

**FIFTEENTH ANNUAL APFA  
AWARDS AND RECOGNITION DINNER**

**SAN FRANCISCO**

**FEBRUARY 13, 2008**





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**SAN FRANCISCO, CA**

**San Francisco Hilton**  
**333 O'Farrell Street**  
**San Francisco, CA 94102-2116**

# Code of Conduct

**Strength and unity** within the APFA are fundamental to the successful resolution of any endeavor the Union may undertake. The APFA strives for a standard of conduct and behavior wherein all flight attendants are treated with respect and consideration. The APFA seeks an atmosphere wherein all flight attendants conduct themselves in a manner which promotes unity and strength and reflects credit to the individual, other flight attendants and the Union. Differing points of view, expressed in the open forum of reasoned debate should be welcomed, honored and valued as necessary and essential to the development of a shared **Unity of Purpose**.

The APFA is proud of and grateful to the men and women who serve as its representatives and give so generously of their time and talents to promote the goals of our Union. The APFA reminds its representatives of the trust they hold for flight attendants and that their responsibilities should not be taken lightly or without due thought and consideration.

The varying backgrounds and unique perspectives of individual representatives mirror the diversity within the APFA and offer the promise of great strength. The APFA encourages its representatives to work to build consensus when making decisions affecting the welfare of the bargaining unit. Legitimate differences of opinion are to be expected and should be resolved by a steadfast reliance on the Constitution of the APFA which vests in the membership and the Board of Directors the authority to determine the course of the Union. The APFA asks that its flight attendants and representatives pledge their best efforts to meet and exceed the ideals expressed in this **Code of Conduct**.

It is not intended that violation of this Code of Conduct shall in any manner constitute grounds for any charges under Article VII of the APFA Constitution by or against any flight attendant.

Adopted by the APFA Board of Directors, November 1, 1991



# Evenings Festivities

**6:00 Reception**

**6:30 Guest Speaker – Laura Flanders**

**7:00 Dinner**

**8:00 Welcome**

*by Tommie Hutto-Blake and Greg Hildreth*

**9/11 Flight Crew Memorial Update**

Valerie Thompson

**Awards Presentation**

- **Honorary Members (in seniority order)**

Mady Gilson – *Introduction by Cathy Lukensmeyer*

Joan Wages – *Introduction by Tommie Hutto-Blake*

Mark Richard – *Introduction by Brett Durkin*

Dr. Bettye Myers – *Introduction by Greg Hildreth*

- **Distinguished Service Award**

Lynda Richardson

– *Introduction by Lenny Aurigemma & Greg Hildreth*

- **Martha W. Griffiths Award**

Denise Hedges

– *Introduction by Jack Barnett and David Cyr*

- **Closing Remarks**

*by Tommie Hutto-Blake and Greg Hildreth*

## **RECEPTION**

### **INTERNATIONAL AND DOMESTIC CHEESE PLATTER**

Decorated with Whole Fresh Fruits, Sliced Baguettes,  
Poppy and Sesame Seed Water Crackers  
Cash bar

## **DINNER MENU**

**Oven Fresh assorted dinner rolls and butter**

### **SOUP DU JOUR**

Chef's Fresh Soup Selection of the Day

### **CAESAR STYLE SALAD**

### **BAKED ZITI**

Hollow Pasta in a Homemade Sauce of Fresh Tomato  
Topped with Mozzarella Cheese, Peas and Mushrooms

### **CHICKEN MARSALA**

with Button Mushrooms and Marsala Wine Sauce

### **MEDLEY OF SEASONAL VEGETABLES**

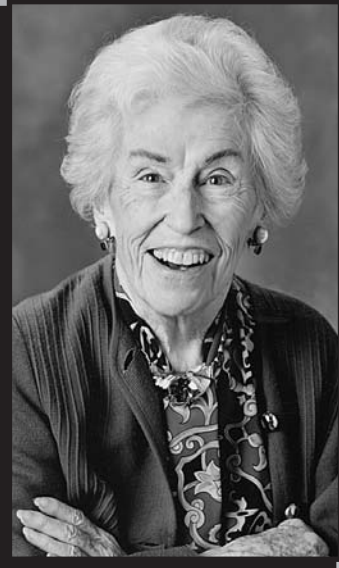
### **GARLIC BREAD**

### **FRESH FRUIT SALAD**

### **CHEF'S SELECTION OF DESSERTS TRAY**

**Rich Colombian coffee and a variety of teas**  
(Regular and Decaffeinated)

# The MARTHA W. GRIFFITHS AWARD



Throughout her long and illustrious lifetime, Martha Wright Griffiths, former United States Congressional Representative and Lieutenant Governor of the great state of Michigan has, both publicly and privately, fought to end discrimination and promote equal rights for all people. The flight attendant profession, as we know it today, would not exist without the perseverance and tenacity of Martha W. Griffiths. On March 15, 1994, with gratitude, respect and admiration the Board of Directors bestowed upon Ms. Griffiths the title of Honorary Member of the APFA.



On Tuesday, March 14, 1995, on behalf of the more than 20,000 women and men of the APFA, the Board of Directors proclaimed that Martha W. Griffiths lifetime of service and dedication to the principles of fairness, equality and fundamental respect for human rights is the personification of the highest principles and ideals of the members and representatives of the APFA. With that proclamation, the Board declared that the name of its highest award, the "Union Contribution Award," would from that date forth be known as the "APFA Martha W. Griffiths Award."

Recipients of the Martha W. Griffiths Award shall have the privilege of wearing a special pin, which represents the APFA pin encircled with a star and embellished with a diamond.

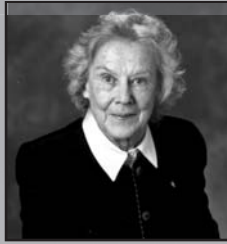
– *The APFA Policy Manual*



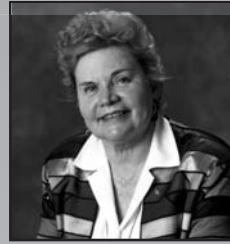
# Past Martha W. Griffiths Award Recipients



**Martha Griffiths 1995**



**Nancy Collins 1995**



**Barbara Rhodes 1995**



**Patt Gibbs 1999**



**Anne Moroh 1999**



**Emily Whelpley 2000**



**Tommie Hutto-Blake 2001**



**Becky Kroll 2002**



**Elaine Barber 2006**

# Martha W. Griffiths Award Recipient for 2008



**Denise Hedges**

Denise insists that her many and varied accomplishments spanning 2 administrations were not hers alone. Without incredible help, support and leadership from her fellow national officers, Denise claims she would not have been able to devote so much critical time to negotiating contracts and carrying out her presidential duties. Teamwork and team spirit was a theme interwoven through both of Denise's administrations. During preparation for negotiations Denise invited all the past presidents of APFA regardless of their political leanings to a summit in order to share experiences and learn how each president dealt with negotiations and management. As for the famous APFA 1993 strike, Denise says it took a team of 23,000 to make all the planning, organizing and preparation evolve into an overwhelming success.

