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**Talks Resume
 in September**

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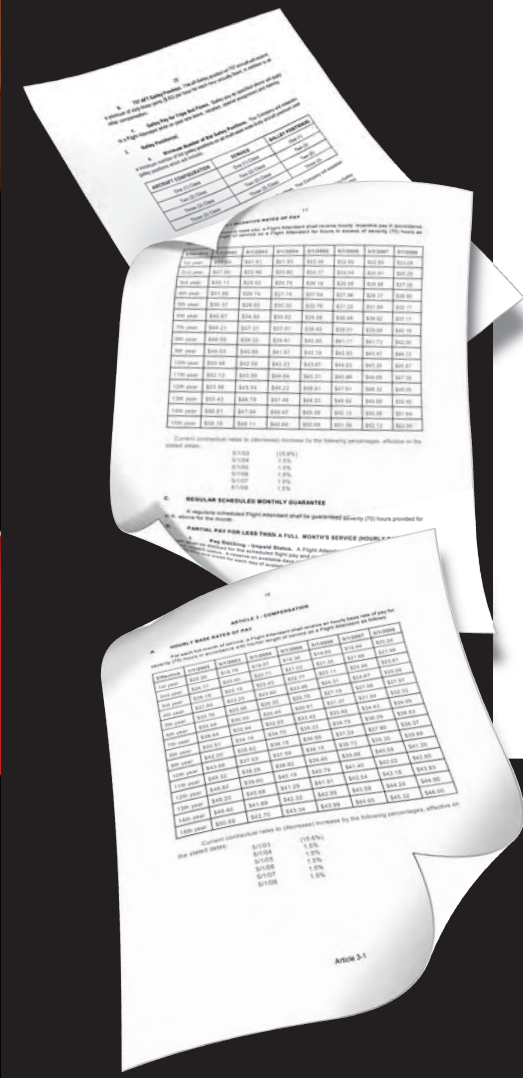
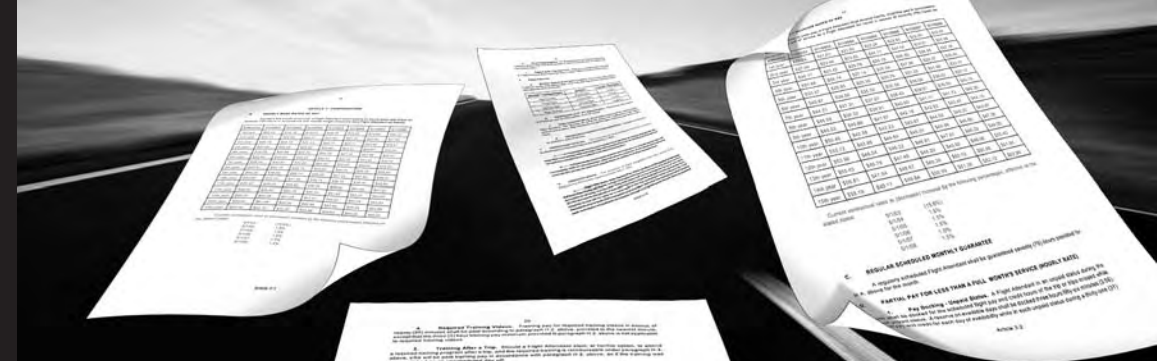
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HOURLY INCREMENT RATE OF PAY

Year	Rate	Increase
1st year	\$17.80	0%
2nd year	\$18.11	1.74%
3rd year	\$18.42	1.71%
4th year	\$18.73	1.68%
5th year	\$19.04	1.65%
6th year	\$19.35	1.62%
7th year	\$19.66	1.59%
8th year	\$19.97	1.56%
9th year	\$20.28	1.53%
10th year	\$20.59	1.50%

REGULAR SCHEDULED MONTHLY GUARANTEE

A regularly scheduled Flight Attendant shall be guaranteed seventy (70) hours of flight pay for each month.

PARTIAL PAY FOR LESS THAN A FULL MONTH'S SERVICE (HOURS)

1. Pay Docking - Unpaid Status. A Flight Attendant in an unpaid status during the month shall be docked for the scheduled flight pay and credit hours of the trip missed while in such unpaid status. A reserve on available days shall be docked three hours for six minutes (3:06) of flight pay and credit for each day of availability while in such unpaid status during a thirty-one (31) day month.

Article 3-2

Our success will depend on our unity

First of all, I want to say how honored I am to serve as your President. This is a sacred trust that members of APFA have bestowed on me, and I am determined not to let you down.

Since my election in February, I have been carrying your issues and concerns to American Airlines management, and I can report that our employer has been less than helpful. We have our work cut out for us to win a good contract.

Fortunately, I have the expertise and commitment of the APFA Negotiating Team. They've been hard at work for months gathering information and preparing our contract demands. Negotiations officially open in early September.

Decline!/Resign!

We've been taking on the Company on many issues, beginning with an aggressive response to the obscene bonuses collected by AA's top corporate executives. Here we are struggling to survive after taking massive cuts five years ago, and AA executives are patting themselves on their backs while padding their bank accounts.

We were all angry and disappointed; and we showed our disapproval with our "Decline!/Resign!" campaign, which clearly shook up the Company. AA management dislikes having their noses rubbed in their own messes, and that's exactly what we did.

We also joined with AA pilots, represented by the Allied Pilots Association, in the first-ever joint picketing event outside the AMR Stockholders' meeting. That event was very well attended and a tremendous success. We hope to duplicate that labor solidarity as we move forward. We showed the Company – and the public – that AA Crew Members are solidly united on this issue.

APA/TWU Meetings

We are continuing to meet and communicate with both the APA and the TWU. We are all engaged in contract negotiations. Although we have different issues, and approaches to resolving them, we are committed to not allowing any differences to divide or distract us. *It has long been a Company strategy to pit the work groups against each other to weaken us and protect themselves.* All of the work groups made tremendous sacrifices five years ago, and we should support each other during our fight to restore what we've lost.



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MD-80 – Trip Pay Protection

In April, we achieved trip pay protection for Flight Attendants whose schedules were decimated by the five-day grounding of the MD-80 fleet. Trip pay protection is one of the items that the Negotiating Team is focusing on as we prepare for negotiations. In March, the Company required the use of vacation days to recoup time lost due to similar cancellations. *That was simply outrageous.*

Perishable Food

In May, I signed an agreement that permitted Flight Attendants to take perishable food off the airplane if they have been scheduled to lay over. This is a quality-of-life issue that was long overdue. Far too many Flight Attendants lost their jobs in the past for removing items such as fruit and yogurt that would have otherwise been discarded.

Immediate Relief Negotiations

In June, the Negotiating Team entered into an intense three-week negotiating session with the Company in hopes that we could emerge with an immediate relief package for Flight Attendants. Your Negotiating Team was ingenious in proposing different options for efficiencies in scheduling that could win short-term relief, but AA executives rejected these proposals. *The Company continues to refuse to recognize our valuable contribution to the airline.* While I was disappointed that we did not reach an agreement, I was not discouraged. I look forward to the continuation of our negotiations.

Voluntary Bridge to Retirement

In July, during the Immediate Relief Negotiations, I signed the Voluntary Bridge to Retirement Agreement. As a result of this Agreement, 368 Flight Attendants were able to retire early. This helped to move the seniority list and, along with our Leave of Absence proffer, prevented threatened furloughs.

Flight Attendant Union Coalition

At the end of July, I met with the Coalition of Flight Attendant Unions in Memphis. It was the second Coalition meeting I have attended and the list of union leaders participating continues to grow. We now have the leaders of all major air carriers, as well as regional carriers, for a total representation of approaching 100,000 unionized Flight Attendants. We will be participating in lobbying and any other activity that advances the interests and stability of the Flight Attendant career.

Web Site – Communications

Our Communications Department has taken on a redesign of the APFA website to modernize it and make it more user-friendly. We encourage you to visit www.apfa.org often to stay abreast of top issues at our Union and to get up-to-date information from your Negotiating Team, plus the latest on legislative issues, Hotline messages, surveys, InfoRep activities and all the ways you can participate in our effort to **Mobilize to Maximize**.

Road Shows

We conducted road shows throughout July to launch our **Mobilize to Maximize** campaign, report on the Immediate Relief Negotiations, give an overview of the bargaining environment, communicate our direction with regard to negotiations and, most importantly, to hear from you, the membership.

We need your guidance and support or nothing will be achieved. *My key message to Flight Attendants is to have hope, stay unified and get involved.* If we do not believe that we can be successful, we have no chance of succeeding. While I am fortunate to have dedicated and talented people serving with me, even the most skilled and experienced team cannot achieve a contract without membership support.

The Company is not going to simply hand us a fair agreement. We need your help. We are going to have to work hard and we are going to have to work together. It does not matter whom you voted for, whether you are domestic or international, junior or senior, or what airline you began with. There are many things that can divide us, but so much more that should bring us together.

We have been overcoming obstacles and challenges since the birth of our career by recognizing the importance of standing together. We have proved that we are both courageous and tenacious. Please get involved. Sign on to be an InfoRep and encourage your fellow crewmembers to stay informed.

Our success will depend on our unity.

- Launch of Decline!/Resign! (turn-it-around ID hang tag) campaign
- MD-80 pay protection agreement
- Strategy meetings with APA and TWU
- Picketing at AMR Shareholders' Meeting along with APA
- Agreement reached on removing perishable food from aircraft
- Opening of Contract talks with AA
- Immediate Relief bargaining period
- Mobilize to Maximize brought to the bases in road shows
- Agreement on Voluntary Bridge to Retirement to help mitigate overages
- Meeting with Flight Attendant Union Coalition

The Bargaining Landscape

by Rob Clayman, Attorney

Editor's note: Participants of the **Mobilize to Maximize** road shows in July were receptive to the message delivered by Rob Clayman, APFA's legal counsel during these negotiations. Rob has served as an advisor to APFA for many years and through several negotiations. Frequent comments from those attending the road shows and hearing his presentation were that his words were frank and upfront, if sometimes gloomy. Rob touches upon the major points of his talk in this article.

Bargaining does not occur in a vacuum – it takes place in a particular environment defined by the financial condition of the Company, the industry, and the country as a whole. Equally important, how negotiations proceed and ultimately conclude depend upon the members and the degree to which they are *mobilized to maximize* gains to our Collective Bargaining Agreement.

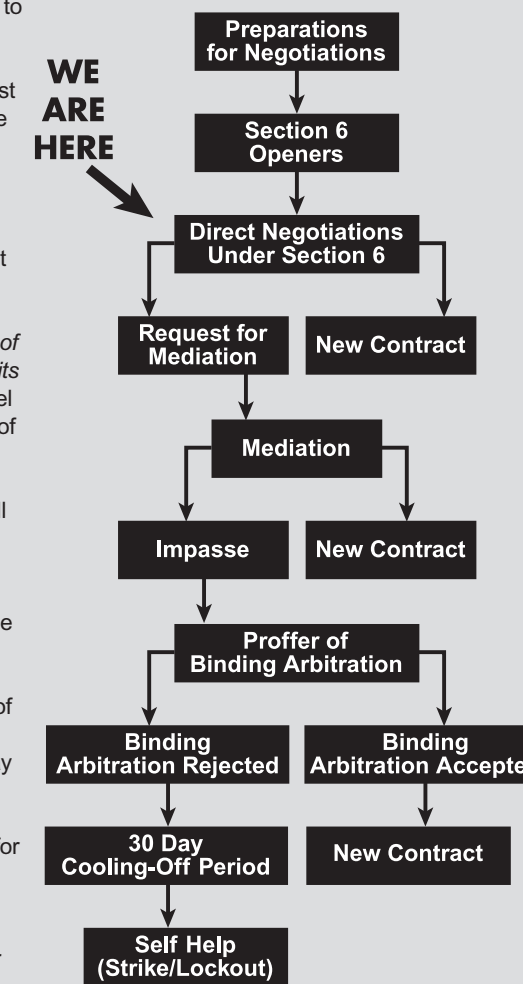
While each individual can set the level of her or his involvement and commitment, the economic circumstances surrounding bargaining are subject in large part to factors beyond our control. Most notably, the price of jet fuel stands apart from, and is unaffected by, our solidarity.

