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1993-2003

10th Anniversary of the Strike Against
American Airlines

happy holidays from APFA

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tenth anniversary of the strike against American 1993 - 2003



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John Ward
APFA President

Commuter Policy

This month, I'd like to bring you up to date on an issue that the APFA has been working on for some time. As I've previously shared with you, during last spring's Restructuring Negotiations, the APFA put forward a lengthy list of enhancements in exchange for any concessions the Company was seeking from us to avoid bankruptcy. Among these was a so-called "Commuter Policy" to assist the large number of Flight Attendants who commute.

In answer to the APFA's request for a Commuter Policy, management responded the same way that it responded to most every-

thing else we put forward: "NO." What it failed to tell us, however, was that while it was refusing to even discuss the issue with us, it was, in fact, agreeing to a Commuter Policy for the Pilots. Unfortunately, this comes as no surprise to anyone, as we now know all too well how the Company "forgot" to inform us about the existence of a lot of things at that time. After discovering what had been agreed to between management and the Pilots, I approached the Company about sitting down with us to negotiate similar language. It agreed.

Since that time, there have been a series of meetings during which the Company has flatly refused to get serious about providing us with an equivalent letter that offers the same benefits as it has agreed to provide to the Pilots. There is no excuse for the Company's intransigence. After all, commuting is even more of a headache for Flight Attendants given the fact that the Pilots have a reciprocal jumpseat agreement - something else the Company has shown no willingness to extend to Flight Attendants.

The Pilot policy does not require the approval of crew schedule should a commuter call within the designated time period and request to begin a sequence that has a first leg

deadhead to the commuter's home city. For example, a DFW-based Pilot who commutes to Phoenix and who is scheduled to deadhead from DFW to Phoenix as the first leg of her/his sequence need not receive crew schedule's approval to begin the trip in Phoenix. In contrast, management has demanded that the commuting Flight Attendants secure crew schedule approval. Despite the fact that the Company has stated that it is committed and open to finding an acceptable solution, it has refused to budge on this issue at all and has made quite clear to the APFA that it doesn't intend to.

The Pilot Letter of Agreement has some protection against arbitrary crew schedule conduct in that it provides that crew schedule will not "unreasonably withhold" its approval. Management has steadfastly refused to provide Flight Attendants with even this slight level of protection.

Additionally, the Company is refusing to allow a Flight Attendant who is scheduled to deadhead to base on the last leg of a trip the ability to be released to deadhead to her/his commuter city with the appropriate Company business travel classification, i.e., "A-12," even though Pilots now have the ability to do so. In other words, while Flight Attendants released to deadhead home must do so at their own

expense on a "D-2," the Company provides the commuting Pilots with an "A-12."

Of course, the issue is not that Pilots shouldn't be permitted such enhancements. They should. However, we want an agreement that provides for just as many enhancements as the Company has already agreed to provide to them. I'm sure most Pilots would agree with that. So what's really going on here? I don't think there's any doubt.

We're all painfully aware that this Company, for years, has adopted dual standards for the predominately male Pilot workforce and the predominately female Flight Attendant workforce. The Company's new leadership keeps telling us and the outside world that it's committed to change, that business as usual will no longer be accepted. Yet talk is one thing and action quite another. When the Company subjects Flight Attendants to second-class status, it's hard to find the evidence that management has finally gotten it, that it's finally accepted the fact the Flight Attendants - its front-line interface with the traveling public, its best salespersons - have the right to be treated with dignity and equality.

No matter how frustrating and downright irritating management's actions are, I'm committed to continue the fight until we

finally obtain what we're entitled to. On the issue of the commuter policy, as I've made clear to the Company, the APFA remains willing and able to meet and negotiate an agreement. However, as I'm sure you would agree, it must be something that provides real benefits to Flight Attendants, not an agreement that has so many restrictions that few, if any, will ever benefit from it.

I will continue to vigorously press for something that will truly benefit the membership and will not settle for an empty bag.

As I write this article, the holidays are fast approaching. As usual, Flight Attendants will be the ones who will keep the airline running during this time, helping to bring others together with their families while, in so many cases, you are forced to be away from yours. Please know how much respect and admiration I have for all of you during these difficult times as you continue to do what you do best and always with the professionalism for which American Airlines Flight Attendants are known. I wish you all the best this holiday season, and may the New Year be a better one for us all!





Jeff Bott
APFA Vice President

System Board Department Settles Three Presidential Grievances Resulting in Potential Attendance Policy Relief

As announced on the APFA Hotline November 13, 2003: The APFA has consistently voiced its concerns to the Company that the current Attendance Control Policy (ACP) does not provide Flight Attendants with a reasonable means to clear their record. In addition, the policy is viewed as punitive by not taking into account the prior good attendance record a Flight Attendant may have maintained. On that note, following meetings with the Company, I am pleased to announce the settlement of three Presidential Grievances on the Attendance Policy.

Overview of Presidential Grievance Settlement

In order to monitor the effectiveness of these enhancements made to the policy, three trial periods have been set. The APFA's goal is to provide its members with valuable improvements as well as reduce the negative impact of reassignments and short-staffed flights, which are a direct result of high absenteeism. Trial Period #1 began on November 15, 2003, and will run through January 15, 2004. Trial Period #2 will run from January 16 - June 30, 2004. Trial Period #3 will run from July 1 - December 31, 2004.

If the lost time limitation goal of 1,550 Flight Attendant sick calls (cannot exceed 8.6% of the total active APFA Flight Attendants) is not exceeded on any single day

during the trial, the new enhancements will take effect. They will allow our members who do not incur a disqualifying instance (sick call, missed trip, etc.) during each successful trial period to move back a step in the ACP if they are beyond Base Level (including Attendance Coaching and Counseling through Pre-Termination). Specifically, if a Flight Attendant is on a First Written Warning under the Attendance Control Policy as of November 15, 2003 and does not incur a chargeable occurrence between November 15, 2003 and January 15, 2004 (trial period #1), that Flight Attendant will go back one step in the Attendance Policy and revert to Attendance Coaching and Counseling. Following trial period #2, if the same Flight Attendant continues to maintain a record without any chargeable occurrences from

January 16, 2004 to June 30, 2004 (trial period #2), s/he will go back another step and return to Base Level. Prior to this settlement, that same Flight Attendant could incur no instances and would retain her/his First Written Warning for a period of up to two years with no opportunity of relief written into the policy.

If the lost time maximum does not exceed 1,550 sick calls on any single day (or 8.6% of the total active APFA Flight Attendants) during the trial period and a Flight Attendant who does not incur a disqualifying instance is at base level, that Flight Attendant will accumulate flexibility points (up to four), which may be redeemed for a reserve day off or a non-chargeable, non-progressible PO. The reserve day for which a Flight Attendant submits a release request must touch an existing duty-free period on the Flight Attendant's schedule. This day of release does not break the Flight Attendant's guarantee. Those Flight Attendants requesting POs for a regularly scheduled day off will have the option to be paid for this PO using accrued vacation days from the following year's vacation.

This is the first time ever that the Company has agreed to allow a standard format for all Flight Attendants who do not incur a chargeable occurrence to reduce their level of corrective action or return to non-disciplinary status. This is particularly helpful considering the fact that approximately one-half of the membership are involved in some facet of the attendance policy.

APFA Representatives from the System Board Department, specifically Susan French, Patt Gibbs and Patrick Hancock, IDF-based, and Lenny Aurigemma, BOSI-based, assisted me in discussions with the Company for several weeks leading to this resolution, and I wish to thank them publicly for their assistance.

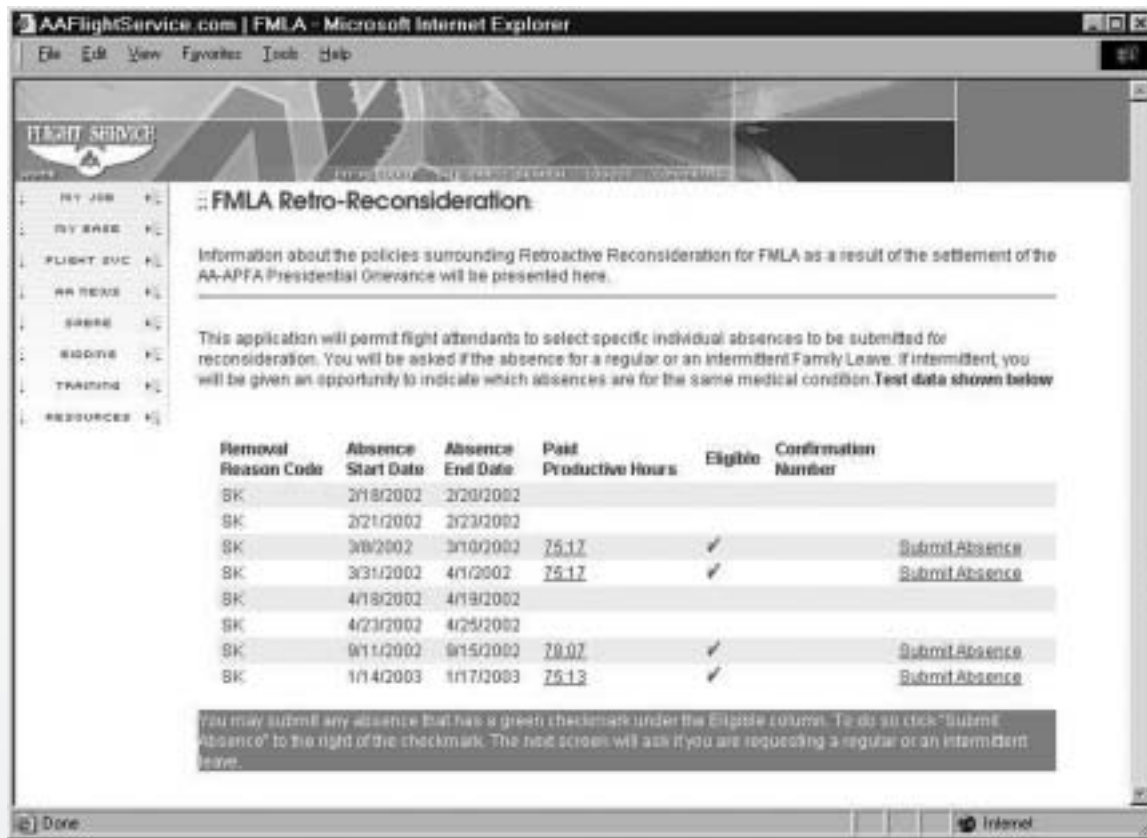
Family Leave Presidential Grievance Update:

As I write this article, all of the data has been collected and is being uploaded for purposes of calculating Family Leave eligibility for each individual Flight Attendant. It will be ready for implementation on December 12, 2003 and will be accessible on Flight Service's Web site by approximately December 19, 2003.

As previously announced, the eligibility threshold has been reduced to 504 hours from 720 hours and will include paid productive hours instead of restricting those accountable hours to actual

on-duty hours as was previously calculated. This formula is the result of the Family Leave Presidential Grievance that the APFA filed and was successful in arbitrating on behalf of the membership. This new number is derived from 60 percent of the monthly guarantee of 70 hours, which is also consistent with the number of hours, by percentage, required for ground employees.

Those Flight Attendants who believe they are now eligible for a previously denied FML absence dating back to October 22, 2001, due to the reduced number of hours required to qualify for Family Medical Leave, should go to aaflightservice.com after December 19, 2003, and follow instructions to submit documentation for these prior absences. Since American Medical does not save documentation specific to each denied request for FML, if the absence was denied for administrative purposes, specific instructions will be available on the Flight Service Web site to request retroactive reconsideration. Flight Attendants who are unable to obtain their medical documentation should follow instructions to download a Declaration Form that will be available online. This form must be completed, signed, and returned to American Medical per procedures outlined on that form.



Just a few Highlights:

- Paid productive hours now include a much broader scope of a Flight Attendant's work life including EPTs, sick make-up, special assignment, available days, reserve days, etc. Paid productive hours do not include sick, vacation, IOD, etc. This is consistent with the national FMLA law as well as other work groups on the property.
- Credited hours for the purpose of Family Leave eligibility

calculations will be determined as the greater of Pay Projection (PPROJ) or guarantee.

- Use of the 12-month look back will continue for eligibility purposes. For example, in a 12-month look back, a Flight Attendant has 10 months of paid productive hours, one month of vacation, and incurs an ID/sick for one month. That would come to 504 eligibility hours divided by 10 months of paid productive hours, which equals an average of working at least 50.4 paid productive hours per month for 10 of the 12 months in order to qualify

for Family Leave.

- Flight Attendants on MLOA will be required to meet the 504 eligibility hours with the 12-month look back. MLOA recipients can apply for FML during their last trimester when off work or at the time of birth. The use of FML must commence before the eligibility period ends. In order to assist Flight Attendants going on maternity leave to meet this eligibility requirement, those with vacation time during their active status may defer their vacation to their inactive period in order to fly and thus

accrue eligibility hours. If already on maternity, Flight Attendants may "move up" vacation during their inactive period to receive pay and preserve their benefit status

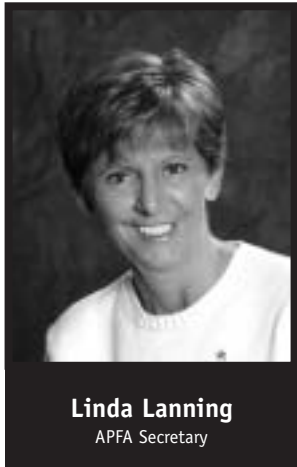
- This new lowered hourly requirement of 504 hours will be retroactive to October 22, 2001.
- Absences that would have qualified with this new measure of eligibility will automatically be coded as such.
- Any corrective action issued due to non-FML coding will be removed.

