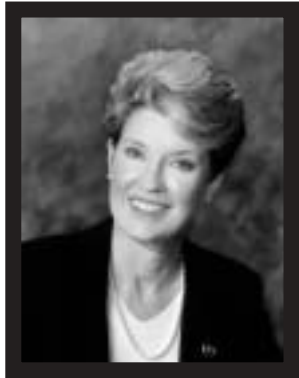
Happy Anniversary to all APFA members! May we have years of good fortune and prosperity.



CISM SURVEY

THE APFA LEADERSHIP HAS TEAMED WITH THE INTERNATIONAL CRITICAL INCIDENT STRESS FOUNDATION (ICISF) TO DEVELOP A QUESTIONNAIRE TO ASCERTAIN HOW THE MEMBERSHIP IS COPING WITH THE EVENTS OF SEPTEMBER 11, 2001. PLEASE TAKE THE TIME TO COMPLETE THIS SURVEY LOCATED IN THE CENTER OF THIS ISSUE OF SKYWORD. ONLY YOUR COMPLETED ANSWER SHEET SHOULD BE RETURNED USING THE SELF-ADDRESSED ENVELOPE.

Treasurer's Report



by Juan Johnson,
APFA Treasurer

A “union” by its very definition means “joining together.” When you are a member of a union, you are part of a unique group working towards the same goals, supporting each other, and living up to your obligations in order to ensure the viability of the organization. Unfortunately, there are times when someone may not carry her or his share of the load for whatever reason. Because a union works only when all members do their part, non-payment of dues ends up negatively affecting the entire membership.

APFA is a very unique union. Our leadership and dues structure is such that it ensures that each member has a voice and that the dues collected are reinvested into the membership. We do not depend on support from other larger unions. Our union is self-sustaining. For the past 25 years, we have succeeded in providing our membership with the best possible rep-

resentation and member services solely with the resources available through collected union dues.

Most members have their dues automatically deducted from their paychecks through payroll deduction. In some cases, the flexibility we have negotiated over the years or circumstances beyond our control cause a break in the continuity of our compensation. This may also result in the disruption of payment of union dues. Flight Attendants taking a Planned Leave, Overage Leave, or Educational Leave remain dues obligated. Since their dues check-off is inactive due to the lack of a paycheck, they must make payment arrangements with the APFA Dues Department. Pursuant to Article (IV) of the APFA Constitution, Flight Attendants must become dues current within 60 days of the completion of a leave or be deemed a member in bad standing. Those on unpaid sick, unpaid IOD, Military Leave,

management leave, or furlough are not dues obligated.

Any member who accumulates a dues balance while on an inactive status may make payment arrangements by contacting the APFA Dues Department at APFA Headquarters, extension 8151. Payment can be made in advance, in monthly installments, or by Visa, MasterCard, or Discover Card. Dues balances that accrue during active status must be paid in full. Payment plans are not an option in this case. Most dues that are accrued from an active status accrue when a Flight Attendant drops her/his trips and does not have a paycheck large enough to cover the deductions. Sometimes a Flight Attendant returns from an inactive status, and the supervisor does not enter the correct PA code for payroll in a timely manner, or payroll does not put the Flight Attendant back on dues check-off. Be sure to check your pay stub for dues check-off to ensure you are having the correct amount of dues deducted from your pay each month. It is your responsibility to contact American Airlines Payroll or APFA to let them know that your dues are not being deducted

properly. APFA's records reflect what we are given by American Airlines.

Over the years, APFA has seen a dramatic increase in delinquent dues. The balance of dues owed has reached well over a million dollars. These are funds that could have been used to pay for negotiations or member services. Instead, APFA has had to spend additional dollars in an effort to collect these dues monies. In the early 1990s, former APFA Treasurer Jack Barnett laid out a dues collection campaign. This called for enforcement of Article (31) of our Collective Bargaining Agreement with American Airlines and Article (IV) of the APFA Constitution. He and his staff were quite successful in reducing the overall balance of delinquent dues.

When the Ward Administration entered office in May 2000, the amount of dues in arrears exceeded one million dollars. My staff and I set out to create a new, less costly, and more efficient campaign to collect outstanding dues. The APFA Board of Directors also played a part in this new cam-

It is the Flight Attendant's responsibility to keep their contact information updated with the APFA. Flight Attendants can update their address, phone number, and e-mail address on the APFA Web site, by sending an e-mail to the APFA Membership Department at Membership@apfa.org, or completing the Change of Address Card in the center section of Skyword.



DUES DEPARTMENT REPRESENTATIVES SANDI WATSON AND ELOISE PARRISH

paigned by directing that the names of all Flight Attendants in dues arrears and not on a current payment plan be published in the May 2002 issue of *Skyword*, posted on all base bulletin boards in operations, and on the APFA Web site. The names will be removed as payment in full is made. Prior

to this, our Representatives made every effort to contact those in arrears and encourage payment.

In the two years since taking office, we have been able to reduce the standing dues arrears balance to just under \$750,000. This again was not good enough, especially after asking the membership for an overall dues increase. If we were going to ask everyone to play a bigger part, we were going to have to ensure that everyone pulled her/his own weight. This is what we have done.

Article (31) of our contract is very clear. A Flight Attendant must pay all dues and/or fees within 60 days of becoming obligated or face discharge from American Airlines. Yes, both American Airlines and APFA are based in Texas, and Texas is a right-to-work state. However, payment of dues and/or fees is a condition of employment in the APFA/American Airlines Collective Bargaining Agreement. If a Flight Attendant is 60 days or more in arrears, APFA sends them a certified "Alert Letter." This letter outlines delinquency, appeal, and payment options. We have worked to streamline this process to

reduce the cost to the union. This was done through the elimination of continuous warning letters. We now send only one. The Flight Attendant has 30 days from the date of the letter to pay the delinquent dues or contact the Dues Department if she/he feels there is an error. If, after the appeal process has run its course and no relief is granted or administrative errors are found, the Flight Attendant will have 30 days to make payment. If this is not done within the 30 days, the Flight Attendant will be discharged from American. Keep in mind that only those Flight Attendants who accrue dues balances while on an "active" status may be terminated.

No union ever wants to force a discharge. We are in the business of saving jobs. However, we must be fair to all of our members. When the majority of us pay our dues in a timely manner, we must expect everyone else to do the same. When they don't, we must act by using the negotiated language in our contract and the approved language in our Constitution to ensure they live up to their share of the responsibility of being a union member.

Throughout the history of APFA, we have discharged only three individuals, with one pending, for non-payment of dues. Most pay their entire dues balance well before the situation progresses to a discharge level.

In the first four months of this year, the Dues Department has collected \$160,000.00. During the month of May alone, it has collected over \$60,000.00. The department is now poised to set an all-time record for outstanding dues collected in one year.

No, aggressive collections of dues owed the APFA Treasury is not a quick way to win friends and influence people. However, it is the right thing to do. It is what is called for in the contract and in the APFA Constitution. It is what this administration is hearing the membership say they want done. It is only fair to those who do their fair share each month to ensure our Union is able to continue to offer you all of the services you deserve as an APFA member.



Notice to STL and ISL Flight Attendants

All Membership Application/Dues Check-off Authorization Cards should be mailed to the APFA. Please do not mail them directly to American Airlines Payroll.

THE COMMUNICATIONS NETWORK



George Price,
APFA National
Communications Coordinator

In getting acclimated to my new position, I have come to realize the true importance of the communications network within our union. Twenty-five years ago, a newsletter printed on regular paper and word of mouth were very effective for a membership of just over 5,000 Flight Attendants. Today with a membership approaching 27,000 Flight Attendants, it takes much more to get information out in a timely and efficient manner.

One of our most consistent ways of disseminating information is *Skyword*. The unfortunate thing about our newsletter is that the life span of some of the information contained in a particular issue is only approximately 15 days. In order to conserve funds, we mail *Skyword* bulk rate. For this reason,

it often takes longer to reach the destination than if it had been sent First Class Mail. This is often the reason why some of you on the East and West coasts do not get your

copy until after other bases. In order to deal with this problem, we are looking into having those copies of *Skyword* destined for the coasts mailed first. I have had from some members asking why we don't just put *Skyword* on the web site and stop printing it to save money. We have not come that far. Many of our members do not have Internet access. For this reason, we must provide everyone the opportunity to be equally informed.

APFA mailers are another way to get information out to the membership. This method is most often used during times of negotiations. The information contained in this type of communiqué is usually of utmost importance and is often sent First Class Mail. This, of course, is very expensive with a membership our size.

Many Flight Attendants are not even aware that there are APFA bulletin boards in Flight Service Operations areas. Your Base Representatives are responsible for updating the information on these boards. In addition to the bulletin boards, Base Briefs are also available in your mailboxes at work. This is base specific information compiled by your Base Representatives and stuffed in your mailboxes.

The APFA Phone Tree is a very complex way to get the word out quickly. We have used this method many times over the years, but it is fast becoming obsolete with the advancements in Internet technology. It literally takes hundreds of volunteers to make the Phone Tree an efficient tool.

PhoneWatch has served us well over the years. It has been used to answer calls from the membership during negotiations, and it has been used to answer calls after the September 11, 2001, tragedies. Manned by volunteers, this unique method of disseminating and collecting information is somewhat limited in its reach due to the finite number of phone lines available to take calls from the numbers of Flight Attendants who call in.

The APFA InfoReps are a very valuable part of the APFA Communications Network. They are provided information through the InfoRep HotLine, the InfoRep Web page, the general hotline, and periodic mailings. This information is then taken to the line. They are also a great source of volunteers and leaders to head up APFA activities at each base.

The APFA Web site is one of the most awesome tools in the shed, so-to-speak. The possibilities are

endless. We can provide an enormous amount of information on a wide range of subjects, survey the membership, and link resources we don't offer ourselves. The APFA can communicate in almost real time using the web site. The only drawback here is that only approximately 11,000 members have registered their e-mail addresses with the APFA. We know more of our members have access to the Internet than this. They are unaware that they need to register their addresses with the Membership Department. By doing this, you will also be able to receive any "mass e-mails" that the union may send out similar to the "Action Alert" on OSHA sent in May. These are notices to the membership that their participation in some type of campaign is needed.

As you can see, our communications network is quite extensive. It has certainly come a long way from the Xerox machine copies of the first APFA Newsletter. If there is news, we will make it available. It may be as close as your mailbox, a phone call away, or the click of a mouse.



DCA BASE CHAIR ROBERT VALENTA AND RECENTLY RECALLED APFA MEMBER DCA BASED BRIAN JEFFREYS



Joann Matley,
*APFA National Safety
Coordinator*

SAFETY, SECURITY, AND REALITY

SELF-DEFENSE SURVEY

IF YOU HAVE ATTENDED THE SELF-DEFENSE TRAINING, THE APFA SAFETY DEPARTMENT WANTS TO KNOW WHAT YOU THOUGHT ABOUT IT. PLEASE COMPLETE THE SURVEY LOCATED UNDER THE "SAFETY FIRST" ICON ON THE APFA WEB SITE AT WWW.APFA.ORG.

I will do my best to inform and respond appropriately to the world in which we now live. My days are divided between Safety and Security. Both are important. Tackling these topics daily is a task unto itself.

I spent some time in APFA's Archives looking for inspiration, looking for a starting place, looking back on APFA newsletters from 1977. I wanted to get a feel for what we were experiencing from a safety perspective. I found no mention of security. As a matter of fact, in 1977, there were three blurbs pertaining to safety in the APFA newsletters now on file in the APFA Archives. The hot topics of the day focused on the ban of cigar smoking on U.S. commercial flights, material flammability, and how to respond to the company in the event of a slide deployment. Fast forward to 1979. Flight Attendants were demanding to be heard on health and safety issues. One article, in Redbook magazine went so far as to imply that beyond all the marketing ploys, behind the make-up and hair and girdle checks, our safety training is the most crucial aspect of our training and one of the least focused on by airlines. The rationale behind the silence was that it might just remind the traveling public of their fears. Imagine.

I wonder how many of the 5,400 original APFA members in 1977 could have ever imagined we'd be

faced with the challenges of 2002.

We did not sign up to be Paramedics or Firefighters. We did not sign up to be a line of defense in the protection of our aircraft. We have become all of these things and more. That is our reality. The security aspect of our lives is often meshed in with the safety aspect of our lives by the very nature of our job. We come to work knowing that we are now solely responsible for maintaining calm and decorum in the cabin. We are miles away from 1977.

