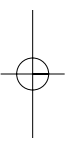
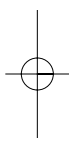


the official publication of the association of professional flight attendants

SKYword

august 2003 volume 6 issue 7

here it is in BLACK **and** WHITE



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John Ward
APFA President

The Impact of Reduced Rest

The impact of our new, reduced layover rest provisions is something that is important to many of you. Therefore, I thought it would be helpful and important to review these changes with you and to bring you up-to-date on what the Union is doing to address the situation.

As most of you know, management in July implemented the new, reduced layover rest provisions contained in the Restructuring Agreement. These changes generate savings to the Company of nearly \$20 million per year. The changes permit the Company to schedule layovers of not less than eight hours thirty minutes (8:30), which may be reduced in actual operation to no less than eight hours (8:00). The changes are reflected in Article 7.L.2. and Appendix I, Article 7.N.1. and 7.N.2., as modified in Attachment F to the Restructuring Agreement.

Article 7.L.2 Layover rest periods scheduled for at least nine (9) consecutive hours.
May be scheduled or reduced to no less than eight (8) hours provided that a subsequent rest period of at least ten (10) consecutive hours of compensatory rest is scheduled to begin no later than twenty-four (24) hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.

Appendix I, Article 7.N.1 On-Duty Up to Fourteen (14) Hours.
Layover rest periods scheduled for at least nine (9) consecutive hours may be scheduled or reduced to no less than eight (8) hours provided that a subsequent rest period of at least ten (10) consecutive hours of compensatory rest is scheduled to begin no later than twenty-four (24) hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.

Appendix I, Article 7.N.2 On-Duty Over Fourteen (14) Hours, and Up to Twenty (20) Hours.
Layover rest periods scheduled for at least twelve (12) consecutive hours may be scheduled or reduced to no less than ten (10) consecutive hours provided that a subsequent rest period of at least fourteen (14) consecutive hours of compensatory rest is scheduled to begin no later than twenty-four (24) hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.

If the scheduled rest above is reduced, the Flight Attendant may not be scheduled for a duty period of more than fourteen (14) hours during the twenty-four (24) hour period commencing after the beginning of the reduced rest period.

Section 121.467 of the Federal Air Regulations (FARs) deals with,

among other things, Flight Attendant rest requirements and permits a minimum scheduled layover of as low as 8:00 hours. The fact that our new contract language, as modified by Attachment F, requires an additional 30 minutes above the FAA scheduled minimum is not insignificant. This additional cushion increases the likelihood that a Flight Attendant may actually receive eight hours' rest behind the door than if the Company were permitted to schedule at the FAA minimum.

As you can see from the charts on the following page, despite the reduced layover rest possibility under the new contract, the majority of all layovers continue to be scheduled for 10 hours or more. However, the Union is well aware that problems arise when, as a result of weather delays, late arrivals, etc., scheduled layovers of 8:30 or more are reduced in actual operation to as low as 8:00. In July, for example, 4.7 percent of the total domestic layovers in the system were reduced to between 8:00 and 8:30 in actual operation. One need only have flown during the recent bouts of bad weather in Chicago and DFW or had a schedule affected as a result of the power outage in the Northeast to have experienced how little actual rest is provided during a minimum 8:00 layover, particularly when you factor in the travel time to/from the hotel, which eats into the layover rest time.

The APFA is well aware that the consequences of reduced layover

rest are highly undesirable and is actively seeking to address this situation on several fronts.

1. We have been working with the Company to eliminate scheduling of layovers at locations where, because of a history of late departure/arrival and/or long scheduled travel times to/from the hotel, achieving eight hours' rest isn't likely to occur.
2. We are engaged in ongoing discussions with senior management aimed at restoring the eight-hour "behind the door" provision, thereby ensuring that when layovers are reduced in actual operation, crews will still receive at least eight hours' rest in addition to scheduled travel time to/from the hotel. I recently met with the new Vice President of Flight Service, Lauri Curtis, to emphasize the importance of restoring the eight-hour "behind the door" provision. We have pointed out that the Company is able to achieve and maintain its cost savings in this area through the ability to schedule reduced layovers. We feel that it is extremely inappropriate and totally unnecessary for the Company to seek additional cost savings by further reducing already reduced scheduled rest. We are scheduled to meet again, and we intend to continue to press on these issues.
3. We have been monitoring the bid sheets and actively intervening to lengthen scheduled layovers. Thus, when the July bid sheets were first issued and the APFA saw

President's Report Continued

Distribution of Flight Attendant Scheduled Layover Lengths

	June		July		August		Sept	
	Dom	Int'l	Dom	Int'l	Dom	Int'l	Dom	Int'l
Total Layovers	56,006	25,314	52,875	30,604	50,633	30,603	49,895	33,569
% 8:30 - 9:00 Hrs	0.0%	0.0%	8.9%	5.6%	8.2%	5.1%	9.1%	2.1%
% 9:00 - 9:30 Hrs	0.0%	0.0%	8.2%	3.2%	8.2%	6.2%	8.6%	1.9%
% 9:30 - 10:00 Hrs	3.2%	0.0%	7.2%	2.5%	8.6%	4.2%	6.1%	3.9%
Ttl % < 10:00 Hrs	3.2%	0.0%	24.3%	11.3%	25.0%	15.5%	23.8%	7.9%
% ≥ 10:00 Hrs	96.8%	100.0%	75.7%	88.7%	75.0%	84.5%	76.2%	92.1%

Distribution of Actual Layover Lengths for Flight Attendants for July 2003

	Dom	Int'L
Total Layovers	48,768	32,022
% 8:00 - 8:30 Hrs	4.7%	1.4%
% 8:30 - 9:00 Hrs	7.4%	2.9%
% 9:00 - 10:00 Hrs	14.8%	4.1%
Total % < 10:00 Hrs	26.8%	8.4%
% ≥ 10:00 Hrs	73.2%	91.6%

that the Company had wasted no time in attempting to take full advantage of the new, reduced layover rest (for example, by scheduling layovers for JFK-Paris and JFK-Buenos Aires at 8:50 and 8:45, respectively), we immediately voiced our serious concerns to the Company. As a consequence, prior to bid closing, the Company changed these layover times back to the 29:00 and 32:00 scheduled layovers that existed prior to the new contractual changes. This is

a case in point as to how the APFA is committed to policing the bid sheet and, whenever possible, to eliminating onerous trip pairings where, as a result of scheduling, achieving eight hours' rest would be unlikely, if not impossible. There are other examples, too, where the APFA has been successful in increasing layover times that, while legal, offered too little scheduled layover time.

The APFA Board of Directors, at its most recent meeting on July 28,

not to say that other trips were not affected as a result of the changes to our contract or that everything has returned to normal, whatever that is.

However, it is 2003, recognized the importance of the need to continue to address the issue of reduced layover rest. The Board voted unanimously to pursue legislation in the event the Company is unwilling to fix the issue. I wholeheartedly endorse the Board's action.

I recently flew a trip that included a scheduled 8:33 minute layover, so that I could experience first-hand the impact of the reduced layover rest provisions. In addition, I am scheduled to meet with FAA Administrator Marion Blakey in Washington, D.C. in mid-September to discuss the issue of crew fatigue and the FARs as they apply to Flight Attendants.

I will keep you updated on the progress of both our discussions with management and what is taking place on the legislative front. I know it's tough out there. I experi-

ATTACHMENT F

April 8, 2003

Mr. John Ward
President
Association of Professional
Flight Attendants
1004 W. Euless Blvd.
Euless, TX 76040-5018

Re: Layover Rest

Dear John,

Notwithstanding Article 7.L.2, Appendix I, 7.N.1, the Company agrees to build trip selections to not less than eight hours thirty minutes (8:30) scheduled layover rest.

Flight Attendants may however, be reduced to no less than eight (8) hours in actual operation in accordance with the provisions of Article 7.L.2. and Appendix I, 7.N.1.

Sincerely,

Lorraine Mase-Hecker
Director
Employee Relations

Agreed to by: _____ Date _____

John Ward
President, APFA

enced that myself during my recent trip; I know many of you have been facing the consequences of the reduced rest provisions far more frequently. Thank you for

your continued support through these most difficult and challenging times.



**APFA
SPECIAL BOARD OF DIRECTORS MEETING
JULY 28 - 29, 2003
RADISSON HOTEL IRVING, TEXAS**

Resolution Tally Sheet

Resolution: #2, Maker: Mallon, Second: Trautman, Date: 7/28/03 Time: 1130

Y = Yes • N = No • P = Pass • A = Abstain • N/A = Absent • PXY = Proxy Vote

		Y	N	P	A	N/A
BOS	Carrigan	√				
BOSI	McCauley	√				
DCA	Weston	√				
DCAI	Harrison (V. Chair)	√				
DFW	O'Kelley	√				
IDF	Walker (V. Chair)	√				
JFK	Nasca	√				
LAX	Nikides	√				
LAXI	Mitchell	√				
LGA	Hodgson (V.Chair)	√				
MIA	Washbish	√				
IMA	Trautman	√				
ORD	Mallon	√				
IOR	Moehring	√				
RDUI	Turley	√				
SFO	Syracuse	√				
SFOI	Chaisson (V.Chair)	√				
STL	Bertolini (V.Chair)	√				
PRES	Ward (Tie Breaker)					

YES: 18 NO: 0 ABSTAIN: 0 ABSENT: 0

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

WHEREAS, with the implementation by American Airlines of the FAA minimum layover, our membership has begun to experience severe health repercussions due to sleep deprivation and the inability to obtain food either on the aircraft or on a layover, including but not limited to extreme fatigue; and

WHEREAS, American Airline Pilots are not subjected to these same FAA minimums; and

WHEREAS, these hardships can and do interfere with a Flight Attendants ability to effectively perform their FAA mandated security duties; and

WHEREAS, there has been a unified effort on Capitol Hill to voice concern and force legislation to mandate an increase in FAA minimum layover rest time.

BE IT RESOLVED, that Representatives from the APFA shall meet with American Airlines to attempt to obtain a remedy; and

BE IT FURTHER

RESOLVED, that if American Airlines chooses not to respect Flight Attendants as safety professionals on board the aircraft, and if American Airlines chooses not to respect Flight Attendants' health and well being; and

THEREFORE BE IT

FURTHER RESOLVED, that the APFA begin a campaign to join the movement to petition Congress to increase the federally mandated layover rest including but not limited to fly-ins to Washington to Capitol Hill, an active writing campaign including through use of Capwiz, dedication on the APFA Web site to this issue and whatever tools deemed necessary to be successful in this endeavor.



Vice President's Report



The Key to Success: Preparation,

Preparation, Preparation

Introducing the New Health Benefits Package for 2004

turn a twist in your favor, and that is just what we did.

BACKGROUND - THE LONG AND WINDING ROAD

As part of the restructuring negotiations, all three union groups - the APFA, APA, and TWU - made immediate changes to the medical plan for the current year. For each group, those changes produced a specific dollar savings to the Company. The amount of savings differed for each work group: the APFA = \$8 million, APA = \$10 million, and TWU = \$20 million. For Flight Attendants, the immediate change was to double our contributions for the remainder of the calendar year. Since these savings addressed only the current year, each union agreed to meet with the Company no later than May 1, 2003, to discuss options for future changes to the medical plan design that would produce the same amount of savings during the life of the Restructuring Participation Agreement (RPA).

This change, as well as the agreement to meet to discuss future changes, is contained in Attachment K of the RPA.

FAST TRACK

Our Attachment K, like the restructuring agreements reached with APA and TWU, states that the redesigned plan will be implemented on January 1, 2004. Further, if we were unable to agree on new changes to the plan design by June 1, 2003, any remaining differences were to be submitted to expedited binding interest arbitration. Attachment K goes on to state, "This arbitration will conclude no later than June 20, 2003 ...the arbitrator's decision will be issued no later than July 30, 2003."

