



Letter from the President

Mike Flores, MEC President

Dear Members,

In the fall of 2004, when US Airways entered bankruptcy for the second time in two years, I thought this could be the end of the company. The first bankruptcy was labeled “labor friendly” by management and exit financing was secured rather easily. The 2002 bankruptcy was “labor friendly” in one sense only: The company did not file an 1113(c) motion to abrogate our contract. Rather than use the court, the company appealed to the unions not once, but twice, to agree to concessions that kept the airline alive. AFA-CWA and the other unions recognized the toll 9/11 had taken. AFA-CWA also recognized US Airways was in trouble even before 9/11. The Stephen Wolfe era was a complete disaster for the airline—Metrojet (where we competed against ourselves) and the United Airlines merger/buyout fiasco had left US Airways without a ‘plan B.’ The employees became plan B.

In 2004, things were different. US Airways was in such bad shape no one was willing to lend it a dime—no one but the employees. This time the employees became the Retirement System of Alabama for US Airways. Not only did US Airways file an 1113(c) motion in court to abrogate the contract, they also filed an 1113(e) motion seeking, among other things, an immediate 23% pay cut and an increased flying requirement. AFA-CWA and the other unions began a third round of concessionary “bargaining” with a gun to their heads. In the end, it was our concessions that provided exit financing for US Airways.

Each day of the bankruptcy seemed to bring more bad news. During the bankruptcy the company had to maintain certain defined cash balances in order to avoid default to the ATSB and other lenders. Any default of those cash requirements would have led to liquidation. As then Council 89 LEC President, each phone call I took from members confirmed what I already knew: The bankruptcy was taking a horrific toll on my fellow flight attendants and their families.

The result of the “negotiations” between US Airways and AFA-CWA was the 2004 Transformation Agreement. Under the most extreme, threatening and down-to-the-wire conditions, the negotiating committee did as well as anyone ever could have done. The MEC voted unanimously to send the tentative agreement out for ratification without a recommendation. The MEC believed the tentative agreement contained too many life altering concessions for a recommendation. In light of the US Airways’ financial condition and the concessions contained in the tentative agreement, the MEC believed each individual had to make their own choice. The choice was simple—ratify the agreement or face abrogation of our existing agreement. The company would have prevailed in court and imposed an agreement far worse than the one we ratified.

No one will ever know how long America West and US Airways had been talking merger. I suspect it was a lot longer than has been made public. In any case, through a complex set of financial transactions and outside investment the merger was announced last May. The financial merger was consummated last September and the “new” US Airways emerged from bankruptcy. Neither company put a

dime into the deal. The second bankruptcy was similar to the first bankruptcy in one way only: **once again, it was the employees who led the way.** Only with dramatic concessions

There is no “east” or “west” AFA-CWA. Although there are two Master Executive Councils, there is one AFA-CWA membership.

from its employees was US Airways able to get to the point where the merger could occur. By extension, the “east” employees helped save America West. Without the merger it was likely America West would have been headed into bankruptcy court. America West flight attendants would have then been looking at concessions rather than expected gains through their Section 6 negotiations.

Although neither company was the ‘acquirer,’ it was America West management who would become the controlling management team. This merger is being driven by the America West management style and his-

E-Jets Return to US Airways Fleet

Lisa LeCarre, Communications Director, AFA Council 66

In November of this year, US Airways will receive the first deliveries of the expected twenty-five new Embraer 190 aircraft. Although US Airways had a certificate for and operated the Embraer 170 and Embraer 145 aircraft in the past, most Embraer aircraft left the fleet when the Mid

Atlantic division was sold to Republic Airways last year. The last of the Embraer 145s and 170s are scheduled to go to Republic in May of next year. The Embraer 190, a new aircraft for both East and West flight crews, is configured with 11 first class and 88 coach seats.

Federal Aviation Administration (FAA) regulations require one flight attendant per 50 passengers, which translates into a minimum crew of two flight attendants on the E-190. However, discussions are ongoing between

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tory. I have seen some positive steps from the new management. Heritage aircraft and frequent management/employee communication come to mind. A new corporate culture will undoubtedly produce changes. It is my job to make sure changes, as they apply to the membership, are positive.

Unfortunately, I have also seen some very disturbing negative steps. Blatant disregard for past practices and outright contractual violation of our agreement have occurred in the past several weeks. The company response to all of these violations has been 'there is a merger going on and we will do better.' The America West management does not benefit from the years of past union collaboration as US Airways management did. America West management fought AFA-CWA for 10 years before the first contract was signed. AFA-CWA is not going to tolerate that attitude. We will fight to defend what we have through contractual and legal remedies and we will seek improvements for the future during merged contract negotiations.

Shortly after the merger was announced the America West flight attendants attempted to change the AFA-CWA merger policy as it relates to seniority. While this was offensive to the "east" members, it was a natural response. The "west" leadership did their best to protect their members and your MEC did their best to protect theirs. The issue was settled at the AFA-CWA Board of Directors meeting

last fall, and for all the right reasons, the Date of Hire policy was reaffirmed. Since that time, the AFA-CWA leadership from "east" and "west" have agreed to a Transition Agreement that will take us through the period of separate operations and are cooperatively working on a merged agreement.

During this letter I have used the terms "east" and "west" interchangeably for management and memberships. Let this message go out to management: There is no "east" or "west" AFA-CWA. Although there are two Master Executive Councils, there is one AFA-CWA membership.

The Leadership Shares a Common Goal: A Better Contract for Our Members

Things are happening fast and sometimes changes happen that may take time to correct. I can assure you the MEC will address all issues as fast as we can. We also have problems to solve within our own agreement and we will do that as quickly and fairly as we can.

