

SKYword

August 2002

volume 5

issue 7



SKYword

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Jeff Bott Vice President
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Juan Johnson Treasurer

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George Price Editor

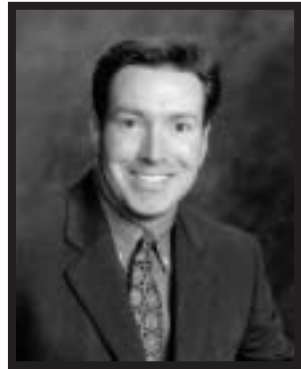
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by John Ward,
APFA President



Association of Professional Flight Attendants

Office of the President

CERTIFIED RETURN RECEIPT #7001-1940-0006-7438-2963

BASE CASE #2002-APFA-001

February 7, 2002

Mr. Jeff Brundage, Vice President
Employee Policy and Relations
American Airlines, Inc.
P.O. Box 619616
Mail Drop 5235
DFW Airport, Texas 75261-9616

RE: Involuntary Waiver of 30 hours-in-7 Days Limitation

Dear Mr. Brundage:

In accordance with Article 28.B. of the Agreement between American Airlines, Inc., and the Association of Professional Flight Attendants, I hereby protest the company's violation of Article 10.D.2., Article 10.E., and Article 7.I.1. and any and all related Articles by involuntarily waiving the thirty (30) hours in seven (7) days limitation for Reserve Flight Attendants exercising the provisions of Article 25.B., "Optional Exchange."

I demand that the company immediately cease and desist from the above violations, and provide any and all additional monetary and non-monetary relief necessary and appropriate in light of the company's improper conduct.

Sincerely,

John Ward

cc: APFA SBA



Association of Professional Flight Attendants

Office of the President

CERTIFIED RETURN RECEIPT #7001-1940-0006-7438-2987

BASE CASE #2002-APFA-004

July 23, 2002

Mr. Jeff Brundage, Vice President
Employee Policy and Relations
American Airlines, Inc.
P.O. Box 619616, Mail Drop 5235
DFW Airport, TX 75261-9616

RE: Language Assessment Training

Dear Mr. Brundage:

In accordance with Article 28.B. of the Agreement between American Airlines, Inc. and the Association of Professional Flight Attendants, I hereby protest the company's violation of Article 3.H. and Appendix I, Article 3.H., and any and all related Articles, by refusing to compensate foreign language speakers for the required language assessment testing pursuant to Article 11.F. and Appendix I, Article 11 E.1.

I demand that the company immediately cease and desist from the above violation and misapplication and provide any and all monetary and non-monetary relief necessary and appropriate.

Sincerely,

John Ward

cc: APFA SBA



Association of Professional Flight Attendants

Office of the President

CERTIFIED RETURN RECEIPT #7001-1940-0006-7438-2970

BASE CASE #2002-APFA-003

July 22, 2002

Mr. Jeff Brundage, Vice President
Employee Policy and Relations
American Airlines, Inc.
P.O. Box 619616, Mail Drop 5235
DFW Airport, Texas 75261-9616

RE: Maintaining Purser Qualification

Dear Mr. Brundage:

In accordance with Article 28.B. of the Agreement between American Airlines, Inc. and the Association of Professional Flight Attendants, I hereby protest the company's violation of Article 34.B.6.e. and Appendix I, Article 34.A.6., and any and all related Articles by refusing to include all hours for Purser that are entitled to be included in determining Purser satisfaction of the minimum annual program participation.

I demand that the company immediately cease and desist from the above violation, credit all Purser for hours that have not been credited but that should have been credited, and make whole any Purser affected by the company's violation.

Sincerely,

John Ward

cc: APFA SBA



Transport Workers Union



Association of Professional Flight Attendants



Allied Pilots Association

July 24, 2002

Mr. Jeff Brundage
VP Employee Relations
American Airlines, Inc.
P.O. Box 619616, MD 5235
DFW Airport, TX 75261-9616

Dear Jeff:

During the July 12th presentation to the American Airlines' union leadership, you acknowledged a concern with the company's current "pass the buck" approach to the handling of grievances by which management often forwards cases to arbitration rather than attempting to settle them. While you expressed recognition of the need to change this approach, you did not provide any specific suggestions. We would welcome an opportunity to review your specific suggestions.

We agree with the value of forging closer labor-management relations. However, that becomes extremely difficult to accomplish when management seems to be focusing on working against – rather than with – the unions on the property, and when the head of the company is repeatedly urging drastic changes in the collective bargaining process that has served our industry well for so many years.

Sincerely,

James C. Little International Administrative. VP, TWUA
John Ward President, APFA
Cpt. John E. Darrah President, APA



by Jeff Bott,
APFA Vice President

QSB Update: Can an Appendix T Election be Rescinded?

On Tuesday April 24, 2002, an individual Flight Attendant case from the Southeast Division, which includes the bases of IMA, MIA, and RDU-I, was arbitrated at the Quarterly System Board of Adjustment. The question at issue before the Board involved the refusal of the company to rescind a request for Appendix T that had been received on November 12, 2001, and was processed shortly thereafter. The case called into question the degree of mitigating factors that would allow the rescinding of a signed resignation letter exercising Appendix T (notwithstanding 9/11 and Flight 587). This case had very compelling and extenuating circumstances. Certain case-specific facts may be modified in the following situation to protect the privacy of the individual.

BACKGROUND AND FACTS:

Terry Baker was hired by American Airlines in March of 1987. Soon after beginning her career with American, she went through a bitter divorce and found herself a single mother of three young children.

Remarried in the '90s, her life seemed to be getting back on track with the help of a dedicated stepfather for her children—a Pilot with another airline. In late 2000/early 2001, the two of them began experiencing problems with one of their children. Now a teenager, their daughter was experimenting with drugs and becoming increasingly unmanageable. After a few conflicts with the local police, their daughter ran away from home on several different occasions.

Terry began having anxiety attacks and sought therapy. She was in treatment with a mental health counselor for several months when, in June 2001, she learned that her father had cancer. Already experiencing emotional problems from dealing with her daughter, Terry became even more distraught upon learning of her father's condition. She continued treatment for her anxiety and depression as the summer began. Terry began an arduous commute between South Florida and the DFW area, utilizing PVDs and dropping trips in order to assist

her father whenever she could.

The summer of 2001 was a whirlwind of stress for Terry. She continued to receive treatment for her own emotional problems, traveling extensively halfway across the country to assist her father with medical appointments and other necessities. She even arranged an elaborate gathering at her parents' home for what she feared would be her father's final Fourth of July celebration.

Terry knew several of the Flight Attendants killed in the tragedy of September 11th. Shortly thereafter, the mental condition for which Terry was being treated worsened. She began having full-blown anxiety attacks that prevented her from leaving her home for days at a time. Her depression increased, and she had extreme difficulty sleeping. She continued treatment with two therapists.

In October, her father's health declined dramatically. She went to Texas to be with him for the remainder of the month. She dropped all of her trips and was

so preoccupied with caring for her father that she was not aware of the Overage Leave proffer that closed on October 18, 2001. On October 29, 2001, her father died. His funeral was on November 3rd. Exhausted, distraught, and overwhelmed, Terry returned home to Florida two days later. That afternoon, she called the Miami Manager on Duty (MOD), because she had just heard about the Overage Leaves. The MOD told her she was two weeks too late, so on the following day, November 6th, Terry called her flight service manager to get information about electing Appendix (T). He directed her to the Flight Service Web site to obtain a downloadable form.

Clearly, there were other options available to Terry at the time; however, she was in such a state of panic over returning to work that she didn't realize the other avenues open to her. In spite of worried friends and relatives who advised her to look at other options, she did not seem to register their concerns. Adding to her stress was the fact that there was a

60-day window following the ratification of the new Agreement, which was rapidly coming to a close, at the end of which Appendix T would no longer be available. The window would close on November 12, 2001. On the day of the deadline, Terry faxed her Appendix T form to her flight service manager just minutes before they were due. The form was received, and the flight service manager turned in her paperwork in order to begin processing her election, which included a two-week period before Terry would be removed from payroll and the seniority list.

Overnight, Terry's head began to clear, and she realized the finality of what she had done. Four days after submitting the form, she contacted her flight service manager to find out how to rescind her Appendix T election. He advised her that he didn't think it was possible to rescind an Appendix T request once it was elected, but he would research the issue. On November 18th, Terry contacted local APFA Base Representatives to see if anything could be done. Based on Terry's information and the close time proximity to the election of Appendix T, APFA filed a Notice of Dispute on her behalf. The NOD disputed the refusal by the company to rescind Flight Attendant

Baker's Appendix T election even though it wasn't even effective for another 10 days. The paperwork had not been fully processed.

In the weeks and months following Terry's severance from the company, her life began to fall back into place. Her rebellious daughter successfully completed an extensive rehabilitation program and seemed to be finding her way. Her other two children were doing well in college, and Terry's continued therapy for her emotional problems seemed to be working. The panic attacks, anxiety, and depression were fading away. Although she missed her father terribly, she was beginning to come to terms with his death. The only thing missing in her life was her career, which she and her therapist felt would bring her full circle in the return to normality.

The company contended that once elected, an Appendix T application could not be reversed under any circumstances. As mandated by the Contract, a Dispute Resolution Conference (DRC) was held on December 26th. There was no resolution reached at the DRC level, so the case was submitted as a grievance into the System Board of Adjustment and placed on the April quarterly docket of cases.

ARGUMENTS:

At the arbitration, APFA argued that the mitigating circumstances in the months leading up to Terry's election of Appendix T were sufficient to mitigate the rescinding of the Appendix T election. At the time Terry opted to exercise Appendix T, she was under severe stress and emotional turmoil, which precluded her from making a rational decision about the status of her employment. Further, the tragedies of September 11th and the crash of Flight 587, as well as the fast-approaching Appendix T deadline, magnified the anxiety she was feeling about her future.

The company argued that the exercise of Appendix T was irrevocable. The letter of election clearly stated this directly on the form. Moreover, this practice of denying the revocation of Appendix T had always been the company's policy since Appendix T was negotiated into the Agreement in the early '80s. No one had been allowed to rescind this option. The company did acknowledge that a Flight Attendant would retain the option of reapplying for employment with American, and in such case, might be rehired. If rehired, however, they would return to the job with no seniority from their previous tenure.

DECISION:

The arbitrator heard the arguments from both sides and ultimately ruled that since the wording in the Appendix T election form was so precise in its statement of irrevocability, despite every extenuating circumstance, she had no authority to annul Terry's election.

WHAT THIS MEANS TO APFA:

We learn something from the outcome of every single arbitration. This case was no different. We are reminded of the importance of a thorough review of all conditions prior to signing any document, even during the most terrible of outside circumstances.

If you have any questions or are unsure of the ramifications of what you are signing, please contact an APFA Representative **before** signing the document.

I would like to acknowledge Jeff Crecelius and Susan French for their preparation and presentation of this case.





by **Linda Lanning,**
APFA Secretary

APFA Officer on Duty Program

One of the unique things about APFA is that our dues are invested in services for the Flight Attendants we represent. As the largest independent Flight Attendant union in the world run by Flight Attendants for Flight Attendants, we have the ability to offer many services that perhaps larger unions may not. We have the Contract, Scheduling, and Health Desks and in some bases, full-time APFA Representatives. Flight Attendants are able to call APFA Headquarters or their individual Base Representative during normal business hours in order to have their questions answered or to seek assistance.

Among the tools I used when researching information for this article was the APFA Archives. Cilla Golas, RDUI Flight Attendant and APFA Archivist, has worked hard to create and continually enhance this incredible area of history and information for all APFA members. During my search, I discovered a resolution that was ratified by

the Board of Directors during the Annual Convention in March 1995. Resolution #12 addressed the APFA Officer on Duty Program. The concept behind the Board's decision was clear. It provided our Flight Attendants with assistance during the hours that APFA Headquarters was closed. Also, it was viewed as an excellent source of experience for APFA Representatives.

When the program began, not all APFA Representatives were required to serve as the Officer on Duty. It was limited, due in part to financial concerns, to certain representatives, most of whom were already on full-time trip removal. You may or may not know that a lot of the Base Representatives in the smaller bases do not have full-time trip removals. They are removed on an "as needed" basis to conduct meetings with Flight Attendants and with management. Resolution #12 provided trip removals for APFA Chairs and Vice Chairs no matter the size of

their base in order for them to participate in the Officer on Duty Program. The ability of every APFA Representative to serve as Officer on Duty also helped to create more experienced representatives at every level. The program went further in making representatives more accessible, which in turn provided greater representation for the Flight Attendants. It was a win-win situation for everyone.