If you have received corrective action by the Company due to prior hourly-administrative ineligibility and successfully submit and are approved for retroactive Family Leave, you should contact your FSM or your Lost Time Manager to ensure your corrective action is amended accordingly.

Above is a screen shot of the FML Retro-Reconsideration page on the Flight Service Web site.



Secretary's Report



Linda Lanning
APFA Secretary

In preparation for this article, I sat in my office and reflected on the past 10 years. It seems a lifetime ago that American Airlines Flight Attendants conducted one of aviation's most historic strikes. So much has happened in the decade since those incredible five days. I am dedicating my article this month to the strike experience and the evolution of the American Flight Attendant since the strike of '93.

Prior to the strike, the APFA membership had been through

Reflection on our Strike

numerous negotiations. Although they all got heated and continuous to some degree, they never boiled down to a strike. In 1987, we did come close, but a resolution was reached before a strike became necessary. Up to 1993, the membership did not seem as motivated and determined as they were at the point of our strike. It took years and years of pushing and several contracts that many did not feel addressed the value we represented to the American operation before Flight Attendants struck. It was as if the pressure had been building and building, and finally the top blew.

The days of the strike were filled

with a sense of camaraderie that we had not had before. Flight Attendants stood together as one voice from Hawaii to San Juan, from Los Angeles to New York, and as captives in deep Latin America, Europe, and Japan. They ventured into the unknown together. No one could predict how it would end. The bottom line was that the membership had each other, they were strong, and they were totally unified.

The strike concluded with the intervention of the White House. Flight Attendants laid down their picket signs with a true sense of success. It would be almost two years later before the APFA would realize the real fruits of its labor through the final arbitration award on the outstanding issues. However, the real win from our 1993 experience was set in stone long before. The day Flight Attendants woke up to a six o'clock Central Time strike deadline, drove to their nearest airport, walked off their airplanes, stepped out of terminals, and joined together ceremoniously on picket lines across the world was the day APFA-represented Flight Attendants truly realized our worth to American and became empowered as union members.

In the years since the strike of 1993, the APFA membership has

endured a great deal. We have gone through another very difficult round of contract negotiations. We participated in an unprecedented contract campaign coast-to-coast. This campaign netted us the best Flight Attendant contract in the industry. We took what we learned the first time and put it to work for us again. Still on the high of that victory, we came together in order to help one another through the tragedies of the fall of 2001. Within months, we were faced with the economic fallout of September 11, 2001, as were all AMR employees. No need dredging up the events of the past few months; it is all fresh enough. The point I am trying to make is that no matter what we have been faced with since November 18, 1993, the Flight Attendants of American have made it through together. We learned that standing together as one group, as a unified group, makes us much stronger. It is a lesson the APFA membership learned in 1993 and has hopefully been related to the Flight Attendants who have joined us since that time.

I have taken a very good look at who we all are today. We are a very diverse group of individuals from varied backgrounds with very different lives who have a

career in common. We are APFA members and American Flight Attendants. What has changed over the years is that we have come to expect more from our jobs, our employer, and ourselves. Understandably, it is hard for all of us to deal with the disappointments we have had to endure of late. We have fought long and hard to get where we are. The time to remember what it takes to face adversity and advance our careers is now, well in advance of the next round of negotiations. We must hope that American continues on the path to financial recovery so that we can recoup what we were forced to sacrifice to make that happen. The fact is, if we are all not on one page, sharing the same goals, speaking with one voice, wearing our union pins signifying our unity, we will not be able to move ahead and live up to the great things we have been able to accomplish together.

To everyone who participated in the strike of 1993: Congratulations and Happy Anniversary!



APFA Administrative and Committee Positions

Article IX of the APFA Constitution outlines administrative and committee positions within the APFA. These primarily include the National Coordinators, Division Representatives, Budget Committee, and National Ballot Committee. As we get closer to the Annual Board of Directors Convention and the end of the terms of office for the Coordinators, Division Reps, and various committees, I felt it prudent to review the information in Article IX.

Article IX, Section 2.A.1 of the Constitution requires that the membership be notified at least sixty (60) days prior to the Annual Convention of the number and type of administrative and committee positions within the APFA contained in the proposed budget for the upcoming fiscal year. Due to the fact this issue of *Skyword* is the final issue for the year and the Board is considering reducing the publication schedule for the magazine, it was decided that notification of the positions would be included in this particular issue.

Coordinators

The APFA currently has six national coordinator positions.

They are Communications, Contract, Health, Hotel, Safety, and Scheduling. To be considered for any of these positions, a Flight Attendant must first be an active member in good standing, a member of the APFA for at least one (1) year, and must have served in at least one (1) elected or appointed position listed in the APFA Policy Manual. Those interested must submit a resume to the APFA Secretary no later than February 20, 2004, in order to be considered for nomination. The APFA President will formally nominate individuals for the various coordinator positions. The nominations are then submitted to the APFA Executive Committee for confirmation.

Additional information regarding eligibility, job responsibilities, and duration of appointments can be found in Article IX of the APFA Constitution and Section 13 of the APFA Policy Manual. Both documents can be found on the APFA Web site under "Resource Center."

Division Representatives (DRs)

Article IX, Section 4 of the

Constitution outlines the job of APFA Division Representative. This particular section provides that there be no less than one (1) Division Representative for each four thousand (4,000) members, or fraction thereof, on the combined system seniority list. The APFA Board of Directors passed a resolution in July 2003 that will reduce the number of Division Reps during the next term to five (5). Flight Attendants interested in a DR position must be active members in good standing, members of the APFA for at least two (2) years, have served in at least one (1) of the appointed or elected positions listed within the APFA Policy Manual, and must be based in the division to which they are assigned. The APFA Vice President will nominate individuals for the position of DR. The Executive Committee is responsible for confirming the nominations.

Eligibility, job responsibilities, and duration of appointment for the position of Division Representative can be found in Article IX of the Constitution and Section 9 of the Policy Manual.

Budget Committee

Appointment to the APFA Budget Committee requires that a member be an active member

in good standing. There shall never be fewer than three (3) members of the committee. At least one (1) member must be a member of the APFA Voting Board of Directors. The APFA Treasurer may fill a position on the committee. All appointments are made and confirmed by the Voting Board of Directors at the Annual Convention.

The job description and additional information regarding the Budget Committee can be found in Article IX, Section 7 of the APFA Constitution.

National Ballot Committee (NBC)

A member interested in appointment to the National Ballot Committee must be an active member in good standing. The NBC shall be composed of no fewer than seven (7) members. Members of the committee may not hold or run for any other position within the APFA as defined in Article IX, III, or X of the Constitution. Appointments to the National Ballot Committee are made and confirmed by the Voting Board of Directors at the Annual Convention. Once the NBC has been confirmed, members of the committee will elect a Chair, Vice Chair, and Secretary as administrators.

A complete job description, eligibility, and duration of appointment for the National Ballot Committee can be found in Article IX, Section 6 of the APFA Constitution and Section 14 of the APFA Policy Manual.

If you are interested in being considered for a position as an APFA Coordinator or Division Representative, or a member of the Budget Committee or National Ballot Committee, you must send your resume to APFA Secretary Linda Lanning before February 20, 2004. Remember, in order to be considered for any of these positions, you must be an active member in good standing and, in some cases, meet additional requirements. It is very important that you thoroughly review the job responsibilities, eligibility requirements, and other information regarding the position you are interested in. If you have questions, please feel free to call the APFA Secretary's Office at Headquarters. The number is 1-800-395-2732, extension 8221.

I would like to end this month's article by wishing you and yours a very safe and happy holiday season.





Juan Johnson
APFA Treasurer

Are You a Member in Good Standing?

We receive numerous calls every week from APFA members who ask if they are in a good standing status and therefore eligible to vote.

Per Article II, Section 4.B. of the APFA Constitution, "A member, regardless of flight status, is a member in good standing and shall maintain all rights and privileges of the APFA so long as financial obligations are met." The constitution goes on to say, "A member in good standing shall lose the rights, privileges, duties and responsibilities of good standing membership status and shall be considered in bad standing should his/her dues obligation be in arrears for more than sixty (60) days."

If your dues are payroll deducted and you fly enough each month to cover all of your deductions, you should feel confident that you are a member in good standing. However, if at any time you receive a bill from the APFA, chances are that your income did not cover all your deductions and the dues statement is correct.

For those of you who drop trips, your income may not cover all of your deductions including dues check off for union dues. If you accrue a dues balance during active status that is unpaid in excess of sixty (60) days, you may be subject to discharge pursuant to Article 31 of the APFA/AAL Collective Bargaining Agreement.

If you go on a leave of absence, you are still dues obligated, but since you are not receiving a paycheck, you must make arrangements to pay your dues balance directly to the APFA. We accept personal checks, Visa, MasterCard, and Discover. If you still have an outstanding balance at the conclusion of your leave of absence, you have sixty (60) days to pay the balance in full or set up a payment plan. Once your dues are paid in full or a payment plan has been established and your first payment made, you will be considered a member in good standing and will remain in good standing as long as you make each monthly installment and do not incur an additional

back dues obligation. The period of repayment cannot exceed twice the number of months of back dues owed and cannot include any balance that was accrued from active status prior to the onset of your leave.

Balances that are accrued during inactive status are being turned over to our collection agency, Diversified Credit Systems. As opposed to the collection agencies we have utilized in the past, Diversified Credit reports all balances that are not paid within sixty (60) days of referral to two credit bureaus, Trans Union and Experian.

Anytime you return from a leave of absence, the American Airlines Payroll Department has to perform a series of data entries to reinstate you to the active payroll. Reactivating your payroll deductions is just one facet of this process. The APFA cannot reactivate your dues check off. You will have to call American Airlines Payroll to get your dues check off reactivated. Therefore, you should always verify that your dues are once again being payroll deducted

when you return from a leave of absence, if you want to remain a member in good standing status.

Many of the eligibility questions we receive are from our furloughed members. Although you do not have a monthly dues obligation while on furlough, two criteria must be met to be considered a member in good standing. All initiation fees must be paid in full regardless of the date you were furloughed, in addition to any dues balance that was accrued during an active status prior to your furlough date. However, if you were on an authorized leave of absence and were not returned to payroll prior to your effective furlough date, you will be considered in good standing as long as you did not have an outstanding balance when you began your leave of absence and have paid the required initiation fee.

Under the APFA Constitution, you are not dues obligated if you are in an unpaid status such as the following in excess of 30 consecutive days:

- Unpaid sick

- Unpaid injury-on-duty
- Unpaid maternity – This occurs in the last trimester of your pregnancy when you are no longer allowed to fly and your sick bank has been depleted. Once your status changes to the post pregnancy optional unpaid family leave, you once again become dues obligated.
- Military leave of absence
- Suspension or termination and seeking reinstatement
- Furloughed

There exists quite a bit of confusion with regard to a member's dues obligation during an extended sick or injury-on-duty status while collecting workman's compensation. If the compensatory payments (which are determined by your state) do not equal your monthly guarantee, you may use sick time to bring you up to guarantee levels. If sick time is used, your normal monthly payroll deductions will be in effect. However, with only a few hours of pay coming from your sick bank, only \$20.50 or half of the monthly union dues are deducted. You are then obligated to make payment directly to the APFA for the remaining balance to maintain your good standing status. This is not an unpaid status in excess of thirty (30) consecutive days; it

carries a full monthly dues obligation. Anytime you are receiving pay from your sick bank, however small it may be, you are on payroll and considered to be an active Flight Attendant. As I stated earlier, any dues you accrue during an active status must be paid within sixty (60) days or you may be subject to discharge under Article 31 of our contract.

Every bit of the information we utilize to determine your status and subsequently your dues obligation is provided to us by American Airlines. American's employees are responsible for the data entry of all our payroll status changes. There is always a chance for error. The APFA does not deduct dues from your paycheck, American does.

As a rule of thumb, if you receive a bill from the APFA, it is your responsibility to make arrangements to pay the outstanding balance directly to the APFA or provide information if you believe your arrearage is in error. If the bill is left unpaid, you will be considered a member in bad standing once the outstanding balance extends past sixty (60) days.

As a reminder, the APFA is not provided addresses or phone

numbers by American. Chances are that if you have not been receiving APFA mailings or **Skyword** we do not have your correct address. Please fill out the "Change of Address" card in the center of **Skyword** or call the Membership Department at (800) 395-2732, extension 8153, if you have changed your address, phone number, or even your e-mail address.

Your dues questions may be directed to the APFA Dues Department at (800) 395-2732, extension 8151.



In accordance with Article IX of the APFA Constitution, resumes are now being accepted for the following administrative and committee positions within the APFA:

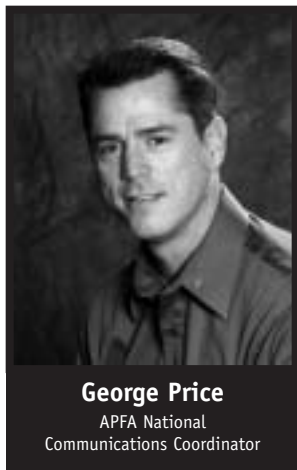
- *Ballot Committee Members*
(Appointed by the APFA Board of Directors)
- *Budget Committee Members*
(Appointed by the APFA Board of Directors)
- *Division Representatives*
(Places 1-5)
{Division Reps are nominated by the APFA Vice President and confirmed by a majority of the APFA Executive Committee.}

- *National Coordinators*
{Coordinators are nominated by the APFA President and confirmed by a majority of the Executive Committee.}
- *Communications Coordinator*
- *Contract Coordinator*
- *Health Coordinator*
- *Hotel Coordinator*
- *Safety Coordinator*
- *Scheduling Coordinator*

APFA Secretary Linda Lanning must receive all resumes no later than Friday, February 20, 2004.

