

**GOT A  
LAYOVER?**

No problem.  
Fun is less  
than an hour  
away. *p. 32*

**SHE'S A GRAND OLD FLAG** The Star-Spangled  
Banner may never fly again, but she has been  
restored and is on display for all to see. *p. 22*

**NEPTUNE OF CANADA** When mariners  
have a question while at sea, they radio  
the man with all the answers. *p. 40*

AMERICAN AIRLINES - AMERICAN EAGLE

# AMERICAN WAYS

JULY 1, 2009

## HE'S GOT A WAY

*p. 26*

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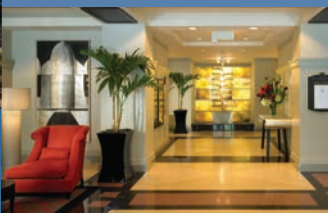
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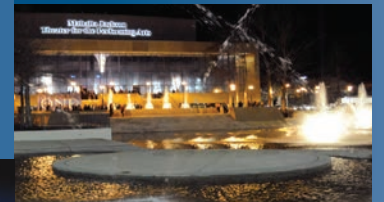


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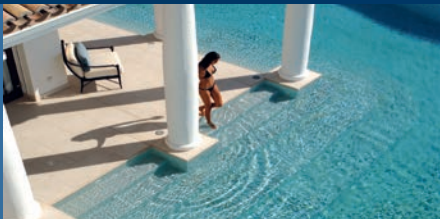


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**FEATURES****26 » THE BALLAD OF BILLY THE**

**KID »** Billy Joel is one of the most prolific pop musicians in history — and still one of the most popular, thanks in part to his tireless touring. Yet audiences haven't seen a new album from him in years. Will he ever write again? **BY ROBERT WILONSKY**

**32 » SIX CITIES, 60 MINUTES »**

Quit telling people that you've been to Indianapolis, if the airport counts. It doesn't. For those with time to kill, we've got more than 50 things for you to do in half a dozen U.S. cities, and all are within an hour from the local airport.

**BY JEANNETTE COOPERMAN**

**40 » FAIR-WEATHER FRIEND »** One bad storm turned Herb Hilgenberg into a one-man international forecasting service and a guardian angel for sailors.

**BY JACK BOULWARE**





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**20 » ROSWELL** » Today, everyone knows Roswell as the Alien Capital of the World. Each July, this town of 50,000 celebrates its annual UFO Festival. But not everything within the city limits qualifies as extraterrestrial. We checked in with a handful of local citizens to find the real story behind Roswell. **BY JACK BOULWARE**

**22 » THE NEW-AND-IMPROVED OLD GLORY** » What has it taken to bring back the majesty of the Star-Spangled Banner? Eight years, 19 conservators, and a whole lot of patience. But the result is a powerful reminder of our nation's fight for independence. **BY JIM MORRISON**



## DownLow

**53 »** ACTOR MICHAEL VARTAN OFFERS HIS THOUGHTS ON EVERYTHING FROM THE IDEAL WOMAN TO MAKING FACEBOOK FRIENDS WITH DOG LOVERS AROUND THE WORLD. BUZZ ALDRIN LOOKS BACK. PLUS MUCH MORE.

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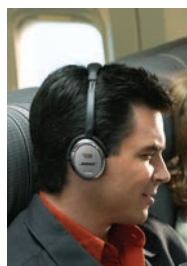
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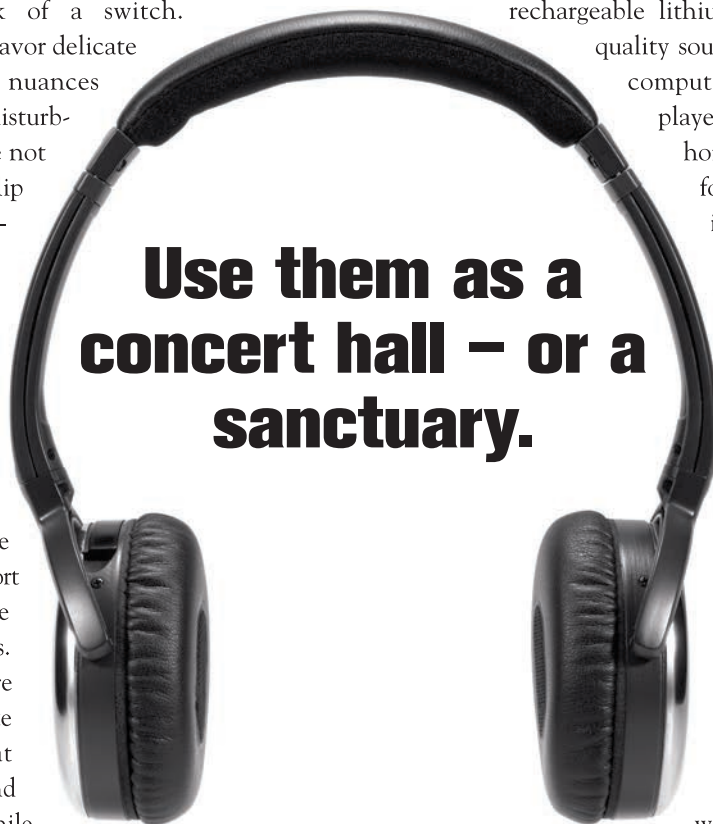


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# Operation Iraqi Children



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This month brings one of my favorite holidays: the Fourth of July. It's a celebration of American independence and freedom. Freedom is a precious gift, one I believe comes with the responsibility to help those less fortunate than ourselves. With that in mind, I would like to use this month's column to shine a light on a program called Operation Iraqi Children (OIC), which is devoted to giving some deserving kids a chance at a better life.

OIC is a grassroots effort that was founded in 2004 by actor Gary Sinise and author Laura Hillenbrand. Its purpose is to give concerned Americans a means to reach out to Iraqi children and support the ongoing efforts of U.S. troops to provide the children of Iraq with the kinds of basic school supplies that American children often take for granted. For several years, American soldiers — having noticed that most Iraqi schools lack books, pencils, blackboards, and other essentials — have taken it upon themselves to gather learning tools sent by family and friends back home for the schools in need. OIC was created to support those efforts, and since its inception, it has delivered 200,000 school-supply kits and thousands of Arabic-language books, shoes, backpacks, blankets, and packs of sports equipment, all of which have then been distributed by our troops directly to Iraqi children. OIC's focus has long been on Iraq, but the organization recently expanded its program to also include children in other nations, such as Afghanistan and East Africa's Djibouti.

Two months ago, American Airlines teamed with OIC to make the largest one-time shipment of supplies in the program's history. AA volunteers organized and staffed an eight-day journey that took more than 20 tons of school supplies, new shoes, and other items to the children of Iraq.

We were fortunate to have the chance to

participate in such a worthy endeavor, and, of course, it helps when you have a fleet of aircraft and an army of volunteers at your disposal. But anyone, and everyone, can help. And I hope you will, because we have it in our power to give a generation of kids — who until now have been forgotten — the tools they will need to learn, grow, and build a better life.

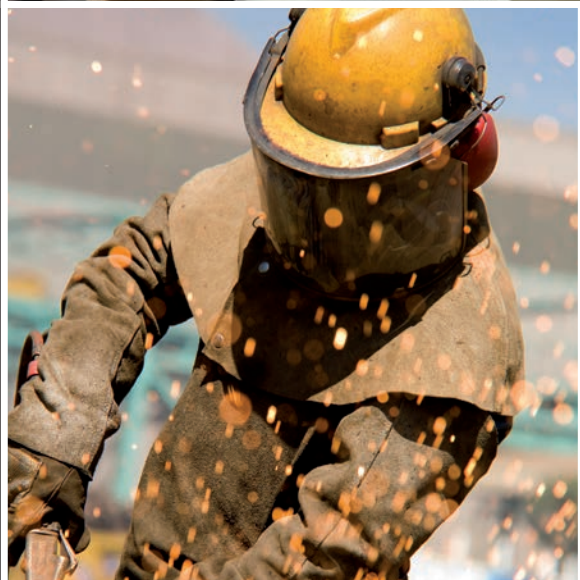
Getting involved is easy. You can either donate money — 100 percent of which will go to buy supplies for kids and offset shipping costs — or organize a school-supply drive through your neighborhood school or church, or through any other organization. All over America, organizations are assembling items into kits and sending them to the OIC warehouse in Kansas City, Missouri. From there, the supplies are shipped to Iraq, Afghanistan, or Djibouti. Once they arrive, the shipments are picked up and distributed to children by American troops.

OIC does an enormous amount of good for children who have been badly neglected. But the benefits of this program transcend the tangible good OIC brings to thousands of schools, because by reaching out to help kids a world away — kids we will likely never meet — we not only affirm America's basic goodness and generosity, we also help to foster goodwill and understanding between nations. I can't think of a better way to celebrate our freedom than that.

I hope you will visit [www.operationiraqichildren.org](http://www.operationiraqichildren.org) and learn more about how to get involved. In the meantime, wherever you're going today, thanks for flying with us.

Gerard J. Arpey  
Chairman & CEO  
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# Everything in one country...



# State of Mind



Want to sign up for free e-mail notification of Adam's column or to see past columns? Go to [www.americanwaymag.com/whatsnew](http://www.americanwaymag.com/whatsnew).

## Almost Famous?



You may not be a rock star like Billy Joel, but *American Way* will give five lucky winners the Billy Joel treatment. Enter our eighth

annual Road Warrior contest, Fame and Fortune, between now and August 31 for a chance to win. This year, our grand-prize winner will receive two million Hilton HHonors bonus points and one million American Airlines AAdvantage bonus miles. His or her picture will also be featured on the cover of *American Way*. Our second-prize winner will receive a Bose Lifestyle 48 DVD home-entertainment system, a Bose Wave music system, one pair of Bose QuietComfort 3 Acoustic Noise Cancelling headphones, and a five-night vacation for two in an oceanfront bungalow at the Hilton Papagayo Resort & Spa in Costa Rica that includes one complimentary spa treatment for the winner and a guest. Three third-prize winners will receive a three-night vacation for two in an ocean-view bungalow, and all five winners will get a Verizon BlackBerry Storm cell phone and a \$100 Verizon gift card. Visit [www.americanwaymag.com/roadwarrior](http://www.americanwaymag.com/roadwarrior) for details.

Once upon a time, when cell phones were merely toys for the nouveau riche and Apple was just a fledgling computer company, a young man walked the streets of New York City as if each step was scripted. Every morning, he'd leave his tiny rented room and take the 1 train from the 96th Street station down to 23rd Street. In his hand was a copy of the *New York Daily News*. ¶ On his back was a satchel with his evening work

uniform. And over his ears were headphones, always on and always loud.

He absorbed the sights of the city while quintessential New York music pumped through his head. The mix tape was scored accordingly as the timing of his steps and the cadence of his movements became habitual. New Yorkers are creatures of habit, so the young man made certain to have the proper mix of music cued up to see him through his routine.

The tape began with Benny Carter, one of Harlem's most influential jazz musicians. His saxophone did the talking in "Tell All Your Dreams to Me." Deep-rooted jazz gave way to some New York punk, which had been intentionally chosen to coincide with the chaotic scene on the subway at rush hour. Bleecker Street's own prodigal sons, the Ramones, put the young man on high alert with their anthem "I Wanna Be Sedated." All those interesting people that the young man encountered on the train took on whole new personas as the Ramones sped up the tempo.

By the end of the day and the time the young man punched

out from job number two, the city had morphed into an entirely different kind of metropolis, so the young man cued up a track to illustrate the sounds emerging from the shadows. He reserved the tape's last song, Billy Joel's "New York State of Mind," as his nightly send-off into the heart of Manhattan. That was the young man's routine for years.

The young man has since grown older. His satchel has been replaced with a briefcase, his *Daily News* has been replaced with the digital *Daily News*, and his headphones have been replaced with an iPod. Yet one element of his younger life remains consistent: Whenever traveling in New York, the now older man puts on that enduring Billy Joel ballad and roams the streets of the Big Apple as though in a time warp. Such is the essence of the Piano Man and the indelible imprint he has left on both music and people.

We are pleased to feature Billy Joel on the cover of *American Way*. Master entertainment writer Robert Wilonsky met up with Joel on tour in San Antonio recently, and the singular rock star gave tremendous

insight into his career — past, present, and future. The story (page 26) reads like a timeless allegory of an ageless entertainer, and it serves as an anchor for this travel- and history-steeped issue.

Writer Jack Boulware revisits the 1940s Roswell incident (page 20), while Jeannette Cooperman maps out a host of fun day trips that are only one hour away from an airport near you (page 32). And no issue running over the Fourth of July would be complete without a patriotic flag story, deferentially told by writer Jim Morrison (page 22).

Billy Joel and his tour mate Sir Elton John will be in Washington, D.C., on July 11 and then in Columbus, Ohio, on July 14. Take that Greyhound on the Hudson River line and see them live. (Actually, it'd be better if you flew there.) You just might see the older man there too.

Adam Pitluk  
Editor

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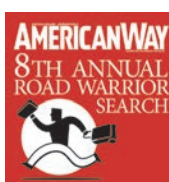
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# FAME & FORTUNE



Ever dream of being rich and famous? Or of a free vacation that would make you feel like you're rich and famous? Well, stop dreaming and start entering! We're talking about *American Way's* 8th Annual Road Warrior Search, featuring lots of fame and fortune. This year, the grand-prize winner will receive two million Hilton HHonors® bonus points and one million American

Airlines AAdvantage® bonus miles. The second-prize winner will receive a Bose® Lifestyle® 48 DVD home-entertainment system, a Bose® Wave® music system, one pair of Bose® QuietComfort® 3 Acoustic Noise Cancelling® headphones, and a five-night vacation for two in an oceanfront bungalow at the Hilton Papagayo Resort & Spa in Costa Rica that includes one complimentary spa treatment for the winner and a guest. Three third-prize winners will each receive a three-night vacation for two in an ocean-view bungalow, and

all five winners will score a Verizon BlackBerry® Storm™ cell phone and a \$100 Verizon gift card. That part is the fortune. The exhilarating feeling of fame will occur when the winners and their guests are whisked away to the Road Warrior photo shoot in a musically themed mystery city. To top it all off, the winners will be featured on the cover of the special Road Warrior issue March 1, 2010, as well as throughout the magazine. **To enter, visit [www.americanwaymag.com/roadwarrior](http://www.americanwaymag.com/roadwarrior) by August 31, 2009, at 11:59 p.m. CDT.**





**MUSCLING UP** > Who knew that Dyson could one-up itself, but it has. The vacuum-cleaner brand known for having the most powerful sucking machines on the market just got a little more sucky — and by that, we mean even more powerful. The **DC28 Animal** boasts the company's new Airmuscle technology, a patented and aptly named trifecta of cleaning power that's a guaranteed dirt buster, whatever the floor surface you're tackling. Granted, the newest addition to the family isn't quite as agile as its cousins in the yellow-ball line, but that's quite all right, because what it lacks in maneuvering capabilities it makes up for with the Airmuscle technology's three showstopping features: the ability to move the brush bar to your desired height (using fingertip controls, no less) without moving the entire cleaner head (hence, no gap in suction); a pneumatic actuator that pulls the cleaner head to the floor, sealing it just so; and a high-torque clutch (no, we're not talking about a car; it really has a clutch) that pushes the brush bar deep into the carpet to knock dirt loose. All in all, it's just the beast you need on your side next time you're wrestling those dust bunnies. \$600. [www.dyson.com](http://www.dyson.com) By Anna Fialho



# In the Garden of Good and Local

Savannah, Georgia, a city never short on intrigue and inspiration — colorful characters welcome! — is again experiencing *a moment*. Gone are the movie memorabilia objets d'art, and in their place is glorious Southern comfort. As in food. The nascent locavore movement has brought out the city's creative best, each ready for its own close-up. Here are a few of the standouts. By Neal Webster Turnage



Thrive

## Cha-Bella

The Italian eatery is famous for its signature veggie salad that bursts with the flavor of just-picked produce from the restaurant's own two-acre organic farm. Chef Matthew J. Roher offers tours and wine tastings on the farm. "Seasonal fruits, veggies, and herbs are all for sale, and visitors can stay for an alfresco lunch," says Roher. 102 East Broad Street, (912) 790-7888, [www.cha-bella.com](http://www.cha-bella.com)

## Flat Creek Lodge

A short drive out from Savannah will bring you to this delicious lodge. Head cheese maker Dane Huebner is most excited about the Canoochee Red, "a washed-rind, eyed cheese that imparts irresistible toasted nut and grain notes." Add to that the award-winning Cypress Cheddar, Blue Farmhouse, and Aztec Cheddar — all raw-milk based — and many others that are as nimble on the palate as they sound. 367 Bishop Chapel Church Road, Swainsboro, Georgia; (877) 352-8273, [www.flatcreeklodge.com](http://www.flatcreeklodge.com)

## Honey House

Local wild honey straight from the hive is on tap for sampling at the cantilevered café counter, where fresh tupelo/limeade biscuits with honeycomb butter are served straight from the oven. Owner Clay Culver says he's seen more than a few swoon over the honey lattes. "Brings 'em back for more every time," he says. Honeycomb platters and a children's interactive learning hive complete the bee-all, end-all experience. 104 West Broughton Street, (912) 233-7873, [www.savannahbee.com](http://www.savannahbee.com)