The business of representing our membership does not end when the doors of APFA Headquarters are locked at the end of the day. American Airlines conducts business somewhere in the world every minute of every day. For this reason, our Union must be prepared to respond to members if they have serious issues no matter when the business day ends in Euless, Texas. Our Board of Directors recognized this and acted accordingly by creating and enhancing the Officer on Duty Program.

When the APFA switchboard is

changed from normal business hours to the after hours mode at 1830 Central Time, the shift for the APFA Officer on Duty begins. It runs until 2300 Central Time. Obviously, when the concept first came to be, our membership was not as large, American was much smaller, and the issues were, in most cases, less complex. Today, APFA represents over 27,000 Flight Attendants; we have 19 bases; and we have a new contract, which contains 709 pages of text. Needless to say, it is virtually impossible for one person to take on the responsibility of such a large operation alone after hours without some modifications to the program.

The Board of Directors, along with the Executive Committee, has been discussing the hardships faced by the Officer on Duty and the enormous volume of calls after hours. Discussions centered on the issues brought up during the calls, how they are handled,

and the possibility of having a portion of the calls handled the next business day. The goal was to identify ways to ease the workload of the representative serving as Officer on Duty and remain responsive to the membership.

The Officer on Duty line is divided into two separate sections. One is the “non-emergency” line, which is dedicated to calls of a non-emergency nature. The other is the “emergency” line. Prioritizing and categorizing the calls in order to respond in a timely manner seemed to be the key. The decision was to focus on the calls that required immediate attention. All other calls would be directed to the appropriate department or representative for response the next business day. On June 10, 2002, the greeting on the Officer on Duty voice mail was changed to reflect the necessary changes.

In the weeks since making the

changes to the voice mail prompts, we have found that many calls requiring an immediate response were left on the non-emergency line. On the flip side, there were calls left on the emergency line that could be answered the next business day. In order to clear up any confusion that may lead to the misdirected calls, I have listed what constitutes an “emergency.”

What Constitutes an Emergency:

- *An aircraft incident or accident
- *Passenger misconduct
- *Immediate illegalities
- *Immediate security issues
- *Imminent disciplinary action
- *Liquor or security audits
- *31R investigation

If a Flight Attendant has a situation that falls into one of the stated emergency categories, and it is deemed that immediate action is required, the Officer on Duty would be paged. The Officer on Duty in turn will call the Flight Attendant back promptly.

If the call falls under the non-emergency category, the message will be routed to the appropriate representative or department for a response on the next business day. Examples of calls that should be left on the non-emergency line are contract or scheduling questions that do not have to do with immediate legality issues, dues or membership inquiries, bid run questions, the loss of a union pin, or general comments or questions.

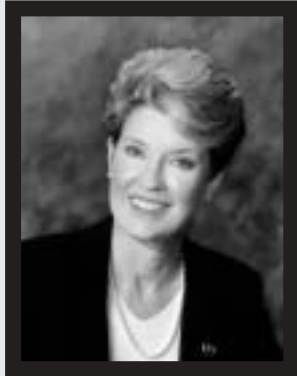
What constitutes an immediate need for one person may not for someone else. Everyone understands and respects this. When in doubt, do what you feel best for your personal situation.

As APFA grows, we must make changes in order to serve the Flight Attendants we represent better. Change is often hard to accept or adjust to. Nevertheless, if we are going to continue to be the quality union we have always been and provide the best possible representation, we

are going to have to work together to make those changes work for all us.

It is my sincere hope that you will not have to use the APFA Officer on Duty emergency line, but if you do, just know that there will be someone on the other end of your call, ready and willing to help you.





by Juan Johnson,
APFA Treasurer

The APFA Annual Audit

APFA SPECIAL BOARD OF DIRECTORS MEETING MARCH 18 - 19, 2002

Grapevine, Texas
DFW Hilton Lakes

		Y	N	P	A	N/A
BOS	Carrigan	√				
BOSI	McCauley	√				
DCA	Valenta	√				
DCAI	DeSantis (V. Chair)	√				
DFW	O'Kelley	√				
IDF	Watson	√				
JFK	Nasca	√				
LAX	Nikides	√				
LAXI	Mitchell	√				
LGA	Edwards (V. Chair)	√				
MIA	Washbish	√				
IMA	Trautman	√				
ORD	Mallon	√				
IOR	Elmore	√				
RDUI	Turley	√				
SFO	Syracuse	√				
SFOI	LeWinter	√				
PRES	Ward (Tie Breaker)					

Resolution Tally Sheet

Resolution: #4
Maker: Elmore
Second: LeWinter
Date: 3/19/02
Time: 0928

Y=Yes
 N=NO
 A=Abstain
 N/A=Absent
 PXY=Proxy Vote

YES: 17 NO: ABSTAIN: ABSENT:

STATUS: PASSED (√) FAILED () TABLED () WITHDRAWN ()

BE IT RESOLVED, that the APFA's Annual Audit be published every year in an edition of *Skyword*.

BE IT FURTHER RESOLVED, that any or all department(s) may also include an annual report in this issue of *Skyword*.

One of the goals I set when took office was to provide the APFA membership with as much information about the financial position of our Union as possible. There are many internal policies and procedures that govern the dissemination of this information that I must comply with. With the various events our Union has been through over the last two years and the fact that we, the leadership of APFA, asked the membership to approve a dues increase, it seemed only right to provide additional information regarding our finances. The Annual APFA Audit has only been viewed by the membership through appointment with the Treasurer or a Base Chairperson until now.

During the Board of Directors meeting in March, the APFA Board of Directors recognized the need to make more financial information available to the membership. They voted to approve Resolution #4.

The APFA Annual Audit has been included in the center section of this issue of *Skyword*. We have reproduced it in the most cost efficient way possible. I think you will agree that the information speaks for itself.



Report of Independent Auditors

Ernst and Young

Association of Professional Flight Attendants

Statements of Net Assets * Income Tax Basis

The Board of Directors Association of Professional Flight Attendants

We have audited the accompanying statements of net assets * income tax basis of the Association of Professional Flight Attendants as of March 31, 2002 and 2001, and the related statements of changes in net assets and cash flows * income tax basis for the years then ended. These financial statements are the responsibility of the Association's management. Our responsibility is to express an opinion on these financial statements based on our audits.

We conducted our audits in accordance with auditing standards generally accepted in the United States. Those standards require that we plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation. We believe that our audits provide a reasonable basis for our opinion.

As described in Note 1, these financial statements have been prepared on the accounting basis used for federal income tax purposes, which is a comprehensive basis of accounting other than accounting principles generally accepted in the United States.

In our opinion, the financial statements referred to above present fairly, in all material respects, the net assets of the Association of Professional Flight Attendants at March 31, 2002 and 2001, and its changes in net assets and cash flows for the years then ended, on the basis of accounting described in Note 1.

May 17, 2002

	March 31	
	2002	2001
Assets		
Current assets:		
Cash and cash equivalents	\$ 897,355	\$ 951,771
Restricted cash	3,515,905	3,090,745
Investment securities	*	248,968
Total current assets	<u>4,413,260</u>	<u>4,291,484</u>
Land, building, and equipment:		
Land	135,000	135,000
Building	1,180,021	1,180,021
Furniture and equipment	817,786	792,637
Equipment under capital leases	191,480	184,780
	<u>2,324,287</u>	<u>2,292,438</u>
Less accumulated depreciation and amortization	1,241,471	1,002,517
	<u>1,082,816</u>	<u>1,289,921</u>
Deposits	2,789	2,789
Total assets	<u>\$ 5,498,865</u>	<u>\$ 5,584,194</u>
Liabilities and Net Assets		
Current liabilities:		
Accounts payable	\$ 392,917	\$ 560,130
Note payable	419,885	*
Accrued expenses	83,137	46,541
Current portion of capitalized lease obligations	55,856	46,043
Total current liabilities	<u>951,795</u>	<u>652,714</u>
Capitalized lease obligations, less current portion	85,210	135,378
Net assets:		
Unrestricted and undesignated	945,955	1,705,357
Board designated	3,515,905	3,090,745
Total unrestricted net assets	<u>4,461,860</u>	<u>4,796,102</u>
Total liabilities and net assets	<u>\$ 5,498,865</u>	<u>\$ 5,584,194</u>

See accompanying notes.

Association of Professional Flight Attendants

Statements of Changes in Net Assets * Income Tax Basis

	Year ended March 31	
	2002	2001
Revenues collected:		
Dues and fees	\$ 8,950,211	\$ 8,970,975
Investment and interest income	142,974	261,077
Other income	46,096	72,503
	<u>9,139,281</u>	<u>9,304,555</u>
Expenses incurred:		
General and administrative	1,526,496	1,398,197
Grievances	1,070,967	913,603
Contract administration	367,186	327,709
Negotiations	1,969,764	2,127,555
Data processing	218,067	213,038
Lawsuits	49,063	102,932
National committees	1,106,220	1,057,428
Communications	524,827	898,247
Board of directors' meetings	514,991	453,592
Executive committees	136,817	148,330
New hire program	44,856	27,761
Anti-Raid	*	733
Public relations	*	11,850
Base expense	1,944,269	1,824,556
	<u>9,473,523</u>	<u>9,505,531</u>
Revenues collected less than expenses incurred	(334,242)	(200,976)
Net assets at beginning of year	4,796,102	4,997,078
Net assets at end of year	<u>\$ 4,461,860</u>	<u>\$ 4,796,102</u>

See accompanying notes.

Association of Professional Flight Attendants

Statements of Cash Flows * Income Tax Basis

	Year ended March 31	
	2002	2001
Operating Activities		
Revenues collected less than expenses incurred	\$ (334,242)	\$ (200,976)
Adjustments to reconcile revenues collected less than expenses incurred to net cash provided by (used in) operating activities:		
Depreciation and amortization	238,954	196,674
(Gain)/loss on disposal of equipment	*	(227)
Net amortization of treasury discounts	(3,200)	(16,605)
Changes in operating assets and liabilities:		
Accounts payable	(167,213)	174,629
Accrued expenses	36,596	(18,686)
Net cash provided by (used in) operating activities	<u>(229,105)</u>	<u>134,809</u>
Investing Activities		
Building and equipment additions, net	(25,149)	(97,047)
Purchase of investments	(247,832)	(489,788)
Proceeds from maturity of investments	500,000	750,000
Net cash provided by investing activities	<u>227,019</u>	<u>163,165</u>
Financing Activities		
Proceeds from note payable	515,000	*
Repayment of note payable	(95,115)	*
Net increase in restricted cash	(425,160)	(373,451)
Payments on capitalized lease obligations	(47,055)	(10,328)
Net cash used in financing activities	<u>(52,330)</u>	<u>(383,779)</u>
Decrease in cash and cash equivalents	(54,416)	(85,805)
Cash and cash equivalents at beginning of year	951,771	1,037,576
Cash and cash equivalents at end of year	<u>\$ 897,355</u>	<u>\$ 951,771</u>

See accompanying notes.

Association of Professional Flight Attendants

Notes to Financial Statements * Income Tax Basis

March 31, 2002 and 2001

1. Significant Accounting Policies

Organization

In May 1977, the Association of Professional Flight Attendants (the Association) was certified by the National Mediation Board as the exclusive collective bargaining representative of the craft or class of flight attendants employed by American Airlines (American).

Basis of Accounting

The accompanying financial statements have been prepared on the accounting basis used by the Association for federal income tax reporting purposes. Under this basis, dues revenue and the related assets are recognized when received rather than when earned. Expenses and liabilities are recognized when incurred.

Because the application of tax laws and regulations is susceptible to varying interpretations, amounts reported in the financial statements could be changed at a later date upon examination and final determinations by taxing authorities.

Land, Building, and Equipment

Land, building, and equipment are carried at cost. Depreciation is computed on the straight-line method over the estimated useful lives of the assets of 5 to 45 years.

Federal Income Taxes

The Association is a nonprofit organization and generally is exempt from federal income taxes under Section 501(c)(5) of the Internal Revenue Code.

Cash and Cash Equivalents

Cash and cash equivalents as reflected in the financial statements include cash in bank accounts, a government securities fund and money market mutual funds.

Association of Professional Flight Attendants

Notes to Financial Statements * Income Tax Basis *(continued)*

1. Significant Accounting Policies *(continued)*

Restricted Cash

The Association's constitution requires that 25% of any dues increase ratified by the membership be placed in a negotiations and negotiations-related fund (restricted cash). The funds in this account are designated as restricted by the Board of Directors of the Association and are, therefore, not contractually restricted.