If you have not done so already, take a moment to pull up the following security briefings in DECS. RF (Space) 8111g (space) SEC (space) BRF, and RF (space) 8111H (space) SEC (space) BRF. These briefings are centered on cabin security procedures. Without a doubt, these procedures will clear up the mystery surrounding who is responsible and what will happen in an on board security event. The cockpit is charged with the responsibility of flying safely and landing. Period. Cockpit and cabin crews are more dependent on one another than ever before. We have long been told that we are their eyes and ears. Now we can add cabin security specialists to that list as well.

This job is not the job that we hired on for, but in 2002, it's the one we've got. We are capable of finding the balance between safety and security. My request to each

of you is to join me in urging Flight Service to find a reasonable balance between safety, security, and customer service. Together we can make that our reality. "Since we cannot change reality, let us change the eyes, which see reality," to quote Nikos Kazantzakis.

Self-Defense

The week of May 13, 2002, other APFA Safety Representatives and I attended a demonstration of the WorldBlackbelt, Inc. cabin crew self-defense training in DFW. The class stressed situational awareness and provided participants with Flight Attendant user-friendly techniques using items onboard the aircraft. Additionally, basic self-defense techniques were taught.

The program is presented in two parts. The first portion deals primarily with ways to defuse a situation using various psychological tactics. Representatives from the APFA Safety Department also attended a presentation on this aspect of the training. Overall, members of the APFA Safety Department, including me, were very impressed with the presentation. This program is voluntary. It began on June 3, 2002 in LAX.

CAST

APFA was present at a meeting of the CAST -- the Commercial Aviation Safety Team. CAST brings together all the key players including aircraft manufacturers, air carriers, government agencies, and

employee groups in an effort to work on ways to reduce the U.S. commercial aviation fatal accident rate by 80 percent by the year 2007. The meeting was held at the FAA building in Washington, D.C.

Employee Screening

On May 22, 2002, Bob Kudwa, Vice President, Flight; Jane Allen, Vice President, Flight Service; and Daniel Garton, Executive Director, Customer Service, wrote a letter to Undersecretary of Transportation John Magaw urging the development of improved screening methods for crewmembers. The letter requested that new procedures be created that will provide crewmembers with "seamless and expedited movement within and between airports." The letter went on to say that "we need airline employee screening processes backed by a centralized, national database, and any airline employee screening should be standardized, reasonable, and separate from passenger screening measures." We applaud the company for joining APFA and the APA in seeking these changes. As you may know, APFA has been very vocal in support of enhancements to airline employee security screening that would maintain the integrity of the security system and provide employees with a less cumbersome security process in which to navigate.





Nancy Archer
APFA National Contract
Coordinator

RELIEF BIDDING: NO LONGER LIKE A NIGHT IN LAS VEGAS

In the past, our relief bidding was more like a game of roulette, never knowing where the ball may fall. Today, our new system is tied to specific selections.

Now, if we cannot hold the selection of our choice based on our seniority, we can “re-bid” those same selections as relief.

For example, I want to fly LAX transcons. Unfortunately, my seniority is not quite there yet. However, those Flight Attendants on vacation and/or part-time, who are senior to me, may bid those selections (lines). Once the line has been bid and held by someone on vacation or part-time, I have the opportunity to bid that line as a relief and fly my LAX transcons.

To sum this up, you bid the selections that you want first, then follow up by bidding relief for those same selections.

Relief selections will have only one name per relief, eliminating the conflicts between two relief Flight Attendants’ schedules. You can decide which trip selection you want to fly by inputting “R” or “relief” codes. All relief awards are associated with trip selection numbers. In order to be awarded a relief selection you must enter either “R1” or “R2.” Now let me introduce you to “R1” and “R2.”

“R1”

By entering R1, you have no preference as to the number of trips within the relief selection you may be awarded. You could end up with a relief selection that contains very little flying and a number of available days.

Note: When you enter an R1 after a bid, the computer will go back to the first bid selection or R1 entered and award any relief of those selections.

R1 is stating that you desire a specific selection regardless of how many trips are in that award.

“R2”

By entering R2, you are bidding specific relief selections. You must use option 12 in the bid ballot to enter specific relief selections, which will be posted on the bid sheet. You can control your relief award by using the R2 indicator and identifying specific relief selections. Think of option 12 as a box. When you enter specific relief numbers in option 12, the computer will try to match your bid with the numbers in “the box.” Unlike R2, R1 looks outside “the box” to see if anyone listed as a relief happened to bid those same lines as you.

Note: When you enter an R2 after a bid, the computer will go back to

your first bid or last R1, if one was entered, and award those vacation selections you choose in option 12.

Although you may use the R1 and R2 codes in combination, it is important that you understand the disadvantages of interspersing these codes throughout your bid ballot. When you input an R1 or R2 code, the computer is programmed to go back to the first selection bid or the last relief code entered. If you are able to hold the relief of any trip selection that you bid, it will award that relief prior to proceeding to the next selection. This could result in the award of a relief selection that you may not have intended to bid.

With both R1 and R2, you can enter /remarks/ to indicate your preferences for open time trips assigned by the company to augment relief selections. The computer will not read any “no preplot” or “duty-free period” requests when awarding a relief bid. Instructions for entering remarks can be found in HIDIR at HIDIR/FA/BID/HIB/REM. If you receive available days in your relief selection you shall be considered “Regular Replacement” and shall not be subject to the GTD requirements (Article [9.C.2.b.] and Appendix [I], Article [9.C.2.b]), or pre-plotting restrictions (Article [9.K.1.e.] and Appendix [I], Article [9.K.1.e.]



EUGENIO VARGAS, BOSI FLIGHT ATTENDANT,
WORKING THE APFA CONTRACT DESK

applicable to “Open Replacement.”

This Vacation/Part-Time Relief bidding is new to us all. As Flight Attendants, we always seem to have the uncanny ability to work through what appears to be new and intimidating and turn it into something that will work for us. APFA and American Airlines are aware that there may be some kinks in the system. We have an open dialogue with the company, and we may see some modifications to improve the relief bidding procedures in the future. One last thing to note, the number of open replacement lines available will be reduced with this new bidding procedure. Flight Attendants who back up their bids with open replacement may be arbitrarily assigned a relief line.

I hope this has helped you get through the “maze” of relief bidding. In time we will see that we are no longer at the roulette table.

*Fly safely and carry your
NEW Contract!*





Jena Hopkins,
APFA National
Scheduling Coordinator

SCHEDULING BRIEFS

In this month's article, we will review some oldies but goodies, new and upcoming contract items, and take a look at how the technology world affects our lives at work.

First, another review of Misconnection, Illegality, Cancellation (MIC) is in order.

This part of Article (9.P) and Appendix (I) Article (9.P) is still one of the most frequently misunderstood sections of our contract. So let's review!

Let's begin by reviewing a MIC that happens mid-sequence. We just started our second day of a three-day trip, and the first leg has canceled. What do we do? First, we call crew tracking. They inform us that we are deadheading back to base and that our sequence is complete when we return to our base. At this point, we have NO obligation, and our guarantee IS protected. Although our projection columns have all been lowered, our guarantee is still protected, as long as we don't later reduce it through a trip trade down in time or an unpaid absence. Remember, when we made our call to crew tracking, they might have decided to reschedule us, instead of just deadheading us back to base.

Our next scenario involves an MIC at sequence origination. It's Sunday night, and we are packing for our three-day trip on Monday. The phone rings, and it's crew schedule informing us our trip has canceled. What do we do? We know it's in the beginning of the month, and we know we do have an obligation, so we get our contract out and read Article (9.P.2) or Appendix (I) Article (9.P.2). We see that crew schedule has five options for us. They can:

Require us to deadhead to cover our return trip
Assign us to airport availability duty
Reschedule us to another trip/trip sequence
Hold us on all days originally scheduled to fly
Release us

Crew schedule told us that they were going to hold us available for the next three days. We are to call between 0800-1200 Domestic or 1000-1200 International the day before each of the days we were originally scheduled to fly. We DO NOT GO ON THE MAKE UP LIST! In our scenario, it is already past our call in window for the next day, so we ask the scheduler if there is a sequence for us on Monday. There is not, so we call back on Monday. We have met our first day's obligation. Monday, we call at 1030, for our assignment for Tuesday. We are still obligated for both Tuesday and Wednesday.

We can have a choice of trips for which we are legal, as we are not on reserve. We make our call, and once again we are informed that there is nothing and to call back on Tuesday. We make our call on Tuesday at 1100, and we are assigned a turnaround for Wednesday. The trip we lost was worth 15 hours, and our turn is only worth five hours. What we did was protect our guarantee, NOT the time of the original trip. Once again, all our projection columns have been reduced, but our guarantee is intact. Remember that a trip assignment may go beyond our original days, so long as (1) it does not conflict with a duty-free period, (2) conflict with another trip or trip sequence, or (3) project us above our monthly maximum. It is possible to be assigned multiple sequences (i.e., one turn and one two-day) as long as the limitations above are met.

If our cancellation had been in the last seven days and was our last trip of the month, what would our obligation be? In the last seven days, we can protect the value of our last trip through make-up flying. We are not obligated to the company nor will our guarantee be reduced. However, if we had a high time month and lost an 18-hour three-day, we may choose to go on make-up to protect that 18-

hour trip. We must put our name on the make-up list for all the days of our trip through eight hours past the termination of the original sequence. If we are proffered a trip by crew schedule, we must accept a trip in order to get our 18 hours or the value of the new trip, whichever is greater. We need not accept a trip that flies into the next month. Remember that even if we decline a trip, our guarantee is still protected, as in the last seven days we are only protecting the time of the trip lost.

Now we take a look at what is on the horizon.

DIVERSION PAY Article (8.K)

What was once termed "hostage pay" and only paid as ground time is about to become flight pay and credit. Implementation is scheduled for the end of June. Now when we divert to Tulsa for four hours while we await those thunderstorms to pass, we will get the PAY we deserve for being with our passengers out on the tarmac. Remember, if we end up at a gate and passengers are able to "egress," then we will be eligible only for ground time. "Hats off to our Negotiating Team for getting what we deserve in our contract!"

HIGH TIME RECOVERY FOR TRIPS LOST DUE TO MIC Article (9.P.3.e.4)

Yet to be implemented is the ability to recoup the time of a lost trip when our pay projection is above our monthly guarantee. Today, if we had a 100-hour month and lost a three-day trip worth 15 hours, we simply lost all the time. We would be down to 85 hours, with no ability to recover the time from the company. With the new contract provision, we will have the ability to recover those 15 hours. We will have the choice to put AVBL day(s) on our schedule equal to the number of the day(s) of the trip we lost. In our example, we lost a three-day trip, so we would get to put three AVBL days on our schedule. We will follow all the rules of availability as well, which includes the ability of the company to assign us a trip on the day before an AVBL day if we have not plotted a trip by 1200. We will be able to recover up to the time lost, PLUS one hour. In our example, we lost a 15-hour trip, so we would be able to plot a trip on our AVBL days up to 16 hours. Finally, we don't have to lose all our high time if it's lost due to an MIC at sequence origination.

TECHNOLOGY'S "CONVENIENCES"

The convenience of the cell phone can also make it convenient for the company to get out

of paying you call-out pay. There are two circumstances in which you would not qualify for call-out pay even if you were at the airport. The first would be if the company attempted to notify you of a cancellation more than three hours prior to the flight's scheduled departure time. In this scenario, the company does not need to make first-party contact. The second scenario would be if the company made first-party contact with you prior to your signing in. For example, if you answered your cell phone as you walked in the terminal and crew schedule notified you that your flight was canceled, it would be considered first-party contact. You would not be eligible for call-out pay. Cell phones are bordering on a necessity in our fast paced world, but they can bring a whole new meaning to first-party contact. See Article (8.C.4) and Appendix (I) Article (8.C.4) for more information.