With the success of the strike under Denise's leadership and with the involvement of President Clinton, the flight attendants were the victors and reaped the rewards of a smashing victory in the subsequent APFA-AA interest arbitration. That arbitration, also led by President Hedges and presented by the renown legal team she appointed, ended B-scale, kept duty rigs protected, provided a rich early out program, and guaranteed wage increases for all flight attendants (some as high as 35%).

The "Back-to-Work Agreement" negotiated by President Hedges was another positive outcome from the successful strike. It ended the decades old, and many times litigated, discriminatory weight policy, provided conditional reinstatement for flight attendant victims of substance abuse, brought all strike-related terminated flight attendants back to work, in addition to a host of other improvements to flight attendants' work lives.

After receiving a BA in Anthropology from Southern Methodist University, Denise was hired at American as a stewardess and jokingly points out she was promoted to flight attendant in the early seventies. After thirty-one years with American Denise retired to accept a position with the National Mediation Board in Washington, DC. As a mediator, Denise mediates major disputes in the airline and railroad industries. She also teaches and facilitates Grievance Mediation and Facilitated Problem Solving. Denise's philanthropic activities include fund raising for the Combined Federal Campaign.

Though many accolades and titles have been bestowed on Denise such as the title the New York Times proclaimed in 1993 as "Labor Leader of the Year," the title she now prizes the most is "Grammie." Married to Dave for 36 years, the couple resides in Highland Village, TX in order to be close to their 3 grown children and 2 beautiful grandchildren.





We are privileged to have served with Denise, the only APFA President elected to two consecutive four-year terms of office.

Denise is the epitome of a leader - she not only led our history-making strike, she also constantly inspired us to be all that we could be, not only as Union leaders, but as individuals. Don't get us wrong, Denise expected a lot from us, but never more than she was willing to give - and she always gave 150%.

Dedicated to the cause, Denise worked tirelessly on behalf of every APFA Flight Attendant. From the renovation of headquarters, where APFA's history is preserved in our very own archives, to negotiating for our careers, she always remained focused and on track. Denise diligently ensured that the provisions of our hard-won contract were enforced and she remained steadfast in her efforts to overturn company policies that had a detrimental effect on our careers.

**Judy Ladislaw**  
Vice President  
(1992 - 2000)

**David Cyr, Secretary**  
**Jack Barnett, Treasurer**  
(1992 - 1996)

**Kitty Solder, Secretary**  
**Michael Parker, Treasurer**  
(1996 - 2000)



Throughout her two terms, Denise continuously recognized the value and importance of communication and ensured that when APFA spoke to the membership, it was with one voice. Although there were occasionally heated debates behind closed doors, when issues were decided a unified front was presented by Denise, her fellow officers and the national coordinators - all for the good of the AA Flight Attendant corps.



Our years in office with Denise were exhilarating, exhausting, mind-boggling, demanding and most of all extremely rewarding. But the best part of being a member of her administration is the friendship, love, respect and admiration we have for Denise and each other.

Thanks, Denise, for all you have done for us and for the membership you represented with dignity, honor and integrity. We are so proud to have been a part of your team!



It was Denise's ability to maintain this unified voice that led APFA through the most successful period in its history - our strike in 1993 and its resolution through an industry-leading arbitration award. In addition, APFA's carefully-crafted dispute resolution process established under her leadership is being emulated throughout the labor relations arena today.

Congratulations, Denise on a job well done!  
**APFA Coordinators 1992 - 2000**



It was our honor to serve in the administration of Denise Hedges from 1992 to 2000.

Over that eight-year period with Denise's leadership and support we accomplished the coming-of-age of the "conflict resolution" approach to disputes between the APFA and AAL. We also refined the development and maintenance of a grievance system that is designed to meet the needs of over 20,000 flight attendants, providing them with the best legal labor representation of any union, bar none.

Her administration provided a clear and cohesive atmosphere allowing us the ability to work with the best attorneys available, to choose the most professional and well-respected arbitrators and

to challenge American Airlines to apply our work rules in the spirit in which they were negotiated and intended.

All of this was accomplished during some of the most historic moments in our history.

For this ability to serve and make a difference and to move forward in a society where unionism had begun to lose its shine, we are grateful and proud.

We stand here tonight and applaud our friend and leader, Denise Hedges, on the occasion of this award.

**APFA Division Representatives 1992 - 2000**



Being a member of a Negotiating Team under Denise's leadership before, during and after our historic strike was, for each of us, an incredible experience. We watched her grow in experience and confidence into a leader who never once faltered in her mission to obtain only the best for our members. Even faced with the most harrowing of conditions, she maintained her composure, dedication and integrity. The '93 Team, with Denise at the helm, built the most unified membership in APFA's existence and made labor history with an incredibly successful

strike and ensuing arbitration award. The '98 Team, again with Denise's guidance, negotiated the framework for the best contract in 20+ years. We are fortunate to have served with her and are extremely proud of her accomplishments, both as our President and in her current role as a Federal Mediator.

Congratulations, Denise. You certainly deserve this honor!

**APFA Negotiators 1991 - 1999**



# DISTINGUISHED SERVICE AWARD



The Distinguished Service Award may be bestowed upon any current or former representative of the APFA in recognition and appreciation of outstanding Union contributions and service as an APFA representative. Recipients of the Distinguished Service Award shall have the privilege of wearing a special pin, which represents the APFA pin encircled with a star.

– *The APFA Policy Manual*



## Past Distinguished Service Award Recipients



Toni Ketchell 1999



Wesley Henderson 1999



Cilla Golas 2002



Cheryl Walters 2002



Suzie Thorley 2006



Steve Sternig 2006



Jill Frank Smoak 2007

# Distinguished Service Award Recipient for 2008

## Lynda Richardson



Lynda began her career as a 'stewardess' April of 62. Her first base was LAX, she has also been based at LGA, JFK, SFO, DFW, IDF AND IOR. She taught at the Stewardess school, and served as Supervisor of training in SFO. It was her tour in management that made her a strong Union believer. She served on the councils at SFO and JFK. She was Chairperson at IDF and in 1986 was elected by the membership as a National Officer-this was her first term as a Division Representative. After losing a run for Vice President in 1988, she went back on the line at IDF. In the mid 90's she was appointed by the BOD as Ad-Hoc, under President Hedges' Administration. Later she transferred to IOR and was appointed to the position of Division Representative under Vice President Jeff Bott. She retired in September of 2004 and is enjoying every minute of it.