During fiscal years 2002 and 2001, \$663,000 and \$683,000, respectively, have been added to the restricted cash account plus interest earned on the account. During fiscal years 2002 and 2001, \$350,000 and \$500,000, respectively, was expended out of the fund to pay for negotiation expenses. All other negotiation expenses incurred during 2002 and 2001 were paid from unrestricted cash or through borrowings.

Investment Securities

Investments in U.S. Treasuries are stated at amortized cost which approximated market as of March 31, 2001. The Association had no investments in U.S. Treasuries as of March 31, 2002.

Vacation Policy

The Association's policy regarding vacation for base staff personnel was changed during fiscal year 2001 as a result of a new staff employment contract negotiated. Prior to 2001, accrued vacation was based upon an employee's anniversary date and allowed unused vacation to be carried over into the next period. The policy adopted during fiscal year 2001 provides for the accrual of vacation on a calendar-year basis and does not allow carryover of unused vacation past calendar year-end.

The Association has recorded a vacation accrual for \$38,619 as of March 31, 2002, which is included in accrued expenses on the statement of net assets. There is no vacation accrual recorded as of March 31, 2001 as a result of the changes in the stated policy during fiscal year 2001. However, per the contract adopted during fiscal year 2001, the Association paid staff employees vacation due to them at the time the contract was renegotiated. This resulted in a charge to income of \$31,960, which was recognized in general and administrative expense for the year ended March 31, 2001.

Association of Professional Flight Attendants

Notes to Financial Statements * Income Tax Basis (continued)

2. Borrowings and Lease Commitments

In June 2001, the Association entered into a line-of-credit agreement with a financial institution. Under the line-of-credit agreement, which extends to June 11, 2002, the Association may borrow up to \$2,500,000. Interest accrues and is paid monthly at a rate equal to the bank's prime rate less 0.50 basis points on the outstanding balance. Principal outstanding and all remaining unpaid accrued interest is due at maturity. The line of credit is secured by the Association's restricted cash account held with the bank of which the loan-to-value ratio may not exceed 50%. There is no prepayment penalty to the Association on the line of credit.

As of March 31, 2002, the outstanding balance under the line of credit was \$419,885.

The Association has financed equipment through capital leases and several of its vehicles, buildings, and corporate apartments through operating leases. Future related lease payments are:

	Capital Leases	Operating Leases
Year ending March 31		
2003	\$ 72,953	\$ 14,775
2004	72,953	*
2005	13,263	*
2006	6,556	*
2007	*	*
Total future minimum lease payments	165,725	\$ 14,775
Less amount representing interest	24,659	
Present value of minimum lease payments	<u>\$ 141,066</u>	

Interest expense related to the note payable and capitalized lease obligations was \$39,958 and \$1,589 and rent expense was \$73,908 and \$129,547 for the years ended March 31, 2002 and 2001, respectively. During fiscal year 2002, the Association entered into capital leases for certain office equipment in the amount of \$6,700.

3. Contract Negotiations and Contingencies

The Association is involved in claims arising in the ordinary course of business. Management believes the ultimate resolution of these matters will not have a material effect on the financial condition of the Association.

On September 12, 2001, the Association ratified its contract with American.

Notice to STL and ISL Flight Attendants

The APFA is aware that American Airlines failed to send out APFA information packets to those TWA-LLC Flight Attendants on furlough or in an inactive status. This packet contained the Membership Application/Dues Check-Off Authorization Cards. If you or someone you know did not receive one of these packets, please contact the APFA Membership Department by e-mail at (Membership@apfa.org) or by phone at 1-800-395-2732, extension 8153.

- Article 31 of the Collective Bargaining Unit between the APFA and American requires that all Flight Attendants covered by the Agreement pay dues/fees to the APFA as a condition of employment.
- TWA-LLC Flight Attendants became dues obligated on May 1, 2002.
- Dues check-off authorization must have been received by AA payroll prior to the 8th or the 23rd of a given month to have dues deducted from that period's paycheck.
- If you have received a bill for dues owed and the \$25 initiation fee and have completed a Dues Check-off Authorization Card ignore the \$25 and simply pay the amount of dues owed. American Airlines will automatically deduct the \$25 from the first check in which dues check-off is authorized.
- AA does not deduct for past months dues.



Alternative Dispute Resolution Training APFA Article 28 Grievance Procedures

The APFA System Board of Adjustment Department, in conjunction with American Airlines Flight Service and Human Resources, conducted Alternative Dispute Resolution (ADR) Training in the DFW area July 17-19. Various APFA Representatives including our new STL and ISL Interim Base Representatives, along with many flight service representatives, attended the training.

Marilyn A. Pearson and Daniel Kosanovich of the Mediation Research and Education Projects, Inc. facilitated the ADR Training, which is part of the Northwestern University Law School. The APFA Coordinator for this training was APFA Executive Committee Member Lenny Aurigemma. Assisting Lenny in the preparations were Becky Kroll and Tommie Hutto-Blake, who have been involved in the development and teaching of the ADR training process in Article 28 since its implementation in 1995.

Participants in the ADR Training first were provided a full overview of the procedures used in Alternative Dispute Resolution. They were then provided with scenarios involving disputes between an employer and the union representing its employees. Participants were asked to work through the disputes using the methods they learned during the ADR Training. It was three days of intensive training that will help the APFA Representatives in attendance better serve and represent the membership.

Alternative Dispute Resolution is the method used by APFA and American to address and resolve issues in dispute between the union and the company. This process is used when dealing with all cases other than Presidential or Discharge Grievances. This method of resolving disputes was incorporated into our procedures as a result of agreements reached after our 1993 strike. The language outlining Dispute Resolution and how it works can be found in Article 28 (p.261) and related letters of our contract.





George Price,
APFA National
Communications Coordinator

The APFA Political Action Committee



Representative and Flight Attendant
Supporter James Oberstar from Minnesota

\$427,976. That is what American Airlines has contributed to candidates and political parties so far this year! At the same time, APFA has contributed just under \$14,000. Wonder who gets more face time in Washington?

The concept of Political Action Committees (PACs) may be new to many Flight Attendants. Actually, APFA has had a PAC for several years. A PAC is a fund created through voluntary donations separate and apart from union dues. Such funds are highly regulated by law and overseen by the Federal Election Commission (FEC). Regulations forbid the use of dues monies for PAC donations and a set minimum contribution for

American Airlines 2002 PAC Summary Data

2002 election
so far*

Total Receipts	\$390,980
Total Spent	\$427,976
Begin Cash on Hand	\$48,619
End Cash on Hand	\$11,631
Debts	\$0
Date of last report	June 30, 2002
Contributions from this PAC to federal candidates (49% to Democrats, 51% to Republicans)	\$258,682
Contributions to this PAC from individual donors of \$200 or more	\$99,532

FEC NAME: AMERICAN AIRLINES POLITICAL ACTION COMMITTEE
Washington DC, 20036
FEC COMMITTEE ID: C00107300

those wishing to donate to a PAC. Organizations like APFA as well as businesses use PAC funds to contribute to congressional and presidential campaigns and, in some cases, political parties. For example, the Allied Pilots Association has donated as much as **\$156,000**, and AFA has spent **\$165,000** so far this year.

So, what is the benefit of having an APFA PAC? Very simply, it opens doors. The larger our PAC is, the louder our voice will be, and the more obvious our presence in Washington. By attending fundraisers and using PAC dollars, APFA Representatives have the opportunity to talk with candidates and members of Congress and convey our concerns. PAC funds are also used to con-

tribute directly to the campaigns of those running for office who support Flight Attendant issues.

Who determines what candidates receive APFA PAC funds? The APFA National Officers decide who will receive donations. Their decisions are based on issues affecting our Flight Attendants and which candidates support or are likely to support our position on these issues. The focus is on the workplace. For example, members of Congress who do not support the concept of "baseball arbitration" are more likely to receive support from the APFA.

Almost every major corporation and its executives have the ability to give large amounts of money to candidates in elections. The major airlines are no exception. They feel that it is well worth their while and any expense to protect their own interests

in terms of legislation. The interests of companies like AMR and their executives are often times diametrically opposed to the interests of unions such as APFA and their members. This is why it is vitally important that APFA have a strong, well-funded PAC. We must be able to maintain a presence in Washington and

have access to lawmakers just like the big corporations. If we do not, we will be playing on a field that is not level.

There are a number of issues either before Congress now or that may be in the near future that will greatly affect APFA. These include a wide range of safety and security issues and possible adverse modifications to the Railway Labor Act, to name but a few. We must have the resources to reach out to our friends in Congress and to those running in the upcoming elections who will support our positions.

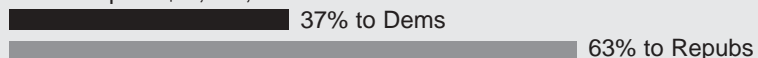
How can you donate to the APFA PAC? It is very easy. You can begin payroll deductions by filling out the PAC card found in the center section of this issue of *Skyword*. You may also access the APFA Web site and click "APFA PAC," print the PAC enrollment form, complete it, and mail it to APFA. You can give any amount that you feel comfortable giving. If you would like to make a one-time donation, you can send a personal check to APFA made out to "APFA PAC." Each donation will go a long way in helping build up our PAC funds and giving APFA a larger voice in Washington, D.C. You wonder how important the American Airlines PAC is to Mr. Carty? He gives over **\$400 per paycheck**. Other AMR executives give similar amounts each pay period. In addition, many give personal funds to candidates and political parties.

Included with this article are several charts that give a much clearer pic-

**Transportation
PAC Contributions to Federal Candidates 2001-2002 (So Far)**

Total Amount:	\$ 8,797,085	
Total to Democrats	\$ 2,937,098	(33%)
Total to Republicans	\$ 5,855,987	(67%)
Number of PACs Making Contributions	137	

Air Transport: \$ 3,666,365



**Airlines:
Money to Congress**

House	# of Members	Average Contribution	Total Contributions
Democrats	104	\$2,360	\$245,420
Republicans	130	\$2,607	\$338,860
Independents	0	\$0	\$0
TOTAL	234	\$2,497	\$584,280

The US House of Representatives has 435 members.

Senate	# of Members	Average Contribution	Total Contributions
Democrats	24	\$10,626	\$255,022
Republicans	29	\$4,710	\$136,600
Independents	0	\$0	\$0
TOTAL	53	\$7,389	\$391,622

The U.S. Senate has 100 members.

ture of who contributes PAC funds and who has received these funds. These charts clearly show just what we, as part of the aviation labor community, are up against in Washington, D.C.

Please consider joining the APFA PAC. It is an investment in our futures and our careers.



METHODOLOGY: The numbers on this page are based on contributions of \$200 or more from PACs and individuals to federal candidates and from individual and soft money donors to political parties, as reported to the Federal Election Commission. While election cycles are shown in charts as 1996, 1998, 2000, etc. they actually represent two-year periods. For example, the 2002 election cycle runs from January 1, 2001 to December 31, 2002. Data for the current election cycle were released by the Federal Election Commission on Monday, June 3, 2002. Feel free to distribute or cite this material, but please credit the Center for Responsive Politics. NOTE: Soft money contributions were not publicly disclosed until the 1991-92 election cycle.

**Air Transport:
Top Contributors**

Election cycle:	2002
Total contributed:	\$7,936,041
Contributions from individuals:	\$1,170,821
Contributions from PACs:	\$3,597,615
Soft money contributions:	\$3,167,605

Rank	Organization	Amount	Dems	Repubs
1	United Parcel Service	\$1,300,960	29%	71%
2	FedEx Corp	\$1,099,319	31%	69%
3	Boeing Co	\$837,311	46%	54%
4	American Airlines	\$662,049	49%	51%
5	Northwest Airlines	\$550,000	43%	57%
6	Air Transport Assn of America	\$367,545	33%	67%
7	United Airlines	\$337,630	48%	52%
8	Delta Airlines	\$240,876	31%	69%
9	Aviation Products Management	\$228,000	100%	0%
10	Aircraft Owners & Pilots Assn	\$170,000	40%	60%

**Air Transport Unions:
Long-Term Contribution Trends**

Election Cycle	Total Contributions	Contributions from Individuals	Contributions from PACs	Soft Money Contributions	Donations to Democrats	Donations to Republicans	% to Dems	% to Repubs
2002*	\$1,468,407	\$1,037	\$1,466,620	\$750	1,226,787	\$241,620	84%	16%
2000	\$2,336,570	\$4,420	\$2,272,450	\$59,700	\$2,063,170	\$273,400	88%	12%
1998	\$1,945,925	\$2,800	\$1,906,875	\$36,250	\$1,544,575	\$396,350	79%	20%
1996	\$1,736,520	\$1,250	\$1,639,720	\$95,550	\$1,335,070	\$398,950	77%	23%
1994	\$1,662,605	\$500	\$1,629,191	\$32,914	\$1,449,205	\$204,400	87%	12%
1992	\$1,820,093	\$800	\$1,658,143	\$161,150	\$1,636,493	\$182,400	90%	10%
1990	\$1,365,492	\$500	\$1,364,992	N/A	\$1,137,320	\$228,172	83%	17%
Total	\$12,335,612	\$11,307	\$11,937,991	\$386,314	\$10,392,620	\$1,925,292	84%	16%

* All facts and figures in this article came from the Center for Responsive Politics and can be found at www.opensecrets.org.