Anyone who has ever been involved in arbitration will tell you that the accelerated time line contained in Attachment K would require a union to begin preparation for arbitration immediately. The time restraints were, no doubt, meant to underscore the urgent desire to resolve changes to the medical plan in time to incorporate those changes for the fall enrollment when employees select their medical coverage for 2004. In reality, those time restraints put the union in a tough situation with the very real possibility that

we would not be able to reach agreement and could easily wind up in accelerated interest arbitration. Since possible arbitration was pending, the APFA's System Board Department conducted these negotiations.

TWO TRACKS

My department was faced with the question of where to put our resources. When the System Board Department is faced with a Presidential Grievance, Termination Grievance, or a Quarterly System Board case, the Division Representatives and other advocates working on each specific case focus on a settlement while preparing for arbitration. I set up an arbitration prep team comprising primarily our Division Representatives, who began the process of gathering documents and putting evidence together. I then called in several Flight Attendants with extensive experience in negotiations whom I have used on special projects in the past. I set up the negotiations group, composed of Patt Gibbs, Susan French, Becky Kroll, Patrick Hancock, and me.

On July 15, 2003, the APFA and American Airlines reached agreement on changes to the 2004 Flight Attendant Medical Plan. I am proud of this agreement and the fact that it provides real and substantial improvements for Flight Attendants and their families. I am also pleased that the savings will be limited to exactly what we agreed to and will not grow with time. The story of how we reached this agreement is complicated but interesting because, as with any negotiation, there were twists and turns along the way. If you are prepared and stay focused, you can



Jeff Bott
APFA Vice President

THE FIRST STEPS

The first job of a good negotiator is to recognize your strengths and acknowledge your weaknesses. As a team, we had extensive knowledge of the Contract. Additionally, we knew and understood the many concerns Flight Attendants had regarding medical benefits. Since we are not actuaries, however, we needed expert help, and we wanted to be certain that our experts were in the same league as (preferably even a cut above) the Company's experts. Additionally, we wanted to establish a good line of communication with the other unions to prevent the possibility of being played against one another. With that in mind, we met with the APA and TWU leadership and began researching professional actuaries and financial advisors. In the end, all three unions retained the services of Segal and Company, a very large national actuarial firm. However, for confidentiality purposes, each union used a different branch of the Segal Company. The APA worked with the Los Angeles office, the TWU worked with the Chicago office, and the APFA worked with the Atlanta and New Orleans branches. All three unions working with the same

actuarial company meant that we would all benefit from the use of standardized modeling techniques for costing out the various options for the changes to the medical plan while retaining confidentiality. This decision proved invaluable during the course of the negotiations.

DEPARTURE TIME: JUST A SHORT DELAY AT THE GATE

The first clue that the time line contained in Attachment K was unrealistic came when the APFA was notified that the first meeting to discuss changes to the medical plan was set for May 11, 2003, not May 1, 2003. The timetable had already slipped more than 10 days. That meeting was the only meeting where all of the employee groups, union and non-union, met with the Company together. It was during that meeting that the Company voiced its desire to "standardize" or consolidate the plans by reducing the number of plans currently offered throughout the Company in order to save money on administrative costs. Currently, the Pilots, the Flight Attendants, and TWU each have four plans, and the non-union groups have three plans. When you add in management's plans,

there are over 20 different plans to administer. At this meeting, the Company provided us with a proposal of how it perceived changes might be made. It was not a picture we were comfortable with, but it gave us a place to start. Immediately following that meeting, the APFA team met with the APA representatives. APA advised us that they had already given the Company a proposal for a plan design change that they believed met their target of providing \$10 million in savings. We now had the Company proposal, the Pilot proposal, and the current plan. We used those three documents throughout the negotiations as a basis of comparison. Additionally, we reviewed data on exactly how our members used the different plans.

TWO WAYS TO SAVE

There are two basic ways to reduce the cost of health insurance to an employer. One is to take more money from the Flight Attendant's pocket through higher monthly premiums, larger deductibles, higher co-pays, or a higher out-of-pocket maximum. Second, you can make plan design changes, which means limit or change what the plan will pay for. With the exception of the premi-

um changes, these changes can be very hard to "price out" or project a value for any given change. To illustrate, suppose a plan design change were proposed to no longer pay for aspirin (hypothetical, since the plan doesn't pay for aspirin!). To figure out how much this change is worth, you must estimate, based on previous usage by Flight Attendants and the national average, how many "aspirin prescriptions" would have been paid next year and therefore, will not be paid, as well as the dollar amount of not making those payments. You then have to adjust for substitution, for example, how many people, when told they now have to pay for aspirin, will switch to Tylenol, which may cost more than aspirin. If the substitution rate is projected high, or the cost differential is large, you may find this change actually costs the company more than it saves. This modeling of the savings is where the actuaries come in.

A GLIMMER OF LIGHT

The Preferred Provider Organization (PPO), also called the Standard Medical Plan, is the only plan the Company is required to provide under our

Vice President's Report

Contract. It is also the plan that governs our retirees. The Company also offers a plan called the Point of Service Plan (POS). The POS restricts a participant's access to "network" physicians but provides greater coverage for some services than the PPO would, i.e., annual physicals. Both the APA proposal and the Company proposal included expanding PPO coverage of annual physicals and other routine medical services. In those proposals, these enhancements were "paid for" with higher co-pays and higher deductibles. Because greater coverage of routine medical services would no doubt be of benefit to our members, we were interested in this possibility.

We then met with the Segal group in New Orleans and Atlanta. (These types of professional experts are very expensive, so it was much more cost effective for us to go to them rather than to bring them to us.) We asked Segal to model similar improvements based on our Flight Attendant group's demographics. The results were intriguing. Our model of changes provided the required \$8 million in savings for 2004 and even greater savings each year thereafter. If the Company had accept-

ed this proposal, our premiums would have returned to pre-May 1, 2003 levels. Then, in order to recognize the additional savings, premiums would be reduced year after year while the Company would continue to realize annual savings of \$8 million. Overall, we felt that this proposal met our obligation and provided benefits to Flight Attendants.

A TURN WITH A TWIST

When we met with the Company on June 30, 2003, it was clear that the time line established in Attachment K was fast approaching. Both the APEA and the Company recognized the urgency, and a new time line was established: changes would either be agreed to or arbitrated by July 22, 2003.

At the end of June 2003, we presented our proposal to the Company. Upon reviewing our proposal, the Company was unwilling to credit savings in the years beyond 2004. This was critical to us in order to proceed with our proposal. The Company was going to focus on 2004 savings, and only 2004 savings. On the other hand, we were not willing to agree to plan design changes that would pro-

duce savings for the Company without Flight Attendants benefiting from those changes. Our goal was \$8 million and not a penny more. So, it was back to the drawing board and back to Segal.

The Company was bargaining with all three unions at the same time. We were talking to each other, but each union was focused on its own savings target and its own membership and how to best represent their needs. It was at about this point that the Company abandoned its objective of "standardizing" the plans offered to employees. It just wasn't going to happen.

K.I.S.

Ironically, the Company's rejection of our initial proposal allowed us to step back and refocus. Attachment K did not require anything other than meeting with the Company to discuss changes in the plan design and produce the \$8 in savings for 2004.

So we took a second look, and this time our motto was "keep it simple." We went back to the beginning, the Restructuring Agreement and the doubling of our contributions that had been done for 2003. The collaboration between seasoned APEA represen-

tatives and experts of the highest caliber paid off. We put together a proposal that gave the Company \$8 million in savings for 2004, no more, no less, and provided significant benefits for Flight Attendants.

On July 15, 2003, the Company accepted our proposal, just seven days before the scheduled arbitration. I am pleased to share the specifics of that agreement with you.

CHANGES TO THE MEDICAL PLAN

First, the medical plans will remain as they are today with significant improvements:

▲ The standard medical plan, also called the PPO, has been incorporated into the Contract, which means the benefits are locked in for the duration of the Contract.

▲ The lifetime maximum increases from \$1 million to \$5 million. This provides substantial relief to any of our members faced with catastrophic medical expenses.

▲ The current higher co-pay for psychotherapeutic drugs such as Prozac and Zoloft has been eliminated, and these drugs will be treated like any other drugs.

▲ The network of doctors participating in the Point of Service Plan, called the POS, has been expanded, and the definition of "local" has been refined to measure from your five-digit zip code.

▲ A joint APFA/AA network review process has been established to review problems associated with the network of doctors participating in the PPO and POS plans.

Second, the formula that calculates and limits the impact that inflation will have on our monthly premiums has been reinstated and, for the first time, added to our Contract. The inflation formula is now fixed for the duration of the RPA.

Third, as you know, our monthly contribution premiums were doubled as part of the RPA. That doubling produced a savings of \$8 million. That \$8 million, no more, no less, was our target amount under Attachment K. In these negotiations, we were able to split that doubled contribution premium and treat it as two separate and distinct parts. Only one part is subject to inflation increases. The first portion consists of our original contribution premium amount (the monthly rate in effect prior to May 1,

2003). The second portion consists of a flat rate equal to the original contribution premium, now called the Supplemental Contribution (SUC). Under this agreement, only the original contribution premium is subject to inflation increases each year. The SUC is fixed for the duration of the Contract.

For example, assuming you had a \$20 premium and premium inflation was 10 percent, you would pay \$2 a month more. If you doubled that premium to \$40 and had a 10 percent premium inflation, you would pay \$4 a month more. By splitting the premium into two parts, we prevent the premium inflation from ratcheting our additional contribution up year after year. We agreed to an \$8 million savings in medical contributions, and that is what the Company will get, not an amount that gets increased each year by inflation.

Fourth, our dental plan remains the same. The Low Option Dental Plan continues to have no employee contributions required. The monthly premiums for the High Option Dental Plan of three tiers also remain untouched. Employee contributions to the dental plans are not subject to annual inflation and are fixed for

the duration of the Contract.

Fifth, we are pleased to announce that beginning January 1, 2004, you will be able to obtain additional employee life insurance and, for the first time, dependent life insurance through American. The benefit level for a spouse has the same options as for the employee at one, two, or three times the employee's salary level. The benefit level for children is \$15,000. There will be a one-time open enrollment for all family members prior to the effective date. Open enrollment means you can secure coverage of eligible family members without having to provide proof of good health. Premiums for this coverage will be announced with the annual benefits election package.

Finally, we will also be offered a new vision coverage plan effective January 1, 2004. This plan, offered through Spectera Vision, provides both in- and out-of-network benefits. In-network will include an annual coverage for routine eye examinations, one pair of single vision, bifocal, or trifocal lenses and frames, including 100 percent coverage for scratch resistant coatings, or contact lenses. Out-of-network benefits include a scheduled, fixed reimbursement towards the annu-

al cost of a routine annual eye examination, frames and lenses, or contact lenses. Premiums for this coverage will be announced with the annual benefits election package this fall.

GIVING CREDIT WHERE CREDIT IS DUE

I put together what I consider a dream team to work with me on this project. I would like to thank them publicly for their participation, commitment, and for sharing their collective knowledge and wisdom: Susan French, Patt Gibbs, Patrick Hancock, and Becky Kroll. We could not have put this deal together without the support and participation of the Division Representatives: Lori Bassani, Jeff Crecelius, Brett Durkin, Greg Hildreth, Leslie Mayo, and Lynda Richardson. Thanks also to Executive Committee Member Lenny Aurigemma and Tony Leonhardt (LAX).

We hope that these changes to the Flight Attendant Medical Plan mark the beginning of a new trend of improvements in our work life and our benefits.





Linda Lanning
APFA Secretary

"Closed" or "Off the Record"

You will notice in reviewing minutes of APFA governing body meetings that from time to time there is an indication that portions of the meeting were "closed," and no details are provided in the minutes. While we would prefer to keep all meetings "open" at all times to all members in good standing, there are a few reasons why we cannot do that if we are to best protect the interests of the Flight Attendant group and the Union, including the following. When we are considering matters that involve sensitive strategic issues, such as negotiations, we obviously do not want the Company to know what we are discussing or considering. We also want to be able to ensure an opportunity for full and frank discussion of alternatives. To achieve these objectives, we limit attendance during those portions of the meetings at which such matters are being discussed to officers and representatives covered by the Code of Confidentiality. Another situation where closing of portions of meetings is necessary is when we are discussing legal issues with counsel. This can include discussion of actual lawsuits, threatened lawsuits, or other types of proceedings or subjects that are at issue in such proceedings, as well as discussion of other matters, which involve legal issues. It is extremely important that the Union leadership and counsel be able to discuss fully and frankly such matters if the Union is to be able to best represent the interests of the Flight Attendants and the Union. To permit that to occur and to be able to preserve the attorney-client privilege, it is critical that attendance during such discussions be limited to officers and representatives or others with whom the information can properly be shared.