Lynda Richardson is one class act. I met her initially on a phone conversation, where I asked her to tell me why I should vote for her to be an Ad Hoc on the APFA Executive Committee. I don't really remember what she said, but her demeanor and response gave me confidence quickly that she would be a good choice.

I really got to know Lynda when I became Vice President and she agreed to serve as one of my division representatives. I wanted and needed a seasoned division rep, and that she was. I don't think she was really very happy with my election at first (she thought I was in way over my head) and initially balked at the prospect of working with me, but I think with time I won her over and became "Boss". It was a name she coined for me and called me for the rest of our time working together.

Shortly after we started working together, I experienced what my group termed "Tina Turrets" in action. Lynda has a very sweet and kind disposition until something annoys her in some way. Then, it's like another person takes over her body and you don't know what will come out of her mouth – BUT watch out... guaranteed it will be forceful, potentially four letter, and will make you laugh. Ask her about the Drury Inn's coffee and you will see what I mean.

As an APFA advocate, Lynda is a fighter. She comes across as sweet, but anyone from the Company who dealt with her knows that "Tina" lurks underneath, ready to pounce on Company representatives who try to double cross her.

Lynda had a way with the Arbitrators. She could schmooze like nobody else. It definitely worked to APFA's advantage. There were certain Arbitrators that had such an affinity for Lynda, that I automatically would assign her to Board member duty if they were the neutral for that case. It certainly gave us a leg up on the Company before the first argument was even presented.

We say that she was royalty in another life. She likes things to be "civilized". That meant during the 777 data collections she had to observe a first class position so she could sit in first class. But hey-she got the job done and it was done to first class standards, plus done while she was perfectly groomed (I don't think I've ever seen her not). Not to mention she had the seniority. Rank has its privileges.

On the serious side, Lynda was a great support during what I would characterize as a very difficult time period for me. Like all of those in my department I worked with, she served a very special role in my life during that period. I will never forget her hard work, loyalty, and compassion that I watched her exemplify in her roles as a representative of APFA. I learned a lot from her. Not just about union work, but also about people and life. She is very deserving of this special honor and I am proud.

Congratulations Lynda. I feel very lucky that our paths crossed and I am thankful to call you my friend.

Love,  
**Jeff Bott aka "Boss" to you**



## The Fabulous and Lovely Lynda, one of APFA's Crown Jewels

I first learned of Lynda Richardson during a five day 'stand-off' of the APFA board to elect two ad hocs during an annual convention in New York City several years ago. She was elected along with myself as ad hoc to the executive committee. This was not Lynda's first foray into union work and her reputation of fairness earned her a spot on the executive committee in absentia.

I was fortunate to work alongside Lynda on the executive committee and it was not difficult to see how she worked her unique brand of magic. It seemed that everything in Lynda's path was 'fabulous' or if it really wasn't, she would make you believe that it was just by saying it. Just by association, she made one feel 'faaabulous.'



I then had the pleasure of serving as a Division Representative with Lynda. We all worked as a team to represent flight attendants in the grievance machinery and challenged ourselves to win some of the biggest arbitrations in our union's history.

It was during that time that we all benefited from the 'wisdom' of Lynda. She had such a rich background in union work and shared many of her techniques and talents with our team. I recall one of her past 'wins' in an arbitration that she was particularly proud of. Without going into too much detail, it involved Playboy...of course Lynda won the flight attendant's job.

Lynda's charm was evident not only in arbitrations but also during annual national arbitration conventions. I will not soon forget the many well

known and notorious Arbitrators we would get caught in the elevator with who knew Lynda on a first name basis. They would vye for her attention and try to sit by her during the awards luncheons. It really kind of bugged us because we all wanted to sit with her, too. I recall one very nice and well known arbitrator who always seemed to follow her around and seemed quite enamored by our elusive Lynda, who charmed anyone within an arm's distance.

Not your usual jumpseat tell-all flight attendant, Lynda is mostly reserved and her qualities reflect the ultimate in grace, intelligence, style and wit accompanied by both compassion and passion. Her beauty is timeless.

I am sure Lynda is missed in the halls of APFA and she deserves the highest recognition for her service to the profession, American flight attendants and to her union.

### *Lori Bassani aka China*

Lynda Richardson plus Drury coffee first thing in the a.m. is not a good combo. Her demeanor goes south quickly and it is the place she taps into when she goes up against the company.

I will never forget rooming with her in Philly when we got stuck following the Nat'l Arbitrators' Conference. I didn't have toothpaste so she loaned me hers. What ended up in my mouth was some sort of disgusting zit potion, and we laughed until we fell asleep in our Lucy and Ricky beds.

Lynda is an amazing part of APFA history and I learned a great deal from her. There is no one more deserving of this award.

Love you Lynda!  
Les

Lynda Richardson is one of my all-time heroes at APFA. During the early 90's, when I was a newbie at APFA, I heard people speak in hushed & reverential tones about "Lynda Oswald." In ensuing years, I learned that she had an uncanny ability in representing APFA Members, and was well respected by her peers and company foes alike. Her influence with the top tier of our nation's arbitrators is legendary. My assumption was that she had left the constraints of mundane APFA life, and was holding the best trips in the system, with layovers on Mount Olympus.

To my surprise and delight, Lynda once again returned to the hallowed ground of APFA. Snatched from her Olympus layovers and placed on the Executive Committee, it soon became clear that she was in fact a living, breathing, flight attendant! Making her acquaintance, and, in later years serving in the SBA Department with her, has been a highlight of my career and my life.

While working with Lynda for several years in SBA, although we were in the midst of some of APFA's most turbulent history, we were collectively able to accomplish a monumental amount of work, while having perhaps more fun than should have been possible, due in large part to Lynda.

One of my favorite stories involving Lynda is almost un-tellable, for reasons of political correctness. Suffice it to say that her usual smooth, calm and beautiful demeanor can, on rare occasion, be interrupted by her alter-ego, which we will refer to as "Tina T". Often involving discussions of the merits, or lack thereof, of cases, and occasionally regarding consumables, Tina would appear, leaving absolutely no doubt as to her opinion of the case, or sometimes, of the coffee.