In the past year the cost of a barrel of oil has skyrocketed, from under \$80/bbl in late spring 2007 to over \$147/bbl this past July. (It had dropped to under \$120/bbl by mid August. – Ed.) The direct impact on American Airlines is significant. For each dollar increase in a barrel of oil, American's annual costs go up by \$80 million. Of course, American, like other airlines, has not stood still and merely accepted the brunt of this additional cost. It has responded by hedging fuel, increasing fares, retiring inefficient aircraft and eliminating unprofitable routes.

For example, during the second quarter of 2008 when fuel rose by 20%, American covered approximately 56% of that cost by increasing fares. In fact, in the first six months of 2008 the six largest airlines raised fares on 15 occasions compared with 17 increases for *all of 2007*. The extent to which airlines can continue to absorb the effect of higher fuel prices remains to be seen. In addition, the extreme volatility of the oil market further complicates the situation. In the past month alone fuel has fallen by more than twenty-five dollars and American's stock price, in turn, has more than doubled.

While the price of fuel has no doubt affected American's bottom line, it has in other ways dramatically changed negotiations. *The mantra of airline management – that labor is its highest cost – is no longer true.* Fuel alone now represents almost 40% of the Company's expenses. More specifically, this single item overwhelms the \$800 million payroll of American's Flight Attendants. To increase our wages by 10% would cost the Company \$80 million - the same as a one dollar increase in the price of a barrel of oil.

In sum, we do not control the cost of fuel or the health of the airline industry, but we can change the way management of American Airlines treats labor. To do so we must recognize that we are responsible for the one constant in these negotiations that can make the difference – our collective will to obtain all that we are owed and our ability to **Mobilize to Maximize**.



APFA's Division Representatives A Long Tradition of Union Advocacy

APFA's Constitution states that the primary responsibility of the Vice President is to oversee the grievance and arbitration process under federal law and the APFA/AAL Collective Bargaining Agreement. The Vice President also serves as APFA's permanent Chairperson of the Flight Attendant System Board of Adjustment (SBA). Along with the Vice President, the Division Representatives, certain members of APFA's internal staff, labor attorneys retained by APFA, and other SBA advocates (often former officers and/or Division Representatives) comprise the SBA Department.

Under the APFA Constitution, the Vice President nominates active members in good standing to serve as Division Representatives. The nominations are then confirmed or rejected by APFA's Executive Committee.

The duties of a Division Representative include coordination with the Base Chairs within their division, providing assistance with interpretation of the contract, grievance procedures, and local policies for base operations. Division Representatives also are responsible for representing terminated Flight Attendants at First Level Hearings, preparation and presentation of grievances at Quarterly System Board (QSB) hearings, and involvement at various levels of Presidential Grievance processing.

Along with assisting the Vice President in formulating and presenting training programs for other APFA representatives, Division Representatives are responsible for certain technical procedures, such as filing Article 20 grievances, which address clearance disputes between individual Flight Attendants and AA Medical. In recent years, as a result of Presidential Grievance awards, Division Representatives have also assumed the responsibility of filing Family Leave (FML) disputes for individual APFA members.

Division Representatives have also historically worked closely with APFA's Health Department, EAP, HR and Flight Service in the coordination of Conditional Reinstatements for members who have been terminated for positive DOT random drug tests.



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We are very fortunate indeed to have Kim and Barb returning to the department, with all of their experience and dedication. We are also very fortunate to have three long-time, experienced APFA Representatives coming into our department, collectively bringing decades of representational experience along with them.

LAX-I-based Tony Leonhardt is the new Division Representative for Division One (LAX, LAX-I, SFO, SFO-I), IOR-based Liz Mallon is the new Division Representative for Division Three (BOS, BOS-I, IOR, ORD), and JFK-based Suzanne Edwards is the new Division Representative for Division Five (JFK, LGA).

The newly appointed Division Representatives have completed the most comprehensive training program in the history of our department. The professor that conducted this program has stated that our SBA representatives are some of the brightest, most capable and dedicated union advocates that he has ever encountered in his many years of labor advocacy training. We can all be very proud of the fact that we have a union with the resources and talent available to provide the very best representation for our members.

Campaign Headquarters. Following the Clinton/Gore victory, Tony assisted with strike preparations for the APFA's 1993 strike against American. Now an experienced organizer and member of the LAX Base Council, Tony was appointed in 2001 to Strike and InfoRep Captain for LAX and its satellite bases, coordinating volunteers, phone trees and pre-strike activities.

After serving as Vice Chairperson for LAX-I, Tony brings his Union activism and zeal to the SBA department. He assisted the Vice President's office gathering data and preparing arbitrations for Family Leave, 777, 757 and 737 staffing. Meantime, Tony co-edits the "FA News," a daily on-line digest of union and industry news for APFA Flight Attendants. An outspoken union advocate with exceptional communication skills, Tony is an invaluable addition to the SBA team. As Division Rep 1, he represents Flight Attendants based in LAX, LAX-I, SFO and SFO-I.

Tony Leonhardt (DR 1)

Tony began his career with American in 1984. Spurred on by the glaring disparity between his B-Scale salary and benefits and those of his A-Scale counterparts, he quickly became a vocal critic of B-Scale and began volunteering at APFA headquarters in 1987, assisting with the preparations for a possible strike. Currently based at LAX-I, he has also been based at LAX, DFW and IDF.

Tony worked as a political consultant in Los Angeles and, in 1992, he took a leave to work full time for the Clinton/Gore Presidential campaign, scheduling campaign events for the candidates and their wives. He later served as Deputy Director of the Los Angeles County Democratic

Finally, the Division Representatives, along with the Vice President, comprise the APFA's Grievance Review Committee, which is charged with evaluating every grievance that comes before the SBA Department, and determining the viability of such cases.

Division Representatives must be based within their Division, as mandated by the Constitution. Under the Constitutional formula for determining the number of APFA Divisions, we currently have five Division Representatives. They have recently been appointed and confirmed for the 2-year term from May 2008 through April 2010. Two incumbent Division Representatives are returning for another term: DFW-based Kim Boyett returns for Division Two (DFW, IDF, STL), and IMA-based Barbara Rives for Division Four (DCA, DCA-I, IMA, MIA, RDU-I).

Kim Boyett (DR 2)

Prior to becoming an American Airlines Flight Attendant in 1987, Kim worked for Delta Airlines as a Reservation Agent in her home state of Florida. Three years as part of an unrepresented work force convinced Kim that, given the opportunity, she would become an informed and involved union member and activist. Once hired by American she quickly began learning about APFA, attending base meetings, board meetings and volunteering whenever possible. Kim joined the APFA (DFW) Speaker Task Force in 1988 and later the Info Rep program as one of the first members.

Kim worked in the DFW Base Office as an OCR and Notice of Dispute Representative and served as the DFW Vice Chair, DFW Base Chair and Ad Hoc Member of the APFA Executive Committee. Learning from and building on the work of her predecessors, Kim is passionate and meticulous at representing Flight Attendants in need. Kim has represented terminated Flight Attendants at First Level hearings, been a witness in arbitrations, and a co-advocate for Termination and System Board cases. She has facilitated the return to work of Flight Attendants and, along with Barbara Rives in 2005, created SBA training for APFA Advocates and Base Representatives.

Kim has been a Division Representative for four years, representing IOR, BOS, BOS-I and currently STL, IDF and DFW, where she is now based. Kim lives in the DFW area and keeps regular hours at APFA headquarters.

Liz Mallon (DR 3)

Since beginning her flying career in 1972, Liz has seen more changes in our profession than most – largely changes for the better, Liz would contend. From her initial interest in the areas of Safety and Health, Liz moved on to IOD and Scheduling. Encouraged by the 1979 Agreement which brought us some of the strongest scheduling language ever achieved, Liz became "hooked" on this aspect of our work lives and has championed scheduling issues ever since.

As ORD Base Chair for well over a decade, Liz filed countless Base Grievances over scheduling issues. Most were successful at the Arbitration level, chiefly due to the experience of those like her who know the intent of the language written. Preserving and protecting the hard fought language of our Agreement remains paramount to Liz.

Attendance is another arena where Liz's experience has served not just her base but APFA members system wide. She has testified in arbitrations regarding many issues related to attendance, including the Blanket Medical Certificate Case from IMA which proved victorious for the Union.

After 36 years in the Domestic Division, Liz has transferred to International and is now based at IOR. She is eager to continue her work for all Flight Attendants and is grateful to have the opportunity to serve the membership in the capacity of Division Representative. As Division Rep 3, Liz will represent the Flight Attendants at ORD, IOR, BOS and BOS-I.

Our three most recent Division Representatives that have left their positions will be greatly missed. They are Mario St. Michel, who has stepped into the role of APFA Negotiator; Cindi Simpson, who continues to provide valuable assistance within the SBA Department; and Jeff Crecelius, who has transferred out of his former Division. We hope that these very experienced individuals will still be available in future SBA endeavors.

Barbara Rives (DR 4)

Barbara began her career as a Flight Attendant in 1987. Now based in IMA, she has previously been based in LGA, RDU-I and MIA, as well as SJU where she first began her union work. After serving six years as a Scheduling Rep on Duty, it was her work as Interim National Scheduling Coordinator which inspired Barbara to become involved in case work, and her goal to become a Division Representative.

Vice Chair at RDU-I from 1989-1995, Barbara was force-transferred to MIA when RDU closed, after which she took a hiatus from union work to spend time with her newborn daughter. She returned to active union work as the elected MIA Vice Chair from 2000-2004. In May of 2004 she assumed the position of Division Representative for Division Four, representing Flight Attendants based at MIA, IMA, DCA, DCA-I and RDU-I.

Since that time, Barbara has facilitated numerous return-to-work settlements, served as co-advocate on termination arbitrations and was co-advocate on the FML 2 and FML (Remedy) Presidential grievances. Barbara has developed and taught SBA training for new Chairs, Vice Chairs and Base Representatives, has served as a Union Board Member and has presented cases for the Quarterly System Board. Barbara shows exceptional organizational skills and brings with her a fierce tenacity for representing Flight Attendants. She lives in Ft. Lauderdale with her daughter.

Suzanne Edwards (DR 5)

After 16 years working for Eastern Airlines, Suzanne signed on with American Airlines in 1991. Eastern's demise was the life-altering experience driving Suzanne to work for her new Union, and to being an advocate for others like herself who love this profession. Whether helping colleagues grieving actions of the Company, building consensus for our future, working to solve issues at local bases or serving on national committees, Suzanne finds great reward in her union work and she encourages more people to get involved.

An advocate for Flight Attendants' rights since 1993, Suzanne started with APFA as an InfoRep. Committee and Rep work followed: Strike Phone Tree Committee in 1993, LGA Council Scheduling Rep in 1994. After training in Dispute and Conflict Resolution, Suzanne worked the Contract and Scheduling desks at APFA HDQ and served as Operational, Grievance Rep. From 1996 -2004 she held the elected positions of Vice Chair and Base Chair at LGA.