APFA SPECIAL BOARD OF DIRECTORS MEETING

JULY 28 – 29, 2003 Radisson Hotel DFW South • 4600 West Airport Freeway • Irving, Texas 75062

OFFICIAL MINUTES

July 28, 2003

1010 John welcomed the Board of Directors.

1012 Roll Call

1015 Resolution #1a was voted on and passed to amend the Agenda to include:

- Constitution Committee (Lanning)
- Trip Removal Accountability (Weston)
- Commuter Expenses (Weston)
- Flight Attendant Insurance (Johnson)
- SBA Update (Bott)
- Dues Structure (Nikides)
- Pay Issues (Nikides)
- LM-2 (Nikides)
- Voting (Nikides)

Yes: 18 No: 0

1016 Resolution #1: To approve the Agenda as amended was voted on and passed.

Yes: 18 No: 0

737 Staffing: Discussions regarding the recent changes to the 737 seating configuration and staffing.

1035 Minimum Rest on Layovers: Discussion regarding selections with minimum layover rest.

1055 Meeting with Lauri Curtis. Just a short meet and greet.

1100 Off the Record

1108 Back on Record

1130 Resolution #2: Voted on and passed regarding FAA Minimum Rest.

Yes: 18 No: 0

Pay Issues/LM-2: Discussions regarding Officers' salaries.

1330 Off Record for lunch break.

1510 Back on Record. Discussions regarding salaries of the National Officers and Division Representatives.

1944 Resolution #3: Call the Question.

Yes: 12 No: 6

1945 Resolution #3a: Regarding National Officers' and Division Representatives' salaries.

Yes: 17 Abstain: 1

LM-2: Discussion regarding the LM-2s and providing information to the membership.
Constitution Committee Update.

2110 Adjourn

July 29, 2003

0915 Roll Call

0920 Off Record
Joann Matley, National Safety Coordinator, gave an update to the Board of Directors.

Constitution Committee Update: The Committee continued its update.

1120 Back on Record

1115 SBA Update: Jeff gave a briefing on the medical plan along with other issues from the SBA Department.

Flight Attendant Insurance: Juan presented the Board of Directors with information regarding some supplemental programs that the APFA could offer to our members.

1544 Resolution #4: Lodging expenses to conduct authorized APFA business, voted on and passed.

Yes: 17 No: 1

Budget Review discussions regarding the revised budget.

1940 Resolution #5: Regarding the bulletin board on the APFA Web site being discontinued and removed from the APFA Web site, effective August 1, 2003, was voted on and passed.

Yes: 18 No: 0

2020 Resolution #6: Changing the APFA HDQ office hours, Monday through Friday 9:00 a.m. until 5:00 p.m., Central Time except for designated holidays. Effective September 1, 2003.

Voted on and passed.

Yes: 17 No: 1

2025 Resolution #7: Board of Directors approves the revised budget for fiscal year ending 2003.

Yes: 14 No: 4

2025 Show of Hands to Adjourn.

Board of Directors resolutions can be found on the APFA Web site under "Resource Center."



Juan Johnson
APFA Treasurer

The Budget and Beyond

The APFA Budget Committee presented recommendations on a revised budget for the remainder of fiscal year 2004 to the APFA Board of Directors during their meeting on July 28-29, 2003. The recommendations contained in their proposals were a compilation of countless hours of research, recalculation, comparisons, and surveys. After much discussion and recommendations of their own, the APFA Board approved the revised budget through passage of Resolution #7.

The APFA Board of Directors clearly understands that the APFA faces great challenges, both financial and otherwise, in the coming months. Our organization will realize a decrease in dues income as a result of furloughs, retirements, and attrition this fiscal year alone of over \$1.5 million. This represents the

overall amount of the adjustments made in the budget. If you calculate the total amount of dues lost as a result of furloughs alone, it comes to over \$3 million a year based on 6,150 Flight Attendants. In addition, we have over 2,500 Flight Attendants on some type of leave. They are dues obligated, but many elect to pay within the 60 days after their return to active status. These numbers are significant. The Board has acted responsibly by addressing these challenges and adopting significant adjustments to our budget in order maintain our financial viability.

One of the issues addressed by the Board was National Officer and Division Representative salaries. Such salaries are a matter of policy, and according to Article III, Section 3.L.1 of the APFA Constitution, only the APFA Board of Directors can set policy. Through the passage of Resolution #3a, which accompanies

this article, the Board created a new salary structure for both the

National Officers and the Division Representatives. The National Officers will now be paid a set number of hours based on a senior international Purser's rate of pay. The formula adopted by the Board will compensate the officers at the same rates of pay as a line Flight Attendant including the 15.6 percent decrease contained in the Restructuring Agreement. When the membership takes a pay decrease or increase, the officers will as well. Division Representatives will no longer be salaried. They will now be trip removed as other representatives are in order to accomplish work for the membership. I will talk more about just how the APFA compensates union reps in my next **Skyword** article.

The revised fiscal budget includes many very difficult cuts. Each and every base and department budget was reduced. All base budgets are based on headcount. The new budgets reflect the reductions in the headcounts since the original budget was approved in March 2003. In some cases, these reductions have been significant and, in turn, so have the reductions in particular base budgets. Each department saw adjustments in its budget through reductions in overall dollars designated and, in some cases, representatives. For instance, one Contract/Scheduling

Rep position will be eliminated. This means that there will be only three representatives answering calls at the Contract/Scheduling Desks at Headquarters. Although extremely regrettable, it was necessary to reduce staffing of these desks. The Board also voted to eliminate the APFA e-board or Bulletin Board feature of the APFA Web site. With only 988 members registered to use the board and the increased legal costs associated with moderation of the board, it was decided that this was a justifiable area for cost savings.

Over the years, the APFA Headquarters Building has been open from 0830 to 1830, Central Time, Monday through Friday. We have a staff that works under the terms of a contract negotiated by the UAW with the APFA. They work eight-hour shifts. Due to the fact our office hours are longer than the eight-hour shifts and all areas of the APFA must be staffed, we had an overlap. This situation often created a need for overtime. In fact, the APFA paid nearly \$40,000 in staff overtime last year. For this reason, the Board felt a reduction in office hours for headquarters was warranted. Through resolution, they elected to reduce the APFA Headquarters office hours to 0900 to 1700, Central Time, Monday through Friday,



Treasurer's Report

beginning September 1, 2003. This will help reduce costs associated with the normal day-to-day operation of the union by approximately \$100,000 per year.

Other areas of cost cuts were also discussed. This includes a new, abbreviated production schedule of **Skyword**. Such a decision and the implementation schedule must take into account commitments to vendors and advertisers. A final decision will be made soon on how many issues of **Skyword** will be published each year. Only posting **Skyword** on the web site is not yet an option. Many of our members do not have Internet access. This may be something to look at in the future, however. For now, members can continue to opt to read **Skyword** on-line or receive a hard copy at their homes. The **Skyword** On-line sign up card can be found in the center section of this issue of **Skyword**.

One of the goals of both the Budget Committee and the Board of Directors was to make necessary adjustments in our spending with little impact on membership services. This is not always the easiest thing to accomplish. The APFA is a very unique union in that it provides live reps for members to speak with during office hours and an Officer on Duty to assist members with emergencies after hours. It also provides the membership with responsive base representatives that are available to

assist them with local base issues and individual representation. This is something our membership has come to expect, and we want to protect. Although some modifications have been made to in-house reps, we will work to ensure the impact is minimal.

As I have reported on several occasions in **Skyword**, my department has been involved in an aggressive dues collection campaign. This has included active enforcement of Article 31 of our contract and the use of collection agencies. I wanted to report this month on the status of delinquent dues/fees collection. Since January of this year, we have collected \$419,399.91 in delinquent dues/fees. This is as a result of many long hours of work by the Dues Department. Unfortunately, we continue to have a balance in dues/fees owed of just under \$1 million. In an attempt to collect from those accruing a balance while on active status, we continue to send "Alert" letters in accordance with Article 31 of the contract. There are currently 170 Flight Attendants on "Alert" status for dues/fees owed while on active status. The APFA has and will request termination of such Flight Attendants in accordance with Article 31, if they do not comply with the terms of Article 31 and pay their entire balance. Flight Attendants who accrue a balance while on an inactive status may make payment arrangements with

the Dues Department. If they do not make the necessary payment arrangements or do not remain current with their payment plan, they have and will be turned over to a collection agency. Again, it is each Flight Attendant's contractual responsibility to pay union dues/fees as a condition of employment with American Airlines. The APFA is bound by contract and a fiduciary responsibility to the membership to collect such dues/fees.

Since taking office in 2000, it has been my goal to provide the membership with as much financial information as possible and in compliance with APFA Policy. This includes publication of the annual audit in **Skyword**, explaining the LM-2 Report and posting the actual report filed with the Department of Labor (DOL) on the web site, and giving thorough reviews of our financial status through **Skyword** articles. Although such policy does not allow for publication of the Financials or the Budget in **Skyword** or on the APFA Web site, it does provide members the ability to view the APFA Financials by appointment with their base chair.

The Labor Organization Annual Report or LM-2, as it is referred to, is a report that must be filed with the Department of Labor by labor organizations within 90 days after the end of their fiscal year. The APFA recently filed the 2003 report

with the DOL. Included in this issue of **Skyword** and also on the APFA Web site is an explanation of the 2003 LM-2 report and the figures contained in it along with links to the DOL web site where you will also find the LM-2s for the APFA. Please do not get caught up in the rumor mill regarding this report. There is a great deal of misinformation circulating about the LM-2 report. For a better understanding of the annual report, please read the explanation. If you have further questions, feel free to contact your base representatives or my office.

I want to take this opportunity to thank the members of the APFA Budget Committee for their assistance in preparing not only the APFA 2004 Fiscal Budget, but for their hard work and diligence in the process of revising the budget. Members are Cheri Washbish, MIA Chairperson; Greg Gunter, BOS Flight Attendant; Doug Newlon, MIA Flight Attendant; Sharron Lennox, IOR Flight Attendant; Greg Hildreth, IDF Flight Attendant and Division Rep; and Doug Elmore, IOR Flight Attendant. Also, special thanks to the various APFA Representatives who gave of their time to make recommendations and provide their input.

No one knows what the future will hold. We do not know what American will do next or how cor-

porate decisions will affect us. Preparing for things like this can be nothing short of a guessing game. Headcounts and services have dollar values and are tangible. These are things we can work with in concrete terms. The Constitution Review Committee, which is appointed by the Board of Directors, is reviewing our current Constitution in order to make recommendations for changes that include a dues decrease. This work is nearing completion. Once the committee has formulated its recommendations, they will be sent to the Board for its consideration. After approval by the Board, the recommendations will be sent to the membership for a ratification vote. If a constitution change is passed by the membership and a dues decrease is included in the changes, the Budget Committee will again have to adjust the budget. We will do all possible to preserve the services the membership deserves. For now, the APFA is moving ahead with the newly revised budget.

For more information on the July 28-29, 2003 Board of Directors meeting, please visit the APFA Web site "APFA BOD/EC Meeting Review" under the "Resource Center" icon.