APFA Headquarters
Attn: Secretary Linda Lanning
1004 West Eules Blvd.
Eules, TX 76040

Only active members in good standing shall be considered eligible for nomination to these positions. Further information regarding eligibility requirements and duties may be found in Article IX of the APFA Constitution and Sections 3, 6, 13, and 14 of the APFA Policy Manual. Both documents can be found under "Information Center," then "Resource Center" on the APFA Web site.



George Price
APFA National
Communications Coordinator

Ten Years

Over the past few years, the APFA membership has been through a great deal. We have lived through the toughest times in aviation history. Many of these have directly impacted the APFA and American Airlines. Each of the events over the past couple of years has been marked or memorialized with a special issue of *Skyword*. Whether it was the events of 9-11, the loss of Flight 587, or the 25th Anniversary of the APFA, the pages of *Skyword* captured it all.

It has been hard to find anything positive in the past few years. Yes, American seems to be healing its financial wounds as a result of the incredible sacrifices we all made in the spring of this

year, but all that has come before is still very fresh. November 18th marked the 10th anniversary of the APFA's historic strike against American. This issue of *Skyword* is dedicated to that incredible time in not only APFA's history but also the history of modern aviation. The week American Flight Attendants stood up and said, "Enough is enough" and demanded to be recognized for their contributions to the success of American.

For those of you who were not members of the APFA at that time, I hope that what you see and read in this issue can help you to feel in some way a bit of the emotion that was associated with those historic five days in 1993. To each of you who were out there in the elements of November 1993 with your picket signs, I hope that you enjoy reliving those exciting times.

I walked off my plane on the morning of November 18th at 0600 Central Time in New Orleans. I can tell you that I am not the same person I was then. I look back at that experience in my life and realize that it was truly a turning point. I went back to school and graduated from Auburn University, rededicated myself to union work, and, most importantly, realized that standing up for myself

alone or with nearly 20,000 co-workers is essential. I am a Flight Attendant, a safety professional, and a proud union member!

1993-2003, what an incredible and awe-inspiring trip it has been!



Skyword Publication Timeline

The Communications Department has received a number of questions regarding the publication schedule of *Skyword*. In an effort to address concerns over the delivery of *Skyword* and the timeliness of the information it contains, I thought it prudent to go over just what it takes to produce a magazine of the caliber of *Skyword*.

The production of an issue begins as early as a month in advance with the posting of a deadline for submissions and an overall theme, if one applies. This gives APFA Officers and Representatives plenty of time to consider a topic and prepare their submissions.

Once articles have been written, they are e-mailed to the Communications Department.

They are then sent through at least three edit cycles prior to being sent to our graphic artist for placement. The editing cycle can take several days. Once the articles are in the hands of the graphic artist, a page count is determined, and the articles are laid out. He then takes the time to add graphics and alter the aesthetics of the page to make the information easier to read and keep the attention of the individual reading it. This is important since *Skyword* is somewhat technical and detailed.

When the magazine is in its final form, it is then distributed to the APFA National Officers for their approval in accordance with Section 12.B.3 of the APFA Policy Manual. Once the officers' input has been incorporated into the magazine, it is sent to JMH Printing for printing. When printing is complete, over 24,500 copies are shipped to our mailing service, where the mailing labels are placed on them and they are sorted. *Skyword* is then sent to the main Post Office in Dallas for mailing.

It is very important here to let you know that *Skyword* is sent in the most efficient and cost-effective way possible. The magazine is sent "Non-Profit Bulk Rate." This is one of the lowest postal rates available for a publication the size

of *Skyword*. Although this particular rate saves the APFA literally tens of thousands of dollars per year, it also allows local Post Offices to hold the magazines for 10 to 14 days prior to delivering them. This is where the biggest delay in delivery comes. The APFA has been working with our mailing service and the U.S. Postal Service to identify ways to speed up delivery while using bulk rates.

As you can see, the *Skyword* you are now reading has been through a great deal before being delivered to you. From concept to delivery can take well over one month and a great deal of work on behalf of a number of dedicated people. My department will continue to do what we can to ensure that you receive the most up-to-date and factual information in a timely manner. This is not always the easiest thing to do considering the industry we are in and the atmosphere in which we work.

We continue to depend more and more on the APFA Web site and our hotline to disseminate information to the membership quickly. The web site is updated frequently, and the hotline is updated on Fridays or as events warrant. One way we have addressed the timeliness of *Skyword* is to post it in its entirety on the APFA Web site

RUMOR CONTROL

A "Rumor Control" page has been added to the "Information Center" on the opening page of the APFA Web site. Rumor Control is dedicated to addressing rumors, speculation, and questions that are circulating on the line in an effort to supply the membership with factual information. You must be an

APFA member and dues current to access the new Rumor Control page. This section of the site will be updated frequently with information relayed to the APFA Communications Department from InfoReps and various members. The Communications Department can be reached by calling 1-800-395-2732, extension 8308, or via e-mail at Communications@apfa.org.



as soon as it has finished production. Many members have elected to read the magazine on-line instead of having a hard copy sent to their homes. This is not only a huge cost savings for the APFA, but it is also a very timely way to get the news and information contained in the magazine. If you are interested in joining the "Skyword On-line" program, send an email to membership@apfa.org stating your intentions to read **Skyword** on-line.

I hope that this sheds some light on just what it takes to get printed information to the membership, why there is sometimes a delay in delivery of **Skyword** to your homes, and alternatives that will help you get information quicker. Finally, thanks to all of you who have taken the time to send in your suggestions and comments. It is important to hear from the membership in order to set the direction of the Communications Department.

In July 2003, the APFA Board passed a series of sweeping budget cuts. Every base and department within the union was affected. Among the issues discussed at that meeting was the possibility of reducing the publication schedule of **Skyword**. The Board reviewed a proposal I presented regarding a bi-monthly or quarterly publication and the resulting cost savings. The proposal also included the possibility of a much smaller and less expensive publication to be produced between issues of **Skyword** as needed. Throughout the proposal, I have stressed the need to rely more on the web site and less on actual printed publications. The Board and/or the Executive Committee will be taking up the issue of the **Skyword** publication schedule in the very near future. The decision will be posted on the web site, recorded on the hotline, and published in **Skyword**.

Remember, the APFA makes information available to the membership through the entire communications network. It is up to each member to access the information. Much of what is circulating in the rumor mill has already been addressed either on the hotline, in **Skyword**, or on the web site. I encourage everyone to begin calling the hotline each week. Past editions are archived on the APFA Web site. Visit the web site frequently and access the new "Rumor Control" page for the very latest information.

Happy Holidays from the staff of the APFA Communications Department and congratulations on 10 years of empowerment!



Just returned from a road trip and thought I would share a personal experience with you regarding my AA flight. I was on AA flight 2091 today from MIA to DFW and experienced some great teamwork on the part of the crew, passengers and paramedics.

During the final boarding process a young lady was raising her luggage into the overhead bin just behind my seat. At some point I heard a loud thump and looked down to see her lying in the aisle. Before I could even get out of my seat the Flight Attendants were at her side. One called the Captain to inform him of what happened and the others attended to the lady lying on the floor. At that same time a passenger came forward and identified himself as a Doctor and began to check the young

lady to be sure she was all right.

After a short amount of time they carefully picked her up and placed her on a seat while they awaited the paramedics. From what I could see the lady looked OK. When paramedics arrived she was helped off the airplane and I assume taken for further observation.

What was most impressive was the quick, professional and compassionate response by the entire flight crew, Doctor on board and paramedics. The Captain came out of the flight deck to check on the lady while they were waiting for the paramedics. During that time the Flight Attendants were making her comfortable and ensuring she wasn't hurt. The Captain even used the PA to keep all passengers

informed as to her condition.

All summed up, GREAT Teamwork, compassion and professionalism by this flight crew. Even after all this happened we still departed close to on time and arrived in DFW on time. Impressive! What a great airline.

Gary
Passenger onboard American Airlines Flight 2091

Editor's Note:
This letter was forwarded to the APFA from the husband of one of the Flight Attendants that responded in this situation. Clearly, the entire crew did an outstanding job. The final statement by the passenger says it all. To be a "great airline" you must have great people. American Airlines does!



In-Flight Disturbances



Joann Matley
APFA Safety Coordinator

Reports of passenger misconduct

have increased substantially over the past few years. They have ranged from verbal exchanges to extreme cases of physical abuse of crewmembers. Acknowledging the fact that the traveling environment has become fertile ground for such activity, the U.S. government has enacted laws to help deter passengers from abusing airline employees. Law enforcement and the various airlines have themselves become less tolerant of misconduct and more supportive of airline employees who have experienced abuse of any kind at the hands of passengers.

The rise in instances of passenger disturbances has been the focus of quite a bit of work within the APFA Safety Department. Not only have we been participants in lobbying

efforts on behalf of our union membership in Washington, we have been advocates on an individual basis for each and every Flight Attendant who has been victimized. How effective the APFA is in responding to cases of misconduct depends greatly on the Flight Attendants reporting such incidents to the APFA Safety Department.

Whenever there is a reported case of passenger misconduct or in-flight disturbance, the APFA Safety Department is notified by American Airlines. This triggers a written notice from the APFA to each of the Flight Attendants involved. It is vital that the APFA Safety Department receives details of each incident from the Flight Attendants. This should include copies of their Flight Attendant Report and any other substantiating documentation. This will allow the APFA to follow the incident and to assist the Flight Attendants involved more effectively.

The following is an example of a case of in-flight disturbance that resulted in prosecution. We are reviewing this event to emphasize the importance of documentation and APFA involvement.

On June 30, 2002, a passenger onboard American Airlines flight 132 from JFK to LHR removed his trousers in the First Class cabin. He claimed that he was upset by

the fact American did not provide premium customers with sleepwear. When directed to put his pants back on by the Purser, he became verbally abusive and spat at her. Eventually, the passenger put his pants back on and went to sleep. No further interaction between the crew and the passenger took place until the plane landed in London, and the authorities met the flight at the gate.

The following is the CERS Report on this incident received by the APFA:

Passenger allegedly failed to comply with Flight Attendant instructions. Passenger reportedly upset (because) pajamas were not provided in First Class. Passenger allegedly took off pants and sitting with only boxers on. Flight Attendant requested that passenger put his pants back on. Passenger allegedly spit in Flight Attendant's face.

The Purser of flight 132 promptly called the APFA to report this incident. As a result, the APFA Safety Department was able to monitor the status of charges levied against the passenger and assist the crew when called to testify in the case. In fact, a Safety Department Representative traveled with the crew to London and accompanied them to the hearing.

As a result of the job the Flight

Attendants and Pilots did on the flight and the follow-up documentation, the passenger in this case was convicted for threatening, abusing, and acting in a disorderly manner towards a crewmember.

Information regarding passenger misconduct can be found in the Safety and Security Section of the Flight Attendant Safety Manual. As a point of reference, use the following as guidance.

“In the event that a passenger disturbance requires involvement or a request for law enforcement to meet the aircraft, crewmembers may be asked to file a police complaint and appear as witnesses at a later court proceeding. Your timely detailed report is critical to any enforcement action.

“In the event that a situation does not require that law enforcement meet the aircraft, but you believe that the passenger's behavior violates a Federal Aviation Regulation, this would include threatening or interfering with a crewmember, smoking in the lavatory, drinking alcohol not served by a crew member, or creating an alcohol-related disturbance, it is important that a Passenger In-Flight Disturbance report is

issued. The report should be legible and include the specific details of the event, including the passenger information – seat number, witnesses' names and information, and if intoxicants were involved. If a witness offers a business card, accept that, make a photocopy of the card, and include that when filing your report.

“Prosecution of FAR violations is at the discretion of FAA inspectors, Flight Standards Offices, and Certificate Management Units. In order for the FAA to take action, reports must be legible and contain all required information.”

Remember, if you are ever involved in an in-flight disturbance event, notify the APFA Safety Department as soon as you can. Make copies of all documentation in order to provide the APFA with a copy. The more we are kept in the loop, the better we can assist you and your crew.



The crew of flight 132



Jena Hopkins
APFA National
Scheduling Coordinator

Finding a Better Way

Throughout the summer, coverage was at critical levels, which is not news for most of us. Almost every Flight Attendant was affected in some way by the reassignments and reschedules, especially when extra days were added to trips. Flight Attendants were sick, took POs, and some even began refusing assignments, which caused the already grave situation to spiral further out of control. The sick list for reserves was over 20 percent at some bases, forcing crew schedule to reschedule line holders.

There is no doubt that the Company also had furloughed too many people, in part because it did not achieve the headcount savings it had anticipated for some of the restructuring work rule changes. Thankfully, we have some furloughed Flight Attendants returning in December.

The rescheduling of line holders is a big deal. Line holders have a reasonable expectation to fly their lines as published, barring delays, weather, and other interruptions. The Company assumes a certain lost time percentage each month based on historical data, and it plans manning accordingly. Of course, there are

seasonal highs and lows, which are to be expected. However, when the percentage of lost time and crew shortages far exceeds Company planning, covering open time gets to the point that unwilling line holders must be used.

When it is necessary to reschedule, how do you become the rotten egg? That is the million-dollar question.