Cha-Bella



Honey House

## Lowcountry Gourmet Foods

Here you'll find a tasting room of a dozen varieties of aged balsamic vinegars (think peach and wild blueberry). Extra-virgin olive oils and exotic nut oils are also ready for the tasting. In short, not even Italian visitors have seen anything like it, which is exactly why owner Robb Campbell says, "The looks I see on people's faces is a rush like you can't imagine." 123 East Liberty Street, (912) 233-9155, [www.lowcountrygourmetfoods.com](http://www.lowcountrygourmetfoods.com)

## Thrive, A Carry Out Café

Wendy Armstrong, chef/owner of Thrive, believes, "Savannah is ready to embrace local, organic, and eco-friendly!" For this café, located between Savannah and Tybee Island, that means handcrafted regional cheeses; wild-caught Georgia shrimp; homemade sandwiches, salads, and cookies; and three varieties of Southern lemonade — and did we mention crates of organic produce? 4700 East Highway 80, (912) 898-2131, [www.thriveacarryoutcafe.com](http://www.thriveacarryoutcafe.com)

**App Mania** With iPhone applications flying off the shelves, er, server (the App Store reached more than one billion downloads in nine months), there's little doubt that apps are the iPhone's best friend. And with 25,000-plus apps to choose from, there's a little something for everyone, including our favorite — the road warrior! Download these eight handy little programs, and everything you need to know to keep you on the go will be right in the palm of your hand. By Melinda Tillery

**1. THE CURRENCY CONVERTER** Trying to figure out how many Bahraini dinar equal one American dollar or how many Turkish lira equate to a Swiss franc? This app has you covered — it supports 85 different currencies from around the world. Free

**2. HEY TAXI** The days of whistling and flagging down a cab are over. Instead, hailing your ride is as simple as making a phone call. Using the iPhone's built-in GPS, Hey Taxi locates the nearest cab companies in your area based on proximity and response time. View the list; then, call and reserve the taxi of your choice. \$1

**3. FLIGHTTRACK** Wondering if the weather delayed your flight? FlightTrack will give you live weather updates and information about cancellations and delays. But the coolest feature is being able to track your friends, family, or even your own flights on a map. \$5

**4. URBAN SPOON** Whether you're feeling indecisive or just wanting to try some new eateries, Urbanspoon's slot machine of cuisines will make the decision for you. Just shake the phone until a restaurant of your liking appears. Using GPS technology, the app also allows you to filter by neighborhood, price, or type. Reviews from fellow eaters, newspapers, and bloggers are also included. Free

**5. FANFINDER** Avoid showing up in the wrong team's colors by using the FanFinder to locate sports bars that cater to your favorite team. Travelers can use the search function to find a good spot for a couple of beers at any destination. Free

**6. LINGUO** Visiting a foreign country can be difficult, especially when you don't speak the language. Linguo translates 25 languages and includes audio clips to help you say your phrase correctly. It can be used off-line and definitely beats flipping through the pages of a translation book. \$4

**7. WI-FI FINDER** On the go and looking for Internet access? Wi-Fi Finder will show you the closest Wi-Fi locations and give you directions on how to get there. With a directory of more than 200,000 Wi-Fi locations in 135 countries, there's sure to be one close by. You can also sort by the type of location (restaurant, bar, café, etc.) and cost. Free

**8. WEATHERBUG ELITE** With weather data for more than 45,000 locations worldwide, WeatherBug ensures you'll always be dressed appropriately. Drop a pin on the map and see live conditions for that location. Full radar animation and National Weather Service alerts also help you avoid getting caught in the rain without an umbrella. \$1

## + Seven Non-Travel-Related Apps We Love:

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### PEDOMETER

Keeps track of daily steps and calories. \$3

### GOOGLE EARTH

Allows you to "fly" to any location on earth and view satellite imagery of the terrain — among other things. Free

### WOLFENSTEIN 3D CLASSIC

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### EMERGENCY RADIO

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### ZILLOW REAL ESTATE

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### MOPHIE JUICE PACK AIR, \$80

The latest release from Mophie extends the life of your iPhone battery with almost no added bulk, fits like an actual protective case, and has an on/off switch for when you do (or don't) need the extra juice. [www.mophie.com](http://www.mophie.com)

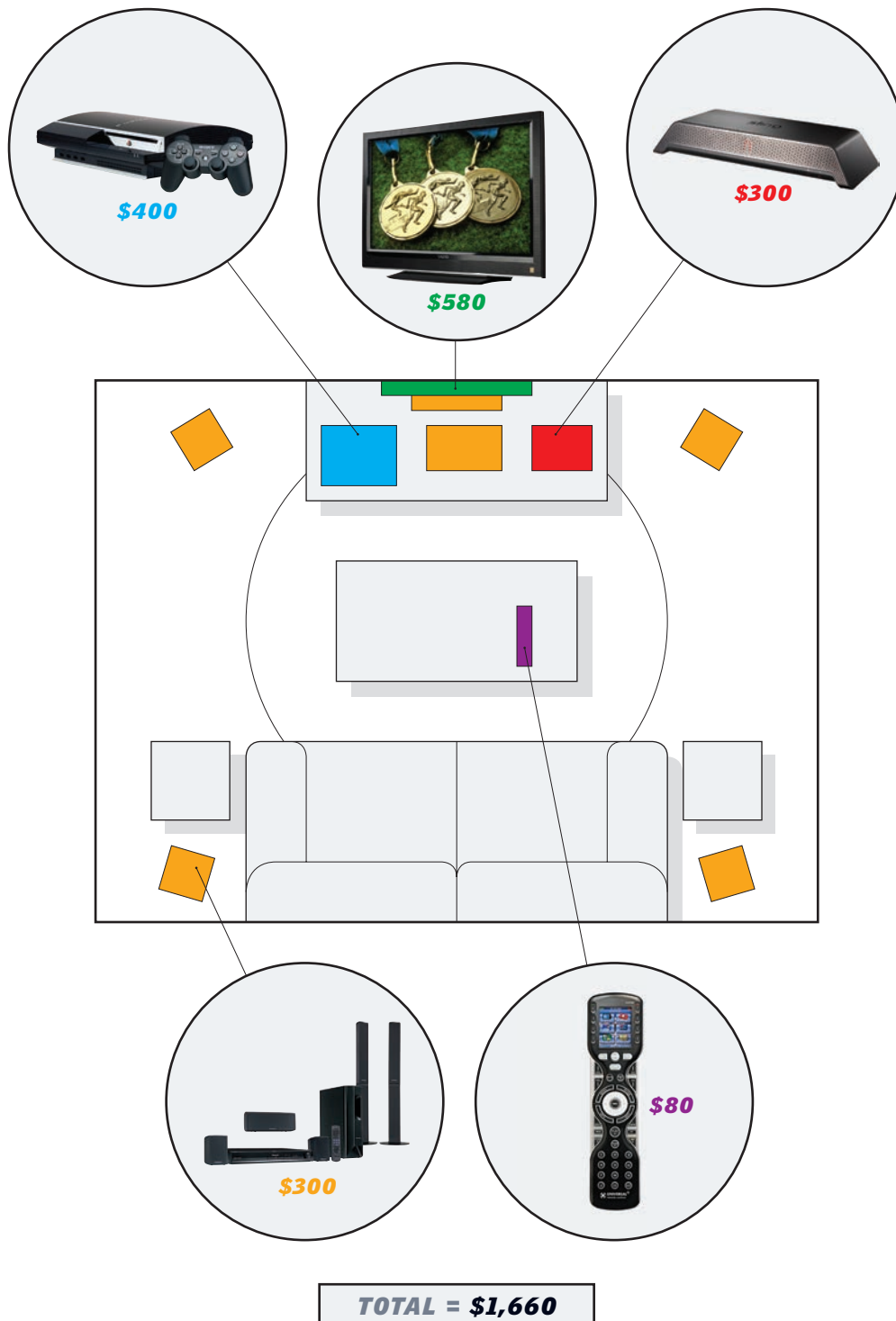
### ISKIN SOLO FX, \$33

It looks like a hard case upon first glance, but it's actually a nifty shock-absorbing soft-gel case that's just really, really shiny. It's also clear enough to make out the Apple logo on the back, and it has an enhanced gripping surface, which we really dig. [www.iskin.com](http://www.iskin.com) — Anna Fialho



## HOW TO BUILD A HOT HOME THEATER — FOR LESS

As serious home-theater enthusiasts know, the perfect screening room can easily set you back tens of thousands of dollars. Thankfully for movie buffs who don't want to spend a fortune (especially those with spouses), with today's advances in technology, it's still possible to score a decent budget build-out. Here's how to give your den a twenty-first-century makeover without blowing a fuse. By Scott Steinberg



### Vizio V037LF

Size matters — but so does your mortgage payment. Split the difference by making this affordable 37-inch HDMI-ready television the centerpiece of your high-tech playpen. Featuring 1080p resolution (today's top benchmark), this TV's picture quality is razor sharp and unmistakably full high-definition. It can be enjoyed from multiple seating angles and in brightly lit areas — but simply position it facing the couch for instant prime-time gratification. [www.costco.com](http://www.costco.com)

### Panasonic SC-PT670

To maximize enjoyment of this combo five-disc HD video upconverting DVD changer, iPod dock, and cost-conscious 5.1 surround-sound setup, create an equilateral triangle with your seat and the front left and right speakers (placed equidistant from the TV). The center speaker should sit above or beneath the TV, directly in line with your position. Surround speakers should then be placed behind and to your left and right, while the subwoofer can go anywhere besides the corners. All speakers should be set at ear level. [www.panasonic.com](http://www.panasonic.com)

### Sony PlayStation 3 (80GB)

Sure, you could always buy separate value-priced components cheaper piecemeal (at least up front), but bundled together, this one-stop multimedia hub — capable of running HD Blu-ray movies; digitally downloading films, software, and television shows; surfing the web; streaming audio and video; and (oh yeah) playing awe-inspiring games — still offers significant cost savings. [www.playstation.com](http://www.playstation.com)

### Universal Remote Control Digital R50

Forget the nominal SRP of \$149: You'll find vendors hawking this sweet universal remote for nearly half that online. It's capable of controlling 18 individual components, and the built-in configuration wizards — including a two-inch color LCD screen for user-friendly walk-throughs — make installation a breeze. Program the device to perform multiple actions in sequence, set it on the coffee table, and you'll never want to get up again. [www.amazon.com](http://www.amazon.com)

### Sling Media Slingbox PRO-HD

Having invested in a winning setup, why not spend a little more to enjoy its creature comforts even when you're miles away from home? Add this nifty little device — capable of pushing HD video from a DVR, cable box, satellite receiver, and DVD player via the Internet to a cell phone or remotely located PC — to your system, and you'll be doing just that. BlackBerry and iPhone users are the latest to tune in. [www.slingmedia.com](http://www.slingmedia.com)

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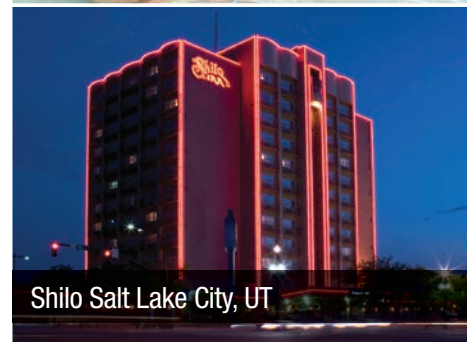
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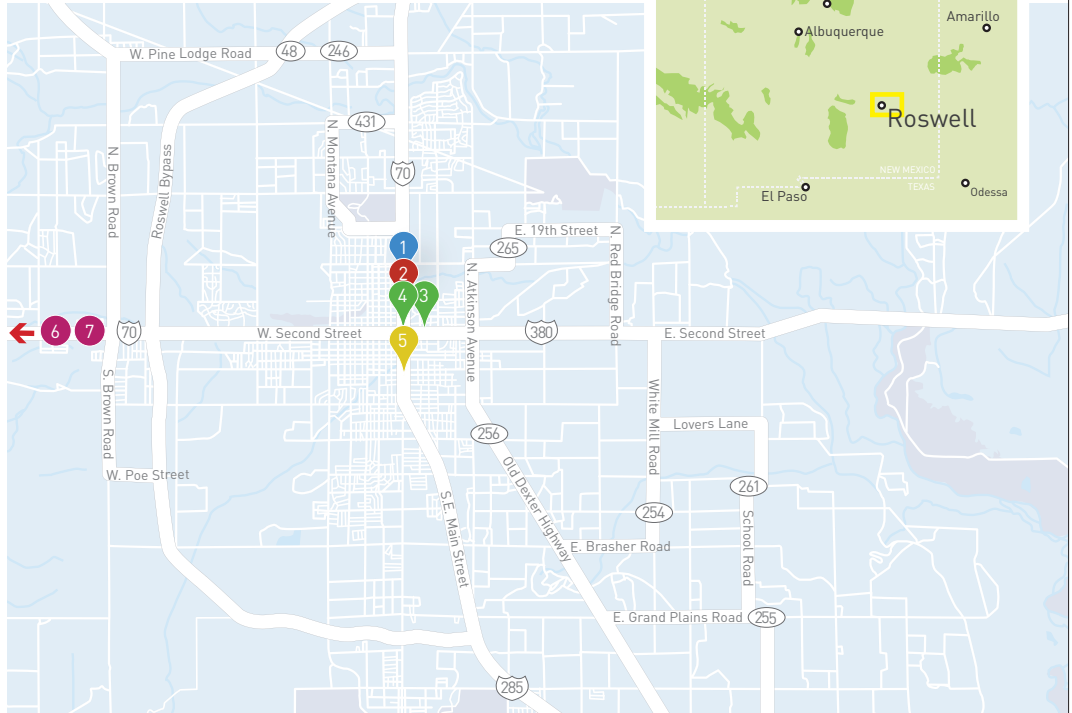
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 Tigard/Washington Square, Salem, Seaside East, Seaside Oceanfront, The Dalles, Tillamook, Troy, Warrenton/Astoria **TEXAS** Killeen **UTAH** Kanab,  
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# Roswell, New Mexico: The Truth Is Still Out There.

Until the 1990s, the only tourists who stopped in Roswell, New Mexico, were either lost or asking for directions to Carlsbad. That's no longer the case. Today, everyone knows Roswell as the Alien Capital of the World. Each July, this town of 50,000 celebrates its annual UFO Festival, to which thousands make the pilgrimage to hear notable ufologists argue about aliens and government subterfuge alongside a circus atmosphere of parades, concerts, and pet dogs dressed as E.T. By Jack Boulware



Roswell mayor and history buff Sam LaGrone recommends visiting the **Roswell Museum and Art Center [1]**. It houses "the Rogers and Mary Ellen Aston Collection of the American West, which [has] Indian artifacts — headbands and bows and arrows that they used back then. The Smithsonian wanted those, and Rogers turned them down," LaGrone says.

When Pete Mayadag, plant manager of the Roswell branch of Leprino Foods (one of the world's largest mozzarella factories) isn't sampling cheese, he makes a beeline for **Martin's Capitol Café [2]** for a sopaipilla. "It'll come out warm, and then they'll give you some honey to put on it," he says. "With a regular Mexican meal and a couple of beers, it's the icing on the calorie cake."

Sharon Welz, a local artist and the co-owner of the **Roswell Spacewalk [3]** (a 3-D black-light experience), likes the coffee shop **Not of This World [4]** for

a quick sandwich. "The [shop's] outside wall has a big mural of outer space ... They have computers there, and one night a week, they have live music," she says.

City marketing director René Roach is proud to live in the only town that boasts a UFO-shaped McDonald's. But when it comes to fashion, she heads to **Hippie Chicks [5]**. "The [store's] sign is a VW bug sawed in half! Every girl of every age loves this boutique — it keeps up with all the trends," she says.

Roswell UFO Festival conference coordinator Peter Robbins suggests a pair of historical military spots. The **White Sands Missile Range Museum [6]** (163 miles from Roswell) displays dozens of vintage missiles, and the **Trinity Site [7]** (145 miles away and open twice a year) marks the spot of the world's first nuclear-device test. "These are two of the most extraordinary Cold War locations," Robbins says. **AW**

## The Backstory

The world's most famous UFO incident began in July 1947 after a local rancher discovered a peculiar crash site in a pasture outside Roswell. News headlines described the mysterious debris as that of a "flying disk," but the very next day, United States military quickly confiscated the wreckage and released a statement saying the crash was merely that of a weather balloon. The case was ignored for more than 30 years, until independent researchers began interviewing more witnesses. Various stories have since emerged that describe alien bodies being removed from the crash site and secretly transported to a military base for further study — one of them still alive!

Did it really happen? According to most UFO researchers, and to politicians like Sam LaGrone, Roswell mayor, and Bill Richardson, New Mexico governor, the mystery has never been adequately explained and the U.S. government most likely covered up ... something. The UFO Festival runs July 2 to 5. [www.ufofestivalroswell.com](http://www.ufofestivalroswell.com)

**JACK BOULWARE** attended the 50th anniversary of the Roswell crash in 1997 and still isn't sure himself if it's fact or fiction.



