



## MEETING

**WEDNESDAY, NOVEMBER 15, 2017**

**American Legion Post 36  
5845 E.22nd Street**

**10am Social Time**

**10:30 Business Meeting**

**11am Speaker**

**AA TUS Supervisor  
David Kariolich**

~ ~Lunch is available after the meeting ~ ~

**Stay and socialize with your fellow Vanguards!!**

### Special points of interest:

- ◆ October Meeting Review
- ◆ 2018 Renewals
- ◆ Christmas Luncheon

## OCTOBER MEETING REVIEW



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President Horn welcomed TUS Vanguard members to our first fall meeting and mentioned this is the month we begin our 2018 membership/newsletter renewals. If you do not have a form, please see Bonnie.

We will also have Christmas Luncheon tickets available at the November meeting as well as menu flyers.

- ◆ The National Vanguards will be hosting the 2018 reunion in Reno. Details are forthcoming.

If you have an organization you would like to have as a speaker, please let us know.

Also, if you would like to be an officer or help out at the general meetings, we have a place for you.

Be sure to let us know if you have address, phone or email changes.

John announced we lost a dear friend and colleague, Jack Peat. Our sincere condolences to Shirley and family.

October anniversaries and birthdays were recognized

Share the wealth winner: Joe Quagliata and he donated a portion back to the Chapter. Thanks Joe!!

John introduced our speaker, **HELEN WILLIAMSON THOENES.**

Helen delighted us with many stories from letters her a Dad, Paul, saved and put in a scrapbook of the many years of his AA career. Many were very humorous as well as heartwarming. Those of us who worked with Paul have fond memories of this wonderful, kind, caring man.

Thanks Helen for sharing these with us.



## ~ ~ 2017 OFFICERS ~ ~

**John Horn, President**  
**869-1288**  
**jwh946@gmail.com**

**Ron Hackman, Vice President**  
**790-3740**

**Bonnie Conway, Treasurer**  
**299-6462**  
**abconway68@comcast.net**

**Karen Shudy, Secretary/Editor**  
**883-8030**

**\*\*Helpful AA Telephone  
 Contacts\*\***

\*A-9 Death/ Emergency Passes  
 1-888-WE-FLY-AA (888-933-5922)  
 \*Flight listings & ZED fare PNRs  
 1-800-433-7300

\*American Airlines Benefits Service  
 Center  
 AON Hewitt 1-888-860-6178

**HR Services has a new  
 "dedicated" phone contact  
 for retirees  
 844-543-5747**

To access the new **RETIREE JETNET**  
 Go To: [retirees.aa.com](http://retirees.aa.com)  
 1-888-207-2607

**2017 SCHEDULE**

November 15, 2017 Meeting

Christmas Luncheon  
 December 6, 2017

**We're on the web:**

[www.aavanguardscities.com](http://www.aavanguardscities.com)



**Please contact :**

**Judy Hunter, Ambassador**



Email: [jahunter@cox.net](mailto:jahunter@cox.net) or call 743-3717  
 (if you are unable to reach Judy, please  
 contact any officer) if you have infor-  
 mation you wish to share regarding sick-  
 ness, hospitalization or death of a Van-  
 guard member or family member.



Any address, phone number or  
 email changes.....please advise  
 Karen Shudy. We would like to  
 keep all information up-to-date.



Don't forget...it's renewal  
 time for 2018 for member-  
 ship and newsletters.

Please bring your completed form to  
 the November meeting, or mail to  
 Bonnie Conway Treasurer, address  
 on the form.



**Harold Lloyd Stevenson**

**May 21, 1938 - August 3, 2017**

Our sincere condolences to Harold's family



**November 6, 2017**  
**Joe and Ginny Quagliata**  
**63 Years**



**NOVEMBER**

**10 Ed Boyd**  
**25 Marie Fudala**

**Congratulations and Best Wishes to All**

**If you do not see your name here, it is because we do not have  
 an "info" form. Please contact Karen and she will see you will  
 be remembered on your "special" days.**



**ANNUAL CHRISTMAS LUNCHEON  
 WEDNESDAY, DECEMBER 6, 2017**

Tickets will be available at the November meeting.  
 This will be your only opportunity to get your tickets as  
 we will need a headcount for meals and gifts.

### **American Airlines, Charlotte airport collaborate on gate expansion**

The Street's Ted Reed writes that big things are happening at Charlotte Douglas International Airport, thanks to investments from American Airlines and the carrier's strong partnership with airport officials. The airport is undergoing a \$2.5 billion improvement project that will add 25 new gates, all of which is being done without any PFC tax increases on passengers. "Charlotte is the only large hub in the country that does not have the maximum PFC," said Mike Minerva, American's vice president for government and airport affairs. "The way things are done in Charlotte is that airlines and the airport get together to decide what needs to be done." Airport aviation director Brent Cagle echoed Minerva's comments about their collaborative partnership: "We add facilities when they're needed by the airlines. We've never had anything but 100% agreement by the airlines."

TheStreet (9/20)

### **American to Add More Seats While Installing New Interiors on 737 and A321 Jets**

The plan involves the airline's Boeing 737-800 and Airbus A321 aircraft, with the exception of American's A321T subfleet used on premium transcon routes. All aircraft will receive the same interior including a new Meridian seat made by Rockwell Interior Systems. The new seats will be thinner, lighter, and more comfortable, according to the airline.