We are bound by the contract in many instances. Article 9.O. and Appendix I.9.O. state, "Rescheduling can occur as the result of irregular operations due to weather delays, equipment delays, cancellations, crew shortages, and misconnections. In the event of irregular operations, Flight Attendants who are assigned together will, to the extent possible, be kept together. If a cabin crew is to be split due to reschedule, a reserve, if a member of the crew, should be rescheduled prior to a regularly scheduled crew member." Because of this language, crew tracking cannot piece a crew together by pulling the most junior Flight Attendants coming through the station.

When crew schedule or crew

tracking has flight(s) to cover and they need an entire crew, a list is pulled that shows the arrival/departure times, duty day, flying time, deadheads, and equipment of the inbound crews. Keep in mind that this list does not usually produce more than a few legal crews at any given time. The crew that fits the assignment best will be chosen.

If crew schedule or crew tracking needs a single person to reschedule, they first look for a legal reserve. When all the available reserves have been used, line holders are pulled in reverse order of seniority from legal crews.

The good news is, the Company is listening. The APFA suggested having a special Joint Scheduling Committee meeting to address the rescheduling issue. The Company agreed to meet with us to problem-solve and enact beneficial changes.

As a result, beginning November 15, as has been announced, crew tracking and crew schedule have used their best efforts to end a rescheduled trip when the Flight

Attendant passes back through her or his home base. The Company has expanded this procedure to attempt to dead-head Flight Attendants back to base or home, if the trip can be ended in another base where reserves are available.

The Company is also looking into the feasibility of a volunteer process to be used if reschedules are necessary.

Reschedules are a fact of life. There is no solution that will eliminate them entirely, but we will continue to work diligently to make them as painless as possible.

Until next month, fly safely and always carry your contract.



**Scheduling Rep
Kevin Caverly - JFK**

Optional Exchange Flexibility

The APFA/AAL Joint Scheduling Committee has reached agreement on scheduling flexibilities for Flight Attendants. The agreement includes the ability of Flight Attendants to drop or trade trips picked up on Optional Exchange. The committee is currently working out the details of these new enhancements, which will be implemented in the spring of 2004. Please see the letter of agreement on the following page for more details of this new agreement.

American Airlines®

November 18, 2003

John Ward, President
Association of Professional
Flight Attendants
1004 West Eules Blvd.
Eules, Texas 76040

Re: **Optional Exchange (OE) Flexibility**

Dear John:

This letter will confirm our agreement concerning flexibility for Flight Attendant Exchange of Trips in accordance with Article 25.B. and Appendix I, Article 25.B. (Optional Exchange).

A. Optional Exchange

1. Effective upon completion of the required programming changes, a Flight Attendant may relinquish a trip sequence(s) obtained through Optional Exchange (OE) to another flight attendant at the same base, subject to the requirements of the service and to the limitations of Article 25 and Appendix I, Article 25.
2. In addition, a Flight Attendant may trade a trip sequence(s) obtained through Optional Exchange (OE) to another flight attendant at the same base. Any trade involving an OE trip sequence will result in all trips involved reflecting the OE code, subject to the requirements of the service and to the limitations of Article 25 and Appendix I, Article 25.
3. There is no limit to the number of times a specific Optional Exchange (OE) trip sequence can be traded.
4. A reserve Flight Attendant who picks up an Optional Exchange (OE) trip sequence on a duty-free period and subsequently Optional Exchange (OE) drops or trades that same trip sequence will not reduce his/her applicable reserve guarantee.
5. No changes will be made to the existing Sick and PVD policy or Trip Trading with Open Time (TTOT) procedures regarding Optional Exchange (OE) trips.

It is understood that the provisions of the AA/APFA Collective Bargaining Agreement, except as specifically modified or excepted by this letter, shall apply in all respects. Moreover, this letter of agreement shall be subject to all provisions concerning the duration of the AA/APFA Collective Bargaining Agreement, including any status quo period under the Railway Labor Act.

P.O. BOX 619016, DALLAS-FORT WORTH AIRPORT, TEXAS 75261-9016

American Airlines®


The above-referenced modification will become effective upon completion of the required programming changes, expected in early 2004, and will remain in full force and effect for a period of three (3) months and may be extended by mutual agreement thereafter, or cancelled in its' entirety by either party.

Sincerely,



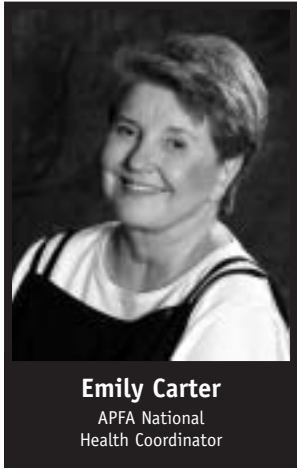
Vince Hoyer
Principal
Employee Relations

Agreed to by:

 Date 11/19/03
John Ward, President
Association of Professional
Flight Attendants

cc: Roy Everett
Lorraine Mase-Hecker
Jana Hopkins

P.O. BOX 619016, DALLAS-FORT WORTH AIRPORT, TEXAS 75261-9016



Fatigue Study – Health and Safety Departments

In an attempt to gather as much data as possible regarding how we are responding to the changes in the work environment, the APFA, in conjunction with Patrick Sherry, Ph.D. and Karen Philbrick, Ph.D. of the University of Denver, will have a fatigue survey available for all APFA members.

Beginning in January 2004, a questionnaire will be displayed on www.apfa.org. Drs. Patrick Sherry and Karen Philbrick designed this collection of statistical instruments to measure fatigue in various work groups such as the dispatchers of Burlington Northern Santa Fe (BNSF) railroad. The results of this survey will permit us to compare our fatigue levels with other work groups governed by the U. S. Department of Transportation.

The questionnaire is a bit lengthy and many of the questions may seem awkward or obvious, but they must be included to make the survey uniform and comparable to the other transportation employees who have taken the surveys. Please take the time to complete the survey in its entirety. That data will be compared to the information from other transportation workers and become part of a wider data pool. For the purposes specific to the APFA, we will use this data when speaking to legislators and to government officials on the topic of Flight Attendant rest requirements.

For comparison purposes, it is important that you complete only one University of Denver questionnaire per person and that all of these are submitted to us during the very short window of 30 days beginning in January. If you are unable to complete the questionnaire on the APFA Web site when it is posted next year, please let us know.

The study of the role of fatigue and transportation has a long history and over the past few years

there have been increased efforts to study the impact that it has on an individual. To understand more fully the degree to which fatigue impacts Flight Attendants, as well as other transportation personnel, the University of Denver devised a fatigue questionnaire. Specifically, this questionnaire is composed of a number of self-report measures designed to determine Flight Attendants' perceptions of fatigue, stress, job satisfaction, anxiety, depression, and quality of life, as all of these areas are impacted by fatigue.

By completing the questionnaire, one indicates her or his willingness and consent to voluntarily and anonymously participate in this project. Participation may be discontinued at any time. Individual responses and any identifying information will not be reported. Survey responses will be analyzed by researchers at the University of Denver and the final report will present only trends and percentages. The findings of this study will be presented at relevant national meetings and a summary of the

findings will be submitted to peer reviewed publications. Finally, the report will be posted on the University of Denver Web site as well as the APFA Web site.

Should you have any questions about the survey instrument or the dissemination of the results, you may contact Dr. Karen Philbrick at the University of Denver 303-871-7773 or by e-mail (kaphilbr@du.edu).

The APFA has been gathering data on specific trips as a part of data compilation and will continue to do so. You are welcome to submit information on a trip-by-trip basis should conditions warrant. There is no quick fix to this problem – at American Airlines or in the larger context for the industry. The best way to effect change on the system is to build a solid, reasoned argument. The information provided in this and in the Layover Rest Survey will help us do just that. The Layover Rest Survey can be found on the opening page and on the Health, Hotel, Scheduling, and Safety pages of the APFA Web site.

Broad Based Stock Option Plan

Flight Attendants eligible to receive stock options under the broad based stock option plan should be aware that in order to minimize the tax liability on the options, once they are exercised, you should complete either the W8 or W9 form. When you access "AMR Stock Options" on www.retireonline.com, you will be prompted to complete this form on-line. Instructions on how to fill out this form can be accessed from the prompt. Flight Attendants are encouraged to read the instructions and related information prior to completing the W8 or W9 forms. Remember, you will not be taxed on your stock options until you actually exercise them. The first third of options will not vest until April of 2004. For more information on the broad based stock option plan, please visit the Hot Topics page of the APFA Web site, Jetnet, or retireonline.com.





Patty Bias
APFA Hotel Coordinator

How Did This Happen?

My department has many hotel reviews to report on in this issue, so my article will be short.

I first want to address, specifically, the bases of JFK and IDF and how the “switch” happened. As both bases are aware, the layover hotels in Zurich were switched. JFK crews are now laying over at the Marriott for a six-month period, and the IDF crews are laying over at the Swissotel, Zurich.

This switch came about as a result of an agreement between the two base chairs, Michelle and Steve, and the two flight service base managers. My department took the request to American Airlines Hotel Contracts Department for Monica Chamberlain to implement, if possible. It was possible with a bit of work on Monica’s part. Every six months the bases will switch back again.

The APFA and APA have reviewed both hotels and found them to be acceptable under the guidelines listed in our contracts.

I want to draw your attention to the letter in my article addressed to Vice President Mark Hettermann. Captain Hettermann is in charge of American’s Hotel

Contracts Department. I sincerely mean every word of my letter. What’s good for management is certainly good for our crews as far as the APFA is concerned.

My second letter, also printed in this article, is to Monica Chamberlain, Manager of Hotel Contracts Department, requesting a LONG layover review in two of our European cities. Currently these two layover cities are at the airports. I’ll report on these reviews in future issues of **Skyword**.

We have scheduled reviews for Cancun, Mexico; Cabo San Lucas, Mexico; and Las Vegas, Nevada for a short layover at this city.

As always, we appreciate your comments regarding layover hotels. Please refer to the APFA Web site for hotel debrief forms.

I want to wish each and every one of you a wonderful holiday season. I hope that you will be spending time with your families and loved ones and cherishing every moment with them.

Until next time,

Patty

November 14, 2003
Mr. Mark Hettermann
Vice President Flight Department
American Airlines Flight Academy
4601 Highway 360
Fort Worth, TX 76155

Dear Mr. Hettermann:

It is with great pleasure that I write this letter to you regarding the Company’s recent decision to accommodate Company management personnel at such an outstanding hotel as the Fairmont Hotel in Dallas during the recent management conferences.

I agree that all Company personnel should stay at hotels of such caliber not only for conferences but for layovers as well. I can only assume by this recent action that you, as the Vice President responsible for crew layover accommodations, intend to ensure that such standards as the Fairmont Hotel will set the precedent for the caliber of our crew layover accommodations. To do otherwise would be discriminatory.

I feel very strongly that crewmembers should be held in the same or greater esteem as management, due to the fact that they are the ones who are away from home and do not know if they will return, as represented on September 11, 2001.

Therefore, I am pleased that the Company has set such a high standard and example. My department looks forward to upgrading crew layover hotel accommodations at each and every opportunity.

Very sincerely,

Patty Bias,
APFA National Hotel Coordinator

cc: John Ward,
APFA President
APFA Board of Directors
Ann Evans
Monica Chamberlain
Lauri Curtis

Monica Chamberlain
Manager Hotel Contracts
American Airlines Flight
Academy MD 822
4601 Highway 360
Fort Worth, TX 76155

November 14, 2003

Dear Monica:

The APFA requests a long layover review for the following two cities: FCO-Rome, Italy and CDG-Paris, France.

As you are aware, both contracts expire in March 2004, so I will expect that the reviews will be scheduled for sometime in January 2004.

I very much look forward to these particular reviews.

Sincerely,

Patty Bias
APFA National Hotel Coordinator

Cc: John Ward,
APFA President
Captain Kent Haina -
APA

Hotel News and Reviews

JFK, Short;
as reviewed by Kathleen Raices

So you're ready to move? Well, move we have.

We have moved our short layover at JFK to the Holiday Inn-JFK Airport effective November 15, 2003.

The Holiday Inn is located just minutes from JFK and provides transportation for crews as needed per the specifications of American. The hotel bus is labeled the Holiday Inn and Hampton Inn as the properties are connected.

The hotel has a manned security gate at the entrance of the property and security personnel on duty 24/7.

Since we are talking about short layovers, let's talk about a few of the important things. The hotel has large, clean rooms and new mattresses, bedding, and bedspreads. Each room has its own air-conditioning and heating controls with adjustable fan speed.

The windows, which open, provide good soundproofing (keep in mind we are at an airport property), with blackout drapes. The bathroom is clean and of average size and is supplied with plenty of towels, coffee maker, hair dryer, and shampoo/soaps, etc. Each room has an iron and board, alarm clock, free local calls in the (718) area code, cable television, and computer modem.

Now, on to two of my favorite subjects: food and workout facility. First, food, of course. Room service is open until midnight, but it offers no discount at this time. The café/bar called Le Bistro is open 1130 until 0100! It offers such a variety of options with good prices and 20 percent discount that everyone can find something to eat. The main restaurant, called Claudine's Restaurant, offers a more traditional style seating with a great variety of international and traditional fare. It is open for breakfast, lunch, and dinner, 0600 until 2200 with a 20 percent discount as well.

Second of my favorites is the workout facility. You must ring the doorbell for access via the lifeguard on duty, as the pool and Jacuzzi are part of this facility

as well. If you had time in the summer months to enjoy the pool, it has a retractable roof for sunbathing and a general outdoor pool feel. Now back to the exercise room. It is a very large room with treadmills, bicycles, stair-stepper machine, rowing machine, and a pretty good universal machine. The room is clean and well maintained, with good air-conditioning and ventilation, fresh towels, and water. This facility is open daily 0600 until 2200.