Flight Attendants should also be aware of the limitations of Sabre access from home. If you access Sabre via the Flight Service Web site or WebPCFOS, you may know that the Citrix server supports Sabre. Citrix can accommodate approximately 500 users at one time. While this may not seem like a lot of capacity, it is sufficient for the needs of Flight

Attendants 99 percent of the time. It is similar to the concept that LGA Operations has only 14 Sabre sets. When all 14 sets are in use and a 15th Flight Attendant needs to use a computer, she/he will obviously have to wait until one of the sets is available. The company is exploring ways to increase the number of simultaneous users; however, it is no surprise that in this economic environment the company is not likely to spend a lot of money or resources on this issue. Another avenue to reach Sabre from home is the old "dial-up" PCFOS. Another 500 connections are available to Sabre through this method.

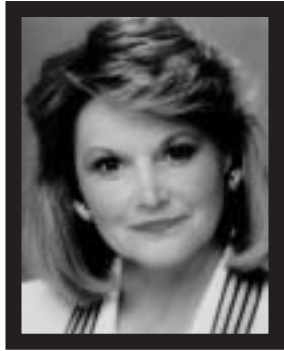
There are two times when a Flight Attendant can find the message "server not available -- try again later" from the Citrix server maddening: at 2300 the night before bids close and at 0500 when you are trying to plot an available trip. These are the two times when access is critical. Sabre access from home is considered a convenience and not a necessity. As a result, Flight Attendants want to keep in mind if they can't access Sabre from home in the final hours of bidding, the company will not delay the close of bids. If the Flight Attendants were not able to get their bids in prior to the close of bids, they would be

considered a no bid. They would be awarded a bid after all other Flight Attendants were awarded their bids.

When it comes to available Flight Attendants trying to plot the "primo" trips at 0500, many Flight Attendants are waiting to press the enter button at precisely 0500 for the same sequence. It is possible for more than one Flight Attendant to believe she or he has successfully plotted the same sequence. If two Flight Attendants send the same HILOT request at nearly the same second, both will receive the response PRE-PLOT COMPLETED. It is possible that Sabre has not ended or closed the transaction for the first Flight Attendant by the time it receives the HILOT entry from the second Flight Attendant. As Sabre tries to end or close the transaction for the second Flight Attendant, it can tell the sequence is no longer open. Sabre will respond with the message RPT, TRANS IGD to the second Flight Attendant. Only one person can actually be awarded the sequence; therefore, the first Flight Attendant would get the sequence, and the second Flight Attendants would have to try for a different sequence.



NEAL HERNANDEZ, JFK FLIGHT ATTENDANT,
WORKING THE APFA SCHEDULING DESK



Patty Bias
*APFA National Hotel
 Coordinator*

A RETROSPECTIVE

Many of you may have read President John Ward's article that contained brief biographies of the APFA Coordinators, so you know a little about me. Now, with the 25th Anniversary of our union upon us, we have been asked to write about our knowledge of and participation in the founding of the APFA. Both Linda Prosser, one of my committee members, and I were very active in the movement that led to our getting enough representation cards signed so that the National Mediation Board could call a representation election.

After we decided that we needed a NEW union, a group of us began holding secret meetings at our homes, in layover hotel rooms, and even in the employee parking lot. We even had to stuff Flight Attendant mailboxes with fliers late at night. Many of our fliers were found by management and removed, but each time we did it, at least several of them got into the hands of our co-workers and became part of that trip's gal-

ley gossip. That was great; our message was getting out. We kept it as quiet as we could for as long as possible. Not that we did not know that we were doing the right thing, but we wanted a large, committed force to be in place when any opposition found out what we were up to. We had to keep it a secret from the company. After all, they knew what they were dealing with, and a change in representation could upset their apple cart. I am proud to say that over the years we have upset them a time or two. Even to this day, they never know quite what to expect, and I like it that way. As more and more Flight Attendants began to sign cards, we began to feel that all of our long days and late nights in meetings and on the telephone might just pay off. We would be INDEPENDENT and in control of our own future. We would own all of our successes and failures. We were tired of being the "girls" who got the leftovers.

Linda recalls her great anxiety in Washington, D.C. when the ballot

count took place. In fact, Linda was the treasurer during the formation and certification period and became the first elected Base Chair of Los Angeles many years ago, at the same time most of the other members of the Hotel Committee were in elementary school.

Both of us believed that it was the right thing to do then, and to this day, we still believe it was the right thing to do. We felt we had no other option. Both of us are very proud of our association with many of the wonderful people who have been active with the APFA over the years. Not to say we have not had growing pains, because we have. But when push comes to shove, we come together and become a force to be reckoned with. Happy Anniversary, APFA!

"Til Next Time

Patty 

Anchorage, Alaska: *reviewed by Patty Bias*

The company started additional service to Anchorage, Alaska; therefore, we conducted a review downtown. Anchorage offers very few quality hotels. I am pleased to say that we found a lovely property with a staff that is overjoyed to have our crews. The Sheraton Anchorage Hotel is centrally located downtown, has 375 rooms, and is only 12 minutes from the airport.

The rooms have all the amenities we enjoy: coffee makers, hair dryers, and iron/board. Each room has individual heating and air conditioning and a large ceiling fan that makes it very nice.

The hotel restaurant is excellent and has a famous chef, Mr. Rob Obermann. He has a superb Sushi Bar in the lounge area. Both the restaurant and lounge offer crews a 15 percent discount. Room service is also available. The hotel has a nice health club and exercise room with a Jacuzzi and sauna. The club is open 24 hours daily, and access is via your room key.

NEWS AND REVIEWS

All guest rooms require card key access. Doors have peepholes and latch bar locks. Windows are double pane and open.

The hotel is a short walk from the large Fifth Avenue Mall where Nordstrom's is located. The hotel shuttle bus will be available for transportation to the mall and local restaurants. Across the street from the Sheraton is a Country Kitchen restaurant that is open 24 hours.

Be sure to check out the fabulous all jade staircase in the lobby. Notice that it has no support beams. It is very beautiful, and it is unbelievable that it stands with no support.

I hope you enjoy your new layover at the Sheraton. Again, the staff is excited to have our crews.

Denver, Colorado, Short:
reviewed by Steve Carter

Our new short Denver layover hotel is the Courtyard by Marriott DIA. The move took place May 31st. The move was made because the former hotel could not

give us the number of rooms we needed. To give you an idea of what we were up against, you should know that the two things most prevalent near the airport are tumbleweeds and prairie dogs. Hotels are few and far between. All but two are the newer, less expensive "self-service" hotels, and our layovers during the month the review was conducted, April, were as short as 9:56 and 10:07.

I am pleased that the distance to the airport was reduced to 6.5 miles. This is important because the American gates are in terminal C, which is the farthest from the van drop-off point. Travel time from the van to the gate is easily 12 minutes. The hotel is a mid-rise property and is only four years old. All room entrances are from the inside. Security is on-site 24 hours daily, and outside doors are locked at night. The rooms have electronic keys, deadbolt, barlock, and peepholes.

All rooms have either a king or two large double beds. The rooms have all the necessary amenities such as television with cable service,

coffeemakers with free coffee, hair dryers, make-up mirrors, iron/boards, and clock radios. Credit card and 800 calls are free. Calls to local prairie dogs are 75 cents. It has a full service restaurant and lounge, which serves hot food until 12 midnight. Food discount is 15 percent. There is also a Bennigan's restaurant one "city block" away that is open until 2300 during the week and 0100 weekends. There are two pizza outlets that deliver, and hours vary depending on the day of the week and the season of the year. Room service is available during dinner restaurant hours 1600-2200. Breakfast and lunch are served only the restaurant.

Other amenities include a business center with complimentary Internet access and an ATM in the lobby. The hotel has a small fitness center.

The staff is very excited to have us there, and we are lucky that we could get into a property so close to the airport.

Richmond, Virginia:
reviewed by Steve Carter

After reviewing five hotels in Richmond, the decision was made to remain at our current

hotel, the Crowne Plaza Richmond. Three of the hotels were unacceptable because of location. We have had issues with this hotel in the past, but the management committed late last year to make all the necessary improvements to earn our business, and it appears they are doing so.

The hotel has 17 floors and is situated along the banks of the James River, where the city has created a park with jogging trail. As always, we urge you to use caution when using this or any other jogging or walking path. The hotel is located downtown about six blocks from what was formerly a warehouse district. The area is now made up of restaurants, shops, art galleries, and nightclubs with live entertainment. Our crews will find a wide choice of restaurants including many that are inexpensive. Most of these businesses are open until 0200; however, you are not required to stay that late.

All guest rooms have either two double beds or one king. The other standard amenities include clock radio, cable TV, coffeemaker

with free coffee, hair dryer, make-up mirror, and iron/board. Local, 800, and credit card calls are free.

The hotel restaurant, Pavilion Café, is open from 0630-2200. They serve breakfast, lunch, and dinner buffets and offer crews a 10 percent discount. There are a wide variety of a la carte items very reasonably priced. Room service is available, but no discount is offered. The hotel has a lounge that is open from 1600-midnight.

The hotel has an exercise room with cardio equipment and a weight machine. There is an indoor pool, Jacuzzi, and sauna all free of charge. There is also an ATM and small gift and sundries shop in the lobby.

Be sure to read the Richmond Magazine in your room and do some exploring. The city is full of many beautiful historic sites and neighborhoods.



Emily Carter,
APFA National
Health Coordinator

CRITICAL INCIDENT STRESS MANAGEMENT

In March 2002, the APFA National Officers, Board of Directors, Base Vice Chairs, Ad Hoc members of the Executive Committee, Coordinators, and Division Representatives attended Critical Incident Stress Management (CISM) training. Jeffrey Lating, Ph.D., who is currently the Director of Field Education at Loyola College in Maryland, instructed the group in the multidimensional crisis intervention strategies that have been developed and assembled by Jeffrey Mitchell, Ph.D., and George Everly, Jr., Ph.D. Dr. Mitchell and Dr. Everly formalized their pioneering work into an international network of teams that provide a comprehensive and uniform response to crisis events and disasters. Peers, mental health professionals, and other trained personnel are organized, trained, and dis-

patched by the International Critical Incident Stress Foundation (ICISF) in Maryland. Jeffrey Lating has been a trainer for ICISF since 1994 and is currently working with Dr. Everly on the second edition of A Clinical Guide to the Treatment of Human Stress Response. Mr. Lating co-edited the 1995 text Psychotraumatology.

Along with our group of already trained peers, APFA leadership expects that we will be able to respond rapidly to future crises and draw on a large reservoir of resources. Crises and disasters may always have the ability to overwhelm our daily coping abilities and stir unusually strong emotional reactions. The emotional aftershocks may affect our ability to function and shake the foundations of how we perceive our world. Crisis and trauma first aid is designed to mitigate the effects of the normal response. The ICISF technology has effectively responded to crises around the world, and we now have this comprehensive approach to apply to our unique world.

Dr. Lating and his associates have agreed that our stressors are worthwhile to study and that surveys may help us to plan responses and strategies to help our members. He agreed to design an instrument to accomplish this. Your participation is entirely voluntary; there are no known health or behavioral risks associated with completing this survey. However, if you do have some lingering emotional discomfort, please call the Health Department at APFA Headquarters or your Base Representatives.

If Dr. Lating receives your completed survey form, he will take that as your consent to participate in the study. The demographic section of the form is designed to maintain your

anonymity. You are not asked for your name on the answer sheet. If you choose, you may provide a personalized identifying number (e.g., the last four digits of your phone number, Social Security number, or any other number that you will be able to remember) on the answer sheet. This number will be used solely for tracking purposes in case the questionnaires are sent again at a later date. This will allow Dr. Lating's group to assess how you are doing in several months or a year after completing the original packet. It is very important that we learn how we are doing now and in the future but in no way to violate your confidentiality.

The answer sheet will be sent directly in the self-addressed envelope to Dr. Jeffrey Lating. Our experiences in the last nine months have been remarkable and cannot be studied any other way. Please help us to understand our world a little better by completing the surveys and returning them to Dr. Lating. Sharing our experiences and feelings will guide us through our changing world.

Association of Professional Flight Attendants

Representing the Flight Attendants of American Airlines

Office of the President

May 9, 2002

Dear Representative:

On behalf of the more than 27,000 flight attendants at American Airlines represented by the Association of Professional Flight Attendants (APFA), I urge you to sign onto a letter being circulated by Representatives Peter DeFazio and Sherwood Boehlert that will be sent to FAA Administrator Jane Garvey. The letter asks Administrator Garvey to rescind the 1975 Federal Register policy statement in which the Federal Aviation Administration (FAA) claimed exclusive jurisdiction over the health and safety of aviation crewmembers. The result of this policy has been chronic neglect in providing health and safety protections for flight attendants.