**APFA
SPECIAL BOARD OF DIRECTORS MEETING
JULY 28 - 29, 2003
RADISSON HOTEL IRVING, TEXAS**

Resolution Tally Sheet

Resolution: #3a, Maker: Walker, Second: McCauley, Date: 7/28/03 Time: 1945

Y = Yes • N = No • P = Pass • A = Abstain • N/A = Absent • PXY = Proxy Vote

		Y	N	P	A	N/A
BOS	Carrigan	√				
BOSI	McCauley	√				
DCA	Weston	√				
DCAI	Harrison (V. Chair)	√				
DFW	O'Kelley	√				
IDF	Walker (V. Chair)	√				
JFK	Clements (V. Chair)	√				
LAX	Nikides	√				
LAXI	Mitchell	√				
LGA	Hodgson (V.Chair)	√				
MIA	Washbish	√				
IMA	Trautman	√				
ORD	Mallon	√				
IOR	Moehring	√				
RDUI	Turley	√				
SFO	Syracuse	√				
SFOI	Chaisson (V.Chair)	√				
STL	Bertolini (V.Chair)				√	
PRES	Ward (Tie Breaker)					

YES: 17 NO: 0 ABSTAIN: 1 ABSENT: 0

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

WHEREAS, Article III, Section L.1. of the APFA Constitution states that the Board of Directors shall "set policy for the APFA"; and

WHEREAS, the Restructuring Participation Agreement (RPA), as implemented, significantly reduces the wages, work rules, and benefits of the APFA membership; and

WHEREAS, it is in the interest of the Flight Attendants to restructure APFA salaries to reflect salaries paid to the represented Flight Attendants so that National Officers' salaries will increase or decrease with increases or decreases in Flight Attendant pay rates; and

WHEREAS, it is important that changes be made in salaries paid to APFA National Officers and Division Representatives that will produce cost reductions to APFA at a time when the Flight Attendant membership is experiencing significant reductions in pay rates; and

WHEREAS, these objectives can best be furthered by taking steps to ensure that the APFA National Officers and Division Representatives share in the sacrifices that are being made by the APFA membership under the RPA; and

WHEREAS, these objectives can be accomplished by pegging National Officers' salaries to pay rates actually paid to line Flight Attendants and by no longer paying salaries to Division Representatives and by instead compensating Division Representatives through paper bids, which will be significantly less costly to APFA.

THEREFORE BE IT RESOLVED, that the salaries for the APFA National Officers shall be reduced as follows:

1. The salary of the President shall be equivalent to the highest international Purser Flight Attendant pay rates for a Flight Attendant based on 110 hours monthly.
2. The salary of the Vice President shall be equivalent to the highest international Purser Flight Attendant pay rates for a Flight Attendant based on 105 hours monthly.
3. The salary of the Secretary shall be equivalent to the highest international Purser Flight Attendant pay rates for a Flight Attendant based on 100 hours monthly.
4. The salary of the Treasurer shall be equivalent to the highest international Purser Flight Attendant pay rates for a Flight

Attendant based on 100 hours monthly.

BE IT FURTHER RESOLVED, that the Division Representatives shall no longer be salaried but shall be paid through a paper bid; and

BE IT FURTHER RESOLVED, that these changes shall be effective October 1, 2003.





Adjustments



George Price
APFA National
Communications Coordinator

In the last issue of *Skyword*, I discussed the various changes being made with respect to the APFA Web site. A great deal has changed since that article was published.

On July 8, 2003, we changed servers, which provided greater bandwidth. This has seriously reduced the threat of a site outage due to high volume. The change also allowed more in-house control of our site by the APFA Computer Department and our Webmaster. Finally, it helps to lower the cost of maintenance of the site.

Initially, we had a few glitches as a result of the change. The Computer Department staff and Bill White, APFA Webmaster, along with our Membership Department worked very hard in the days and weeks after the change to work the problems out. I am glad to report that most, if not all, of the problems have been corrected.

As you are by now aware by listening to the APFA Hotline and

visiting the APFA Web site, the APFA Board of Directors met on July 28-29, 2003 in DFW. Among the issues discussed was the APFA Budget. The APFA will bring in literally millions of dollars less in union dues as a result of furloughs, retirements, and attrition. Since the APFA Voting Board of Directors is the only entity that can adopt the fiscal budget, they met to deal with the decrease in income. Every base and department budget was affected by severe cuts.

The Communications Department budget was adjusted by more than \$70,000 per year. Luckily, there are many aspects of this department that can be modified to produce cost savings without seriously impacting the membership. One area in which the Board felt we could realize cost savings is through the elimination of the APFA e-board feature of the web site.

Over the past few months, we have seen more and more members stop participation in the e-board due to the negativity and personal attacks on other mem-

bers. As of August 1, 2003, there were only 988 out of 25,000 plus members registered to use the board. Besides the cost of maintenance and daily moderation, the APFA had begun to incur unnecessary legal costs associated with moderation of the e-board. The Board felt that elimination of this web site feature made good financial sense. Despite what some disgruntled members might have you believe, the e-board was removed for purely financial reasons.

The number of *Skyword* magazines published each year is something else the Board of Directors discussed at length. Although *Skyword* is one of the main ways to communicate with the membership, it is by no means the only way. In fact, with the advent of the web site, our hotline, mass e-mails, and our InfoReps, *Skyword* is no longer the most efficient way to communicate. As I have pointed out, publishing *Skyword* on-line only is not an option currently – maybe in time. Not enough of our membership has Internet service to justify such a move. The

alternative is to begin depending more on our other modes of communication and less on **Skyword**.

The Board considered information from the Communications Department and input from various members on the publication schedule of **Skyword**. It was the consensus of the Board that the number of publications be reduced to quarterly or six issues per year. Either schedule would allow the APFA to realize substantial cost savings. The schedule cannot be changed overnight due to commitments with our vendors and advertisers. However, it is expected that we will announce a revised schedule very soon.

The APFA InfoReps were recently sent a packet of information. This packet included an overview of the recent TWA-LLC injunction ruling by the Federal District Court in New York; the complete text of the ruling; the statement of John Ward to the U.S. Senate Committee on Health, Education, Labor, and Pensions; an explanation of the 2003 APFA Form LM-2 Labor Organization Annual

Report; Resolution #2 from the July 28-29, 2003 Board of Directors Meeting dealing with minimum crew rest; Resolution #3a from the same Board of Directors Meeting dealing with the reduction in National Officer salaries and the structure of Division Representatives' salaries; and a comparison of the AAL/UAL contracts. Although much of this information is available on the APFA Web site, in **Skyword**, and on the hotlines, it was felt that it should be sent to all InfoReps in order to get the information to the members on the line. If you have not had a chance to visit the web site lately and review this information, please ask your InfoRep about it in the coming weeks.

I would like to conclude this month's article by addressing the rumor mill. Time and time again, I receive calls from members who heard something from another Flight Attendant they wanted to check out. Frankly, I was glad to hear they wanted the facts. Some of the information they sought had been addressed previously either on the hotline,

in **Skyword**, or on the web site. In most cases, I was able to direct them right to the information they needed to clear up the rumor. The point is, there is a great deal of misinformation being circulated and, in many cases, out of a total disregard for the membership. Whether for personal gain, to destabilize our union, or as a misguided vendetta, rumors and other information with no basis in fact only hurt us all as individuals and our union as an organization.

Please take a few minutes out of your week to listen to the APFA Hotline. You can have it automatically e-mailed to you each time it is recorded by going to the "Hotline" icon on the opening page of the web site and following the instructions. If you happen to miss a recorded message, each one is archived on the web site. A great deal of information is included each week that may very well help to clear up any misinformation or rumor you may have heard.

SKYword On-line

The **Skyword** On-line program provides members the opportunity to help APFA save money. It affords participating members the choice of reading **Skyword** on-line through the APFA Web site instead of receiving a hard copy of the magazine at their homes.

If you would like to join the **Skyword** On-line program, simply complete the card in the center section of this issue of **Skyword** and drop it any APFA Lockbox in Flight Service Operations or mail it directly to the APFA. You can also send an e-mail indicating your intentions to join the **Skyword** On-line program to Communications@apfa.org.

NEW APFA HEADQUARTERS HOURS

Beginning September 1, 2003

In accordance with APFA Board of Directors resolution #6 passed on July 29, 2003, APFA Headquarters' office hours will be changed to 0900 until 1700 Central Time, Monday through Friday, beginning September 1, 2003. Please make note of the new hours.

If you have an emergency after hours, you can call the APFA Officer on Duty at 1-800-395-2732 and follow the prompts. All calls of a non-emergency nature will be directed to the appropriate department or representative for response the next business day.



Joann Matley
APFA Safety Coordinator

There seem to be many misconceptions in the field on the duties of FAA Cabin Safety Inspectors. My goal in this article is to clear up what the duties and responsibilities of the inspectors are when doing their job. As with Flight Attendants, there are many personalities and personal styles, and like Flight Attendants, they have guidelines to follow and supervisors to answer to!

Many Flight Attendants have e-mailed, called, or sent letters to the APFA Safety Department with questions and concerns regarding the influx of FAA Inspectors onboard our aircraft. The following information is intended to be used as a tool for understanding and not as a checklist or critique sheet for the inspectors.

There are three general areas identified for inspectors to observe and evaluate during the cabin en route inspections:

Helpful Hints For A Successful En Route Inspection

Aircraft – The “aircraft” inspections area applies to the general airworthiness of the aircraft and the condition and availability of aircraft cabin emergency equipment and furnishings.

Crewmember – The “crewmember” inspection area applies to Flight Attendants who perform duties during a cabin en route inspection. Inspectors should evaluate such items as crewmember knowledge, ability, and proficiency by directly observing Flight Attendants performing their respective duties and functions.

Flight Conduct – The “flight conduct” inspection area relates to the specific phases of the flight that can be observed during the cabin en route inspection.

Although these three general inspection areas cover a wide range of items to be inspected during the cabin en route inspections, they are not the only areas that can be observed and evaluated by inspectors. Inspectors may have the opportunity to evaluate the many other areas such as flight crewmember performance of duties, line station operations, and aircraft servicing. These types of areas can often be observed before beginning a flight, at en route stops, or at the termination of a flight.

Inspectors should board the aircraft before passengers are boarded to allow adequate time to inspect the aircraft’s emergency equipment, furnishings, Flight Attendant manuals, and to discuss duties, responsibilities, and normal and emergency procedures with cabin crewmembers. Inspectors must first introduce themselves to both the Captain and lead Flight Attendant and then inform them that an inspection is being conducted.

When the flight has ended, the inspector should thoroughly debrief the lead Flight Attendant, other Flight Attendants who may be concerned, and if possible, the Captain, of all pertinent observations and of any deficiencies noted during the inspection. If enforcement action may result from the inspection report, the inspector must inform the crew of this possibility.

Crewmembers should initially be briefed to continue their assigned duties as if the inspector was not present. The inspector should then request that a crewmember provide a manual and be available for a brief conversation about the crewmember’s duties at a time that is convenient and chosen by that crewmember. The inspector shall avoid interfering with the crewmember’s assigned duties.

The inspector must consider that Flight Attendants are particularly busy during passenger loading. Inspectors should avoid distracting crewmembers during this time. They can, however, make useful observations, such as evaluating the gate agent’s or Flight Attendant’s actions concerning carry-on baggage and oversized items.

When evaluating Flight Attendant knowledge and competency, inspectors should ask clear and concise questions that are related primarily to the use of emergency equipment and operational duties and responsibilities. At least one Flight Attendant manual should be reviewed for currency and for determining the manual’s accessibility when Flight Attendants are performing assigned duties. If time permits, the inspector should review the manual for items such as the location of aircraft emergency equipment, emergency and non-normal procedures, communications with the cockpit, and required briefing and PA announcements. To evaluate cabin crewmember knowledge and level of competency, inspectors should ask the Flight Attendants a limited number of questions, including asking for an explanation of safety procedures from the operator’s manual. Flight Attendants are not normally required to know the con-

tents of the FARs. The operator’s procedures should be designed so that when a Flight Attendant complies with the Company manual, the Flight Attendant is also in compliance with the regulations.

As previously stated, please use this information to understand and be prepared to deal with any FAA inspectors. Have your manual, flashlight, keys, and ID, along with all other items needed to “be prepared for duty.” If you encounter any problems, please forward your flight information, any questions or comments made, along with the name and badge number of the inspector to the APFA Safety Department.

Fly Safe. Be Prepared. 