- I can assure you of the following:
- I will never forget what our membership sacrificed in order to keep the company alive and allow this merger to take place.
 - I will never forget that we have an agreement that will be upheld despite the fact 'there is a merger going on'.
 - I will never forget the America West flight attendants were forced to recess their Section 6 negotiations because of this

merger and forego improvements until a merged agreement is reached.

- I will never forget that while senior management continues to receive huge incentive packages, our members struggle to make enough money to pay our bills.
- I will never allow the "new" US Airways to ignore decades of past practices or direct contract language.

For those of you who don't know me, I have been a flight attendant for 23 years. My wife has been a flight attendant for 20 years. During our combined 43 years of service, dedication and loyalty to this company, we have seen the best of times and the worst of times. In short this is the 'family business' for us.

The contract we are working under is the worst we have ever seen. This contract is the product of mismanagement and an economic/industry revolution. It has not been because AFA-CWA rolled over or did not do our job. AFA-CWA will continue our tireless effort to produce the best for you that we can. I believe that we have done that in the past and I believe we will continue to do so in the future. US Airways is now the most well capitalized airline in the nation. The "world's first Low Cost/Full Service carrier" will no longer be built on the backs of its employees. Lower labor costs will no longer substitute for sound management and revenue generation.

Thank you.

Crew Accommodations Spring 2006

Perry Lopez, Crew Accommodations Committee Chair, AFA-CWA

As the end of the first quarter of 2006 draws to a close the new Crew Accommodations department at US Airways that was formerly located in Pittsburgh has been moved to Tempe. The new department has started to address the various hotel concerns that we at AFA-CWA East identified to them in early October 2005. Unfortunately, the much-needed changes to several of our current properties have not happened quickly enough for many of us. However, I do believe that the company is currently in the process of making the necessary corrections to them. The merging of the two Crew Accommodation departments seems to have been more challenging than the company first expected – a process that began in late October 2005 and was completed in early February 2006. Before the merger, America West had one person in charge of 80 properties. Now the combined East and West properties exceed more than 240 and are managed by three people.

When we have a particular property that is no longer performing as it should, or one that is nearing contract expiration, it is difficult for most of us to understand how the selection process actually works. While not always the case, the property selection process is usually accomplished by a specific procedure that was set up between AFA-CWA, ALPA and the company. That procedure is as follows:

1. US Airways Crew Accommodations will notify AFA-CWA and ALPA Crew Accommodations Committee Chairs of the market that will be examined. After a thorough market analysis including AFA-CWA and ALPA recommendations, US Airways Crew Accommodations will compile and provide to the AFA-CWA and ALPA Committee Chairs a Request for Proposal (RFP) list of all properties that meet the criteria and contract language including bid deadline information.
2. US Airways Crew Accommodations, AFA-CWA and ALPA will coordinate a site inspection date and time frame.
3. US Airways Crew Accommodations, AFA-CWA and ALPA will complete Hotel Evaluation Forms and site inspection reports.
4. Discuss the properties that were visited and reach an agreement, in a timely manner, that is mutu-

- ally acceptable. The decision must meet requirements of the company, AFA-CWA and ALPA.
5. All properties chosen should continue to be monitored by the company, AFA-CWA and ALPA to ensure compliance with the criteria and US Airways lease agreement.

Please continue to utilize the OF-310 form, which is available on the HUB and at www.afanet.org for all of your crew accommodation concerns.

E-jets, from page 2

the Association of Flight Attendants-CWA and the company concerning the minimal staffing numbers for this aircraft.

The aircraft exterior has a similar appearance to the Airbus family with an engine on each wing and winglets. In the flight deck, the E-190 is also equipped with fly-by-wire flight control in an all digital flight deck that features the electronic flight and information system (EFIS) and liquid crystal color displays.

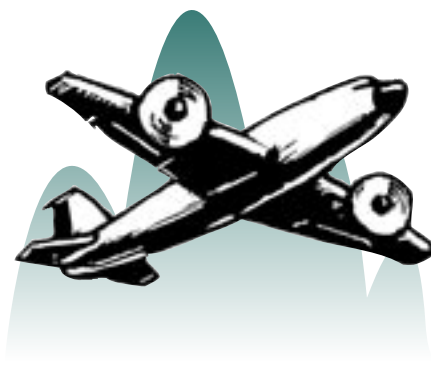
The cabin was designed by C&D Interiors, an American company, and features a center aisle with two seats on either side, providing all passengers with either aisle or window seat choices. Due to the “double bubble” fuselage design, the seats and aisles stand out as being among the widest of airliners of the same class.

A new certification must be obtained for the E-190. Proving runs are expected to occur in November and December with service on US Airways routes projected to begin in January 2007. At press time, the E-190 was scheduled to be placed in service only on US Airways’ east routes. Additionally, flight attendant training dates and the cities to be serviced by the E-190 had not yet been determined.

According to their website,

Empresa Brasileria de Aeronautica SA, the world’s fourth largest aircraft maker, with headquarters located in Sao Jose dos Campus, state of Sao Paula, Brazil, launched the E-190 in June 1999 and it took its first flight in March 2004. The first delivery took place in September 2005 to launch customer JetBlue Airways.

Originally, US Airways ordered 57 of the smaller Embraer 170 model, but later upgraded the order to the E-190 model providing for up to 30 more passengers per aircraft. Although financial terms have not been disclosed, according to Bloomberg News calculations, the E-190 has a list price of \$31.5 million, meaning the converted order may be worth as much as \$1.8 billion. The US Airways order includes options for up to 82 additional E-170 or E-190 aircraft.



Working on Capitol Hill for US!