In reviewing this matter, the Department of Transportation (DOT) Inspector General's office issued a Memorandum dated September 26, 2001, which stated: "Given the fact that occupational safety and health standards for aircraft crewmembers onboard aircraft in operation have not been issued in the last 26 years, unless FAA and OSHA resume working together, we have no confidence that industry standards will be issued in the near future to address occupational hazards." In the last eight months, the FAA and OSHA have failed to develop a working relationship on this topic.

The IG's Memorandum identified seven areas over which the FAA should grant OSHA jurisdiction; the first four could be implemented with no impact on aircraft safety. First and foremost of these areas is recordkeeping of injuries. With no injury records, the industry and the FAA or OSHA are unable to identify and correct problems. Injury recordkeeping could be implemented with little or no cost to carriers since this information is already kept for insurance purposes. The primary impact would be to standardize the format and oblige the carriers to make this information available.

Three other areas could also be implemented without direct impact on operation of the aircraft: blood-borne pathogens, noise, and sanitation. OSHA requires training on the handling of body fluids while the FAA has required latex gloves on aircraft. It is unconscionable that the FAA would allow untrained workers into an environment where exposure is a real possibility. The FAA has failed miserably in protecting workers from blood-borne pathogens.

Please join Representatives DeFazio and Boehlert in asking Administrator Garvey to do what's right by giving OSHA jurisdiction over flight attendant health and safety.

Sincerely,

John Ward



IFALPA PRESIDENT CAPTAIN TED MURPHY PRESENTING THE POLARIS AWARD TO APFA PRESIDENT JOHN WARD



DCA CHAIR ROBERT VALENTA, BOS CHAIR JULIA CARRIGAN, AND APFA PRESIDENT JOHN WARD

On May 4, 2002, APFA President John Ward, APFA BOS Chairperson Julia Carrigan, and APFA DCA Chairperson Robert Valenta attended the International Federation of Air Line Pilots' Association's Annual Convention in Stavanger, Norway. President Ward accepted the Polaris Award, IFALPA's highest honor, on behalf of the Flight Attendants onboard American Airlines Flights 11 and 77. IFALPA presented the Polaris Award posthumously to all thirteen Flight Attendants in recognition of their heroism on September 11, 2001.

THE POLARIS AWARD



THE POLARIS AWARD MEDALLION

FROM STEWARDESS TO RETIREE FROM GIRDLES TO PANTY HOSE

by **Jill Frank**,
Retirement Specialist

WHO WE WERE - THE BEGINNING

In the mid 1970s, the Flight Attendants at four major carriers, Pan Am, TWA, Continental and American Airlines, decided to leave the umbrella of big unions and to represent themselves with small, independent unions. Thus was born our Association of Professional Flight Attendants, certified 25 years ago in 1977.

The previous decade had seen gigantic changes in the job. Hired as “Stewardesses” until we acquired TransCaribbean Airlines and its “Stewards” in 1970, we were now Flight Attendants. We “girls only” had been required to wear white gloves, false eyelashes, and girdles. Now we had men in our ranks, and panty hose had been invented! You had been required to be a female between 20 and 25 to get the job, and you knew you would be forced to “retire”(with NO benefits) when you got married, became pregnant, or reached the ripe old age of 32.

At the time, we were responsible for funding our retirement plan and therefore had been obliged to decide whether to join or not. It was hardly an issue since you were offered the opportunity to “join” the American Airlines

Retirement Plan ONCE, at age 25, but you needed to participate for 10 years in order to be vested. Since you were going to get fired at 32 – you do the math - it becomes obvious that few (if any) had bothered to join.

In 1978, we elected our first APFA National Officers, and soon thereafter we entered into contract negotiations. In the 25 years since APFA was certified, we have had six rounds of bargaining. From the “pay for your own” to a “fully funded defined benefit plan” the improvements are fabulous. A quick review of the contracts follows.

What We’ve Done-A brief chronology of retirement

1979 - The first contract negotiated by APFA For the first time, retirement had its own place. Article (36) became the retirement article. American would now fund the plan – no more need to pay ourselves. For all those retiring after September 1980, pensions would be calculated at 1 2/3 percent of the pay for hours up to 67 per month. Flight Attendants no longer had to “join” the plan; everyone was automatically enrolled after the completion of one year of ser-

vice, and those who had never joined were now members. The reduction taken when retiring before 62 was favorably changed from an actuarial table to the present 3 percent per year.

1981 and 1983 – A tough time in the Airline Industry

Just when we were beginning to consider our job as a potential long-term career, along came the 1980s, with deregulation and a cry from management for B scale! We spent the next two contracts trying not to lose the few things we had, but in 1981, we did make two improvements in retirement. Included in a side letter of agreement known as Appendix (P) we were able to negotiate:

The return of any money that Flight Attendants had contributed to the plan in earlier years. Retroactive entry (back to turning 25 and having one year of service) into the plan for those people who had not joined voluntarily when we were responsible for funding it ourselves.

For those changes, we agreed not to discuss retirement in the next (1983) round of bargaining!

1987 – Real bargaining resumes

By now, we had a large number of Flight Attendants who had been hired under B scale. It was time to fix that and most of our efforts went towards that goal.

There were two changes to retirement in this contract.

We increased the number of hours eligible to be considered in calculating our Final Average Earnings from our base pay of 67 hours to a maximum of 75 hours; however, the additional eight hours would be considered only at base pay rates! We improved the vesting rules from needing 10 years to be eligible for any pension to being 50 percent vested after five years.

1993 – An incredible year for APFA brought some significant improvements in our retirement plan

You would be 100 percent vested after five years, retroactive to 1/1/1989. All years of credited service were to be restored to those who had not been eligible to join the plan until they were 25. We improved the number of hours that would be considered for your FAE to 77 Domestic and

82 International, and the hours over 67 would be considered at the incentive rates they were earning! Purser pay would be included in our FAE.

1999 NEGOTIATIONS – ratified september 12, 2001

By 1997, APFA recognized that large numbers of the men and women who had begun this job in the 1960s and 1970s would become eligible to retire during the term of our next agreement. These were the people who had blazed the trail and worked to overturn the discriminating rules that had prevented this from being a career. It was important to make their retirement possible with improvements, and the opportunity to do so was now!

APFA began research into the retirement plans that other Flight Attendant groups and other employees at American enjoyed. The goal was to bring our plan up to standard to make sure we had the best retirement in the industry. We negotiated significant improvements.

The hours considered for our FAE went to 1020 a year (average of 85 per month) for both operations to be considered at the pay earned

for those hours. This meant you didn't have to struggle to hit a certain number every month as before but could do it in the course of 12 months.

For the first time, the above provisions would be retroactive so that everyone, including people out on long term sick leave, who retired after ratification would benefit from this increase (prior to this contract you always had to fly after ratification to be covered).

We also had the policy of months with no pay being dropped from your FAE written into the agreement. Pay prospectively for galley, language, longevity, and narrow body lead were added to Purser for inclusion in one's FAE. Retroactive monies and lump pay sums were also to be included. Full retirement was available at 60 with 10 YCS. The charge for the pre-retirement survivor annuity (QPSA) was eliminated. A new form of "pop-up annuity" was added to the choices of payments. We became eligible for supplemental health insurance. Active Flight Attendants who retired within 60 days of ratification could take advantage of Appendix (T) and have a \$10,000

exit payment. Pay for vacation time could be contributed into your 401(k). Sick hours not used prior to retiring would be paid into your 401(k) at \$3.75 per hour.

2002 – who we are now and where we're headed

Our current Flight Attendant population is more than 25,000 people. Since September 12, 2001 (ratification), more than 185 Flight Attendants have retired. *Currently, 3,000 Flight Attendants are over the age of 55 and eligible to retire! Four thousand more are over the age of 50. Eight thousand more are between the ages of 40 and 50.*

As more Flight Attendants embrace this as a career, retirement will be one of the most important topics of future negotiations and day-to-day work by APFA. With this in mind, we have had each base designate a person from their council to become the "Retirement Specialist." These people have undergone training in May and June 2002 on all of the provisions, calculations, and benefits we are eligible for when we retire. They will be listed on your base council and be avail-

able to answer your questions.

The retirement specialists will work with the APFA Contract Coordinator Nancy Archer and Retirement Specialist Jill Frank to ensure that your questions are answered and information needed to make the process easier is readily available.

A booklet is being prepared by Retirement Specialist Jill Frank to cover all of the aspects of retirement. This will be an insert in a future issue of *Skyword* and posted on the APFA Web site. Our goal will be to continually improve our retirement plan, and research will be ongoing as there are changes in our industry.

APFA is committed to educating our Representatives and our membership concerning all aspects of retirement. It is one of the most important areas of our contract, and a little knowledge and some planning make a huge difference in your future benefits. The emphasis on retirement benefits will increase as our workforce continues to mature; APFA will be in the forefront of our industry in this important area.



AmericanAirlines®

May 20, 2002

Mr. John Ward
President
Association of Professional
Flight Attendants
1004 W. Eules Blvd.
Eules, TX 76040-5018

RE: AA / TWA LLC Reciprocal Jump Seat Authority

Dear John:

This letter will confirm our understanding that during the transition period in which TWA LLC is being fully integrated into the American Airlines system, the Company will permit reciprocal cabin jump seat authorization when flight attendants travel on Class "D" space available passes. An American Airlines or a TWA-LLC flight attendant may occupy an available flight attendant jump seat on a first-come, first-served basis, pursuant to the Company's current administrative procedures. Jump seat authorization will begin once the Company briefs flight attendants on the appropriate safety issues on the alternate airlines' aircraft.

This agreement shall not constitute a precedent and, further, shall apply solely to the American Airlines and TWA-LLC flight attendants.

Sincerely,



Lorraine Mase-Hecker
Director
Employee Policy and Relations

cc: J. Allen
D. Snapp

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 APFA, 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:
1-866-((GET-MBNA/438-6262))

TTY users call 1-800-833-6262

Use priority code **TYB2** when calling.

**There are costs associated with the use of this credit card. You may contact the issuer and administrator of this program, MBNA America Bank, N.A., to request specific information about the costs by toll-free. Paddian Travel services are provided to MBNA Customers by an independently owned and operated travel agency. MBNA America, MBNA, MBNA.com and Platinum Plus are service marks of MBNA America Bank, N.A. Visa is a federally registered service mark of Visa U.S.A. Inc., used pursuant to license. © 2002 MBNA America Bank, N. A.*



by PJ Newman
Furloughed APFA Member

LIFE IN THE FURLOUGH LANE ...

Being an APFA Furlough Representative for DCA for the past seven months was not exactly how I envisioned my flying career to progress. When I reflect upon the past eight months, my heart is filled with a humility shaded by the horrific events of September 11th that altered so many lives more profoundly than a job furlough. However, the purpose of this article is to reflect on my role as a Furlough Representative and a furloughed Flight Attendant since October 2001.

I loved my 39 days as an American Airlines Flight Attendant. Those few days went a long way towards fulfilling a desire I shared with so many of my co-workers to see the country, be independent and work with an eclectic group of professionals. The events of September 11th challenged so many of our personal and professional goals, but it was during this time I genuinely discovered two unique traits present in our profession.

One very obvious trait is unity. Never before had I encountered such a free flow of support for one individual to another as I did during those first challenging days after September 11th. DCA is a relatively intimate base. Our small band of probationary Flight Attendants were welcomed warmly as they arrived from the Learning Center back in late summer. They quickly got to know virtually everyone in the base. So when we suffered the loss of our new immediate colleagues, it was easy to find someone who had either flown with or knew a member of Flight 77's crew, members of our extended family.

Everyone was naturally anxious during those days. However, I was struck by the instant unity displayed by Flight Attendants as they returned to work and began to reassure each other and the passengers that things were going to be fine. Many volunteered to fly additional time to allow some

DCA based Flight Attendants to spend time at home in order to grieve for colleagues who they had flown with for years. We were all unified in our desire to do whatever it took to be a union of Flight Attendants.

The second trait comes in the form of perseverance. Flying under a prevailing climate of fear that existed in late September was intensified by the fact that a furlough notice for many junior Flight Attendants was imminent. I vividly recall this factor remained secondary to the job – a job so many of us had recently worked so hard to obtain. Naturally, most were heartbroken when on that last day we turned in manuals, keys and American Airlines ID ... the juxtaposition of when we earned them so fresh in our minds.