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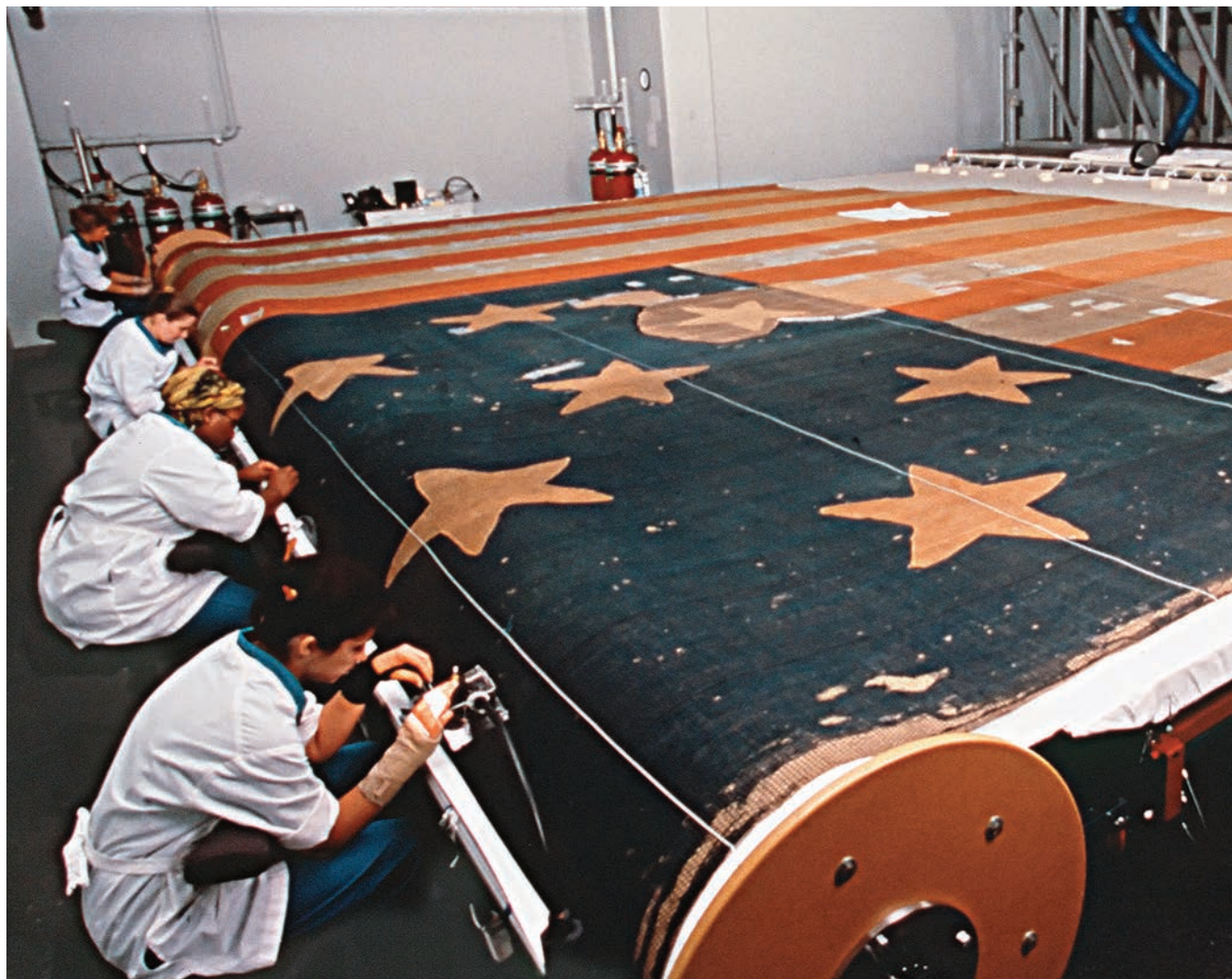
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# The New-and-Improved Old Glory

What has it taken to bring back the majesty of the Star-Spangled Banner? Eight years, 19 conservators, and a whole lot of patience. But the result is a powerful reminder of our nation's fight for independence. By Jim Morrison

Entering the gallery in Washington, D.C.'s Smithsonian's National Museum of American History, where the Star-Spangled Banner lies protected after a recently completed eight-year conservation effort, is like walking into a cathedral. Voices instinctively grow hushed in the dim light of the exhibition hall. Seeing the very flag that inspired our national anthem is a moving experience

for museum visitors.

"Kids comment all the time about how huge it is," says Suzanne Thomassen-Krauss, the chief conservator of the Star-Spangled Banner Project. She oversaw the cleaning and stabilizing of the tattered object and worked together with conservators, advisors, designers, curators, educators, and architects for years to create an

environment that would adequately protect and display this priceless piece of American history. Hearing the awed reactions of the exhibit's visitors gives her a great sense of accomplishment.

"It took awhile to come up with the exhibition design," she says. "We were trying to balance the preservation needs of the artifact [with our desire] to create the opportunity for people to feel like they had a very personal experience with the flag."

That flag, which was created by Mary Pickersgill during the War of 1812 at the behest of Major George Armistead, is the centerpiece of the Smithsonian's dramatically redesigned National Museum of American History, which reopened in November 2008 after two years' and \$85 million worth of renovation. The National Museum of American History has long been known as America's Attic for its collection of more than three million historically significant pieces, including the desk Thomas Jefferson wrote the Declaration of Independence on and the ruby slippers Judy Garland wore in *The Wizard of Oz*.

The museum acquired the famous Star-Spangled Banner in 1907 from New York stockbroker Eben Appleton, the grandson of Major Armistead. For years, it was mounted on a frame on the wall of the museum's central Flag Hall, where it was protected by a screen (called an *oleo*) that was lowered every hour, revealing the flag as the national anthem played. Once the song concluded, the oleo would be raised again, covering the flag. But when a mechanical failure rendered the oleo temporarily inoperable in 1994, museum conservators decided that rather than simply repair the system, they would explore other preservation possibilities. The museum hosted a conference with 50 conservators, flag historians, scientists, and curators, and they developed a conservation plan for the artifact that would use the most advanced technologies available.

In December 1998, the plan was put under way. First, Thomassen-Krauss oversaw the removal of the flag from its longtime home and its transfer to the temporary 40-by-50-foot laboratory in the museum where it would be studied. The lab was equipped with an environmental-control system that kept the temperature between 68 and 70 degrees Fahrenheit and the

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humidity level at 50 percent, since mold can form at humidity levels higher than 60 percent and fibers get brittle at levels lower than 50 percent. After careful examination, Thomassen-Krauss and her team determined that the flag would never be able to fly again; it was simply too fragile. The lab featured a glass wall, which gave visitors the opportunity to watch the conservation work in progress and weigh in on the matter. "People told us they didn't mind that the flag looked old and damaged. They expected it to," Thomassen-Krauss says. "That helped us with the idea of not *restoring* it but preserving and conserving it."

The next step was to stabilize the cloth. For six hours a day over the span of 10 months, conservators snipped away approximately 1.7 million stitches that held the worn, fragmented flag to a linen backing, which had been sewn on by Amelia Fowler in 1914 during the Smithsonian's first major flag-preservation effort. It took another eight months to then turn the flag over and painstakingly pull the clipped stitches and soiled linen from it. As the team worked, they discovered 37 patches that had been used to repair pieces of the flag that had likely been torn away in high winds. "Flags have a hard life. Damage happens relatively quickly," says Thomassen-Krauss, who notes that when the Smithsonian acquired the flag in 1907, it had already been worn down from its original size of 30-by-42 feet to 30-by-34 feet. Conservators left all of the patches in place, but more than 60 repairs and mendings were removed to relieve stress on the brittle fabric and restore the flag's shape.

After the team removed the backing, they began cleaning debris from the flag. First, they dabbed dry cosmetic sponges on its surface, working their way inch by inch across the 1,020 square feet of material, all while lying stomach-down on a platform that hovered inches above the fabric. Next, they used a solution of water and acetone to remove surface deposits of oils. The flag was then sewn to a sheer high-tech polyester material called Stabiltex to give it support. Finally, the side of the flag that had been on display for decades was attached to a custom-made laminate underlay traditionally used for racing-yacht sails; what visitors view now in the gallery is a side of the flag that had not been seen by the public

since 1873, when the flag hung from a window at the Boston Navy Yard and was photographed for the first time.

The flag's display chamber is a marvel in preservation precautions. The long corridor leading to the exhibit hall gets progressively darker so visitors' eyes can adjust to the two-story room's dim light, which is provided by a single projected slide. Instead of a single point of light, which can cause hot spots and shadows, the projected slide is a patchwork of several hundred pixels in different shades of gray. The resulting light is equivalent to that of a candle being held at a distance of one foot. The sealed display case is kept at between 68 and 72 degrees Fahrenheit and at between 50 and 70 percent humidity, conditions that allow the fragile fibers to remain flexible in case conservators should ever need to roll the flag up. The oxygen level is kept at 15 percent, which serves both as a fire-safety precaution and hopefully, as a preservation technique, slowing deterioration. The flag is tilted at a slight angle so that visitors can adequately see it and so that the integrity of the fabric is not compromised.

What museumgoers see now — the result of eight years of meticulous work — is the perfect balance of preservation and presentation. "[The flag] is resting — not under stress, not subject to things that can cause damage," Thomassen-Krauss says. "But it's still wonderfully accessible to anyone who wants to see it."

The eight-year process has been an often-emotional experience for Thomassen-Krauss, who first pondered the problem of preserving the Star-Spangled Banner as a graduate student in 1978 after hearing a lecture from a Smithsonian conservator. She knows the work she's done means a great deal to many people. The day after the exhibit opened, she walked into the gallery and found a young woman crying. The woman's grandmother had once worked at the museum and had told her about the ongoing conundrum of what to do with the flag.

"She said that her grandmother would be so happy now," Thomassen-Krauss recalls. "You realize you're never doing this for yourself. You're doing it for everybody else." **AW**

**JIM MORRISON** first wrote about the Star-Spangled Banner preservation in 2000. His stories have appeared in the *New York Times*, *Smithsonian*, *Reader's Digest*, the *Wall Street Journal*, and other publications.

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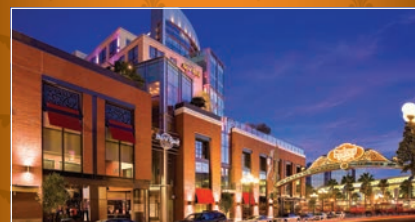
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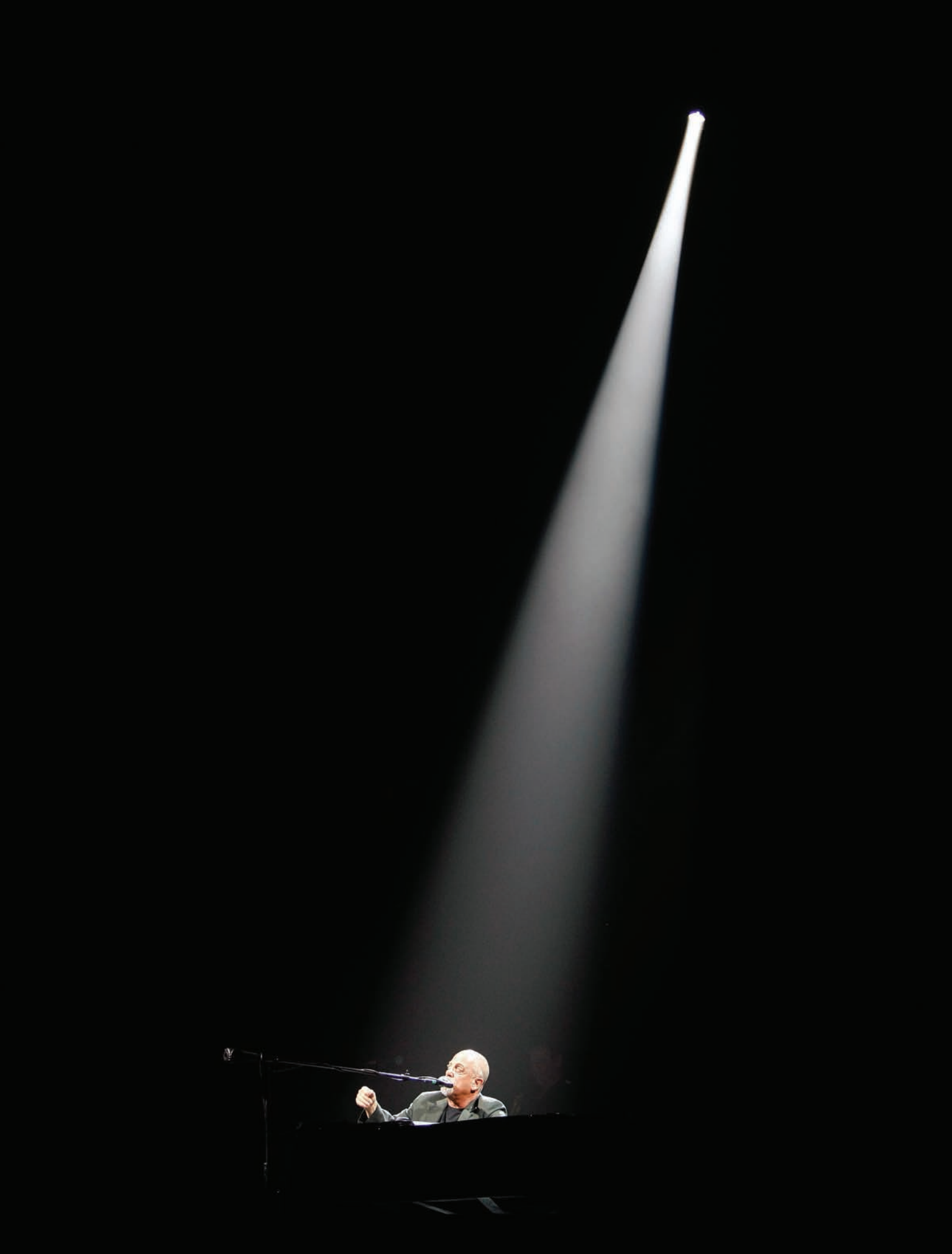
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THE  
BALLAD  
OF

BILLY JOEL IS ONE OF THE MOST PROLIFIC POP MUSICIANS IN HISTORY AND STILL ONE OF THE MOST POPULAR, THANKS IN PART TO HIS TIRELESS TOURING. YET AUDIENCES HAVEN'T SEEN A NEW ALBUM FROM HIM IN YEARS. WILL HE EVER WRITE AGAIN? *BY ROBERT WILONSKY*

BILLY  
THE  
KID





**IT'S SIX O'CLOCK ON A SATURDAY,** an hour till the crowd shuffles in, and Billy Joel, clad in khaki shorts, a plain gray tee, and a tan Ball cap, is exactly as you'd expect him to be after all these years: sitting in front of a piano, quick with a joke. There are about two hours until Joel and his tour mate, sir elton John, will stride out onstage. Joel to the strains of "yankee doodle dandy," sir elton to "god save the queen" and bang out an assortment of adult-contemporary pop favorites, something they've done together off and on for the past 15 years.

"Don't expect much," Joel cautions moments before he takes the stage at San Antonio's AT&T Center for sound check. "We usually don't do our own stuff [at sound check]. We like to mess with the sound guys." He grins through his thin gray beard.

Joel decides to alter tonight's set list because of a scratchy throat — perhaps find something a little easier to get through. He tells his band maybe they should drop a song. For a moment, he toys with the idea of ditching "Scenes from an Italian Restaurant," one of the many standards from his songbook. "How many Italian restaurants they got in San Antonio, anyway?" he asks. The band, which consists of Yankee pros, a Texas guitar slinger, and an Australian bassist, laughs.

But dropping that piece would be unconscionable, like Bruce Springsteen erasing "Thunder Road" from a concert or Frank Sinatra opting out of "My Way." So they settle instead on cutting "Don't Ask Me Why" from 1980's *Glass Houses* and decide to add the deeper cut "The Ballad of Billy the Kid," the last song on side one of 1973's *Piano Man*. It's an Aaron Copland-soaked cowboy epic of a song that Joel wrote when he was all of 24 — before he'd ever had a single hit — in which the entertainer imagines himself as the legendary outlaw. Joel sings to an empty arena, giving it nearly his all to the thousands of empty seats. "From a town known as Oyster Bay, Long Island/Rode a boy with a six-pack in his hand."

The band kicks in with the attendant

bursts of celebratory horn flourishes and rock-opera blasts, while Joel adds the trills of a Wild West saloon solo. Then comes the big finish: "And his daring life of crime/Made him a legend in his time/East and west of the Rio Grande."

It's appropriate he chooses "The Ballad of Billy the Kid" for many reasons on this night, and chief among them is it allows Joel an opportunity to offer the San Antonio crowd his spot-on John Wayne imitation as he recites a monologue from the 1960 film *The Alamo*. After the sound check, Joel asks Carl Fischer, his trumpet player, to get online and learn, as quickly as he can, composer Dimitri Tiomkin's immortal main theme from the movie. Joel figures the San Antonio audience will get a kick out of it, but it likewise amuses and satisfies him. He'd love to one day score a movie himself — only, well, no one's ever asked. Besides, he demurs, "I don't really know how to orchestrate. I'm not skilled at it. I haven't had any experience."

Once he's through with sound check, Joel relaxes in his dressing room with his touring companion, Sabrina, a five-year-old pug, snuggled up next to him and breathing loudly. Joel, who's written as many top hits and pop gems as any of the most prolific singer-songwriters who emerged during the 1970s, is talking about why he no longer writes the kind of music that will pack the audience in tonight and every other night remaining on his and Sir Elton's journey.