Although we were all very thrilled for Lynda when she retired from her APFA and Flight Attendant careers, there was also a palpable sense of loss for those of us remaining. Never again would we be able to discuss the merits of the coffee served at the Drury. Lynda is truly missed at APFA, for her many years of service, and most of all, for her humanity and friendship. Congratulations on your Distinguished Service Award, Lynda!

### *Jeff Crecelius*

The Greek philosopher Socrates believed beauty is a thing that "slips in and permeates our souls."

Beautiful faces are they that wear  
The light of a pleasant spirit there;  
Beautiful hands are they that do  
Deeds that are noble, good and true;  
Beautiful feet are they that go  
Swiftly to lighten another's woe.

Lynda truly is a "beautiful soul" first as a person and secondly as a long term Union representative. When I first meet Lynda in the mid 60's she was an instructor at the "Stewardess" college and didn't appear to be a future Union protégé.

However, in 1983 our paths crossed again and I realized that Lynda was no longer a "C.R. Honey Bun" but had truly come into her own as a Flight Attendant. Although she was a senior International Flight Attendant, she was very vocal and outspoken about opposing the "B" scale contract. At that time, Lynda was still a Canadian and had very strong views as to what would happen if a two-tier wage provision were adopted into our contract. She believed that the PATCO strike and subsequent firings of the air traffic controllers by President Reagan would be the beginning of the end for American labor unions.

She wanted to be part of the solution rather than part of the problem and after much thought and encouragement from others and myself in the Union she threw her hat in the ring and ran for IDF Base Chair. From that point forward, Lynda's APFA roles have been numerous and her accomplishments historical.

In her early years as a union representative, she used to follow me around as APFA's President with a tape recorder to make sure that she was able to get her questions answered in order for her to create her own persona and style of leadership.

She not only became a stalwart union leader, a forward thinking adviser, a trusted co-worker, and mentor of other union representatives but a naturalized United States citizen and most importantly, a personal friend. She was on every picket line from the 1980's forward (including the 1993 Strike) until her retirement. She continues to devote her time to supporting the American labor movement as a retiree. Lynda has beyond a doubt become that beautiful spirit Socrates described. Her leadership, skills and deeds as a union representative have definitely been noble, good and true...she epitomizes the personal qualities the APFA Distinguished Service Award was intended to honor!

*Patt A. Gibbs*

I first had the pleasure of meeting Lynda in 1986 when she was Central Division Representative and we were in collective bargaining. I was still pretty new and very green when it came to union work. I remember wondering how someone so beautiful and charming could be involved in union work, how could she be both smart and beautiful.

I've known Lynda since that time and had the pleasure to work with her as a Division Representative for four years. During our four years we had great times. Not much of it was easy, but with Lynda, everything is an adventure.

Congratulations Lynda, well earned and deserved on your award.

Lynda is and has always been the quintessential Flight Attendant and Union Advocate.

*Greg Hildreth*

Congratulations Lynda for receiving the Distinguished Service Award. It was my pleasure to support this resolution.

Looking back to April of 1962 when we graduated from "Stew School"---who would have thought you would be such a good union advocate? Thank you for all your hard work. Have fun and enjoy your retirement.

*Peggy Turley*

Lynda Richardson is a fantastic individual who is deceptively sassy behind that wonderfully hospitable flight attendant exterior she displays to all! It has truly been my great honor to work with her as a Division Representative, and she is a cherished friend. Lynda, I congratulate you on this much deserved award!

*Julie Moyer*

Smart, driven, dedicated. unrelenting in spirit and caring...these are just a few of the attributes Lynda Richardson embodies! In addition, her many many years of hands on experiences, further enhanced her ability to represent the APFA membership at the highest of levels. Issues such as weight, AIDS and smoking on board aircraft were a few of the and mark issues that were advanced in very positive ways because of Lynda's direct involvement.

I am personally fortunate to have worked alongside Lynda for oh so many years at APFA while maintaining a very close and deep friendship that continues to this day, over 26 years! Congratulations my friend on your much deserved award!!

Love ya,  
*Lenny*



I have watched you grow as a woman since we first met as instructors in the 60's...a beautiful, warm, sincere and enthusiastic stewardess back then... certainly one our finest. As an instructor, you passed those attributes on to your students and today you are being recognized as the 'best of the best'... a truly caring woman who puts others before herself!

I am so sorry I'm not with you tonight but know that I love you and am very proud to call you friend!

*Peggy Sullivan Allen*

I remember way back, over 2 decades ago, when Linda was Central Division Rep and I was Base Chair of Chicago. We had a double termination, at Christmas time, on our hands. I had seen the cases through the first level hearing and now it was time for the "big guns" to step in. That was Linda. I had no clue as to what she was going to do and, frankly, didn't like handing the case over. I was told by others to "sit back and learn". Boy did I ever. The meeting was held in Chicago. Facts are facts, which I'd already presented. Well, long story short, Linda didn't present facts. She asked questions that turned the entire case inside out; and, before you knew it, the Company looked like a school child who hadn't done their homework. She knew the players, and how to play them. She did it with style and charm. And they were returned to work that day – with back pay. Linda, I learned a lot that day and I gained a lot. Most of all – a new friend for whom I have the utmost respect.

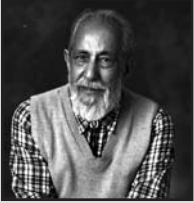
*Cathy Lukensmeyer*



# HONORARY MEMBERS

A person shall be deemed to be an Honorary Member of the APFA by action of the board of Directors.

The Secretary shall cause names of honorary members of the APFA to be inscribed on a plaque and displayed at APFA Headquarters. The plaque shall also be inscribed with the date on which the honorary membership was bestowed and may contain additional inscriptions. – *The APFA Policy Manual*



Nick Calpeno 1995



Flora Davis 1995



Martha W. Griffiths 1995



Jim Highfill 1995



Ray Abernathy 1996



Rob Clayman 1996

Roger Pollack 1996

Dan Akins 1996



William Giroux 1996



Jeff Freund 1996



Donna Culver 2002



Susie Johnson 2002



Frank Greiser 2002



Kim Ramos 2006



Rosemary Cooper 2006

Larry Fuchs 1995 (Not Pictured)

## Honorary Member Recipients for 2008



Mady Gilson



Joan Wages



Mark Richard



Bettye Myers

# Mady Gilson



Mady Gilson is a member of the Washington, D.C. law firm of Bredhoff & Kaiser, PLLC. She has been practicing for more than 30 years, and since 1980 has represented a broad range of national, state-wide and local unions.