For me the transition from furlough notice to Furlough Representative was swift. When I was asked to assume this role by my APFA Base Chair, I had transitioned from a Flight Attendant caring for passengers to a Union Advocate caring for my fellow members. I agreed to take the job because I felt that a portion of my time on furlough could best be spent assisting my fellow furloughed Flight Attendants to adjust to the uncertainty of the future.

The first calls I received from Flight Attendants were less about

benefits and more about recall. Many sought confirmation of rumors such as “recall by Thanksgiving,” “the Company is waiting for Christmas and definitely by the first of January.” Then there were the really challenging ones which required contractual research like, “do you think if I offered to fly I would be called back earlier?”

Some of it was amusing, but I'll admit at times debilitating to my own transition and my personal philosophy of it'll happen when it happens, get on with your life. As time went on, we as furloughed Flight Attendants added extra support to the APFA lobby efforts on various issues in Washington, D.C., celebrated the news of the initial recall of 413 members and continued to keep ourselves motivated to resume our flying careers by checking the lifelines -- the APFA Hotline and web site.

Finally, I feel as a Furlough Representative I had the unique opportunity to deal with many fellow Flight Attendants and many different personalities. At times, I was faced with challenges and at times an awkward set of circumstances precipitated by a monumentally tragic event for our country. The conflict to look beyond one's personal circumstances and view the larger picture can and will continue to be a struggle for many – especially for those on furlough

I loved my 39 days as an American Airlines Flight Attendant.

who still desire remains strong to be a Flight Attendant for the best airline in the industry.

Guiding, supporting and assisting my fellow furloughed Flight Attendants is my role for now. I am confident when the time does come and that Fed Ex letter arrives for those of us who have been anxiously awaiting its arrival, we will choose to return to the line a stronger, more self-confident and eager group of safety professionals.

On a personal note, I had the privilege of flying with Jeff Collman on my last training transcon just before graduating. When I wonder about returning to flying should I be recalled, I think about an off-handed comment he made to me in the galley while discussing how great the job would be for me. He said simply, “You can never have another job that's as much fun.” In my 39 days as an American Airlines Flight Attendant, I found this to be profoundly true.





THE CONSTITUTION OF THE ASSOCIATION OF PROFESSIONAL FLIGHT ATTENDANTS







FLIGHT ATTENDANT FINDS WINNING MILLION DOLLAR LOTTO TICKET IN NEW CONTRACT BOOK!

by **Thelma Dodson**, *APFA Negotiator*

Now that I have your attention, I'd like to beg your indulgence for a few minutes as I describe some of the changes to the new Agreement. Yes, I tricked you, but I knew that "Changes to the New Agreement - A Synopsis" probably wouldn't grab your attention; nor would "Evolution of the Contract - A Historical Account." Yawn. Who wants to read about inserting tabs, margins, and index markings?

When Suzie Thorley and I were in the process of finalizing the Contract, George Price, our Communications Coordinator, came to us and asked if we'd like to write an article for *Skyword* explaining to the membership the exact process involved in putting the Contract together. In unison we replied, "No." We thought, who'd want to read about such a boring topic? In all honesty, we weren't exactly interested in revisiting those long days and nights. Kat Clements (JFK Vice Chair) had been working with us earlier, but she had to return to JFK to do base

work, so she wasn't available to do it. Besides, we were totally over it at that point. I told George repeatedly that no one would be interested in reading about converting and formatting documents, but he insisted. Suzie pulled rank on me, so I had to do it (she's been flying for 32 years, is based at IDJ, and was a member of the 1995 Negotiating Team). So I started thinking -- how can I describe such a labor-intensive process and make it sound interesting? I thought of different titles for the article and different writing styles. Should I approach it from a historical standpoint and make it educational, or should I just provide a plain blow-by-blow? Nothing I thought of worked. I couldn't get it together. I started over about four times. I was hoping that George would forget about it. I was wrong. "Thelma, where's my article?" I pleaded once again. Needless to say, here we both are. I had to write it, and now you are trying to read it just so you can finish your *Skyword*. I

promise not to torture you, but I do want to point out a few interesting facts.

Last month, APFA celebrated its 25th anniversary as the bargaining representative for the Flight Attendants employed by American Airlines. APFA shaped the pathway of the labor movement during its brief yet accomplished history. APFA negotiated its first contract with American in 1979. It laid the foundation upon which all future contracts were built. Twenty-three years later, Negotiating Teams are still seeking ways to improve the Contract by making it more user-friendly.

Throughout APFA's 25-year bargaining history, scores of concepts have been introduced in the form of proposals. Some are accepted; some are rejected. The proposals that are accepted by the both the union's and the company's Negotiating Teams become Tentative Agreements. These Tentative Agreements determine your compensation, scheduling,

legalities, benefits, and right to union representation. The Tentative Agreement, or T.A. as it's called, is then sent out to the membership for ratification.

Ratification marks the official end of the bargaining process and the long arduous beginning of the contract finalization process. Each article and letter of agreement must be converted, individually, into its final contractual form. This is a very detailed and time-consuming process. Tab...indent...tab...tab.... Several drafts are created. Both parties are responsible for proofreading. APFA and American communicate frequently throughout this process. When the final draft has been reviewed and approved by both parties, it goes to print.

Both the Union and the company had received numerous calls and e-mails asking when the Contract would be finished, so we were ecstatic when we were finally able to get the Contract sent to print. We experienced an

JMH REPRESENTATIVE BOB TUCKER AND APFA HONORARY MEMBER JIM HIGHFILL PRESENT APFA NEGOTIATOR THELMA DODSON WITH THE FIRST COPY OF THE NEW CONTRACT



IT IS THE RESPONSIBILITY OF AMERICAN AIRLINES TO DISTRIBUTE THE CONTRACT BOOKS. IF YOU HAVE NOT RECEIVED YOUR COPY, PLEASE CHECK WITH THE M.O.D. AT YOUR BASE.

inordinate number of technical problems, and that caused a few setbacks. Four months later, we had assembled a final draft. Hallelujah!

Question and Answer Supplements

One of the negotiating team's objectives was to include a question and answer supplement in the Contract to assist Flight Attendants in answering basic questions about scheduling and legalities. We focused on Article (7) Hours of Service, Article (8) Minimum Pay and Credit, Article (9) Scheduling, and Article (10) Reserve because these articles are considered to be the engine of the Contract. They drive the composition of schedules and your duty day limitations.

This question and answer (Q&A) supplement was created by APFA and American "for informational purposes to help explain the terms of the Contract." The questions and answers are not deemed to be part of the negotiated Agreement. "Should a conflict exist between

the answers contained in the Q&A Supplement and the language of the Agreement, the language of the Agreement will prevail."

Sample charts and guides are provided for illustration purposes, including activity records with codes and explanations, an E-time chart, an F-time chart, and guides illustrating your applicable on-duty maximums.

Table of Contents

A table of contents now precedes each article in the basic Agreement and international supplement. The table of contents page identifies all letters of agreement that are applicable to that article and includes key HIDIR codes. The company agreed to allow HIDIR codes to be included in the Contract, but they are not part of the negotiated Agreement. Nevertheless, these codes can be used to access a wealth of information on contractual or administrative matters.

Paragraph Headings

Main paragraph headings and subparagraph headings were created

where needed and placed in bold print.

In the future, before you decide to call one of your Base Representatives or the APFA Scheduling or Contract Desk for assistance, take a moment to check the table of contents of your New Contract and see if you can find the provision you are looking for. Have a question concerning your duty day limitations? Look at the questions and answers in Article (7). Maybe the answer is already provided. Forgot how to calculate E or F time? Look at the examples provided in the Q&A supplement for Article (8). Can't figure out why it took so long to get your Contract? Well, I think you get the picture....





JOIN THE CROWD

by **Liz Geiss**, *DFW InfoRep Co-Captain*



DFW INFOREP CO-CAPTAIN LIZ GEISS

What began as a group of 300 Flight Attendants has now become a crowd of approximately 2,500. The growing population of InfoReps now makes up an estimated 11 percent of our work group. We have become the primary source of information for our line Flight Attendants. Even with today's technology, "word of mouth" or, in most cases, "word of e-mail" still proves to be the best source of communication.

In 1991, our InfoRep Program was designed primarily to relay negotiating news directly to our front lines. Today, our InfoReps have taken on a much broader role in leading our Flight Attendants down the information highway.

In 1999, our InfoReps began spreading the word once again for our Negotiating Team. We were easily identified because we wore the circle union pin. Our responsibilities were simply calling the InfoRep HotLine weekly or receiving the hotline via e-mail and delivering the information to other Flight Attendants. We also would hear many rumors on the line, and our InfoRep Coordinators were just a phone call away. When our membership had questions, we got answers. As our

program grew, it became crucial to create InfoRep Captains. These Base Captains would be given a list of the InfoReps at their base and make contact with them via phone or e-mail. This added a more personal touch, and our InfoReps found it easier to get answers for any rumors, questions, or concerns they may have encountered.

Our InfoRep Coordinators began organizing events, informational picketing, informational leafleting, and what we like to refer to as "Hit and Runs." Wherever Mr. Carty went, we followed. We felt it was important to let our voices be heard by Mr. Carty and our shareholders. These events were sometimes planned in a moment's notice, but with the InfoRep Program now in full swing, the InfoRep Captains were able to contact most of their group within hours. Rain, sleet, snow, or heat, our members, being the true professionals that they are, showed up in full uniform to show our solidarity. All of our efforts paid off. In June of 2001, we had a Tentative Agreement. The Base Captains were able to get the details of that agreement out their groups when it was still "hot off the press." It was then that we

realized the InfoRep Program was needed not only through negotiations but to deliver information afterwards also.

As we anxiously awaited the ballot counting on September 12th 2001, for the ratification of our new contract, the tragedies of September 11th took precedence. There were many questions pertaining to security, employee assistance, new rules and regulations, information on memorial funds, and some just asking how they could help. The InfoRep Captains sent out messages through their communications network once again, with as much information as they could gather.

The following months proved equally as challenging. As American Airlines began furloughing some of our fellow Flight Attendants, their access to the Flight Service Web site was denied. APFA and our InfoRep Program became their main source of information. The offer of Overage Leaves soon followed, which brought about many more questions and a need for more information. Keeping the lines of communication open was a must. Yes, I would say it's been very busy even after negotiations. As

things slow down a bit, there are still the occasional InfoRep messages from our local base offices that keep us "in the loop." As I now have a chance to look back, I realize that what began as a quest for knowledge has become a very rewarding experience. I originally joined the InfoRep Program for the purpose of receiving accurate information. I felt the period of negotiations would be less stressful if I obtained accurate information instead of listening to rumor on the airplane and in the media. I had no idea how comforting the constant communications with my fellow InfoReps and Flight Attendants would be. As technology takes us down the information highway, the communication network that has formed in the InfoRep Program will take us well into the future. I invite all of you who are not yet in the InfoRep Program to "Join the Crowd," stay informed, and take a journey with your fellow Flight Attendants. It's quite a ride!



CABIN CREW CERTIFICATION: HAS ITS TIME COME?

by Joan Wages, APFA Washington Representative

First of all, what's with the "cabin crew" reference? Recently, the International Civil Aviation Organization (better known as ICAO) accepted a recommendation to once again review the status of cabin crew licensing. The aviation industry has experienced many changes since ICAO last did a review and so has the cabin crew job. In 1998, ICAO decided to phase in the term "cabin crew" rather than "cabin/Flight Attendant" to reflect the consensus that the cabin crew plays a critical role. So you'll be hearing more of this term.

APFA supports cabin crew certification to insure that all crewmembers meet a uniform standard and proficiency level and to recognize the critical safety role that cabin crewmembers now play in the industry.

About as long as any of us can remember, the issue of licensing or certification has been around. By way of explanation, licensing is done directly by the govern-

ment certification could be accomplished through the government or its assigned agent. The Coalition of Flight Attendant Unions convened a task force as early as 1987 to evaluate the feasibility of introducing and securing federal legislation, which would require that all U.S. air carrier cabin crews be certified. At that time, the group identified several criteria for certification.

The Coalition has once again put together a working group to review this matter. Some of the components being considered are training that includes Initial Operating Experience (IOE), hiring and language proficiency standards.