Marianne Moore, USA East Legislative MEC Chairperson

US Airways EAST and WEST joined with several other member carriers to earn frequent flier points for flight attendant issues on Capitol Hill. Our sisters and brothers with CWA joined us in lobbying Congress to prevent the Department of Transportation from changing a long-standing regulation of foreign control over the day-to-day operations of a US carrier. Timing is everything. With all of the discussion, pro and con, on the United Arab Emirates, it was an incredible segue into this issue. If this Notice of Proposed Rulemaking is not struck down, a foreign investor, or worse, a foreign subsidized airline investor could have a direct say and potentially controlling authority in day-to-day operations of United States airlines, route

frequency, origin and destination points, market strategy, hiring practices, base coverage levels and a virtual gamut of operational issues. We have enough trouble with our own operational inadequacies without allowing foreign control with conflicting

interests to enter into the havoc! This rulemaking would also circumvent a long-standing precedent (since the dismantling of the Civil Aeronautics Board) and take this responsibility out of Congressional hands and into the Administration's oversight. The argument is made that we *need* foreign investment to allow our airlines to survive. *We* (US) are a striking example of how two weak US carriers found capital investment in the good old USA. It is interesting that most of the carriers themselves are against this foreign investment rulemaking,

even those in bankruptcy. Delta and Northwest could possibly gain access to foreign capital at this juncture in their bankruptcy, but choose not to and to stand up against foreign ownership. US Airways also is against this Notice of Proposed Rulemaking. In fact, there is only one airline actively lobbying for it and that is United Airlines. Stay tuned and get involved. Go to the International or US Airways MEC website and learn more. We urge you to call Members of Congress and ask them to co-sponsor HR 4542 and S 2135.

As many of you know, I have been lobbying Congress on issues that are important to our profession for many years. Never have I seen an issue as galvanizing as Leave All Blades

Behind. This legislation came into being when, on December 22, 2006, in the midst of holiday disarray, the Transportation Security Administration (TSA) Administrator Kip Hawley and Secretary of Homeland Security Michael Chertoff decided blankedly to allow scissors with less than four inch blades and screwdrivers or other tools of less than seven inches back on board the airplane. In one of the offices we lobbied,

the Homeland Security aide for the Member of Congress said, "You should be making screwdrivers not being assaulted with them." In fact no one we lobbied could come up with any reason for the rule to have changed. The TSA argues that their budget for screeners has been cut and that the available screeners need to focus on searching for explosive devices. It is admirable that TSA wishes to focus its efforts on potential suicide bombers, but such efforts should not lead to allowing potentially dangerous items into the aircraft cabin.



It is a statistical truth that air rage incidents are higher than pre 9/11 levels and the individual cases are significantly more disturbing. What would possess a passenger to bite another passenger and jump off an airplane while it is actively taxiing? We, the safety professionals and last line of defense, are put in the position of taking a step backwards and being exposed to dangerous items. We know that the cockpit door is secure and these items do not necessarily pose a threat to cockpit integrity, but do offer a scenario for potential harm to passengers and crew alike. In the words of an Alaska Airlines captain who is also a Federal Flight Deck Officer, "As an FFDO, I cannot leave the cockpit during a threat to quell disturbances. Federal Air Marshals are still not on every flight to assist during serious threats against flight attendants. Watch lists do not guard against mentally disturbed persons on a mission. And last, no effective, federally required defense training for crew members has been established to enable them to confront situations if they arise. In summary, I prefer a cabin environment in which no potential weapons exist. I am fearful that the TSA just as the FAA has become a victim of the tombstone mentality in that it will take a fatality in the cabin caused by one of the previously forbidden items to change the rules." Captain Clifton Rowe put himself on the line to make an effort for change. We need you to be just as concerned about your working environment.

Let your Members of Congress know that they are personally letting you down if they do not co-sponsor S 2083/HR 4452 "Leave All Blades Behind." We have the support of the Families of September 11, the CEO of both Alaska Airlines and Horizon Air, the Transportation Trades Department of the AFL-CIO and the Federal Law

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Enforcement Officers Association. Shouldn't we have the support of your Members of Congress as well?

(At the time of this writing CEO Doug Parker has been given a resolution by our MEC supporting Leave All Blades behind but he has not responded.)

A True US Airways AFA-CWA Hero

I wish that all of our members could share some of the great moments I have had the privilege of having by being your Legislative Rep-



USA Legislative Representatives, left to right: Steve Schembs, Liz Haransky, Alin Boswell.

representative. One that clearly comes to mind is when Rep. Jim Oberstar (D-MN) spoke as committee chairman during the hearings on the smoking ban and called it shameful that flight attendants were being treated like canaries in the mines by working in a smoke filled cabin. Another was when Congressman Nick Rahall (D-WV) said that aviation employees' loss of benefits, medical coverage and pensions was un-American and a very sad day in the history of this country. Another such moment was this March when Congressman Rob Simmons (R-CT) addressed the representatives of the Legislative conference. Congressman Simmons has spent over 40 years in public service to his country with time spent in the Connecticut General Assembly. He enlisted in the Army as a Private and graduated from Officers Candidate School. Congressman Simmons has served on the Senate Intelligence Committee for Sen. Chafee,

worked with the CIA, as a US Army Reserve Intelligence Officer and in Vietnam. He related to us his personal feelings when he was shot down twice in Vietnam and interfaced how we, as safety professionals, go to work every day prepared to take on the task of our passengers' survival in an aircraft incident. I was in the front row and saw his copy of the 9/11 Commission report. It was well worn and dog-eared. He told us of his awe that Betty Ong dealt with the situation on board the airplane knowing that a first class passenger had already had his throat slit. His own constituent, flight attendant Madeline Amy Sweeney, maintained perfect composure in tending to her passengers, all the while knowing of their fate and hers while she kept the ground notified as to every action on the plane. "We are way too low, oh my God, we are way to low," she said just before flight 11 hit the World Trade Center. Her actions kept the ground notified and helped keep flight 93 from hitting its mark. Congressman Simmons was quite emotional when he said we should have a statue

to those flight attendants that continued to do their jobs and comfort their passengers on this most tragic day.