"I'm too interested in the composing process now to go back and learn how to do all that stuff I should have learned when I was younger," says Joel, who had wanted to write the music for the movie *The Perfect Storm* but then the producers "got a really good guy" to do it. "I should've gone to music school and should've graduated high school, but I didn't. I went on to be a rock star, and that's what I've been doing for a good, long time."

Being a rock star is actually his part-time job now. It's been years since it was his full-time gig — since 1993, to be specific, when Joel floated up the *River of Dreams* and decided not to return. That album's last song, "Famous Last Words," provided enough clues to reveal that the entertainer was through with being just another serenader: "And these are the last words I have to say/It's always hard to say goodbye/But now it's

time to put this book away/Ain't that the story of my life."

"I thought it was the best I could do, some of my best material," Joel says of *River of Dreams*, which touched the top of the pop charts briefly, spawned a hit single with the title song, and was certified as a five-million seller. "The album came out, and there was one hit. I just said, 'The heck with that. I'm not going to do this anymore.' I worked as hard on the songs that were hits as I did on the songs that weren't hits. They didn't get radio play. Most people have never heard the album, and they would define the album by the one song they've heard on the radio. So that was it; I was done.

"I'd been doing it since I was 15. When I stopped, I was 44. That's quite a long time. [I got to the point where] I wanted to write — if it was played on the radio or wasn't heard by anyone, it didn't matter to me. It was for me, my own enjoyment. What do I want to hear? I was at the point where I didn't want to hear that music anymore. I wanted to hear a different kind of music."

Joel doesn't even listen to pop these days, he says, unless his wife, Katie Lee, or his daughter, Alexa — herself a singer-songwriter — gets in the car and dials up a hit favorite. Instead, he now spends most of his time on classical music, both listening to and writing it. "Orchestral, symphonic, some for chamber orchestras, some for large orchestras," he says.

But he doesn't know when you'll hear his latest compositions — if ever. Your being able to hear what he's writing isn't what's important to him right now. "What's important is that I'm writing," he says. "If it ever gets published and orchestrated and performed, then great. Maybe it will happen after I'm dead. It's not a priority to me right

**"I DON'T GO HOME AND PLAY MY OWN ALBUMS, BUT IF IT COMES ON THE RADIO, IT GOES RIGHT UP TO 10."**

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HSBC Arena

### JULY 27

Albany, New York  
Times Union Center

### JULY 30 AND AUGUST 1

Philadelphia, Pennsylvania  
Citizens Bank Park

### NOVEMBER 4 AND 7

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now to have people hear what I'm doing. I kind of like not having that going on right now. ... It's hard for people to understand, I guess. 'Don't you want people to listen to your stuff?' No."

Don't get him wrong: It's not that Joel hates his part-time gig of touring with Sir Elton or playing those old songs that you know every single word of. He's proud of

all the songs because, as he puts it, "if it's a well-written song, it doesn't go away." And heaven knows he's got enough well-written songs to fill the rest of this story with their titles alone.

"It's always very gratifying to hear your stuff on the radio," he says. "I don't go home and play my own albums, but if it comes on the radio, it goes right up to 10. I love that."

Really? Still?

"Yeah, it's cool," he says, grinning. "[Sometimes, I forget] what was in a recording, because I don't listen to my own recordings anymore. The only time I hear them is when they come on the radio. Then, it's like, 'Oh yeah, we played guitar on that; we played bass on that.' I like remembering what the session was like."

And he enjoys the tours with Sir Elton, with whom he was often compared in the 1970s. They push each other, Joel says, challenging each other to dig deep during the three-plus hours they spend both apart and together onstage. Joel says he'd like to do an album with Sir Elton, though he has told the "Rocket Man" there could be no outside writers. "Because then, what would be the point?" he asks.

He even likes road life. Joel counts some of the guys in his crew among his oldest friends, and they spend idle days riding motorcycles together on whichever open stretches of road they're staying near. Between sets, he kicks back not in his relatively sparse dressing room — in which hang a few dark suits and shirts, the opposite of Sir Elton's garish Las Vegas-fried spread — but in the temporary operations office set up beneath the arena, with members of his 40-strong crew. He and the guys light up smokes and shoot the breeze about old bikes (Joel's passion and, of late, his second profession) and vintage cars.

Ultimately, the real reason he enjoys being on tour is sentimental. "I kind of enjoy revisiting what I have done," he says. And, even better, he adds with a smile, "The audience is liking it."

Sure, sometimes Joel thinks about hitting the road for a small theater tour — just William Martin Joel of Levittown, New York; a piano; and a few hundred people for whom

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he would play more than the memories. The reason he doesn't? A small-scale tour would mean laying off most of the crew necessary for these arena-size touring circuses. "I've been working with these people for so long, and I don't want to say goodbye to them," he says. "I don't want to cut them loose." The man values loyalty, which is no doubt one of the reasons he still enjoys playing his old songs to audiences that still want to hear them.


He's also holding on to another dream: hitting the small clubs with his close buddy Sting and a few other musician friends as a jazz-blues combo called Porkpie Hat. "Everybody wants to do it," Joel says. "But our schedules are so darn busy and never mesh." He vows, though, that one day, he'll make it happen.

What he's less sure about is if there's another pop record in his future. Joel was never definitive about leaving pop music; he never said it was forever. But somewhere along the way, he got tired of competing with himself. He just turned 60, and though it's only an imaginary benchmark to him, he plans to spend some time figuring out what to do next — what to write, who he'll be.

"People are always asking, 'Are you going to make another album?'" Joel says. "I don't know. I really don't know. If I get some ideas for some new songs, I'm not going to stop myself from writing. Will I record them? If I think they are really good and I want to hear them, then, yeah, but maybe not. Maybe. Maybe not." He pauses before continuing with, "I know enough now and I'm wise enough now not to make plans. Life comes and whacks you upside the head, and things happen that you never expect, and that's where you end up. I think I've been able to stand back from this whole career — the rock-star persona, the celebrity, the recording artist, the songwriter guy named Billy Joel — and take a look at him and go, 'I know who you are. You don't kid me. You're not larger-than-life to me. This is just your job. This is what you do.' I've never really trusted in celebrity or stardom or fame or recording success. It doesn't last. Why am I still around? I have no idea. Maybe I'm doing something good. You know, good stuff seems to last. I give myself that." **AW**

**ROBERT WILONSKY** is a film critic for Village Voice Media as well as a writer for the *Dallas Observer* and the editor of its blog, Unfair Park. He knows every word to "Piano Man."



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## SIX CITIES, 60 MINUTES

Quit telling people that you've been to Indianapolis, if the airport counts. It doesn't. For those with time to kill, we've got more than 50 things for you to do in half a dozen U.S. cities, and all are within an hour from the local airport. By Jeannette Cooperman

**MAYBE YOU'RE SITTING** in an airport in a city that is not your final destination. Or perhaps you've landed early and your business meeting isn't set to start for another few hours. Sure, you could sit in the terminal and stare at your BlackBerry, channel surf in your hotel room, or buy another paperback to pass the time. Or you could explore. ¶ If you're in Boston or Chicago, you probably know what to do; there's unlimited entertainment close at hand in such major metropolises. But when you find yourself in Salt Lake City, do you know where to go? What about in Indianapolis? Or in San Antonio? We've found attractions to satisfy just about every interest — and each is just a quick jaunt from the airport — in six midsize cities that warrant more than just a flyover.



Salt Lake City skyline



## 1. SALT LAKE CITY

**IF YOU HAD** the time and transportation, we'd send you to the prehistoric Great Salt Lake itself — “America's Dead Sea” — to try and catch a glimpse of the North Shore Monster, which is said to have a crocodile's body and a horse's head. (Really.) Practicality, however, suggests the tamer wilderness that's only 10 minutes away by taxi: The tranquil walking paths of **City Creek Canyon** are set in the foothills to the city's north and east. Nature lovers can also visit **Tracy Aviary**, the oldest and largest bird park in the country, which has 400 birds on eight acres and enough information about their migration patterns to humble John Audubon himself.

If you feel the urge to shop, head to the **Gateway mall**, which is outdoors, well designed, and conveniently located on a free-fare stop on the Utah Transit Authority's TRAX light-rail. If you have the time and the right equipment, take

TRAX up to **Park City**, where your airline boarding pass converts to a free same-day ski-lift ticket.

If the altitude has you feeling goofy, take a ride around Salt Lake City in the **Music Taxi** and sing karaoke. Or take TRAX to Temple Square to see the six-spired **Salt Lake Temple** and the **Tabernacle**, which inspired the Mormon Tabernacle Choir. From there, you can also walk over to the **Beehive House**, where Brigham Young lived when he was president of the Church of Jesus Christ of Latter-day Saints and governor of the Utah territory. There's a fairy castle inside and a gorgeous garden out back.

When your tummy growls, try the killer Mexican food at the **Red Iguana**, which is an easy eight-minute drive from the airport. Reservations aren't accepted, and there's usually a line out the door, but this mouthwatering, fairly priced joint attracts all types.

## 2. ALBUQUERQUE

**FROM THE ALBUQUERQUE** International Sunport, it's a 10-minute cab ride to **Old Town**, the crossroads of the Southwest for three centuries. More than 150 shops, galleries, and studios surround the historic central plaza. Visitors can watch traditional Native American dances performed daily at the **Indian Pueblo Cultural Center** and eat native-fusion cuisine — from Jemez enchiladas and Tewa tacos to authentic Pueblo Indian fry bread — at the center's newly opened Pueblo Harvest Cafe & Bakery. Find sanctuary in the unmarked **Our Lady of Guadalupe Chapel**; located in a shaded courtyard, it's Albuquerque's best-kept secret. Its adobe-brick walls were hand-formed by six nuns in the 1970s at the behest of the Vatican.

Natives might consider Old Town to be a bit touristy, but the village is authentic and rich with history and information. It's home to the **Turquoise Museum** as well as to the **American International Rattlesnake Museum**, which contains everything from a kitsch *Cobra Woman* movie poster to serious conservation information.

If you're looking for something more glamorous, see if you can slip into the background of a movie shoot. Thanks to tax incentives and inimitable scenery, "Albuquerque is rising quickly to the top of the list for best places to film," says Lexi Petronis, editor in chief of *Albuquerque: The Magazine*. "Lionsgate is even opening a studio here, not to mention the new Albuquerque Studios [soundstages]." The **New Mexico Film Office** stays on top of who's filming what, where, and when.

Albuquerque is also famous for its stellar New Mexican food, which is neither Tex-Mex, Mexican, or California Mexican. Petronis recommends **Sadie's**, which is known for its exceptionally hot red- and green-chile sauces and its large portions. For people-watching, try **Frontier Restaurant**, a diner-style restaurant near the University of New Mexico. Want something faster? Pick up a drippy grilled chili-cheese dog from the always crowded **Dog House**.

Left: Indian Pueblo Cultural Center; below: Southwest School of Art & Craft

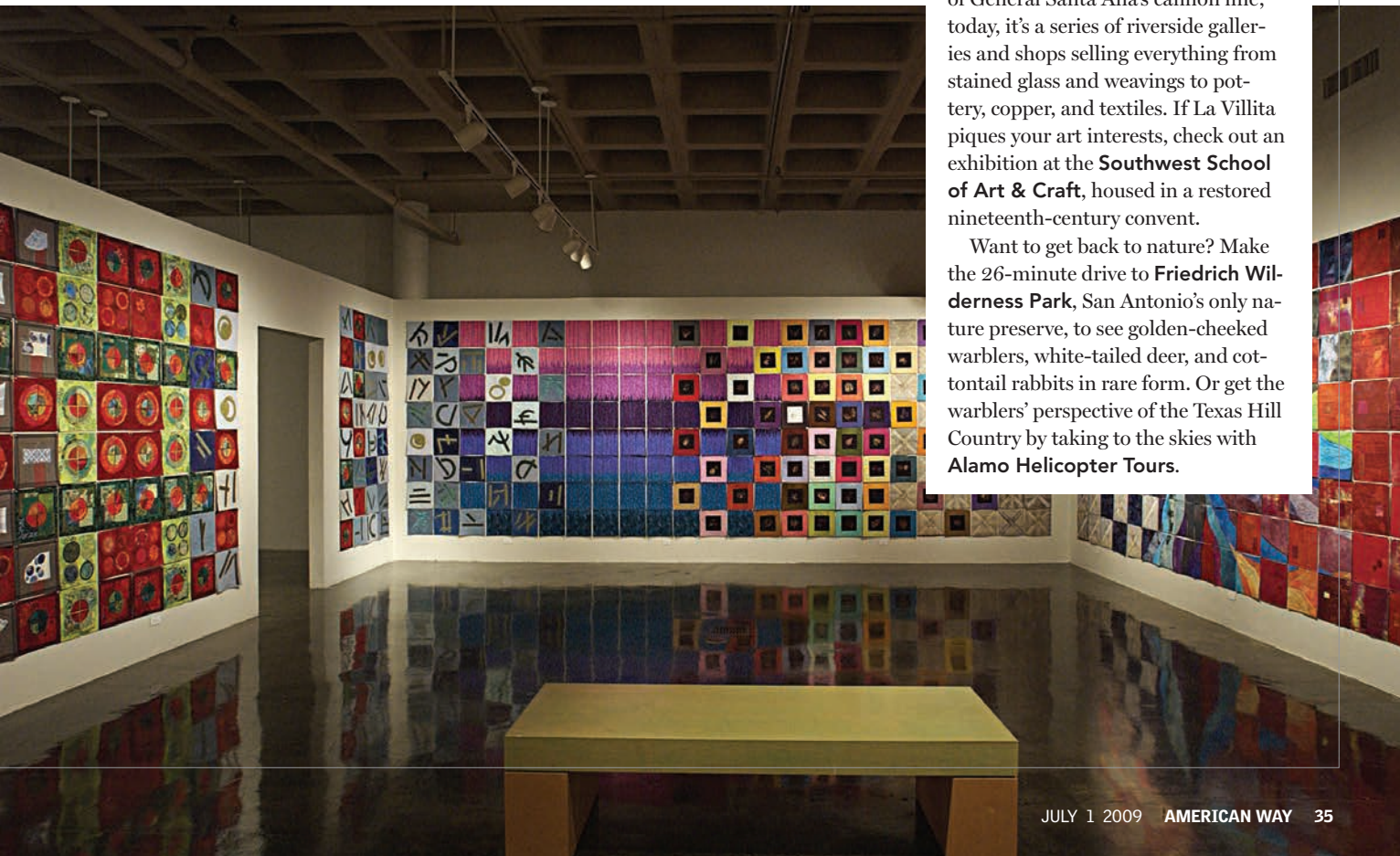
## 3. SAN ANTONIO

**TAKE A 12-MINUTE TAXI** ride downtown, and then take your pick from a range of attractions. At the **Menger Hotel**, you may run into the ghosts of Sarah Bernhardt, Babe Ruth, Mae West, Ulysses S. Grant, or one of the many other guests who have stayed here since the hotel's founding in 1859. Have a Scotch in the bar where Teddy Roosevelt recruited Rough Riders for the Spanish-American War (and where his ghost is said to still linger today); then, grab a meal in the hotel's gracious Colonial Room.

From there, walk to the nearby Paseo del Rio, better known as the **Riverwalk**, a 2.5-mile curving strip of San Antonio's best hotels, restaurants, nightclubs, galleries, and shops. Have a prickly-pear margarita and guacamole — prepared table side — at locally owned **Boudro's Texas Bistro**.

As for remembering the **Alamo**, it's right here and is free for the touring. Or you can skip the fortress and stroll instead through San Antonio's first neighborhood, **La Villita Historic Arts Village**. During the Battle of the Alamo, La Villita was the site of General Santa Ana's cannon line; today, it's a series of riverside galleries and shops selling everything from stained glass and weavings to pottery, copper, and textiles. If La Villita piques your art interests, check out an exhibition at the **Southwest School of Art & Craft**, housed in a restored nineteenth-century convent.

Want to get back to nature? Make the 26-minute drive to **Friedrich Wilderness Park**, San Antonio's only nature preserve, to see golden-cheeked warblers, white-tailed deer, and cottontail rabbits in rare form. Or get the warblers' perspective of the Texas Hill Country by taking to the skies with **Alamo Helicopter Tours**.



## 4. INDIANAPOLIS

**TRUE, THE NEW** Indianapolis International Airport is filled with plenty to do and see, including \$4 million worth of art, but just 10 minutes away is a far more heart-pounding destination: the **Indianapolis Motor Speedway**, site of the Indianapolis 500. Admire the accomplishments of past winners at the on-site **Hall of Fame Museum**. If you're feeling particularly brave, take your turn behind the wheel of an authentic Formula One car and fly through three laps at 100 miles per hour or faster, courtesy of **Indy Racing Experience**.

Five minutes from the Speedway lies downtown Indianapolis. The cultural traveler will enjoy checking out the **Eiteljorg Museum of American Indians and Western Art**, the only museum showcasing Native American and Western art in the Midwest. The **Indianapolis Museum of Art** is another option and offers more than just the standard art exhibition — its newly opened design center features furniture, accessories, and textiles for sale. If the skies are fair, take a stroll through the Oldfields-Lilly House and Gardens, a 26-acre historic site located on the museum grounds that feels more like Versailles than like central Indiana.

If you're willing to be interactive, reserve a 90-minute playdate with the dolphins at the **Indianapolis Zoo**. Looking for something less ... wet? Watch the interplay of light and shadow at Christian Theological Seminary's famous **Sweeney Chapel**. For the opposite of austerity, taxi to the **Conrad Indianapolis's Spa Chakra** for the Jet-Lag package, which includes an hour-long massage.