Originally from Brooklyn, NY, Mady graduated from Brown University in 1971 (magna cum laude, Phi Beta Kappa). She worked for two years in Gary, Indiana, first as a VISTA Volunteer and later with an anti-poverty agency. After graduating from Antioch Law School in Washington, D.C. in 1976, Mady was a staff attorney with the D.C. Public Defender Service. In 1980, she began her career as a labor lawyer, at Bredhoff & Kaiser (then known as Bredhoff, Gottesman, Cohen, Chanin & Weinberg).

Through the years, Mady has bargained, litigated, arbitrated, trained and provided advice for unions in varied private and public sector industries including steel, hotel and hospitality,

bakery and confectionary, healthcare, music and education. In the airline industry, Mady was primary counsel for the Independent Union of Flight Attendants (IUFA) at Pan Am, and also represented a pilots' 401(k) plan at Eastern.

Mady began doing work for APFA in the late 1980's, and functioned as General Counsel of the union from 1990 to 2000. She assisted on the major revision of the APFA Constitution in 1991, and the creation of the Policy Manual. Mady was actively involved in helping APFA before, during, and after the historic 1993 strike. She also participated in designing APFA's system for keeping dues collection current. Mady continues to work on other external and internal union issues, including serving as legal counsel to the Board of Directors and Executive Committee.

"Working with APFA and your leaders and representatives over these many years has been challenging and rewarding, both professionally and personally. I'm delighted to be named an Honorary Member."

Mady lives in Washington, D.C. with her husband, Tony Thompson. They have three grown daughters, of whom they are extraordinarily proud.

It is with great pleasure to know that Mady Gilson has been awarded honorary membership in APFA. As a long-term legal advisor to APFA, Mady has had the pleasure and pain of working with the many challenges and obstacles faced by the entity for the past 20 years. She has displayed the utmost ethical demeanor and integrity as an APFA lawyer and deserves this award.

## Patt A. Gibbs

What can we say about Mady Gilson? It would certainly take something just short of a novel to tell Mady's APFA story. At times we have given Mady sizable challenges – perhaps a bit beyond reason but each time she has persevered, giving us her balanced, reasoned advice and counsel.

Mady's firm, Bredhoff & Kaiser, has served as an APFA counsel for nearly three decades. Under her tutelage this Union's exposure to legal ramifications was held to an all time low. All the while, in just one year, this dynamo has guided us in collecting insurance claims for APFA over 5 times the amount billed to us by their entire firm (Bredhoff & Kaiser). Talk about a good deal!

In going through APFA's Archives one could see that Mady has been instrumental in setting a solid foundation for our organization. Her input was invaluable for the formulation of our Constitution and Policy Manual. As APFA has grown into a more and more complex organization, Mady has been here to advise us and keep us on track. Her patience and tenacity seems to be limitless. She always focuses on protecting the entity – our union the APFA. So Mady, here's to you. It's been a long time coming but tonight you become an APFA Honorary Member. You are the best and we THANK YOU, THANK YOU, THANK YOU.

Tommie, Brett, Cathy and Greg

## Joan Wages



Joan Wages has focused on women's issues on Capitol Hill for almost two decades and has actively worked with legislators, women's organizations and related political activities. As the Washington Representative of the

Association of Professional Flight Attendants (APFA), the collective bargaining representative of the 20,000 flight attendants at American Airlines, Ms. Wages spends much of her time on aviation and employment related issues such as pensions, workplace regulations and environment. For the last 18 years, she has identified key issues before Congress, developed strategy for working on the issues and directed the APFA political action committee (PAC). Ms. Wages has been nationally recognized for her accomplishments and was made an Honorary APFA Member in 2007.

Ms. Wages hails from Birmingham, AL. She graduated from Auburn University, where she received a B.A. in Mathematics and then became a flight attendant for Trans World Airlines. When Ms. Wages began flying, the now infamous "girdle checks" were done by male supervisors. These and other indignities inspired Ms. Wages' desire to bring about changes for women. After 16 years of flying, Ms. Wages left TWA in 1989 and moved to Washington, DC to join a consulting firm. She initially represented three independent unions – the Association of

Professional Flight Attendants at American Airlines, the Independent Federation of Flight Attendant at TWA, and the Independent Union of Flight Attendants at Pan American. IFFA and IUFA ceased to exist while APFA grew to become the largest independent flight attendant union in the country. Ms. Wages also holds a M. A. degree in Philosophy from Columbia Pacific.

Ms. Wages is a founder of the National Women's History Museum (NWHM), incorporated in 1996 as a nonpartisan, nonprofit educational institution in Washington, DC dedicated to preserving, interpreting, and celebrating the diverse historic contributions of women, and integrating this rich heritage fully into our nation's history. Ms. Wages developed the legislative and fundraising strategy for the first museum project to move the Suffrage Statue of Susan B. Anthony, Elizabeth Cady Stanton, and Lucretia Mott from the U.S. Capitol Crypt upstairs into the Rotunda. After women's organizations tried getting the statue moved for 76 years, NWHM succeeded in this effort to have a statue of women permanently in the Capitol Rotunda.

Ms. Wages currently serves on the NWHM Board. She coordinates Museum building site selection and the legislative effort to secure the site from the federal government.

Ms. Wages has worked in public relations giving radio and television interviews and frequently speaks to large groups. She is also a professional artist, painting with multiple mediums, and author of magazine and national newsletter articles.

To spend a day on Capitol Hill with Joan Wages would convince any APFA member what a fine and talented resource is available to our union. We have walked the halls of Congress with Joan and personally seen how recognized and respected our APFA Government Affairs Representative has become during her now over eighteen years of representing our interest in Washington, D.C.

Joan has successfully educated many of our elected representatives and their staff to support the needs of flight attendants – from pension

protection to in-flight and off-duty fatigue issues. Our members deserve having the very best government affairs representative available and they have just that – Joan Wages, now an official APFA Honorary Member and our representative on Capitol Hill. Joan certainly deserves this honor bestowed by the APFA Board in 2007 and we celebrate this action tonight!

Thank you, Joan, for all you have done and will do for all of us – the APFA.

Tommie, Brett, Cathy and Greg

## Mark Richard



Mark Richard became involved with the labor movement in 1975 when he took his first labor union position as the South Florida Boycott Organizing Director for Cesar Chavez's United Farm Workers Union ("UFW"). He was UFW coordinator for the grape and lettuce boycott in South Florida.

Two years later he became a professor at Miami-Dade Community College in 1977. Thereafter, he enrolled in law school at night to become a labor lawyer – a goal Chavez had urged him to attain. He earned his law degree in 1980 from the University of Miami.