Reduced Rest Documentation

The APFA Safety Department would like to thank everyone who has sent in supporting documentation on reduced rest. If you have specific information such as HI3s showing reduced rest and pushed departure times to accommodate Flight Attendant rest periods, brief descriptions on reduced rest as a result of transportation problems or crew check in issues at the layover hotel, or other documentation you feel would further support our argument that less than eight hours “behind the door” rest for all crewmembers is unsafe and inhumane, please drop it in the APFA Lockboxes in operations or send it to the APFA Safety Department, 1004 West Euless Blvd., Euless, TX 76040.



Jena Hopkins
APFA National
Scheduling Coordinator

Monthly Maximums and Reschedules

In light of the rash of the reschedules and reassignments that are occurring, please be aware of your monthly limitations and over-projection rights in the contract. Contrary to popular belief, at crew schedule and among Flight Attendants, just because you have changed your option to 2 you cannot be flown an unlimited amount of hours when it comes to a reschedule.

Monthly Maximums

	Dom SPROJ	Dom PROJ	Intl SPROJ	Intl PROJ
No Option	77	80	82	85
Option I	80	No Limit	85	No Limit
Option II	No Limit	No Limit	No Limit	No Limit
Reserve	N/A	85	N/A	85

Following are some examples of how these monthly maximums apply when you are rescheduled to additional flying.

Example #1 International, No Option with PROJ of 84.30

Crew schedule adds 10 hours of flying to your schedule that brings your projection to 94.30. You must have a trip(s) worth 9.30 or greater later in the month to be removed from in order to comply with the 85 hour PROJ maximum.

Example #2 Domestic, Option 2 with PROJ of 100.00

You are on your last trip of the month. Scheduling calls to add a five-hour turnaround to your trip. You are NOT legal to be rescheduled because you must be brought back to 100.00 or less. Your monthly maximum is whatever you had at the time of the reschedule.

Example #3 Domestic, Option 1 with PROJ of 82.30 and SPROJ of 79.30

Crew schedule wants to add 15 hours to your trip. Your SPROJ may not exceed 80 as Option 1, so you must have a trip or trips later in the month worth 14.30 or more to be removed from to comply with the legal maximum.

Over-projection Removals

How do you go about asserting your contractual rights in an over-projection situation? Call crew schedule and inform them of your over-projection.

They should remove you from your lowest time trip or trips that would bring you back within the applicable monthly maximum,

although it is at the discretion of scheduling which trip(s) to remove. If your lowest time trip is on Christmas Day, that may not be the trip they select. However, the general rule is to remove the lowest time trip(s).

Warning! If the over-projection removal reduces your PROJ or SPROJ so far that you are legal for another trip(s), they can force you to take something else that is open. The replacement trip(s) must be on the same days as your removed trip(s), you can only be assigned at the time of your call, and you get to pick from what is open. You cannot be held available for an assignment later.

If you do not want another trip, the easy way around this is to check open time before you call to ensure nothing is open.



Kevin Johnson
JFK

Option II

Option II has been open at most bases. The Company has taken the position, however, that Option II is open at their discretion on a trip-by-trip basis and not daily as posted in the RF file. If you are looking to pick up extra time, you may want to pick up a trip out of HIBOARD because even though Option II is open, there are no guarantees that the Company will offer you a trip.



Nancy Archer
APFA National
Contract Coordinator

Can I Help You?

Hot Paths to Assist Flight Attendants to Find Information

Article 7 Compensation

HIDIR/FA/PAY/GUAR	Monthly Guarantee
HIDIR/FA/PAY/MAX	Monthly Maximums
HIDIR/FA/LGL/30	30-in-7 Rule
HIDIR/FA/AVRS/WAV	To Waive Your 30-in-7 via AVRS
HIDIR/FA/PAY/DED	Paycheck Deduction Information
HIDIR/FA/LANG	Language Pay Information
HIDIR/FA/PAY/USTF	Understaffing Pay Information
HIDIR/FA/PAY/GRHT	Ground/Holding Time
HIDIR/FA/PAY/PREM	Purser Pay Rates
HIDIR/FA/PAY/PAYC	Filing Pay Claims HICLAIM Instructions

Article 8 Minimum Pay and Credit

HIDIR/FA/DHD/SEQ	Deadheading as part of a sequence
HIDIR/FA/DHD/MIC	Deadheading as part of a Misconnection, Cancellation, or Illegality (MIC)

Article 9 Scheduling

HIDIR/FA/AVBL/GEN	General Availability Procedures
HIDIR/FA/AVBL/OPEN	Releasing of Open Time
HIDIR/FA/AVBL/PLOT	Request to be Plotted for Trips
HIDIR/FA/AVBL/SELF	How to Self Plot a Sequence

Article 10 Reserve

HIDIR/FA/RSV/REST	Reserve Legal Rest Requirements
HIDIR/FA/RSV/CREW	Calling Crew Schedule while on Reserve
HIDIR/FA/RSV/CRSV	Reserve Seniority List by Base
HIDIR/FA/RSV/SB	Reserve Standby Duty
HIDIR/FA/RSV/CALL	Reserve Call In Times

In order to help address the financial needs of the APFA, the Contract and Scheduling Departments will be doing their part to reduce their budgets. In addition to reduced office hours, we will no longer have separate queues to reach a Contract or Scheduling Representative. The departments will be staffed with a combination of three representatives rather than the current two representatives per department. These changes will be effective September 1, 2003; the new office hours will be 9 a.m. to 5 p.m. Central Time. In this article, we would like to remind everyone of some of the resources available that may help answer some of the simpler questions our representatives receive. We will also provide the answers to questions asked most frequently by Flight Attendants.

Phone numbers

United HealthCare – Point of Service	800-545-9075
United Health Care – Standard Medical Plan	800-638-9599
MetLife Dental Plan	800-474-7371
Complink – COBRA	877-902-9207
MetLife – Life Insurance	877-275-6387
AA Human Resources	800-447-2000
American Airlines Credit Union	800-533-0035
Computershare – Employee Stock Purchase Program	800-621-3777
AA Payroll Customer Services	800-447-2000
Travel Meal Listings	888-933-5922

Flight Service

N*FLT^SVC^CTY (i.e. N*FLT^SVC^ORD)

QUESTIONS & answers

Tip from a Contract/Scheduling Rep. Use the Restructuring Participation Agreement and write the changes in “the blue book,” the 2001 Collective Bargaining Agreement.

your schedule that conflict with your Jury Duty obligation. It is always a good idea to keep the postmarked envelope in case you had trip traded before being notified of your obligation to the court.

Q. I can't find Jury Duty in the Contract. What are the procedures?

FYI- HIDIR Hotpath
HIDIR/FA/CODE/JURY

A. Once you have received your Jury Duty Summons, contact your FSM. You will be removed and paid for trip(s) that are on

Q. Do I have to bring in a note from a doctor if I call in sick?

A. Per American's Attendance Policy - If you have had a chargeable occurrence within the last

rolling 12 months and your sick call is seven days or more, your sick call will be two occurrences unless you do one of three things:

- 1) Contact Call a Nurse
1-800-555-2373
- 2) Go to American Medical
- 3) Submit a note from a doctor to American Medical
(not Flight Service)

If you have not had a chargeable occurrence within the last rolling 12 months, your sick call will be one occurrence. Please keep in mind that the calculation of the length of your sick call under this policy is from the first day of missed work until you clear. If you are on days off and know that you will be sick for your next trip, please call crew schedule ASAP. This may help a fellow Flight Attendant from getting a short call out on reserve.

Q. How many days do I have to be sick to be eligible for FMLA?

A. Your absence must be for more than three consecutive calendar days. This does not mean that you have to miss three days of flying.

Q. What does PROJ mean? (far left column)

A. It is the total credited time for the month, including overfly and carryover time. It represents the greater of scheduled or actual flying already performed and scheduled time for flying yet to be performed, excluding Optional Exchange (OE). This column is also used for "maxing out" on reserve.

Q. What does SPROJ mean? (far right column)

A. It is the total scheduled time for the month based on your trip selection award. Your SPROJ will change if you have a voluntary or involuntary loss of time or add time to your schedule by trip trading, flying a make-up trip, Option II, or get rescheduled or reassigned. The SPROJ does not include carryover time from the previous month or overflying. Picking up an OE trip will not change your SPROJ.

** Both the PROJ and SPROJ will reflect the scheduled sequence total of any trip(s) that are credited but not paid, i.e., mini leave.

Q. What does PPROJ mean? (middle column)

A. It is the total paid time for the month. This is where OEs are

DUTY LIMITS
On-Duty Maximum Formula:

Sign-In Time	_____			
Add Maximum Duty Day	+			
Subtract Debrief	-			
Subtract Scheduled Flying Time	-			
Door Must Close and Aircraft Is Ready to Depart by	=			

*Factor in the time zone differential.

reflected, since they are pay only. Deadhead pay and P-time for international is reflected here as well.

Q. Will I be paid for an OE, Make-up (MU), or Option II trip if I call in sick?

A. No. You will not be paid for any of these trips if you do not fly them.

Q. When will I go illegal?

A. The following is a chart to help you with this calculation:

Q. Who or what is MIC?

A. MIC is an acronym for Misconnection, Illegality, or Cancellation. It is an involuntary

loss of time that occurs when a regularly scheduled Flight Attendant has a misconnection, illegality, or cancellation either mid-sequence or at or before origination.

Q. I am mid-sequence and just had a MIC. What happens now? What happens to my pay?

A. You may be deadheaded or rescheduled as determined by Crew Schedule (Article 9.P.1, Appendix I, 9.P.1). Once you return to base, you have no further obligation to protect your guarantee.

Q. I have not started my trip and have a MIC. What do I do?

A. Excluding the last trip of the month during the last five days, if the MIC occurs prior to

sequence origination and as a result of the removal of the MIC trip, you are projected below your monthly maximum. You must contact Crew Schedule (Article 9 P.2, Appendix I 9 P.2) to determine whether:

1. You will deadhead to pick up the remainder of your sequence.
2. You will be held for airport availability for up to four hours. The four hours is from time of cancellation or scheduled departure time, whichever is greater.
3. You will be rescheduled to another trip sequence.
4. You will be held available for all days originally scheduled to fly, or
5. You will be released with no further obligation.

* If 1-4 occurs, your guarantee is protected.

** If you are released with no further obligation you may choose to protect your guarantee by adding "comparable day(s)" (cd) to your schedule. This means that you agree to be available on a future day(s) on your DO(s) for the same number of days that you were originally scheduled to fly (Article 9 P.5,

Appendix I, 9, P.5). Remember, this is to protect your guarantee. If you have a comparable day(s) and do nothing, your guarantee will be adjusted accordingly

Q. I am illegal for or my last trip of the month cancels. What happens to my pay?

A. Please refer to Article 9 P.6 a. and Appendix I, 9 P.6 a. and note the change made in the Restructuring Participation Agreement, p. 7. "Cancellation/Illegality protection for the last trip during the last seven days of the month changed to the last trip during the last five days of the month." The rest of the contractual language still applies.

If you have a cancellation/illegality on the last trip of the month during the last five days and do no flying (i.e., cancellation/illegality happened at origination), you will be paid and credited for such trip, provided you attempt to recover the time through a make-up flying request. To qualify for this pay protection, you must make an effort to fly any trip sequence that you are legal and available for that originates up to

eight hours after the scheduled termination time of the original trip you were removed from.

A You must put yourself on the make-up list for all days originally scheduled to fly, plus the eight-hour period after the scheduled arrival of the cancelled trip.

A If you successfully make-up a trip, but are paid and credited with less time than your original trip, you will be paid and credited with the difference.

A Pay protection does not cover the time into the next contractual month, nor must you accept flying into the next contractual month.

A If you decline the opportunity to make up the trip, you will forfeit cancellation/illegality pay, but your guarantee will not be reduced.

We hope you find this article useful. We are here to assist you. The representatives from our departments have taken the time to learn our contract, answer your questions, and/or direct you to the appropriate avenues if need be. We thank each and

every one of them for their hard work and continued dedication.