Serious foodies should reserve the chef's table at **Oakley's Bistro** and watch Steven Oakley work his magic, or eat on the deck at **Rick's Cafe Boatyard** on Eagle Creek Reservoir. If you have a really long layover, sail there from the Eagle Creek Park marina.



## 5. LOUISVILLE

**FEELING LUCKY?** The venerable **Churchill Downs** is less than 10 minutes from Kentucky's Louisville International Airport by cab. Place your bets in spring or November.

Left: Indianapolis Museum of Art  
Above: Wild Arugula Salad at Proof  
on Main at the 21c Museum Hotel



If the track's dark, visit the adjacent **Kentucky Derby Museum**, sift through old film footage, and watch Seattle Slew win the 1977 race all over again. The garland of roses of the 2005 victor, Giacomo, was freeze-dried and donated; it's on display in the museum's Winner's Circle.

The **Speed Art Museum**, Kentucky's largest and oldest museum, has a generous

endowment and gets top-flight exhibits. Its permanent collection spans 6,000 years and includes more than 13,000 pieces. West Main Street is home to two museums of different sorts: the **Louisville Slugger Museum & Factory** and the **Frazier International History Museum**, which happen to be located across the street from one

another. Since 1884, the Slugger Factory has churned out thousands of its famous bats — the official bats of Major League Baseball. Across the street, the Frazier has more unique treasures. “The Frazier has a surprising collection of weapons and armor from the Middle Ages to today,” says Bruce Allar, editor of *Louisville Magazine*.

## IF YOU GO ...

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Refresh yourself with food, drinks, and cutting-edge art at the **21c Museum Hotel**, which was developed out of a cluster of five historic buildings by Louisville philanthropists and art collectors in 2006. Promptly after its opening, the hotel's restaurant, Proof on Main, was named one of *Esquire's* Best New Restaurants, and the bar remains *the* place to go for people-watching and wine wafting. From there, wander down East Market Street and peek into the many art galleries, shops, and restaurants that line the road.

Or leave civilization altogether and climb to the summit of **Iroquois Park**, known in town as Louisville's Yellowstone. Situated just south of downtown, this Frederick Law Olmsted-designed park offers a sweeping view across the whole of Louisville, giving you the perfect vantage point from which to drink up the city.



Right: Frederick R. Weisman Art Museum



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## 6. TWIN CITIES

**YOU JUST CAN'T** talk about Minneapolis without talking about St. Paul. The cities are equidistant from Minnesota's St. Paul-Minneapolis International Airport and are easily reachable by the speedy and convenient Metro Transit light-rail. In less than 10 minutes, you can get to **Historic Fort Snelling**, located at the confluence of the Mississippi and Minnesota rivers. There, you'll see reenactments of 1820s military ceremonies, blacksmithing, and carpentry.

Head in the opposite direction of Historic Fort Snelling and you'll find the **Mall of America**, in Bloomington. The largest mall in the country has become a bit of a cliché, but your visit needn't be. Feed sharks at **Underwater Adventures Aquarium**, the world's largest underground aquarium (located beneath the mall), or feel what it's like to pilot an F/A-18 Hornet at **A.C.E.S. Flight Simulation**. You can also hang out in the four-story **Lego Imagination Center**, where you'll be in esteemed company: *Fortune* pronounced these bumpy little plastic bricks the "toy of the [twentieth] century."

If you're in St. Paul come dinnertime, stop into **Heartland**. Founding chef Lenny Russo blends categories in this restaurant that are at once organic, Midwestern, and contemporary. If you're headed for Minneapolis, try **Moto-i**, the first sake brewpub to open outside Japan. Since sake is the main attraction there, don't settle for sipping just one; instead, order a flight so you can sample and share. The food is phenomenal, and the mood is hip yet relaxed. And best of all, thanks to an affordable menu, you won't break the bank.

The Twin Cities are widely known for their art and architecture. Do as the Minnesotans do and admire the Frank Gehry-designed **Frederick R. Weisman Art Museum**, which foreshadowed Gehry's Guggenheim Museum Bilbao. The **Minneapolis Central Library**, designed by Cesar Pelli, is also worth checking out, and there are even more reasons than before to visit the **Walker Art Center**, thanks to a stunning expansion by Herzog & de Meuron, the firm that created London's Tate Modern. Another draw is Wolfgang Puck's 20.21 Restaurant and Bar, located inside the museum. **AW**

**JEANNETTE COOPERMAN** was born in St. Louis, earned a doctorate in American studies at Saint Louis University, and works as a staff writer for *St. Louis Magazine*. For perspective, she travels.



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# FAIR-WEATHER FRIEND

*One bad storm turned Herb Hilgenberg  
into a one-man international forecasting service  
and a guardian angel for sailors.*

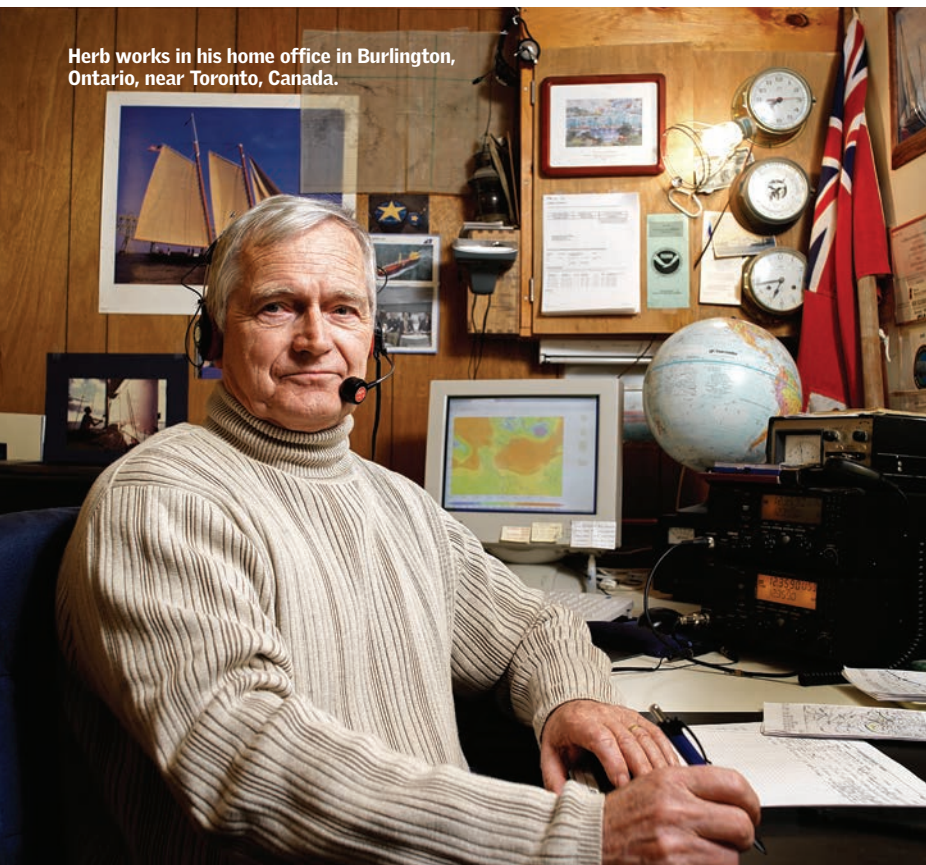
BY JACK BOULWARE

PHOTOGRAPHS BY NADIA MOLINARI





Herb Hilgenberg provides personalized weather reports on marine HF frequency 12359 kHz.



Herb works in his home office in Burlington, Ontario, near Toronto, Canada.

*A CHART*

**D**own inside a yacht anchored off an island in the Caribbean, skipper Jason White shows off a state-of-the-art computerized control center. He points out a marine single sideband (SSB) radio, somewhat of a sailing-instrument anachronism amid modern technology like satellite phones and weather faxes.

And then he tells me about Herb. Somewhere out there, on the frequency 12359 kilohertz, is a man named Herb who will give any boat a personalized weather forecast upon request. He's more accurate than any weather service, say the mariners who rely upon his expertise. But very few sailors even know he exists.

“He only says it once, and he talks so fast, you have to record it and listen to it later,” says White, holding up a small digital recorder. “I use him all the time. But if you bug him too much, he’ll just ignore you.”

In November 1999, Hurricane Lenny developed south of Cuba and then moved west to east, the first Caribbean tropical storm in recorded history to do so. It would eventually smash through several islands, causing hundreds of millions of dollars in damage. Herb was in contact with a number of boats in the danger zone and immediately directed them around the Category 4 storm. Except one.

“There was one guy just sitting north of Puerto Rico,” Herb Hilgenberg recalls. “A Swiss couple and their dog. I talked to him and said, ‘You’re gonna have a hurricane in front of you, and it’s gonna approach you in the next six hours.’”

The sailor radioed back, saying, “I need to get off the boat; I can’t make it. My engine’s not working.” In six hours, he, his wife, and their dog were going to get ravaged by a hurricane with wind speeds of 150 miles per hour and be pounded to pieces. And they couldn’t move.

Herb called the U.S. Coast Guard based in Puerto Rico, but they had already lashed down all their helicopters for the storm. They managed to establish contact with a nearby commercial vessel, and it was able to approach the boat and rescue the couple and their dog.

Herb says he averages 20 to 30 life-or-death cases each year. He has been providing this service since 1987 — for free. And he does it all from his home outside Toronto, Canada.

**THE REASON HERB TOOK UP** this forecasting hobby is simple: The now-retired engineer was once there himself. In 1982, he and his wife and two children set sail from North Carolina to the Caribbean, comforted by a perfect weather forecast. Or so they thought. No more than five miles offshore, their boat and 14 others were hammered by extraordinary winds, and the next thing they knew, they were trapped in storm-force conditions in the Gulf Stream, tossing and churning for five very long days.

They finally arrived safely at St. Thomas, Virgin Islands, and were brave enough

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Herb analyzes raw data using NOAA and other numerical forecast model data.

to continue cruising the Caribbean for six months before returning home. It was during this time that Herb became obsessed with weather and forecasts. After following a local amateur radio operator's suggestion to get a ham (amateur) radio license, Herb started giving advice and assistance to other sailors in the area. Eventually, he moved to a marine sideband frequency.

"Basically, I provided a source of information that in those days was really not available to the average sailor," Herb explains. "I was the only person. There were professional services, but nobody could afford one unless they were large shipping companies or unless you had very expensive equipment to download Navy facsimile charts."

Herb was based in Bermuda at the time and began working together with the U.S.

Naval Air Station (now closed) in Bermuda and the National Oceanic and Atmospheric Administration (NOAA) High Seas NWS Service. These official agencies wanted to get the "ground truth" from Herb — what were the winds, the sea conditions? He provided up to 14,000 reports a year to the NOAA. Herb got the data from scouring all available weather forecasts; there was no Internet then. His best sources for conditions were the sailors themselves.

Herb would provide the service seven days a week, often talking to 90 boats a day, guiding them through the Atlantic waters. Each time they checked in, he asked what the conditions were at their location and then included the data to update his forecasts.

Times have changed since then. Forecasts are now easily downloadable from

the NOAA. E-mail and satellite phones allow boats to communicate directly with the National Weather Service and the National Hurricane Center and to receive data instantly. Several people now provide a similar service to the one Herb pioneered, but they often charge money for the information.

However, the computerized forecasts most sailors download are still very simplified, are often several hours old, and need to be interpreted with a trained, experienced eye. That's why Herb is still on watch.

"There may be some convection activity around; there may be a trough in the area that's not being picked up. And that is where I come in," Herb says. "The people who talk to me are the ones who've talked to me for 20 years — because they know I do not give them what they can already get."

**MOST 72-YEAR-OLDS WOULD** be content to relax and putter around the house. But Herb is definitely *not* like most septuagenarians. Incredibly, he customizes a weather forecast for each and every boater he talks

to. He downloads raw data from the NOAA and other weather services throughout the world, interprets that information hour by hour, and then comes up with a detailed microanalysis for every sailor.

Seven days a week, Herb gives each of his boats a four- or five-day forecast. And every day, he asks each boat how accurate he was for that day and then revises the next forecast.

"I usually sit down at noontime to start looking at all the information, downloading the most current data, and then I start doing my analysis."

Around three o'clock, Herb finishes analyzing weather patterns. He looks at his log to see which boats are still on the water and if any new boats have checked in. Sailors know that they must call between 3:30 and

four p.m. At 3:30, he turns on his radio and listens as each boat alerts him that it's on radio. At four p.m., he calls each boat back with a personalized forecast, starting with those in the Caribbean and then sweeping east toward Europe.

For example, a boat will check in, give its position and weather conditions at the time, and ask what to expect. "I might say, 'Okay, you're near the Gulf Stream, so you'll probably end up picking up a little extra current tomorrow. That should give you another extra knot or two in boat speed. Winds are gonna get light, probably shift a bit more west-northwesterly tomorrow, so if you stay in the region of that current, you'll make up for some of the loss in speed that you would otherwise have from a better wind field. By tomorrow night, a front will approach you; the wind should start to pick up. And behind the front, you might pick up possibly 25 to 30 knots from the northwest. If that's too much for you, you may want to push a bit more southeasterly and get out of the Gulf Stream.'"

Herb will answer any questions, and then he'll sign off with, "That's it; we'll see you again tomorrow night. Have a good watch."

*"I know what it's like to be in 40-foot seas. So I don't need it anymore. But I feel like I'm on a boat when I talk to these boats. Every day. It's amazing."*

**HERB'S FORECASTS** are very rarely off base, and the slightest variation will prompt some immediate feedback.

"A guy once said to me, 'Herb, when's the front gonna pass?' I said, 'Maybe around eight o'clock this evening.' The next day, he came on and said, 'Herb, you were 10 minutes off,'" Herb says, giving a big belly laugh over the phone.

His peak season is between April and July. Requests ease off during the summer

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## THE WEATHERMAN

hurricane season and then pick back up in October through January. These days, he advises between 10 and 60 boats at one time. Numbers are lower because there are more sources of weather information; more convenient forms of communication such as e-mail, text messaging, and satellite phones; and also because of the effects of a changing atmosphere, which have limited his frequency range.


"I've never seen anything like it over the last 20 years," he says. "It's almost like there's no ionosphere. So right now, my traffic is down."

When atmospheric propagation is best, extending his radio range, Herb can cover the north and south Atlantic, as far north as Greenland, as far east as Madagascar, and as far west as Baja, California, and Easter Island.

People who depend on Herb sail watercraft that range from yachts to family boats to commercial vessels. Of the latter, many cross the Atlantic to deliver war supplies for American troops in Iraq. Herb really has only one caveat — you must contact him via SSB.

"I get these phone calls saying, 'Herb, I'm gonna leave tomorrow for Ireland, and I want to maintain contact with you. I have a cell phone.' I say, 'I don't do that. I work strictly via radio.' That's what I enjoy. It's unique," he says. Ironically, Herb doesn't sail anymore. He and his wife will travel to visit family, but he prefers to stay home, maintaining the garden and the fish pond. And talking on the radio. "I know what it's like to be in 40-foot seas. So I don't need it anymore. But I feel like I'm on a boat when I talk to these boats. Every day. It's amazing. I feel for the boats. It's rough out there."

One added bonus of being the world's secret weatherman is that some of his contacts are actually pilots for American Airlines who tune in to his frequency. As they fly overhead, they often call him and ask for a quick forecast on the jet streams so that the plane can pick up some mileage.

"When I was living in Bermuda," Herb says, "I was flying back from Miami, and the captain recognized me on the flight. He invited me to go up forward and sit with them in the cockpit — all the way to Bermuda!" 

JACK BOULWARE is a San Francisco-based writer.

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# Want a Dating Service That's as Savvy as You Are? Meet Your Match.

---

Dating specialist Sara Darling reveals the ins and outs of helping single professionals spice up their dating lives. She's one of the many expert consultants at It's Just Lunch — the personal dating service that's helped countless people around the globe make exciting connections.

## What typically gets between singles and a rewarding dating life?

I'd say the top three challenges are making the time, knowing where to find like-minded people, and protecting your personal privacy. For most people, the problem is very rarely getting a date. The problem is actually connecting with someone interesting who you're attracted to and who you can really have fun with.

I have a lot of clients who are very active in the community and in the business world who come to me specifically because they don't want to date within those same circles. It's too uncomfortable.

---

It's Just Lunch has professional dating consultants just like Sara all around the world. Call us and discover how we can help you create a more rewarding dating life today.



Pj Osgood



Jennifer Donnelly



Allie Houlton



Lisa Purdum

---

I also work with people who have recently moved or who have ended a long-term relationship and just don't know where to start looking. The bar scene isn't typically a viable option. And when it comes to online dating, there's not enough security or personal privacy. No one wants to be Googled or continuously emailed by people they have no interest in dating.

### **What's the best way to meet compatible people?**

Making a connection through someone who knows you and is really looking out for you is the key to success. I think that's why It's Just Lunch has grown to be such a respected organization over the past 18 years. Our dating consultants handle everything in a very personalized and efficient manner... from finding the right matches to making all the arrangements for a date. All our clients have to do is show up and focus on having fun with someone new.

### **Why do people trust you with their personal lives?**

I think it comes down to discretion, standards, and personal service. When people call me to schedule an interview, it's usually because they've made the decision to make a proactive change in their personal lives. And our service is completely confidential, so it makes taking that next step a lot easier. In fact, we never share last names or phone numbers with clients, even when we match people for a date. And then there's the fact that we're selective, just like the people we work with.