The lobby has a business center with access 24 hours. It has an ATM machine, laptop data ports with phone, and a laser printer (.75 per copy). Also, a PC is available for public use at .40 per minute plus .10 per minute Internet fee. There are water/soda/juice machines located here as well. At 0300 until 1030 daily, the "coffee cart" is serving hot coffee and tea for early risers, free of charge.

I hope that you will enjoy the hospitality of Olga and her team here at the Holiday Inn JFK. They are familiar with the needs of aircrews as they house many other crews in addition to American.

Belize City, Belize;
as reviewed by Carrie Maniaci

We will be moving to the Princess Hotel & Casino, which is located on the Caribbean Sea. The hotel is pretty self-contained with lots of entertainment venues and restaurants. As far as entertainment, there is a casino, two movie theaters, and a bowling alley with arcade, large workout room, and an outdoor pool. The hotel's main dining room is buffet style and gives crews a complimentary breakfast buffet. The lunch and dinner buffets are only \$11 USD. The Calypso restaurant, located on the marina, room service (24-hour service), and the two bars will extend a 20 percent discount. There is also a complimentary midnight buffet in the casino. The guest rooms all overlook the Caribbean and are very quiet. They do not have coffee makers or iron and ironing boards. However, the front desk will provide an iron and ironing board. If you give housekeeping at least one hour's notice, they will press your clothes free of charge. Gift shop, business center, and tour desk are in the lobby, and the ATM is located in the casino.

Tulsa, Short;
as reviewed by Kerri Pieper

We will be moving to the Sheraton Tulsa. The driving time is 10 minutes from the airport. The hotel is in excellent condition and is finishing up room renovations this year. It has 365 rooms situated on 11 floors. All guest rooms will have the Sheraton "sleeper bed" by December 2003. The rooms themselves are spacious and nicely decorated and have all the basic amenities that we are used to. The windows are double paned and have blackout drapes. The telephone has one line and the first 60 minutes are free on local/800 calls; then you will be charged 10 cents per minute.

The hotel's pool is one of the largest in Tulsa and is both an indoor and outdoor pool with a Jacuzzi. There is a nice size fitness center that offers a full body workout and also has a dry sauna.

The hotel restaurant, Beechwoods, is open from 6 a.m.-2 p.m. and the lounge, Mulligans, is open from 2 p.m.-1 a.m. with a full menu available. Room service is available from 6 a.m.- 11 p.m. There is a 25 percent discount on all food services. In the morning, starting at 5 a.m., there is complimentary yogurt, fruit, and coffee in the lobby. Southwest, FedEx,

and UPS currently stay here.

Santa Domingo, Short;
as reviewed by Kerri Pieper

Starting December 31st, we will be staying at the Quality Hotel Real for short layovers. This hotel is five minutes from the airport and was just being built. The hotel is scheduled to open on December 4th.

There are 124 rooms on four floors. The rooms are comfortable with microwaves, mini-refrigerators, hair dryers, iron/ironing boards, and coffeemakers. All the bedding, mattresses, towels, carpeting, and furniture are brand new. The windows are hurricane proof and have blackout drapes. All local and 800 calls are free. Crewmembers will have access to the business center with complimentary Internet access.

Room service is available 24 hours, and the hotel restaurant is open from 5 a.m.- 11 p.m. and offers a breakfast buffet at a reduced rate. The hotel lounge is open from 5 p.m.- midnight and has food available. A 20 percent discount is extended on all food and beverage purchases.

The hotel has two entrances/exits with a fence and a 24-hour guard. This seems like an ideal solution

for the short layovers, less driving time and a brand new hotel.

Santa Domingo, Long;
as reviewed by Kerri Pieper

We will be moving to the Embassy Suites Los Marlins Golf Resort on December 31st. This hotel is just six months old and is located 25 minutes from the airport. This is a beautiful property in a gated community on a golf course. There are only two entrances/exits with a fence and a 24-hour guard.

As in all Embassy Suites, each suite has a living area and bedroom. Each room is beautifully decorated with a private balcony and offers the basic amenities such as microwaves, mini-refrigerators, coffeemakers, hair dryers, iron/ironing boards, and in-room safes. There are two televisions in each suite that offer HBO and Showtime. All local and 800 calls including VIP CREW are free.

The hotel has an outdoor pool with a swim-up bar and Jacuzzi. Other on-site amenities include the golf course, which extends a 65 percent discount, tennis/basketball courts, bike rentals for \$5.00, and 14 miles of walking/jogging trails inside the country club. The workout facili-

ty is small, but by August 2004, there will be a full workout facility. Also, by August 2004, a full service spa will be open on site and will offer a discount on services.

Room service is open 24 hours. All food and beverages at food venues are offered at a 20 percent discount. Probably best of all, the hotel provides a free made-to-order breakfast from 5 a.m.- 9:30 a.m. and a manager's reception every afternoon from 5 p.m.- 7 p.m.

The hotel has its own private beach located less than a mile away. A beach shuttle van is available between 9:00 a.m. and 5:00 p.m. Lounge chairs and towels are provided, and a bartender is on site for beverages and snacks. The beach itself is fenced in and has a guard at the front gate. Also, there is a shuttle that leaves the hotel every hour starting at 8 p.m. and goes to two casinos. Thrifty Car Rental is on site and offers a 25 percent discount on daily rates.

We think you will find the hotel's atmosphere very relaxing and safe. The management and staff are very excited to have our business.

Louisville,
as reviewed by Kerri Pieper

We moved to The Brown Hotel on November 1st. This is a beautiful hotel that just turned 80 years old. The rooms are among the most spacious in the city, many over 400 square feet. They are beautifully decorated and have a king, queen, or two double beds. The "Brown Dream Bed," their version of the "heavenly bed," should be in every guest room by January 2004. All rooms have dressers, armoires, and color television with cable, iron/ironing boards, hair dryers, and windows that open. The bathrooms are large and feature Caswell Maswell bath products.

The telephones have two lines, and all local and 800 calls are free. There is complimentary high-speed wireless Internet access in all guest rooms and lobby area. If your computer does not have built-in wireless capability, you can borrow a wireless card at the front desk at no charge. The restaurant has four computers on rolling carts for guests to use at no charge while dining. Room service is open 24 hours and offers a 25 percent discount, and the delivery charge will be waived. The hotel has three restaurants, so at least one is open between the hours of 6:30 a.m. to 10:00 p.m.

and extends a 15 percent discount. The lobby lounge is open from 3 p.m.- 2 a.m. and offers food.

There is not a lot to do downtown, but by May 2004 an Entertainment Center is opening and will feature Hard Rock Cafe, a nightclub, and various other restaurants and stores. The Entertainment Center will be located four blocks away. There is a trolley that stops in front of the hotel and goes down to the riverfront, is free to ride, and runs every 15 minutes. Southwest Airline crews currently stay here.

RDU **Raleigh-Durham, Short;** *as reviewed by Patty Bias*

We now have a short layover hotel in Raleigh-Durham. One look at the "Mansion on the Hill," as the Holiday Inn RDU Airport is affectionately known, and you will fall under its spell. It bespeaks Southern hospitality.

The Mansion on the Hill is the recipient of Holiday Inn's highest award worldwide. With its high standard of service, the unique design and beautiful facility, and amenities, it is almost impossible to believe this is an airport hotel.

Our crew rooms are beautiful and have all the amenities we

want: wireless high speed Internet, iron and ironing board, hair dryer, coffee maker, cable television, and "pay-per-view" movies. All rooms have individually controlled heat and air-conditioning. The windows have double panes and can be opened.

All rooms meet our fire, safety, and door lock requirements. I want to let you know that some rooms have balconies that are secured with a bar and a lock. There is no access from one balcony to another.

In the hotel lobby is a library-style bar area to enjoy a beverage and relax. My personal favorite was the front veranda with white rocking chairs, where iced tea and lemonade are served in the afternoon. Also located in the lobby is an ATM machine, as well as a small 24-hour gift shop. The hotel also has an outdoor pool, exercise room, sauna, and a pretty courtyard to sit and relax.

The hotel has The Café Restaurant, where we are offered a 20 percent discount, which applies to room service as well. A very popular feature of the hotel is the big and beautiful nightclub, Horsefeathers. You can enjoy Happy Hour and a nice menu of reasonably priced food. Horsefeathers has a pool

table, darts, and a big screen television for the sports enthusiasts. On the way to the hotel, the van will be happy to stop at the Wendy's or McDonald's if you wish for those crews arriving after 11 p.m.

I firmly believe that the Southern hospitality of this beautiful, new, short layover hotel in RDU will definitely have you bidding trips back there again.

STL **St. Louis, Short;** *as reviewed by Carrie Maniaci*

We will move to the Renaissance St. Louis Airport Hotel for our short layovers. This is a beautiful hotel just minutes from the airport. The guest rooms just had a \$6 million renovation and are gorgeous. The rooms have all the basic amenities, have pillow top mattresses and down duvets, Bath & Body Works products, and are extremely quiet. The hotel will extend a 20 percent discount in the restaurant, lobby bar, room service, and at all the Marriott's restaurants, their sister property. There is shuttle service between both hotels, which are just minutes apart. The Marriott also has a Starbucks that will extend the discount as well. A 10 percent discount will be offered in the gift shop. There is an outdoor and indoor pool with hot tub

and a large workout room with lots of cardio equipment and Cybex machines. An ATM is in the lobby. Current crews are United and Northwest.

YYC **Calgary, Canada,** *as reviewed by Patty Bias*

We are moving to the Port O' Call Hotel in Calgary, Canada.

Our crew rooms are large, two feet larger than the standard sized hotel room. Each room has new beds, triple sheeted bed linens, iron and ironing board, coffee maker, hair dryer, voice-mail, pay-per-view movies, and 27-inch televisions. The heat and air-conditioning system is only one year old, so each room has its own controls. Crews will be offered free computer access, high-speed Internet connection in the hotel's business center.

All rooms have sprinklers and meet our fire, safety, and door lock requirements.

The Port O' Call Hotel has two kitchens and features a variety of options for dining. There is a breakfast and lunch buffet, as well as full menus in the more formal Destiny's Dining Room, as well as the casual, contemporary-style cuisine in the Sky Harbour Lounge and Jetz Bar. The Coffee Garden offers light snacks, desserts, and pizza in a

cozy setting by the fireplace. Destiny's restaurant and the Sky Harbour Lounge offer crews a 10 percent discount.

The hotel has a complete fitness facility with stair-step machines, bicycles, treadmills, a rower, and a substantial universal-type machine. Also there is an indoor pool, Jacuzzi, steam rooms, and an indoor racquetball court. Wow! The hotel has plans to install a park-size water slide near the pool.

The hotel will offer free transportation to the local mall and movie theatres.

I am confident that you will enjoy the new crew layover hotel in Calgary.



Hotel Debriefs can be submitted through the Hotel Department page on the APFA Web site.



"Everyone thinks this was a victory," said Robert Buchholz, Vice Chairperson of the Nashville base. "It became an integrity issue. We had 21,000 people willing to risk their jobs to stand up for what we felt was right."

-The Tennessean, November 23, 1993



"We still have the fax machine that fed the actual loads to CNN, showing that the airplanes were running empty. EVERYBODY worked so hard, so tirelessly. We did it. I am still in awe."

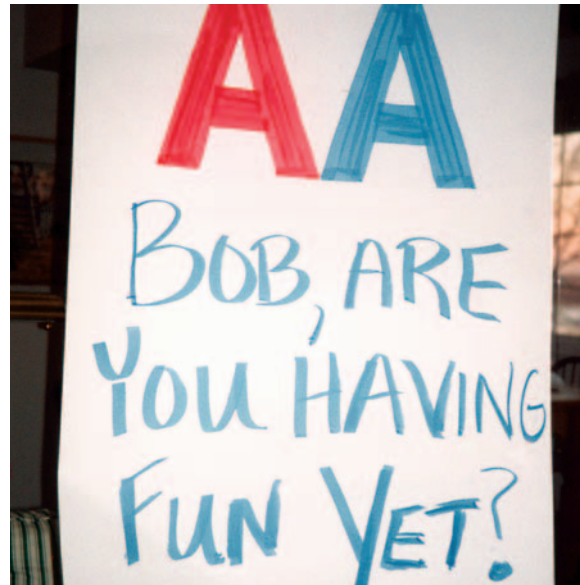
P.S. I still hate donuts."

-Liz Mallon
ORD Base Chairperson

Strike⁹³



"I am pleased to announce I have spoken to both parties involved in the American Airlines strike and that both have agreed in principle to end the strike and return to the bargaining table immediately."
-President Bill Clinton



“Chicago Flight Attendants were totally awesome in all strike-related activities, and their strength and spirit will never be forgotten. Despite freezing weather, they were bonded by mission and gave generously of their time.”

-Nancy Moehring
IOR Chairperson



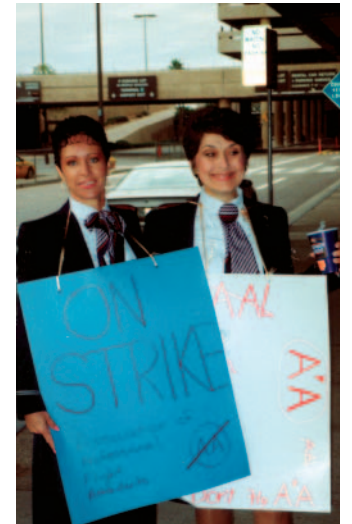
“Some have been met with pride and jubilation, such as the strike results produced for most of us, and some have been met with many, many tears of sadness. I wonder what the next 10 years will hold?”