He remained with the college moving up through the ranks, where today he is a full professor in the Legal Assistant Department and President of the faculty union – United Faculty of Miami-Dade College.

Mark's law career is dedicated to representing labor unions. He has come to represent over 50 unions where he is a partner in the leading union side firm of Phillips & Richard, P.A.

From 2003 to 2005 Mark was appointed as administrator by the American Federation of Teachers to coordinate the strategic recovery and restructure of the United Teachers of Dade ("UTD"). UTD represents over 30,000 educators serving the Miami-Dade County Public Schools, the 4th largest

school system in America. Mark was the chief negotiator for three rounds of bargaining with the school system and the lead strategist for the union's contract campaign, which involved extensive strategic planning and member mobilization.

Mark has also conducted strategic campaigns for many unions including TWU Local 556 (Southwest Airlines flight attendants), APFA (American Airlines flight attendants), IFPTE (United Airlines engineers), PFAA (Northwest flight attendants) and TWU Local 553 (Eastern Airlines flight attendants).

Mark has provided strategic consultation for many unions across the country including Illinois Federation of Teachers, NYSUT (New York educators), American Federation of Teachers International Union, UFT (New York teachers and support staff), SEIU (nurses and physicians), UUP (SUNY academics and staff), TWU Local 291 (urban transit workers), Teamsters International (Miami Port drivers campaign), CIR (interns and residents), and AFL-CIO – Central Labor Councils. Most recently he provided strategic assistance to SEIU during its successful strike against Donna Shalala and the University of Miami.

Mark has represented APFA for over ten years under three administrations. During that time he successfully handled multiple arbitrations, including the \$9 million 777 understaffing award. He was a key strategic advisor for the TA "2" negotiations as well for the highly successful contract campaign.

He is highly dedicated to our flight attendants and our union. He has and continues to be an invaluable member of the APFA team.

Mark's unique skills as a lawyer and union strategist have enabled the members of APFA to reap many benefits that would otherwise not have happened. Mark is the forever optimist and maintains a positive presence in the face of many difficult situations. As co-counsel with him on the landmark 777 Arbitration, I witnessed first hand his unique style of thinking and advocacy skills. Mark is a team player and listens to everyone's point of view. Mark certainly has earned his status as an honorary member of APFA.

**Patt A. Gibbs**

Mark Richard first appeared at APFA Strike Headquarters in Miami during the strike of 1993. His offer to assist any flight attendant with strike related issues was the beginning of a long relationship with APFA. From that day forward Mark has become interwoven fabric of APFA. His style, sense of humor, knowledge, and skillful mediation techniques have proven invaluable over the years. Many flight attendants have benefited from outstanding representation over the years. How can we forget Mark's skillful brinksmanship during the 777 arbitration, the many flight attendants that have been returned to work, the many successful PR campaigns and hours mediation with the goal of blending diverse political agendas. Mark is a true trade unionist and labor advocate.

I first worked with Mark following the failed TA in '99. As someone with virtually no experience on a national level and about five months experience as an elected Base Rep, working alongside him during TA II was an education worth more than money could buy. He is exceptional at what he does and watching him present a case is a sight.

The Union's 777 Staffing case was quite a performance and it is no wonder it resulted in millions and millions of dollars for AA Flight Attendants. He and Jeff Bott along with the System Board Department earned every penny of that Award and there is no doubt he will serve us well in the future.

PS: Mark - I still owe you!

**Leslie Mayo**

**Tommie, Brett, Greg and Cathy**

## Bettye Myers



Bettye began teaching as a first grader. Every day, over cookies and milk, at her ABC Blackboard, she taught everything she had learned that day to her 5 year old friend, Patsy Black. She began being paid to teach at University of Louisiana, Lafayette in 1947. Later, Alabama College for Women let her teach until she entered the University of Michigan. At Michigan, Bettye earned a doctorate in counseling with emphasis in social psychology but it was really football games and trout fishing that kept her there for nine years. This semester she is completing her 61st year teaching at the university level.

Bettye is a popular luncheon, banquet, motivational speaker. She has facilitated hundreds of leadership/management seminars/workshops throughout the United States and Guam. Her role as President of professional and non-profit organizations and the many honors a variety of unrelated organizations have bestowed on her fills 3 walls and her desk with plaques saying "Thanks".

APFA knows her as an advocate of our Union and our Parliamentarian (one who makes us follow our rules). Dr. Bettye reminds us that as a representative of others in a governance organization, our Constitution, Policy Manual and Roberts Rules protects the right of each individual to affect the destiny of the group and keeps one individual from controlling the destiny of our Union at a meeting.



Tommie and I knew that we were in need of an APFA Parliamentarian soon after we assumed office. Not only would it have to be a well versed parliamentarian, but one that was as tough as APFA.

In the fall of 2004 Tommie, Becky Kroll and I went to the campus of Texas Woman's University to meet with Dr. Bettye Myers. The three of us were waiting in her office and in walks this snow-white haired lady who had come highly recommended as one of the finest North Texas parliamentarians. Needless to say at first glance the three of us looked at each other thinking – will Dr Meyers be 'tough' enough?

About ten minutes into that now long ago interview the three of us knew we had found our teacher and parliamentarian trainer. Dr. Bettye has guided our organization through some

difficult issues – all the while keeping us on point by using the guidelines of Robert's "Rules of Order." There is no doubt group leadership can be most challenging but with Bettye's commonsense approach, wit and wisdom our instinct that fall day in 2004 was correct – we had found our woman!

Today, the entire APFA leadership justifiably recognizes Dr. Bettye Myers as our guide to more effective group leadership by bestowing 'our Bettye' as an Honorary APFA Member. Dr. Bettye, APFA is oh so glad we found you! We know it's not always easy keeping us focused, but you certainly have the knack of keeping us right on track. Thank you for helping us celebrate our 30th year with your presence and the beautiful archival case for our lobby. You are the best!

**Tommie, Brett, Greg and Cathy**

# JOSE CHIU AWARD

The Jose Chiu Award was established in January of 2001 in honor of JFK-based Flight Attendant Jose Chiu and the sacrifice he made in the line of duty. This award will recognize APFA Flight Attendants who are involved in incidents or



accidents or those who have contributed significant accomplishments and/or service in the areas of Flight Attendant health and safety. Recipients of the Jose Chiu Award shall have the privilege of wearing a special pin, which represents the APFA pin encircled with a star and embellished with a ruby. The first pin was given to Jose posthumously and accepted by his brother at the BOD Convention in March 2001 by Vice President Jeff Bott and JFK Chair Michelle Nasca.



