

SKYword

volume 5 | issue 3

the official publication of the association of professional flight attendants

SAY NARA SEATTLE



contents

Skyword Editorial Policy •

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reports

4
President's Report

5
Vice President's Report

7
Secretary's Report

8
Treasurer's Report

features

11
Retirement Outline

14
Furlough Update

15
Sayonara Seattle
by Lori Bassani

26
Base Field Reports

28
Dedication to Steve Sternig

29
Letter to the Editor

departments

10
From the Editor

12
Safety

13
Accidents and Incidents

19
Scheduling

20
Info Rep

21
Hotel

22
Hotel News and Reviews

24
Health

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Leslie Mayo *Editor*

Skylar Turner *Graphic Designer*

About the cover.

Shortly after September 11th, American Airlines announced the closure of the SEA Base effective March 8, 2002. APFA would like to thank the Seattle Flight Attendants for their relentless support of their Union. We wish them the very best.

Cover Photo.

SEA Flight Attendants in the departure lounge at Narita waiting to board the plane home - January 2001. Back row from left to right. Ann Nicholas, Cindy Gulbranson, Kristin Kim, Cathy Babcock, Hide Masaoka. Front row from left to right. Sam Garvin, Rachel Pemberton and Jim Schneider.

From the Editor:

After reading *Skyword* Volume 5, Issue 2, one might think we had it out for Miami Vice Chair Barbara Rives. Not only did her name inadvertently appear on the Ghost Ride List (the last place it should be!), but her name was incorrect in the Chair/Vice Chair phone card located in the center section. Our apologies, Barbara! Tim Burns (IMA) also appeared on the Ghost Ride List however, Tim does not conduct Ghost Rides for AA. He is on the Purser Advisory Board.

This issue of *Skyword* is dedicated to Steve Sternig, LGA Base Chair. On April 10, 2002, following a courageous battle with pancreatic cancer, Steve died at his home with his partner by his side. He was 47 years old.





by **John Ward,**
APFA President

The National Mediation Board (NMB) recently determined that American Airlines and TWA-LLC are a single transportation system for representation purposes under the Railway Labor Act. That determination has now led to the APFA being certified by the NMB as the bargaining representative for the TWA-LLC Flight Attendants, thereby replacing the IAM. Simply put, APFA now represents the Flight Attendants at TWA-LLC.

On behalf of the APFA Officers and Representatives, I'd like to



take this opportunity to welcome the TWA-LLC Flight Attendants to APFA. With the addition of the TWA-LLC Flight Attendants, APFA now represents approximately 27,000 Flight Attendants at American Airlines.

Consistent with the agreement entered into between the APFA and the company last December, the terms and conditions of our contract are now fully applicable to the TWA-LLC Flight Attendants. For the past several months, the TWA-LLC Flight Attendants understandably have struggled to understand how things operate at American, including how to bid, determining which work rules apply, and a host of other important workplace issues. Now that APFA has become their bargaining representative, we will be able to assist the TWA-LLC Flight

Attendants with the intricacies of the American Airlines system. In an effort to help the TWA-LLC Flight Attendants better understand our contract, the American system, and APFA, a team of APFA representatives headed to St. Louis for a series of meetings shortly after the NMB's announcement that APFA had become the bargaining representative.

TWA-LLC Flight Attendants at STL (St. Louis Domestic) and ISL (St. Louis International), in the near future, will be afforded an opportunity to vote for APFA base representatives. Until such time as an election can take place, the APFA Executive Committee, pursuant to the APFA Constitution and resolution of the APFA Board of Directors, will appoint interim Base Chairs for STL and ISL. We urge all TWA-LLC Flight

Attendants to promptly become members in good standing of APFA so that they can participate in the elections and other APFA affairs.

APFA is proud to represent the TWA-LLC Flight Attendants and looks forward to having them as members.

Until next month,

A handwritten signature in red ink, which appears to be 'John Ward'.



by Jeff Bott,
APFA Vice President

PRESIDENTIAL GRIEVANCES

Now that APFA has a new Contract, it is my department's responsibility to ensure that it is accurately interpreted and protected from any misapplication or misrepresentation by the company.

If a dispute arises regarding the interpretation of the Agreement and the parties cannot resolve the issue, APFA may file a Presidential Grievance. A Presidential Grievance is a written protest on a Contract dispute or any unjustified action of the company that affects the membership system wide. A Notice of Dispute (NOD) may be filed on behalf of an individual Flight Attendant, a group of Flight Attendants or even a base.

In addition, if the action of the company has the potential to affect the system, then APFA may choose to forego the NOD process and resolve the dispute through the System Board of Adjustment. The intention is to try to resolve the issue as quickly as possible and, unlike most NOD settlements that are often settled in a no-precedence-to-other-cases manner, the goal is to end up with a decision or settlement that resolves the issue once and for all.

A Presidential Grievance must be filed within 45 days of the alleged action, or 45 days from the time of the last discussion

between the parties regarding the dispute. The company then has 20 days to respond. If the Union is not satisfied with the company's response, it has 20 days to submit the grievance. The next step is a pre-arbitration hearing where there should be a disclosure of documents, meaning a full exchange of documents that are to be used to support each party's relative position. The next step is to start the process of appointing an arbitrator and scheduling the hearing.

It all sounds pretty straightforward, right? Well, not exactly. It can take years for a Presidential Grievance to be arbitrated. First of all, tremendous preparation and resources are needed to present such a grievance. After all, the outcome is final and binding. Once the arbitrator renders a decision, the parties must live with it. Both parties usually spend a great deal of time discussing a possible settlement. Delays may occur if we are in the midst of Contract negotiations and the issue is being discussed at the table with a negotiated resolution to the grievance pending. During the course of our most recent negotiations, a number of Presidential Grievances

were addressed and resolved.

One of the biggest challenges my department faces and a major contributor to the delay of scheduling of a Presidential Grievance is our need to prioritize. We have to be flexible and capable of changing course as new and possibly more serious problems arise. Although there are a number of arbitrations we were preparing to move forward on, the furloughs that resulted from the events of September 11th forced us to re-evaluate our Presidential Grievance priorities. It was our belief that the company's interpretation of the language in Article 16 and Appendix F of the Agreement violated the intent of the language, and we determined that since this affected such a large group of Flight Attendants, it had to be resolved as soon as possible. Therefore, it jumped to the top of the list.

So, what's next? The SBA Department has spent a great deal of time preparing for the Presidential Grievance regarding the implementation of new staffing formulas on the 777. This case will be a very important and challenging case for APFA. We have

GRIEVANCES, CONT.

spent almost two years gathering the necessary components to present this case before an arbitrator. We must prove an unreasonable workload on the aircraft in order to be successful.

How does one establish the criteria to evaluate an unreasonable workload by standards that would persuade an arbitrator? This is the question we have had to research and one we have been charged to answer. This is a clear example of a very complex case requiring a tremendous amount of preparation time and resources in order to be prepared for arbitration. It is not a case that could be put together and presented in a short period of time. I am pleased to report that the case is scheduled to be heard May 7-9 in the DFW area. All members in good standing are welcome to attend.

Another arbitration at the top of

our priority list is the unilateral changes to the Family Medical Leave policy the company put into place last October, which has significant implications on the Attendance Presidential Grievance. We should have a date, and an arbitrator for this Presidential Grievance soon. I had written about the arbitration we had done on blanket medical certificates over the holidays this summer, and I'm pleased to report that the language the Union attained in that award helped ensure that the problems usually associated with the holidays and medical certificates did not occur over this holiday period for the first time in several years at many bases. That was an important first step in our battle with attendance.

Remember, we only get one shot at this; therefore, the arguments, timing, preparation and the right arbitrator must all line up. (Just

like the sun, moon and stars, or at least it feels like that sometimes.) It sounds trivial, but it is critically important.

Although a number of our Presidential Grievances were resolved during negotiations, there are still a number of outstanding Presidential Grievances. At the end of the bargaining process, the parties agreed to meet expeditiously to review and resolve all of the outstanding Presidential Grievances.

If, after the meeting(s), there were any Presidential Grievances outstanding, the parties would attempt to schedule the arbitrations for these Grievances in an expeditious manner. Confident that the Contract would ratify on September 12th, 2001, APFA Negotiator and Northeast Division Representative Laura Glading and I scheduled a meet-

ing with the company for September 11th, 2001. Needless to say, that meeting never took place, but we did meet with the company later and proffered some possible resolutions. I will update you on the progress in an upcoming issue of *Skyword*.

Since the day I took office, it has been my commitment to clean up the backlog of Presidential Grievances. Despite all of the distractions in 2001, that still remains my goal. My department will intensify these efforts now that our Contract is in place.





by **Linda Lanning**,
APFA Secretary

APFA's NINTH ANNUAL BOARD OF DIRECTORS CONVENTION

This month, I would like to offer an overview of the Annual Board of Directors Convention that took place in February 2002 in Miami. A great deal goes into the planning of such an event. Executive Committee Member and JFK-based Flight Attendant Ted Bedwell assisted me in the preparation of this Convention. Why Miami? Every year, we attempt to

afford each base the opportunity to host the Annual Convention. Additionally, we had never held the APFA Convention in Miami, which is the home base of many of our APFA members.

To offset our costs, each year we send sponsorship requests to the vendors we utilize throughout the year. This year was no different. To date, we have collected more than \$13,000. We have established good relationships with our vendors who help us year after year and we sincerely appreciate all of their support.

We completed the Annual Convention well under budget. If you are interested in reviewing the expenditures, you are invited to visit APFA Headquarters. Any member in good standing is welcome to this information.