-Cheryl Walters
IDF



“But it was a phenomenon to see the sea of blue united together for one cause! When we got the call at 4:00 a.m. the next morning to get out to the Burbank airport by 5:00 a.m., I know we were all scared and frightened at the prospects we were facing, but we did it.”

-Sandra Mitchell
LAX-I Chair



Updates from Capitol Hill

By Joan Wages, APFA Washington Representative

FAA Reauthorization Bill

After months of arguments over privatizing the air traffic controllers, last minute changes in Flight Attendant security training, and cabotage for air freight, the FAA bill passed the House on October 30 by a narrow margin (211-207) and passed in the Senate on November 21 on unanimous consent. A dozen Republicans had threatened since August to vote against the bill if these three items were not changed. In the end, only the privatization language was stripped from the bill and not one Republican voted against the bill because of the flawed Flight Attendant security training language or cabotage. This was a big disappointment. The bill passed the Senate because the White House agreed to a one-year moratorium on privatizing towers.

The Flight Attendant security training provision was subject to last minute changes by the House Republican leadership that took away the Transportation Security Agency's (TSA's) mandate to design the advanced security training program. Now, it will be up to each air carrier to develop its own program. TSA has the security and law enforcement expertise to design a sophisticated program to meet the needs presented by the current environment. The language that passed calls for TSA to oversee the air carrier training but this will be done on an OK or Not OK basis. Air carrier training designs will be very different from what TSA would design from the outset.

The good news is that Flight Attendant certification is included in the bill that passed. Certification enhances professionalism and recognition for the Flight Attendant position. The provision provides that no person may serve aboard an aircraft unless that person holds a certificate of demonstrated proficiency from the FAA. This proficiency is the same that all Flight Attendants must demonstrate each year during annual recurrent training. The FAA has one year to implement the program. Flight Attendants will be considered certified after completing their next recurrent training, but the FAA may take up to a year to issue the certificate. These certificates are unlike the

pilot licenses in that no medical or physical requirements are included.

Pension Legislation

Other relevant legislation on the move at the tail end of this session seeks to address the underfunding of corporate pension funds. House and Senate bills would temporarily shift the basis of determining pension fund liabilities to a formula based on corporate bond index rates, and a blue-ribbon panel would be created to study the matter. It would be required to report back to Congress with a proposal in 2005. The Pension Benefit Guaranty Corporation (PBGC) estimates that the proposed changes will reduce contributions to pension funds by \$30.5 billion (give or take a dollar). HR 3108 passed the House on October 8. A Senate bill is in limbo between two committees - both of which have jurisdiction and want pension issues addressed. It remains to be seen if these matters can be worked out prior to adjournment.

In the past, pension fund liabilities were tied to the 30-year Treasury bond. The Treasury Department stopped issuing the bond in October 2001, resulting in a drastic rate drop that would force corporations to contribute millions more to pension funds. Congress enacted a temporary fix that is now due to expire on January 1, 2004.

United and its employees are strongly advocating this basis change because it will assist United in getting out of bankruptcy. For the APFA, questions remain as to the long-term impact of such a change. Consequently, the APFA is watching this closely and has not taken a position on this legislation.

Register to Vote

The next presidential election is less than a year away. While that sounds like a lifetime, it'll be upon us before we know it. Primaries begin in January. So, make sure you are registered to vote. Polls are showing that the electorate is evenly divided with only a small percentage registering as independent. This could be the tightest election yet! Your vote is needed to support those who have voted to support you and your job.

Also up for election in 2004 are a number of House and Senate seats. APFA members are encouraged to review the voting records of their members in Congress through Capwiz on the Government Affairs page of the APFA Web site and visit individual candidates' web sites to

gauge support on Flight Attendant issues.

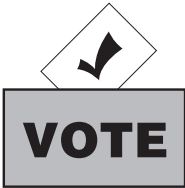
The APFA PAC

Heading into the election year ahead, it's a great time to help the APFA increase its presence on Capitol Hill. The APFA Political Action Committee (PAC) is a separate account that allows the APFA to make political contributions to members of Congress and candidates who have supported the APFA's issues. This is the only means the APFA has of helping those who help us - political contributions cannot come from dues monies.

Help elect our friends by contributing \$1, \$3, \$5, or more to the PAC each month. It can be deducted from your paycheck. If you are not already contributing, please send the card you'll find in the center of this *Skyword*.



APFA Treasurer Juan Johnson, PFAA Interim Vice President Jose Ibarra, APFA President John Ward, PFAA President Elect Guy Meek, PFAA Interim Members-At-Large Representative Andy Damis, and APFA Secretary Linda Lanning in a meeting in November at APFA Headquarters.



APFA National Officer Election

By: **Linda Herod-Rivas**
APFA National Ballot Committee

The election process for the APFA National Officers began with the posting of the Election Notice or Willingness-to-Serve (WTS) in *Skyword* and on the APFA Web site. The deadline for National Officer WTS submissions was December 10, 2003. On that day, each eligible candidate was sent a letter outlining the election procedures and rules that govern campaigning. All APFA members play a part in the election process, whether you choose to actively campaign for a particular candidate or merely observe the process and receive campaign literature. Therefore, we want to go over some of the more important and often the most violated campaign restrictions so all members, candidates and non-candidates, are aware of the federal laws regarding campaigning.

Under federal law, unions must provide every candidate an equal opportunity to campaign. The union is bound by a general rule of fairness. If one candidate is given a certain opportunity, then all other candidates must be given the same oppor-

tunity or privilege. In addition, all members may support the candidates of their choice without being subject to penalty, discipline, or reprisal of any kind or loss of privilege.

Unions are required to establish procedures for candidates to distribute uncensored campaign literature to the membership at the candidate's expense. The APFA Policy Manual provides candidates two options. First, the candidate may send her/his printed campaign literature to our designated mailing service, which will then affix the addresses on the material and deliver it to the post office for a fee. Candidates may choose to affix the labels to their campaign literature at APFA Headquarters with or without the assistance of their supporters, in view of at least two members of the NBC. Upon completion, the NBC members must accompany the candidate or supporters to the post office for the mailing of their literature. Candidates are not allowed to copy addresses or take the labels into their own possession at any time.

The use of union and employer

funds to promote the candidacy of any person in a union officer election is strictly prohibited by federal law. This prohibition was adopted to prevent a current officer from being able to use the union treasury to help finance an election campaign. It was also intended to prohibit an employer from being able to influence the outcome of a union election. A union or employer may not contribute money or anything of value (such as the use of facilities, equipment, or supplies) to promote the candidacy of any individual in a union officer election. The prohibition against the use of union and employer funds applies to any union and any employer, not just the union conducting the election or an employer of the union's members. For example, it is improper for a candidate to have campaign literature duplicated free of charge on a copy machine at a small business owned by a relative of the candidate. The prohibition against the use of union and employer funds applies to direct expenditures from the union or employer as well as indirect expenditures including:

▲ Campaigning on time paid for by the union or employer

Campaigning by union officials that is "incidental" to union business is not a violation of federal law. Incidental is defined as occurring merely by chance or without intention. For example, if someone asks a candidate a campaign-related question while she/he is working on union business, she/he can answer the question but should not initiate the discussions nor engage in extended discussions even when initiated by others. Similarly, the law prohibits candidates from campaigning on company time since such activities would involve an indirect expenditure of company funds.

Each election, the National Ballot Committee receives calls from members who have observed an incumbent officer or supporter who is a union representative campaigning at the airport. Since the representative gets trip removals, it appears to the member that the representative is campaigning on union time. When we receive a complaint of this nature, we call the candidate immediately in an effort to avoid

a possible campaign violation, but usually the incumbent was not in violation. As a reminder, union work is not limited to five days a week, eight hours a day. That representative may have been officer-on-duty the prior weekend and may be taking a day off during the week to campaign. The key here is whether or not the representative requests reimbursement for time spent campaigning. Therefore, it is very important that all candidates keep accurate records indicating the hours they were "on" and "off" the union's clock during the election process.

A Use of union/employer owned or leased equipment such as telephones, fax machines, and copy machines

Campaign literature may not be prepared or copied using APEA or American Airlines facilities, equipment, supplies, or personnel, and APEA phones may not be used for campaign calls, including APEA telephones that are expensed for home office use. APEA-issued computers and corresponding e-mail addresses cannot be used for campaign purposes.

A Use of union/employer supplies such as stamps, paper, and envelopes

A Use of union employees to prepare campaign literature while on union time

A Use of union/employer letterhead

Campaign literature may not be reproduced on APEA or American Airlines letterhead, even if the candidate pays for the paper, since it would give the appearance of being endorsed or issued by the APEA or American Airlines, respectively. Likewise, campaign literature may not contain the American Airlines or APEA logo.

A Use of union/employer property or facilities

Candidates and their supporters are not permitted to distribute campaign literature through Company mailboxes, and literature may not be posted on the APEA bulletin board.

A Use of union position to promote candidacy

Every practice that a union representative establishes during her/his term of office may be continued throughout the election process, but this would not be the time to initiate a new practice.

A Use of Skyword to promote or criticize a candidate

Skyword must not be used to promote or criticize a candidate in any way during the entire election period, such as publishing articles complimentary or derogatory of current officers or any candidate.

Any violation of these rules should be reported promptly to the National Ballot Committee so corrective action can be taken, if necessary. Campaign violations are not only serious, but also create a negative light that reflects on all APEA members and can invalidate an election. The democratic rights of all members will be fully preserved if we work together to ensure this election and all future elections are conducted with the highest standard of fairness and integrity.

Ballots for APEA President, Vice President, Secretary, and Treasurer will be mailed to all APEA members on December 30, 2003, and are due at 9:00 a.m. Central Time on January 29, 2004. The ballots will be counted immediately following the pick-up at a location to be announced. If a candidate for any office receives 50 percent + 1 of the valid votes cast, she/he will be elected to that position. If no candidate receives 50 percent + 1 of the valid votes cast for

any given position, a run-off ballot will be mailed to all APEA members on February 9, 2004, and must be received in the designated post office box by 9:00 a.m. Central Time on March 10, 2004. The run-off election will commence immediately following the ballot retrieval at the Radisson Hotel in Irving, Texas. The National Ballot Committee encourages any member in good standing to observe the election process.

If you have any questions, please contact the National Ballot Committee at (800) 395-2732, extension 8311.



Please read the Treasurer's Report in this issue of Skyword for eligibility information.

ELECTION NOTICE

Pursuant to Article III, Section 4,J,1 of the APFA Constitution, Notifications of Willingness-to-Serve are now being accepted for **AD HOC MEMBER OF THE EXECUTIVE COMMITTEE PLACE #3 and PLACE #4** for the three-year term of office beginning April 1, 2004.

CANDIDATE INFORMATION

This election is open to **all** active members in good standing as defined in Article II, Section 4,B. of the APFA Constitution.

The Executive Committee Ad Hoc Member Place #3 and Place #4 will be elected at the APFA Annual Convention, which will commence March 1, 2004, by the Base Chairs (or the Vice Chair the absence of the Base Chair) who have been elected or duly elected as Delegates to the Convention pursuant to Article 1, Section 7,C of the APFA Constitution.

The nomination and balloting process for each Ad Hoc Member Place is conducted separately and independently from the other places. When a candidate receives two-thirds (2/3) of the valid votes cast, that individual will be deemed elected to that Ad Hoc Member Place.

Refer to Article III, Section 4 of the APFA Constitution for details regarding the jurisdiction and duties of members of the Executive Committee.

ELECTION TIMETABLE

Members of the National Ballot Committee will retrieve the Willingness-to-Serve Notifications from the designated P.O. Box at **10:00 A.M. Central Standard Time on January 30, 2004**. The candidates' names will be recorded on the APFA Hotline and copies of their Notifications will be sent to each member of the Board of Directors and Executive Committee. Additional Willingness-to-Serve Notifications may be returned to the APFA Secretary or the National Ballot Committee anytime prior to the Convention.

NOTE: The National Ballot Committee accepts no responsibility for the failure of the U.S. Postal Service to deliver Express Mail, Certified Mail, or proper notification thereof, to the P.O. Box. Regular mail, posted in a timely fashion, is recommended.

Nomination Envelopes containing copies of all Willingness-to-Serve Notifications that have been returned to the APFA will be distributed to the Board of Directors and Executive Committee when the Convention is first called to order. No other Notifications will be accepted by the APFA after the Convention is called to order.

INSTRUCTIONS FOR WILLINGNESS-TO-SERVE

Any active member may self-nominate her/himself or may nominate another member. Candidates are required to contact the National Ballot Committee to confirm their Willingness-to-Serve if other than self-nominated.

Only this form or a photocopy will be accepted, one form per envelope. Biographical information and personal statements should be submitted on a separate sheet of paper and attached to this form. A copy of each candidate's Willingness-to-Serve will be distributed to the Board of Directors and the Executive Committee. **It is the responsibility of the candidate to inform references that their names will appear on the Willingness-to-Serve that is sent to all members of the Board of Directors and Executive Committee.**

All Notifications of Willingness-to-Serve must be sent to:

**APFA National Ballot Committee
P.O. Box 907
Euless, TX 76039-0907**

NOTIFICATION OF WILLINGNESS-TO-SERVE
Ad Hoc Members of the Executive Committee Place #3 and Place #4

CANDIDATE INFORMATION: *All information must be typed or printed.*

NAME: _____ POSITION DESIRED: _____ EMP#: _____ TELEPHONE#: _____
ADDRESS: _____ LENGTH OF SERVICE: _____ BASE: _____ PREVIOUS BASES: _____
CITY/STATE/ZIP: _____ SIGNATURE: _____

Please complete the following information if nominating another APFA member.