Another major distinction is that we personally hand-select every match. We're not like dating services that believe an algorithm is a good way to match people. What we do is more of an art than a science. And we individually interview every candidate, which is incredibly important these days considering the fact that many people using online dating services are actually in a relationship or not very serious about dating.

### **What are the most common dating mistakes you see?**

Number one is putting too much pressure on yourself. This happens a lot with people who don't have a lot of connections to other singles. They meet someone and think, "I've got to make this work out. It could be six months before I find someone else even remotely interesting."

My clients know that I have plenty of great matches for them, so they can relax and not feel rushed. That's really the focus of It's Just Lunch — a casual, low-pressure way for people to meet for lunch, or a drink after work. My main focus is to arrange that first date for my clients, so they can decide if there's enough interest for a second date.

The other mistake people make is repeatedly dating the same type of person and expecting different results. I always encourage my clients to open themselves up to connecting with people who have similar core values but different professions, backgrounds, and interests. And we have a very diverse clientele, so there's always a wide variety of interesting people to meet.

### **What's the biggest reason people use a dating service like yours?**

It's definitely the time factor. Not in the sense that our clients don't have time to meet people. They do. It's just that the last thing they want to do is waste valuable personal time making a connection with someone who isn't exactly what he or she made themselves out to be. We take that frustration away and make it easy to meet people well worth spending time with.

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## WE LIKE MIKE

Rejoice, *Alias* fans! Michael Vartan is back on the small screen in the new show *Hawthorne*.  
BY ALLISON WINN SCOTCH



Michael Vartan with his *HawthoRNe* cast mates



## MICHAEL VARTAN

is in love. Crazy, head over heels in love. The lucky lady? His chocolate Labrador, Millie. "I get e-mails from my friends saying, 'Dude, you have to get a girlfriend,'" he says, only half joking. No doubt Vartan's single status is good news for the *Alias* star's female fan contingent, as is the fact that Vartan, 40, is back on TV, this time on TNT's new hospital drama, *HawthoRNe*, and costarring with Jada Pinkett Smith. We chatted with the handsome heartthrob about his new show, his bad habits, and his perfect mate.

- **ON COMING BACK TO TV:** "I read this script, and it was just so well written. It's very rare that an actor at my level gets offered stuff that's really that good. It's very different than *Alias*, but the common thread is that it's got a very strong leading lady who gets to be vulnerable and flawed and strong and giving. And the internal strife between the nurses and the doctor is really interesting."
- **ON HIS UNUSUAL OFFERS:** "I get some of the craziest offers you could imagine. I'm not in that Matt Damon stratosphere where I'm turning down playing the starting pitcher for the Yankees. I turn down playing the giant tomato in *The Avocado Jungle of Death*."
- **ON ACTING:** "I feel incredibly lucky to have such a great job, but if someone knocked on my door tomorrow and said, 'You're never going to act again,' I'd be totally fine. I'd find something else to do in sports or with animals. If I won \$15 million in the lottery, I'd never act again a day in my life. *Alias* was a great experience, but after season three, when you're working 16 hours in San Pedro at night, it's like, I wouldn't mind working at Kinko's from nine to five next week."
- **ON GIVING UP HIS ONLINE-POKER HABIT:** "Sometimes, you do things and you feel like there's this invisible camera, where you're watching yourself act like a complete idiot. That happened about six months ago. It was a Monday morning at 2:30, and I'd just gotten knocked out of this [poker] tournament. I was yelling at my computer screen at the top of my lungs, and I had that out-of-body experience. I was like, 'My God, man, what are you doing?'"
- **ON HOCKEY:** "Hockey is the greatest sport, hands down — the speed of the game, the violence, the excitement, the pageantry of putting on all that equipment like a gladiator going to war. They're just meat-and-potato kind of guys. They're all polite, they're all humble, and they all come from small towns in Canada. With them, you never hear about all the craziness like in the rest of the sports world."
- **ON WOMEN:** "I don't like the skinny model types. I like normal people. My dream girl would work in a dentist's office or be a librarian or a schoolteacher — a nice girl from Michigan who's had her hands in the earth and who sometimes gets confused between Prada and Banana Republic. I'm either with someone with the potential of it being very serious or I'd rather wake up with my dog."
- **ON DOGS (AND HIS OBSESSION):** "I point out to my mom there are much worse things to be obsessed about. I've had Millie since she was about seven weeks, and she basically didn't leave my side for the first year, so she likes to hang out wherever I am. I can't say that I don't love it. It's so nice to come home at the end of the day and have that source of unconditional friendship."
- **ON DOGS (SOME MORE):** "I was on Facebook for about five minutes, under Millie's name. I'd come home a little drunk once in a while, and I'd just start surfing, and every time I saw a picture profile that had a dog, I'd invite them as a friend. I had friends from South Africa and Israel and China. It was an invitation-only type of thing. [Laughs.] It was so lame."

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# Fourth Time's the Charm

Singer-songwriter Pete Yorn takes a different approach on his latest album.  
By James Mayfield

**SINCE HE ALREADY HAD A TRIO OF SOLID RECORDS UNDER HIS BELT** and a strong following, singer-songwriter Pete Yorn may have found it tempting when creating his new album to stick with the formula that had worked for him in the past. But rather than take the easy route, he switched things up on his upcoming release, titled *Back & Fourth* (Sony, \$16).

Yorn, a New Jersey native, recorded his first three albums — which he considers a trilogy — near his adopted hometown of Los Angeles. This time, he opted to record in the more low-key locale of Omaha, Nebraska, where Mike Mogis, a veteran producer who's worked with bands like Bright Eyes and Rilo Kiley, lives and works. And location wasn't the only thing that was new territory with this album for Yorn, who turns 35 this month. "On my other records, I played all the stuff myself and layered it on computers," he says. "For this one, I had a batch of songs I'd written that I just wanted to capture with a bunch of humans — real people playing music together in a room, feeding off each other."

But choosing his musicians was no easy feat. "I had some ideas of people, and I knew it had to be right," he says. "I knew it couldn't be just typical session players." Yorn admits that of all the positions he had to fill, the drummer was the hardest, partly because drums were the first instrument he ever learned. "The drummer has to feel it, and it starts from there," Yorn explains. "He's the heartbeat of it all." The gig ultimately went to Joey Waronker, who has spent time behind the kit playing with Beck.

Add legendary producer Rick Rubin to the mix, and the result is something special. Rubin, the cochairman

of Yorn's Columbia label, has worked with countless big-name artists, including the Red Hot Chili Peppers, Johnny Cash, Metallica, and the Beastie Boys. "Rick was a great filter for me, because a lot of times I'd go in to make a record and I'd be all over the place," he remembers. "I'd just have so many ideas and too many songs, and he was able to help me organize it. He helped me pick the exact songs to record for the record, and he doesn't let you slide on lyrics at all."

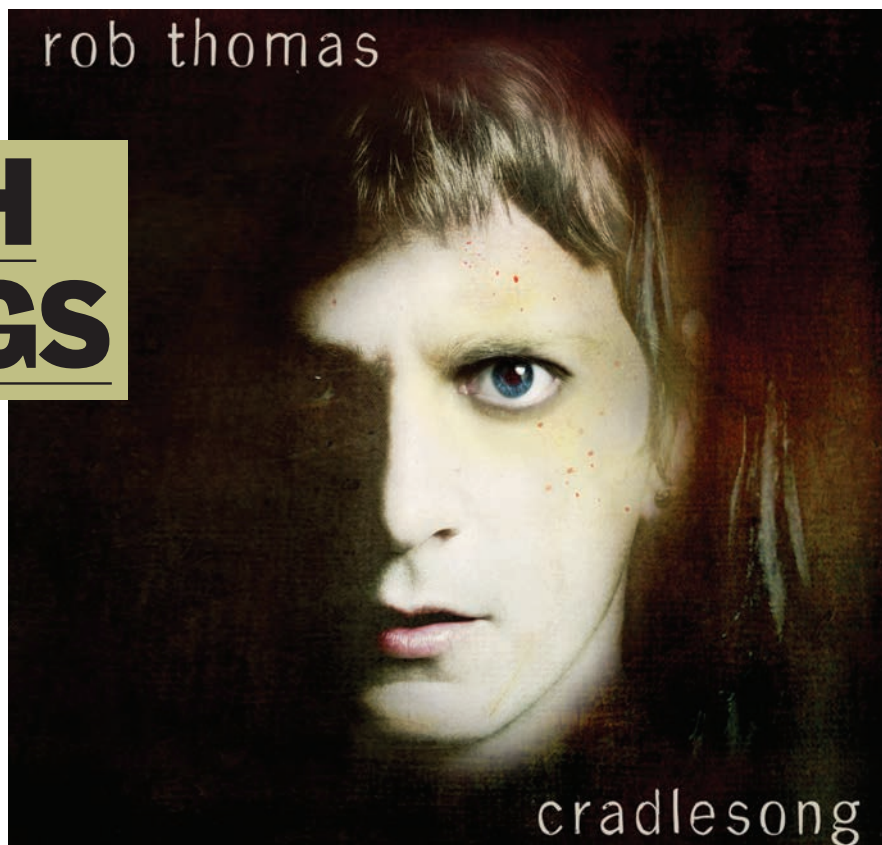
One thing, however, has remained constant on all of Yorn's albums: the influence of former Smiths front man Steven Morrissey. "I'll put Morrissey's whole catalog on shuffle and listen to it nonstop," he says. Lyrically, I want to somehow get the balance of that in there. I just love his lyrics."

Fans can expect even more from Yorn, who says he has two additional records completed and ready for release later this year, thanks to a writing spurt. "I think one's going to come in September, and I recorded the third one in six days up in Oregon with Frank Black [of the Pixies]," Yorn says. "He was the best to work with. Hanging out with that guy and getting to talk to him about life and the world and getting perspective was super powerful for me. It was the best I'd felt in five years."

# SMOOTH STYLINGS

Whether Rob Thomas is performing with his band, with famous collaborators, or by himself, his distinctive sound makes him a multiplatinum success.

By Kevin Raub



**ROB THOMAS** the man has remained shockingly under the radar since he broke onto the music scene more than a decade ago. But Rob Thomas the voice is unknown by no one. The former front man of hugely successful band Matchbox Twenty, Santana collaborator (who could forget their Grammy-winning duet, "Smooth?"), and now solo artist has commanded hit after hit and has contributed to the sale of 80 million records — all thanks to his distinctive voice.

On his second solo album, *Cradlesong* (Emblem/Atlantic, \$19), Thomas has greased the wheels of the hit machine again. We spoke with him about his latest effort and his guilty-pleasure appeal.

**HOW DO YOU FEEL ABOUT THE STATE OF MUSIC DURING THIS RECESSION?** Not to sound glib, but it feels like the music-industry recession started about six years ago. Last year, there was this report that said the only industry that didn't tank was the concert industry. People want a little escapism — movies, concerts. At the end of the day, if it were just me in a recession, I'd be upset. But it's across the board. Everybody except for Kanye West. Kanye West is not in a recession.

**ISN'T IT ILLEGAL FOR AN ARTIST TO WRITE A SECOND SONG WITH THE SAME TITLE AS A PREVIOUS SONG, AS YOU'VE NOW DONE WITH "REAL WORLD"?** It is *not*. And I didn't! The new song is called "Real World '09," which is very different from "Real World"! Originally, when I wrote it, I was going to call it "Welcome to the Real World," but then I thought it would just look like I was pretending I didn't write a song called "Real World" on my first record. So I figured the best thing to do was look it straight in the eye and just call it "Real World '09," as if it's the new version.

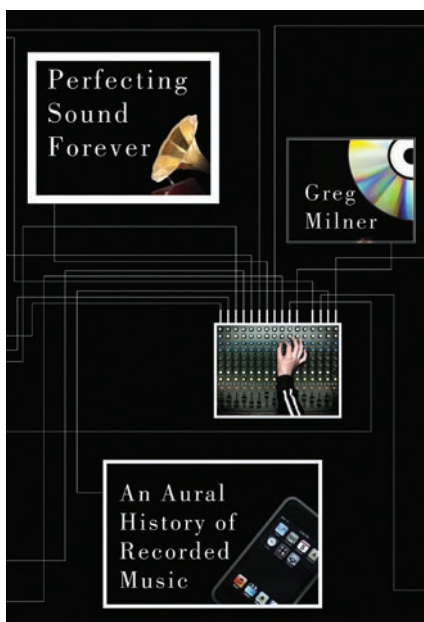
**THE THEME OF THE ALBUM SEEMS TO BE TROUBLED RELATIONSHIPS. HOW'S THE MARRIAGE GOING?** The marriage is going fine. We're pretty self-actualized because of all this stuff! I think most people in relationships have these horrible fights and blowups. If you're a good couple, you move on and evolve from that moment. But as a writer, your job is to stay in that moment a little bit longer and think about what would have happened if life had turned out differently from that moment on.

**MANY PEOPLE CONSIDER YOU A GUILTY PLEASURE. WHAT DO YOU THINK ABOUT THAT?** That's definitely some sort of a slam for someone to say you are a guilty pleasure. My guilty pleasures are the things that give me exactly what they promised me — but they promised me absolutely nothing, and I appreciate it. I guess it depends. [Matchbox Twenty] has always been in the middle of the road. If you're Britney Spears, then the music I make is Soundgarden. But if you're Soundgarden, we're Britney Spears.

**YOU'VE MANAGED TO MAINTAIN A CERTAIN LEVEL OF ANONYMITY NOT USUALLY AFFORDED FOLKS AS SUCCESSFUL AS YOU. IS IT A BLESSING OR A CURSE?** It's a blessing! You have to work at being that person. When I'm in Los Angeles, every restaurant that's worth going to has paparazzi out front. If I lived in L.A., I would probably have a much higher profile. But I live in Westchester, up in horse country. If you don't know who I am but you know my songs and I can sell out Madison Square Garden and the Staples Center *and* I can still go to the grocery store, then I've won.

# BOOK ON TAPE

Author Greg Milner documents the not-always-harmonious history of recording in *Perfecting Sound Forever*. By Bob Mehr



GREG MILNER has always listened to music in a different way than most people. "Ever since I can remember, I would try to think not in terms of lyrics or hooks, but sonics," Milner says. "[I'd ask myself,] 'What is it that makes a record good, and what is it that people like about it?'" Milner, a former editor at *Spin* magazine and the coauthor of *Metallica: This Monster Lives: The Inside Story of Some Kind of Monster*, explores those questions in an insightful new book called *Perfecting Sound Forever: An Aural History of Recorded Music* (Faber & Faber, \$35).

Milner's book isn't intended to be a comprehensive study but rather a dynamic journey through a century of recording that captures the flash-point moments and technological innovations of the past 100 years as well as the philosophical and aesthetic debates that have cropped up in the wake of those occurrences. While artfully tracing the evolution of

recording from the days of Thomas Edison to the dawn of the digital age, Milner reveals that in the music world, history often repeats itself.

"The argument has always fundamentally been about *what* a recording is supposed to be, whether it's supposed to capture a performance — a moment in time — or whether it's supposed to be an artifact in its own right," he explains. "It seems like whenever new technologies come around, they provide ways for people to revive that age-old debate."

Deftly balancing technical insights with a compelling anecdotal narrative, Milner touches on the key elements that draw listeners to the sounds coming from their stereos. Chief among them is the role and prominence of percussion. "Maybe because it's a primordial thing — drums were so important in our development, evolutionarily speaking — that causes people to notice it and fixate on it," Milner says. "But

you can listen to almost any piece of music and figure out when it was recorded largely by the drum sounds. So, often, it's the first and last thing that's thought of."

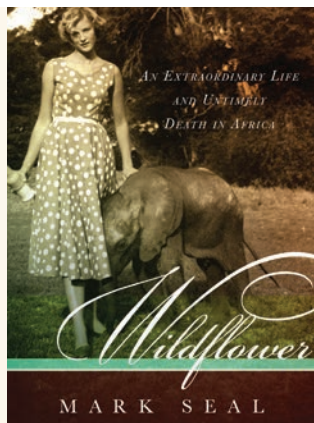
Milner also explores hot-button issues such as the "loudness wars," a dominant trend over the past decade of albums being mastered at increasingly loud, almost distorted levels. "That's a situation that really causes grief to [mastering] engineers," he says. "They pride themselves on being these highly trained people with these golden ears, but in order to stay in business, they have to do stuff that they consider ridiculous hackery. They're doing exactly the opposite of what they were trained to do."

*Perfecting Sound Forever* also provides a fascinating peek into the studio subculture, thanks to interviews with industry giants such as Power Station studio impresario Tony Bongiovi, British producer Hugh Padgham, superstar mixer Bob Clearmountain, and indie-rock controversialist Steve Albini.

"Those kinds of engineers and producers are an interesting bunch," Milner says. "They tend to take a long view of music, beyond the purely technical, which is something I think would surprise most people."

While computer programs like Pro Tools and inexpensive home setups have altered (and to a large extent, diminished) the role of the traditional studio, Milner says that those he spoke to for the book are cautiously optimistic about the future of recording.