The cabin crewmember unions are aware that any efforts in this direction will meet with resistance if the costs to implement are excessive. For that reason, we will be looking for ways to cut costs and still achieve our goal.

In support of a cabin crew license, it can be said that it

would allow better implementation of uniform safety standards and might force some operators to raise their standards. Moreover, an additional layer of defense against safety threats could only improve flight safety, although this is not possible to prove scientifically. (From the ICAO Journal article on "Cabin Crew Licensing Is a Question That May Need to Be Revisited," Number 8, 2001)

No deadline for the ICAO review was announced. The Coalition will continue to monitor ICAO's progress while moving ahead on our own effort. We hope to get legislation introduced soon. Progress will be reported on the

NEWS FOR PREGNANT OR POTENTIALLY PREGNANT CREWMEMBERS AND THOSE WHO CARE ABOUT THEM:

Female Pilots and Flight Attendants need to be informed about the special health considerations to their baby while flying during pregnancy. As a result of jet cruising altitudes, crewmembers may need to modify their flying activities during pregnancy to stay within the radiation exposure levels recommended for the unborn child.

The earliest stage of pregnancy (the first trimester) is the greatest period of vulnerability for the baby, so become informed NOW. If you are pregnant, planning a pregnancy or even simply thinking about it, please call the **AA Medical Department Call-A-Nurse Program at 800-555-2373.**

For more information, read the radiation articles in the APAs *Flightline* magazine (April/May/June 2000 and Summer 2001). *Flightline* can be accessed on APAs Web site. (www.alliedpilots.org/Public/Flightline/flightline.asp).

As an example, a pregnant Pilot or Flight Attendant flying a 75-hour month of LAX-MIA would typically only be able to fly 3 1/2 months before she would exceed the recommended amount of radiation exposure to her child. With typical ORD to LHR route flying, she would reach that limit within 2 1/2 months. If she were flying during the occurrence of higher than usual solar activity, then this time would be shortened even more.



APFA HotLine and web site. Submit your comments and/or concerns about this matter to APFA Safety Coordinator Joann Matley at apfa.org or leave a message on ext. 8302.



THE LITTLE INDEPENDENT UNION THAT COULD. . . AND STILL DOES!

APFA'S 25-YEAR HISTORY by **Tommie Hutto-Blake, LGA**



TOMMIE HUTTO-BLAKE

Today, APFA is the largest independent union in the aviation industry. When APFA was born in 1977, we represented 5,500 American Airlines Flight Attendants. In 2002, APFA has well over 25,000 Flight Attendants in our membership. In 1993, the media labeled us the union of "the cheery rebels"* as we took on the AMR giant. This was a pivotal point in our history when American management pushed our APFA Negotiating Team to the edge, and the membership of APFA reacted by joining forces and walking off American's airplanes and out to the picket line, standing shoulder to shoulder for five days strong. As in our most recent round of bargaining with our employer, APFA and its members continue to show this focused determination to management, the public, our industry, and the entire organized labor community. It will always be of compelling interest in our history that the 2001 Contract was ratified by this membership on September 12, 2001.

The history of APFA is intertwined with the history of the American Flight Attendants. We, as American Flight Attendants, have been represented by four different union structures since

we first became organized in 1947. The creation of APFA was born out of another difficult round of negotiations with management in 1976. In reviewing that bargaining period, we had to vote three times before we got a contract that was ratified. What was one of the primary issues that was pushing us to "the wall" during those contract negotiations: single rooms for Flight Attendant layovers. Of course, the Pilots had had single rooms for decades at that point in time.

The activist members who organized APFA did so to have a union totally focused on representing the interest of the Flight Attendants of American Airlines only. Today, all APFA officers and representatives are American Flight Attendants who work under the American Flight Attendant Working Agreement and thus are directly impacted by any work rule change negotiated by the Union.

Until the creation of APFA, our union structure was controlled by male dominated international unions primarily representing either Pilots (Air Line Pilots Association) or ground transportation workers (Transportation Workers Union). Although the

first American Stewardess Contract is dated 1947, with many others between then and 1979, it was not until the ratification of the first APFA/American Working Agreement in 1979 that American Flight Attendants were totally in charge of our own destiny. From 1977 forward, APFA has been wholly operated as an independent union fully controlled by and for the American Flight Attendants with a focused purpose of improving the wages, benefits, and the working environment of our class and craft. The current APFA Contract, which will become amendable on November 30, 2004, is the sixth APFA Working Agreement negotiated by and for American Flight Attendants.

There is no doubt that the membership of APFA is defined by the history of our employer, American Airlines. Because of this, we are a very diverse group with an extremely complex history. Some of us were hired as American Stewardesses and came to work with existing work rules. Those rules stated we could not be married, be over 32 years old, could never be a parent, and would always have to weigh a certain weight. Others were first hired as TransCaribbean Stewards and/or Stewardesses, who were "pur-

chased" by American management in 1971. In 1973, American first hired men in our ranks, and the government gave us a new job title of Flight Attendant. Later in 1986, and later still in 1999, women and men hired as Flight Attendants with AirCal and Reno Air were added to our corps, continuing American acquisitions. Now in 2002 with the oldest existing American airline (TWA-LLC) becoming yet another purchase by AMR management, the Flight Attendants of TWA-LLC have become American Flight Attendants and thus represented by the Association of Professional Flight Attendants.

We are a proud group of workers with a proud combined history. We have stood our ground and slowly built an employer-defined short-term job into a professional career via collective bargaining, arbitration awards, and court decisions. Some of these court decisions established legal opinion regarding employment law under the current Civil Rights Act that is still the defining law in this country.

With the assistance of our hard work and loyalty, American Flight Attendants have helped

As in the beginning of APFA, ultimately it will be the membership who sets our collective course in this next chapter of APFA's history.

our management build a strong and proud airline. Without the sweat equity of our membership, our airline could not be what it is today -- the largest and still most powerful airline in the country. Just 10 months ago, we had the greatest collective tragedy of our industry, with yet another tragedy following within just two months. As a work group we have had to bear near overwhelming sadness and loss. At times, the challenge to get beyond September 11, 2001, and then November 12, 2001, has seemed difficult to all and impossible to some.

As we emerge from this dark period of our history, we have assisted in the needed restructuring of our company. Without a doubt, it is our collective goal to have our employer remain the strongest and most financially sound airline in the world. As we take on these shared challenges, APFA and its membership looks to the corporate officers with the hope of observing a style of management that we can both work with and admire. We look forward to a management that recognizes and respects us for what we do each and every day to keep this giant airline afloat.

As we move forward into our future, APFA's foremost job still remains representing the interest of American Flight Attendants. That is our Union's only purpose. The leadership of APFA, in representing our collective interest, will be as strong in this purpose as the membership will allow. As in the beginning of APFA, ultimately it will be the membership who sets our collective course in this next chapter of APFA's history. The National Officers and National and Base Representatives greatly depend on an informed and active membership to support our continued course.

In reading your history as a career American Flight Attendant and APFA member, consider stepping forward and actively participating in the next leg of our collective journey. We could not have the finest Flight Attendant Contract in our industry without the 2,500 APFA Base InfoReps who stepped forward during the last round of contract bargaining to keep the rank and file membership informed. If you do not already wear the "circle pin" of APFA's InfoRep Program, consider being an active part of this current

phase in our history. Consider being more than just a dues paying member. Take an active role in our proud profession.

It is the current and future generation of APFA members and leaders who will solidify and protect the many gains that have been made during this very fine and continuing history of the APFA. The current APFA leadership takes pride in being a part of APFA's remarkable history and looks forward to safeguarding our past gains as well as making certain of the continued progress of the Little Union That Does! A

* "Have you come across anyone who wasn't rooting for the Flight Attendants? Such nice, cheery rebels!" Newsweek Magazine, December 6, 1993

[Tommie Hutto-Blake is based at LGA and began her career as an American Airlines stewardess in February 1970. Tommie was an activist with Stewardesses for Women's Rights in the '70s, Local 550, Local 552, and was the first elected Vice President of APFA. She looks forward to being a part of the

"first real wave" of pension age Flight Attendants to retire under the next APFA Contract. She is quite proud of being a "dinosaur".]

QUESTION: While the other labor groups on American's property were making gains in the areas of wages, work rules, and benefits; what issues were the Stewardesses/Flight Attendants having to battle?

ISSUES

Civil Rights Disputes--Marriage Rule; Age 32 Rule; Maternity Rule; Single Rooms Accommodation; Weight/Appearance Rules

DATES of FINAL RESOLUTION FOR THESE ISSUES

Marriage Rule - 1965 Contract

Age 32 Rule - 1968 Contract

Maternity Rule - 1971 Contract

[step one] & 1979 Contract
[current procedures]

Single Rooms -

1976 Contract [layovers] &
2001 Contract [training]

Appearance/Weight Rules -

1995 "Back to Work"
Negotiated Agreement

DFW

HAPPY ANNIVERSARY, APFA! WE ARE 25 YEARS OLD

Since APFA's inception in 1977, we have come a long way. We are the largest independent Flight Attendant union in the world and growing, with the addition of TWA-LLC. The APFA now represents approximately 27,000 Flight Attendants. This makes us a much larger and stronger union.

Throughout the years, APFA has negotiated some of the very best contracts in the industry. Our current contract, negotiated under the leadership of John Ward, is the industry-leading Flight Attendant contract. Without a unified membership, one that has been through a great deal over the years, we would not be the union we are today.

On behalf of all DFW based Flight Attendants, hats off and HAPPY ANNIVERSARY, APFA!

Grooming Checks, UORs, Liquor Audits, Bag Searches -- What Next?

Heads up! You may have auditors on your next flight. In most cases, if you have a liquor audit, you

will have a bag search. Please be sure to follow all procedures for collecting and depositing all liquor and headset sales. Also, make sure that you don't unknowingly have any American Airlines company property in your bags. If you are singled out for an audit or bag search, you must comply. However, you do have the right to union representation.

Base Meetings/Reps In Ops

We would like to remind all DFW-based Flight Attendants that we hold a monthly DFW Base meeting at the DFW Office. This is always the second Wednesday of each month. Among the topics discussed are scheduling issues, bid-sheets, and issues facing the APFA as a union. All members are welcomed and encouraged to attend these informative meetings.

In addition to base meetings, we sit in Terminal C Operations for a few hours the third Wednesday of each month. This gives us the unique opportunity to meet with members in the field, talk with them, and listen to their concerns face-to-face. We want you to know who we are and that we are accessible to you.

APFA Financials/Dues Arrears

Each APFA member in good standing has the right to review the APFA financials. In accordance with APFA policy, all you have to

do is make an appointment with either your Base Representative or the APFA Treasurer. The Annual APFA Audit is scheduled for publishing in the August issue of *Skyword*. If you have any questions, please feel free to call Margaret or me.

By now, you should be aware that the APFA Treasurer's Department is aggressively enforcing Article (31) of our contract. Those in dues arrears were notified through courtesy calls and certified mail of their dues obligation. In the first 10 days of May, over \$45,000 in outstanding dues was collected. The APFA Board has directed that the names of each Flight Attendant in dues arrears be published in *Skyword*, posted on the APFA bulletin boards, and on the APFA Web site. Flight Attendants who paid their outstanding dues will have their names removed. Those in dues arrears can make payment arrangements by contacting the APFA Dues Department at APFA Headquarters at extension 8151.

DFW Bulletin Boards

Each Flight Service Operations has an APFA bulletin board. The material included on this board is placed there by the APFA Base Chair or a designee. In DFW, there are three bulletin

boards, one in each of the three terminals. Before your trip or while on sit time, take a look at the information that is contained on these boards. It can be very useful.

Change of Address/Name/Telephone/E-mail

Just as a reminder: if you have made a change to your address, name, telephone number, or e-mail address, please update that information by contacting the Membership Department at 1-800-395-2732, extension 8153, fill out and mail the Change of Address Information card located in *Skyword* or place it in any APFA lockbox in operations. Remember, the company does not provide that information to APFA.

In Unity,

Chris O'Kelley
DFW Chair
Margaret Stewart
DFW Vice Chair

ORD

What are the hot topics of the day? How about the new relief bidding? Steve and I spent May 18th in K19 Ops helping everyone we could with the new relief bidding. We'll be there again on June 18th. Come find us toward the back of the room. It is much easier to explain in person. There are some nuances that a few Flight Attendants did not get for the June bid run. We talked to many after the fact.