I am especially proud of your Base Chairs and Vice Chairs along with the Executive Committee members, the Coordinators and the Division Representatives. The amount of time and energy these people put into APFA year after year is beyond comprehension. I have watched in amazement as each of them handled the events of September 11th, and then Flight 587. I witnessed them putting their fears, pain and feelings aside on a daily basis to help this membership come to terms with the events that unfolded before us. We are blessed to have each of them. I cannot imagine what it would have been like to go through these tragedies without

my fellow Union Reps. Thank you, dear friends.

Our Annual Banquet, held the week of the Convention is the one night that the governing body of APFA can come together to celebrate award recipients, benefit from a guest speaker and enjoy a sit-down dinner. Each representative pays for their own meal. We were fortunate in that Mark Richards, one of our attorneys for Negotiations, resides in the Miami area. He, along with his contacts, were able to secure former Attorney General Janet Reno as our keynote speaker. It was a pleasure to meet her. Plus, it appeared that our Representatives enjoyed her speech as well.

Here is a brief summary of the Ninth Annual Board of Directors Convention. Again, if you should have any questions regarding the Convention, please call me at 800.395.2732, ext. 8121.

APFA President John Ward called the meeting to order and welcomed the Board of Directors to the Annual Convention.

During the convention, the Board nominates Ad Hoc Members for the Executive Committee. The Board of Directors put forth the following names for consideration for a vote:

- Mario St. Michel (JFK)
- Pete Callaway (IDF)
- Lenny Aurigemma (BOS-I)
- Robert McIntyre (IDF)
- Greg Gunter (BOS)

The Board elected Lenny Aurigemma as Ad Hoc #1 and Mario St. Michel as Ad Hoc #2.

APFA's National Safety Coordinator Kathy Lord Jones and APFA's Lobbyist Joan Wages gave a safety briefing to the Board of Directors followed by a retirement update by Jill Frank, APFA's Retirement Specialist.

After we adjourned for the evening, we attended the banquet where we honored Becky Kroll as the recipient of APFA's highest award, the Martha W. Griffiths Award. We also honored Priscilla Golas and Cheryl Walters with APFA's Distinguished Service Award. In the next issue of *Skyword*, I will have photos of this event.

APFA Treasurer Juan Johnson and the APFA Budget Committee presented the Board of Directors with the Annual Budget for the fiscal year 2003.

Resolution #1a to amend the agenda was voted on and passed.

Resolution #1 to approve the agenda was voted on and passed.

Resolution #2 approving the fiscal budget for 2003 was voted on and passed.

Resolution #3 approving appointments to the Budget Committee was voted on and passed.

Resolution #4 approving appointments to the National Ballot Committee was voted on and passed.

Resolution #5 approving a \$6 dues increase for membership vote was voted on and passed.

Resolution #6 was tabled.

Resolution #7 approving a sixth Division Representative in accordance with the Constitution was voted on and passed.

Resolution #8 regarding APFA per diem away from residence was voted on and passed.

Resolution #9 allowing the Division Reps to request salary or paper bid for the purposes of pay was voted on and passed.

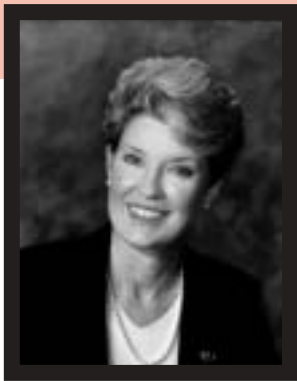
On the final day of the Convention, several members of American Airlines' management traveled to Miami to address the Board and a question-and-answer session followed.

The motion to adjourn the meeting came at 1341 on Friday, February 22, 2002 with a show of hands.

If you have any questions concerning the resolutions or votes, please feel free to call me anytime.

It looks like next year, we will be holding our Tenth Annual Board of Directors Convention in the Dallas/ Fort Worth area. Hope to see you there.





by **Juan Johnson,**
APFA Treasurer

THE LAST TWO YEARS

April 1, 2002, marks my two-year anniversary as the APFA Treasurer. What an incredible two years it has been. Our Union has been through some of the most trying times in its history with seemingly non-stop negotiations, the loss of our colleagues on September 11th and November 12th, the furlough of 1,186 of our members and the TWA acquisition. Never before has one APFA administration or any Union membership faced so many issues in such a short period of time. Through it all, our membership and our Union have persevered.

With this month's article, I want to go over some of the actions my department has taken to identify areas of costs savings and revenue increases for APFA. All jobs come with a period of adjustment and a learning curve and my job as Treasurer is no exception. With the assistance of my dedicated staff, I was able to learn the various aspects of my department rather quickly.

Having been an APFA Base Chairperson in DCA and, therefore, familiar with the APFA financials, helped tremendously.

Within a few weeks, I was able to begin the process of identifying areas we could reduce or eliminate costs. Most of these involved renegotiating contracts with our vendors including insurance, phone charges, leases, and in some cases, changing vendors altogether. This same process took place in all departments throughout APFA and, with the assistance of the APFA Budget Committee, yielded positive results.

I also began working diligently with the Dues Department to initiate an aggressive dues collection campaign. With approximately \$750,000 in outstanding dues, I felt this was an area that deserved a great deal of attention. Today, as a result of this campaign, we have collected more than \$70,000 in active-status outstanding dues since November 2001. Those members currently delinquent in

Today, as a result of this campaign, we have collected more than \$70,000 in active-status outstanding dues since November 2001.

their dues from an active status can expect an 'Article 31 Alert Letter.' They will then have 30 days to pay their dues in full or face termination. We are pursuing those Flight Attendants who have fallen into dues arrears from an inactive status, through a collection agency and small claims court.

Flight Attendants in dues arrears due to an inactive status should call the APFA Dues Department to get on a payment plan and become a member in good standing. At the March Board of Directors meeting, it was the decision of the Board to place the names of all Flight Attendants in dues arrears, not current on their payment plan, in Volume 5, Issue 4 of *Skyword*, on the APFA website and on all base bulletin boards.

In addition, the Dues Department took a proactive stance with regard to the Overage Leaves. They sent out letters to those members awarded Overage Leaves outlining dues payment options even before the commencement of their leaves. Most of those who were awarded the leaves either made arrangements for monthly payments or paid their entire obligation in advance. This allowed APFA an uninterrupted flow of dues income and, at the same time, kept many members from falling into a dues arrears status. Because of the success of this effort, we have permanently adopted this procedure for all dues obligated leaves.

Many members are unaware that dues are not our only source of

income. We have an agreement with D.C. Enterprises, which provides APFA with a rebate from our members' usage of the APFA Calling Card and one-plus home long distance service. Over the past ten years, these services have generated more than \$900,000 in income for APFA. This is at no additional cost to the membership. The rates for both the calling card and home long distance service have recently become even more attractive. In fact, the one-plus home long distance service is now at a low 4.9 cents per minute. Applications for the services can be found on the APFA website or members may call D.C. Enterprises directly at 800-944-2544.

APFA has also entered into an agreement with MBNA Bank to offer APFA members the opportunity to apply for an Affinity VISA Card. This card will proudly display the APFA insignia. As with D.C. Enterprises, the APFA will receive quarterly dividends from MBNA based on members' use of the card. Watch future issues of

Skyword, the APFA Bulletin Boards and the website, and monitor the APFA and InfoRep HotLines for more information on this exciting new membership service. I am very encouraged by the income potential of this new program.

APFA has certainly incurred some extraordinary costs over the past three and a half years. Much of this expense was related to negotiations, enforcing our Contract in many cases through costly arbitrations and the TWA acquisition. Although things have settled down a bit, we must always be prepared financially.

Looking ahead, we will have to begin preparing for 2004 Contract negotiations. We must also deal with issues that arise in the course of the day-to-day operations of American Airlines, the airline industry, or in Washington, D.C. Rest assured that I, along with my staff and the APFA Budget Committee, will strive to make certain that not only all

areas of cost savings are explored, but also seek new ways to generate income for the Union in order to ensure that APFA remains on solid financial ground.

I want to take this opportunity to thank each and every one of you for supporting APFA and those of us who serve as your

Representatives. It means a great deal to each of us to know that you are behind us as we face the daily challenges of running our great Union. Without your support, our jobs would not be as fulfilling or rewarding as they are. I look forward to the next two years as your Treasurer.



THE COST OF RETURNED MAIL

Many APFA members are unaware that American Airlines does not update APFA's membership files.

When the company receives a change of address, phone number, e-mail address or even a last name change from a Flight Attendant, its files are updated. In contrast, this information is not shared with APFA. It is up to each Flight Attendant to ensure those changes are also communicated to APFA.

APFA members may make these changes in several ways:

- Mail the change of address card in the center of *Skyword*;
- Call the APFA Membership Department at APFA Headquarters, extension 8153;
- E-mail the Membership Department at membership@apfa.org; or
- Visit the website at www.apfa.org and click on "Update Your Address."

The cost of returned mail is unnecessary, yet we deal with it on a daily basis. Depending upon the type and size of the mailing, the cost of a piece of mail may be as little as 60 cents or as much as several dollars. On the average, APFA spends \$900 on returned mail each time a membership mailing such as *Skyword*, a national mailer or a ballot goes out. This expense can be reduced or eliminated if you would update your information with the Union as soon as a change occurs. If you are not receiving Union mail, it is more than likely that APFA does not have your correct address. If you've never received a call from the APFA Phone Tree during contract negotiations, it is possible that we do not have your correct phone number. Please take the time to update your information with the APFA Membership Department today.



Leslie Mayo,
APFA National
Communications Coordinator

FROM THE EDITOR

Two years have passed since I was appointed National Communications Coordinator by APFA President John Ward, and what a term this has been. At the time, my tenure in Eules, TX felt like an eternity – facing seemingly never-ending Contract Negotiations, dealing with the purchase of TWA, and most definitively the disasters that hit us so hard on September 11th

and November 12th. The hurdles APFA and its members have been forced to face is almost unfathomable. But now that my term is over, in retrospect, I can't believe how quickly the time has passed.