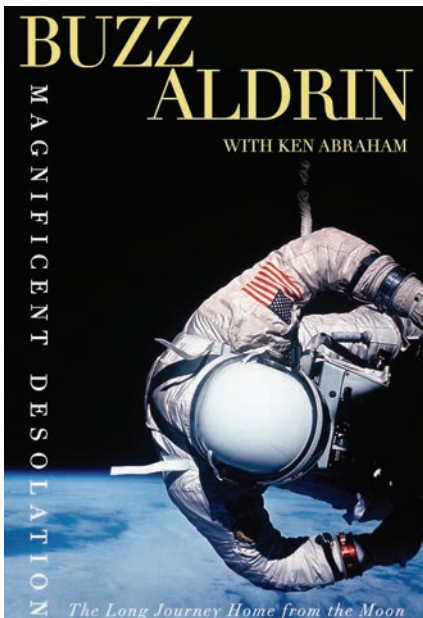
"Granted, there are a lot of people who feel music is sounding really bad right now, between the mastering, the use of Auto-Tune, and the way everyone listens to compressed, poor-quality sound files on their iPods," Milner admits. "It's not that they're Luddites, but they feel like, 'Why bother? What's the point of laboring over a record if it's going to go through all these processes that negate all the things we work to achieve?' Still, I think it's safe to say that we'll probably be talking about and debating these same kinds of issues for a long time to come."



## We Can't Put Down ...

*Wildflower: An Extraordinary Life and Untimely Death in Africa*  
by Mark Seal | (Random House, \$26)

IN JANUARY 2006, wildlife activist and Oscar-nominated documentarian Joan Root was shot and killed at her home on Kenya's Lake Naivasha, where for years she had worked to protect the land and the animals that inhabited it. Police believe it was a robbery gone bad, but others suspect she was murdered by people who disagreed with her conservation efforts. Still unsolved, Root's murder has garnered worldwide attention, even inspiring a film, with Julia Roberts rumored to play Root. Talented author Mark Seal (whose work has been featured a great deal in *American Way*) honors Root's extraordinary life and investigates her mysterious death in *Wildflower*, a beautiful and gripping tale about a life cut tragically short.



# Out of this World

Four decades after walking on the moon, Buzz Aldrin looks back at his life in a new memoir. By Jenna Schnuer

**PEOPLE TAKE WALKS EVERY DAY.** But on July 20, 1969, Buzz Aldrin took a whole different kind of stroll. He became the second man, behind Neil Armstrong, to walk on the surface of the moon. To get a breathtaking account of that historic mission and a summation of Aldrin's life since then, we recommend taking a walk of your own to your local bookstore and picking up Aldrin's new memoir, *Magnificent Desolation: The Long Journey Home from the Moon* (Harmony, \$27). We checked in with the astronaut, who now runs the ShareSpace Foundation, to get his thoughts on the 40th anniversary of his moonwalk, his travels since then, and America's future in space.

**You first used the phrase "magnificent desolation" while you were on the moon. Why has that phrase stayed with you?** Shortly after getting on the surface of the moon, Neil and I were walking to do some experiments. I knew that if I looked back and up I would see the earth. And I had this thought that the two of us were farther away than any two people had ever been ... in terms of what we had to do to get back home. At the same time, the irony was

that more people were paying attention to us at that moment than had ever happened in history. It's magnificent [that we could go to the moon], but what a desolate place. There is no place on earth that is as desolate as the moon.

**Which moments of the nine-day mission stand out most in your mind?** It's the moment that was unrecorded. It's the moment I really think is underappreciated. But it was the words I said when the probe hit the ground and turned on the light in the cockpit. Those words were, "Contact light. Engine stop," and all the other technical things that communicated to the mission controllers so they knew we were on the ground.

**How did the mission change your life?** Return to Earth — that was the biggest challenge for me. Not technically, not operationally. But as a human being coming back after having been on the surface of the moon, I now have to live up to that image, because I'm going to go around the world and meet queens and kings and speak to every kindergarten class in the country. I had had a little taste of this after my first flight in *Gemini 12*. I didn't relish this idea.

**What is your hope for the future of American space travel now that the space-shuttle program is scheduled to end in 2010?** I think that needs to be changed. We invested so much in the space program, as much as the amazing amount of 3.5 percent of our national budget [in 1967]. Then, it went downhill, and it's now approximately six-tenths of a percent. [I would like to see us] extend the shuttle flights to one a year and put something at the space station that would help with long-duration flight. [We could] go and visit asteroids, comets, and the moon of Mars several times. And then, we could visit the surface of Mars permanently. [By the 50th anniversary of *Apollo 11*, we could] lead the world by landing the first Earth creatures to stay and populate Mars.

**On the travel front, what keeps an astronaut excited when his past includes a moonwalk?** I have been to the North Pole on a Russian nuclear icebreaker. I have been to see the *Titanic* in a little French submarine. I am looking forward to driving along [on an education mission] to the South Pole this December.

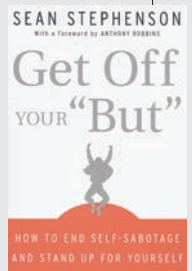
## Did You Know?

- Buzz Aldrin's name served as inspiration for *Toy Story*'s Buzz Lightyear character.
- A cartoon rendering of Aldrin (voiced by the man himself) made an appearance on *The Simpsons* in a fifth-season episode titled "Deep Space Homer."
- The Moonman statues handed out at the MTV Video Music Awards are modeled after Aldrin.
- Aldrin cowrote the 1997 novel *Encounter with Tiber* with prolific science-fiction author John Barnes.

## AA Recommends:

*Get Off Your "But": How to End Self-Sabotage and Stand Up for Yourself*

by Sean Stephenson  
(Jossey-Bass, \$20)



**THE TRIALS** that Sean Stephenson has endured would be enough to test even the most resilient spirit. Expected to die at birth, Stephenson was diagnosed with osteogenesis imperfecta, a rare disorder that causes bones to be extremely brittle and growth to be stunted. By the age of 18, he had fractured more than 200 bones from activities as simple as sneezing. But Stephenson, who is just three feet tall and uses a wheelchair, has chosen to look at his disorder as a gift rather than a burden.

Now a board-certified clinical psychotherapist and an inspirational speaker, Stephenson has written a book called *Get Off Your "But,"* a guide for overcoming negativity and finding happiness in life. "Until you own your life — the good and the bad — you're like a beached fish flopping around on land," Stephenson writes. "You can move all you want, but you're not going anywhere." Stephenson's anecdotes and advice will inspire, challenge, and motivate readers to eliminate excuses and take control of their lives.

# Sudoku

To complete a Sudoku puzzle, fill in the grid so that every row, column, and box contains the digits 1 through 9. However, no row, column, or box can contain more than one of the same number. It's easy to learn but takes a lifetime to master. The answers are on page 74. Good luck!

GENTLE

		4		2		5		
	5						6	
	9			7	3		4	
6		5			4	2	9	
		3	9			6		8
	4			3			1	
	2						7	
		9				8		

## Sudoku board game

If you like doing these Sudoku puzzles, you will love playing Imagination's Sudoku board game. It's the same great puzzle in an exciting multiplayer board game format. When you land, buy it online at: [www.gsn.com/shop](http://www.gsn.com/shop).

MODERATE

		7			6	9	5	
		3		7				
	9						3	6
5					2			
	1		6	8	9		2	
			1					4
7	2						6	
				1		2		
	4	1	2			3		

DIABOLICAL

			1	8				
		7		3	4			
	4	2			5			
8	7						9	
		4				1	3	
	5			1			8	4
			7			9	1	
			3	5		4		
				9	2			

# Imagine...

wearing this magazine as a hat and doing the chicken dance each time the person next to you writes a number in their Sudoku puzzle.



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To: San Diego

Departure Date: 11/18/2007

Return Date: 11/26/2007

Last Search\*: \$200

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- One-word: forbidding**
- Two-words: a mark left by a beer glass**

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J TIPVME IBWF XBJUFE VOUJM UIF  
DVSET BOE XIFZ XFSF NBEF JOUP DIFFTF

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**YBBHO YM SI DIAS**  
**MOT HGTLYIL COCGNITELL**  
**MPSAL FFANTIY**

**Bonus Question:** The Battle of Jutland was the greatest naval battle of which war?

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Dr. Abbie F. Salny was the supervisory psychologist for American Mensa and Mensa International for more than 25 years. She is a coauthor of the *Mensa Think Smart Book*. Quiz © 2009 by Dr. Abbie F. Salny and American Mensa Limited from the *Mensa Page-A-Day Calendar* (Workman Publishing). The 2009 edition of the calendar is available for sale now.

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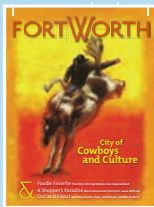
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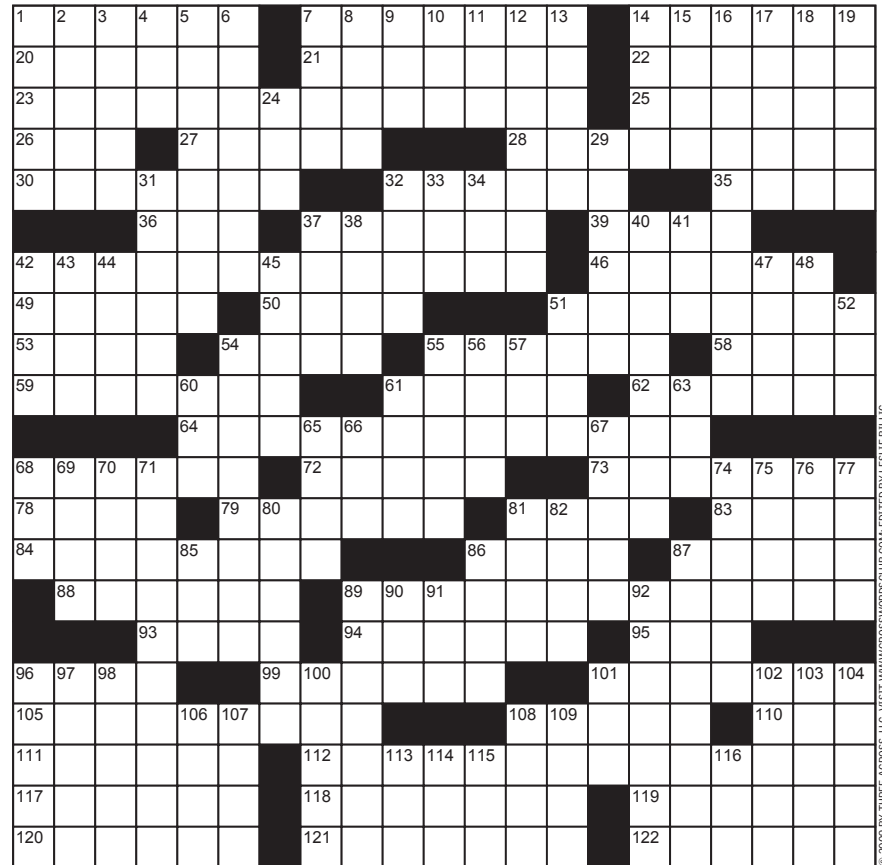
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DIVERSIONS

# Across the Country

BY HARVEY ESTES



Stumped? Find the solution on page 70.

For more crosswords, visit [www.crosswordsclub.com](http://www.crosswordsclub.com).

» [www.americanwaymag.com](http://www.americanwaymag.com)

**ACROSS**

- |    |                                  |    |                              |    |   |     |                                 |
|----|----------------------------------|----|------------------------------|----|---|-----|---------------------------------|
| 1  | Poolside convenience             | 37 | Cut medicine                 | 72 | One of the Four Seasons                 | 96  | Touches with horsehide          |
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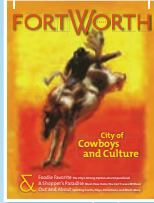
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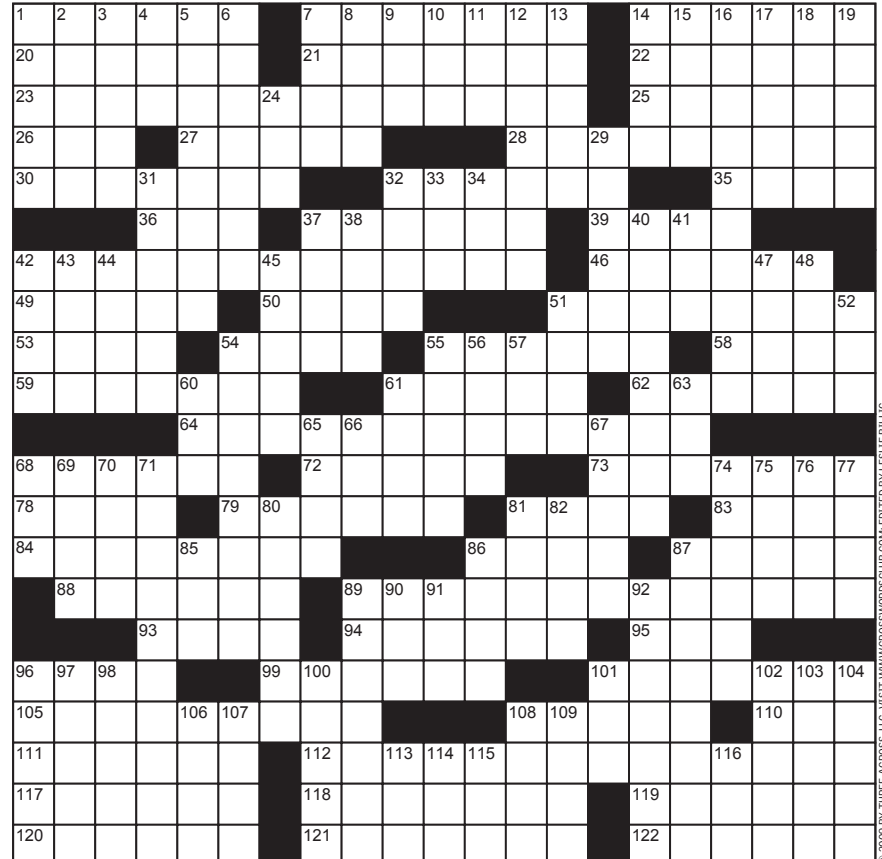
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**ACROSS**

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|----|----------------------------------|----|------------------------------|----|---|-----|---------------------------------|
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- DOWN**
- |                             |  |
|-----------------------------|--|
| 1 Roosters' crests          | 56 ___ B'rith                          |
| 2 Separated                 | 57 Flag thrower                        |
| 3 Halle of fame             | 60 MD's hours in the summer            |
| 4 Hail Mary path            | 61 Barnyard hybrid                     |
| 5 First nuclear-powered sub | 63 Writer Levin                        |
| 6 Court sessions            | 65 Part of YSL                         |
| 7 Julia of Hollywood        | 66 Stir up                             |
| 8 Cork's place              | 67 Stubborn sorts                      |
| 9 Test for college srs.     | 68 Give in to gravity                  |
| 10 Partner of 91 Down       | 69 "Java" man                          |
| 11 ___ chi                  | 70 Brainchild                          |
| 12 Proclaim loudly          | 71 Popular cookie brand                |
| 13 Norse pantheon           | 74 Some chinaware                      |
| 14 Talk back to             | 75 Actress Ward                        |
| 15 Regarding                | 76 Leathernecks' org.                  |
| 16 Computer warning         | 77 The point of mountain climbing?     |
| 17 Cremona craftsman        | 80 Recite                              |
| 18 Like a lot               | 81 Hecklers' chorus                    |
| 19 Chooser's call           | 82 Be up against                       |
| 24 Had for lunch            | 85 Gloss target                        |
| 29 Istanbul's Hagia ___     | 86 Disinformation                      |
| 31 Place for a tiny picture | 87 Spend the night                     |
| 32 Nose wrinkler            | 89 Win                                 |
| 33 Empowerment term         | 90 Innsbruck I                         |
| 34 Personal ID?             | 91 See 10 Down                         |
| 37 Confident words          | 92 Crosswise                           |
| 38 Copier insert (abbr.)    | 96 Royal crown                         |
| 40 Hidden charge?           | 97 Cancel out                          |
| 41 CPR giver                | 98 Thelma's portrayer                  |
| 42 Keep time, in a way      | 100 Where to see a derby win, or a tie |
| 43 Scottish isle            | 101 NBA stat                           |
| 44 Doesn't keep             | 102 Like some Greek columns            |
| 45 Ere                      | 103 Grounds                            |
| 47 Make changes in          | 104 Knight mare?                       |
| 48 It's on a roll           | 106 Slippery arena                     |
| 51 Cow hand?                | 107 <i>Discovery</i> maker             |
| 52 Suede shade              | 108 Reed in a pit                      |
| 54 Peer roster              | 109 Camera man                         |
| 55 Usher's beat             | 113 Race unit                          |
|                             | 114 4x4, for short                     |
|                             | 115 Fire starter?                      |
|                             | 116 Actress Mendes                     |



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BRASILIA SALVADOR **\*COMING SOON**

**DIVERSIONS**

## Sudoku Answers

Puzzles on page 60

**GENTLE**

7	3	4	6	2	1	5	8	9
2	5	1	8	4	9	7	6	3
8	9	6	5	7	3	1	4	2
6	1	5	3	8	4	2	9	7
9	8	2	7	6	5	4	3	1
4	7	3	9	1	2	6	5	8
5	4	7	2	3	8	9	1	6
1	2	8	4	9	6	3	7	5
3	6	9	1	5	7	8	2	4

**MODERATE**

4	8	7	3	2	6	9	5	1
6	5	3	9	7	1	4	8	2
1	9	2	8	5	4	7	3	6
5	6	9	7	4	2	8	1	3
3	1	4	6	8	9	5	2	7
2	7	8	1	3	5	6	9	4
7	2	5	4	9	3	1	6	8
8	3	6	5	1	7	2	4	9
9	4	1	2	6	8	3	7	5

**DIABOLICAL**

5	3	6	1	8	7	2	4	9
9	8	7	2	3	4	6	5	1
1	4	2	9	6	5	8	7	3
8	7	1	4	2	3	5	9	6
6	9	4	5	7	8	1	3	2
2	5	3	6	1	9	7	8	4
3	2	8	7	4	6	9	1	5
7	6	9	3	5	1	4	2	8
4	1	5	8	9	2	3	6	7

## Mensa Answers

Quiz on page 70

- (a) Rolling Stove, (b) RV Guide, (c) Claybill
- There are three boys and three girls.
- Barring, bar ring
- "I should have waited until the curds and whey were made into cheese." (Code: B=A, C=B, D=C, etc.)
- Dashed, shaded
- \$100 (\$100-\$60=\$40, \$40-\$22=\$18, \$18-\$11=\$7, \$7-\$4=\$3)
- "My hobby is collecting Tiffany lamps," said Tom lightly. For the answer to the Bonus Question, please visit our website, [www.americanwaymag.com](http://www.americanwaymag.com).