In 2004, Suzanne became the Vice Chair at JFK followed by two terms as Base Chair. Though her entire career has been spent working at the New York bases, Suzanne's labor relations experience has served both her local base constituents and the greater APFA membership equally. In October 2007, Suzanne was appointed to fill the vacated Division Rep 5 position. Since then she has successfully negotiated the return to work for several Flight Attendants. Suzanne's knowledge and experience are great assets to the Division Rep team as she continues to represent Flight Attendants at JFK and LGA.

Another landmark change has recently occurred within the SBA Department.

Susie Johnson, long-time Executive Secretary and SBA Administrator to the Vice President, has recently retired after 27 years of service to APFA. Susie saw more APFA history on a daily basis than anyone else, working tirelessly for every Vice President since 1981. We will truly miss Susie's expertise, perspective, and smile around APFA Headquarters, and we wish her all the best in her new life as a retiree!

Transferred to Euleless

The night of February 26, 2008, at the conclusion of the National Officer runoff ballot count, a friend of mine whispered in my ear, "You just held the proffer to Euleless... with a four-year lock-in!" And with that comment began for me this new journey as APFA Secretary.

"Journey" sounds too serene a word. It belies the rapid-fire pace of events over the past several months, involving the Secretary's office in union activities on a very intense national level.

- Only two hours into my new job, APFA President Laura Glading, held a press conference launching the "Decline! / Resign!" campaign aimed squarely at what's become an annual AMR Spring Event – the awarding of Executive Bonuses.
- Not even two weeks later, our first Executive Committee meeting was held.
- A few weeks after that, AA's entire MD-80 fleet was grounded.
- One month later, our contract became amendable.
- Shortly thereafter, a picketing event was held at the AMR Shareholders, meeting at the same time AA was announcing system-wide capacity reductions.
- Contract openers were held ten days into June, and almost immediately President Glading and our Negotiating Team immersed themselves into three weeks of intense talks with AA.
- Meantime, preparations began for the **Mobilize to Maximize** road shows scheduled nearly the entire month of July.

As I write this article, I am preparing for another Executive Committee meeting along with a Fall Board Meeting, and am overseeing the National Ballot Committee as they conduct elections at JFK, LGA, ORD, DCA-I and SFO-I. My first four months in office have literally flown by at the speed of a 777.



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A domestic, DFW-based Flight Attendant, I am the most senior of the four APFA National Officers chronologically (no comment), while at the same time the most junior in seniority. Prior to my career as an AA Flight Attendant, I worked in the legal profession in the field of litigation. As an aviation paralegal, I was accustomed to spending my days working in stressful and challenging situations. Today, I use those same words – stressful and challenging – to describe working as a Flight Attendant.

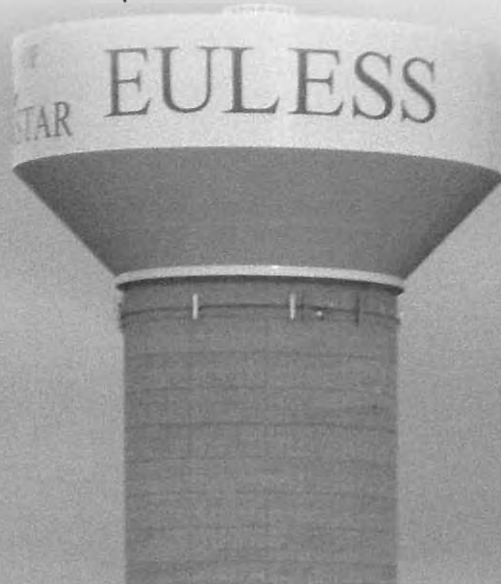
As Flight Attendants, we are well-trained and prepared for many emergencies. It's what we do. We work daily under ever-changing, difficult conditions. We are a resilient group of professionals, skilled at making the most out of the worst of situations.

As APFA members, we will call upon those skills as we move forward, unified, into arguably one of the most difficult periods in the history of APFA and the entire airline industry. We all must remain as determined and as focused as our APFA leadership and Negotiating Team. The nearly 2000 participants in the July **Mobilize to Maximize** Road Shows can attest first-hand to this determination and this focus.

In the throes of an industry in crisis, it is easy to mentally stray off course and to feel like there is no hope. *But our Union is strong.* Our Leadership and our Negotiating Team maintain hope – real hope founded on a real plan.

That plan must involve each and every one of us. History has shown what the Flight Attendants of American Airlines are capable of achieving. There is no time like the present to prove the theory that history repeats itself.

If you are ever considering proffering to Euleless, come by 1004 West Euleless Boulevard located ten minutes from DFW. The door to the Secretary's office is always open. ⤴



Bottom of the ninth...

There are no outs yet, but we're coming up to bat next...

Our game is negotiations. We have an entire world of airline labor anxiously awaiting the results. The outcome will have huge ramifications for our industry and, like baseball's World Series, everyone will be watching.

Just like in a season of baseball, the success of our negotiations "season" will be contingent largely on the amount of money that has been allocated to these purposes. As one of the coaches of this team, I have a responsibility to make sure that we manage our resources as best we know how under these very challenging times.

It is no secret that we are facing one of the toughest, arguably *the* toughest, economic crisis our nation and industry has ever experienced. In the economy at large we confront a mortgage and credit crisis, inflation, and recession (economists say "no" but our bills say otherwise). At the workplace we suffer the effects of skyrocketing jet fuel costs, the parking of aircraft and the cutback of routes.

Our Union has not been immune to this. We are experiencing dwindling numbers among our membership ranks – translating into fewer dues dollars collected -- and a Headquarters building that is aging and facing mounting repair and utility bills. Our "ballpark" needs renovating.

No matter how adequate the bank account balance, the march of time is unstoppable, demanding attention and dollars be paid to some of the structural elements – internal and external – of our largest real asset. This, combined with the looming expense of perhaps this Organization's most difficult and intense negotiations to date, results in a veritable financial "perfect storm."

There are no "rainouts" allowed, and rain checks can't be given for this very intense game we are in. We must manage with what we have. Change during these tough times is rarely pleasant or painless. With the direction, guidance and wisdom of our Budget Committee and our Board of Directors, we'll find a way to manage through all this. Our future depends upon it.

Now, let's get in a couple of practice swings. Let's step up to the plate. The announcer is calling our name. ⤴



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“Immediate Relief” Negotiations

by Becky Kroll, APFA Negotiator

The APFA Negotiating Team is focused on one thing: getting the best contract for AA Flight Attendants in the shortest amount of time possible by whatever means possible.

Knowledge is power and we have a lot of information. We know that you are fully aware of the situation we face:

- The nation in recession
- The airline industry in turmoil
- The escalating price of oil
- The average length of Section 6 bargaining under the Railway Labor Act (between eighteen months and two years for airlines)

These realities are measured against – but in no way diminish:

- The cuts we took in the Restructuring Participation Agreement (RPA)
- The need for real wage increases
- The need for real improvements in scheduling and reserve
- The struggles we face each day trying to reconcile a professional attitude with long duty days, short layovers and dirty airplanes

The situation begs the question: “Is there a way to negotiate significant financial relief that would be acceptable given the sacrifices Flight Attendants have made since the RPA of 2003?”

In June, the Team thought the answer might be yes, for at least two reasons. First, from APFA’s perspective and especially given the current bargaining climate, the sooner we can reach an acceptable contract, the better for the members we represent. Second, from the Company perspective, it looked like they wanted a deal with at least one of the unions on the property.

The Company had been bargaining with the TWU and reliable sources revealed that the Company had put “real” money on the table. Of course, it wasn’t enough money but it was money not linked to concessions. The deal with the TWU fell through and management was left to the tender mercies of federal law and full Section 6 bargaining with all three unions.

It is a little known fact that when compared to other airlines, AA Crew Resources comes out as a “best practice.” That conclusion is based on the number of Crew Schedulers/Crew Trackers to the

number of Flight Attendants being managed. It remains difficult, though, to reconcile with the more widely known fact that our current reserve system is both inefficient and costly. APFA negotiators were and are convinced that mutually beneficial scheduling changes could fund significant wage increases.

Since the RPA, APFA’s Scheduling Department, often in discussions with their Company counterparts on the Joint Scheduling Committee, has devoted hours to dissecting and examining the current reserve and scheduling rules, believing strongly that changes in both would result in work life benefits for Flight Attendants as well as financial benefits for both Flight Attendants and management.

When the opportunity for “Immediate Relief” negotiations presented itself, APFA was ready. The centerpiece of APFA’s proposal was a comprehensive scheduling and reserve package. Company negotiators expressed interest but ultimately claimed that they just did not have the time to fully understand or to accurately cost out any savings that might be associated with the changes. The APFA Negotiating Team was disappointed but undeterred.

We are mindful of the hope and spirit embodied in President Laura Glading’s words on June 4, 2008:

“... negotiations do not occur in a vacuum; the condition of the economy, the industry and American Airlines all influence the progress and outcome of bargaining. The circumstances in which we bargain, however, do not lessen the pain of the RPA. Many of us cannot pay our bills, our mortgages or the educational expenses of our children. Some have [already] lost their homes, and if nothing changes, others will. We cannot afford the time it will take to negotiate all the improvements that must ultimately be made to our contract. Protracted bargaining without any resolution merely prolongs the suffering of our members.”

The success of the three week “Immediate Relief” might have been unlikely from the start. Regardless, the discussions have strengthened our resolve and convinced us that meaningful changes to scheduling and reserve will be key components of a successful collective bargaining agreement that our members will ratify. The Team looks forward to returning to the bargaining table on in early September. We are open to exploring creative and innovative ideas and remain steadfast in our determination to achieve our goal. ▲

NOTES FROM A ROAD SHOW NEAR YOU...

by Diana Dunn
APFA Negotiator

In July, President Laura Glading and members of APFA’s Negotiating Team, joined by other National Officers and APFA Base and National Representatives, conducted a series of **Mobilize to Maximize** road shows visiting each base city. Members turned out in impressive – sometimes standing-room-only – numbers to hear the presentations by President Glading, the Team and their legal and economic advisers, and to share their thoughts, air their concerns and question the Team about negotiations. What follows is a recap of the meeting agenda and main points followed by some of the most commonly heard questions and answers.