Beware! As has been stated repeatedly, there may be no 3000 awards in ORD. We have been short for quite some time. Not bidding enough will cause you to be assigned to leftover relief bids.

We have been receiving many calls regarding the four-day 737 trips. This is clearly the result of co-pairing with the Pilots. From conversations we have had with planning, the Pilots had too much DHD time, so they pushed the sequences to four days. All co-pairing is Pilot driven. This is NOT to say that the Pilots want four-day trips.

Co-pairing begins with the F100 and works its way up. By the time we get to the 757 and 767, we are running out of Flight Attendants in Chicago. Also, we have been dealing with an over-

age in MIA. MIA has been flying trips that traditionally have been flown by ORD/DFW.

The calls we receive on the four-day trips are split down the middle, which is the norm in ORD. Some hate them, some love them.

We are also working on the back-to-back all nighter turnarounds and PVD awards. According to crew resources, they are developing a program to “trick” the computer into seeing the blending of calendar days as individual duty periods. If you have documentation of being forced into taking two T/As vs. the one that you wanted, please contact us. If you have been charged for two PVDs for a T/A, and it has not been rectified, again, contact us.

We are looking at filing a Base Notice of Dispute regarding crew meals not showing up on trips. Please contact the ORD APFA Office at 773-380-1202, ext.1 with any documentation you may have.

As always, please keep calling with your valuable input. Chicago is known for making many beneficial changes for the system and that comes directly from the membership! An issue that is very near and dear to those of us in Chicago, Hostage Pay, a.k.a. Diversion Pay is supposed to be implemented in late June. Keep an eye out to make sure it is being done correctly. We fought a long hard battle in Chicago. It was the right thing to do.

We're very curious as to how the new Anchorage flying is going. Let us know what you think of the trip and the layover.

Professional Standards:

Yes, we keep raising the issue of using Professional Standards. We are always very grateful to those who volunteer their time to do Professional Standards. It is no small task.

If you choose to go into the office to report a Flight Attendant or a Pilot, the manager must act. This will more than likely involve a full-blown investigation where you will have to sign reports, and others will be called in to give their accounts as well. It can get very messy. If the person is terminated, you will, more than likely, have to testify at the arbitration hearing. There is no anonymity.

Issues that could lead to termination of an employee are restriction of output (sleeping while on board as a working crewmember), stealing, falsification of records, positive drug or alcohol test, tampering with a test, and the new changes to rule 32. Rule 34 violations carry a mandatory termination for the employee.

Sometimes we jump to judgment as to why someone is acting the way she or he is. What we may not realize is that a person may have just lost a child to cancer or a loved one is seriously ill or someone in her/his life has an alcohol problem. Life does change

and can change us as well. We all want and deserve a second chance.

Most times, we just want the person to stop whatever it is she or he is doing that is causing dissension on board. That's what Professional Standards is all about. They are there to let the person know that someone cared enough to contact APFA's Professional Standards instead of management. Clearly, it is then up to the individual to modify her or his behavior...or not. If the behavior doesn't change, someone somehow will get so irritated that she or he just might go into Flight Service or the Flight Department. At that point, it has a tendency to become very serious very fast.

Issues that are not handled by Professional Standards include personal finance issues such as rent, promises of money for a TT/OE, personal issues involving relationships between two employees (that is just none of our business!), etc.

If you ever do receive a call from Professional Standards, remember, you have the right to make a claim of your own. You have the right to dispute the claim with the Representative. You do not have the right to force the Representative to disclose confidential information. Consider the alternative of the Flight Attendant or Pilot going into management when working with a Professional Standards Representative.

Trip Trade/OE rules:

If a Flight Attendant is in the TT mode, it is NOT an automatic authorization to TT/OE the trip or any trip on the schedule. If the entry says, “take,” “pick up,” then you can feel right in taking the trip for the stated reason (TT or OE). If the person says, “call first,” or it is for a TT only, not a double trade or an OE, you need to follow that request BEFORE you complete the TT/OE. If you just take a trip that was supposed to be a TT only or if you use someone's schedule without that person's permission, causing a change in option or guarantee, or you take a trip without fulfilling the “call first” request, you may be out a fair amount of money. Why? You just might have to pay that person back. No one has the right to take something off a person's schedule without permission, regardless of one's TT mode status. However, if you say “take,” don't expect a call from the person who took your trip. You have an obligation to check your own schedule.

FMLA News: The FMLA arbitration is scheduled for October. Stay tuned for dates and location for this most important case.

Good news on the ORD financial front! We were able to reduce the rent on the ORD office by a whopping 50 percent. We also reduced the cost of the computer line by 50 percent. And we are proud to report that while ORD had to handle hundreds of fur-

loughed Flight Attendant calls and pay for a furlough meeting out of our budget as well as handle the 150-250 fall offs from international per month, ORD came in under budget again. It was not easy this year. We had many added expenditures with negotiations, TWA-LLC, and of course, everything surrounding September 11th.

P.S. Regarding TWA-LLC, there was a rumor going around that we would get a bundle of money from the dues that TWA-LLC had paid to IAM beginning with the purchase date. This is incorrect. We did not receive any funds from the IAM. They did transfer many unresolved cases. Which we will now present. Acquiring TWA-LLC is not like getting new hires with a clean slate to start. Our newest members are coming in with a lot of history. That event preserved our ability to not be replaced while on strike. However, no, we do not get any money from the time before we were declared a single carrier.

That's it for now. Be proud. Take care of each other!

In Unity,

Liz and Steve

25 YEARS STRONG

by George Price,
APFA Communications Coordinator

In preparing for this very special issue of *Skyword*, I spent a good bit of time in the APFA Archives. As I read past newsletters and looked through pictures taken throughout the years, I gained a greater understanding of where we came from and got a glimpse into just where we are headed. It was quite a journey sifting through our history.

I began flying well after APFA became the sole bargaining agent for American Airlines Flight Attendants. I can only attest to what has gone on over the past 18 years, which has been incredible. In an attempt to get a good overview of just what members think of APFA, what they have been through, and reasons behind some of the events we have experienced as a union, I decided to ask questions of various members. I hope you will enjoy reading their answers as much as I enjoyed asking the questions and listening to each member's answer.

As one of the leaders of the independence drive in the mid-1970s, what would you say were among the most compelling reasons American Airlines Flight Attendants sought independence from TWU?

Patt Gibbs (IDF, 40 years)

After spending most of our time in the 1960's battling human rights issues such as the removal of contractual restrictions on our right to get married, have children, fly past the age of 32 years old and the hiring of minorities and males; it became apparent to those of us who organized APFA that the structure of the TWU was so dominated with work groups that were predominately non-airline and male that our issues were not being taken seriously by the international leaders of TWU. At that time, we were forced to accept substandard wages and working conditions in exchange for basic human rights.

Linda Prosser (LAXI, 34 years) We were a small group in a very big union. The Flight Attendants did not feel as though they had a proportionate voice. We felt as though we were not getting the representation we deserved for the dues we paid.

What reservations did Flight Attendants have about pulling away from the TWU in 1977?

Marty O'Rourke (IDF, 36 years) There was the feeling that we

would be leaving the support and resources of a larger union. Many thought our leadership options might be limited.

What, if any, obstacles has APFA encountered as an independent union that we might not have if we had remained part of the TWU?

Marty O'Rourke (IDF, 36 years)

Early on, finances were of great concern unlike today. We began as an independent union with very limited funds. There was no large union providing financial support. We were on our own.

Do you feel that APFA has overcome the obstacles we faced in becoming an independent union?

Colleen Brenner (IDF, 40 years)

Yes. By becoming an independent union, we also became an independent voice. We have earned the respect of other unions as a result of what we have been able to accomplish. Through Flight Attendants representing Flight Attendants, APFA has developed a very solid and credible voice.

Do you feel APFA has been successful as an independent union?

Linda Prosser (LAXI 34 years) Yes. We have had our growing pains, but all in all, we are a success story. I think our latest contract is a reflection of what we are capa-

ble of achieving. We have learned and will continue to learn from our experiences

Do you think that APFA has been successful since becoming independent?

Marty O'Rourke (IDF, 36 years)

APFA has overcome the obstacles any new union is faced with. TWU was a very traditional organization. TWU saw us as the "girls." Flight Attendants were changing, and their mindset was different. APFA was and continues to be a very innovative and cutting edge union.

Colleen Brenner (IDF, 40 years)

Those individuals involved in APFA independence drive were pioneers facing the unknown. The responsibility we took on was daunting. The sacrifices for everyone were many. We were all very determined to reach our goal of independence no matter what the obstacles. I think we faced all of the challenges quite well, and APFA is all the better for it.

What are the benefits of being independent as compared to affiliated?

Nancy Archer (DFW, 13 years)

Our dues are invested into our union and our membership.

How have our union and our membership changed over the past 25 years?

Colleen Brenner (IDF, 40 years)

The members have become more

active. They are more concerned with their rights under our contract. Certainly we are all more empowered and much more educated. As a union, we are better situated to respond to the needs of our members on a daily basis. In the early days of APFA, we were at a disadvantage through the lack of communication and the limited ways in which to communicate. Technology has changed enormously. It has provided us with new and innovative ways to communicate with each other and the union with its membership.

Cheryl Walters (IDF, 28 years) The members are much more aware of their environment. The union as a whole is a much more active organization.

Looking back over the past 25 years, what do you feel have been the highest and lowest points for APFA?

Marty Turner (IDF, 37 years)

By far the highest point for me was the ratification of our new contract. It is the best I have worked under in 37 years. There were other high points such as the 1993 strike and actually obtaining single rooms on layovers.

By far, the lowest point for APFA was the events of September 11, 2001. Another low point, but nothing to compare to September 11th, was the advent of B-scale in the early 1980s.

Taking all of our contracts over the past 25 years into consideration, do you feel the gains we have made are significant? What particular gains are most impressive to you?

Patty Bias (SFO, 33 years)

The elimination of B-scale, single rooms on layovers, longevity pay, and the new compensation schedule are all very impressive gains. I think one of the biggest gains is not contained in contract language but was a result of the contract campaign. It is the confidence created over the years of dealing with American Airlines.

What changes in APFA do you believe have most benefited the membership?

Hilda Hernandez (BOSI, 11 years) The changes in attitudes among our members and their willingness to participate in union activities after the 1993 strike were the most beneficial. I honestly think we really became a union on November 18, 1993.

What effect do you think the 1993 strike had on APFA and the membership?

Sandi DiSalvo (DFW, 13 years)

The strike brought a divided workforce together as one very unified group. This was something that had eluded us for years. The strike experience was empowering on both a personal and professional level. It truly

was a confidence-building event.

Do you think that APFA works for you?

Neal Fernandez (JFK, 3 years)

Absolutely! APFA works for the entire membership. Our union provides assistance throughout business hours and after hours in emergencies. We have a great communication network that is used to disseminate information and provide important resources. APFA Representatives are well trained and very dedicated. The Representatives step up to the plate and give a great deal of their personal life to help other members.

If you could describe APFA in one word, what would it be?

Neal Hernandez (JFK, 3 years)

Dedicated. APFA Representatives are dedicated to the meeting the needs of the membership. They are willing to do the research necessary to resolve problems. Our representatives listen to members. They are very aware of the importance of the quality of work life.

You were formerly a Flight Attendant with American Eagle. When you became an American Airlines Flight Attendant, what were your thoughts about APFA? Have you found your membership within APFA to be rewarding as a whole?

A.J. Jensen (DFW, 2 years)

APFA seems to work well with

AMR and knows more about the company through years of experience. The membership is very united. APFA gets things done. Yes, I have found my membership within the APFA to be rewarding. I enjoy the benefits our union negotiators were able to bargain at the negotiating table, and I am a member of a very unified workgroup.

Representing the Flight Attendants of American Airlines and TWA-LLC is an awesome responsibility. What do you think is the single most important quality an APFA Union Representative must possess to be successful and provide the membership with the best possible representation?

Nancy Archer (DFW, 13 years)

Flexibility. Perseverance. Dedication. The work you do for the membership must be sincere. It must come from the heart.

Do you feel that the makeup of our union provides our membership with an equal voice and equal representation?

Jan Randall (JFK, 12 years)

We all have an equal voice no matter the base or the seniority. Although we have proven time and time again we have pretty loud voice collectively, each of us has an individual voice through our Base Representatives and our National Officers.