Congressman Rob Simmons has been a long-standing friend of AFA-CWA over his three terms in Congress. He recommended funds for a thorough flight attendant fatigue study over the objections of his leadership because, in his words, it was quite simply the right thing to do. He went on to say that America is Airborne! Our economy relies on safe transportation to do business. No US airline should be controlled by foreigners. Neither our ports nor our airlines are for sale, nor is America for sale.

So when you are flying a trip and your manifest tells you that Congressman Simmons is on board, please thank him for all he does for us. You might notice him as the one with the dog-eared copy of the 9/11 Commission Report or the Leave All Blades Behind Sticker on his briefcase.

Flight Attendants Are Generous by Nature

Many flight attendants volunteer with worthwhile organizations too numerous to name. If there were an organization that:

- Promoted the limitation of carry-on baggage
- Fought for cabin air quality
- Continued efforts to include flight attendants under OSHA
- Compelled the government not to 'outsource' flight attendant jobs
- Provided documentation that use of cell phones on board an aircraft is a bad thing
- Maintained a decades-long presence on Capitol Hill earning a reputation among powerful Members of Congress as the pre-eminent voice for flight attendant issues
- Trained its members to lobby Members of Congress with professionalism and respect
- Held lobbying events targeting current issues of concern to its members
- Supported Members of Congress such as Congressman Rob Simmons to keep him in Congress

Wouldn't you want to be a member of that volunteer group?

You can be! All efforts of the AFA-CWA in the political arena are funded by voluntary contributions from members like you to FlightPAC. It is through your generosity and support that we carry the torch on Capitol Hill. Without you, our voices would be silent.

Out of courtesy we tip our van drivers for putting our luggage in the van. Imagine if every flight attendant contributed four van tips a month to FlightPAC. You would certainly get your money's worth. Unfortunately, membership participation has not kept pace with the unprecedented growth of our issues in Congress. There are so many competing interests for our hard earned dollars, but I ask that you consider contributing a few dollars to our independent legislative arm to allow us to keep the skies safer for you.

FMLA/PCL

Paul H. Frishkorn, AFA-CWA Benefits Chairperson

1. What is PCL/FMLA?

FMLA stands for Family Medical Leave Act and is a federal law. Personal Care Leave (PCL) is a contractual provision in Section 20, "LEAVES OF ABSENCE", in our flight attendant agreement.

2. Who Qualifies for FMLA/PCL?

Flight attendants qualify for FMLA or PCL depending on either the FMLA statute or contractual provisions. For FMLA, the employee has to have been employed by the employer for at least 12 months and accumulated at least 1,250 "Duty Hours" during the 12-month period immediately preceding the commencement of the leave. For PCL, the flight attendant must have accumulated 450 hours of "Credited Time." In many ways PCL was designed to mirror FMLA. Eligible flight attendants shall be afforded the equivalent leave benefits of FMLA. There are two major differences between the two that determine which leave a flight attendant is entitled to and how the leave is applied.

3. What is the difference between "Duty Hours" and Credited Time"?

"Duty hours" as defined by FMLA is time spent on duty each day. For our purposes it is the time from check-in to check-out for each duty period. Total Time Away From Base is not counted. This was determined when the law was first written and an exemption was sought and denied for airline employees. The 1250 hour duty time threshold is, in many cases, unattainable for flight attendants. PCL is based on "Credited Hours" as defined in our contract. "Credited Hours" includes all flight time, dead-head time, vacation, sick leave credit, all variable minimum, duty rigs, trip hour credit, company or union business credit, salary continuance credit, jury duty credit and reserve minimum guarantee credit. In short, FMLA

reflects time spent on duty for each duty period and PCL reflects actual credited pay.

4. How much time may I take off?

You are eligible for up to 12 weeks per year. Under FMLA, the time may be taken daily or in blocks of time up to the full 12 weeks. For PCL, the time must be taken in either five consecutive days or in blocks of time up to the allowable 12 weeks.

5. Under what circumstances are employers required to grant FMLA/PCL?

1. The birth of and care of a child.
2. The placement with the employee of a child for adoption or foster care.
3. To care for the employee's spouse, child or parent with a serious health condition.
4. Due to a serious health condition that makes the employee unable to perform the functions of the employee's job.

(Please note that under FMLA/PCL, a father as well as a mother can take family leave for the birth, placement for adoption or foster care of a child.)

A husband and wife who are employed by the same employer are limited to a combined 12 weeks leave during a 12 month period for the birth

of a child, adoption of a child, foster placement of a child or the care of the employee's parent with a serious health condition.

6. What is a serious health condition?

- A. Inpatient Care in a hospital, hospice or residential medical care facility.
- B. Continuing treatment by a health care provider that results in:
 - i. A period of incapacity.
 - ii. Any period of incapacity due to pregnancy or prenatal care
 - iii. Chronic serious health condition
 - iv. A period of incapacity which is permanent or long-term due to a condition for which treatment may not be effective (e.g. Alzheimer's, severe stroke)
 - v. Any period of absence requiring multiple treatments (i.e. chemotherapy, physical therapy, dialysis)

Please note: Bed-rest, drinking fluids, taking over-the-counter medications do not qualify for a serious health condition.

If you have any questions pertaining to rights under FMLA/PCL please contact your local union representatives or the MEC Benefits Chairperson.

AFA-CWA MEC Uniform Committee Update

Brian K Morgan, AFA-CWA MEC Uniform Co-Chair, BMorgan@afausairways.org

Recently pictures were placed on the HUB and Compass networks displaying proposed uniform styles. Do to the poor quality of the photos and the mixed response received, the steering committee decided to remove the photos and

re-group. A conference call was held in February with all of the members of the uniform steering committee and it was decided to 'start over.'