## Jose Chiu Award Recipients



Jose Chiu 2001



Barbara Arestegui 2002



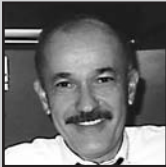
Jeffery Collman 2002



Deborah Fontakis 2002



Barbara Giannasca 2002



Wilmer Gonzales 2002



Michele Heidenberger 2002



Jennifer Lewis 2002



Ken Lewis 2002



Joe Lopes 2002



Sara Low 2002



Karen Martin 2002



Renee May 2002



Michelle Mills 2002



Kathy Nicosia 2002



Betty Ong 2002



Carol Palm 2002



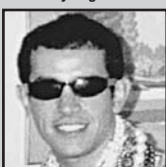
Jean Roger 2002



Dianne Snyder 2002



Madeline Sweeney 2002



William Valdespino 2002



Kathy Lord-Jones 2006



Debbie Roland 2006



Lonny Glover 2006



Mario St. Michel 2006

Unfortunately, as we went to press, photos were not available of the following Flight Attendants who were involved in the Flight 1420 evacuation in 1999:

Nancy Luna 2004, Laurie Nelson 2004, Tammy Gardner 2004, Jennifer Chapman-Buck 2004

# AWARD OF MERIT

The Award of Merit may be issued to persons who through the exemplary performance of their duties bring credit to the flight attendant profession.

– The APFA Policy Manual

## APFA Award of Merit Recipients

2005 Nancy Rivard  
2006 Ada Asher (In Memoriam)  
2006 Patty Baskin  
2006 Marie Lockbaum

## NANCY RIVARD



Nancy has 27 years experience working for American Airlines as a flight attendant, flight attendant supervisor, instructor and in sales and promotion.

After her father's sudden death in 1983, she reevaluated her life priorities, left a management job to return to flight attendant status to embark on a spiritual search for meaning. Extensive travel for seven years engendered in her a deep desire to serve humanity and a new vision for the travel industry.

She founded Airline Ambassadors International (AAI) in 1996 to provide a way for ordinary people to match their unique interests and skills to actual world need. What began as a group of airline personnel using their pass privileges to help children, has now attracted students, teachers, doctors and retirees. The non-profit organization is a voice in the industry for social responsibility. AAI has been recognized by the US Congress and is an NGO affiliated with the United Nations.

With over 4000 members, Airline Ambassadors volunteer to provide humanitarian aid to children and international development and relief to under-privileged communities throughout the world. They hand deliver humanitarian aid to children in orphanages, clinics and

remote communities worldwide, on three to ten missions each month. Volunteers escort orphans in need of medical care, and assist at civic and charitable events. They have involved over 60,000 young people from 54 countries in their humanitarian efforts and delivered \$14 Million worth of aid. Airline

Ambassadors have started orphanages, clinics, schools and vocational training programs and impacted well over 250,000 children "traveling to make a difference".

Nancy was honored with the 1999 Woman of Peace Award, the 2000 Ambassador of Peace Award, in 2001 named a Paul Harris Fellow, by Rotary and awarded the Humanitarian Award by the Islamic Cultural Center of

Chicago. In 2002 she was honored with the National Caring Award, and in 2004 received the President's Award for Lifetime Achievement in Service and Civic Participation.

Airline Ambassadors has received television coverage over 30 times and there is currently an option to develop a feature film and book on her story.

Nancy has a Master's Degree in Public Administration from Southern Methodist University. She is married to a San Francisco contractor, David Rivard.

Nancy L. Rivard  
Burlingame, CA  
airlineamb@aol.com



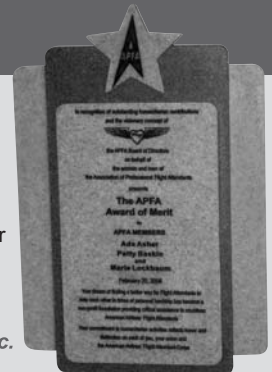
American Airlines Flight Attendants  
Helping One Another.

Lockbaum, Ada Asher and Patty Baskin, the **Wings Foundation, Inc.** has been able to assist thousands of American Airlines flight attendants in their time of need. Twenty years later, their legacy continues in the hands of today's volunteers. These three women will always

Thanks to the foresight and determination of women like Marie

be a source of inspiration to all of us. I thank APFA for once again proving their support for the **Wings Foundation** by honoring our founders.

Patty Baker, President  
*The Wings Foundation, Inc.*



## A Personal Memorial Message

by Ada Asher



*Since our death rarely allows us the luxury of closing with each of our loved ones; I hope you won't find this weird, but I am providing one in this way. I want to share some things that I've learned in the past several years that I feel everyone could benefit from and perhaps leave here today understanding me and what I was about a little better.*

*I didn't want life until I looked death in the face when I learned I had cancer a third time. Don't get me wrong, I had a wonderful, carefree, happy life and wouldn't take anything for it when I was cancer free. But after being told that my cancer was back a third time, I looked into Heaven and said, "OK. God, you got my attention now — Now what? I'm only one still I'm one. I cannot do everything, but still I can do something and I will not refuse to do this something." You know, God heard me that day because he kept me busy from that day forward. I've never been happier or felt more fulfilled. He did this for me in the form of my beloved "Wings."*

*Many people have asked me from time to time how I can remain continuously involved with sickness and suffering after I have been through it in my own life. My answer is, "How can I not be involved after what I have been through? How can I turn my back on those people when I know what it's all about?"*

*There are so many stories I could share with you today but one immediately comes to mind. One Easter morning before I was out of bed, my husband handed me the phone. In very broken deliberate words this dear flight attendant with Alzheimer's said to me, "Thank you for my Easter basket, I love it and I love you", and hung up. I burst into tears of joy knowing that we as a group at "Wings" could make such an impact on her life. I realized that we were not put there for her, she was put there for us.*

*You don't get to choose how you're going to die or when; you can only decide how you're going to live now. In life it doesn't matter what happens around us or what happens to us. The final important thing is what happens in us.*

*My life was full and happy due to all of you who touched it in so many ways. Please don't think of me with sadness because I've lived a full, rich life and a happy one. Rather, think of me with joy. Look for me in your prettiest sunset, in your most spectacular rainbows. And occasionally, keep an eye out for me in the First Class cabin of one of my beloved airplanes knocking myself out in a First Class service that I loved so well.*

*So until we meet again, "God Bless".*

*Flight Attendant Ada Asher passed away March 19 after a long battle with cancer. She was one of the original pioneers of the Wings Foundation and will be remembered by her fellow workers and the many individuals she helped in their battles with catastrophic illness.*



# *In Memory of the 9/11 Flight Crews*



This year plans are now being made to dedicate this work of art that has been in development for over six years. The memorial is to be placed in Grapevine, Texas under the north approach to the DFW Airport. It will stand in the 72 foot circular plaza inside a 25 foot fountain. It has been a dream of the 9/11 Flight Crew Memorial Foundation Board of Directors since October 2001 and has grown from donations from flight crew retired and active, family members and concerned individuals nationwide.