Joann Matley,
APFA National
Safety Coordinator

Passenger Misconduct

For those of you who have attended Emergency Procedures and Training 2002, you may remember hearing this topic mentioned briefly—that the total number of incidents on file has decreased recently. That would be the total number of **reported** incidents.

Each day the Safety Department monitors the CERS—the Corporate Event Report System. This is the manner in which APFA Safety as well as other departments are notified about the events that occur every day on board our aircraft and in the terminals. The events are categorized as follows—Mechanical Failure, Passenger Illness, Employee Illness, Security, Passenger Misconduct—you get the idea.

The passenger misconduct reports always seem to get my attention. Read on, keeping in mind that the events have been de-identified.

... Pax were supposedly refusing to comply with FAA reg for exit row seating. Pax was found sleeping on the floor and was asked to get back into seat and buckle up. Pax claimed that he was uncomfortable. Later in flight pax was asked and refused to pick up blanket and pillow on floor. Pax wife picked the blanket and pillow up and shoved them into the Flight Attendant's chest, pushing the Flight Attendant backward. The Captain was not informed nor was there a Passenger In-

Flight Disturbance (PID) report written ...

... Pax allegedly became verbally abusive toward the Flight Attendant when asked to be seated and buckle his seatbelt ...

... Captain called for local (law enforcement) for two passengers. They both smelled of alcohol. Flight Attendant (position on crew) stated that they were verbally abusive to her in flight. The passengers also attempted to light cigarettes on board. They were given instructions on board and were refusing to listen. Upon arrival, they were met by (local law enforcement). Flight Attendant said that she did not want to press charges ...

... Pax was up several times while seatbelt sign was on during turbulence. Flight Attendant reminded him several times to take his seat. Pax stated that he didn't have to sit down. Pax got up several more times during turbulence, causing Flight Attendant to issue an in-flight disturbance report ...

These are just a sampling from the events on file, and I mention them as a learning aide.

Passengers are required to comply with instructions regarding seatbelts; no smoking; and no tampering with, disabling, or destroying smoke detectors in

airplane lavatories (FAR 121.317) given to him/her by a crewmember.

Each situation requires that the Flight Attendants involved make an assessment of the situation and respond appropriately. Now didn't that sound straight out of middle management 101? It's not meant to, but the truth is, not everyone is comfortable pressing charges and not every situation necessitates pressing charges. There are things that we can do with greater consistency that reinforce our role as safety professionals. Inform the cockpit when there is a situation of non-compliance with crewmember instructions or if you believe that a situation presents itself in which you are being harassed, threatened, or intimidated (FAR 91.11). We don't get to intimidate, harass, and threaten the passengers, and they cannot do it to us. Issue a Passenger In-flight Disturbance form. In some cases, the passengers will see the error of their ways, and the situation will defuse itself. In some cases, truth be told, issuing a Passenger In-flight Disturbance form will make them even more angry. Issuing the form is not meant as an antagonistic act. It is an appropriate step to notify a passenger that the behavior she or he is exhibiting is not acceptable and not permissible on board the aircraft.

Yes, it's paperwork. Yes, it is the responsibility of the Flight Attendant most involved. Yes, it feels like we constantly find our-

selves having to do "all the work." Yes, it is an extra step that can seem small and insignificant. After all, it's only a piece of paper. It is a piece of paper that once issued and submitted takes the matter out of the company's hands and puts it into the hands of the FAA. Issuance of a Passenger In-flight Disturbance report legally notifies a passenger that if she or he persists, there is a risk of prosecution.

Issuing a Passenger In-flight Disturbance form also begins a paper trail that is very necessary if the behavior is such that it is punishable by law. In addition to this report, a written report **MUST** be submitted. As Flight Attendants, we have several options that we can use to report events. Pick one that involves a written report. It'll save you a step in the long run. The options are the HISEND form 28 or a faxed report to the AMR event center. Please advise the APFA Safety Department which method you opt to use. Call the APFA Safety Department or e-mail us at safety-coordinator@apfa.org. This information will be forwarded to American Airlines in an attempt to identify the reporting option most used by Flight Attendants.

As always, fly safe.



“Am I Done Yet?”



Jena Hopkins,
APFA National
Scheduling Coordinator

The Scheduling Department receives many calls from reserve Flight Attendants asking, “When am I maxed out?” and stating, “I have been worked to exhaustion.” The Contract Department fields questions such as, “Can this really be legal?”

Unfortunately, a very confusing and complicated situation can occur if you are unsure about these issues!

MONTHLY MAXIMUM

The projection (PROJ) on the far left of a Flight Attendant’s HI-1 is used to determine the monthly maximum, which is 85 hours for a reserve. The projection column includes carry-over time (not optional exchanges) as well as time picked up throughout the month.

Please note: flight time pay earned from Limited Option II or Optional Exchange will not apply towards the reserve monthly maximum; however, such flight pay will apply against the guarantee until it is reached. Simply put, this time will not go on top of your guarantee unless you get 75 or more reserve hours.

“When am I not legal for another trip?”

80:16 (PROJ)*

**(Only in conjunction with a duty-free period on the last day of the month.)*

A reserve Flight Attendant with less than “the average day” (4:45) reserve obligation who is scheduled for a duty-free period (24, 48, or 96) on the last day of the contractual month shall be released from her/his reserve obligation for the month and shall be considered a regularly scheduled Flight Attendant for all purposes.

80:16 (PROJ)
+4:45 (Minimum day)
85:01 (Over/Illegal)

AVAILABLE ON THE LAST DAY OF THE MONTH!

If you are available to fly on the last day of the month, even though you are not legal for an assignment worth 4:45 on the last day of the month, you could very easily be legal for a two-, three-, or even four-day trip, providing the first day of

the trip does not over-project you. If a reserve has a projection of 82:01, then she/he would be legal only for a trip that departs after 2101 home base time and terminates at the lay-over city after 0000 home base time.

Example – A three-day is scheduled to depart DFW at 2101 to SFO with a scheduled flight time of 3 hours and 5 minutes; 2 hours and 59 minutes would be credited in the current month, and the balance of the trip would fall into the next month’s projection.

82:01 (PROJ)
+2:59 (CREDITED)
85:00 (LEGAL)

Please refer to Article 8.A.2. and Appendix I, Article 8.A.2. This language is interpreted to mean that a Flight Attendant is guaranteed a three-hour minimum, flight time pay and credit, and 4:45 average for each duty period in which flying is performed. The 4:45 average is applied at the completion of a sequence. This is what enables crew schedule to fully maximize the reserve Flight Attendants on the

last day of the month.

RELATIVE POSITION

“MAGIC NUMBER” As with any good magic trick, things are not always as they appear! This system does not take into account qualifications (speaker, Purser, equipment, etc.), days available, special assignments, training, etc. So, in other words, it sounds fantastic, but, in reality, it may not be what it seems.

CHANGE IN STATUS

Reserve to Regular Schedule – Article 10.F.9. and Appendix I.10.F.10.

A reserve Flight Attendant who is to change status to regular schedule (line holder) in the following month and who flies into the first regularly scheduled duty-free period (24, 48, or 96) of the new month shall commence her/his rescheduled duty-free period 15 minutes (Domestic) or 30 minutes (International) after arrival, provided there is sufficient time before the next trip departure. If there is inadequate time before the next trip departure, the duty-free period shall be rescheduled later in the new month.



Nancy Archer,
APFA National
Contract Coordinator

Regular Schedule to Reserve – Article 10.F.10. and Appendix I.10.F.11.

A regularly scheduled Flight Attendant who flies into a reserve month and in doing so disrupts a duty-free period (24, 48, or 96) shall be given the required off-duty break of 12 hours and then commence the rescheduled duty-free period.

MISSED TRIPS ON RESERVE

If you get a missed trip, you have two options:

a) Be released from your obligation for the remainder of the day. Your guarantee will be docked for that day, and you will be released until your next duty obligation.

b) Remain available for the remainder of that day. Crew Schedule may:

- 1) Assign you to another trip;
- 2) Assign you to airport standby;
- 3) Place you back on ready.

If you choose this option, your guarantee will not be reduced.

Under both categories, you will still be charged with a missed trip for attendance purposes.

You may want to contact your local APFA Representative for advice!

All or Nothing

Bidding onto or off reserve:

If you are successful at bidding off reserve, the bid award system will read only the regular selections in your bid ballot. If you are able to bid onto reserve, only the reserve selections will be read.

You are either on reserve or off reserve—no in between—none of the “I want off reserve if I can hold line a, b, or c.” If you do not bid enough, the computer will assign you a selection.

WHAT COUNTS?

Vacation/PLOA

Per Article 10.S.4. and Appendix I.10.S.4.

A Flight Attendant who is on a vacation or approved leave of

absence for part or all of the month during which s/he would be normally scheduled for active reserve duty will be considered as fulfilling her/his obligation for an entire month’s service as an active reserve and will maintain her/his normal position in rotation.

Backup List

If you are on the backup list and do not serve reserve, you will continue to be eligible for reserve duty every month until you actually serve.

Being on the backup list does not fulfill the reserve obligation.

Bidding on to Reserve

If you are not on reserve and have a scheduled vacation or hold a bid leave of absence prior to bidding and then bid on to reserve, it will not fulfill the reserve obligation.

We know that reserve is very stressful and hope that these briefs will assist you. We have representatives at APFA Headquarters from 0830 - 1830 CST Monday - Friday. Carry your contract, call the APFA HotLine, and stay unified.



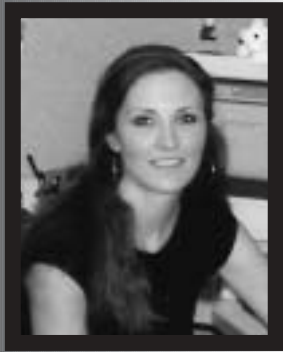
IOR Flight Attendant and APFA InfoRep Brian Pinkowski working the Contract Desk



JFK Flight Attendant Diane Vorhis working the APFA Scheduling Desk



Just the Facts, Ma'am



Jennifer Walker,
APFA Health Rep

When I was asked to write this article, I was reticent. I felt like the door-to-door salesman and expected a door to be slammed in my face. No one wants to talk about life and accident insurance for obvious reasons, but it is a necessary if not popular topic. That being said, I will attempt to impart this information in a “just the facts, ma’am” style.

American Airlines and our contract provide us with basic term life and personal accident insurances at no cost. It is important that we are all aware of these policies so that we have the opportunity to designate the beneficiary of our choice to each policy. I realize that many of us have elected, during annual benefit enrollment, optional term or accident insurance. For purposes of this article, I will primarily discuss the policies that are provided at no cost. (My thought process was if you pay for it, you most likely know that you have it.)

Let's begin by discussing our basic term life insurance cover-

age. MetLife insures all of our term life insurance policies. The benefit payable is based on our monthly compensation. (Compensation in this instance is only base salary - 67 hours.) If a Flight Attendant earns between \$1,000 and \$1,499 per month, the payable benefit is \$35,000. If Flight Attendant earns \$1,500 or more per month, then the payable benefit is two times her/his base annual salary (based on 67 hours per month) up to a maximum of \$70,000. It is possible to purchase additional coverage from MetLife to augment this basic term life coverage. There are three more levels available for purchase. Election for additional contributory coverage must be done during annual benefit enrollment. A statement of health must be provided to augment the basic term life coverage.

As Flight Attendants, we are provided with three different types of Personal Accident Insurance policies at no cost -- AD&D, T&HAAI, and SPAI. Some of us may be saying, "What are those?" Acronyms are

very popular in the insurance world. AD&D refers to our Accidental Death and Dismemberment policy. T&HAAI refers to our Terrorism & Hostile Action Accident Insurance. SPAI refers to our Special Purpose Accident Insurance. Now we know why acronyms are so popular within the insurance world. Life Insurance Company of America (LINA) insures all of these group policies, and CIGNA processes the claims.