The committee will be approach-

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Draw the Lines to Fight the Attacks

Keeping Your PC Clean

Chuck Cannaday, AFA-CWA US Airways Communications Chair

If I could show you an easy way to convert flight pay from minutes to decimals, would you read on? If I could show you how to use your sick time to its fullest, would I bend your ear? If the possibility exists to learn more about maintaining your health in the kind of atmosphere in which we work, would you not put this down until you had read it all?

I'm afraid I am not qualified to help you with many of these topics, but I can help you make your PC safe, and for that, you should put into practice what I have outlined below.

The main issue is no longer that of viruses that destroy your hard drive causing you to re-install your operating system, or worrying about losing a document that is corrupted. Now, it's a matter of stopping the hackers and crackers from using your computer without your knowledge to do their dirty work.

There is only one way to make your PC safe 100% of the time and that is to turn it off and never use it—no viruses, no worms, no pop-ups, and not one single 'evil-doer' to take control of your PC. If this sounds like an escapist mentality, maybe it is. On the other hand, I ask you this: Where would any

of us be if we just quit when someone said, "If you don't like this job..." You get the picture. I am here to help.

We all know of someone who has had a bad experience with a virus... the one that kept rebooting the PC or the one that played 'keep away' with his or her mouse. The real serious ones wiped your hard drive clean. These viruses are still around and most of us are protected. But now we have a new breed of virus that incorporates more than one virus in it's programming—six or seven viruses for a start. And most of the viruses are not there to do your PC any real harm; they are there to give a hacker access to your computer for the purpose of attacking companies, businesses, or individuals in numbers never seen before. Once a hacker (evil-doer) gains access to your PC, not only can they see what you have on your computer, but if you have a high speed connection or any good dial-up connection, they will use it to send out multiple emails to all email addresses in your address book or any email address on your PC. These emails will flood other email accounts throughout the Internet with the hacker's agenda or, worse, you could be one of many PCs

used in a 'Denial of Service (DOS)' attack against a corporation, business, government or individual. The hacker will gain control of many PCs and use those PCs to attack in force. And, the PC that will be tracked when the attack is discovered, NOT the hacker's. Your PC will be the one that will be tracked down and shut down.

Got the picture? Like good hygiene and good study habits, good computing needs to be practiced *always!* REMEMBER: Just because your new PC came with an antivirus program doesn't mean you are safe. You must subscribe to be updated with the new virus patterns available from your virus company because *hundreds* of viruses are written each month.

Now let's lead the horse to water. First of all, if you are not running an antivirus program, or you are but you are not keeping it up to date, please go to one of the free sites throughout the Internet which will run an antivirus check on your PC or subscribe to your virus program's updating.

Here is a brief list of free online virus scans:

<http://housecall.antivirus.com>

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Uniform Committee, from page 6

ing this in a three-step process. First, marketing has decided to approach retail vendors (i.e. Nordstrom, Banana Republic, etc.) to put together off-the-rack items that can be replicated by a uniform vendor. Second, a designer (yet to be selected) will put together a design concept that would be replicated by a uniform vendor. And third, the design team will once again attempt to pull items together via selected uniform vendors. All designs will maintain the company mantra of "Corporate Casual." An official statement will be

released soon by corporate defining the official and last word on "Corporate Casual." As the design process reaches certain goals the steering committee will meet to review the designs and add our comments/concerns. Changes will be made and we will reconvene at the next goal mark. Once each design receives the final stamp of approval, the company will release photos on the HUB and Compass for review and response from the employees. The photos to be placed on the respective employee websites will be taken by a professional photographer, models will be used, and the items

will be tailored to ensure proper fit.

A change of hands has occurred during the decision to start over. The Purchasing Department, lead by Dion Flannery who was heading the steering committee, has been moved to a supporting role and the Marketing Department, being lead by Karyn McAlphin and Kevin Jackson, has officially taken the lead.

Continue to get the latest information and rumor control via "From the Hanger." Candi and I would like thank all of you for your hard work and your support.

From Your Safety, Health & Security Committee

Scott Parks and Nancy Gilmer with input from the Local Safety Committees

2006 Observation Ride Program

The 2006 Observation Ride Program (ORP) kicks into gear later this month. In 2003 US Airways In-flight Policy & Procedures asked our FAA Cabin Safety Inspector and the AFA-CWA Safety, Health & Security Committee to participate in the development of the program.

Observation rides are non-punitive and are anonymously conducted by line flight attendants to monitor flight attendant compliance with FARs and FAA-approved safety procedures. The riders observe procedures during boarding, departure, in-flight, and arrival. For example, are all flight attendants strapped into their jump-

seats during ground movement, unless performing safety-related duties?

Overall, data collected during the rides reveals a high level of compliance; however, there are a couple of areas in which we need to be more vigilant in adhering to FARs.

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(Trend Micro; can also be accessed from the *www.*

afausairways.org website)

<http://www.symantec.com/cgi-bin/securitycheck.cgi> (Symantec – Norton)

<http://www.kaspersky.com/remoteviruschk.html>

(Kaspersky Virus Labs)

There are other websites that offer free online scans as well. Positive indications of a virus should set off the old wake-up alarm.

You should also run one of the anti-spyware programs, as these will detect a broader range of scumware/malware, such as browser hijacks, pop-ups and auto dialer programs. I recommend AD-Aware from Lavasoft <http://www.lavasoftusa.com> (free), but there are others that will do the trick, like Spybot, PestPatrol, and more.