Upon arriving at APFA Headquarters in May 2000, I had several goals for this department. At the top of my list was the act of providing a secure website that would afford you a place from which you could obtain the most up-to-date information, as well as exchange ideas and interact with your APFA Reps, and with each other. This goal was realized in June 2000, with the help of Flight Attendants Michael Garza (DFW) and Bill White and serves over half of our APFA members system wide. We're ready and waiting for the other half to join us – it's available to all APFA members in good standing. The website is dynamic and ever changing. I am very proud of our accomplishments in this area and I am sure that under the direction of the newly confirmed National Communications Coordinator, George Price, it will only get better. For those of you who have not yet logged on, please try it out at www.apfa.org.

Although initially I wasn't nearly as excited about working on APFA's newsletter as I was over launching the website, *Skyword* became my passion. For the past two years, and 17 issues, it is

something to which I have become very attached. With the help and artistic talent of Skylar Turner, APFA's Graphic Designer who came to work for APFA in 1998, *Skyword* is a force to be reckoned with! It has won annual awards for both content and graphics consistently, since 1994. Some of the greatest compliments I have received were from concerned members who assumed that, with the horizontal format and the eye-catching layout, the cost of *Skyword* had increased. As a matter of fact, the cost decreased – from changing our mailing service to limited color editions, we reduced our spending dramatically. You should be very proud of your Union newsletter – or as I like to call it “the magazine.” It is recognized throughout the country as a quality union publication and to walk away from it will be bitter-sweet. I won't miss the incessant proofreading, but I will miss just about everything else.

This position is not a one-man show. This was confirmed time and again especially during the disasters of September and November 2001. I relied heavily upon Bill White to publish information for the website as soon as it was received, especially during critical moments. He is available 24-7, and his dedication has proven invaluable to this membership, and certainly to me! I am also indebted to Skylar Turner

who, aside from handling the day-to-day demands of this department (as well as the requirement that everything he receives be done yesterday!) was capable of turning the *Skyword* text I handed him, along with a few suggestions (some good, some not-so-good), into a mini monthly masterpiece.

Some of the Communications Department's other responsibilities include writing and recording the APFA HotLine, assisting with national mailings and outside vendors, and dealing with the Press. The Press can be your best friend or your worst nightmare. For the most part, they treated us fairly. With the help of Division Representative Lori Bassani during negotiations, the Press met their match with the two of us. They were relentless at times, but so were we. In the end, we got our point across and as a result, AA heard us loud and clear.

My Friday nights will now be filled with something other than recording the HotLine upon landing. What will I do with all this free time? Actually, I had several ideas, but nothing short of returning to the line sounded appealing – that is until one suggestion made to me by APFA Vice President Jeff Bott. Laura Glading, the current Northeast Division Representative and APFA Negotiator, was preparing

to take some much needed time off from Union work at the end of her current term. After Jeff lamented (endlessly!) over Laura's departure, he offered me the position of Northeast Division Representative. This was one job I couldn't pass up. I've got some big shoes to fill, but since I wear a size ten already, it's a head start. This new appointment will enable me to work more closely with Flight Attendants and to spend more time at my home base – New York.

With change comes anticipation and even anxiety. It's easy to do what you're comfortable doing – it's routine. And whether it's good or not, it's what you know. But there comes a point when it's time to do something different, if for no other reason than for the sake of growth. As I finalize this issue, my last as editor of *Skyword*, I am struggling with my own closing paragraph. I'm rarely at a loss for words, but it appears that this time, I don't have an appropriate anecdote or a quick quote to finish it up. It's been quite a journey and I've only just begun.



The chart below has been prepared to help you determine what age and length of service you must have in order to participate in retirement benefits from American Airlines. There are many details for each benefit; this will help you begin research if you are considering leaving American. If you need more information, please call the Contract Desk at ext. 8171.

Retirement Outline

Future Medical Benefits Based On Pre-Funding Effective 1/1/02

AGE	SERVICE REQUIREMENTS	BENEFIT	REFERENCE LOCATION	BRIEF DESCRIPTION	EFFECT ON RETIREMENT
45 – 55	20 YEARS <i>COMPANY SENIORITY</i>	ARTICLE 30	CONTRACT	A. \$25,000 B. LIMITED LIFE INSURANCE C. \$20,000 MEDICAL COVER- AGE D. TEN ANNUAL D-2 PASSES	ELIGIBILITY TO BEGIN YOUR PENSION IS BASED UPON YEARS OF CREDITED SERVICE.
50 – 55 RULE	10-16 YEARS <i>COMPANY SENIORITY</i>	AGE 50 – 55 RULE	NAVIGATOR SECTION 8-2, APPENDIX A, PAGE 1	FUTURE ELIGIBILITY TO RECEIVE RETIREE MEDICAL & TRAVEL BASED UPON COMPANY SENIORITY	ELIGIBILITY TO BEGIN PENSION TIED TO YEARS OF CREDITED SERVICE. TRAVEL AND MEDICAL BASED ON COMPANY SENIORITY AND AGE
55 RETIREE	10 YEARS <i>COMPANY SENIORITY</i>	MEDICAL COVERAGE & TRAVEL	NAVIGATOR	FULL RETIREE MEDICAL COVERAGE & RETIREE TRAVEL	ELIGIBILITY TO BEGIN YOUR PENSION BASED UPON YEARS OF CREDITED SERVICE
55 RETIREE & PENSIONER	15 YEARS CREDITED SERVICE (<i>ONE YEAR OF CREDITED SERVICE FOR EACH YEAR YOU FLY 734 HOURS AFTER INITIAL QUALIFYING YEAR</i>)	RETIREMENT	ARTICLE 36 - CONTRACT SUMMARY OF PLAN WILL BE AVAILABLE SHORTLY	A. GUARANTEED ANNUITY B. RETIREE MEDICAL C. RETIREE TRAVEL D. RETIREE LIFE INSURANCE	A. (3% REDUCTION IN PENSION PER YEAR UNDER AGE 60) B. FORMULA: 1.667 X FAE X YCS C. TRIP BOOK TRAVEL D. HEALTH/LIFE BENEFITS GUIDE
60 RETIREE & PENSIONER	10 YEARS <i>CREDITED SERVICE (SEE ABOVE)</i>	RETIREMENT	ARTICLE 36 - CONTRACT SUMMARY OF PLAN WILL BE AVAILABLE SHORTLY	A. GUARANTEED ANNUITY B. RETIREE MEDICAL C. RETIREE TRAVEL D. RETIREE LIFE INSURANCE	FORMULA: 1.667 X FAE X YCS



Kathy Lord-Jones,
APFA National Safety Coordinator

Now More Than Ever

I looked at the calendar, and the date hit me like a brick wall. March 11, 2002. Had it really been six months since 9/11? September 11th seemed like just yesterday, but at the same time, it seems like so many years ago. It has been non-stop since ... but six months? Wow! I continue to reflect on how our lives, as Flight Attendants, have changed, specifically in the safety arena. Now, more than ever, we must remain the safety professionals we have vowed to be.

Change is difficult. Reviewing the Flight Attendant Mission Statement printed in our big black Flight Attendant manual reinforces this thought. "Flight Attendants will provide warm, caring service and support to each customer and colleague." While I had difficulties with this

mission statement prior to September 11th, 2001, today, six months later, it no longer reflects the job of a Flight Attendant. It must be changed. We cannot go back.

Today, each time we go through security, we are reminded that the rules have been altered. Each time we report for a flight, and our name is checked against the NS, we know the score. Each time, during the boarding process, we give passengers a double take, we watch for anything that may look suspicious. The priority of completing that pre-departure beverage service has diminished as we continue to scan the cabin and brief the passengers at the window exits. During each takeoff and landing, we sit in our jumpseats and review our emergency procedures, just in case. Our emergency equipment is golden, and our Crewmembers are our lifeline.

In reality, we are not providing warm caring customer service as much as we are doing our job as

safety professionals. We are trained to handle medical emergencies and we are confident in our training. We can fight and extinguish an in-flight fire, either in the lav, started by the nervous passenger taking a quick drag on their cigarette, or a fire that is smoldering in the ceiling compartment of the aircraft due to a lightning strike. We can evacuate an aircraft in windy conditions or while it is on fire. If we can't get the emergency exit open, we can, and will find a way for our passengers and ourselves to get out. We are usually the first to be injured in turbulence, as it is our job to ensure that everyone else is strapped in, first. And we are the first onboard to come across that not-so-happy passenger who wants us to make it all better after verbally abusing one of our fellow Flight Attendants.

As we are well aware, three of our aircraft, crewed by our colleagues and friends, were destroyed in the last six months. Two were due to terrorism and the third, seemingly, from a

mechanical or structural failure of the airplane. We must continue to adhere to all of the safety responsibilities bestowed upon us prior to September 11th. We must also strictly adhere to the new security procedures derived after September 11th. And we must continue to work together as a Crew, both Flight Attendants and pilots. We cannot forget where we came from and where we have been; and we can never go back.

Still today, we continue to show up for work and fly. We continue to greet our passengers and help transport them safely across the world. We attend to their needs in any situation. Maybe that is customer service; or maybe it's the heart and soul of a Flight Attendant - the professional in us all.

Fly safely!



So, now more than ever, we must maintain the best of the past and the present.