AD&D has a \$10,000 benefit payout for accidental injury that results in the loss of the employee's life or limb, paralysis, sight, speech, or hearing. (This loss must occur within one year of the accident to be eligible for benefits.) If interested, a Flight Attendant may augment this policy by purchasing additional coverage for herself/himself and family members. This optional coverage is called Voluntary Personal Accident Insurance (VPAI). Like optional term life insurance, it must be applied for during annual benefit enrollment. Unlike optional term life cover-

age, a statement of health is not necessary. T&HAAI provides a coverage benefit of up to \$500,000 for on duty accidental death or dismemberment resulting from terrorism, sabotage, or other hostile situations. This particular insurance is mandated by our current working contract. The specifics of the language can be found in Article (30.M.) (pages 304-308). SPAI provides a coverage benefit of up to \$100,000 to be paid when a Flight Attendant is injured in an accident while engaging in an organized search because of a bomb threat. (Coverage does not apply to an aircraft that is airborne.)

Next, we will discuss beneficiary designation. The Flight Attendant is the beneficiary of all Personal Accident Insurance policies when the accident does not result in the Flight Attendant's death. In the event of the Flight Attendant's death, the beneficiary named on the Flight Attendant's Term Life Insurance policy will be the recipient of the benefits of the Flight Attendant's Term Life Insurance policy and also of any of the Personal Accident Insurance poli-



STL Flight Attendant Gary Graham working the APFA Health Desk

It is very important, as recent events have shown, that an accurate contact be on file with the company just in case.

cies that apply. This is true unless the Flight Attendant during her/his career has chosen to name someone else as the beneficiary of her/his Personal Accident Insurance policies. This is a default provision to ensure that all Flight Attendants have someone who will receive the benefits of any policies that apply to her/his death. When American first hired us, we should have filled out a beneficiary designation form for our Term Life Insurance Policy and our Personal Accident Insurance policies. The person/persons listed on this form will continue to be considered the beneficiary of these policies in the event of our death unless at some point in our career we have chosen to name a new beneficiary or beneficiaries to these policies and filed the new names with American. Needless to say, it is extremely important to keep the beneficiary designation form up-to-date.

To find out who is considered the current beneficiary, a Flight Attendant can request a personal file review with her/his flight service manager or contact the HR Employee Service Center in writing to request this information from her/his insurance file. The Flight Attendant can re-designate a beneficiary as often as she/he wants. This can be accomplished by downloading the beneficiary designation form from the benefit web site on the jet sets in operations or from a home computer, by accessing the benefits web site at www.jetnet.aa.com. Once on the web site, select the Life Events page and then select "Forms, Brochures, and Checklists" and follow the prompts to download or e-mail the form. Flight Attendants can also call the HR Employee Service Center at (817) 967-1770 or (800) 888-1696 to request that this form be mailed to them. Once the form has been filled out, it should be mailed to HR Employee Services

at the address listed on the form. For the T&HAAI, since it is a contractual benefit, the beneficiary designation form should be available in flight service operations.

On this same note, anytime a Flight Attendant makes a change in her/his beneficiary designation, it is advisable that she/he updates personal information (especially the emergency contact name and phone number) with her/his flight service manager. This can be done by obtaining an emergency contact form in operations, filling it out, and returning it to the flight service manager. Flight Service will retain a copy, and an additional copy will be kept in the Flight Attendant's insurance file. Up-dating our emergency contact is something many of us have not done since we began flying. It is very important, as recent events have shown, that an accurate contact

be on file with the company just in case.

I hope that this information proves helpful. Due to space constraints within *Skyword*, I do not intend that this article completely encompasses all information concerning our Term Life Insurance and Personal Accident Insurance policies. I do hope that it has helped each of us think about the importance and procedure of designating a beneficiary and also given an overview of our company-provided policies. More information can be obtained through the benefits web site (as explained above), the Employee Benefits Guide, HR Employee Service Center, and APFA Headquarters Health Department.



HOTEL DEPARTMENT



Patty Bias,
*APFA National Hotel
Coordinator*

The Hotel Department, An Easy Target? They'd Better Think Again!



*IMA Flight Attendant and APFA Hotel Committee Member
Steve Carter*

As the long, hot summer continues, management is finding out that the Hotel Department at APFA is not an easy target for cost cutting. Maintaining and securing the hotels we deserve and expect has not been easy since early April. We have used many tools to fend off the company's attempts to move us to every dumpy hotel around the world. Sometimes I think that along with the book of the American Automobile Association (AAA)-approved hotels, there must be a book of "ZZZ"-approved hotels, and someone slipped American Airlines a copy. My committee and I have been amazed at some of the properties we have been asked to consider using for our layovers. We actually enjoy a good relationship with the contracts department staff; we just have to call one another back to reality sometimes.

With the help of all of you, the backing of the National Officers, the Board of Directors, and collaboration with my APA counterpart, Kent Haina, we have managed to pull a few rabbits out of the hat since all of this cost cutting began. We have had a majority of "wins" and a couple of very acceptable "ties" over the past few months. We fully expect to turn those ties into wins as soon as possible. There is no end in sight to the hotel selection

battle. We expect this full assault to continue well past the beginning of next year. My committee and I must remain vigilant every single day of the week to ensure American does not try to slip us a "ZZZ." Not that they are being mean, just sometimes a little too thrifty.

As most of you know, we were able to keep crews at the Park Central in New York, something that could not have been done without your help. We also are remaining on the beach in Miami at the Sherry Frontenac for long layovers and have secured a much nicer property, a Hilton, for short Miami layovers. Reaching an agreement on these two cities was extremely difficult due to the dollars involved. In my 32 years of doing Union work, I don't think I have had to cash in as many chips as I did for these two cities. At one point, I thought I might have to move the talks to Camp David or call in President Jimmy Carter. (I think they actually believed I could do that). This just shows that the APFA membership continues to be a force to be reckoned with. We have not been unreasonable. We have just applied some logic and common sense to the situation.

Then there are the many daily problems we encounter as we make hotels keep their end of the

deal. Like the airline industry, they too are trying to cut costs. While we understand all of this, we fight very hard to keep all inconveniences to crewmembers to a minimum. This is an area where the company does work with us to make sure the hotels comply, and we enjoy safe, clean, and comfortable accommodations.

Along those lines, some hotels have found new ways of doing business that actually are more efficient and make our stay more comfortable. Some hotels now immediately enter your repair requests on a special computer screen that gives the problem a special code and prioritizes it along with the other open items. Then it sends a message to the beeper of the engineer on duty giving the details, including room number, etc., so that the problem is resolved quickly. We appreciate the things our hotels are doing to make our stays as comfortable and stress-free as possible. During our site inspections, we generally tell hotel management that we expect that 98 percent of the time our crewmembers should have a hassle-free stay. (Which includes a remote control with working battery. What is it with those things?)

In my articles, I speak of my committee and often use the word "we." Sometimes "we" take phone calls asking who "we" are and if "we" have ever stayed in a layover

hotel. Well, I can assure you that everyone on my committee is a line Flight Attendant and sleeps in the very same beds all of you do. When they encounter a problem, I am the one who takes the heat. Actually, having them flying, which they do most of the time, is very good because they are able to do, if you will pardon the term, "ghost rides," on the hotels.

One of my committee members was in a hotel recently and kept hearing room doors slam and the conversation of the housekeepers in the hallway. He took out one of his Hotel Committee business cards and stepped outside his room just as a housekeeper was slamming the door of the room next to his. He introduced himself and discussed with her the importance of carefully and quietly closing room doors. It was a large hotel, and she happened to be a "floor supervisor." She was quite surprised to find out that one of the persons responsible for selecting the hotel was actually a working crewmember and was staying there. He let her know that we are everywhere.

Another committee member scheduled an appointment with the Operations Manager of a hotel, and after flying an all-nighter, they met for several hours detailing our issues and finding workable solutions to the

problems that many of our over 200 crewmembers per night were having there. I am pleased that we have had almost zero complaints since then. I am very proud of the professionalism of my committee and the tough job they perform. They are accountable not only to me, but, as I remind them, we are all accountable to 28,000 of our colleagues.

Although it is good for them to be anonymous while on a layover, I want you to know who they are. So over the next few months, we will feature their photographs and a short biography on each member. I am also excited to have a St. Louis based Flight Attendant on the committee and may have additional TWA-LLC members soon. Her new perspective should prove to be valuable to all of us. I hope you will enjoy seeing the photographs and learning about the people on the committee. They train very hard and work very hard because they believe you deserve it. They do walk in your shoes and, as I said before, they sleep in the very same beds.

'Til next time,

Patty



Suggestions and Update:

Jody, based at MIA, offers the following excellent suggestion: Be sure to check the amount of time allowed for free local and 800 calls. Although they are "free," this may apply only for a defined period of time. Also, at some hotels, you may make several calls, but the time is cumulative. When you call the front desk, ask for their specific policy regarding crewmembers. Get the name of the person you spoke to, and record the time you spoke to them. Many hotels have offered us free local and 800 calls, but we cannot and do not expect them to pay for long periods of time connected to the Internet or chatting endlessly with a long lost relative.

Donna, based at IMA, says that she prints a copy of the HIHTL for each layover. She then goes to HIDIR and prints the hotel and transportation companies' phone numbers. This has been very helpful, especially since airports are continually changing parking and pick-up regulations due to changing security directives from the TSA. **(HIHTL/flight number/date/departure city).**

From Sherry Ball in Hotel Contracts comes this update. Good news for her and for us. As of September 1st, American Eagle will fly the layover trips to SWF, Stewart/Newburgh. So we say so long for now. The hotel there was never anyone's favorite, and the choices were limited.

Hotel News and Reviews

Miami (long); *as reviewed by Kerri Pieper*

The Sherry Frontenac Hotel is our current long layover property located right on Miami Beach. It is a crew only hotel, which means every guest is a crewmember from various airlines. The rooms are clean and comfortable with all the basic amenities including refrigerators, an electronic safe, and a ceiling fan with various speeds. Also, there is a view of the ocean from every room.

In addition to having access to the beach, there is a beautiful heated pool. The pool area is home of the "honor bar." All beverages are \$1 each. Payment is on the honor system, so please be honorable. Also, there is a BBQ grill on the pool deck for everyone to use. The hotel will provide the charcoal. There is a well-equipped exercise room open 24 hours. Bicycles and golf clubs are available on loan. There are pool tables, a shuffleboard, and a piano in the lobby. There are computers with complimentary Internet access, or you can plug your laptop in the Internet access ports.

The hotel has a beauty salon that offers manicures and pedicures at very reasonable rates. Local and 800 calls are free, and long distance rates are reasonable.

The crew lounge has a 12-foot TV screen that receives 31 channels. You can rent a video/DVD from Blockbuster located just across the street. The crew lounge is also home of the complimentary continental breakfast served daily from 0500-1100. Pastries and breads are fresh every morning. You can enjoy your breakfast out on the pool terrace. Adjacent to the hotel lobby is an award winning Italian restaurant, The Prima Donna Café, that opens for lunch 1130-1500 and dinner 1700-2230. Room service comes from this restaurant, and the hours are the same as the restaurant. There is a 15-20 percent discount. A 24-hour Walgreen's drug store with an ATM machine is a few steps down the street. The owners and staff are very dedicated to the needs of crewmembers, as many of you have already experienced. This is a GREAT layover. Have fun at the beach.

Miami (short); *as reviewed by Patty Bias,* *National Hotel Coordinator*

We were able to secure a beautiful new property for our short layovers in Miami, the Hilton Miami Airport and Towers. It is rated Four Diamonds by AAA and Three Stars by Mobil. The property is situated on a private

tropical peninsula in the heart of Blue Lagoon, a 100-acre freshwater lake just 2.1 miles from the airport.

The hotel has 500 rooms and has been recently renovated. Rooms have either double, queen, or king size beds. All entrances are inside. Security is uniformed and employed by the hotel. Security guards have two radios and are on duty 24 hours. Rooms have electronic keys, barlock, and a peephole. Room windows open and have blackout drapes. Heat and air-conditioning are individually controlled. Both are available year around.

Rooms and public areas have fire sprinklers, smoke and heat detectors, voice communications, and fire escapes. There are fire extinguishers in the hallways, and the alarm system is connected to the fire department.