Just when you think you are done, you are not. You will need to download and install a personal firewall. If your virus program came with one, turn it on and use it! The personal firewall program, which runs on your PC, will keep unwanted, evildoers from gaining access to your PC from the outside. The hacker/crackers cannot disguise the fact that they will be using your PC to send traffic on your Internet connection. In this case, the traffic will actually be leaving your PC as it travels to the Internet. What you need to do is install the personal firewall and then watch the pop-ups which notify you when programs at-

tempt to go out. Trying to decipher the programs that will attempt to access the Internet is not always easy. There are quite a few typical Windows programs, which make normal outbound connections, including Internet Explorer, Outlook Express, svchost.exe, and others. Of course, you will have to be aware of your applications, which will also attempt to access the Internet. Your antivirus program, especially the “auto-updating” feature, and your instant messenger program, will be among some of the programs that will ask for permission to access the Internet. Here is list of most of the valid XP Windows programs (some or all may want access legitimately):

<i>services.exe</i>	<i>smlogsvc.exe</i>
<i>svchost.exe</i>	<i>spoolsv.exe</i>
<i>imapi.exe</i>	<i>rsrvp.exe</i>
<i>cisvc.exe</i>	<i>sessmgr.exe</i>
<i>msdtc.exe</i>	<i>locator.exe</i>
<i>alg.exe</i>	<i>tcpsvcs.exe</i>
<i>clipsvc.exe</i>	<i>SCCCardSvr.exe</i>
<i>dllhost.exe</i>	<i>snmp.exe</i>
<i>fxssvc.exe</i>	<i>snmptrap.exe</i>
<i>lsass.exe</i>	<i>ups.exe</i>
<i>dmadmin.exe</i>	<i>vssvc.exe</i>
<i>mqsvc.exe</i>	<i>msiexec.exe</i>
<i>mtgsvc.exe</i>	<i>wmiapsrv.exe</i>
<i>mnmsvc.exe</i>	<i>msimn.exe (OE)</i>
<i>netdde.exe</i>	<i>ieplora.exe (IE).</i>

Hackers will try to install programs with names similar to valid programs. Read the firewall program’s help files to better understand the firewall program. One of the best software firewalls that can be installed on your PC continues to be ZoneAlarm, which can be downloaded free from *www.*

zonelabs.com. Zone Labs are making it more and more difficult to find the free version - you have to search, and click through about 6 or 7 screens. Although the professional versions are probably worth paying for if your PC is connected directly to the Internet.

If you are interested in testing your system for vulnerabilities, visit this Website for some online scanners that will conduct various tests on your computer: <http://www.computercops.biz/link-12.html>

This all may be very overwhelming but, if you take it step by step, read the help sections, and readme files, you should be able to understand the importance of protecting your PC and remaining vigilant. Use the support sites, FAQs and knowledgeable techs to assist you. Read your ISP support files for more information on how your provider can help. Or, drop me a line and I will assist you if I can. webmaster@afausairways.org

There is a wealth of information on the Internet. Not the least of which is the knowledge of the problems that can arise from ‘unsafe computers’. This quote is by Alan Paller, director of the SANS Institute: “There’s no easy fix for preventing DOS (Denial of Service) attacks, and the time is fast approaching when ISPs (Internet service providers) are not going to allow users on the Internet if they pose a threat to the other users by not meeting a minimum standard of security...” – Read more at www.idg.net

Know Your Virus...and Keep Your PC Clean

Dealing with Difficult People

Deborah McCormick, USA MEC EAP, dmccormick@afausairways.org

Everyone comes up against difficult people, demanding situations, and disappointing circumstances in every area of life: work, marriage, relationships, and friendships. We just can't avoid it. But we can do something about it. And guess what, we don't have to quit our jobs, divorce our mates, or move out of our neighborhoods just to find relief.

What does it take to face and deal with difficult people? It takes a willingness to:

1. Make the most of differences

Each of us usually attracts people who are opposites. The *leader* enjoys being friends with a person who is peaceful and dependable. The *serious*, thoughtful person likes stimulation that a playful, outgoing person provides. The *strong* personality wants things done now and doesn't understand why she/he can't have her/his way immediately. The *reflective* person wants to think things through and look at all odds before making a decision. If we look at all these differences as

gifts instead of difficulties, we can make the most of them.



2. Trust that the other person wants harmony

If you approach a difficult person with the concept that they are as eager as you are to restore harmony, you can make the first move,

knowing the result will be something that you both want. Consider including these phrases in your conversations: "I'm sorry for what I've done to hurt you" and "I could be wrong." Neither of those statements diminishes your character. It simply gives you the opportunity to open the dialogue door and come to an agreement about what to do next.

3. Be aware that conversation doesn't have to be confrontational

For years, I always thought that I had to confront anyone with whom I had a disagreement. I didn't. All I needed to do was to ask to talk about things, and I would vow to listen. I can't believe the difference that this adjustment has made in my relation-

ships. In one situation, I asked if we could meet at a local coffee shop, for I missed our relationship and really wanted to clear the air on our misunderstandings. Another time, I sat down, wrote a letter to the person that I felt uneasy with. I said that I really missed our relationship and really wanted to clear the air. Although we may never be 'best friends' we are now civil to each other without the ongoing tension.

4. Learn from others and they will learn from you

Remain open to other individuals' points of view and ideas. Share yours. Find something with that person that you value, and then comment on it. When people feel appreciated and supported they will be drawn to you naturally, regardless of your differences. Who knows, you might find a new friend in the person you once perceived as challenging.

If you are faced with a challenging situation or a difficult individual and feel you might need some assistance to help you sort through your options, please call your local AFA-CWA EAP committee or the International AFA-CWA EAP Helpline at 1-800-424-2406.