ACCIDENTS AND INCIDENTS

by **Kathy Lord-Jones,**

APFA National Safety Coordinator

American Airlines Domestic Flight

BOS/ORD - 737 - Upon arriving at the aircraft, the outbound Flight Attendants found a Cabin Service employee unconscious, on the ground. The AED was used, and one shock was delivered. Paramedics arrived shortly after and removed the employee who was pronounced dead upon arrival to the hospital.

American Airlines Domestic Flight

FLL/DFW - 727 - Flight was ground-interrupted and returned to the gate due to a fuel boost pump circuit breaker that had popped. Upon gate arrival, the Flight Engineer started the APU. The APU came on line and then quit. The cabin started to fill with smoke and the Captain initiated an evacuation. The passengers were evacuated from the aircraft via the aft emergency exit slides. No injuries were reported.

American Airlines International Flight ORD/NRT diverted to

DFW - 777 - En route to Narita, the Flight Crew received numer-

ous indications that all left main landing gear tires had blown on takeoff. Rubber was found on the runway in ORD. The flight diverted to DFW due to weather conditions in ORD and longer runways in DFW. The aircraft did a fly-by at DFW, and all tires were seen to be down and inflated. The aircraft landed without incident.

American Airlines Domestic Flight

LAX/JFK - 767 - Flight experienced severe turbulence while descending to 1,000 feet. The Flight Crew elected to perform a go around. The flight landed without incident. No injuries were reported.

American Airlines Domestic Flight

JFK/LAX - 767 - In flight, a passenger had several beverages. The passenger was cut off from receiving further alcohol. Minis were found in the passenger's pockets and were taken away from the passenger. The passenger reportedly verbally abused several Flight Attendants. Authorities were requested to meet the aircraft upon arrival.

American Airlines Domestic Flight

MEM/DFW diverted to SHV - F-100 - En route the Captain called dispatch to advise that he had pulled the No. 1 engine back to idle due to picking up ice, which caused engine vibrations. Shortly thereafter, the No. 2 engine experienced similar vibrations. The flight diverted to SHV and landed without incident. Aircraft Rescue and Fire Fighting (ARFF) met the aircraft on the runway and escorted the aircraft to the gate.

American Airlines Domestic Flight

ORD/IAH - MD80 - Shortly before landing, the Captain declared an emergency priority landing due to an incapacitated First Officer (F/O). The F/O was violently ill and unable to perform her duties. The Captain assigned the No. 1 Flight Attendant to the right seat in the cockpit to assist with landing. The flight landed without incident, and the F/O was transported to the hospital.

American Airlines International Flight

MIA/GRU - 777 - En route to GRU, a passenger became intoxicated. The passenger was refused further alcohol and became unruly and threatened other passengers and crew. The passenger kicked another passenger in the ribs. He was restrained with flex-cuffs and continued to verbally abuse the Crew until being removed by authorities.



LaGuardia furlough meeting



FURLOUGH RECALL UPDATE

by **George Price,**
InfoRep Coordinator

Over the past few months, APFA has conducted furlough and recall meetings throughout the system. Attendance at these meetings has been impressive; however, many of those on furlough could not attend for various reasons. The following overview is provided to ensure that those on furlough have access to the information shared in these meetings.

In September of last year, APFA was focused on the ratification of our new Contract. On September 11th, many of those who negotiated the Contract or worked on the Contract campaign were headed for DFW for the ballot count to be held the following day. By 9 a.m., the world changed forever, and the Contract ratification seemed unimportant. In the blink of an eye, APFA turned its attention to the tragedy unfolding, and created a plan of action to help our members in the field. No one could know then just how far-reaching the events of that day would be.

Within days of September 11th, APFA received notice from American Airlines that they would furlough all probationary Flight Attendants effective October 1, 2001. This was a huge blow to everyone.

APFA compiled a Furlough Packet, which was sent to each person on the furlough list. Once this was done, APFA strengthened communication with the furlougees by including them in all national mailings, including *Skyword*. In addition, furlougees have been given access to the members-only section of the APFA secured website which includes a section specifically for the furlougees. Several bases also held furlough meetings and appointed Furlough Reps to their council. In addition, APFA included up-to-date furlough and recall information on the APFA HotLine.

All of this was tangible. However, there was a lot of work going on behind the scenes as well. For instance, the Vice President's Office worked tirelessly to reach a settlement prior to the arbitration for the Presidential Grievance filed for Articles 15 and 16 and Appendix F. Others were working to resolve problems with PeopleLink and Complink, insurance coverage and lost recall packets. Their efforts will continue until everyone on the furlough list has been offered re-employment.

RECALL FACTORS:

- AA deferred 36 of 45 aircraft deliveries for 2002. They will receive three 777s and six 757s this year. At the same time, they will retire all of the remaining 727s (April 2002). In 2003, AA is scheduled to receive 15 airplanes.
- AA under-utilized existing airplanes in order to reduce schedule. This will change when the schedule increases in April.
- American reduced the level of, or eliminated completely, our in-flight meal services in several markets. This also eliminated the need for most VM positions. If and when services are returned or increased, the need for Flight Attendants will increase.
- AA reduced the staffing on the 777 and as of April 1, 2002, the company began further reductions. This negatively impacts the need for Flight Attendants. As a result, APFA filed a Presidential Grievance that will be heard in May.
- Each year a group of Flight Attendants earns additional vacation accrual. This increase in vacation time will ultimately require additional Flight Attendants in order to cover vacation relief lines.
- More Flight Attendants will become eligible for retirement each year. This will ultimately create a vacancy that must be filled.

As you can see, it is not just how many Overage Leaves are offered to create vacancies. Many other factors come into play. Many of these are related to corporate decisions over which APFA has little control.

I will conclude this article as I have each meeting by encouraging every member on furlough to access the informational resources available. Call the APFA HotLine at 800-399-2732 each week. Visit the APFA website at www.apfa.org. The Furlough Page is packed with useful information that is consistently updated. If you have questions regarding furlough that are not answered on any of these sources, you can contact your APFA Base Chair or the APFA Contract Desk for assistance.

American has also set up a website where you can direct your questions. The address is jet-news.aa.com. Also, remember to update your personal information with APFA at 800-395-2732, Ext. 8153, or by visiting the website at www.apfa.org.

We welcome back all of those in this first recall. For those who remain on furlough, we will continue to work until each one of you is back on the line.



Sayonara

Seattle

OCTOBER 1991 - MARCH 2002

by Lori Bassani, *Western Division Representative*



Rachel Pemberton, Kim Johnson and Nancy Howard model retro-uniforms honoring Tom Howard's retirement. Uniforms owned by Nancy.



The Great Northwest. The Emerald City. The Space Needle. Boeing. Microsoft. Grunge. Copper River Salmon. Ferries. Fog. Rain. Starbucks. Tulips. Hendrix. Nirvana. The Mariners. Apollo Ono. Seattle is all of this, plus about 125 American Airlines Flight Attendants.

It occurred to me while preparing the outline for the emcee portion of our Sayonara Base-Closing Party that it would not be possible in the time frame allotted to acknowledge all of my co-workers. In addition, it would be difficult to reminisce about all of the good times we shared throughout more than a decade of being based together at one of the most unique bases in the system. At any rate, I will attempt to hit the highlights in this article.

I'm a former Seattle-based Flight Attendant, and I was the junior, non-Japanese-speaking Flight Attendant (at five years seniority) to hold the initial proffer into Seattle in October 1991. In fact, I was No.100. The number of Flight Attendants based in Seattle fluctuated between 125 and 130. At base closing, top seniority was 9. The most junior speaker was 18,389.



Welcoming stranded F/As home after Strike in 1993



SEA Flight Attendants in the lobby of Hotel in Narita



Sayonara Seattle Party, February 8, 2002

During the existence of the base, there were proffers for less than 25 Flight Attendants into Seattle. Primarily a one-destination base (Narita), we also had Anchorage turns for a very short while. Seattle was solely International,

and there was a pilot base that closed a few years ago. The aircraft flown were the MD-11 & 777 (to Tokyo) and the MD-80 (to Anchorage).

About 125 of us descended upon the Emerald City in 1991, and we knew how lucky we were. All we had to do was breathe the fresh brisk air, take a ferry ride across Puget Sound or watch the Space Needle erupt with fireworks on New

Year's Eve to the sounds of Jimi Hendrix's Purple Haze, to realize that this must be what the good life was all about.

During those 10 years, we experienced milestones in our personal lives, our profession and our nation: marriages, children, the Strike of '93, two Contracts, the Millennium and September 11th. On top of that, we also knew how to throw great parties, and we developed several traditions.

The former Seattle APFA Base Chairs were: Jennifer Person, Cathy Klug, Lori Bassani, Pete Callaway and Robert McIntire. APFA Vice Chairs were: Pete Terlaak, Marsha George, Lori Bassani, Robert McIntire and Pete Callaway. APFA Division Reps were David Chambers and Lori Bassani.

The Seattle base had one of the highest percentages of participation in Union elections, referendums and activities. It was also the birthplace of many creative bag tags centered around Union issues, including: "It's a Matter of RESpecT" regarding crew rest, Austin Powers "No Deal, Baby"

and the Chihuahua "Yo Quiero Profit Sharing" tags after the rejection of the 1999 Tentative Agreement. We never had to send a grievance to APFA's System Board of Adjustments because we were able to resolve our issues at the local level with management.