Please remember that sometimes we cannot give you the answers you are seeking. Just as we are here to ensure that the Company adheres to the contract, we too must uphold the agreement, even when it does not work to our advantage. We understand when you say, "That's not fair. Can't you change that?" The time and place for changes would be in the next round of negotiations. It is always a good idea to keep a list of the issues and concerns that you would like to see addressed at that time.

As always, fly safe and carry your contract (maybe this article too!!).

Nancy



Emily Carter
APFA National
Health Coordinator

Blocked Ears: IOD vs SICK

Blocked ears can be an occupational hazard that affects many Flight Attendants. However, blocked ears, like food poisoning and insect bites, is one of the most difficult workers' compensation claims to get approved. Many states do not recognize blocked ears as an occupational injury. There are many factors to consider when faced with filing an injury on duty claim for blocked ears. How you get approval for an IOD depends upon the severity, since there are many different levels of blocked ears. If the block was primary and an infection resulted, it is possible that your claim will be accepted. If an infection exists and it appears to be primary, resulting in blocked ears (substantiated by the medical report), the IOD will probably be denied. The general rule for workers' comp acceptance is based on the tympana graph (eardrum/tympanic membrane) which when tested has to be outside the normal range. Once it is within the normal range, American Airlines Medical may still recommend that you should not return to work, but generally the IOD will end and the time off will be converted to SK time.

Blocked ears could also be a sign of a pre-existing condition affecting the Eustachian tube which can be blocked, or obstructed for a variety of reasons. In some cases, Flight Attendants with blocked ears can be grounded for as little as a week or grounded permanently depending on the seriousness of the problem.

With the Restructuring Agreement, a Flight Attendant who files a workers' compensation claim must satisfy the state's Statutory Waiting Period before lost wage benefits from the state can be received. The Statutory Waiting Period is the time frame the injured worker must wait before state mandated workers' compensation payments become available. This time frame varies from state to state. In California, Illinois and Missouri, for example, the Statutory Waiting Period is 3 days. You will not be eligible for lost wage benefits until the fourth day. In Massachusetts, the Statutory Waiting Period is 5 days and lost wage benefits are not available until the sixth day. In New York, North Carolina, Florida, Virginia and Texas the Statutory Waiting Period is 7 days. You would not be eligible for lost wage benefits in these states until the

eighth day. You will not receive any lost wage benefits for time lost with the Company during the Statutory Waiting Period unless you exceed the Retroactive Period, which also varies from state to state. (In the state of Florida, for example, the Retroactive Period is 21 days and you will not receive compensation for lost wages during days 1-7 unless your injury exceeds 21 days.) Medical Benefits should be paid immediately in an approved worker's compensation claim.

During the Statutory Waiting Period, if your IOD claim is approved, American will allow you to use accrued sick time at full rate. In other words, your sick time would cover trips missed if they fall into the Statutory Waiting Period. Once the Statutory Waiting Period is over, you then are given a one-time opportunity to use accrued sick time (at your option, and only if you have used a doctor on American's approved AA Select PPN list) to augment your workers' compensation lost wage benefits with sick time. Please refer to State Specific Workers' Compensation Benefits in the

APFA IOD packet located on the Health Department menu at www.apfa.org.

The natural question for Flight Attendants is "what are my options if I get blocked ears?" Basically there are two alternative courses of action: 1) you could file the blocked ears as an IOD, or 2) you could call in sick. With the sick call you could request FMLA. American applies Family Medical Leave days to all IODs. IOD's and FMLA never count against your attendance. Virtually all IODs will automatically concurrently burn calendar days of FMLA time. There is no IOD duration requirement of 4 or more days. If you qualify for FMLA, time is not deducted from your FMLA bank until the fourth day of absence. If you file your injury as an IOD and your approved claim exceeds the Statutory Waiting Period, using your sick time to augment your workers' compensation payments will pay you less. Using your sick time at full rate will pay you more. Workers' comp is responsible for paying medical bills on an IOD, United Health Care is responsible for part of the medical bills if

Health continued

777 Overhead Bin Survey

If you are a 777 qualified Flight Attendant, the APFA Safety and Health Departments are interested in injuries you may have sustained as a result of the 777 overhead bins and First Class Suite tray tables. If you have been injured by the overheads or the First Class Suite tray tables, please take a moment to complete the 777 OHB Injury Survey on the APFA Web site. It can be found on the Safety, Health, and all base pages.

you make a personal claim. Should you fly high time, using sick time at full rate will cap you at 80 hours for domestic, 85 hours for international. Any hours over that would be put back into your sick bank. State mandated lost wage benefits are non-taxed and are based on an average weekly wage earned in the weeks preceding the injury up to a state maximum amount of money, which varies by each state. Since state mandated lost wage benefits are paid weekly (or bi-weekly) you would be using your accrued sick time to augment these payments on a calendar schedule as opposed to a trip-by-trip basis.

The following example will illustrate how you could be paid by filing blocked ears as an IOD claim:

Karen is a 26 year International Flight Attendant based in Miami. Her September selection has four Madrid trips worth 72.20 hours. On the last leg of her August schedule her ears block on descent. She is scheduled to go out on a three day trip to Madrid (1SEP) the next day. The trip is worth 18.05 hours. Karen goes to AA Medical and they ground her for seven days. She files her blocked ears as an IOD, which is approved by the insur-

ance company. Karen uses her sick time at full rate (during the Statutory Waiting Period) to cover the Madrid trip worth 18.05 hours. After seven days, Karen returns to AA Medical and her ears are still blocked and AA Medical keeps her off schedule until 15SEP. The Statutory Waiting Period in the state of Florida is seven days. Florida state laws require that the employer has the right to direct treatment. AA Medical is an approved company doctor (if Karen opted to file an IOD and treat outside AA Medical, she must use a PPN doctor). Karen is scheduled to fly Madrid trips 8SEP, 15SEP and 22SEP. On 8SEP workers' compensation payments begin and she is using sick time to augment those payments to get her up to what she would be paid if she was flying 70 hours per month (or about \$3198.40). The combination of workers' compensation and sick time shall not be more than or less than the applicable monthly guarantee of 70 hours for a Regular schedule, 75 hours for a Reserve schedule.

Beginning 8SEP Karen is on a weekly workers' comp "calendar" payment schedule. Workers' comp pays her \$608.00 per week (non-taxed), which totals \$2,634.46 a month, or broken

down to around \$86.86 per day. The difference between her monthly guarantee and what she is getting from workers' comp is \$558.94. She will be using 12.25 sick hours per month to augment that difference or 0.41 sick hours per day. It is important to remember that sick hours are taxed.

Karen returns to AA Medical on 15SEP and is cleared to fly on 16SEP. Her third Madrid trip went out on 15SEP and only pays one day of worker's comp with sick time. She will be removed from the Madrid trip on 15SEP but will only be paid one day of workers' comp with sick time (she will have to go on make-up to re-coup her loss). Workers' comp will pay Karen a total of eight days of workers' comp \$694.86 (\$608.00 workers' comp per week + \$86.86 workers' comp per day = \$694.86) and sick time will pay her \$149.63 minus taxes (0.41 hours of sick x 8 days = 3.28 sick hours x \$45.62 hourly base pay = \$149.63 minus taxes). The combination of workers' comp and sick time for the eight days is around \$744.49.

All in all for the month of September, Karen will be paid for three Madrid trips at 54.15 hours, plus 3.28 sick hours (augmenting workers' comp) for a total of

57.43 hours. Add to that \$694.86 from worker's comp. Originally her month was worth 72.20 hours worth approximately \$3627.89. With the combination of her IOD, using sick time and flying the remainder of her schedule, her month will pay her approximately \$3155.27. This is a difference of approximately \$472.62.

FYI - The revised IOD packet is available at www.apfa.org. The IOD packet contains pertinent information that will help guide you through the IOD process and we suggest that you read the entire packet. On the APFA home page, click onto Departments, then click onto the Health Department. This places you at the Health Department menu. Scroll down the menu and locate the IOD packet. The packet may be downloaded and printed two ways: the entire IOD packet, or 18 individual files. Due to the administrative costs of mailing the packet upon request, we encourage you to access the IOD packet through our web site.



Patty Bias
APFA Hotel Coordinator

One Sheep, Two Sheep, Three Sheep, Four Sheep...



I can only imagine that you have resorted to counting sheep in order to force yourself to go to sleep for the four to five hours you are given to sleep with these very short layovers. My department will address with the Company any late transportation issues and/or any waits you may have at the hotel before you receive your room keys and the availability or non-availability of food when you arrive at or depart from the hotel.

Please keep in mind that Article 21.E.2.c of our Flight Attendant Contract is still in effect.

Basically, you should wait for transportation 30 minutes for domestic and 45 minutes for international (Article 21.E.3.b). If transportation has not arrived within these time parameters, contact the Company and let them know of the late transportation and your plans to catch a cab (keep the name of

person(s) at the Company you spoke with). Then take a cab and turn in an expense form for reimbursement. Also, keep in mind that the hotel cannot change your departure pick-up time. Only the Company can do so. The Company knows and is responsible for our legalities, not hotel personnel.

This creates a so-called "Catch 22" problem. In order to save money, the Company has been seeking contracts with hotels that provide their own FREE transportation to/from the airport for their guests. The Company feels that it is just fine for the crews to ride in this free hotel van with all the other guests. Sometimes the hotel van schedules are not good for our crews, because an early van means we get to the airport too early for our departing flights. If we take the later van, we are late arriving at the airport and don't



have the time needed to prepare for our departing flight. Remember, the hotel van departure schedule is set by the hotel and is for ALL their guests not exclusively for crews. This situation is difficult for crews to deal with, but one the Company insists on to save money through free transportation.

If you encounter this situation, please send us a hotel debrief. Just go to the APFA Web site, click on Hotel Department, and on the secure side of the web site, click on our hotel debrief form and fill in the blanks. We can then address the problem with the Company.

Until Next Time,

Patty 

Hotel News and Reviews

West Palm Beach;
as reviewed by Steve Carter

Our new layover hotel in West Palm Beach is the DoubleTree Hotel In The Gardens. This is the nicest property we saw. The hotel is by far the VERY best DoubleTree I have ever seen. It is clean, up to

date, and well maintained.

The hotel has 280 guest rooms on six floors in three connected buildings surrounded by the beautifully landscaped pool and Jacuzzi area. All rooms have balconies. (Remember to engage the secondary bar lock on the balcony door.) Running through this area is a stream with rocks and ponds with fish and extremely beautiful tropical plants and flowers. The entire property is heavily landscaped and very well maintained. It is truly relaxing and refreshing.

All guestrooms have inside entrances and use electronic keys, have double deadbolt locks, chain, and peephole. The windows are sliding glass doors that do have blackout drapes.

Guestrooms feature coffee makers, clock radios, cable television with weather channel and pay per view, ironing boards, and hair dryer. All rooms have two phone lines. Local calling is free, and no credit card is required to have the phones turned on.

The lobby and restaurants have lots of floor to ceiling windows that bring the feeling of the outside gardens inside. Food discounts are 10 percent for both the coffee shop and room service. The hours will be adjusted to accommodate the crew needs. The

lounge currently serves food until 2300. The prices are reasonable. Ice, soda, and snack machines are available.

In addition to the beautiful pool area, there is an exercise room, again with some cardio, free weights, and a Jacuzzi.

Security is provided by management during the day and contracted from 1500-0700 with two-way radios. Fire security includes sprinklers and smoke detectors in guestrooms and public areas. There are three fire stairwells in each building. They do not have ground access. The alarm is connected to the fire department that must come and turn it off. There are fire hoses in the hallway and phone/voice communication in the elevators.

A huge added feature of this location is a shopping center across the street with one of the best supermarkets in Florida located there, complete with huge deli, bakery, and full service grocery store. There are many shops and restaurants that offer a large variety of food and entertainment. This hotel definitely has the most to offer very close by.

LHP **London, England –** **Heathrow, Short;** *as reviewed by* *Kathleen Larson-Raices*

We are now at Le Meridien, Heathrow, located just 0.5 miles from Heathrow airport.