Safety, Health & Security, from page 8

When the seat belt sign is illuminated, we need to be sure to perform a walk-through of the cabin to check on passenger compliance. In addition, we need to be certain the correct number of required flight attendants are on board during boarding and deplaning at origination, through stops and termination. Areas that need attention such as these are emphasized in Recurrent Emergency Training.

At the conclusion of the flight, the observation rider will identify her/himself and ask if you have time for a

short post-flight debriefing. If you do, she/he will provide positive feedback on adherence to safety procedures and gently point out noncompliance with FARs and safety procedures.

Inflight East-West Integration of Inflight Procedures/Manual

US Airways expects to operate under one FAA certificate by May 2007. US-East and US-West Inflight management teams have been analyzing and developing "best practice" procedures and the ultimate goal is a smooth transition for both groups and one Flight Attendant Emergency

Manual for all US Airways flight attendants. This will be a monumental achievement, as procedures, actions, announcements, and emergency equipment locations vary at each airline. We all know how important it is to provide our passengers with the same consistent and quality product each time they fly with us.

The Inflight Integration Team consists of US-East and US-West management, the FAA offices governing both carrier certificates, and AFA-CWA Safety, Health & Security committee members from each car-

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The Air Up There

Christopher Witkowski, Director of Air Safety, Health & Security Department

Ever smelled **dirty socks** on a flight? Most people look around to see who took their shoes off or has not bathed recently. Flight attendants need to know that this smell also can indicate a **toxic soup of heated oil** that enters the cabin air through the aircraft air supply system. Hydraulic fluid can also contaminate the air supply system and has an odor of its own. Depending on the conditions, there may be no warning smell and no mist. The aircraft air supply gets contaminated relatively infrequently, but when it does, it can make **some people get very sick and stay sick.**

During and after a flight, crewmembers have reported irritated or burning eyes and throat, severe headache, dizziness, disorientation, breathing difficulties, stomach cramping, and nausea. During the weeks that follow an exposure, some people develop even more serious symptoms like long-lasting memory and balance problems, fatigue, tremors, and tingling or weakness. These chronic symptoms are consistent with exposure to chemicals called TCPs. TCPs are an ingredient in all engine oils and some hydraulic fluids. Because these chronic symptoms can take weeks to develop, it can be difficult to prove that the aircraft is to blame.

Although some aircraft designs are more prone to air supply contamination air than others, the majority of these events likely result from inadequate or improper maintenance. For example, oil can enter the air supply if an oil seal leaks or if a maintenance worker overfills the oil reservoir. As a result, the aircraft maintenance records are an important source of information for proving exposure in the workers' compensation system. There is no air sampling on board, so maintenance records are often the only hard evidence that something was wrong. AFA-CWA international can help you to obtain these records

(see contact information at the end of this article).

If you smell something suspicious during a flight, put a wet cloth over your mouth and nose. Also make sure you see a doctor and tell that doctor that you may have been exposed to engine oil or hydraulic fluid. Don't just assume that you will feel much better in a few days. Your symptoms can persist unexpectedly long or more serious symptoms can flare up if you are exposed again.

Be sure to file a report with USAirways right away and send a copy to your local AFA-CWA safety chair. Your safety chair will also give you a package of information that will help you and your doctors. Keep a

journal of any symptoms that develop and take photos of any visible symptoms like rash or swelling. If you stay sick, this type of documentation will be critical.

Dirty socks may just be dirty socks but flight attendants especially need to be aware of the alternative explanation. AFA-CWA is here to advocate for you and is working hard to make air supply contamination a thing of the past.

More detailed information is available from our international office Air Safety, Health, and Security Department (<http://ashsd.afacwa.org>, phone: 206-932-6237, murawskiAFA@earthlink.net)

Safety, Health & Security, from page 9

rier. Therefore, if you have specific questions about the integration process, please contact your Local Safety Committee.

As new and modified procedures are introduced to each flight attendant group, US-East Observation Rides, the US-West peer-to-peer version of the ORP, and gate checks by supervisors will support and validate the integration process.

Inadvertent Slide Deployments

How do we prevent ISDs? One method is to ensure that your flight attendant crew conducts a thorough Preflight Briefing. As we all know, the briefing sets the tone for the trip, maximizes crew communication, and ensures that specific checks and balances are in place, i.e., review door operation to be sure everyone understands arming/disarming and cross-check procedures, will the B flight attendant walk through after each flight to check doors and verify through-count, and who will visually screen the exit rows?

Following a Critical Incident

Your Safety Committee is not always immediately aware of critical incidents on the line. If you are involved in a decompression, passenger death, cabin prep, or any serious incident, please have crew scheduling contact your AFA-CWA Safety Committee. Critical Incident Response cards (available at your base) should be worn with your company ID. There are several contact numbers on the card, such as the MEC Safety Chairperson's number – 301-912-1223 (which will give you her cell phone number if she is not in the office).

Cabin Safety and Disruptive Passenger Incident Reports

These reports are to be faxed to Corporate Safety (number is on the form) and the original co-mailed. Make a copy for yourself and either leave one for your AFA-CWA Safety Committee or contact them.

If your AFA-CWA Safety Committee doesn't know about the incident, we can't support you and your safety, health, and security concerns!

Scheduled Adjustment Period (SAP) Min & Max Window vs. Primary Line Obligation

Carol Austin MEC Scheduling Chairperson

The SAP window for June and July (as posted) is a maximum of 90 with a minimum of 60, unless the flight attendant is grandfathered on the new 100/105 high option. The intent of the SAP window is to assist a flight attendant in rearranging his/her primary line within certain boundaries. However, the Schedule Adjustment Period does NOT allow dropping trips to the minimum of, in this case, 60 without a potential consequence. The credited time a flight attendant owes the company each month is either the value (pay and credit) of his/her primary line, or post SAP line whichever is greater but in no case an amount greater than the monthly maximum as declared by the Director of Crew Scheduling, Michael Finn.