I) Opening Remarks from President Laura Glading

- Major events and accomplishments during this administration’s first 100+ days in office.
 - Decline/Resign Campaign
 - Reached an agreement to allow Flight Attendants to take perishable, non “food for sale” items off the aircraft
 - MD-80 Cancellation Pay Protection
 - Re-entered the National Coalition of Flight Attendants
 - Successful ongoing outreach to other AA Labor Unions (TWU & APA) to form coalition
 - First true joint picketing event May 2008
 - Received APAs support when AA claimed they couldn’t give us MD-80 pay protection
 - Three-week Relief Negotiations and why they were unsuccessful
 - Voluntary Bridge to Retirement
- Introduction of the **Mobilize to Maximize** Campaign
 - Negotiating Team *must* have the membership behind us
 - InfoRep program will be an integral part of these negotiations

II) Bargaining Environment - Rob Clayman, Professional Negotiator and Labor Attorney

- State of the industry
 - Record fuel prices
 - Labor is no longer the largest cost factor
 - Fuel costs are now half the airline operating costs; up fivefold since 2002
 - AA has hedged 29% of its fuel at \$76 for 2008
 - Average is 35% hedged at \$83
 - Open Skies
 - AA and oneworld must seek anti-trust immunity to keep up with Star and SkyTeam alliances
 - Immunity allows for coordinated pricing, capacity and strategy among carriers
 - BA/AA will continue to dominate largest trans-Atlantic market U.S.-LHR
 - Anti-trust immunity would cover three oneworld partners: AA, BA, Iberia
- Profitability of U.S. Airlines is cyclical and based on the health of the U.S. economy.
 - Dollar at all time low
 - We are in a recession

III) Maximize - What are we asking for? From the survey:

- More pay
- Vacation restoral
- Sick accrual restoral
- AIP tied to executive bonuses
- Scheduling improvements - Articles 7, 8, 9, 10, & 25
 - Improve duty aloft - find some balance for 8:00 & 8:59 scheduled flying
 - Minimum rest - tie layover rest to length of duty day
 - Improve day-before coverage
 - Move up sick clearance times
 - Daily bid runs
 - Trip trade with open time (TTOT)
 - Allow for straight pick up from open time
 - Provide for a change to the “traffic light” system that provides for using TTOT the way it was intended
- Reserve Overhaul
 - Our model reduced reserve 25%
 - Combination of lines with varying days off; abandoning the DFP combination we have currently
 - Allow a Reserve to fly high time, paid above guarantee; discontinue allowing Reserves to be available in 24 hour, back-to-back blocks

IV) Mobilize - How do we do it?

- Membership involvement is key
- InfoRep Program
 - Communications
 - Disseminate factual information to your coworkers
 - Phone tree
 - Media outreach
 - Public education (leafleting, informational picketing, etc.)
 - Coalitions
 - Forming relationships with the other unions on our property (APA & TWU)
 - Forming relationships with other Flight Attendant unions
 - Legislative - local, state, & federal
 - Know the issues facing the industry and who is sympathetic to those issues
 - Form relationships with staffers and reps
 - Learn who is coming up for election or re-election

COMMON QUESTIONS AND ANSWERS FROM THE MOBILIZE TO MAXIMIZE ROAD SHOWS

Throughout the *Mobilize to Maximize* road shows in July, the Negotiating Team collected the questions most asked by those members attending. Adding them to some of the questions most frequently emailed to the Team, APFA Negotiators have compiled the following list of questions and answers. Check the Negotiations page of the APFA website (www.apfa.org) for the latest issues being discussed. And be sure to email your comments and questions to: neogtiate08@apfa.org.

Q. What is our timeline for negotiations? How long until we get some relief?

A. The APFA and AA Negotiating Committees are scheduled to resume negotiations in early September. The average negotiations take about 18 months and, while we cannot say exactly when a Tentative Agreement will be reached, your Negotiating Team is committed to getting an acceptable TA as expeditiously as possible.

Q. What's our campaign to convince "Joe Businessman" and the public to support us? We don't want to sound whiney.

A. One way to do this is through the InfoRep program. Your Negotiating Team will be reaching out to InfoReps and members to help us educate the public on the facts. The Negotiating Team is currently devising a time line and protocol to begin this process. Some of the different ways will include using YouTube vignettes and informational picketing.

Q. Who walked away from the Immediate Relief talks and what were the stumbling blocks?

A. At around 8:00 p.m. on the last night of talks, both parties agreed that we were going to be unable to reach an agreement. It was determined then that negotiations would formally begin at a later time to be determined. In early September, we will exchange openers and begin full blown negotiations.

Keeping in mind that the goal of the three-week talks was to get Flight Attendants some immediate relief, several ideas and concepts were brought up and discussed. Those members of your Negotiating Team who worked on the scheduling articles came up with some wonderful and innovative ideas. In the end

we believe AA was simply unable to fully understand our ideas. We are hopeful that in the fall, we will be able to begin immediately explaining our ideas and concepts in a way they can understand.

Q. How much weight will any survey be given if only a small percentage of Flight Attendants answer?

A. Every member has the opportunity to complete surveys. The Negotiating Team recognizes that any survey would be a cross section of Flight Attendants. It is because of this cross section that the results are valid. (FYI, the results of our January survey came from a very well represented cross section of the membership.)

Q. How much is [former AMR CEO] Crandall pushing for re-regulation?

A. Robert Crandall feels that airlines, like the utility companies, need some sort of government regulation due to the capital intensive nature of the airline business model.

Q. Wouldn't re-regulation cause us to shrink?

A. Not necessarily. Even with regulation, there would still be competition among airlines on certain routes.

Q. With the billions and billions that AA is spending, is there really any money for us to get?

A. Yes. The company is fully capable of increasing our wages and providing us with better scheduling and increased rest.

Q. How would OSHA improve our work lives?

A. Some of the ways OSHA would improve our work lives are noise volume regulation, improved air quality, protection against airborne pathogens, etc.

Q. What if there is a merger? I want my seniority protected.

A. This past year, Congress passed Allegheny/Mohawk legislation into law. Allegheny/Mohawk provides a mechanism to handle seniority issues in the event of a merger. Because it is now law, Allegheny/Mohawk supersedes anything written in our contract. Rest assured that APFA will do everything possible to protect our seniority in the event of a merger.

Q. How would an alliance affect our flying? And, is there any way to protect it?

A. In the same way the Pilot's scope clause protects our flying and limits American Eagle flying, it would also extend protection in the event of an alliance.

Q. Will a deal with British Airlines (BA) impact us?

A. In speaking of an alliance with BA, any type of closer relationship with them would hopefully result in a stronger airline overall, that is better able to compete in today's global environment.

Q. Retirement incentive ... what about a sick time buyout incentive at retirement?

A. As stated at the Road Shows, the Negotiating Team has decided not to open on retirement. We are hoping to increase the retirement formula through pay scale increases. Should retirement be addressed by the company, your Negotiating Team has specific considerations in mind.

Q. Has the company indicated any desire to freeze pensions?

A. No.

Q. Any talk or interest in getting AA to match our 401K (Super Saver) contributions?

A. No. We feel the Defined Benefit Plan (DBP) is sufficient to meet Flight Attendant retirement needs. AA and Continental are the only remaining airlines who still have a DBP. It would be very nice, however, to maintain our current DBP and have a match to our 401(k) contributions.

Q. If Flight Attendants are needed after the Overage Leaves are granted, who will be called back?

A. Overage Leaves would be canceled prior to recalling furloughs should the Company discover a need for additional Flight Attendants.

Q. Any base closings, or absorbing them into other bases?

A. According to the Company, there are no planned base closings.

Q. What about a merger of the Domestic/International Operations?

A. There was no clear desire from the membership for a merged operation. However, the Company does desire a merged operation claiming the need for increased efficiency and utilization. The Company insisted the training and other related costs associated with a merge would be charged off to APFA. Rather, APFA should be given a substantial *credit* if a merged operation were to even be considered. During the three-week Immediate Relief negotiations, your Negotiating Team floated the idea of a *voluntary* merge of reserve Flight Attendants and we were willing to extend dual qualifications to new hires.

Q. United shifted flying to Foreign Nationals while UA Pilots flew the airplanes. Do we have any protections against this?

A. Our Current Foreign National Agreement would remain in effect and offers full protection.

Q. Transfers should be permitted to allow Flight Attendants to be where they want to be.

A. Contractually, transfer lists must be processed before recalls and new hires are sent to any base with vacancies. Sadly, with the lack of recalls and hiring, the movement through the transfer lists is rather flat.

Q. How can AA just change the attendance policy?

A. Some Flight Attendants do not realize that the attendance policy is *not*, in fact, contractual. It is not in our best interest to put APFA in the business of disciplining our membership. The new policy was presented to APFA for feedback and tested in MIA/IMA and SFO/SFO-I for 18 months. While not all of our feedback was implemented into the new policy, we do see it somewhat of an improvement over the previous policy.

Q. How much of the Executive bonuses was cash?

A. Bonuses are currently paid out to executives in stock. The payout is dependent upon the stock price at the time of issue.

Q. Minimum flying to maintain employment ... what would those hours look like? And, aren't those who drop necessary for those who pick up time?

A. There is no other work group on the property that can remain employed without working some hours each year. The consideration is somewhere between 100-400 hours annually. While there is a delicate balance between low time and high time fliers, there are at least three reasons why minimum hours are reasonable:

- 1) If the Flight Attendant chooses not to fly and to leave the company, seniority will be respected and the lines we can potentially hold could improve.
- 2) The Negotiating Team has proposed additional ways for Flight Attendants to access open time.
- 3) If we can improve pay, fewer Flight Attendants should need to fly high time.

Q. Is retroactive pay on our list?

A. When negotiations begin in September, we will start with a clean slate. Your Negotiating Team is committed to obtaining financial relief and raising our W-2 (pensionable) earnings.

Q. Are we going to reinstate training pay?

A. Your Negotiating Team is looking at *all* of the ways to increase our W-2 (pensionable) earnings.

Q. Is it in our plan to address the one hour before departure, given for free?

A. While the one hour prior to departure is technically included in our duty day and TAFB calculations, Flight Attendants are performing the majority of safety related duties during this period. As the boarding process becomes increasingly stressful, the Negotiating Team considers this hour an item of much importance to our membership and as stated in prior answers, we are studying all of the different ways to increase our W-2 earnings.

Q. What about the idea of having everyone serve four days of reserve a month, like Delta?

A. The system in place at Delta exposes every Flight Attendant to reserve. No one is currently exempt from this concept. Additionally, when the Negotiating Team surveyed our membership on this subject, you indicated no desire to change the way our reserve rotation works. It is the desire of your Negotiating Team to reduce the number of Flight Attendants serving reserve. We believe we have the answer to that dilemma.

Q. What about treating reserve like preferential bidding? ("I need this day and this day and that day off...")

A. The Negotiating Team has done extensive contract comparisons with other airlines. We have studied and discussed different ideas as we prepared our openers. This idea came from the Road Shows and was one we had not thought of previously. It is a good idea however, given the fact that preferential bidding is not under consideration, we may not want to open this door.

Q. How does Southwest bid for AMIPM? If it's on the bid sheet, won't the junior person be stuck with the 24 hour periods?

A. Not necessarily. Just like bidding is today, there will be pros and cons to every line (all weekends off, no weekends off, 3-on/3-off, 4-on/4-off, holiday off, holiday not off). Under any system, Flight Attendants would have to decide what is important to them and bid accordingly. Bids will be awarded according to seniority, just like we have today. (FYI, at Southwest, reserve lines consist of AM lines, PM lines, 24 hour lines. Lines are

constructed with 13 - 18 days off (30/31 day month) at 15% each. The remaining 25% of the lines may be constructed by the Company as they see fit; at 13/14/15/16/17/18 days off, or a combination thereof.

Q. Always holding availability is just like serving straight reserve. Why all the rules?

A. The Team is fully aware of the problems with reserve and availability. Some of the ways we wanted to address these issues were moving up sick clearance, and changing the order of open time.

Q. What can be done about the issues surrounding unlimited PVDs and the fact that junior Flight Attendants never get one?

A. The Negotiating Team is aware of this problem and will be surveying for more direction from our members. One of the unintended consequences of the unlimited PVDs (negotiated in the RPA) is the small number of PVDs that are granted are only awarded to a very senior pool of Flight Attendants. Because PVDs are only granted if staffing permits, AA does not have to staff in such a manner to permit them. Flight Attendants as a whole will have to decide if we would like to return to a limited number of PVDs per Flight Attendant so that they may be distributed more widely to more seniorities, or if we prefer to look forward to the day that we are senior enough to use our entire vacation as PVDs without limit.



Communications

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In this issue...