The result will be 12 more seats on the 737-800 and nine more on the A321.

Each seat will have an individual power outlet as well. Seat pitch will be a uniform 30" with the exception of Main Cabin Extra premium-economy-lite seats.

The schedule calls for the airline to renovate legacy US Airways A321s starting in 2019, followed by legacy American Airlines A321s. American said it does not plan to install seatback screens, echoing a decision made in January of this year not plan to install seatback in-flight entertainment screens on the 100 Boeing 737 Max jets it ordered.

### **American Airlines Launches Dynamic Reaccom, a Self-Service Rebooking Tool**

American Airlines debuted its dynamic reaccommodation system, or dynamic reaccom, a tool that lets travelers rebook themselves when a flight is cancelled instead of having to queue in line or ring customer service. Once a flight has been cancelled, a passenger would receive a message similar to "AA 412 was cancelled. You can choose between the following flights." Available flights would then follow.

The Dynamic reaccom feature currently supports American Airlines flights as well as those on regional airlines operating under the American Eagle brand. It will allow passengers to book flights in the same class of service or lower (i.e. a business-class passenger can rebook himself into business or coach, a first-class passengers can book himself into first, business, or coach) and travelers will be allowed to rebook to alternate airports located within 50 miles (80 kilometers) of the original destination.

### **Philadelphia to be a major American Airlines hub, exec says**

Robert Isom, president of American Airlines, says Philadelphia International Airport will be a major hub for the carrier. "It's a key connecting point for the Northeast, and it's something we've developed over time into a real strength," he said.

The Business Journals (tiered subscription model) (10/2)

### **American Airlines offers Premium Economy on some Australia-US flights**

Passengers aboard American Airlines 787-9 Dreamliner select flights from Australia to the US will enjoy its Premium Economy service, which offers more leg room, upgraded premium seats and improved food and beverage options. The new service will begin Oct. 31.

### **American Airlines to unveil new control center in Dallas**

On Wednesday, American Airlines will officially unveil a new \$10 million hub control center at Dallas/Fort Worth International Airport. The 10,000-square-foot facility features cameras that give workers a complete view of the carrier's operations, allowing them to better coordinate activities such as catering, cleaning and loading planes.



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If you've been to the Tucson International Airport in the last few weeks, you may have noticed that our Centre Pointe area is once again the place to be pre-security!

The Arroyo Trading Post opened in early September, followed by an outlet of Oro Valley's gastropub Noble Hops. Arroyo Trading Post offers travelers gifts, travel items, snacks and even food choices from Tucson's own Agustin Kitchen.

The opening of Noble Hops marks the first completion in our new food concessions program, which we know our passengers have been anxiously waiting for. In just a few weeks, the first restaurants post-security will be finished. Beyond Bread and Sir Veza's will open first on Concourse A. Please be aware that if you're flying out of Concourse B, you will still have grab and go options, but during construction on the B side, the existing temporary restaurant will be closed.

We're very excited to be finishing up our 'A Brighter TUS' project, which means our solar project in the parking lots adjacent to the terminal will be completely covered with solar canopies, offering shaded parking. It also marks the finish of the terminal optimization project, which relocated and expanded the checkpoints and added many new design elements to the airport. While our gift and news concessions will be finished by the holidays, construction on the restaurants will finish early 2018.

As you can tell, it's been a busy, but great year as far as customer amenities, and we're thrilled for what's to come!

**Bonnie Allin** President /CEO

### FORMER AMERICAN CEO to airlines and passengers: Get Real

If you think relationships with passengers and airline employees are becoming increasingly contentious, former American Airlines CEO Bob Crandall says don't expect detente anytime soon. There's always been friction, but it's been aggravated by airline cost-cutting pressures and unrealistic expectations by passengers, Crandall said in an interview Wednesday evening.

"We had a big campaign at one time: 'You Are American Airlines,' with campaign buttons trying to make the point to the flight attendant or the agent that, 'Unless you do your job properly, people are not going to think well of the company.'

"Does that always work? No," said Crandall, who at 81, lives with his wife, Jan, in Florida and Massachusetts and keeps busy doing "a lot of this and that." By that he means serving as chairman and a director of Celestica Inc. and working with several companies including Gogo.

Passengers feel they're getting short shrift, Crandall said, but their frugality is largely to blame.

"Customers have insisted that the one thing that's more valuable than anything else is the cheapest possible ticket. Well, if you want the cheapest possible ticket, you're gonna have the smallest possible seat and the least possible facilities, because that's how I get my costs down," said Crandall, who still thinks like a CEO.

Bob Crandall, former CEO of American Airlines, left, and Doug Parker, CEO of American Airlines converse at the SMU Cox School of Business Crum Auditorium, photographed on Wednesday, October 25, 2017. (Louis DeLuca/The Dallas Morning News)



It's time for the major carriers to get real, too, he said.

"The big airlines, in their own interests, should simply decline to compete with the very lowball guys who want to carry people for \$29. They should say, 'To hell with that. Go ride with them.' But there's only so much business you can afford not to take," he said.

"So as long as the customer continues to prove by his or her own actions that they're always going to buy the cheapest ticket, they're always going to get a crappy service. That's the way it is. Nothing's going to be done about it."

Gotta love a guy who doesn't mince words.