The Strike of 1993 was the first real milestone. Our Base Chair at the time was Cathy Klug. I was

the Strike organizer and Strike Headquarters originated in my studio apartment on Queen Anne Hill. The first Flight Attendants on the picket line (pre-strike) were Betsy Fagan, Jim Higgins and Lynn Leftwich. Almost the entire base pitched in and worked together during the Strike. One of our Crews was stuck in Narita for the entire work stoppage, and two of our Flight Attendants were terminat-

Assault on Capitol Hill
From l to r.
Laura Clampitt and Lori Bassani



Karaoke Night at
The Cage.
Scott Hibbard,
Lori Bassani,
Loredana Piarulli,
Maggie Lissak,
bar patron,
Laura Fike,
Laura Clampitt and
Lori Perez





From l to r. Rachel Pemberton, Christy Henderson, Lynn Leftwich, LaMonte Evans and Megumi Chiba



SEA Pilots' base closing party



'70s party in Toyko
Back row from l to r.
Lori Perez, Keiko Shirikata,
Hide Masaoka, Mark Gouveia,
Steve Kroska and Pete Terlaak
Front row from l to r.
Lori Bassani, Loredana Piarulli
and Mary Claire Westerman

ed and reinstated. Like all of you, we have priceless memories about that time in our history.

The aftermath of those trying times called for celebration. The first base party was entitled "Glitteratti 1994," a holiday party held on a large yacht that cruised around Lake Union. We welcomed the opportunity to get out of our flannel shirts and dress up for the occasion. The hostesses

were Lori Perez, Laura Clampitt, Laura Fike and myself, and the affair was attended by nearly the entire base.

The summer Luau's were held at Cindy Gulbranson's house. Elisa Wong's husband, Allen, would actually roast a pig Hawaiian style, buried in coals in the ground. Luckily, Cindy's property accommodated almost the entire base - we naturally bid

around events such as these.

We found no shortage of excuses for a party in Seattle. There was the 1957-Babies-Turning-40 birthday party that we celebrated as a group at Kim Johnson's; Mary Claire Westerman's 50th birthday 'Baja Queen' party held at a local mansion; the Halloween Gala at Rachel Pemberton's farm house; and the impromptu "Non-PFA" awards dinner organized by Deann Meyers at Dick's Drive-In. Then there was the time we showed up dressed in black-mourning attire at the Seattle Pilots' base closing party.

Many of our Flight Attendants were married and had all of their children during the time they were based in Seattle.

Now that I have recounted what happened in Seattle, there is a whole other world we experienced while on layovers in Narita, Japan. One question I was asked repeatedly by out-of-base Flight Attendants was, "Don't you ever get tired of going to Japan every layover?" No, in fact, we looked forward to

our trips and our layovers. There were so many memorable occasions.

My initial memories are of gracious Japanese passengers; shy, giggling Japanese girls; northern lights viewed through the cockpit window; breathtaking red sunsets; and vendors on "Green Street" offering teriyaki crickets, (and trying one-never wanting to offend). There was also restaurant fronts boasting workers slicing up live fresh eels; dropping yen into vending machines for a hot can of milk, tea or a cold beer; enjoying a picnic on the temple grounds; and walking in the early morning through the rice paddies on narrow, bamboo-lined

Back row from l to r.
Diane Grant, Lynn McMichael, Robert McIntyre,
Arnetta Corprew, Jimmie Sue May, Barbara
Beckett, Mary Claire Westerman, Loredana
Piarulli, Nancy Howard and Eugene Shibayama,
Front row from l to r.
Eddie Rodriguez and John Miller



Kim Johnson, Maggie Lissak, Mark Gouveia, Elisa Wong and Betsy Fagan on their way to NRT.



The-Strike-is-Over celebration
Back row from l to r.
Takako Yajima-Stults, Michiko Smalley
and Karen Bauer
Middle row from l to r.
Megumi Chiba, Keiko Shirikata and Mizue
Tsukamaki
Bottom row.
Hide Masaoka



paths. We watched the transformation of this Narita in 1991 to a much more modern Narita in 2002 complete with restaurants, bars and shops that now cater to airline crews.

Bored? Well, not if you were lucky enough to fly with Elisa Wong (our resident Hostess with the Mostest). This would be a guaranteed potluck party complete with lava lamp and group board games in the crew room. And, fittingly, Elisa organized the base closing Sayonara party.

If you flew with Loredana Piarulli, you just might be a part of a theme party layover. First, there was the '70s party, then the Beach Blanket Bingo party, the B-52s Big Hair Night - I'm sure I've missed some. I remember, I was on reserve for the '70s party, and I really wanted to go. My bag was packed with my outfit for the party, and I waited and hoped

someone would call in sick. Crew schedule called about two hours before departure, and I was ecstatic. The scheduler mentioned how great it was to work the Seattle desk because we

actually wanted to go to work. You'll notice in the pictures included in this article that all of us participated.

If you flew with any combination of Lori Perez or Lori Bassani, Laura Fike or Laura Clampitt, Loredana Piarulli, Rachel Pemberton, Alicia Bert, Kristin Kim, Maggie Lissak or Cathy Babcock, you were sure to end up at The Cage for karaoke and dancing, and most likely The Truck for more karaoke and dancing into the wee hours. Or, you could go for Tonkatsu with Barb Chiado and Diane Grant, hot spicy noodles with Eddie Rodriguez and Robert McIntyre, groceries with Hide Masaoka or Megumi Chiba, or the 100 Yen Shop with anyone. You could rollerblade with Mary Wargo, take a 5 a.m. walk with Terry Foss or go to Tokyo in Nick Valter's car. There was never a dull moment in Narita.

If you ever get a chance to fly Narita, I hope you will meet the "nicest girl in the world" as Alicia Bert dubbed her. She works in the crew restaurant in the Hotel Tokyu, and you will know her by the volley of "thank you very

much's" that you will experience at the check out stand. On January 2nd of this year, I was in the hotel lobby with a fellow Crewmember, and she approached, knowing it would be the last trip to Narita for most of us. With tears in her eyes, she said, "I pray for your safe return." In fact it is important to note how thoughtful the Narita Hotel Tokyu personnel and Narita's American Airlines employees were to our Crews on their final trips. In stark contrast, there was no one in Seattle to meet and wish our Crews well either at the final departure to Narita or on the final Crew's arrival home.

Of course, one of the milestones in our history was one that changed all of our lives forever - the tragic events of September 11th. That event preceded the announcement of the Seattle Base closing, and sadly, four days after the announcement of the base closing, Flight 587 went down in New York. These unthinkable

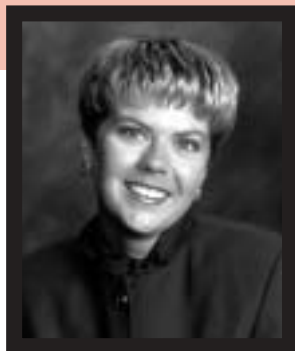
events affected each of us in a deeply personal way. The good times that we shared were great, and we will never forget them. On the other hand, it was the difficult times that reminded us of how grateful we are for the friendships and the family we formed during our years as Seatlites.



Elisa Wong, Lisa Archer, Carrie Bandyk, unknown and Susan Underwood shopping on "Green Street"



Chief Purser Kathie Rulon



Jena Hopkins,
APFA National Scheduling
Coordinator

Editor's note: This article is reprinted from the January 2000 Skyword and updated to reflect the applicable changes in our new Agreement. This issue generates scores of calls to the scheduling desk.

Do I Have To Call the Tape?

There are three basic scenarios that determine whether you have to call AVRS for your next reserve assignment when you arrive home from a trip:

1. Your duty period ends before the call-in window and the designated call-in window is entirely within your legal rest period.

2. Your duty period ends during the call-in window.
3. Your duty period ends after the call-in window.

The call-in window referred to above is 1900-2200 effective April 1, 2002.

Examples:

1) Domestic:

Block in at 1630 + 0:15 debrief = 1645 end of duty period

2) International:

Block in at 1730 + 0:30 debrief = 1800 end of duty period

In the two examples above, both duty periods end before the start of the call-in window, and the designated call-in window is entirely within the legal rest period. The Flight Attendants have the option to either call the tape for an assignment during the designated window, or they may call crew schedule before the end of their debriefs and inform that they will not call the tape. With this second option the Flight Attendant is obligated to call crew schedule immediately at the conclusion of her/his rest and must be available for sign-in at the airport no earlier than one hour later. See Article 10.V.1.b.(1) and Appendix I, Article 10.V.1.b.(1).

It is understood between both parties that when you make contact with crew schedule and inform them that you will not be calling

the tape, they will not give you an assignment at that time. Also, many Flight Attendants think this call will keep crew schedule from attempting to contact them but it does not. Crew schedule may try to call you, but you are not required to be available while on your legal rest.

Examples:

1) Domestic:

Block in at 2100 + 0:15 debrief = 2115 end of duty period

2) International:

Block in at 2040 + 0:30 debrief = 2110 end of duty period

In both of the examples above, where the duty periods end during the call-in window, the Flight Attendants must call the tape for their next assignment.

Examples:

1) Domestic:

Block in at 0005 + 0:15 debrief = 0020 end of duty period

2) International:

Block in at 2315 + 0:30 debrief = 2345 end of duty period

In both of these examples the duty periods end after the designated call-in period. The two Flight Attendants, therefore, have no obligation to make contact with crew schedule or to call the tape. They would need to be available at their contact numbers

after their legal rest periods end.

You are never obligated to answer your phone during your legal rest. Crew schedule may attempt to contact you – the Contract does not prohibit them from attempting to call – but you do not have to respond. There have been instances where crew schedule will leave a message for the Flight Attendant threatening a missed trip if the call is not returned. If this ever happens to you, please make a note of the crew scheduler's name and call the APFA Scheduling Department at APFA Headquarters, extension 8161.

So, in short: Do I have to call the tape?

1. Duty ends before the call-in window and the designated call-in window is entirely within the legal rest period: Call the tape or call crew schedule to inform them that you will not call the tape and you will make contact immediately after you rest ends.
2. Duty ends during the call-in window: Call the tape.
3. Duty ends after the call-in window: There is no obligation to call the tape or make any contact with crew schedule. You must be available and answer your phone after the completion of your legal rest.