This Summer 2008 issue of **SKYWORD** is the first published by the new APFA Administration with their entire cadre of new and returning representatives in place. Though the National Officers began their duties the start of April, and the newly appointed Coordinators the start of May, the Spring 2008 **SKYWORD** was largely the work of the outgoing Administration.

This Summer 2008 issue, then, carries the first articles from Secretary Denise Pointer and Treasurer Juan Barrera, joining those of President Laura Glading and Vice President Brett Durkin. New National Coordinators whose articles appear this month include Mark Beeler (Scheduling), Kim Coats (Health), Kelly Gambello (Hotels), and myself, Frank Bastien (Communications).

Many of the new Coordinators and Representatives will be familiar to you from serving in other APFA capacities – at base and/or national levels. Those new to writing for **SKYWORD** have, in most cases, included some brief biographical information in this month's columns. As for mine, my airline career began in Passenger Service with American in 1982, first in reservations in Los Angeles and then at a small station (PVD). I've had diverse assignments throughout the years, including a short time in Flight Service, and even conducted local station aircraft weight and balance training, supervised several AA and Eagle station openings and wrote Sabre training courses. I became a Flight Attendant in 1987, first based at JFK, now at IOR with some stops in between in SEA and ORD. My union work began in 1992 as a Scheduling and Contract Rep and later a Negotiator. I have written for **SKYWORD** before, penning several articles as interim Communications Coordinator in 1999 and 2000.

Joining the new **SKYWORD** contributors in this issue are the returning Coordinators and Representatives, be they reappointed: Brent Peterson (Contract) and Lonnie Glover (Safety and Security); or taking on a new assignment: Patty French (EAP). Patrick Hancock (Retirement) will share his vast expertise in this field in later issues. Over the coming months we all pledge to continue **SKYWORD's** tradition as one of the finest labor journals.

As the cover of this **SKYWORD** reminds us, we find ourselves now in another round of bargaining with American Airlines. We are **on the Road to a New Contract**. This road is indeed analogous to a long table, strewn with pages of our agreement, each to be pored over, dissected, discussed and argued, improved, and – in the end – reviewed, debated, and ratified by our membership. It has proven in the past to be a long road, but we have shown it can be one which leads to great rewards. Perseverance is key; skill is paramount; unity of our membership is essential.

These are all themes emphasized by the APFA Negotiating Team in their **Mobilize to Maximize** campaign, brought right to the membership in the series of road show meetings visiting each base in July. For the benefit of those not among the often overflowing audiences at the meetings, the negotiators have, in the preceding pages, recapped the agenda of a typical rally and included some of the questions most frequently heard from the participants, and their answers. Another article examines the Immediate Relief Bargaining that took place over a several week period prior to the start of the road shows. Clearly we have a team in place ready to tackle the major issues head on.

Like past periods of negotiations, this one will see a ramp-up of the InfoRep program. Though overseen by a steering committee, it is largely driven by one very capable individual who wears three hats in his current APFA work. Jeff Pharr (MIA) is not just a member of the InfoRep steering committee, but one of APFA's negotiators and the Vice Chair of MIA. As Jeff explains in a recent letter to InfoReps, the program has been used in many ways over the years. Its focus now turns to three key areas:

- **Political and Legislative Action:** Anything we can do to better our careers through legislation is one less thing we have to deal with at the bargaining table. We are in an election year. Learning about and supporting those candidates who will be sympathetic to our issues – at the local, state and federal levels – is so very important.

- **Union Labor Coalitions:** Continuing relationships with the other unions at AA and helping to organize group activities will play a big part in our success. Additionally, the Coalition of Flight Attendant Unions, the oldest labor coalition, represents a total of almost 100,000 Flight Attendants nationwide. We have seen what we can do with our own 19,000; just imagine what we could do with 100,000 Flight Attendants standing together with one voice.

- **Membership Communication:** Always a core feature of the InfoRep program, Membership Communication has always and will continue to be an integral part of the program. An *informed membership* is an empowered membership. InfoReps help disseminate and encourage the exchange of factual information about APFA and negotiations – assisting with the Phone Tree, helping to organize picketing and leafleting events, local media outreach, and organizing local strike preparedness committees to be ready if we should have to take the ultimate step. An InfoRep enrollment card is available in the center pages of this **SKYWORD** and can also be completed on the APFA website or via email to: inforep@apfa.org.

Membership Communication is, as the name would suggest, the main focus of my department. Though the magazine you are holding in your hands now (or reading online) has long served as a stalwart communications tool for APFA, it has been eclipsed in many ways by more modern and fast changing means, electronic means: namely email and the website. Now nearly ubiquitous, both are able to rapidly deliver information to a wider audience. Always expanding in their scope, these means are deservedly diverting more and more attention from classic printed journals to take ever increasing advantage of their flexibility, their ability to respond quickly to changes, and yes, their attractive economic nature. Or in common parlance, they are cheap!

Members of the Negotiating Team have joined the Communications Department and – under the guidance of our public relations firm and Webmaster – we have begun a comprehensive overhaul of both our email and website capabilities. If you have visited APFA.org since early July, you will have already seen some of the more obvious cosmetic improvements.

Building on the core strength of APFA.org, specifically its vast repository of information and resources, the site is now expanding into more modern and cutting-edge web technology. In what is more a steady evolution than cataclysm, our Organization's most public face will over time feature (and may already when this reaches your mailbox): video, news feeds and faster response to news events, more efficient search functions, more streamlined menus, calendars, quick polls, and the latest tools and web applications, including a mobile version.

Changes like this can and do take time. Our previous sites – and a nod of appreciation must go here to my predecessor, Leslie Mayo, who guided several APFA.org incarnations – served handily for many years. Now rapidly changing technology can turn the freshest design stale almost overnight. Throughout it all, care will be taken to preserve what has become a veritable electronic resource library. But in the meantime, log on often and see if we can't give you reason to make daily visits to www.apfa.org.

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Do's and Don'ts

Flight Attendants are the most resourceful and helpful group of people you'll ever come across. We look after each other in numerous ways ranging from a last minute trip trade to supporting the Wings Foundation (www.wingsfoundation.com).

In this article I would like to bring to everyone's attention to ways we can help our fellow Flight Attendant. I have also included a reminder regarding a couple of contractual items which can have a negative consequence if you are not aware they exist.

Taking Care of Each Other

Now more than ever it is important that we look after one another. Here are two ways you can help your fellow Flight Attendant.

Remove yourself from Recurrent Training (EPT/RDTs) early when you know you will not be able to attend a scheduled class.

The FAA strictly limits the number of Flight Attendants that can attend a Recurrent Training class. Due to limited space in some classrooms or on the trainers, as well as FAA mandated student-to-instructor ratios, the Company can no longer overbook a class for any reason. This means once the class is full, Flight Attendants desiring to attend on that date no longer have that choice available. If a Flight Attendant enrolled in a class cancels on short notice, it is likely that her/his space will go unfilled when it could have been used by another Flight Attendant wanting to attend on that day.

For many years the Company has had a policy in place to issue a Missed Assignment (MA) to a Flight Attendant who cancels a class within three days of the class date. This was meant to discourage Flight Attendants from canceling on short notice. I don't believe it is necessary to threaten potential disciplinary action in order to ensure class slots open up in time for our co-workers to take advantage of them. As a result, the Company has agreed to test not issuing MAs for late notice of a cancellation.

Let's show the Company we can take care of our own and provide sufficient notice by opening up a class slot for one of our co-workers in a timely manner. If you find that you have ended up on the sick list after plotting Recurrent Training and you know you will miss EPTs, please remember to give the Flight Attendant Service Center/Training Support Desk a call so they can make your slot available to another Flight Attendant. We know there will always be emergencies or last minute circumstances which prevent giving advance notice. However, whenever possible, think of how you'll be helping a co-worker by removing yourself from a scheduled training class as soon as your plans have changed.

Remove your transfer request if you are no longer willing to accept a preliminary transfer or mutual transfer posting.

On nearly every preliminary transfer or mutual transfer posting there are one or more Flight Attendants that decline the offer. This means another Flight Attendant missed out on that opportunity to transfer. Please keep your fellow Flight Attendant in mind when entering a transfer request and remove the request promptly once you know you are no longer willing to accept a transfer offer. Based on the recent capacity reduction announcements, it is likely transfer opportunities will once again be limited. Let's make sure every transfer opportunity results in one of our co-workers getting to the base of her/his choice.

And now a couple of reminders to save you from headaches down the road.

Sick while on MU/OE/II: In order to be paid for a Make Up (MU), Optional Exchange (OE) or Option 2 (II) trip, *you must actually fly the trip*. If you call in sick for a MU/OE/II trip you will not be paid from your sick bank. Rather you will be removed from the trip with a miscellaneous code 15. The same holds true for Limited Option II (L2) and Voluntary Purser (VP) trips. If you think you are likely to call in sick the next day, please keep this in mind before accepting a trip on MU, OE, II, L2 or VP.

Transfers/Proffers: Article 12.A and Appendix I, Article 12.D state, in part, that a Flight Attendant in a non-flying status will be allowed to transfer/proffer if her/his report to base can be accomplished on schedule. This means if you are on the sick list or other non-flying status besides Bid Leave (BL), Jury Duty (JD) or Personal Emergency (PE) on the effective date of the transfer or proffer you will lose the transfer or proffer and will go back to your prior base.

Mutual transfers for Domestic and International are handled differently since they involve two Flight Attendants. In order to be eligible for a Domestic mutual transfer, you must not be on the sick list on the date the transfer requests are captured. The specific dates are available on the Crew Resources page of the Flight Service website under the quick link "Domestic Mutual Transfers."

For International mutual transfers, the eligibility date is the last day of the contractual month one full month prior to the effective date of the transfer. This is the date by which you must have submitted your request to be considered for a mutual transfer. Use the quick link "International Mutual Transfers" on the Crew Resources page to find a list of the actual dates.

Unfortunately, a few Flight Attendants miss out on an opportunity to transfer or proffer because they are unaware of this provision.

In these trying times it is important that we take care of each other and are aware of any potential pitfalls. ▲

Family Leave – expanded options for military families

Earlier this year legislation was enacted to provide Family Leave (FMLA) benefits as part of the 2008 National Defense Authorization Act. This new law has two provisions. First it provides eligible employees the right to take up to 26 weeks of FMLA to care for a family member in the Armed Forces who is injured or becomes ill while on active duty. Another portion of the law allows eligible employees to take up to 12 weeks of FMLA leave for a "qualifying exigency" that arises because a family member is in the Armed Forces on active duty or is called to or notified of pending active duty. The Department of Labor is not expected to write final regulations defining "exigencies" until later this year. While we hope none of our members are faced with a situation in which they need to rely on these provisions, we did want to make sure our members are aware of the availability of the leave. If you have any difficulty in filing for the leave with American, please promptly notify the Contract Department.

Did You Know?

Our 70.00 hour Base Guarantee is paid on a current basis. Only the hours above Guarantee as well as TAFB, Purser, Galley, etc. are paid in the subsequent month. This surprises some Flight Attendants when they either drop trips or take a leave and are expecting a full month's pay the following month. For example, the 35.00 hours on the July 15th paycheck is half of July's 70.00 hour Guarantee. The 35.00 base hours on the end of July paycheck is the other half of July's 70.00 Guarantee. Other pay items on the end of July paycheck are earnings from June.

As a result of the current basis of our Guarantee, those who drop trips can find themselves in overpayment situations. If you do drop trips on a regular basis you may want to consider making a request to cease the issuance of your mid-month paycheck. Some Flight Attendants have found that this reduces the likelihood of ending up in an overpayment status. Contact the Flight Attendant Service Center to make this request.