This hotel completed its crew wing bedroom renovations in November 2002 and is First Class. From the moment you pull up to the crew entrance, you will see that this management team is dedicated completely to crew in every way. Amanda is the Crew Manager and is responsible for all things having to do with crews. She and her staff will check you in at the crew only check-in desk located in the clean, fresh, and very chic contemporary design lobby. This hotel promises pre-allocated rooms with a five-minute check in/out time frame. Keys are cut in advance and ready for your arrival. Coffee, teas, and various accompaniments will await you. The crew lounge, just off the lobby, has a plasma screen TV/DVD recorder, free movies, magazines, microwave with plates/knives/forks, as well as a computer with free fast speed Internet, and luggage and briefing rooms.

A dedicated crew elevator brings you to one of the four floors of

the crew-only wing, located on a very quiet end of the hotel. On each floor, there is a well-lit hallway and an ice machine as well. Once at your room (one of the 300 NEW crew bedrooms), you will see that a doorbell announces visitors or advises "Do Not Disturb." The bedrooms are newly designed and furnished beautifully with light woods and contemporary designs. Each bedroom has a double bed with a comfortable mattress, double sheeting around the duvet, a large desk area with high tech leather chair, very good lighting, a full-length mirror, and telephone with speed-dial and data ports. You will also find an electric kettle for tea/coffee making, a refrigerator, and complimentary mineral water daily. The item that I found to be "oh so wonderful" was the blackout blind. This shade-type blind can be manually lowered to completely darken the room as it is built inside of the window frame. It really works. The bedroom is extremely quiet. One other treat I enjoyed was the chaise lounge in the room. I was able to put my feet up and relax. Also in each room are a trouser press, an iron/board, and a hair dryer. The bathroom is very clean and modern with a power shower and handheld shower, extra voltage lighting, large mirror, and large sink with glass shelves.

Each room has an individually con-

trolled air conditioning/heating system that is very strong and effective. The door has electronic locks with peepholes as well as a safety chain. The doors are self-closing and very quiet. A safe is located in each room for valuables. The hotel has a 24-hour dedicated security team and closed circuit TV cameras in the core and public areas. Fire detectors and sounders are located in each bedroom.

A health club is located on the first floor, as well as a 15-meter indoor pool, Jacuzzi and sauna, and all are free to hotel guests and open 24 hours. Qualified instructors offer fitness consultations on request.

The Le Meridien Heathrow has several restaurants and offers a 30 percent discount off all food and beverages in each. "Happy Hour" at the bar between 5 p.m. – 6 p.m. offers a 30 percent discount and a variety of menu items from pizza to nachos to fish and chips to a burger. All are at reasonable prices. The hotel has put together a "food to go" sandwich selection menu for our crews. This menu will be presented to you upon arrival so that you may place your order to be ready for check out. These sandwiches are offered for a very reasonable cost. If you feel like getting out, there is an Italian restaurant close by called Il

Basilico. Next door to Il Basilico is a small convenience store. Also opposite the Le Meridien Hotel on the Bath Road is the Three Magpies pub. Should your stay at the hotel be lengthened and you have time to get out, there are complimentary daily return shopping buses to London's Kensington High Street, also Windsor and Hounslow Town Centre.

Overall, the management of Le Meridien, Heathrow has gone all out to make our layovers here a really pleasant and comfortable experience no matter how brief they may be. Who knows, you may want to stay here on your next visit to London, or through London Heathrow. As always, your comments and constructive criticisms are appreciated.

Maui, Hawaii; *as reviewed by Kerri Pieper*

We will be using two hotels in Maui. The first hotel is the Wailea Marriott Outrigger Resort, our current hotel, and the second is the Maui Coast Hotel.

The Wailea Marriott Outrigger is a beautiful resort property. The hotel is located on the beach, and 80 percent of the rooms face the ocean. The rooms are beautifully decorated and spacious. The in-room amenities include mini

refrigerators, in-room safes, robes, coffeemakers, hair dryers, and iron/ironing boards. They are building a new fitness center that will be three to four times bigger with new equipment. It should be finished by the end of the year. There is a spa and full service salon on property. The hotel does extend a 25 percent discount on all food including room service. There have been previous problems with non-smokers getting smoking rooms. The hotel does not contractually promise 100 percent assignment of non-smoking rooms to non-smokers. However, they will try.

The Maui Coast Hotel is located one and a half blocks from a beautiful beach. It has 265 rooms situated on seven floors and only the seventh floor is designated as smoking. The hotel has promised 100 percent non-smoking rooms for crews. The rooms themselves are nicely decorated and comfortable with all the basic amenities of mini refrigerators, in-room safes, coffeemakers, hair dryers, and iron/ironing boards. All guestrooms have a private lanai, sleeper sofa, and ceiling fan with variable speeds. Each room has either two double or one king size bed, and all the mattresses are one year old. The telephone has one line and all local, 800, and credit card calls are free. There is a nice size fitness room and an outdoor pool with two Jacuzzis.. Other on-site amenities include 20 bikes, both

mountain and cruiser, for crew use only. Also, there are two tennis courts, night lit until 9:30 p.m. The hotel does extend a 10 percent discount on all food including room service. In addition, a variety of restaurants both local and chain are within walking distance. An ABC store, which sells a wide variety of things, is one block away. The hotel does offer a complimentary shuttle service within the Kihei/Wailea area. United Airlines and ATA crews currently stay here.



Kathleen Larson-Raices

My career as a Flight Attendant began on a dare.

Back in mid-1984, a girlfriend of mine saw an advertisement in the *Chicago Tribune*. "Do You Want to Fly? American Airlines is looking for Flight Attendants. Call for an application." Knowing full well that my first flying experience of

my life was on my honeymoon (the first one), and that I spent most of it an odd shade of green, and in the lavatory, my girlfriend dared me to call for the application. I reminded her that I am scared of heights and that I get car sick, so there was no way that I was going to call for the application. Well, when someone dares you, you just have to take the dare. Nothing ventured, nothing gained, as they say. I never thought I would get the job since I am not, nor have I ever been, tall, thin, and blonde or drop dead gorgeous (that's what Flight Attendants are, right?). I called anyway. The application was filled in; the invitation for the group interview at O'Hare was set; and then I went on the dreaded flight to Dallas, Texas, for the "one on one" interview. WHAT! WHERE?

It's almost 19 very full years later, and I've had lots of Dramamine. I am living in Texas, yes, Texas, and have been flying from here since day one. I became involved in the APFA back in 1987 during contract negotiations when I became a proud member of "The Dallas 20." Thereafter, I worked at Headquarters at the Contract Desk and served as a DFW Councilperson and DFW Vice Chairperson. Now, I am very proud to be a member of the Hotel Committee.

After many years flying on domestic and now, international

(Dramamine days over), I have stayed at almost every hotel in our system. It is my objective to review hotels while keeping in mind safety, comfort, cleanliness, and of course, peace and quiet. Also, I am keeping my eyes and ears open for location, location, location. That way, if you have a layover with time for good restaurants, a little shopping, or sight seeing, the hotel would be located near safe and reliable transportation.

Remember to keep the APFA Hotel Department informed of issues regarding the layover hotels, GOOD and not so good.

See you on the line.

Flight Attendant Suggestion

Patty from DFW suggests commuters to DFW may want to check out the Drury Hotel located near the DFW Airport at 4210 West Airport Freeway, Irving, Texas 75062; (972) 986-1200. When calling to make reservations, mention you are an AA/APFA person, and you want the much lower rate of \$37.00. The hotel has free beverages at happy hour and a nice large, free hot breakfast in the morning. The rooms have many TV channels, microwaves, refrigerators, and free popcorn and sodas in the rooms. The hotel provides free transportation to and from DFW airport. Several fast food restaurants are very near (next door) the hotel.

The hotel staff is very familiar with crews and welcomes any commuters.

The Truth Behind the Officer on Duty

By **Catt Naper**, *SFO Vice Chair*

Do you ever call your local Base Representative after hours and her/his voice mail says to call APFA Headquarters for the "Officer on Duty"? The Officer on Duty (OOD) can be a Base Chair, Vice Chair, Ad Hoc, Division Rep, or Coordinator. Each representative serves this position one week out of the year.

The representative serving as Officer on Duty is doing so at a time when the APFA Headquarters building is closed for business. This is nights, weekends, and holidays. The OOD hours effective September 1, 2003, will be Monday through Friday, 1700 to 2300, Central Time, and Saturdays and Sundays from 0830 to 2300, Central Time.

The representative taking the calls is usually at her/his home at the time. The message system utilizes two voicemail boxes. The "non-emergency" line must be checked manually on a periodic basis. Calls received on this line are forwarded to the appropriate representative or department for response the next business day. The emer-

gency line, or "911 line," as the reps refer to it, alerts the OOD whenever a call comes in and a message is left. Examples of emergency calls are an Injury on Duty, termination, a security audit or baggage search by the Company, medical emergencies, removal from service, or an aircraft or crewmember's on-board accident. It is very important that Flight Attendants calling after hours listen carefully to the prompts. The system is designed to give the inbound caller the opportunity to choose the routing of their call for prompt response.

Here are a few suggestions that will assist you when you leave a message for the APFA Officer on Duty:

▲ Please speak slowly and leave your name, employee number, base, and call back number.

▲ If you are leaving a cell phone number, it is a good idea to leave your home number as well. This will make contact with you more likely.

▲ Please leave a brief

description of the problem. If it is a base issue, i.e., attendance or missed trips, then those calls will be forwarded to your local Base Rep. If it is something that doesn't need immediate assistance, then it will be forwarded to the appropriate department for response the next business day. A detailed description of the problem really helps, especially with an emergency call.

Please remember that the OOD doesn't have crew schedule capabilities. Most OODs are limited to PCFOS or Sabre through Jet Net. They cannot just "look up" your schedule when your name and employee number are just left on the voicemail. Also, they don't have access to all the gate or jetbridge phone numbers. Please leave a cell phone number or other number where you can be reached directly when calling in an emergency. Remember, some pay phones do not receive inbound calls. Please keep in mind that the OOD may be more proficient in other areas of our contract than scheduling, but she/he will do her/his best to get the right answer to you.

The APFA feels that the OOD program is a very important service we provide our membership. The Flight Attendants should feel that they can reach a union rep when APFA Headquarters is closed. Just keep in mind that the OOD is probably working from home, doesn't have crew schedule capabilities, and may be in a different time zone than APFA Headquarters.

I hope that this article will assist you in better understanding the capabilities and the limitations of the OOD. Remember that the Officer on Duty is one person. She or he can receive either no messages or well over 100 messages in a day. Please be understanding when calling. We are here to help as many Flight Attendants as need us, as efficiently as we can.

The 2003 APFA Form LM-2 Labor Organization Annual Report Explained

By Juan Johnson, APFA Treasurer

The APFA has recently filed the Labor Organization Annual Report or "LM-2" with the U.S. Department of Labor. This report is a very important document that must be filed by most labor unions within 90 days after the end of the fiscal year. It is a detailed accounting of the monies spent by the union each fiscal year.

Preparation of this report is quite labor intensive. It takes a working knowledge of the APFA's policies, assets and liabilities, cash receipts, and cash disbursements. The LM-2 also outlines in detail the compensation for APFA National Officers, Chairs, Vice Chairs, Division Representatives, Ad Hoc Members of the Executive Committee, Coordinators, staff, and other representatives who work for the APFA in areas such as the Contract, Scheduling, or Health Desks and who are paid for their time. As has been the case in the past, rumors get started that have no merit. The bottom line is that the APFA Officers are accountable to the government, the Board of Directors, and the membership. This report ensures that each dollar spent is in line with our policies and government regulations.

In order to give you a better understanding of the LM-2 and the information it contains, I would like to go through the report section by section.

The first three pages of the report are questions regarding the APFA as an organization. This section asks for information such as the dues structure, whether the APFA has a Political Action Committee, and whether we hold regular elections for officers.

Statement A-Assets and Liabilities

Assets

This section of the LM-2 deals with the value of current assets of the union. Among the items listed are Cash on Hand, Accounts Receivable, Investments, and Fixed Assets. In our 2003 report, the total assets of the APFA are \$7,821,410.