TIDBITS FROM THE SCHEDULING DESK

Optional Exchange (OE) on Reserve

An OE on reserve will apply toward the monthly guarantee until a Flight Attendant reaches her/his guarantee. Simply said, an OE will not be paid on top of her/his guarantee if s/he does not fly 75 hours on reserve. This contractual provision has not changed.

Sick for a Makeup Trip?

You must fly a makeup trip in order to be paid for it. In other words, if you call in sick, you will not be paid for the trip.

New SABRE Entries

N4D/BASE//DATE (Domestic) and N4I/BASE//DATE (International) are new entries that contain more information about open sequences than N3D and N3I provide. Co-terminals, layover info, number of legs per day and service qualifications will appear in this new entry for open time. For the next day only, you will also be able to see which trips will open when the sick trips are cleared at 1600.

N4T/SEQUENCE-TO-BE-TRADED//DATE and N4TL/SEQUENCE-TO-BE-TRADED//DATE are the new trip-trade-with-open-time finders. These entries will check the lights and match you with a trip with which you can trade. The first entry will find all open sequences and the second will search for trades for which you are legal.

Personal Vacation Days (PVD)

Did you know that you can be denied a PVD if you possess a specific qualification on your trip such as purser or language?

Moving Available (AVBL) days

Crew schedule has specific blackout periods throughout the month when manning is tight and the moving of AVBL days is not allowed. If you are denied a move during the blackout period, call APFA Headquarters, extension 8161.

As always fly safely and carry your Contract. See you next month.



THE INFOREP

WELCOME WAGON

by **George Price,**
InfoRep Coordinator

On April 1, at least 400 of our furloughed APFA members rejoined us on the line. This was made possible through a Letter of Agreement between APFA and American Airlines in January 2002. It has been a very tough few months for each of them and it is now incumbent upon each of us to help make their transition back to the line as easy as possible.

A lot has changed since the first American Airlines Flight Attendant was furloughed late last year. We have many new safety and security procedures in place. The level of service has been severely reduced in some markets. The adjustment to our new Contract is by no means a small chore. Those recalled will, in many cases, return to new rates of pay and new Reserve and other work-rule provisions to which they may not be accustomed.

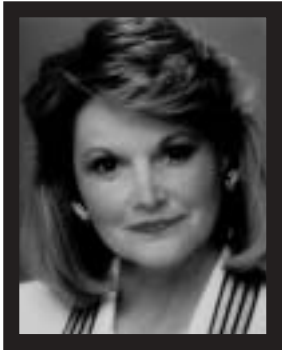
InfoReps are a great source of information for the recalled Flight Attendants as well as every member on the line. As an InfoRep, be prepared to listen and to provide answers. If you don't have an answer, contact your Base Chair, your InfoRep Captain or APFA Headquarters for assistance. The APFA website is a great resource for information.

One of the advantages we had in their absence was the ability to deal with the losses of September 11th and the crash of Flight 587 as a family. We have flown together, counseled each other, supported one another, and in many cases, cried collectively. Those that have been out on furlough have, in many cases, had to deal with these tragedies outside of their airline family. They may need to express remorse, anger or apprehension. Take the time to listen. Help them now as we have helped each other over the past several months.

Remember, as InfoReps you do not have to know everything. You are not expected to be Contract or Scheduling gurus. That is not your purpose. You are here to disseminate information. From time to time, you may wear a couple of different hats, but communication is your main job.

On behalf of the InfoReps throughout the system, I want to welcome each and every one of those on the first recall back to the line. For those of you still on furlough, we are anxiously awaiting your return!





WHO, WHAT, WHEN AND WHERE?

by **Patty Bias**,
APFA National Hotel Coordinator

“**H**ow do I make a suggestion, register a complaint or comment on hotel accommodations or transportation while on a layover or at company training?” (Yes, APFA has new language in Article 21 that covers transportation and accommodations provided during training assignments.)

First of all, we must give the merchant involved an opportunity to make the situation right. Whether it is the limo driver or the hotel staff, let them know what your concern is. Tell them the facts as you see them, and request a fair resolution. If you are not satisfied then please report it to the APFA Hotel Department.

The fastest and most efficient way to report an issue is via the APFA website. Once you have logged into the secure side of the site, you can click on the Hotel

Department and complete the debrief form. While you can reach us at our regular e-mail address – hotel-dept@apfa.org, we are usually able to resolve issues that are sent via the form more efficiently for one very big reason. The form prompts you to tell us who, what, when and where. It assists you in providing us with the information we will need to get results.

This procedure saves us lots of time. When we contact the company, their first questions are: “Who, what, when and where?” Many of the employees who work at the hotels and transportation companies are also Union members. If a complaint surfaces, “Who, what, when and where” are the first questions their management and union representatives must have answers to in order to attempt to resolve the

problem from their end. Without that critical information, the complaint will very often go fully unresolved. It is possible to get partial satisfaction, but rest assured the problem will arise again.

Remember; try to resolve the problem on the spot. It could be just a miscommunication. Just like on the airplane, hotel operations don't always operate as planned. But when you do have a problem you can't resolve, or if you experience a series of small problems over and over again while riding in the same van or staying at the same hotel, gather the facts and go to www.apfa.org. For those of you who are not computer savvy, there are pink hotel debrief forms located near every APFA bulletin board. Just complete it and drop it in any APFA lock

box. If you complete a company debrief form, do not assume APFA gets a copy. Leave us a copy as well.

We are here to help. Our goal is to assure safe, clean, comfortable and restful layovers on every trip you take and every training class you attend.



HOTEL NEWS AND REVIEWS

Honolulu, Hawaii

(Review conducted by Patty Bias)

We finally made the move from the Ala Moana to **The Waikiki Beach Marriott Resort** due to the black mold in and around the air conditioning units. Complaints escalated during the past year and we are pleased with the new hotel.

Marriott purchased the Waikiki Beach Resort and subsequently invested more than \$60 million dollars for a complete renovation. The hotel is located on the main street in Waikiki on Kalakaua Avenue. Nothing is in front of the Marriott but the beach! It is a fabulous property.

The rooms are very tropical and pretty. Each room has all of the amenities of a resort, plus refrigerators and free in-room safes. In addition, there are coffee makers and 25-inch televisions in each room. Ninety percent of the hotel has an ocean view.

The Marriott has a large, well-equipped exercise room and two large pools. Within one block is a large golf course and within two

blocks – several tennis courts. There are also numerous restaurants and shops. Our Crews will be given a ten percent discount in the restaurants and when ordering room service. Another added attraction is Seattle's Best Coffee, which is scheduled to open in the hotel's shopping arcade.

The hotel is located within walking distance of the world famous International Market Place. Also across the street from the International Market Place is the three-story Royal Hawaiian Shopping Center.

Additionally, the Hyatt Waikiki, a few blocks from the Marriott, has a shopping arcade with very nice stores. Next to the International Market Place is the Liberty House Department store, now a Macy's. Along Kalakaua Avenue are numerous shops – from Tiffany's to tourist shops. There is plenty of shopping in every direction.

The hotel is one block from the Honolulu Zoo. It is also one

block from the now famous "Sunset on the Beach" weekend event. The city has installed an enormous movie screen on the beach. Free movies are shown each weekend after sunset. Some of the best restaurants in Waikiki have booths set up to sell food during the movies at reduced prices. Along with pizza, hotdogs and ice cream, beer and wine are available for purchase.

Tables and umbrellas are set up on the Pier, or people can bring beach towels and blankets and sit on the beach to enjoy the movie and the food. This is a very popular event, and our Crews are sure to enjoy it.

Across the street is a Burger King as well as a Denny's on the corner. One-half block away is a fun and appetizing restaurant called Cheeseburgers in Paradise.

The Pacific Beach Hotel is one and one-half blocks down from the Marriott and houses a fabulous three-story, 280,000-gallon indoor Oceanarium Restaurant – a must see for everyone. Across

the street is the original St. Augustine's Catholic Church. Built in 1854 – it is still in operation today.

The Marriott provides a free locked storage facility for Crews to store luggage, surfboards, bicycles, etc.

I am confident that our Flight Attendants will be more than pleased with the new hotel in Honolulu – The Waikiki Beach Marriott Resort.

Kauai, Hawaii

(Review conducted by Patty Bias)

Los Angeles is scheduled to begin service, non-stop to Kauai. Currently, only the pilots will layover. The company had scheduled a Kauai review in conjunction with the Honolulu review. So, since the APA rep and the company rep were going to Kauai, I went as well, in case, at some future date, the Flight Attendants layover there.

Kauai is a peaceful and beautiful island. They boast that their best kept secret is the excellent,

and in a few cases, very inexpensive golf. I'm told that the hiking is unbelievable along the Na Pali coastline, and snorkeling is great at Tunnels. In addition, if time permits, there is a helicopter tour available to view the beauty of this magnificent and quiet island.

The Radisson Kauai Beach Resort was chosen as our layover hotel. The hotel rests on its own private beach and is large and beautiful. It has a pool and numerous small lakes throughout the lush grounds.

The rooms are great – very large – and each room has a patio. Every room has the standard resort amenities, plus in-room safes and refrigerators. The hotel offers complimentary Mai Tais, house beer or wine each evening at the beach-side pool from 5 to 6 p.m. This party is followed by a torch lighting ceremony.

The hotel has food available at the pool restaurant, as well as a beautiful full-service restaurant called Naupaka Terrace. There is also a deli serving fresh made-to-order sandwiches, salads and ice cream.

The hotel will provide free shuttle service to the Anchor Cove Shopping Center.