NAME: _____ EMPLOYEE #: _____
SIGNATURE: _____ TELEPHONE #: _____

F/A REFERENCES: Supporters must be members in good standing. All information must be complete or reference will not be printed. (Limit 10)

Name _____	Emp# _____	Base _____	Phone# _____	Name _____	Emp# _____	Base _____	Phone# _____
Name _____	Emp# _____	Base _____	Phone# _____	Name _____	Emp# _____	Base _____	Phone# _____
Name _____	Emp# _____	Base _____	Phone# _____	Name _____	Emp# _____	Base _____	Phone# _____
Name _____	Emp# _____	Base _____	Phone# _____	Name _____	Emp# _____	Base _____	Phone# _____
Name _____	Emp# _____	Base _____	Phone# _____	Name _____	Emp# _____	Base _____	Phone# _____

Use a separate sheet of plain white paper for Biographical Information and Personal Statement.

BIOGRAPHICAL INFORMATION: There are four categories for biographical information:

Labor Relations Background
Flight Attendant Credentials

Educational Background
Previous Business/Job Experience

Biographical information will consist of no more than forty (40) items, to be divided in any combination of the four (4) categories. Each item will be limited to ten (10) words. Please do not create your own categories. If you do not use a category, that categorical title will not be printed.

PERSONAL STATEMENT: Personal statements will be limited to two hundred and fifty (250) words excluding the following articles and prepositions: a, an, and, at, before, by, for, from, if, in, into, of, on, or, the, to, upon, and with.

Furlough Update

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

Effective December 2, 2003, 352 previously furloughed American Airlines Flight Attendants returned to active status!

American sent out 390 recall notices. There were 352 Flight Attendants who accepted, 32 who rejected, and five who did not respond. The Company built a 10 percent buffer into the original recall number of 390. Even though not every eligible Flight Attendant accepted, American made it clear it has no plans to offer additional furloughs beyond the 390 at this time. Those being recalled will be based in LGA and STL. Flight Attendants included in this recall who were affected by the international long-term reduction in force earlier this year will be offered reinstatement to their respective international bases if those bases have openings.

In this Furlough Update, I am going to cover a few of the most frequently asked questions received by various APFA Reps regarding furlough and recall, address some misconceptions and misinformation,

and provide a bit of a history lesson.

One of the most frequently asked questions the APFA has received since this recall was announced was whether the Flight Attendants recalled will be furloughed after the holidays. The Company is on record as saying that the recall effective December 2 is to cover additional flights and new limited growth flying using existing aircraft scheduled for next year. It is important to mention that there are no provisions in our contract for "seasonal" Flight Attendants. More on this is included later in this article. Although there are no guarantees, especially in the aviation industry, the Company's positive third quarter financial results, the recent announcement that a number of MD-80 aircraft may be brought out of storage, and increased flying, both domestic and internation-

al, next year is encouraging. A few things to keep in mind include the fact nearly 1,500 Flight Attendants are currently on Overage Leaves and will return by July 2004. American does not plan to take delivery of any new planes until 2005 and will carry through with plans to ground several former TWA 757s and the remainder of the F100 fleet next year. In addition, American plans to reduce staffing on the 737 beginning in January 2004 and international 757 trips in December 2002. These are all corporate decisions that can and do affect manning requirements.

Many of the misconceptions and much of the misinformation circulating on the line can be put to rest with a look into APFA history. For instance, did you know that much of the language in Article 16 of our contract, which covers such things as Overage Leaves, Partnership Flying, and forced transfers, was negotiated decades ago? That's right, it was not part of the Restructuring Agreement. The language in Article 16 has been around a while. Until October

2001, it really had not been put into practical use since the early 1980s. Did you also know that despite a lack of furlough pay prior to 1995 when it became a part of our contract as part of the Arbitration Award that finalized the 1992 Contract Negotiations, American did not routinely furlough Flight Attendants?

Many calls have come into the APFA from those returning from furlough asking why they are not being returned to the crew bases they were stationed in at the time of furlough. Article 16.D.2 specifically outlines base rights for Flight Attendants recalled from furlough. It provides for recall to open and available bases at the time of recall. The article also does not provide any prior claim to former bases. Please keep in mind that several hundred Flight Attendants were force transferred to STL. In accordance with Article 16.D.3, until they are reinstated to their original bases, no regular transfers to those bases can be processed, and no Flight Attendants on furlough can be

recalled to those bases.

One other concern of those recalled on December 2nd was the fact they will serve reserve at their bases during the month of December if their seniority warrants. This is in compliance with Article 10.S.1 of the contract, which deals with reserve rotation. Due to the fact many of the Flight Attendants involved in the December 2nd recall have not served reserve in over three months, and most, if not all, are junior enough to be on the reserve list at the majority of bases in the system, they will, in most cases, serve reserve in December. Recall from furlough is handled very differently from placement as a new hire where the Flight Attendant is given a schedule for at least a complete month of service.

From the day they were furloughed, Flight Attendants have received very limited if any communication from American. The APEA has served as their only real source of information. What makes this so sad is that those on furlough need infor-

mation about the Company's plans in order to make necessary decisions regarding their lives. They need to be able to gauge whether to put off a career change, enroll in school, or even retire. The APEA Communications Department has worked closely with members of Flight Service Management to obtain information those on furlough say they need. We have utilized the hotline and **Skyword** in order to provide information about the ever-changing work environment at American and the Company's business plan to the entire membership.

When calls or e-mails are received in the Communications Department regarding the status of furloughs, we respond by telling the caller what is known. The published fleet plan, flight schedules, and things such as reconfiguration of aircraft and resulting reduction in staffing are all factors that come into play with recall. We encourage those on furlough to monitor the APEA Hotline and web site for updates and news on the

Company. There is a News and Events page on the web site that lists recent articles published on the aviation industry. This is a great source of information. For more specific information on American, the AMR web site at **www.amrcorp.com** is a good place to start. No one has a crystal ball and not even a psychic could adequately foresee future decisions of American. No one at the APEA would be irresponsible enough to forecast what is going to happen next or what a furloughed Flight Attendant should do in her/his life. Those are decisions that the individuals must make on their own based on the information that is available to them. The APEA Communications Department

will continue to do our part to get information out to those on furlough as quickly as it becomes available so that they can make the decisions necessary for their family and themselves.

What information is available will be made available through the APEA Web site, the hotline, and **Skyword**. It will be up to you to access it and stay informed.

As of December 2, 2003, there will be 5,760 American Airlines Flight Attendants on furlough.



ISSUE	RESOURCE	CONTACT INFORMATION
General Questions	Employee Assistance	800-447-2000
401K Accounts	J.P. Morgan	www.retireonline.com or 800-345-2345
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Strike Memories

Ten years...When I think about it, it seems such a short time ago, yet so long ago.

I am reminded of the sacrificial changes that have occurred to our careers in the past 10 years. I am reminded of those five days and the many months that followed to clean up after the strike. I remember the unending battle to finalize the contract we were trying to gain when we declared a strike against American Airlines on November 18, 1993.

I was the IDF Chair and as a "local" was responsible for conducting the candlelight vigil at the airport beginning at midnight. This was to be followed by the rally at the Marriott Hotel. I was the one, along with DFW Strike Chairperson Diana Dunn, to receive the call at 0240 from our negotiators in MSY that as of 0600, we would officially be on strike. Believe it or not, I don't remember a lot of "adult beverages" flowing that night, but those words were a sobering thought to everyone in the room. I do remember feeling a bit shaky, as we looked out into the room of approximately 1,500 Flight Attendants and their families to make the announcement.

After a few moments of anger, followed by some tears, I placed a call to make sure my young son would be taken care of, and then spent the next 2 1/2 hours preparing for the 0600 picket lines. The halls and rooms of the APFA were literally turned into Strike Headquarters, filled with strike posters, pickets, and staple guns along with hundreds of Flight Attendants answering every phone line that could come into the building. By 0530, picket signs were loaded into pickup trucks. Many of our strikers were sitting in uniform at Denny's having breakfast to prepare themselves for the day that awaited them.

What an awe-inspiring and empowering sight to see full picket lines at both terminals of DFW, the fully operating picket line that had been organized in front of American Airlines Headquarters, as well as all of the untold numbers of media personnel and their camera equipment. That adrenaline rush lasted, thank goodness, for the next five days. We only went home to shower and change uniforms. The precious commodity of sleep usually happened in a sleeping bag under some

APFA staff member's desk.

My right hand people during the next five days were IDF Vice Chair John Gadd, who conducted and manned those "stewardess picket lines" every day, and Steve Watson, who conducted Scab Watch at the airport. They, along with those strikers manning picket lines and the Flight Attendants who manned PhoneWatch, were my source of strength. I also don't know what we would have done without Jim Highfill, our APFA official printer, who, on a daily basis, printed and delivered picket signs to the picket lines. He was incredible...so much so that he was recognized the following year with an APFA "Honorary Member" Award.

Since that day 10 years ago, unfortunately and fortunately, there have been a lot of historical events that have occurred at the APFA and to the members of the APFA. Some have been met with pride and jubilation, such as the strike results produced for most of us, and some have been met with many, many tears of sadness. I wonder what the next 10 years will hold?

Cheryl Walters
IDF

Recollections of Nov. 18, 1993

What I remember the most is how cold it was! We all looked like navy blue Michelin Men and Women, marching in never ending circles. I was and am still so proud of my base. With the wrath of the prairie elements bearing down on us each day, Chicago had the best compliance in the system!

We also had Kathy, Susan, Michelle, Melinda, Marcy, and others working tirelessly in the ORD APFA Office. "Hold please" became the phrase of the day. We still have the fax machine that fed the actual loads to CNN, showing that the airplanes were running empty. EVERYBODY worked so hard, so tirelessly. We did it. I am still in awe.

P.S. I still hate donuts.

Liz Mallon
ORD Base Chairperson

THE STRIKE OF 1993

I remember the strike of '93 as one of the coldest winter days of my life. I did circles without wearing skates! My wife did a little HOP thing, trying to keep warm while passing out more than welcomed cough drops to help soothe those sore, cold, and

hoarse throats. This also gave my wife a chance to meet many of my fellow workers and share her union stories from her job experience.

Not long after we got the hang of things, we got a "cry for help" from the hanger entrance. We opted for a change of scenery, a chance to warm up in the car, so off we went.

We were greeted by big wood-burning drums pouring out welcome flames of warmth. A few thoughtful people had brought gallons of hot coffee from home and were serving it from the back of their SUV. For a moment, I thought I was at a tailgate party.

Some of our fellow American Airlines employees cussed at us, while others dropped off big cheese pizzas, McDonald's burgers, and donuts; these came by the dozens, boxes and boxes of donuts. It took me three years before I could even walk into a donut store, but at the time they were like manna from heaven.

I think one of the most important memories is that of the camaraderie. Gone were the cries of seniority and week-ends off. There was not one mention of being on reserve or being called in the middle of

the night for an AM flight. We were all players on one team, the same team. We were determined to win, and we did.

Michael Meyer
IOR Vice Chair

Strike Memories

Chicago Flight Attendants were totally awesome in all strike-related activities, and their strength and spirit will never be forgotten. Despite freezing weather, they were bonded by mission and gave generously of their time. Picket lines were long, and we proudly remember the loud chants and each line competing to see who could be the loudest. It was camaraderie at its best! Cars lined up where we were picketing and handed us coffee and an endless supply of great snacks. Local vendors offered free items or services and other union groups stopped by to cheer us on and offer help. New friendships were formed, and Flight Attendants were quick to carpool or offer rides since our parking lot was off limits. Debriefing at local restaurants further strengthened the bond. All of us were touched by the Flight Attendants who brought children and family members to assist us with miscellaneous

details. We fondly remember the little dog that showed up for picketing each day wearing his own picket sign and who never refused to pose for photos (and never missed a treat!). Many of our Flight Attendants were mid-sequence on trips when the strike was called and bravely flew home full fare. They were loudly cheered when they arrived back to join us on picket lines for the remainder of the strike. What a true inspiration to all of us! The strike was certainly a catalyst that brought us together in many ways. While our strength and spirit was undaunted, it was also a time that showcased other abilities. Everyone's talents were put to use, and whatever we needed was provided for us. We all pulled together and prevailed against all odds. These past few months have been a horrible setback, but if we band together in a positive way with the strength and tenacity shown during the strike, we can and we will rebuild.

Nancy Moehring
IOR Chairperson

Code 11 and Proud of It

November 18, 1993 was my first active involvement with the APFA. The collective self-confidence and respect

gained from this strike shed new light on this job and these people. I remain code 11 and proud of it!

Steve Wilson
ORD Vice Chair

In trying to capture my 1993 strike experience in writing, I looked up and saw this letter framed and hanging on my wall. Although, I greatly appreciate the kind words of Cyndee Ferris included in the following letter which she sent to me after the strike, it was her feelings about her strike experience that I think speaks volumes. It was an exciting time!

Congratulations on the 10th Anniversary of our historic strike!

Until next time,

Patty Bias
Hotel Department

Dear Patty,

Thank you, thank you for all you did for us during, before, and after the strike. You were totally overworked, yet maintained a professional dignity that made us all burst with pride.

I was excited to be a part of history-making notice and have leaders as positive and organized as you, Patty.

Thank you from the bottom of my heart. What a "joy" to know you.

I know that I speak for all APFA members who gratefully acknowledge your selfless, tireless drive in behalf of our cause.

Thank you again, Patty, it was worth it – we won!

God Bless Always...