It honors the thirty three crewmembers who lost their lives in the line of duty on September 11, 2001 while defending their aircraft against takeover and trying to protect their passengers. The 9/11 Commission acknowledged the heroism of the crews for passing information to the ground about the terrorist on those fateful flights. It also salutes all the crewmembers who courageously continue to be the ever vigilant professionals of the airline industry.

## *Entitled: Valor-Commitment-Dedication*

Two eagles poised in flight represent the two airlines. The Captain stands with one hand over the globe and the other supporting his fellow crewmembers. The First Officer is seated with the emergency manual at the ready. The female Flight Attendant is in the protective position indicating the role of safety professional. The male Flight Attendant drapes a blanket around a small child showing commitment to passenger care and service. As a whole, the crewmembers are positioned back-to-back indicating their spirit of teamwork.

# Laura Flanders



Laura Flanders is the host of "RadioNation" heard on Air America Radio and syndicated to non-commercial affiliates nationwide.

She is the author most recently, of *Blue Grit: Making Impossible, Improbable and Inspirational Political Change in America* (Penguin, 2008) and *BUSHWOMEN: Tales of a Cynical Species* (Verso, 2004), an investigation into the women in George W. Bush's Cabinet. *Publisher's Weekly* called Flanders' New York Times best-seller, "fierce, funny and intelligent."

She wrote on Hillary Clinton in *The Contenders* (Seven Stories Press, 2007) and *The W Effect: Sexual Politics in the Age of Bush*, an essay collection compiled by Flanders, appeared in June, 2004 from the Feminist Press.

Before joining Air America when it launched in March 2004, Laura hosted the award-winning "Your Call," Monday-Friday, on public radio, KALW, 91.7 fm in San Francisco.

Flanders' TV appearances include "Lou Dobbs Tonight" and "Paula Zahn Now" as well as "The O'Reilly Factor," and "Hannity and Colmes," "Washington Journal," "Donahue," "Good Morning America" and the CBC news discussion program, "CounterSpin."

Her writing appears in *The Nation*, *Alternet*, *Ms. Magazine*, and elsewhere and her op-ed pieces have appeared in papers including *The San Francisco Chronicle*.

Flanders was founding director of the Women's Desk at the media watch group, FAIR and for more than ten years she produced and hosted CounterSpin, FAIR's nationally-syndicated radio program.

She is also the author of *Real Majority, Media Minority; the Cost of Sidelining Women in Reporting* (Common Courage Press, 1997) about which Susan Faludi wrote, "If only there were a hundred of her." Katha Pollitt called it "Funny, angry, factfilled and brilliant."

# Esther Herman

1937 – 2008

## APFA's First Office Manager



Esther Herman tells an APFA story from many years ago and has everyone enthralled. APFA's 30th Anniversary Celebration in May, 2007, APFA Headquarters. From the left: Becky Kroll, Dr. Bettye Myers, Esther Herman and Linda Herod Rivas.

In 1977 APFA was not even a year old when Esther Herman hired on as our first support staff. We called her the "Officer Manager," but of course she was it! She was the office staff. She worked with us shoulder to shoulder during those first years, pulling more than one all-nighter when we had a project that absolutely, positively had to be done the next day. She was an exceptional woman, APFA has lost a good friend.

A Memorial Going Away Party was held for Esther February 10, 2008 and APFA was well represented, as it should be.



On behalf of the National Officers, I want to thank our sponsors for their support which raised **more than \$10,000** for this, our 15th Annual Awards Banquet. Without you and your support this evening would not have been possible.

Also, we would like to thank those who put so much time and energy behind the scenes into making this Convention Banquet a success.

In Solidarity,  
**Greg Hildreth**  
*APFA National Secretary*

## **Platinum**

**Guerrieri, Edmond, Clayman & Bartos**  
*Rob Clayman*

**JMH Printing**  
*Jim Highfill*

**Cohen, Weiss & Simon**  
*Steven Moldof*

**Phillips & Richard**  
*Mark Richard*

**Victor Thuesen**

## **Gold**

**Dan Akins**  
**James Andrews**  
**Vicky Barker**

## **Silver**

**Joan Wages**

## **Bronze**

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*Tommie Hutto-Blake, Brett Durkin, Cathy Lukensmeyer & Greg Hildreth*

**2008 Negotiating Committee**  
*Ray Baylis, Clint Breen, Dixie Daniels, Diana Dunn, Steven Ellis, Becky Kroll, Anne Loew, Kathy Lord Jones, Jaimie McNiece, Mario St Michel, Sam Morales, Jeff Pharr & Tommie Hutto-Blake*

**APFA Negotiators 1991-1999**  
*Frank Bastien, Eric Bergman, Kat Clements, Linda Fincher, Cathy Ford, Kip Fry, Brian Hagerty, Patrick Hancock, Becky Kroll, Gerrie Linn, Debbie Murphy, Cindi Simpson & Suzie Thorley*

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AWARDS



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**Whitley Penn**

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**Ken Margolies**

# 30th Year Reflections





**Tommie Hutto-Blake**  
**President**



**Brett Durkin**  
**Vice-President**

On behalf of the National Officers, I would like to thank those who put so much time and energy behind the scenes into making this Convention Banquet a success.

Jim Highfill for never saying “No” to APFA and donating his printing services for this booklet; Nancy Archer for her invaluable experience assisting me with the Convention year after year; Leslie Mayo, Kitty Solder, Becky Kroll and Darren Glen for working so hard to create a beautiful program; Denise Pointer for finding and securing the hotel; Linda Herod Rivas for creating the certificates; and Frank Grieser for the surprise video.

Also special thanks to the SFO Chair and Vice Chair and the SFO-I Chair, Larry Salas, Julie Hedrick and Gerrie Linn for serving as this year’s honorary hosts and special thanks to Cathy Salas for her help with the Convention.

It has been an honor for me to work with all of you and I hope you have a wonderful evening,

In Solidarity,  
Greg Hildreth



**Greg Hildreth**  
**Secretary**



**Cathy Lukensmeyer**  
**Treasurer**