The amenities include free 800 calls; local calls are 95 cents each. Each room has a clock radio, television with cable channels and pay-per-view movies, coffee maker, iron/board, hair dryer, and make-up mirror.

The hotel offers 24-hour room service and two restaurants, The Coral Café, open 0630-2300, and The Cove, open from 1800-200. Our food discount is 10 percent

The lobby bar is open from noon until midnight. An ATM is located in the lobby.

The hotel has an exercise room, a very nice outdoor pool, and a jogging trail. There are security cameras on the jogging trail, but it is always best not to venture out alone.

Baltimore;

as reviewed by Sandy DiSalvo

BWI-Short Layover;

We will be renewing the contract at the Holiday Inn BWI Airport. The hotel has recently upgraded its appearance with new furniture as well as bed linens. The rooms are spacious and the beds have “triple sheeting.” The rooms offer standard amenities such as hair dryers, iron/ironing boards, and coffee makers. There is a nice pool and workout facility, and the hotel offers a 25 percent discount on food items in the restaurant.

The hotel is located 1.5 miles from the airport.

BWI-Long Layover;

To say this was a difficult choice would be putting it mildly. We will be utilizing two hotels in the Baltimore (Annapolis) area. We did review several hotels in the downtown Baltimore area, some of

which were lovely properties; however, the all-around crime rate in downtown Baltimore compared to that of Annapolis was astounding.

For that reason, we have made the choice to stay in the Annapolis area. Our current crew hotel, The Historic Inns, is a very controversial property among our crews. Crews either love the historic quaintness of the hotel or hate that it is old and “creaky.” Well, OLD it is. It was built back in the 1700s, and there are actually three properties used as the hotel. All of the buildings’ rooms are about to undergo refurbishment. New drapes, carpets, mattresses, bathroom tile, and vanities will be added, and some of the antiques in the guestrooms will be refinished. Yes, it will still be an “old, creaky hotel with slanted floors”; however, it is located in a very safe and beautiful area. Across from the State House and a few blocks from the U.S. Naval Academy, it is one of only a handful of hotels in the Historic area.

There are many neat little shops, restaurants, and pubs within walking distance, and the Maryland Inn offers crews a 20 percent discount in the bar and restaurant. APFA has made it very clear to the hotel management that we would like our crews put together in one of the three buildings, not separated. Also we want a 24-hour atten-

dant in the lobby of the Inn we stay in for safety and security reasons. The Hotel Manager has agreed to do this and is very willing to work with us to meet our needs.

The Historic Inns could not accommodate us with as many rooms as we require every night, nor could the Sheraton Barcelo, which will be our second layover hotel in BWI. For the most part, the longer layovers are planned to go to this hotel. It is located in Annapolis as well, however, not in the historic area. The hotel does offer a shuttle to the historic area from 8 a.m. to 10:30 p.m. daily. It is about a 10-minute ride. This Sheraton is a gorgeous property, and the décor of the rooms is very relaxing and clean. A few personal touches give the rooms a more elegant appeal. The rooms offer all the necessary amenities including coffee makers and hair dryers. The hotel will be installing “sweet sleeper beds” in the near future. This is the Sheraton version of the “heavenly bed” that we are all so fond of at different hotel chain. There is an indoor Jacuzzi and pool, with a small workout area. The hotel offers a 20 percent discount on food items and free 800 and local calls. A number of restaurants surround the hotel, and a large shopping mall is just across the street. Smaller shopping plazas

are within walking distance. The mall has a food court and a multi-movie complex. There should be plenty to do. This hotel also houses Iceland Air. The Historic Inns currently houses Air Ontario and America West as well as American.



Please visit the APFA Hotel Web Page for more information on layover hotels. Watch for unique enhancements to this page in the weeks to come.

Coalition of Flight Attendant Unions

APFA President John Ward, Treasurer Juan Johnson, Secretary Linda Lanning, and Safety Committee Member Ted Bedwell attended the quarterly meeting of the Coalition of Flight Attendant Unions in Seattle on July 16-17. The meeting was hosted by Teamsters Local 2000 representing the Flight Attendants of Northwest Airlines.



APFA treasurer Juan Johnson, President John Ward, and Secretary Linda Lanning

Representatives from the various unions discussed a wide range of issues during the course of the two-day meeting. Among the topics were Cabin Crew certification, safety and security concerns including the recent postponement of the requirement for screening of all checked bags, legislation including so called "baseball arbitration," and the state of the airline industry.



TWU Local 1st Vice President Michael Massoni and Juan Johnson

The Coalition is composed of APFA, the Association of Flight Attendants (AFA), the Canadian Union of Public Employer (CUPE)-Teamsters Canada (Airline Division), the Asociacion Sindical de Sobrecargos de Aviacion de Mexico (ASSA), the International Association of Machinists (IAM)-Local 2000, and the Transport Workers Union-Local 556. The Coalition of Flight Attendant Unions represents over 100,000 Flight Attendants.



John Ward, AFA President Pat Friend, TWU Local 556 President Thom McDaniel

The next meeting of the Coalition will be hosted by the IAM in October.

Thursday, June 13, 2002

Donald Carty
President
American Airlines
P.O. Box 619612
Dallas Fort Worth Airport, TX 75261-9612

Re: Excellent Service
AA 1396, DFW-TPA, April 7, 2002

Dear Mr. Carty:

I was a passenger on American 1396 from Dallas to Tampa on Sunday evening, April 7, 2002.

That Sunday night was not a good one for your customers traveling through Dallas. Severe thunderstorms and record rainfall wreaked havoc on flight schedules. Instead of going to Tampa as scheduled, the only place our flight went that night was out to the runway and back.

The amazing thing? Despite being delayed on the ground in a completely full airplane for nearly 4 hours the passengers seemed to take almost all of it in stride. It did not seem like four hours. And that was because of the cabin and cockpit crew of American flight 1396 on Sunday, April 7, 2002.

We actually had made it on to the runway and were awaiting takeoff clearance when we taxied off the runway onto the ramp. The cockpit crew's decision not to take off in the face of hazardous weather was borne out by the pounding of the rain and thunder and lightning that followed for the majority of the next 3 hours. We sat on the ramp for almost four hours waiting for a break in the weather before we returned to the gate. The cockpit crew kept us informed of what was happening throughout the evening. And when their duty time expired and they had to take us back to the gate, they advised us of that as well.

During this time the cabin crew did everything in their power to make sure the passengers were taken care of. They had no food to give out, but they used what was at their disposal to do what they could for the passengers. The Flight Attendants even enlisted the help of a 10 year old girl to help give out water. This took the focus off the delay and had the effect of humanizing the situation.

Unfortunately, I think you lost some of the goodwill gained by the crew of American 1396 once the passengers deplaned into the terminal environment. The Customer Service Agents were over worked, understaffed and had no answers and were quite short with many of the passengers.

However, this does not diminish the level of service and compassion provided by the crew of American 1396 that saved a lot of your customers, and in today's airline environment that clearly deserves to be recognized.

As a Pilot for another airline, I can empathize with the situation that both the cabin and cockpit crew were in and applaud their efforts and success in taking care of their passengers.

I appreciated it.

Thank you for your time.

Sincerely,

MARC K. HENEGAR
Technical Pilot
Flight Operations Technical Group
Alaska Airlines

Cc: Allied Pilots Association
APFA
Ms. Jane G. Allen, Vice President, Flight Services, American Airlines
Mr. Robert Kudwa, Chief Pilot, American Airlines

Letters to the Editor

Thank You! The Critical Incident Stress Management Survey in the June **Skyword** was a great idea! Hopefully everyone will benefit from this. Just wanted you to know this APFA member appreciates what you are doing!
-Kimberly Skoda, DFW

Because of my family situation, I regretfully had to resign as a Flight Attendant for American on April 17, 2002. I am writing to thank you for the support and dedication. The team going into negotiations during the last round of negotiations was so focused. I was so impressed with them during the meeting I attended at the Hyatt in San Francisco. Although I am no longer a Flight Attendant or an APFA member, I am enclosing \$17.50. This is the amount I owed at the time of my resignation. Continued success in the future contract negotiations!
-Selina Low (formerly SFO based)

Please bring back the bid positions #9 and #10 on the 767-300 so that the #2 doesn't have to work both the aisle and the galley. It is exhausting with a full load of 154 passengers.
-Pat Avery, IOR

I for one am so proud of our UNION—the Reps, the Officers, and the Volunteers. We got the contract we earned through the hard work of our Union and its loyal members.

I so appreciate Patty Bias, Steve Carter, Jenny Syracuse, and all of the people who went to bat for the Flight Attendants so that we could continue to stay at a SAFE, CLEAN, WELL MAINTAINED, and QUIET property in New York—The Park Central.

My one disappointment was in the number of members who voted NO on the small dues increase. Let's face it. We are up against a GIANT—American Airlines, the one we have to fight to get anything from. In the future, I, for one, hope that more members will take the time to vote in APFA elections and referendums. I also hope that more will consider the fact that the price of a Starbucks Venti Latte is not too much to ask as an investment in our future and our careers. We as

a group are worth it!
-Lisa Fleming, SFO

Is any consideration being given to reducing the number of language speakers required on aircraft?
-Geof Stanley, IDF

The company is exercising its contractual right under Article (11) to have three speakers onboard widebody aircraft.

Unfortunately, the company is not willing to agree to changes in the speaker complement at this time. The only way to force the issue would be to open full Section 6 negotiations under the Railway Labor Act. Obviously, with the current economic conditions, APFA is not interested in reopening contract talks at this time.

-Nancy Archer, APFA Contract Coordinator

Could we reduce costs by allowing our members with Internet access to forego having an issue of **Skyword** mailed to them and opt to read it off of the web site?
-Pete Yelick, ORD

This is certainly something that I have been looking at since assuming the position of Communications Coordinator in May 2002. Whatever decisions are made with regard to communicating with the mem-

*bership must reflect the membership's ability and willingness to access the information provided. Out of nearly 27,000 members, only approximately 11,000 have registered their e-mail addresses with the APFA Membership Department. In order to be responsible to the membership as a whole, we could not limit access to **Skyword** only to the web site. However, we will evaluate allowing members the option of choosing to access **Skyword** online rather than receiving a copy via U.S. Mail.*

DFW Flight Attendants Ann Schoeder, Roxie Rolfe, and Rhonda Perkins with John Ward



A Time of Upheaval and Confusion

By Linda Moen-Darr, *IDF*

I can still remember the moment in January of 1981 when my roommate received her certified letter from American Airlines, officially placing her on an indefinite period of furlough status. I knew that a letter exactly like it was waiting for me at my home in Phoenix. We were victims of the era of airline deregulation. All of the great sounding arguments for deregulation were working out quite differently than planned, and the airlines were trying to find ways to fix the problems they had created. As Flight Attendants, all we really knew was that the gray cloud of unemployment that had hung over our skies for the past two months had finally rained on our parade. Our one and one-half years of seniority had not been enough to protect us from this unfortunate turn of events.

We were not the first group to be furloughed, and each month the threat had been getting closer and closer. The company had a tape you could call with furlough information on it. Each time you called, you had knots in your stomach waiting to hear whether or not it had finally reached you. While it was disheartening, receiving the actual notice was almost anticlimactic and a signal to move on to the next step. We now had a date by which we would be required to turn in our IDs, manuals, keys, and

change fund. We had very limited travel privileges in those days, so a D2 card was not on the list!

Now came the tough part. What to do now? We had been told that recall was quite probable, but then, as now, there was no set time frame to go by. I didn't want to get a "real" job, because I knew as soon as American said, "Come back," I was gone. I felt confused, sad, and frustrated. No one outside of the airline business seemed to understand. They saw that you were out of work, so go get a job. What's so confusing? That made me frustrated. It made me sad to suddenly be uprooted from a job that I really enjoyed and a lifestyle that I was learning to love. It was also hard to feel that life at American was still going on without us as if we didn't matter. The update tape at American was my source of both hope and disappointment, as it seemed the airline's economic recovery was not going to be quick.

After a short time feeling sorry for myself, I applied for unemployment, went out, and got a job working lunches at Houlihan's. Then I sat back to wait for my recall notice. The amazing thing was that it wasn't long before I was having a great time and enjoying my summer and the people around me. I can't say I didn't think

about American at all, but by the time I got a letter from them in May, offering work in Reservations, it took only a few minutes to decide to wait for the actual recall to return as a Flight Attendant. It came a few short weeks later. We were asked to choose from a list of available bases and to let them know if we were in fact planning to return. We had a choice of LGA, ORD, and DFW. As it turned out, my class, 79-24, was split in the recall. I ended up having to wait another two weeks to go back and was sent to DFW. There was some bitterness toward American because of the split recall. The entire first, and most senior, group was sent to LGA, but only two weeks later, the remainder of the recalled Flight Attendant group was given a choice of ORD and DFW. Underlying all of the emotions was a stronger relief at being back to work. I felt some guilt that there were still many more not being recalled. However, I was glad to return to flying.