Fondly

Cyndee Ferris
SFO F/A

It doesn't seem like 10 years have passed since our very successful strike in 1993. We remember the unity we felt and the camaraderie among the Los Angeles group of Flight Attendants. When we had the candlelight vigil the night before the strike, we saw so many familiar faces at parking lot C getting together for our march around part of the airport. When we arrived in front of American's terminal, we saw the surprised looks on the faces of the supervisors as they were all "gawking" out the windows to see what was going on! We had many of the television crews out there trying to get interviews from any of us. We remember losing our voices from "chanting" together our

anger and disgust at the Company. But it was a phenomenon to see the sea of blue united together for one cause! When we got the call at 4:00 a.m. the next morning to get out to the Burbank airport by 5:00 a.m., I know we were all scared and frightened at the prospects we were facing, but we did it. We picked our signs and walked for our five-hour shifts. The TV crews were out in force again. We had such a good feeling about what we were doing and the people who came by, passengers and others who cheered us on. We will never forget those who brought us food and drinks. I remember when we got the call on day five that the strike was over. I had the afternoon shift that day and was disappointed I couldn't fulfill my shift. By day five, we had gotten the hang of everything! So in retrospect, it may seem like so long ago and shall never be forgotten, but what remains with me is the unity of our group here in Los Angeles. It makes us proud to say, "We are Los Angeles based Flight Attendants for American Airlines and proud members of the Association of Professional Flight Attendants."

Sandra Mitchell
LAX-I Chair
Kathleen Olson
LAX Vice Chair

DCA

We hope that you are finding the time to enjoy the holiday season. One of our biggest commitments to the base as your representatives is to keep you in the loop as to our dealings with local Flight Service. It has been a rather frustrating couple of months trying to get local Flight Service to take a proactive approach to making your working lives better. For some time now, we have been pressuring our Operational Manager, Joe, to engage the base and work jointly with us on improving our bid sheet and increasing our headcount via transfers. His continued unresponsiveness forced us to conference call the now former base manager to address the issue. One week later, Joe was in DFW meeting with crew resources about the bid sheet, and he now has said that he's committed to getting the base involved and meeting once a month to try to improve the bid sheet. Given his track record thus far, it is clear that we, as well as all of you, must keep the pressure on him to get any positive changes enacted. You can e-mail him with your input at Joseph.Bellinger@AA.com.

We'd also like to report on the status of the base grievance that was settled, which requires each FSM to work the #1 position on a narrow body aircraft by the end

of 2003. As of this report, none of our local FSMs have fulfilled their obligation. It has come to our attention that more than one FSM has felt the need to take a "practice run" by "chasing" a Flight Attendant who is working position 1. One would assume that to gain a true understanding of your work environment that you would choose a trip that is typical to DCA domestic flying. In one case, however, we discovered that rather than choosing a sequence from our bid sheet that was multi-leg, had sit-time, and/or a short layover, the FSM chose a two-day (one leg per day) with a 27-hour San Juan layover. Upon checking the load factors, we found them to be two and four passengers. To add insult to injury, the FSM did not displace a Flight Attendant; she traveled as an A11 (found on the PIL). We questioned Joe as to the purpose of the trip. He said the FSM felt she needed a "refresher" before taking a sequence alone as #1. So, instead of gaining a better understanding of your job, the FSM got an expense-paid mini-vacation in sunny Puerto Rico. We made it clear that this was a complete waste of time and money. We expect that when the FSMs choose their work trip to comply with the grievance, they will use better judgment by choosing a sequence that is more typical of what we, as line Flight Attendants, are flying on a daily basis.

We hope that you have a safe and happy holiday season.

Tim and Heidi

DFW

STANDBY

The DFW office has been investigating some instances where crew schedule has assigned a Flight Attendant to second standby duty, when others have not served their first. Article 10.K.2.c provides that a reserve Flight Attendant will not be involuntarily assigned, during any one month, to standby duty for a second time, until all other reserve Flight Attendants at the base who are LEGAL and AVAILABLE for such assignment have been so assigned at least one time. Subsequent standby assignments shall be allocated among reserve Flight Attendants in the same manner. If you feel this has happened to you, please call the DFW Office.

VACATION BIDDING

Please be careful when bidding for your vacation. If you are removed from a carry over trip and bid a trip that departs on the same day that the vacation trip returns, you may be obligated to fly the trip. For example, a domestic Flight Attendant has a vacation trip, which carries over and arrives JAN2 at 1300. The

Flight Attendant would be legal and obligated to fly any trip departing at 1415 or later on JAN2. The same applies to a reserve Flight Attendant who is required to return from vacation for her/his next scheduled reserve available day. A reserve Flight Attendant returning from vacation, who elects not to call in the day prior to her/his next reserve day, must contact the Company at the conclusion of the vacation period. In a nutshell, a Flight Attendant is legal to fly any trip that gives her/him at least the sign-in time (1 hour) plus debrief time (15 min. DOM) between a trip that she/he will work and a trip that she/he is paid for but will not actually work. This provision affects trips both before and after vacation period. This is what is referred to as being "paper legal."

CALLING THE TAPE

If you arrive from a trip the day before a reserve day, you should follow these guidelines for your next assignment.

If the duty day ends before the call-in window and the designated call-in window is entirely within the legal rest period: Call the tape or Crew Schedule to inform them that you will not call the tape and you will make contact immediately after your rest ends.

If duty ends during the call-in window: You must call the tape.

If duty ends after the call-in window: You have no obligation to call the tape or make contact with crew schedule. You must be available and answer your phone after the completion of your legal rest.

FYI: We now have an increased scheduled duty aloft maximum for any sequence of 8:59 per duty period. You may not be scheduled for anything over 8:59; however, once you begin the sequence, you are legal to fly.

Remember that the monthly base meetings are held the second Wednesday of every month. The meeting is at APFA Headquarters and begins at 11:00.


Happy Holidays!

In Unity,

Chris and Margaret

IOR

As reserve rears its ugly head and creeps higher up the seniority list, we would like to give you a few reminders. If a Flight Attendant bids onto reserve and is on reserve by her/his own choosing on the same month she/he is on vacation or on a PLOA, the Flight Attendant is NOT considered to have fulfilled her/his reserve obligation and may show up on



the reserve list the next month. Also, if there are domestic fall offs on a month you are scheduled for reserve or are on vacation, you may NOT bid back to the domestic operation that month, although you may be forced to fall back if the need arises. We would also like to remind you that if you carry time into a reserve month that is coded as a paid absence for a trip not actually worked (i.e., sick or vacation), then do check your legalities as to when you must become available for reserve. You might find yourself with an actual reserve assignment sooner than you think, since the legal break differs from trips credited than for trips actually worked. Although contractually, we can be given domestic trips while on reserve, remember that they still must pay us at international rates. Contractually, they may NOT assign us a domestic trip for the second time until all other international reserves at base who are legal and available have been assigned at least one time. Recently, there have been blatant violations in assigning multiple domestic trips, and we believe the problem has been corrected and the affected Flight Attendants have been compensated for the errors. We also would like to remind you that an international reserve can't be assigned to domestic standby, although the standby assign-

ment might ultimately result in being assigned a domestic trip.

By all accounts, reserve is not a desirable situation, and we hope to find a way to improve things and in the meantime to make the best out of the situation.

Nancy Moehring
IOR Chairperson
Michael Meyer
IOR Vice Chairperson

LAX-I

As we gear up for the holidays, our reserves are still being given domestic trips. Also, remember the Company can request a medical certificate per Article 26.I of the Contract should they suspect abuse of the attendance policy or an underlining medical condition that has not been addressed.

Kathy and I wish you and your families much joy, happiness, and good health in the holiday season.

Sandra Mitchell
LAX-I Chairperson
Kathy Olson
LAX-I Vice Chairperson

MIA

New IOD procedures are very confusing. There is a difference between being injured as a result of turbulence versus being injured pushing a cart. You will

be compensated with full continuance pay for 180 days if injured as a result of rough air or passenger assault as defined in Article 26.E of the contract. For example, if you are injured pushing a cart, the Company will allow you to use your SK time (at your option provided you use a PPN doctor) to augment state workers' compensation Temporary Total Disability benefits (TTD). The combination of SK and TTD shall not exceed the monthly guarantee of 70 hours regular, 75 hours reserve. The amount that you are entitled to by the state is based on an average weekly wage you earned in the 13 weeks immediately preceding the date of injury. The state then pays 66 2/3 percent of that average up to a state maximum of \$608 per week non-taxed. You may augment that amount with SK time up to the monthly guarantee.

Example: A 70-hour monthly guarantee for a 26-year Flight Attendant based in Florida is worth approximately \$3,198 before taxes. The Flight Attendant receives TTD payments of \$608 per week, which totals \$2,634 per month. The difference between what the Flight Attendant receives from TTD and what s/he would receive if s/he flew 70 hours is approximately \$558 (before taxes). Using SK time, s/he would be using 12.25 hours to get that difference.

In the state of Florida, there is a seven-day statutory waiting period before TTD is available. For example: Injury date 5/6/03. Injury is determined compensable. Flight Attendant wants to supplement with SK and is using a PPN doctor. Waiting period is seven days, which will be coded WI (Injury-on Duty – Injury during state waiting period-paid by using sick bank hours) 5/6-5/13/03.

It is 5/25/03. Flight Attendant has been paid by state with TTD and has IH (Injury-on-duty paid by using sick bank hours) from 5/14 through today- absence is still open. Injury closes 5/28/03. 5/27/03 is the 21st day of lost time. TTD will be retroactively paid for 5/7-13/03. The MIA Base IOD Coordinator advises Pay Comp of recorded WI to IH time and sick bank is increased to adjust for hours used as WI. (Remember that the waiting period starts with the first day of LOST TIME following the date of injury and not the date of the injury itself.)

If you have any questions, please do not hesitate to call us.

We want you to know, "We hear you." We have received many HI3s in the APFA lock box regarding the short layovers and the many delays American Airlines is encountering. Keep sending us your HI3s. We are building a large file.

We have noticed on the HIBOARD postings stating "241 ONLY, NO OE." Just to clarify, the only effect an OE has is on the Flight Attendant TAKING the trip. The Flight Attendant dropping the trip can still fly other trips on OE drop days, and it will still affect your GUARANTEE regardless of whether it is a 241 or OE. Bottom line, if you are dropping, it doesn't matter whether it is 241 or OE. Also, please remember the BASIC "rules" of the HIBOARD. If it says, "call first," then call. Don't EVER use someone else's schedule to facilitate a 241 unless you have their express permission. It could have ramifications you are not aware of and could "damage" their schedule (i.e., could push them into Opt 1).

Hotel Debrief forms are available at the APFA Bulletin Board in operations. These forms can be dropped in the APFA Lockbox once they have been filled out. You can also complete a debrief form through the Hotel page of the APFA Web site.

In Unity,

Cheri Washbish
MIA Chairperson
Barbara Rives
MIA Vice Chairperson

APFA Legislative Action Alert

There are now bills in both the U. S. House of Representatives and the U.S. Senate, which would extend federal unemployment insurance for laid off workers. House bills H.R. 3270 and H.R. 1652 as well as Senate bill S. 1708 would grant 26 extra weeks of federally funded unemployment insurance to individuals who have already exhausted their state-provided benefits. All APFA members whether active or on furlough should take the time to contact their Representative and Senators and urge their support for each of these bills. Contact information for all members of Congress can be found on the Government Affairs page of the APFA Web site. Members can also contact their members in Congress through Capwiz on the Government Affairs page by simply providing their Zip Code in the required space.

Contact your Representative and Senators today and urge their support of H.R. 3270, H.R. 1652, and S. 1708! ■



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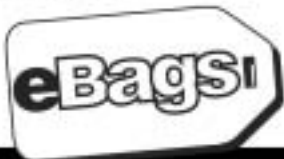
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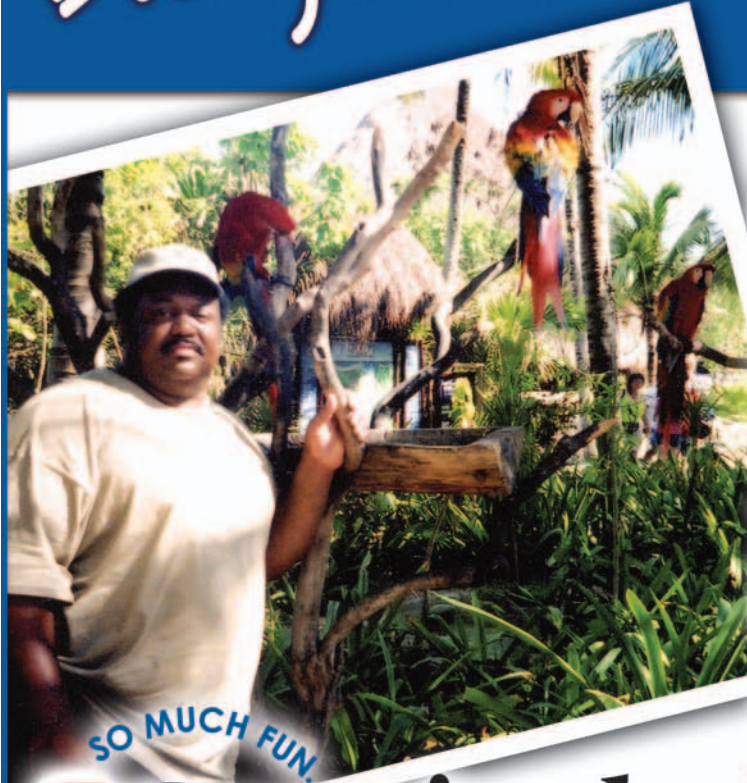
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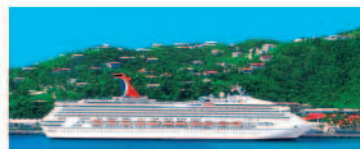
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