Cancun, Mexico
(Review conducted by Patty Bias)
At the request of the company, we conducted a review of Cancun. We reviewed several properties in Cancun, and as a result of the economic state of travel and empty hotel rooms the decision was made to house our Crews at the **Marriott Casa Magna Resort**.

The hotel has its own private beach on Cancun's beautiful Hotel Row. The ocean in Cancun is a glorious clear blue. The Marriott Casa Magna Resort is next door to the magnificent new J.W. Marriott Hotel. Our Crews will have access to eight restaurants in both hotels along with a 20 percent discount at the restaurants and when ordering room service. The Marriott next door has a 24-hour deli with an ice cream parlor, hot soup and freshly made deli sandwiches. Our Flight Attendants can easily afford to eat here, as most food in

Cancun is inexpensive. The Marriott is famous for its Champions Sports Bars. At this hotel, Champions has 25 large individual televisions and one giant screen to watch a favorite sports team or event.

The hotel has its own tennis courts that we may use. The Marriott has a free exercise room with indoor whirlpool and sauna. The JW Marriott spa is new and fabulous! It is the largest spa in Latin America - three floors of whirlpools; an indoor lap pool; large exercise rooms, massage and treatment rooms; beauty salon; and saunas. Crews will be given a discount if they chose to use these facilities.

Each room at the Marriott has a ceiling fan, air conditioning, a refrigerator, an in-room safe, a private patio and an ocean view. As Crewmembers, we will receive free local calls and no access fee for credit card calls.

Security in the hotel is outstanding. The Melia, our current layover hotel, did not have a chain or a bar latch as opposed to the

Marriott, which has a bar latch, a double-bolt lock, a peephole and an electronic key entry.

Tulsa, Short Layover Update
(Review conducted by Tim Weston)

As of March 31, 2002, we moved from the Holiday Inn Tulsa East Airport to the **Holiday Inn Select**.

The hotel's location is nice as it is within walking distance to a mall and several restaurants. The rooms are clean and adequately furnished. The hotel also has a fitness facility. It should prove to be an excellent short layover property. We hope you will enjoy this hotel.





HIV

The New Era by George Price, IDF

HEALTH DEPARTMENT

In the mid-1980s, HIV was an emerging epidemic. No one could have envisioned the magnitude of the disease in those early days. Certainly no one could have foreseen the evolution of the disease and the unique way in which the virus would mutate. That mutation created challenges not only for researchers and physicians, but also for patients.

HIV was first officially identified in the early '80s. How long the virus had been around before that time is still a subject of great speculation. The first victims were predominately gay men and IV drug users. Although HIV

remains most prevalent within these groups, infection rates among heterosexuals – especially women – is increasing at an alarming rate.


According to the Center for Disease Control (CDC) statistics for the year 2000, there were 774,467 reported cases of HIV/AIDS. Of those, 635,451 were men and 130,104 were women. This number also included 8,908 children.

A total of 448,060 people have died of AIDS in the United States. The majority of these deaths were among people ages 30 to 39. By far, Caucasians have

been the most affected. However, African Americans and Hispanics are not far behind, and the infection rates within these groups are increasing as well. The states with the greatest infection and death rates are New York, California, Florida and Texas. The cities most affected are New York City, Los Angeles, San Francisco, and Miami. Since HIV/AIDS was first identified, 21.2 million people worldwide have died. This includes 9 million women. Today, 16.4 million or 47 percent of all people living with HIV/AIDS worldwide are women.

Over time there has been less and less coverage about HIV and

AIDS. Researchers and other medical professionals on the frontlines of the HIV epidemic can only hypothesize about whether this has played a part in the growing infection rates or the disconcerting return to risky behavior. Nonetheless, the infection rates are once again on the rise in all sectors of our society. The group that seems to be most affected in the new round of infections is the under-25 group. These people were very young when HIV and AIDS hit its pinnacle. They are familiar with the disease, but they are also familiar with the various drugs available for those who are infected. This may lead to a



false sense of security. The drugs, coupled with the fact that medical professionals have referred to HIV more so as a manageable disease and less a death sentence may also play a role in the increased behaviors leading to infection.

As disconcerting as it may seem, there are some who see HIV infection simply as an inconvenience. It is much more than that. It remains a deadly disease with no cure. Those who were infected in the late '70s and '80s had little hope due to the lack of drugs designed to treat HIV. In the '90s, those infected were given the hope of a longer life with a manageable disease through the creation of new and powerful drugs. These drugs were used in combination therapies in many cases. Despite the hope of a longer, healthier life these drugs provided, they have now created yet another dilemma in the HIV saga that makes the need for a cure and a vaccine that much more urgent.

HIV is a very intriguing virus. It has the ability to reproduce and mutate quickly. As each new drug

is introduced into a patient's regime, the virus begins the process of mutating around it. Some drugs may, however, be quite effective for a longer period of time before the virus becomes resistant to it. That is the good news.

The bad news is that over time the virus can become resistant to most, if not all, drugs currently used for the treatment of HIV. This leaves those infected with limited treatment options. What's more, it creates a strain of HIV that may be resistant to one or all of the existing drugs passed from one person to another. Those that have had the opportunity to live an extended life due to the effectiveness of these powerful drugs may pass on their now-resistant strain of HIV to someone who will face limited treatment options and possibly a reduced lifespan.

The long term use of the various drugs designed to fight HIV has not only helped to create new

resistant forms of HIV, it has accentuated the need for new research, and drugs that will affect resistant forms of HIV and tests that can identify exactly which drugs an individual's strain of HIV is resistant to. A recent study conducted by Dr. Douglas Richman and his colleagues at the Veteran's Administration San Diego Healthcare System showed that of the 209,000 people who were tested as part of the study, 78 percent had a strain of HIV resistant to at least one drug. Overall, 49 percent of the participants were totally drug resistant.

Drug resistance testing is becoming a more standard part of current HIV therapy. Many doctors are relying on these tests beginning at the point of a patient's initial positive test. They submit the patient to resistance tests in order to determine what drugs their particular strain of HIV defies so that the most effective drug therapy can be prescribed. This same approach is being used on those who have been infected for a period of time in order to identify effective drugs without relying on the trial-and-

error method of treatment which can be less effective and very costly.

If you are HIV positive, you should always play an active role in your own therapy. Learn what you can and discuss treatment options with your doctor. In your next visit, you may want to discuss drug resistance testing. It may identify therapies that are the most effective for you and save you precious time and money.

We all know what it takes to become infected with HIV. It is actually a very difficult virus to contract. Please do whatever you can to avoid infection. Remember, there is still no cure.



JFK

I would like to address the issue of transferred flying at JFK. As you are all aware, we have not had the Paris trip (Flights 44 and 45) since January 1, 2002, and I want to give you some background as to what I have been able to find out regarding this issue.

Kat Clements and I were first made aware of the transfer of the Paris trip via rumor – line Flight Attendants informed us of the change prior to the bidsheet even being published. Unfortunately the company did not make us aware of this development. I immediately contacted Base Manager Verna Miller who told me that she had also just been advised by American Airlines crew planning. Verna informed me that what was driving the transfer of this trip out of base was the fact that JFK was operating under a shortage, and, therefore, we could not accommodate the trip with our headcount for January.

In addition, IDF and IOR were both operating with a combined overage of about 400 Flight Attendants. I proffered to Verna why we couldn't give up one of

our four LHR trips instead of one of our two Paris trips? Verna advised me that IDF flew into LGW only – not LHR. I inquired about the possibility of giving one of our LHRs to IOR. This would not work either as ORD needed the overage Flight Attendants that would become available to Domestic in order to cover their shortage. The IDF Flight Attendants were not needed at DFW on the Domestic side in the same way that ORD needed extra Flight Attendants from IOR. Therefore, the trip had to go to IDF. In addition, since IDF does not fly into LHR, and they use a 777 on their DFW-CDG trip, the combination worked out well for purposes of manning.

During this debate, I was told at that time that this would hopefully be the situation only during January 2002.

In January, I spoke with Verna again and inquired as to whether or not we would have Flights 44 and 45 on the February bid sheet. I was told we would not, nor would we (more than likely) have it in March. I inquired about a proffer for the contractual month of March 2002. I was advised that planning would not post a proffer to cover the Paris trip because the majority of the Flight Attendants would come from LGA, and LGA did not have the manpower to lose additional Flight Attendants, either. Verna also advised me at this time that we would be starting

up Tokyo on April 19th and also, on April 1st we were getting back one of the LHR trips we lost after September 11th. She did not, however, know when we would be seeing Flights 44 and 45, but she was hopeful that we might see it in the Spring.

I contacted APFA Headquarters and inquired as to the validity behind the “manning issue” as it had been presented to me, and it was verified that IOR and IDF were in an overage situation and that ORD was using the overage from IOR. Also, it was confirmed that JFK is operating in a shortage. The fact that we do not, unfortunately, have trip-ownership rights was reiterated. In other words, one base does not own the right to fly a specific trip.

So where does that leave us? I have recently been advised that Flight 44 and 45 will most likely be flown by IDF through May, and that one of our LHR trips will be flown by IOR in April. On May 1st we will realize the return of the Flight Attendants that were awarded the six-month Overage Leave last November 1, 2001. This will most assuredly help our manning issues. The company expects to have the operation almost back to 100 percent by July. However, I am not certain if this is just at JFK or system wide.

On a more positive note, I can

tell you that JFK is doing better by means of recovering lost flying after September 11th than any of the other International bases. Hopefully, this will mean even more flying and growth for us at JFK. I can tell you that it is not economically feasible for the company to keep transferring flying out – it is definitely a financial burden.