One BIG misconception is that time dropped via SAP does not have to be made-up. Therefore, review example (1) that reflects when dropped time must be made-up. Example (1): Karen receives primary line 6201 for June worth pay and credit of 80 hours. She is NOT over-projected and decides to participate in SAP. Her only successful (awarded) unit dropped a trip worth 15 hours and resulted in a post SAP line value of 65 hours. Does Karen have the ability to drop such a trip and exit SAP with only 65 hours? Absolutely! However, with such flexibility comes the obligation to increase the 65 hours back to at least 80 hours of credited company time. Why? Because the contract (see page 9-9 line 4 thru 18) requires Karen to come-in with the value of her primary line (pay and credit) or her post SAP value whichever is greater. Further, the 15 hours Karen owes the company cannot be made-up via ETB. Karen will be able to see that she owes the company time by looking in Option 2.

Karen's Option 2 will show PRJ at 65:00, OBL at 80:00, and MAX at 90:00. In the upper right hand corner

of the Option 2 screen (third line, between CLS and OBL), she will see the code UND with a negative number next to it. To Karen, that means she is short that amount of time in meeting her obligation. For example, in the UND field, she will see 15:00 — that means that on the date she is looking at Option 2, she is currently fifteen hours short of the time needed to meet her obligation for the bid month of June. Remember, picking up time via the ETB will not help Karen fulfill the UND 15:00 she owes in company time. The only way to correct the UND issue is to pick up time via the AIL or by trading trips with another flight attendant through crew scheduling whereby time is added.

Over-projection due to vacation and/or carry-over time is a reason dropped time may not result in having to be made up. Therefore, please review example (2): John receives primary line 2901 for June worth 80 hours. It consists of all 4 days' trips each worth 20 hours. The trips originate on the 8th, 15th, 21st and 28th. Additionally, he has vacation from the 1st through the 7th for 28 hours of credited time. John decides to participate in SAP. The screen, (Option 37) shows his projected pay for the month at 108+00. In unit #1, he drops the trip on the 8th. John knows the drop is legal and it would bring him to 88 hours. Unit #2 consists of a DROP on the 15th of 20 hours and an ADD on 18th of a trip worth 15 hours. Both units are awarded and his post SAP line value is 83+00 credited hours ($80 + 28 \text{ vac} = 108 - 20 \text{ drop} = 88 - 20 \text{ drop} = 68 + 15 \text{ add} = 83$). Per contract, he must come-in with the value of his primary line (pay and credit) or his post SAP value whichever is greater. John will be able to review his post SAP totals by looking in Option 2 which reflect PRJ at 83:00, OBL at 83:00, and MAX at 90:00.

Note: The aforementioned examples are absent any ETB activity in order to illustrate the prevailing monthly obligations before the ETB is utilized. Now, let's say that after SAP, in example (2), John posts the trip on the 28th (worth 20 hours) on the ETB to be dropped. As luck would have it, the trip is picked up by Karen, from example (1). As a result of Karen taking the trip on the 28th John's post SAP value of 83 hours is reduced to 63 hours and that is all he has to come in with for June. After the aforementioned transaction, 20 hours is "deducted" from his projection, obligation and maximum columns. John's Option 2 would show PRJ at 63:00, OBL at 63:00 and MAX at 70:00.

On the other hand, Karen from example (1) who picked up the 20 hours is now projected at 85 hours BUT still owes the company for the time she dropped via SAP. In other words, the 20 hours from the ETB did not pay back the 15 hours she previously owed the company. After the aforementioned transaction, 20 hours is "added" to her projection, obligation and maximum columns. Karen's Option 2 would show PRJ at 85:00, OBL at 100:00 and MAX at 110:00 plus the UND 15:00 – would be reflected.

High Block and Low Block Letters:

High-Low Non Discipline

Range: AFA-CWA and the company agreed that a flight attendant will be permitted to come in with his/her projection at the end of month up to 2 hours under his/her obligation or up to 3 hours over his/her maximum (in addition to the under-scheduled flying). This window has been established to create greater flexibility for the flight attendant when meeting their monthly

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maximum and/or obligation. The high – low flex range will be administered as follows:

Not Too Low: Pat's OBL is 80:00. She comes in with 78:00 P&C; therefore her name would not be listed among those failing to meet their obligation.

Too Low: Joe's OBL is 80:00. He ends the bid month with 77:59 P&C; therefore, the computer program *would flag him for not meeting his obligation.*

Not Too High: Pam's MAX is 90:00. She comes in with 93:00 P&C; there-

fore, her name would not be listed among those exceeding their obligation.

Too High: Sal's MAX is 90:00. He ends the bid month with 93:01 P&C; therefore, the computer program *would flag him for exceeding his obligation.*

Not Too High Because of Under-Scheduled Time: Mike's OBL is 90:00 for the bid month and the MAX in the base is 90:00. He accumulates 2:30 hours of under-scheduled flying; therefore, he can come in with 92:30 hours by way of past practice ($90 + 2:30 = 92:30$). Mike actually comes in with 95:00 pay and credit. In this case, Mike would not be

flagged among those exceeding their obligation because of the 2:30 hours of under-scheduled flying. Mike's limit would be 92:30 plus the 3 hours high non-discipline range; therefore, 95:00 would bring him under the radar.

Exception: The minimum threshold for a flight attendant's flying obligation is fifty hours (50:00); therefore, the under 2 hours does not apply. Ann's OBL is 50:00 and she ends the bid month with 48:00 pay and credit. The computer program *would flag Ann for not meeting her obligation.* Remember Scheduling will not split a pairing when a flight attendant trying to reach the minimum of fifty (50) hours.