Heading Into the Elections

By Joan Wages, APFA Washington Representative

The 110th Congress is rapidly drawing to a close. Members of Congress are scheduled to leave Washington the last week in September to go back home and campaign for the elections. A couple of very big issues remain. One, in particular, is critical to the airline industry: fuel prices.

Fuel Prices

An energy bill will most likely be front and center in September when Congress returns from its August recess. There are continuing efforts to get an energy speculation bill passed. Several versions were introduced in the House and at least a couple in the Senate. All of the sponsors are meeting to come to an agreement on final language. Releasing fuel from the Strategic Petroleum Reserve, offshore drilling and tax increases on oil companies are all being considered. Congress is seeking some meaningful way to reduce fuel costs, including jet fuel, even though they do not necessarily agree on how to do it.

FMLA

The Airline Flight Crew Technical Corrections bill, S. 2059, that would extend Family and Medical Leave coverage to airline crew members passed the House but is still outstanding in the Senate. As the arbitration decision at American was used as the basis for the language in this bill, it would not have a direct impact on APFA members. But it would impose the same hours to qualify at all carriers, thereby holding them to the same standard as that at American. Go to www.apfa.org to learn how to best contact your Senators to urge support for bill S. 2059.

OSHA Coverage

A provision to provide OSHA coverage for Flight Attendants has stalled in the FAA Reauthorization bill. This "must-pass" bill to keep the FAA operating will most likely extend the current provisions rather than pass a new one. The main point of contention is how to fund the renovation of the air traffic control system. The House bill maintains the current system of charging air carrier landing fees while the Senate bill reduces the fees for air carriers and

extends a fee to general aviation (private jets). It is very disappointing to be so close to finally getting some OSHA coverage for Flight Attendants after working on this for more than 30 years. The FAA bill will be reintroduced next year and we will work to again include OSHA coverage.

Elections

Following a lengthy and contentious primary season, this is undoubtedly the most history-making presidential campaign of our lifetimes. There are stark differences between Barack Obama and John McCain and how they will handle Flight Attendant issues.

Senator McCain opposes federal money being spent to study Flight Attendant fatigue (as posted on his presidential campaign website). He also supports measures that would make it more difficult to organize a union when carriers merge.

As for Senator Obama, in a response to a question on labor and unions he replied: "We're ready to take the offense for organized labor. It's time we had a President who didn't choke saying the word "union." We need to strengthen our unions by letting them do what they do best - organize our workers. If a majority of workers want a union, they should get a union. It's that simple. We need to stand up to the business lobby that's been getting their friends in Congress and in the White House to block card check. That's why I was one of the leaders fighting to pass the Employee Free Choice Act. That's why I'm fighting for it in the Senate. And that's why we'll make it the law of the land when I'm President." www.barackobama.com/2007/11/13/obama_asks_united_auto_workers.php
Date: 11/13/2007

BE SURE TO VOTE!

Every poll shows that this will be a close election. Our nation is split right down the middle as to the course it will take. Since your schedule is always subject to change, be sure to vote absentee. Contact the election officials for your state, or go to: www.longdistancevoter.org.

YOUR VOTE COUNTS! ▲

Mark Beeler

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As I start my term as National Scheduling Coordinator, I would like to thank a few people who have guided me along the way.

First and foremost I would like to thank Jena Hopkins for her wealth of knowledge in scheduling. I look to Jena still today for her advice and expertise. She is truly a gem! Thanks goes to Jaimie McNeice for her support and incredible wisdom and kindness shown, making me a better Union Rep. And I cannot forget Vicki Dale for her patience and knowledge in scheduling when I started as a Rep on Duty. I thank you ladies from the bottom of my heart! I have some big shoes to fill.

I would like to dedicate my article to all of the American Airlines Flight Attendants who fly the line day in and day out. I began my career with AA 17 years ago, class 91-14. I have been based in ORD, DFW, JFK, STL, LAX-I, IOR and now am currently based at IDF. I became interested in union work after our strike in 1993 and began working at the DFW base office. I worked DFW Professional Standards, did base work and served as a Rep on Duty for Contract and Scheduling.

I recently worked a CUN/GCM 3-day trip during which one of the Flight Attendants asked me why I do union work. Believe me when I say, it would be much easier to fly my schedule and my OEs but, something just keeps calling me back for more!

We have an uphill battle to face with AA in regards to our contract talks. It is so important to stay **UNIFIED, INFORMED and READY.**

I wanted to bring to your attention that APFA holds Contract and Scheduling classes for Flight Attendants who are interested in becoming more knowledgeable in these fields. The class consists of two days of training and must be accomplished on your days off. The class is an invaluable tool to enable you to learn more about Contract and Scheduling issues.

Some of the Flight Attendants who take the class go on to become Reps on Duty who staff the Contract and Scheduling desks at APFA HDQ. If you are interested in taking the class, please refer to the APFA website for upcoming dates.

Now I would like to allow the Reps on Duty that we have working here at APFA HDQ, who staff the Scheduling desks from time to time, share some of their thoughts and experiences, in their own words.

Linda Haertling (DFW): My name is Linda and I am a Flight Attendant who has been based in LGA, DFW and JFK.

What do we Scheduling Reps do? The answer is neither straightforward nor easy. For the most part, we try to explain and

make sure that the current contract and the procedures that go with it are being applied correctly. When something goes amiss we try to correct it or find a solution within the parameters of the contract. Sometimes that means we have to tell people what they do not want to hear.

Working the scheduling desk does not mean handling only scheduling issues. Often the questions cross over into pay issues, FMLA, leaves, bidding, etc. The Company has separate departments with people that are specialized in an area. We, on the other hand, are expected to know enough that even when we do not have the answer (which *does* happen), we know who to call or where to direct the Flight Attendant. There is a lot to know, and there are a lot of different places we have to look for the answers.

In the end, finding solutions, explaining the “why,” and – most of all – being able to assist Flight Attendants, is what brings us here and keeps us coming back.

Kim Cacia (DFW): My time on the scheduling desk at APFA has been a continual learning experience. My day consists of answering calls with topics ranging from 30-in-7 to “When do I go illegal?” to “I didn’t hold a bid.”

I cannot stress enough how much useful information is in the On Duty Contract Guide and I encourage everyone to carry it with them. If you do not have a copy you can print one off the APFA website. It is a handy guide to have in case it is after hours and the office is closed. Also, I would invite everyone to take the classes, to work the Contract and Scheduling desks, and to experience it on a day to day basis.

Izumi Okada-Isherwood (IDF): As a Rep on Duty, we meet fellow Flight Attendants over the phone instead of in the air during the month we work there. Taking a contract and scheduling class was one of the best things I have done to better understand my work rules. I am learning something new every day. We don’t have a magic wand, but we do our best to assist our membership and help find answers to their questions. I will talk to you next time you call!

These reps are very dedicated to our membership and work very hard here on the Scheduling desk. I am very proud to have them on my team and appreciate their diligent work for our Union.

In closing, I want you to know that I intend to work for *you* the membership and to help you in any way I can. We have all made *huge* sacrifices, flying more hours, getting less sleep on layovers, reduced vacation, reduced sick time. I have had *enough* and I know you have as well! Until next time...▲

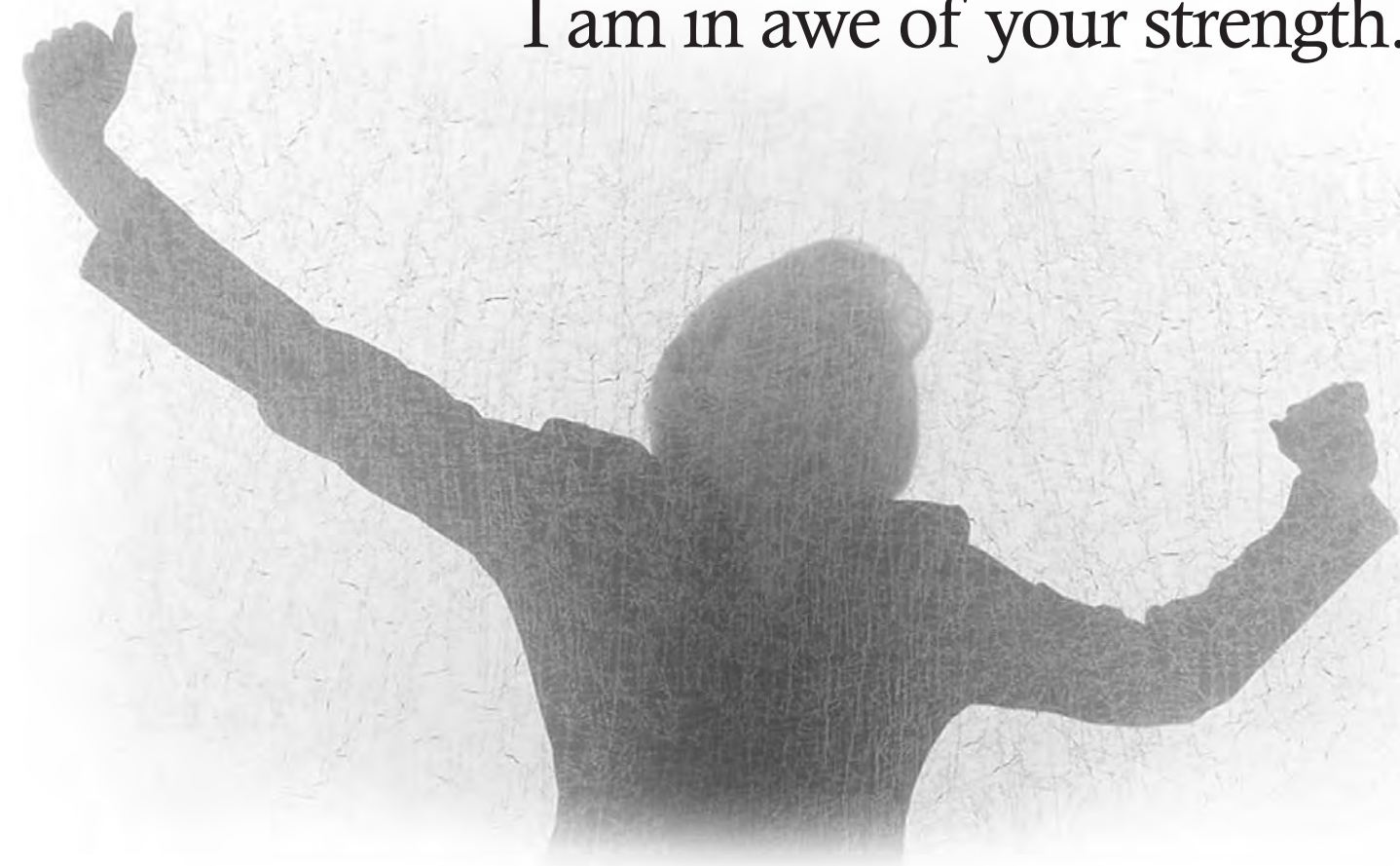
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American Airlines Flight Attendants, I am in awe of your strength.



Every day, both on the line and working in the Health Department, I have the opportunity to observe just how strong our members are, as a work group and as individuals equally. It is this strength that enables us to work long, hard hours, often with inadequate rest. It is this strength that allows us to bear the brunt of passenger dissatisfaction caused by poor management decisions. It is this strength that is apparent as injured co-workers struggle to recover, all while dealing with the frustrations of the Workers Comp system. As they battle debilitating health conditions such as cancer, hepatitis and AIDS, with humor, and with grace. As they put their own lives on hold in order to care for ill friends and family members.