This does not, however, alleviate our frustration, and believe me when I tell you that I share in that frustration. I have been attempting to come up with solutions and alternatives for the return of Flights 44 and 45 out of JFK. Nothing was acceptable to the company because of the reasons I stated above. I wish I could assure you that Flights 44 and 45 will return to the JFK bid sheet in May, but I cannot. The truth is, I don't know when, and the company says they don't either. I can assure you, though, that it is not from a lack of trying.

I don't expect that this will pacify our frustrations, but I do hope that it helps explain the events that have transpired with regard to this issue and the efforts I have made to resolve them.

Kat and I appreciate your continued support.

Michelle Nasca

JFK Chair

Kat Clements

JFK Vice Chair

ORD

By the time this goes to print our first wave of returning furloughs will have arrived. Welcome back! We have missed you!

Thanks to APFA Vice President Jeff Bott, InfoRep Coordinator George Price and our Furlough Reps Linsey Knowles and Bill McManamon for all of the work they have done and are continuing to do for our furloughed Flight Attendants. We are still maintaining a furlough e-mail group in ORD. If you have friends out there who are still on furlough, have them send their e-mail addresses to apfachord@earthlink.net.

If you are a returning furlougher (off probation) and you ended up at a base other than the one you wanted, get your name on the transfer list right away. There is no lock in at your current base. Transfers must be processed to available bases before more furloughed Flight Attendants can return and be assigned to a base.

If you are a returning furlougher still on probation, you will be eligible to transfer as soon as you are off probation. Keep in mind; the base you want may not be open.

The same rules apply as before. The only difference is there will be no lock in at the base where you have returned from furlough.

There have been many changes since you were furloughed. You have received pay increases and reserve/availability has changed. Remember, you have many resources to help you through your transition. You can call the APFA HotLine at 800-399-2732, contact APFA Headquarters from 0830-1830 Monday through Friday at 800-395-2732, or call the Chicago local office at 773-380-1202. Remember, the APFA Officer on Duty is available from 1830-2300 Central Time, Monday through Friday; and 0830-2300, Saturday, Sunday and Holidays.

The APFA website has become a valuable source of information. You will also be able to access the new Contract in its entirety. You should be able to print it article by article in order to carry the vitals with you.

Please make sure to update all of your information with both APFA and the company. We have learned many sad, yet valuable lessons from this last year. In any circumstance, being able to contact people quickly and properly could save unnecessary anxiety – whether at home or at work.

We're expecting some new flying this summer. We continue to try

to work with crew planning. As most of you know, if the airplane is co-paired, we cannot do our over-eight-hour turnarounds. There is always a plus and a minus to every change! The 767 and 757 will remain un-copaired. Hopefully, we can pick up extra flying there.

ORD APFA needs Flight Attendants who might be interested in being the new Retirement Specialist at base. At our last Board of Directors meeting, it was determined that each base will need Flight Attendants who specialize in all aspects of retirement. It will be an incredible education for whomever volunteers. You will also become the smartest retiree around! Please contact us at the ORD APFA office at 773-380-1202.

We have several new Professional Standards Representatives in ORD. Soon, we'll be getting a new roster out to the base. With all of the changes at American Airlines in the last year, it has been difficult to keep up a current roster.

Please remember, there are certain guidelines Professional Standards Reps need to follow. If you ever receive a call from one of our Professional Standards Representatives, please remember that these are your fellow Flight Attendants who have volunteered to take on this responsibility. Mutual respect is key to the success of this program. For now, you

can call 1-800-395-APFA, ext. 8615, and leave a message. One of our Reps will get back to you shortly.

That's it for now. Remember, don't sit there frustrated because you think the company is not following the Contract ... call someone!! If one resource is not available, call another. If you call us at the ORD office and don't hear back that same day, call again! We strive to answer all calls on the same day, however; the operation sometimes functions beyond our control. Don't give up. Get Contract savvy, and gain control over your work life. After all, you've earned it!

In Unity,

Liz Mallon

ORD Base Chairperson

Steve Wilson

ORD Vice Chairperson

STEVE STERNIG

JUNE 3, 1954 - APRIL 10, 2002

Steve Sternig and I worked together for seven years - representing the Flight Attendants at LGA. Steve was a truly devoted union advocate who spent more than 11 years of his life protecting and fighting for the rights of our members. There were many times when Steve would be up literally all

night helping a Flight Attendant in need. His dedication to protecting others also extended to his friends and colleagues. Steve's allegiance to APFA was second only to the loyalty he shared with his dearest friend and companion Michael Kelly, his partner of 25 years. I would like to say, "Thank you

Michael, for your willingness to share Steve with all of us."

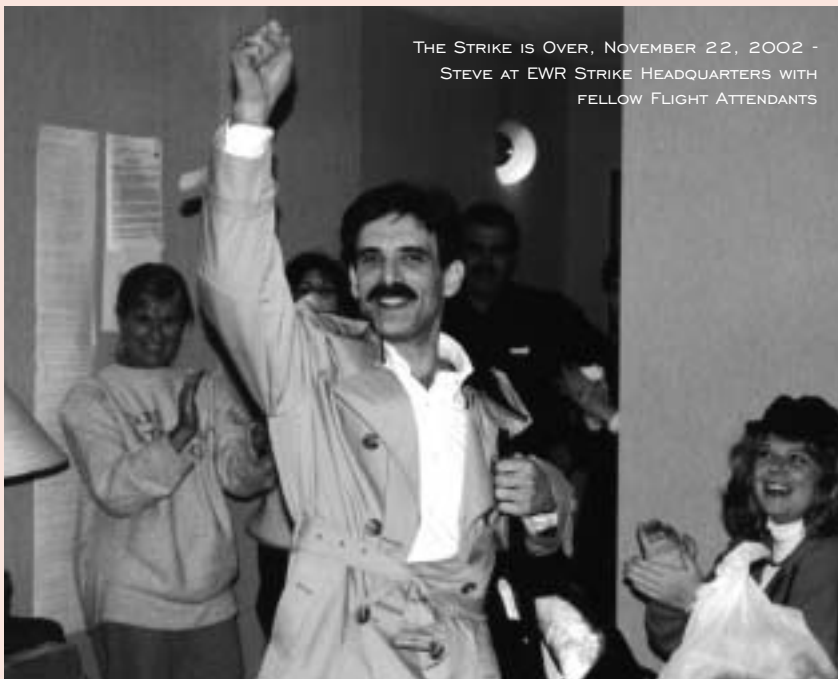
Steve meant many things, to many people. To me, Steve was a mentor. But in the process he became one of my closest friends. He was a large part of my daily life. We talked on the phone most every day, and often, several times during the day. In the beginning of my experience as a union rep my questions seemed endless in an attempt to learn from his experience. He was always very patient, reminding me that there are no silly questions if you don't know the answer. He would tell me that I had good instincts and that I should follow those instincts. His encouragement meant a lot to me.

Though we had very different personalities and diverse styles, we were very much in-sync. He would start a sentence and I would finish it - and in that same spirit I will proudly pick up Steve's torch and carry it forward to continue serving the LGA Flight Attendants.

Suzanne Edwards



D.C. FLY-IN, 2001: CLOCKWISE - STEVE, SUZANNE EDWARDS - LGA CHAIR, RANDI LE GRICE - LGA AND GIL CALLAHAN - DCA



THE STRIKE IS OVER, NOVEMBER 22, 2002 - STEVE AT EWR STRIKE HEADQUARTERS WITH FELLOW FLIGHT ATTENDANTS



APFA BANQUET, 1996: STEVE, LEFT WITH MICHELLE NASCA - JFK CHAIR, AND JEFF BOTT - VICE PRESIDENT

Condolences may be sent to:
Michael Kelley and the Sternig Family
38 Poppy Court
Brick, NJ 08723

LETTER TO THE EDITOR

Editor's Note:

The following Letter to the Editor was received by Anne Elizabeth Wutkowski, IOR, with regard to Random Drug Testing.

Please see the center section of this edition of Skyword for a Random Drug Test Survey. Remember, letters to the editor are not necessarily the opinion of APFA.

Random Drug Testing ... Is It or Isn't It?

Although the Random Drug Testing Program is mandated by the FAA, it is administered by American Airlines. Many of us have been tested excessively or after unusual circumstances such as vacations, that the "randomness" of the program is, in my opinion, questionable.

If, in fact, we are being targeted, for whatever reason, it is not only unethical, it is illegal. It violates our right to privacy and negates the purpose of the program.

Because of numerous complaints and letters, the FAA has initiated an investigation. To support this effort, it is of vital importance to assess how prevalent and widespread this excessive testing under the auspices of "random" has been.

Please print a survey for the Flight Attendant corps so it can be statistically analyzed in order to seek possible sanctions against this practice.

Sincerely,
Anne Elizabeth Wutkowski
aesyncrete@yahoo.com
029706 - IOR



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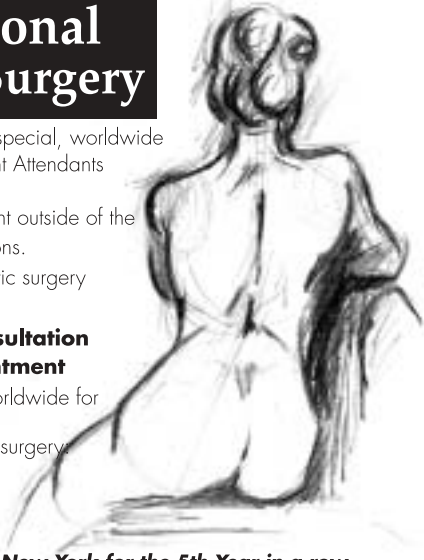
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Patt Gibbs and Susan French wish to thank Leslie Mayo
for her dedication and talent during her term
as APFA's Communications Coordinator.

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