Because we had been off only five months and our EPT's were still current, we only had an orientation at our bases and received our company-issued items and a replacement/open time schedule. Most of us flew the very next day, and it was like we had never been gone. It

took almost two years for the rest of the furloughed Flight Attendants to be recalled. I'm sure that what they went through was much different from my experience.

One of the biggest differences in my furlough and the one we are in now is the proactive support of APFA this time around. I think our Union is doing an outstanding job to provide resources and support to the furloughed Flight Attendants. I think those who utilize them will probably experience a less "disconnected" feeling than we had in the 1980s.

The one thing that I gained from being furloughed was a cementing of my desire to fly. It gave me an opportunity to live in the outside world once I had dabbled in this one. I know that when the day comes that I leave flying, and it will, that I will miss it.



For more information on the status of furloughs and links to useful resources, please visit the Furlough Page on the APFA Web site.
www.apfa.org

YOU ARE NOT FORGOTTEN!

733 American Airlines
Flight Attendants
833 TWA-LLC Flight
Attendants

There are currently
1,566 Flight Attendants
at American and
TWA-LLC that remain on
furlough status as of the
publication of this issue
of *Skyword!*



A Tribute to Nancy L. Wozniak

01 Aug 1939 to 17 May 2002

By **Patt Gibbs, IDF**

One of APFA's founding members and one of Chicago International's most popular former Purser, Nancy L. Wozniak, made her final flight on May 17, 2002. Nancy's unexpected death came as a complete surprise to all of her friends and family. Nancy started flying with American Airlines on May 25, 1960, as one of C.R. Smith's "Honey Buns." After a very long career first as a "Stewardess" and then as a respected Flight Attendant, Nancy retired on November 27, 2001, with a double digit seniority number of 50! Most of you reading this article probably never knew "Woz" or even heard of her. She was a remarkable woman who helped change the image of our job on board the aircraft. We can proudly say we are professional Flight Attendants because of many of her efforts.

Nancy was already involved in union activities when I started flying in 1962. She was a member of the Airline Stewards and Stewardesses Association and helped represent Stewardesses. Nancy served in almost every union representative position with every union we have had. In 1976, she joined the organizing team in Chicago to help bring about the formation and birth of APFA. She was a member of the grievance and arbitration section of

our unions and was a board member on one of my first terminations.

Nancy was one of the most elegant and well-dressed persons to participate in picketing and labor demonstrations during the '60s, '70s, and '80s. She once visited the local jail in Chicago to check out the accommodations for Flight Attendants who might get arrested for demonstrating during the 1981 contract. She got all dressed up in her finest clothing, jewels, hat, and all to do an actual visit to the police station. The local police were so impressed by Woz that they assured her she and her girls would have first class accommodations if arrested. Fortunately, none were.

In the 1993 Strike, Nancy was scheduled to take off from Paris on a return flight at almost the same time the strike was to begin. As Purser, she ran a tight ship and looked after her crew. When she learned that the strike was on, she advised the Captain that she and the crew would be leaving the aircraft and apologized to the cockpit because the company had forced APFA to strike. She then got on the P.A. and announced to her crew that APFA was on strike and that all Flight Attendants were to gather their personal belongings and to leave the aircraft with the same dignity with which they had boarded. Nancy

ended up in Paris during the Strike and took care of her crew until they arrived back in Chicago. Nancy was such an excellent union member role model because she didn't just ask you to do something for the union; she always did it with you.

Nancy helped bring about changes in our contracts that eliminated the prohibition on marriage, the right to have children, the right to fly past the age of 32 years old, and the right to get hired if you were a minority or male. Even if you knew Nancy from work, you probably didn't know how much Nancy contributed to the changes and improvements in our job that we take for granted.

As the founding President of APFA and a former leader and negotiator over the years, I always knew that if I needed someone on the picket line, to answer calls, to go to Washington, D.C., to talk to a distraught member, to give support for changes within the union, I could count on Nancy. I knew that if there were only three people on a picket line, Nancy Wozniak would have been one of the three.

Nancy had a private side and loved her mother Gigi and her sister Jeannie and all of her nephews, great nieces, and her extended family

members. Nancy went back to school in the '80s and obtained her certification as an alcohol and substance abuse counselor. She worked at a local Chicago facility that treated abused women. Nancy gave freely of her time to APFA as well, helping with EAP problems. During the September 11, 2001 catastrophe, Nancy went to APFA's command center in Chicago and stayed there, helping those who needed her, until Liz Mallon, ORD Chair, and Doug Elmore, IOR Chair, determined that everyone had been cared for and she could leave. She was there for many long days and nights.

What should we remember most about our friend and APFA member Nancy Wozniak? I think it should be her contagious laugh, her elegance, her unique story telling, her love for her family and friends, but most of all her contributions to our profession as Flight Attendants.







APFA Memorial Dedication



On Thursday, June 27, 2002, APFA held a ceremony at APFA Headquarters to dedicate a memorial marker and oak tree in memory of the Flight Attendants and Pilots killed on September 11, 2001. The marker and the tree were made possible through generous donations made by APFA members and various other individuals.

The dedication began with an invocation by Ken Merritt. The invocation was followed by remarks by APFA President John Ward. American Airlines Credit Union President and CEO John Tibbetts, along with APFA member and Credit Union Board Member Patrick Hancock, presented President Ward with a limited edition painting titled "Out of the Storm" in honor of all of those lost on September 11th. APFA Vice President Jeff Bott, along with DCA Chairperson Robert Valenta and BOS Chairperson Julia Carrigan, addressed those in attendance and presented the Jose Chiu Award to families and friends of the crews of Flights 11 and 77. A reception followed the dedication service.

The dedication gave the APFA family an opportunity to honor those we have lost. Not only was this a truly memorable experience for everyone in attendance, but it was also an honor to spend time with the families and friends of those who gave their lives so heroically. Now, every day those who work in Headquarters can look out and see the marker with the names of each Flight Attendant and Pilot lost on September 11th and remember them. We can watch the effects of the change of seasons through our beautiful oak tree.

MIA

Family Leave Crewmember Summary

Did you know that you can request a Family Leave Crewmember Summary from your Flight Service Manager? It only takes a few seconds to get a copy. This summary details your available days, the dates of the days you used and the removal code. It also has a column that displays a 12-month aggregate of accredited hours (on-duty hours). This summary can assist you when you need to know if you qualify for a Family Leave. If you don't qualify for the 720 on-duty hours worked in the twelve month rolling period preceding the start of the leave, you can still request a Family Leave packet. After completing the required information, it would be best that you fax this information to American Airlines medical so that you can retain the original and have confirmation that you sent it. If you were denied due to insufficient hours worked, would you PLEASE leave this documentation in the APFA DOM lock box. We will make sure this documentation goes to headquarters.

Grooming Checks

Grooming checks are on the rise. If you feel that you have been mishandled, please

bring this to our attention. Management should not interfere with our safety checks, our briefings with crewmembers and air marshals, or any other related security issues. We also need in writing what events took place, so we can handle the problem correctly. We have been notified that flight service managers are everywhere in OPS, at the gate, and in the terminal.

Diversion Pay

Diversion pay is in effect. When a flight is diverted and the aircraft is not blocked in at the gate, and/or passenger egress is prohibited, each Flight Attendant shall receive full flight pay and credit for all such time on board. Such time will not be included in the duty aloft calculation as provided in Article 7. J of the Basic Agreement nor will flight time pay and credit run concurrently with any holding time or ground time compensation as provided in Article 3.J and 3.I.

Injury-on-Duty (IOD)

If you are off work because of an injury-on-duty, salary continuance is paid for a specified period of time in accordance with Article 26.D

and E. If you select a PPN physician, you will receive 120 days full pay. If injury is caused by rough air or forced landing, you will receive 180 days of full pay. MIA Flight Attendants MUST see a PPN doctor. If you have been injured at work, you must contact either your FSM or MOD. Your injury counselor will then notify you. The injury counselor follows up with Hartford Insurance Company to assign you an adjuster. Next comes the nurse case manager, who will assist you in understanding the medical issues related to your injury and will facilitate the recovery process. Your nurse case manager can discuss treatment issues, diagnoses, and prognoses. If your physician is not aiding in your recovery, your nurse case manager can assist you in selecting another primary care provider. If the above departments are not effectively assisting your needs and you have concerns, please contact us immediately.

Cheri Washbish

MIA Base Chairperson

Barbara Rives

MIA Vice Chairperson

JFK

As the one-year anniversary of September 11, 2001 approaches, we wanted to share some pleasant news that came out of this tragedy. JFK Flight Attendant Nancy Niedermeyer gave birth to a beautiful baby girl, Angelica Joy, on May 2, 2002. She weighed in at 5 pounds, 1 ounce. Al, her dad and Nancy's husband, was an officer with the Port Authority Police of New York and New Jersey. He lost his life at the World Trade Center on September 11, 2001 in New York City. The baby will be christened on September 22, 2002. Please join us in sending your good wishes to Nancy and her family.

Michelle Nasca

JFK Base Chairperson

Kat Clements

JFK Base Vice Chairperson

ORD

As we enter the waning days of a very hot summer in Chicago, we want to thank all of our Chicago Flight Attendants for their constant input. It is only through membership participation that we can confront and seek resolution to problems that arise.

If you believe that you have a scheduling issue that might need grieving (filing a Notice

of Dispute), documentation is key. When you are in the middle of a weather session, etc., start keeping a diary of everyone you speak to and the times. Also, pull copies of changes to your HI3, HI1, and NS's, Make Up lists, etc. Then, make copies of those copies. Always keep a copy for yourself for your own file.

We all are bound by time limits for filing. In Chicago, we do everything we can to get the issue settled at base; however, there are issues that affect the whole system and those will generally end up in the System Board of Adjustment. That falls under APFA's Vice President's Office and the various Division Representatives. At that point, APFA and various members of management will try to reach a resolution. If not, the case may be scheduled for arbitration. The arbitrator's decision, for the good or the bad of it, is final and binding.

There is always an exchange of documents, and cases are won and lost on documentation and witnesses. At APFA, we are blessed to have so many former Representatives who negotiated and implemented contracts dating back to at least 1964. They are an incredibly valuable resource when it comes to the intent of language in the Contract.

If ever you have a chance to witness an arbitration, you will be very impressed. You will see the enormous amount of prep that goes into the presentation. We recently presented an ORD Base Grievance on the issue of reassignment pay protection on a mid sequence MIC Articles 8 and 9 P. 1. At this writing, we are awaiting the decision.

The next major arbitration we are prepping is the FMLA Arbitration. If no resolution can be reached between the parties, the arbitration will be heard in October. Some of the prep work will be done at the Chicago APFA Office. We have already received a great deal of documentation and support systemwide. If you have any documentation that could support our case, please contact us right away at the ORD APFA Office. All documentation is welcome. You never know what may be valuable!

Also, remember that the 18th of every month is ORD APFA Rep in Ops day. We are located towards the back of K19 Ops. We are there to answer your questions, help you with bidding, and listen to your concerns. Come on by!

If you need an APFA pin, bag tag, or No FeAAr sticker,

leave a note in one of our mailboxes, and we'll put your item back in your mailbox.

Don't forget to add your name to the APFA ORD e-mail group. Just send your name, employee number, and e-mail address to apfachord@earthlink.net.

Thank you again for all you do!

Fly smart and take care of each other.

In Unity,
Liz Mallon
ORD Base Chairperson
Steve Wilson
ORD Base Vice Chairperson

DFW

ARE YOU ON THE LIST?

We encourage all DFW Flight Attendants to stop by the DFW domestic bulletin board the next time you are in any of the DFW flight service operations areas. Please be sure that your name is not on the LIST (Dues Arrears). If your name does appear on the list, please call APFA Dues Department at 1-800-395-2732, ext. 8151 as soon as possible to make arrangements to have your name removed. Remember, it is your responsibility to make sure you are dues current and the information that you

provide to APFA is correct and accurate.