Liabilities

The information contained in this section deals with items such as Accounts Payable and miscellaneous expenses accrued, such as payroll taxes. Total Liabilities reported in this period were \$6,776,340.

Statement B-Receipts and Disbursements

Cash Receipts

Dues monies, interest from interest bearing accounts, dividends from investments, and income from programs like the APFA Calling Card sponsored by D.C. Enterprises is listed in this section. Total receipts for this fiscal year were \$11,251,227.

Cash Disbursements

The true expenses of the APFA can be found in the Cash Disbursement section of the report. For instance, you will find the total compensation for the Officers, representatives, and staff. Fiscal Year 2003 expenditures totaled \$8,802,891.

A detailed breakdown of the items listed in this section can be found farther on in the report in Schedules 11-15.

Schedule 1-Loans Receivable/Schedule 2-Investments

The Loans Receivable section of the report deals primarily with loans made to officers or employees or loans to business enterprises. The APFA had none to report.

What must be understood before

reviewing the investment section of this report is that the APFA is a non-profit organization. The union must be accountable to the membership for monies spent and invested for growth. We do not, as a rule, invest funds in anything that is considered non-secured such as the stock market. Rather, we put our money in savings accounts and bonds, which are secured investments. This would account for nothing being listed in the Investment Schedule of the LM-2.

Schedule 3-Other Assets/Schedule 4-Other Liabilities

Other Assets refers to monies paid out as deposits on things such as office space. The APFA currently, by policy, has base offices at DFW, ORD, and LAX. The total for such deposits is \$968.

There is a total of \$52,734 listed in the Other Liabilities schedule of the report. This total reflects employee withholding taxes being held for payment at a later date.

Schedule 5-Fixed Assets/Schedule 6-Sale of Fixed Assets/Schedule 7-Purchase of Investments and Fixed Assets

The APFA now owns the APFA Headquarters Building outright. The mortgage was paid off several years ago. The value of the building itself, the land it sits on, office furniture and equipment such as computers, and other fixed assets for this reporting period total \$958,846. This amount is less accumulated depreciation recorded on these assets. The value of each of these items can be found in the Fixed Asset Schedule of the LM-2.

The APFA has sold no fixed assets during the last fiscal year. For this reason, there is nothing listed in Schedule 6 of the report.

In the last year, the APFA has invested in some new computers and related equipment. In addition, the leases the APFA had on three older automobiles to transport out-of-base representatives expired. After much consideration, it was determined that the purchase of automobiles would, in the long run, be less expensive than leasing. The total of these investments can be found in the Purchase of Investments and Fixed Assets Schedule of the report. The APFA invested \$81,362 during the reporting period 2003.

Schedule 8-Loans Payable

During the 2000-2001 negotiations, the APFA took out a line of credit in order to help fund what turned out to be a very effective contract campaign and negotiations related activities. Schedule 8 shows the total amount of the loan balance at the beginning of the 2003 reporting period, the amount of payments made during the period, which was \$101,021, and the remaining balance at the end of the reporting period, which was \$318,864.

Schedule 9-All Officers and Disbursements to Officers

This is the section of the LM-2 that tends to breed rumors. The total compensation of each of the APFA National Officers, Base Chairs, and Ad Hoc Members of the Executive Committee is broken down and totaled. The gross salary paid to each person by the union is listed (Column D). This includes not only gross salary, but also includes vacation pay-back for vacations that could not, for whatever reason, be taken, and sick time accrued and not used by salaried APFA Reps. Also included in gross salary is the cost of trip removals paid to American Airlines for trips base chairs and Ad Hoc Members of the Executive Committee are removed from to perform union work. Allowances (Column E) for all is \$0. Column F is disbursements for Official Business, which includes reimbursement

for actual expenses incurred while conducting APFA business. These may include phone bills, hotel bills, travel on other airlines, miscellaneous meal allowances, and other business related expenses. Other disbursements (Column G) are \$0 for all representatives. Finally, the total is listed in Column H, which is \$1,421,682.

Now, many members who view an LM-2 see only the total column and do not have a clear understanding as to why an Officer or representative has been paid the amount shown. First of all, Section 5 of the APFA Policy Manual dictates compensation guidelines for all representatives. Policy can be changed only by a majority of the Voting Board of Directors (the 18 base chairs). The Policy Manual includes trip removal policies and guidelines for reimbursement of expenses related to union business. The total compensation of each representative on trip removal fluctuates with the pay step increases a representative may receive and any other contractual pay changes, whether increases or decreases. The Voting Board of Directors determines the compensation of all salaried APFA Representatives.

Schedule 10-Disbursements to Employees

The compensation breakdown for most of our Division

Representatives, Vice Chairs, Coordinators, Negotiating Team, APFA Staff, and miscellaneous representatives is included in this section of the report. It is quite extensive due to the various representatives who were removed from trips in order to provide base representation, participate in negotiations, represent us at System Boards, run the various departments within the APFA, man the Contract, Scheduling, and Health Desks and PhoneWatch, and aid our representatives in the day-to-day business of running our union. For APFA Representatives, the figure in column D represents the total value of trips the APFA removed them from to conduct union business. The total disbursed to the various representatives and APFA Staff was \$3,363,842.

The compensation reported on the LM-2 for APFA Representatives only reflects monies paid out by the APFA. It does not reflect compensation paid to representatives by American for trips actually flown.

Schedule 11-Benefits

APFA has a staff of 16 full-time employees. Schedule 11 contains the amounts paid out by the APFA for the various health, life insurance, and retirement benefits for the full-time staff. The total for this schedule was \$322,528.

Schedule 12-Contributions, Gifts, and Grants

Schedule 12 lists any and all contributions provided by the APFA. During the 2003 reporting period, the APFA donated a total of \$200.

Schedule 13-Office and Administrative Expenses

Next to the cost of providing actual union representation, office and administrative costs are the most demanding on union funds. Included in this schedule are lease payments on base offices, telephone and answering service expenses, postage, printing, travel, meeting expenses, apartment expenses for National Officers and Coordinators who reside out of the DFW Metroplex (APFA Policy), legal fees, and bank charges. For the reporting period, these expenses totaled \$1,853,784.

Schedule 14-Other Receipts/Schedule 15-Other Disbursements

Schedule 14 displays income generated from the APFA Calling Card, members' use of the APFA affinity Visa Card, and advertising in *Skyword*. This totaled \$79,128.

Other disbursements include union dues of our staff, employee savings withholdings, Officers' 401(K) withholdings, additional staff life insurance withholdings, staff 401(K) withholdings, and interest paid on bank loans. The

total of this schedule was \$172,693.

As you can see, the LM-2 is a very complicated and thorough report. It contains a breakdown of every dollar collected and spent by the APFA over the course of a fiscal year. If you are not familiar with financial statements, the LM-2 can be very difficult to understand. We have seen members become very concerned unnecessarily because of a total misunderstanding of the information contained in this report. This is the reason I wanted to provide you with a breakdown and explanation of the LM-2.

APFA dues are spent and invested in accordance with APFA Policy. The APFA Voting Board of Directors (the 18 APFA Base Chairpersons) is the only governing body of our union that can make or change these policies. All policies are clearly spelled out in the APFA Policy Manual, which can be accessed on the APFA Web site.

The current LM-2 report should be posted by the DOL shortly on their web site at www.dol.gov. The APFA's file code is 509620. This information is also available on the APFA Web site under Hot Topics.

The Circle of Information

By Liz Geiss,
DFW InfoRep Captain

How many times have you walked on the airplane wearing your InfoRep pin and heard the comment, "Hey ... you're an InfoRep ... maybe you know the answer to this question." In 1991, our InfoRep Program was designed primarily to relay negotiating news directly to our front lines. Today, many Flight Attendants look to InfoReps as a primary source of information concerning any issues currently affecting our work group.

The circular InfoRep pin symbolizes the way in which information travels throughout the Flight Attendant work group. It begins at APFA headquarters in the Communications Department with an approved message, which is sent to the Base InfoRep Captains. The Base Captains relay the message immediately to all the InfoReps on their list, primarily via e-mail. The InfoReps now have information on the current issues to discuss with their fellow Flight Attendants. In many cases, the line Flight Attendants will have ques-

tions concerning other issues or rumors they may have heard. The InfoRep then gathers this information and delivers it to her/his Base Captain, who in turn contacts the APFA Communications Department, to make sure the questions and rumors are accurately addressed. This keeps our Communications Department in the circle and allows us to obtain information for the weekly hotline message while remaining in touch with our members' needs.

It's very easy to be an effective InfoRep. InfoReps are responsible for accessing the hotlines on a weekly basis and passing on information to their coworkers. With today's technology, delivering and collecting information is even more simplified through e-mail and other resources. The APFA Hotline and the InfoRep Hotline can be delivered to you electronically. The APFA Web site is also a valuable source of information. Many important documents are posted as soon as they are received. This gives you the opportunity to print the text and take a copy with you on your trip.

The past two years have presented the InfoReps with many challenges. The airline industry was forced to make some devastating changes.

Our program played a crucial part in delivering information pertaining to furloughs, overage leaves of absence, concessionary demands, contract implementations, security, new rules and regulations, Legislative "Action Alerts," contract and scheduling information, and much more. Needless to say, the circle of information was constantly in motion.

As our airline began to downsize, our InfoRep program began to suffer as well. Some of our members were furloughed, others chose to retire, while others took Overage Leaves of Absence to save the jobs of those subject to furlough. Still, as times remained turbulent, our work group was reduced by approximately 6,000 of our most junior Flight Attendants, due to furloughs. Although our furloughed InfoReps remain in the circle, the actual number of InfoReps flying the line is substantially fewer. It is imperative that we encourage more Flight Attendants to join the InfoRep team. Keeping the lines of communication open is a must. Those who wish to join the InfoRep Program should contact their Base Chairperson.

Remember...wear your InfoRep pin proudly, and attend your local base meetings! You are our connection to 26,000 Flight Attendants!



Base Field Reports

IOR

This summer, we have seen frequent use of IOR Reserves being assigned domestic trips. Crew Schedule does not have to be out of domestic Reserves to assign international Flight Attendants to these trips and can do so for reasons of "limited coverage." On days when such assignments are made, the Company must notify the APFA, and assignments shall not occur unless necessary to maintain the Domestic Operation. Reasons for assigning domestic trips can be due to equipment qualification, number of days available, weather problems, increased sick lists, or various other reasons causing a shortage during a certain period. International Reserves flying domestic trips will be paid at international rates but will receive domestic expense money for the said flights.

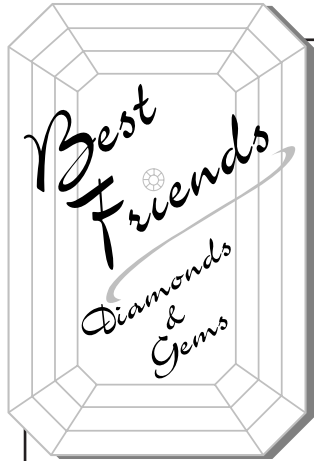
We are pleased to announce a settlement regarding our Language Assessment Base Grievance. This settlement reinstated the language qualifications of a large group of Flight Attendants, and we were happy to be able to call and notify the affected Flight Attendants before they bid August schedules. The settlement also gave another group of Flight Attendants the option of retesting on the components they failed on the test without having to wait the 12-month period. Most important, the Company

agrees to meet with the APFA so the union may provide input on the assessment and feedback to Flight Attendants who do not pass the test. You can view questions and answers regarding the Settlement Agreement on the APFA Web site.

We all have been frustrated regarding the lack of a rest seat on the GLA-ORD leg. We have monitored the times and found that the actual flying time for the great majority of both June and July was well under the required 8:00, which would have necessitated a designated Crew Rest Seat. Unfortunately, even though the Pilots have been given a rest seat, we do not have a "me, too" clause and are thus are looking for alternative measures for relief. Article I-30-2L addresses the parameters, as does I-30-Letter-VI.

Nancy Moehring
IOR Chairperson
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IOR Vice Chairperson





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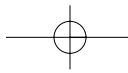


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PRINTED ON RECYCLED PAPER

SKYword Volume Six • Issue Seven • August 2003

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