The conditions faced by our membership go beyond what anyone could have possibly contemplated in a definition of stress. Health related concerns have moved to the forefront in a very big way.

- We are fatigued.
- We do not accrue adequate sick time.
- We are an aging workforce.
- Work-related injuries are affecting more and more of us.
- Many of us have trouble making ends meet.
- The health insurance industry is poised for enormous change.
- The volatility of our own industry is unprecedented.

I could elaborate but I know I’d be preaching to the choir. Your concerns are the same as my own. I have 23 years of experience as a Flight Attendant in both the Domestic and International operations, as well as seven years of experience working in this department. Dealing with our members’ health-related issues has provided me with the best on-the-job training anyone could ask for. I have also had the good fortune of working with three exemplary Health Coordinators: Emily Carter, George Berry, and Patty French. Each one of these individuals deserves to be commended for their dedication and professionalism in service to our membership. Their contributions to this department are too many to enumerate. Suffice to say that each and every APFA member working today, as well as many who are now retired, have benefited from their hard work. Thanks to the three of them my training has been extensive, encompassing subjects such as Healthcare Benefits, Injury on Duty, Family Leave, Maternity, Crewmember Fatigue, Critical Incident Debriefs, EAP Issues, and DOT Drug Testing – just to name a few.

It will probably be a while before I get over the feeling that I’m sitting in Emily’s office as I respond to Flight Attendant phone calls; that I’m using George’s computer to send e-mails to AA Medical. As far as Patty is concerned, I will continue to take advantage of the vast knowledge that she has accumulated any time I refer a member to the APFA EAP Representative. My thanks go out to them and to you for the education that I have received. With your continued guidance, it will be put to good use.▲

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Getting a Good ~~8~~6 Hours Sleep

It is with great pleasure that I announce the opening of the APFA Employee Assistance (EAP) Desk. This is a milestone in APFA history as we have never before had a desk and a designated EAP Representative to address the mental health needs of our membership.

Throughout my years as the APFA Health Coordinator, I worked diligently with the APFA Board of Directors to get approval and funding for this desk. Many of you may have or will see the APFA EAP video in this year's EPT Human Factors class. I did this video as a way to let you, the membership, know that APFA recognizes the need to have a program separate from the Company so that you can access information about any mental health need or concern that you have without being concerned about repercussions from your employer.

We are a confidential program geared to assist you in accessing mental health resources in your community, acquire quality information regarding your particular issue, and help you in the decision-making process with regard to your individual issue and your work life. All of the information discussed with the APFA EAP Representative is confidential. Although we are separate from the Company's EAP program, we will work collaboratively with the Company's program when it is appropriate – **and only with your permission.**

Just a few of the issues we can assist you with are:

- general questions about diagnosable mental health disorders such as depression, bipolar disorder and anxiety
- questions about taking the MicroCog test
- medications and the workplace
- drug testing procedures policies
- Critical Incident Stress Debriefs (CISD)
- concerns about substance abuse, whether it involves you, a family member or co-worker

In order to serve you in the best possible way, I have asked Flight Attendant Heidi Sakacs (LAX), who has considerable EAP experience, to work with me. Together, the two of us hope to develop a department that will give you the best of what is available in EAP services. The answer to your questions about mental health issues will be addressed with your first confidential phone call to the APFA EAP desk. We can be reached at 800-397-2732 ext. 8701. We look forward to hearing from you.

As a first **SKYword** article from the EAP desk, I thought that I would summarize some information from a sleep presentation that I, with the help of Chicago Psychologist Dr. Tim Tumlin, have presented at several AA Town Hall meetings this year. I hope that you will find the information useful.



Zzzzzzzz ...

Sleep, getting enough of it and getting quality sleep, has become a hot topic in our galleys across the globe. As we fly to more distant destinations, and as our duty days become longer and our layovers shorter, getting sufficient quality sleep is on all of our minds. This information is intended to give you some research-based information about the use of sleep medications and alternative ways to get a good night's sleep without exposing oneself to the risk of the harmful side effects that may accompany sleeping aids.

Although most of us require seven to eight and a half hours of sleep a night, there are those people who require as little as four hours sleep and still others who need nine. It is a very individual thing. The topic of insomnia is very popular in our culture today, partly because the pharmaceutical industry has made it so with their sleep medication advertisements. Another reason it is a popular topic is because, as a society, we do not place a high priority on sleep and relaxation. So it has become a national issue. We tend to want to accomplish ten items in a five-item day. Our ability to relax and get quality sleep suffers because of it. About 10.2% of the general population has diagnosable insomnia. The more common causes are stress, poor sleep environments, poor sleep habits, physical disorders, and medication and substance abuse. Notice that most of these causes are things that we have control over.

Sleep medications are the most popular treatment for insomnia. In fact, Americans spend over \$4.5 billion a year on sleep medications. forty percent of that market is for the newer, non-benzodiazepines like Ambien, Lunesta and Sonata.

It is interesting to note that according to a National Institute of Health study, the effectiveness of these drugs is relatively small. On average they reduce a person's sleep onset time by 12.8 minutes and increase one's total sleep time by 11.4 minutes. So we essentially are paying \$2-\$4 a night for a pill that gets us to sleep 12 minutes faster and keeps us asleep 11 minutes longer than what our own body would without the use of these drugs. So why do we take them?

Most of the reports state that we take them because we like them and we like them because they produce amnesia and drowsiness, which in turn suggest effectiveness. This means that we really didn't get any better sleep than we did without the pills. But we don't remember the night, and we feel drowsy, so we think that they must have been effective. In fact, we aren't getting the sleep the advertisement promised and we put ourselves at risk for negative side effects. These side effects include:

- daytime drowsiness
- amnesia
- physical dependence

- psychological dependence
- rebound insomnia
- sleep-walking

It isn't hard to imagine how these negative side effects can be dangerous for us in the type of work that we do. I have talked to a number of Flight Attendants who have been discovered in their pajamas, walking the halls of their layover hotel at night, completely unaware of what they are doing and having no recollection of their activities the next day. They thought they were in bed and sleeping through the night! The bottom line is that these medications are appropriate for single or brief use only. You need to know how they will affect you before taking them while on a layover.

You may be asking yourself, "So if sleeping pills aren't the answer, what is?"

The single most effective treatment for getting a quality night's sleep is the use of cognitive behavioral treatments. It has been shown to be superior to Ambien in reducing sleep onset time in 44% of subjects. It is extremely effective in improving sleep efficiency, sleep quality and sleep onset time. It also reduces waking during the night, no matter where you are in the world.

What this means is that if we follow some very simple but effective tips, we can and will improve our ability to get quality sleep no matter where we are laying over. We will save ourselves money and not put ourselves at risk for the bad side effects of medications.* Below are just a few of these tips.

At home:

- Try to go to sleep and get up at the same time every day on your days off.
- Allow one hour to wind down before going to sleep.
- During your wind-down time, create bedtime rituals that will cue you to begin to relax and prepare you for sleep.
- Avoid caffeine, alcohol and nicotine in the hours before bedtime.
- Use your bedroom only for sleep, not for work or watching TV.
- Make sure the bedroom is comfortable, dark and quiet, and has a cool temperature of around 67 degrees.
- Turn the clock face away from you.
- Make time in your day for problem solving so that you don't do it at bedtime.
- Use relaxation techniques to help your body relax and to quiet your mind. Whether you use a CD with visual imagery, breathing techniques, hypnosis or meditation, it is important to practice these techniques a couple of times a week so that they can be called upon on those layovers when you either have a short time to sleep or you are in a number of time zones away from your own. Relaxation techniques are an important key to quality sleep.

When you travel:

- Don't plan too much to do during the day of departure.
- Leave early for work so that you aren't rushed.
- Eat healthy.
- After arrival, use the van ride to the hotel as a time to begin to relax.
- Use your bedtime rituals to help you wind down.
- Make sure the room is quiet, cool, dark and comfortable.
- Keep a bottle of water next to your bed so you can stay hydrated.



- Turn the face of the clock away from you after you have set the alarm.
- Use your relaxation techniques to put you to sleep.
- If you wake in the middle of the night, don't fret about it. Use your relaxation techniques to help you get to sleep.

* If you have a medical condition or are taking medications that interfere with sleep, consult your physician. If you have a family history of sleep disorders, consult a sleep specialist.

Getting a quality night sleep takes some practice and thoughtful planning on our part. But those who have mastered the skills find that the effort is well worth it. Research proves that it does work, is cost effective, and will not put you at risk for bad side effects.

If you have questions about designing your own sleep strategy, or if you would like to know more about learning relaxation techniques to help you get a quality night sleep, call the APFA EAP desk at 800-395-2732 ext. 8701. We look forward to hearing from you. ▲

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Staying Current @ Recurrent

Every 12 months, with manual in hand and evacuation commands echoing in our brains, we make our way to DFW to attend Recurrent Training (training formerly known as EPTs). For this **Skyword** article, I am focusing attention on Recurrent Training to help make the experience as beneficial, rewarding and simple as possible.

Signing up for a Recurrent Training class

Several days after bids close, Flight Attendants have the ability to sign up for the class of their choice. It is highly recommended that Flight Attendants not wait until late in the month as classes fill up quickly. The FAA limits the number of students per class and that limit cannot be exceeded. Flight Attendants should also make every effort to attend Recurrent Training in their "Base Month." Waiting to attend training in your "Grace Month" may have serious consequences. For example:

- Training may assign you to a class rather than you being able to choose.
- If you are unable to schedule your training in a grace month – prior to the next month's bid-closing date – you will be unable to hold a bid for the following month.
- If for some unexpected reason you are unable to attend Recurrent Training in your grace month you will go onto QI status and will have to attend additional training called Requalification Training (RQT).

Online Course

As with last year's Recurrent Training, there is an online course portion which must be completed prior to leaving training. Flight Attendants have the option of completing this course prior to attending. The benefit of completing the course prior to attending training is it will allow Flight Attendants to leave training much earlier than those who must stay to finish the course. If you have completed the course prior to class, *remember to bring your completion code with you to provide to the instructors at check-in.*

Online Practice Test Quiz and Drills, "What to Expect"

The Flight Service website contains many useful resources that will prepare you for Recurrent Training. There are sample quiz questions that will prepare you for taking the assessment at the completion of training. Each aircraft's emergency drills are also available for you to view. You can watch the drills at your leisure to become proficient and comfortable with the drills/commands before attending training. The "What to Expect" document will also provide valuable information and will help you prepare for training.

Manual Checks at Recurrent Training

Manual compliance still remains a hot item. Our FAA Cabin Safety Inspector (CSI) has emphasized that Flight Attendant manuals must be up-to-date and compliant prior to the start of Recurrent Training class time. No exceptions are permitted. Any Flight Attendant that is unable to have their manual updated prior to start time will not be allowed to attend training. Flight Attendants should not be complacent in keeping their manuals current or utilize Recurrent Training as their annual time to ensure their manuals are up-to-date.

The most common manual violations are:

- missing bulletins/revisions

- out of date bulletins not being removed
- missing sections like Food Service, Personal Safety, etc.

Training recently advised us of items they are looking for when they check Flight Attendant manuals at Recurrent Training. Understand that these items may change in the future. If the FAA finds other items they wish to have checked, the list may be expanded or altered.