SICK CALLS

Just as a reminder: if you call in sick and stay out more than six days, the occurrence will be charged as two points. You may choose one of the following:

1. Go to AA Medical,
2. Provide a note from your doctor with a prognosis, diagnosis and the dates of treatment or
3. Call Dial-A Nurse at 1-800-555-2373, in which they will ask you a couple of questions regarding your illness. After completing one of these choices your absence will be reduced to one point.

VACATION RELIEF BIDDING

As you know, Margaret and I conduct a Day in Ops the third Wednesday of each month. We have been fortunate to be in operations during the last two bid cycles. This has provided us the chance to assist Flight Attendants with the new vacation relief bidding procedures. The feedback from the base on the new relief procedures has been very positive. We look forward to meeting more of you personally during an upcoming Day in Ops.

Chris O'Kelley
DFW Chairperson
Margaret Stewart
DFW Vice Chairperson



DFW Vice Chair Margaret Stewart and DFW Flight Attendant Terry Talbott



DFW Chair Chris O'Kelley and Vice Chair Margaret Stewart during Day in Ops at DFW

LAXI

The HOT topic at LAX-I has been a turn versus a lay-over for the Kauai trip. We have been notified that as of September 4th, Kauai will be a layover. I know that this news will meet with mixed emotions.

Sandra Mitchell
LAXI Chairperson
Kathleen Olson
LAXI Vice Chairperson



Barbara Lynn Giannasca Foundation

The Barbara Lynn Giannasca Foundation is a non-profit organization dedicated in honor of Barbara Lynn "Bo" Giannasca for charitable contributions toward worthy causes. Contributions are tax deductible.

Bo was a Flight Attendant on American Airlines Flight #587 out of JFK International Airport on November 12, 2001, which crashed shortly after takeoff in Rockaway Beach, NY. More information about Bo can be obtained through her website; (www.RememberBo.com).

The purpose of this foundation is to continue in the outstanding, unselfish, and loving spirit of Barbara Giannasca. Just prior to the tragic event of November 12, Bo completed a three-day walk for Breast Cancer raising over \$18,000. She lost her mom and sister-in-law to breast cancer, which gave her the drive to raise as much money as possible for such a great cause. Bo walked not only in memory of them, but also in memory of the American Airlines Flight Crew who lost their lives on September 11, 2001. She proudly wore a ribbon for each Crewmember pinned to her pink shirt with pictures of both her mother and sister-in-law printed on it.

This year, twelve members of "Team Bo" will participate in the Avon three-day walk for the cure of Breast Cancer. We will walk 720 miles in memory of Bo and for the ongoing research for the cure of breast cancer. Complete financial data will be posted to the "Remember Bo" Web site showing the total amount of money raised and the distribution of funds.



Bo wrote the words "Spread Your Wings and Fly...Guide Your Spirit Safe and Sheltered," on the handrail at Ground Zero on November 2, 2001. She then pinned her ribbon, which she wore on her 60-mile walk for breast cancer, on the American Airlines banner, in honor of each of the Crewmembers from September 11th.

www.RememberBo.com

Please mail this form with your tax deductible donation to:

The Barbara Lynn Giannasca Foundation

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Company: _____

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Contact Phone Numbers

Carole Starr – 516.922.0743 • RAV97@aol.com
John Giannasca – 516.897.9200 • Fax 516.897.3780 • JohnGian@msn.com

Is Our Pension Safe?

by Jill Frank,
APFA Retirement Specialist

This article has been reprinted at the request of many members who are concerned about the security of our pensions.

One of the questions that has arisen, especially lately, is the safety and protection of our pension funds. We've all heard horror stories of misspent monies and missing pensions. So this is a good time to find out what protections are in place for our future retirement dollars.

WHAT IS OUR PENSION PLAN?—The Retirement Benefit Plan of American Airlines, Inc. for Flight Attendants is a 75-page document that specifies the terms and conditions of our pension plan. It spells out definitions, eligibility requirements, formulas for benefit calculations, methods of payment, and the administration and management of the Plan's assets.

CAN THE COMPANY TERMINATE THE PLAN?—In the Plan page 67, Article XIII 1.a it is clearly stated that “the company will not amend, suspend, or terminate the Plan for the duration of the Collective Bargaining Agreements between the company and the Association.”

Additional protections against unilateral Company action to amend or terminate the Plan are spelled out in Article 36 of the new American Airlines-APFA Collective Bargaining Agreement. So, for those who are worried that American will simply terminate the Plan to save money, that is not an option.

WHAT IF AMERICAN (REORGANIZES) OR GOES OUT OF BUSINESS?—Every employee at American (management included) has a vested interest to ensure this doesn't happen. No one is going to choose this as a solution to the current financial challenges. Instead, every effort will be made to make American Airlines a profitable company again.

BUT WHAT IF THIS DOES HAPPEN? WHAT HAPPENS TO OUR PENSION MONEY THEN?—The demise of a company does not necessarily terminate the pension plan. If a Plan is fully funded (and it was for the year ending 12/31/2000), it would remain in place for anyone who is owed a pension.

HOW IS THE PLAN FUNDED?—The obligation to fund our Plan is based upon an annual review of the assets. Supported by the successful stock market growth of the last 10 years, the Plan has actually been fully funded at more than 100 percent.

WILL THE PLAN NEED TO BE FUNDED AT THE END OF THIS YEAR?—In light of the stock market performance for the year 2001—plus the fact that our new Contract made our pensions more valuable—American may have to contribute additional funds to the Plan for the year 2001.

WHEN MUST THE FUNDS BE CONTRIBUTED?—The accounting is done based upon year-end calculations, and the due date for any required company contributions is September 15 of the following year. So it is the responsibility of American to make the necessary contributions annually by September 15.

WHAT IF AMERICAN GOES BANKRUPT OR FILES TO REORGANIZE?—Bankruptcy doesn't necessarily terminate the Plan. If it is fully funded, it would remain in place.

IS OUR MONEY PROTECTED? Yes, The Employee Retirement Income Security Act of 1974 (ERISA) created The Pension Benefit Guarantee Corporation

(PBGC, available online at www.pb.gc.gov) to guarantee payment of basic pension benefits earned by workers.

HOW DOES IT WORK?—If the employer terminates a Plan in which it does not have enough money to pay all benefits owed, and the employer can prove to the PBGC that the business is financially unable to support the Plan, there would be a distress termination. If that were to occur, the PBGC would take over the Plan and step in to serve as Plan trustee, supplementing the Plan's assets with PBGC funds in order to make sure that current retirees and future retirees receive their pension benefits to the extent required by law.

WHAT BENEFITS DOES THE PBGC GUARANTEE?—PBGC guarantees monthly pension benefits beginning at normal retirement age, certain early retirement benefits, and spousal benefits under joint and survivor coverage. These are subject to federal limitations on the maximum amount and types of benefits that the PBGC can guarantee. PBGC does not guarantee health care, vacation pay, or severance pay.

WHAT IS THE MAXIMUM AMOUNT THAT THE PBGC CAN GUARANTEE?—The maximum benefit guarantee is set each year under the provisions of ERISA. For pension plans termi-

nated in 2001, for example, the maximum guaranteed amount is \$3,392.05 monthly, for a worker who retires at age 65, with somewhat lower amounts for those who retire at earlier ages.

ARE THERE OTHER LIMITS ON THE PBGC'S GUARANTEES?—Yes. For example, if the Plan was amended to increase benefits within the five years before it terminated, the PBGC's guarantee of the improvements may be gradually phased in over a five-year period.

IF AN EMPLOYEE IS STILL WORKING, BUT FULLY VESTED, WILL SHE/HE STILL BE ELIGIBLE FOR A PENSION?—The eligibility is the same whether retired or still employed.

This information is offered to help educate all of us about the protections that exist for our money if our Plan was to terminate. Remember though, that is not something that can be arbitrarily done and, if the Plan were fully funded, it wouldn't happen even if American Airlines were to reorganize in bankruptcy. While it is understandable that due to recent events people are concerned about our Plan, at this point there is no threat to the benefits provided under the Plan.



767 - 300 Rest Seats



APFA President John Ward and IDF Chairperson Steve Watson looking over the mockup of the 767-300 Crew Rest Module.



Colleen Brenner during review of the 767-300 Module.

In June, APFA President John Ward, APFA International Negotiator Colleen Brenner, and IDF Chairperson Steve Watson attended a critical design review of the 767-300 crew rest module at the American Airlines Learning Center. The APFA Representatives along with representatives from the company inspected a mock up of the module and reviewed the work done to date. Additional modifications of the module will be done and another review will be conducted in August.

The actual crew rest seats for the 767-300 are being produced in Ireland. APFA will send representatives to the production site in September to review the progress on the design and production of the new crew rest seats.



Nash Hirjee, Senior Analyst In-flight Products, and Steve Watson conclude the presentation at the Learning Center.

APFA in Washington

On Thursday, July 11, 2002, APFA President John Ward traveled to Washington, D.C. to meet with Senator Dianne Feinstein of California. President Ward wanted to personally thank Senator Feinstein for sponsoring the Senate resolution acknowledging Flight Attendants for their professionalism and bravery and discuss with her legislation she plans to soon introduce regarding cabin air quality. To view a copy of the Senate resolution, please go to the APFA Web site under "Hot Topics."



APFA President John Ward and Senator Diane Feinstein of California

While in Washington, President Ward also had the opportunity to meet with several members of the House Transportation Committee. He thanked each of them for the work they are doing for Flight Attendants and our membership in particular.



APFA President John Ward, Senator Diane Feinstein, and APFA Legislative Representative Joan Wages

September 11, 2002



The leaders
of the
Coalition of
Flight
Attendant

Unions would like to suggest that all Flight Attendants wear a BLACK ribbon behind their wings on September 11, 2002. This is in remembrance of those lost in the tragedies of September 11, 2001.

ARE YOU WEARING YOUR UNION PIN?

The APFA Union Pin is a symbol of unity and pride in our Union. Make sure your pin is proudly displayed on your jacket lapel or uniform dress. Feel free to wear your union pin when attending American Airlines training classes or when pass riding. It signifies to everyone, especially and most importantly the company, that you are a member of APFA, the union representing the 27,000 Flight Attendants of American and TWA-LLC.

Mass E-mails

By George Price,
APFA National Communications Coordinator

The APFA has many ways to communicate with the membership as I described in the May 2002 issue of *Skyword*. One of the most unique methods is through "mass e-mails." This is a message sent to each member who has an e-mail address registered with the APFA Membership Department. Mass e-mails are used to relay information of importance that may require some type of membership action such as a letter to members of Congress or participation in a picketing event. They are a fast and efficient way of passing along information, especially information of a time sensitive nature, to our members.

Since May, APFA has sent out two mass e-mails. The first message urged members to write their congressional representatives asking that they support a letter from Congress encouraging former FAA Administrator Jane Garvey to relinquish authority over crewmembers health issues. This would allow OSHA to assume the authority. The second message sent in July reminded Flight Attendants to complete the CISM Survey included in the June, Issue 5 of *Skyword*. Unfortunately,

some Flight Attendants were not familiar with the "mass e-mail" concept. This is the reason for this overview.

Mass e-mails are not a form of SPAM. They are a message from the Union to the membership. It is information APFA feels needs to be relayed quickly. All mass e-mails will have the subject and the fact it is being sent from the APFA clearly identified. A response to the message is neither required nor requested.

The use of e-mail is a relatively new and exciting way to communicate with the membership. Whenever we adopt a new system or a new way of doing things, there are always glitches that need to be worked out. Mass e-mails are no exception. We plan to utilize this system on a much larger scale in the future. For this reason, we are working to identify and eliminate problems in advance.

We encourage all members with Internet access to register their e-mail addresses with the APFA Membership Department and keep them updated. This will allow the APFA to more efficiently and effectively communicate with you.

STL/ISL/LGA Base Election Notice

Elections for STL and ISL Base Chairperson and Vice Chairperson and LGA Vice Chairperson have been scheduled. The following is the official timeline for these elections:

July 22	Willingness-to-Serve Notifications mailed.
August 21	Willingness-to Serve Notifications due in the designated post office box by 1000 Central Time.
September 10	Ballots mailed.
September 10	Deadline to execute payment plan in order to be eligible to vote in the election.
September 10	STL and ISL Flight Attendants must have completed a Membership Application Card. Must be dues current in order to be eligible to vote.
October 7	Ballots due in the designated post office box by 0900 Central Time.
October 10	APFA National Ballot Committee will certify the results of the election and announce them on the APFA HotLine and publish them on the APFA Web site.

Questions regarding these elections should be directed to the National Ballot Committee at APFA Headquarters at 800-395-2732, extension 8311.



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Amy Landrum, Roland Smith and many others.*



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