What do you feel is the most

important service APFA provides the membership?

Nancy Archer (DFW, 13 years) The Contract and Scheduling Desks are a very unique service, to my knowledge, exclusive to the APFA. We are very proactive. APFA tries to head off problems before they escalate.

You came from a non-union background. Did you have apprehension about joining a union?

Peggy Richardson (DFW, 13 years) I was a bit apprehensive. I had several questions during training. Within a very short time, especially during the 1992 contract campaign, I realized the necessity for a union.

Political differences are inherent in any organization. Do you feel this has been a source of strength or weakness for APFA?

Clint Breen (BOSI, 12 years) Both. We learn from our mistakes and grow as an organization. Internal strife only serves to distract us from our goal of serving the membership. I do think that difference in perspective makes any organization stronger.

As a relatively new member of APFA, how do you view APFA?

Samantha Willingham (DFW, 5 years)

This is my first experience with a union. I think that a union, specifically APFA, is necessary in the

airline industry. What impresses me the most about our union is the fact the entire union focuses on the membership.

What do you see for APFA in the future?

Neal Hernandez (JFK 3 years)

I see us growing in numbers. This will require more representatives and more training.

Samantha Willingham (BOS 5 years) APFA will continue to be a very solid union with a unified membership, one willing to tackle any challenge.

Trey Hopkins (DFW 13 years)

We will need to make additional investments in areas such as training and technology in order to keep one step ahead and remain effective.

What does APFA mean to you?

Colleen Brenner (IDF, 40 years)

APFA represents a journey to me. As one of the founding members, I view our union as a personal accomplishment, a goal successfully achieved. Overall, I see APFA as a rewarding experience and an entity that has served each member well.

A.J. Jensen (DFW, 2 years)

APFA is one voice for 27,000 Flight Attendants.

APFA BOARD OF DIRECTORS AND EXECUTIVE COMMITTEE MEETING REVIEW

APFA Board of Directors and Executive Committee Meeting Review

In an effort to keep the membership apprised of the business conducted by the APFA Board of Directors and Executive Committee, we will include an overview of each meeting in *Skyword*. This overview will not contain any reference to discussion held "off the record." These are of a confidential nature, many times including attorney-client discussions, and are not a part of the official minutes of each meeting.

All meetings are either videotaped or recorded. Members in good standing may either view the actual tapes or review the minutes of any meeting by making an appointment with the APFA Secretary. Minutes of the meetings may also be viewed by appointment with their respective APFA Base Chair.

Board of Directors Annual Convention February 18-22, 2002 Miami, Florida

Resolutions were passed during this meeting that addressed a wide range of topics. The following is an overview of those resolutions:

Move to approve the agenda.
18 Yes-Passed unanimously

Move to approve the fiscal year

2003 budget.
17 Yes, 1 Absent-Passed

Move to approve appointment of the following individuals to the APFA Budget Committee: James Andrews, DCA; Doug Elmore, IOR Chairperson; Greg Gunter, BOS; Sharron Lennox, IOR; Doug Newlon, MIA; and Greg Hildreth, Division Representative Place 2 (Alternate).

18 Yes-Passed unanimously

Move to approve appointment of the following individuals to the APFA National Ballot Committee: Karyn Beavers, Marti Murchison, Leatha Harding-Berry, Carol J. Schaper, Ronald Harris, Peter Kent, Karen Goodrich, LeAne Pelzel, Gail Maconkey, Gay Floyd, Tim O'Connell, Linda Herod-Rivas, and Myrene Sanders.

16 Yes, 2 No-Passed

Move to approve balloting of the APFA membership for an increase in monthly dues to \$41.00 per month beginning July 1, 2002. Further resolved that \$3 of the monthly dues be placed in a mandatory savings account for negotiations. Further resolved that the APFA Board of Directors recommended membership ratification.

17 Yes, 1 No-Passed

Move to allow Base Representatives to select either an additional phone

line dedicated to fax/computer use or a more cost efficient DSL, cable, or T-One line.

Motion tabled until next available Board of Directors Meeting

Motion to create an additional Division Representative in order to fulfill APFA's obligation to its members in accordance with provisions of both the APFA Constitution and Policy Manual. These provisions call for one (1) Division Representative for every four thousand (4,000) Flight Attendants or a fraction thereof. This resolution would create new divisions, which would include the new bases of STL and ISL.
18 Yes-Passed Unanimously

A move to provide APFA Representatives with the same Meal Expense Allowance (MEA) when conducting APFA business away from home as those paid to domestic Flight Attendants under our new Contract. This amount would be raised from \$1.75 per hour to \$1.85 per hour effective April 1, 2002.
18 Yes-Passed Unanimously

A move to allow Division Representatives to choose either to be salaried employees of the APFA just as our National Officers are or to be trip removed as needed.
17 Yes, 1 Absent-Passed

Move to adjourn.

Passed by show of hands.

During this meeting, the APFA Board of Directors elected Lenny Aurigemma, BOSI, and Mario St. Michel, JFK, as Ad Hoc Members of the Executive Committee. They will serve a two-year term beginning April 1, 2002.

Among the other issues and topics discussed by the Board of Directors were MRO/ADA changes, APFA finances, APFA Washington lobby efforts, foreign language re-qualification, 767-300 ER crew rest seats, EAP, safety issues, expenses and direct deposit for APFA Representatives, 2003 Distinguished Service Awards, yearly annual audit, and crew empowerment.

It was determined by a consensus of the Board of Directors during this meeting that the names of all Flight Attendants in dues arrears would be published in the May 2002 *Skyword* posted on the web site and APFA bulletin boards.

Special Board of Directors Meeting March 18-19, 2002 DFW Hilton Lakes

The following is an overview of the Special Board of Directors Meeting held at the DFW Hilton Lakes on March 18-19, 2002.

Move to approve the agenda.
18 Yes-Passed unanimously

Move to allow APFA Representatives to choose either a second phone line designated specifically as fax/computer line or a DSL, cable, or T-One line.
18 Yes-Passed unanimously

Move to change the normal business hours of APFA Headquarters to 0900 until 1700 Central time, except on designated holidays.
Motion tabled by show of hands.

Move to direct that the APFA Annual Audit be published in *Skyword*. In addition, any and all departments may publish an annual report in the same issue.
18 Yes-Passed unanimously

Move to pay expenses incurred while providing APFA representation.
11 Yes, 5 No, 1 Abstain-Passed

Move to allow all long distance calls related to APFA business to be identified as such and all calls over \$5.00 to include a reason for the call when submitting such calls to APFA for reimbursement.
17 Yes, 1 Pxy-Passed

A series of resolutions were passed to bestow the Jose Chiu Award posthumously to Flight Attendants Renee May, Michele Heidenberger, Jennifer Lewis, Ken Lewis, for their bravery and heroism aboard American Airlines Flight 77 on September 11, 2001.
17 Yes, 1 Pxy-Passed

A series of resolutions were passed to bestow the Jose Chiu Award posthumously to Flight Attendants Karen Martin, Barbara Arestegui, Jeff Collman, Dianne Snyder, Kathy Nicosia, Sara Low, Amy Sweeney, Betty Ong, and Jean Roger for their bravery and heroism aboard American Airlines Flight 11 on September 11, 2001.
17 Yes, 1 Pxy-Passed

A series of resolutions were passed to bestow the Jose Chiu Award posthumously to Flight Attendants Wilmer Gonzales, Carol Palm, Michele Mills, Joseph Lopes, Barbara Giannasca, William Valdespino, and Deborah Fontakis for their bravery and heroism aboard

American Airlines Flight 587 on November 12, 2001.
17 Yes, 1 Pxy-Passed

*A proxy (Pxy) means that a Chairperson left her/his authority to vote to another member of the APFA Board of Directors in order to have that member vote on the Chairperson's behalf.

Other issues and topics for discussion were A-10 travel for APFA Representatives on union business, APFA Officer-on-Duty, Article 26.G of our contract, U.O.R. and grooming checks, APFA legal fees, lawsuits, dues arrears, and APFA presence at trials.

Executive Committee Meeting April 2, 2002

The following is an overview of the business conducted by the APFA Executive Committee at their meeting held at the Franklin Covey Conference Center on April 2, 2002.

Move to approve the agenda.
9 Yes-Passed unanimously.

Resolutions were brought forth to confirm each of the following nominees for the positions of APFA Coordinators:
George Price, Communications;

Nancy Archer, Contract; Emily Carter, Health; Patty Bias, Hotels; Joann Matley, Safety; and Jena Hopkins, Scheduling.
All resolutions passed by majority.

A move to allow for a transition period for the new APFA Safety Coordinator for a period of one month.
9 Yes-Passed unanimously.

A move to confirm each of the following nominees for the positions of APFA Division Representatives:
Brett Durkin, Place #1 representing LAX, LAX-I, SFO, and SFO-I; Greg Hildreth, Place #2 representing DFW and IDF; Lynda Richardson, Place #3 representing ORD and IOR; Jeff Crecelius, Place #4 representing MIA, IMA, and RDU; Lori Bassani, Place #5 representing DCA, DCA-I, STL, and ISL; and Leslie Mayo, Place #6 representing BOS, BOS-I, LGA, and JFK.
All resolutions passed unanimously.

A move to adjourn.
9 Yes-Passed unanimously.

Among the other topics that were discussed was Flight Attendant certification, use of APFA automobiles, and a survey of the membership regarding Critical Incident Stress Management.

THE *Unity* MARCH



APFA PRESIDENT JOHN WARD



APFA SAFETY COORDINATOR
JOANN MATLEY



APFA Negotiator Thelma Dodson,
APFA Executive Committee
Member Cheryl Walters, and
APFA Treasurer Juan Johnson



DFW Base Chair Chris O'Kelley
and APFA Executive Committee
Member Ted Bedwell



IDF Flight Attendant
Jay Narey



APFA Contract Coordinator
Nancy Archer

by **George Price,**
*APFA National
Communications Coordinator*

On Wednesday, May 15, 2002, APFA, led by APFA President John Ward, joined AFA representing the Flight Attendants of American Eagle, APA representing American Airlines Pilots, ALPA representing Pilots of American Eagle, and members of the Communications Workers of America in a March of Unity during the AMR Stockholders Meeting being held at the American Airlines Learning Center. This event was a first of its kind with all of the unions representing the Flight Attendants and Pilots of both American Airlines and American Eagle walking the line together in an unprecedented show of support of one another. The message of the day was clear--the unions on

property at AMR are unified and will not be divided.

For years, AMR has used a "divide and conquer" tactic to pit one union against the other in times of negotiations or when one major issue affecting the unions arises. All of the unions have become wise to this tactic over the years. The Unity March was our way of telling AMR that we are willing to work with them, but we will not be pitted against one another in order for the company to gain position.

There were well over 500 employees of AMR walking the line. Among them were representatives of the Communications Workers of America (CWA). They are cur-

rently in the process of carding the agents of American and American Eagle in order to call a representation election. Previous efforts to organize our agents have failed. According to CWA, this campaign seems to have much more support than those of the past. As we walked the line with our co-workers, CWA Representatives asked us to remind our Flight Attendants that you have a unique opportunity to spread the word to our agents. You can let them know the benefits of being a union member and encourage them to fill out their

"authorization to act" cards and mail them in.

All of the unions on property will continue to meet on a regular basis to discuss issues of interest to us all. There will be other joint events in the future. When plans are finalized, the information will be included on the hotlines and on the web site.

ALPA Eagle MEC President Jim Higgins, AFA Eagle MEC President Patricia Hoeffner, APFA President John Ward, and APA President Captain John Darrah.



MEMBERS OF THE UNITY MARCH PLANNING COMMITTEE PETE BRUDER, APA, YOGI LOGSDON, APA, JUAN JOHNSON, APFA TREASURER, PATRICIA HOEFFNER, AFA, GEORGE PRICE, APFA, MIKE LOVUOLO, CWA, VERONICA TENERELLI, AFA, SUSAN DANIELS, AFA, JAMES MAGEE, ALPA, MATT HALBACK, CWA, AND CHERYL WALTERS, APFA.

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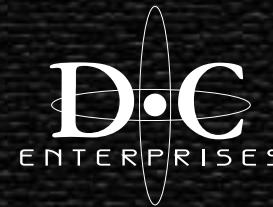
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