- All current bulletins are inserted into the manual, in front of the title page.
- All current bulletins and revisions are recorded on the Bulletin/Revision Records.
- The List of Effective Pages has the correct date.
- Spot check one page from the most recent revision. If that page is missing, spot check another page.
- Personal Safety section is present.
- Food Prep and Presentation section is present.
- New 767 Emergency Tab is present (dated 14SEP07).
- New 777 Planned Emergency Tab is present (dated 16JAN06).
- Also check Medical/Safety & Security/Forms sections for additional pages that should have been removed.*

The FAA still plans to continue their audits, checking Flight Attendant manuals out on the line and assessing civil penalties. Remember that Flight Attendant manual checks conducted by FAA Inspectors out on the line are much more detailed and thorough than those being conducted at Recurrent Training.

*Suggestion: The best way for Flight Attendants to make sure their manual is compliant is by doing a "page turn" and comparing it with the most recent List of Effective Pages (LEP) posted in the manual.


Evacuation Drills, Medical Workshop and Event Response Modules

A noticeable change with Recurrent Training this year is a drill video played continuously outside each simulator which allows you to view each required drill until you are comfortable performing the task. Drills are then conducted one-on-one with an instructor. You no longer will feel the pressure of having other students watching as you conduct your drills.

This year the Medical Workshop is the best ever! The class is very "hands on" and at the conclusion you will feel very comfortable and proficient conducting CPR and using the AED.

During Event Response Modules, Flight Attendants will reenact actual events that have occurred and will demonstrate how they would perform as a crew to handle the situation effectively. A good way to prepare for Event Response class is to review your Planned Emergency Checklist.

Future Recurrent Training

AA Flight Attendant Training has applied with the FAA to utilize Advanced Qualification Program (AQP) for our future training programs. AQP is a voluntary FAA program that replaces current FAA required training hours. AQP is a proficiency based training and encourages evaluation of both individual and crew performance by utilizing situational training modules based on real events. AA Pilots were the first in the industry to utilize AQP training and has successfully done so for 15 years. Delta Airlines is the first carrier to develop and use AQP for Flight Attendants. Training is currently developing an AQP program for our Flight Attendants which will be presented to the FAA for approval. 

Accidents & Incidents

02/2008, BOS/DFW/IAD, MD-80

Aircraft lost pressurization and experienced a decompression. O2 masks dropped and Flight Attendants followed decompression procedures. An emergency was declared. Aircraft made an overweight but normal landing at IAD without further incident.

02/2008, PUJ/JFK, A300

During a mechanical delay a passenger yelled profanities at a Flight Attendant and attempted to physically assault the Flight Attendant. The First Officer and another Flight Attendant stepped in and prevented the passenger from striking the Flight Attendant. The passenger was removed from the aircraft and denied further travel on AA.

02/2008, MVD/MIA, 767

Approximately 35-40 minutes before landing, a Flight Attendant found an unresponsive passenger and paged for a doctor. Code Red was declared. The AED, IMK and Grab-n-Go Kit were all utilized. One doctor and one Flight Attendant performed CPR and administered a shock from the AED. CPR was continued until after landing when the paramedics arrived and transported passenger to a local hospital.

03/2008, STL/DCA, MD-80

Flight encountered severe turbulence on descent into DCA. One passenger and two Flight Attendants were injured and taken to a local hospital upon arrival. Seatbelt sign was on and the injured passenger fell to the floor while attempting to return to her seat from the lav. One injured Flight Attendant was treated and released with bruised arms resulting from hitting the ceiling and falling to the floor during the turbulence. The other injured Flight Attendant sustained a small fracture in her pelvis and deadheaded home the following day. Aircraft was taken out of service for inspection.

04/2008, AUS/ORD, MD-80

After boarding was complete and the flight was ready for door closure, a passenger came forward and deplaned stating he could not fly. He would not give a reason as to why. All passengers were then deplaned and authorities researched the aircraft along with bomb-detecting dogs. One Flight Attendant refused to take the aircraft until the dogs also searched the cargo compartment and all passengers were re-screened. TSA came to the gate and re-

screened every passenger. Everyone re-boarded and the flight departed without further incident. The flight was a total of 160 minutes late, 60 minutes coded to station and 100 minutes coded to the Flight Attendant.

04/2008, JFK/AUA, 757

During the flight a passenger was observed videotaping the Flight Attendants performing their duties. Passenger became verbally abusive when requested by the crew to stop taping and delete the footage already taped. Passenger stopped taping but refused to delete footage and threatened to put the taped footage on YouTube. The Captain deemed the event a Level 1 security threat and requested law enforcement meet the flight upon arrival in AUA. Passenger was denied travel on his return flight.

04/2008, MBJ/MIA, A300

During taxi-out the crew observed two individuals on a fence line. One male jumped the fence and approached the aircraft while on the runway. Crew shutdown engines and requested security. Law enforcement responded and arrested the individual. Area was swept by law enforcement and security clearance was given. Aircraft restarted engines and took off without further incident. MBI airport authorities have reported adding security personnel to this area.

04/2008, SAT/ORD/DFW, MD-80

Flight diverted to DFW to remove a passenger from the aircraft due to unacceptable behavior. Passenger was reportedly hitting and spitting and attempting to bite her mother who was traveling with her. Passenger was restrained by the Flight Attendants and the flex cuffs were used, as well as the restraining tape. Law enforcement and paramedics met the flight upon arrival in DFW and transported the passenger to a local hospital for evaluation. Flight then departed and landed in ORD without further incident.

05/2008, LHR/BOS, 777

A male passenger was taken into custody after BOS customs officials found tamper seals and a push-pin from the aircraft lav on his person. After maintenance checked, it was determined those parts were missing from the aircraft and panels had been dislodged in the lav. Law enforcement, AA security and explosive-detecting dogs searched the aircraft and nothing was found. The passenger was denied continued travel on AA and an investigation is still on-going.

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Hotel OSO Procedures

The summer and fall seasons are upon us and that means thunderstorms and hurricanes. It also means delays and diversions. We call this an OSO (Off Schedule Operation). How does this affect hotels? Once flights start cancelling hotels fill up very quickly, including our layover hotels. Crew members that were supposed to be in one city end up diverting to another. In the past we've had crewmembers that slept in Operations or on the airplane because there were no hotel rooms available. *This should never happen.*

Several months ago during a snow event, several hundred Flight Attendants were left stranded away from base and needing hotel rooms. Flight Attendants were trying to call the Hotel/Limo desk but due to the high call volume the hold time was as high as four hours. When you've already been on duty, and now have to wait another four hours to get your hotel information, and then probably another hour until you get to your hotel room, it is flat out unacceptable.

The Hotel/Limo desk at American Airlines is responsible for securing hotel rooms for all crewmembers in an OSO situation. This department has a total of twelve people that work 24/7. During a normal day there are eight people on duty, with the majority of them working the afternoon-to-evening shift when most OSOs occur. This department is also supplemented with Flight Attendants on light duty and some trained retirees.

During an OSO, the Hotel/Limo desk will first utilize our contracted hotels to secure the extra rooms needed. If unavailable, airport hotels are contacted for rooms, regardless of the layover time, because they usually provide their own transportation. Trying to get outside transportation *in addition* to the hotel just makes the process take longer, increasing the time you wait. The APFA Hotel Department supplies the Hotel/Limo desk with hotels we believe should never be used after we've done a site inspection in a city. We continue to give them feedback after an OSO.

It is recommended that only the Purser or Number One Flight Attendant make the call to the Hotel/Limo desk during an irregular situation where the crew members require overnight accommodations. Make sure that you have an updated NS with each crew member's employee number on it. The crew should stay together during this time. Should the Hotel/Limo desk not be accessible, we now have procedures that the MODs and operational personnel system wide are to follow:

- Initial attempts are made to contact the Hotel/Limo desk.
- If operations personnel are unable to make contact with the Hotel/Limo desk they are authorized to make alternate room reservations and arrange any needed transportation.
- Lists of alternate hotels are kept at each MOD area or listed under local reference stars. These hotels are pre-approved and in most cases will direct bill. In cities such as BOS and ORD, arrangements have been made with Nationwide Hospitality and O'Hare Distress Services to secure rooms.
- In some cities, Flight Service has teamed up with Customer Service to obtain hotel vouchers, which will then be transferred to the appropriate cost center eliminating any need for crew members to spend their own funds.
- To eliminate previous problems of crew schedule or crew tracking losing contact with crewmembers, messages will be sent to the crew schedule or crew tracking MOD noting the crews overnighing under local OSO procedures.

We have supplied you with a tear-out card including the MOD phone numbers for easy access during an OSO. I urge you to carry it with you. Please continue to send me your feedback about our hotels, good and bad, and I'll continue to work with the Hotel/Limo desk to ensure our crews get safe and comfortable accommodations during an OSO.



Meet Kelly Gambello

Kelly Gambello is a 21 year Flight Attendant currently based at IMA. She has been based previously at both LGA and MIA. Her APFA resume includes several years as IMA Vice Chairperson and, most recently, two years as the assistant to the APFA Vice President. Kelly lives in Ft. Lauderdale, FL with her husband and two children, a boy (age 8) and girl (age 13 months.)

Hotel Reviews

St. Louis

Sheraton Clayton Plaza Hotel is located 20 minutes from Lambert International Airport, and 20 minutes from downtown by Metro. Each room has a coffee maker, hairdryer, iron/board, enhanced bath lighting and the Sheraton Sweet Sleeper bed. **The hotel is 100% non-smoking.** They offer a discount of 10% in *Alexander's*, the *Link Lounge* and room service on food and non-alcoholic beverages. The hotel also has a newly updated fitness facility and an indoor pool. Free wireless internet is in the lobby and lounge area, with a \$9.95 charge per 24 hours in the room. Nearby are many restaurants, pubs, art galleries and shops. The hotel will provide free shuttle service to the Galleria Shopping Mall.

STL

Columbus

Sheraton Suites is located just over 10 miles from the airport and about 12 miles from downtown. The hotel offers a 15% discount on food and non-alcoholic beverages in the *Grill Lounge* and on room service. There is free internet in guest rooms and the Business Center. Each room is a two-room suite with microwave, refrigerator, flat screen TV, and Starbucks 1-cup coffeemaker. Movie theaters, restaurants and Starbucks are all within walking distance of the hotel. **The hotel is 100% non-smoking.**

CMH

Newark

Four Points by Sheraton is 1/4 mile from Newark Liberty airport. The hotel offers a 25% discount on food and non-alcoholic beverages at the *Garden Café*, *Terrace Lounge* and the 24 hour *Lobby Café*; free wireless internet access throughout the hotel; a newly updated fitness center with a heated indoor/outdoor pool; laundry facility and microwave oven. All rooms have sound-proofed windows, individual climate controls, coffee maker, iron/board, hairdryer, Caswell bath amenities and the Sheraton Four Comfort Bed. The hotel will also provide shuttle service to the Jersey Garden Outlet Mall. **The hotel is 100% non-smoking.**

EWR

Kingston

The Courleigh Hotel & Suites has large rooms with king size or double beds, free wireless internet, refrigerator, coffee maker, iron/board and hairdryer. *Alexander's* restaurant offers a free breakfast buffet daily and is also open for lunch and dinner. You may also get food at the pool bar and their lounge *Mingles*. Room service is available from 7am until midnight. All rooms have free wireless internet access. Complimentary coffee/tea is offered in the lobby starting at 5am. The fitness center is key access. The pool area is nice and quiet located off the *Mingles* lounge and *Alexander's* restaurant.

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Est. departure: 8:14 AM
Actual departure: 8:25 AM
Terminal 2
Arrive
Los Angeles Intl Apt (LAX)
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NZ 9297 01:24 Status

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