## Crossword Answers

Puzzle on page 72

C	A	B	A	N	A	R	E	G	A	T	T	A	S	A	V	A	G	E			
O	P	E	R	A	S	A	I	R	F	A	R	E	A	S	I	M	O	V			
M	A	R	C	U	S	A	U	R	E	L	I	U	S	S	T	R	A	F	E		
B	R	R	T	I	T	L	E	M	I	S	S	O	U	T	O	N					
S	T	Y	L	I	Z	E										S	I	R	S		
C	I	R	C	U	S	A	C	R	O	B	A	T	H	A	M	L	E	T			
L	O	O	K	S		F	A	I	R			H	I	N	T	E	D	A	T		
A	N	T	E		J	O	N	G		A	B	R	O	A	D		R	I	P	A	
P	A	S	T	E	U	R				M	I	N	E	O		M	I	T	T	E	N
S	H	I	F	T		V	A	L	L	I		S	N	A	P	S	U	P			
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A	L	A	S	K	A		T	Y	P	E	S	E	T		T	R	A	C	E	D	

## Giving Credit

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Clip here to fax

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone \_\_\_\_\_

E-mail address \_\_\_\_\_

A. I am: 1.  Male 2.  Female

B. I am: 3.  Single 4.  Married

C. My age is: 5.  Under 21 6.  21-35 7.  36-49  
8.  50-59 9.  60+

D. My annual household income is: 10.  Under \$75,000  
11.  \$75,000-\$99,999 12.  \$100,000-\$149,999  
13.  \$150,000-\$199,999 14.  \$200,000+

E. I am: 15.  An AAdvantage Member  
16.  AAdvantage Gold  
17.  AAdvantage Platinum  
18.  AAdvantage Executive Platinum  
19.  Not an AAdvantage Member

F. I am: 20.  An Admirals Club Member  
21.  Not an Admirals Club Member

G. Where do you normally check in for flights?  
22.  AA.com 23.  Airport

H. Within the next year, I am likely to purchase/pursue:

24.  Automobile 25.  Higher Education  
26.  Cellular phone 27.  Electronics  
28.  Vacation 29.  Home/Real Estate

I. I own or plan to acquire:

30.  Vacation/Weekend home 31.  Second Home  
32.  Investment Real Estate 33.  Timeshare Residence

J. Functions within my job responsibilities include:

34.  Owner/Entrepreneur 35.  Purchasing  
36.  Conventions/Meeting 37.  Sales/Marketing  
38.  International 39.  Technology  
40.  Management 41.  Telecommunications

K. From time to time, American Airlines Publishing conducts surveys via e-mail. Would you like to take part in future surveys and have a chance to win valuable prizes?

42.  Yes 43.  No

L. From time to time, advertisers in *American Way* offer special discounts and promotions exclusively for *American Way* readers. How would you like to be notified about these special opportunities?

44.  E-mail 45.  Posted mail  
46.  Do not notify

Please mail your completed survey to: American Way Survey,  
P.O. Box 413050, Naples, Florida 34101-3050, or clip form and fax to (888) 847-6035.  
Surveys must be received by August 15, 2008, to be eligible for the drawing.

# AMERICANWAY

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# AA Insider

Your Guide to American Airlines

## New Ways to Redeem Awards

The American Airlines AAdvantage program has scored another first and, more importantly, added another great benefit for the more than 62 million people around the world who are AAdvantage members. AAdvantage One-Way Flex Awards have arrived, bringing with them a whole new approach to frequent-flier award travel.

American invented frequent-flier programs with the launch of the AAdvantage program in 1981. And now, we're further revolutionizing award travel with the introduction of One-Way Flex Awards. The bottom line: This means greater value for customers and more options and flexibility when it's time to book award travel.

### Aptly Named Awards

One-Way Flex Awards are aptly named because, for the first time, they give AAdvantage members the ability to use their miles on a one-way basis at half the round-trip mileage requirement. At the same time, they offer customers who travel round-trip the flexibility to combine different types of one-way awards on a single ticket. In short, with One-Way Flex Awards, customers can use the AA.com booking tool (seen at right) to customize award travel

to best meet their needs. And here's something else we know you'll like: With One-Way Flex Awards, there are no changes to AAdvantage award types or mileage requirements. Talk about a win-win situation!

### One-Way Travel Awards

AAdvantage One-Way Flex Awards are ideal if you are traveling only one-way or don't have a return date in mind but want to use an AAdvantage award. Simply book one-way travel for half the round-trip mileage requirement. For instance, you can fly one-way using a domestic MileSAAver economy-class ticket for 12,500 miles, which is half the amount required for a round-trip domestic award. American is the first major domestic airline to offer one-way award tickets at a true one-way price.

### Combinable Awards

If you're traveling round-trip, you'll enjoy the flexibility of being able to combine different one-way awards on a single itinerary. For instance, you can travel outbound on an economy-class

MileSAAver award for 12,500 miles and return on an economy-class AAnytime award for 25,000 miles. You may also choose to travel in different classes of service on a trip, such as traveling outbound in business or first class and returning in economy class. Go to [www.aa.com/flexawards](http://www.aa.com/flexawards) to learn more.

### AA.com Booking Enhancements

Along with introducing One-Way Flex Awards, we've enhanced AA.com to make booking AAdvantage award travel online even more convenient. You can now book multicity award trips on AA.com, which is helpful if you need

to travel to more than one city on a single trip. (You can book up to four one-way awards at one time.) That means, for example, you can travel to London but return from Paris, or fly to Los Angeles and return from San Francisco.

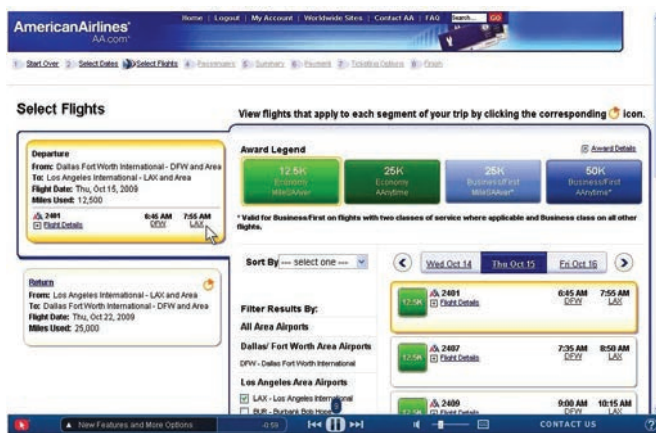
You can also book award travel online *en español*. Click on AA.com en Español on the AA.com homepage to access the Spanish-language booking tool, or access one of the country-specific Spanish-language portals at [www.aa.com/espanol](http://www.aa.com/espanol). Whether

booking in English or Spanish, traveling one-way or round-trip, you can book the new One-Way Flex Awards using the easy-to-read color-coded availability calendar on AA.com; it allows AAdvantage members to determine the dates, flights, and award types that work for them.

### The Best Keeps Getting Better

Even before the introduction of One-Way Flex Awards and the latest booking enhancements to AA.com, American was consistently recognized as the best U.S. airline for award-travel redemption. Our aim is to provide you with an exceptional travel experience at every step of the way by offering products and services that meet your needs. That includes at those times when you want to use your well-earned AAdvantage miles.

Last year alone, AAdvantage members redeemed more than 155 billion miles to claim in excess of 4.8 million awards. This year, we hope you have the opportunity to enjoy the convenience, ease, and unprecedented flexibility of our new AAdvantage One-Way Flex Awards, which are available for travel on American, American Eagle, and AmericanConnection.





**Nicole Kapioltas**

## Being There

**Our Employees Go the Extra Mile**

Nicole Kapioltas is involved in many aspects of the American Airlines in-flight customer experience. Kapioltas works in the Onboard Service division and handles marketing, promotions, and communications for onboard

products, which include everything from chef-designed meals to wine glasses to seats to entertainment. Kapioltas says that listening to customers and flight attendants and then improving American's onboard products and services accordingly is a priority.

"We're making adjustments and enhancements this year based on their input," Kapioltas says. "Flight attendants know what our customers want."

This year, American is introducing new wines, larger wine glasses in first class on international Boeing 777 and transcontinental Boeing 767-200 aircraft, new in-flight entertainment, and new entrées. Those additions are just a few of the many enhancements being made this year.

"Despite current economic conditions, we are making these changes, while being mindful of spending, because

we are committed to providing products and services that our customers value and that enhance their travel experience," Kapioltas says. "In addition, these adjustments keep us competitive within the industry."

When she's out of the office, Kapioltas is equally busy, volunteering for the Junior League of Dallas, which is committed to developing women and promoting volunteerism in the community. She's been involved with the organization for 10 years and has contributed more than 600 volunteer hours.

Kapioltas has also donated her time to the Dallas Museum of Art, where she has organized creative art activities for young children.

"I enjoy working with children at the museum," she says. "Exposure to art helps children develop stronger, more creative communication skills, which better positions them to succeed in school."

### Noteworthy News

#### UK Customers Now Have PayPal Option

American Airlines now provides its UK customers with convenience, flexibility, and security when booking on AA.com, as AA is the first major U.S. airline to accept PayPal as a form of payment internationally.

PayPal is the UK's preferred online payment brand and enables customers to pay for transactions using a credit or debit card, a bank account, or a PayPal account balance. Through PayPal, UK customers will be able to pay for their AA.com ticket purchases using a wider selection of debit cards than is currently possible directly through AA.com.

Here's how it works: When purchasing a ticket on AA.com, customers can select PayPal on the payment page. They'll be temporarily redirected to the PayPal website to log in to their account and confirm the transaction or to enroll if they don't have a PayPal account. Customers will then be returned to AA.com to complete their purchase.

American also accepts PayPal as a payment option on AA.com in the U.S., Puerto Rico, and the U.S. Virgin Islands. Go to [www.aa.com/paypal](http://www.aa.com/paypal) for more information.

### Around Our Community

#### AA Salutes Longtime Arts Advocate



American Airlines has worked with many people who are passionate advocates in their community.

One such individual is Pat Porter (left), the

longtime head of North Texas Business for Culture and the Arts (NTBCA), a nonprofit arts-advocacy organization that connects North Texas companies with local agencies and artists to showcase their art, improve the community's quality of life, and foster economic development. Porter recently retired from NTBCA after more than 20 years, during which time she worked closely with American and its Arts Leadership Council, which seeks to affect American's support of the arts community and to encourage the artistic talents of AA employees, primarily through the annual On My Own Time art show. We are indebted to her for all she has done to help build a great community. As she has said, "A strong cultural base is essential to attracting and keeping businesses and the brightest minds in our region." We've all benefited from that. Thanks, Pat!

## Contact Us Anytime

### Names and Numbers You Need to Know

- Want to make a reservation? Just log on to [www.aa.com](http://www.aa.com) or call Reservations at (800) 433-7300. *En español, llame al (800) 633-3711 o [www.aa.com/espanol](http://www.aa.com/espanol).*
- For automated flight information in English, call (800) 223-5436. *En español, llame al (800) 228-8356.*
- For information about Cargo and Priority Parcel Service within the United States (except Alaska), call (800) 227-4622.
- Contact American Airlines AAdvantage Reservations at (800) 882-8880.
- Contact American Airlines Group & Meeting Travel at (800) 221-2255.
- Contact American Airlines Vacations at (800) 321-2121.
- Contact Admirals Club Member Services at (800) 237-7971.
- To give feedback on how well American provided disability-related services, please call (817) 967-3000.

We welcome your comments and suggestions. For the quickest response, e-mail us via the Contact AA link at AA.com. Include your daytime phone number as well as the flight and date on which you traveled. For immediate help, see an AA agent or contact our Reservations office.

### Customer Relations

E-mail: Visit [AA.com](http://AA.com) and click on Contact AA, or go to [www.aa.com/customerrelations](http://www.aa.com/customerrelations).  
Fax: (817) 967-4162  
PO Box 619612, MD 2400  
DFW Airport, TX 75261-9612

# Tips for Assistance When Your Flight Has Been Delayed or Canceled

We expect, as you do, that American Airlines and American Eagle will operate flights on time. On occasion, the weather or other challenges can make it difficult, if not impossible, to stay on schedule. When a delay or cancellation does occur, our goal is to get you to your destination safely and as quickly as possible.

## GETTING ON ANOTHER FLIGHT

In some cases, when a flight cancels, our system may confirm you on another flight a short time after the disruption. You can check to see whether you're confirmed on another flight and access the details in the following ways:

- If you booked on AA.com and are able to access the Internet, visit [www.aa.com](http://www.aa.com) and select My Reservations.
- If you booked your flight through a travel agency, call their office directly.
- Call AA Reservations.
- See an agent at the airport.

During busy travel times, there may be more customers waiting to be accommodated than there are open seats on the next flight. We manage these situations by creating a standby list. (Tip: You can do this on a Self-Service Check-In machine at some airports, or a customer service agent can place your name on a flight's standby list.) Here's what to expect at the gate if you are standing by for a flight:

- Customer service agents will board passengers who have previously confirmed reservations and reserved seats.
- About 15 minutes before departure, if seats are available, agents will begin to call standby passengers.
- After the last standby passenger boards and the door at the gate is closed, agents need five to 10 minutes to finish up their work for the flight. Afterward, they will move all unaccommodated passengers, in order, to the standby list of the next flight. They will make an announcement about that flight's gate and scheduled departure time.

## POSTPONING OR CANCELING YOUR TRIP

If your trip can be rescheduled, postponing or canceling may be an attractive alternative to waiting for an indeterminate length of time.

- If you decide to travel at a later date, call your travel agent or call AA Reservations as soon as possible for details on how to reuse your ticket. Generally, tickets must be used no later than one year from the date of purchase. Some changes may require a fee and/or an additional fare payment.
- If your originally scheduled flight was canceled and you decide not to travel, you can receive a full refund. To arrange for a refund, visit [AA.com](http://AA.com), call your travel agent, or call AA Reservations.

## SPENDING THE NIGHT AWAY FROM HOME

When bad weather causes a flight cancellation or a delay stretches overnight, we may be able to help defray some unexpected expenses. A "distressed-passenger rate" voucher — good for a discounted rate at an approved local hotel — may be available through customer service agents to help you with overnight accommodations. The discounted room charge and incidental charges (such as meals, telephone calls, transportation, etc.) are not covered by the airline and are at the traveler's expense.

Other options available to you:

- Check [AA.com](http://AA.com) for overnight options in the area.
- See whether the airport you are

in has a phone bank for local hotel and transportation options. (Tip: Some hotels provide a free shuttle service to and from the airport.)

## RETRIEVING CHECKED LUGGAGE

When you have to spend a night somewhere other than where you had planned, having your bags with you can make the situation a bit more tolerable. In some cases, however, circumstances can make it impossible for us to retrieve your luggage.

- If our airport personnel cannot retrieve your luggage, it will continue on to your scheduled destination and will be held there.
- If we can retrieve your luggage, it will be made available in the baggage-claim area of the airport.
- If you are spending the night in a local hotel, ask for an Overnight Amenity Kit.

## TRIP INSURANCE

Many travelers find trip insurance to be an affordable way to offset expenses associated with delayed or canceled flights. If you have purchased such coverage for this trip, please contact your insurance provider. If you are not familiar with trip insurance, please visit [AA.com](http://AA.com) by accessing [www.aa.com/tripinsurance](http://www.aa.com/tripinsurance) to learn more or to purchase coverage.

## American Airlines' website: [www.aa.com](http://www.aa.com)

AA.com isn't just for planning your trip in advance; it's also a valuable resource during travel, especially when plans have to be changed. Visit [www.aa.com/airporthelp](http://www.aa.com/airporthelp) for helpful information about the airports and cities we serve as well as additional tips and insight about travel on American and American Eagle. Here's what you'll find:

- Flight schedules and Flight Status Notifications
- Self-Service Check-In availability
- Airport terminal maps and hours
- Official airport websites (to learn about specific amenities at certain airports)
- Weather information

## ABOUT SAFETY

If it concerns your safety, American Airlines and American Eagle will delay, reroute, divert, or cancel a flight, even if it means some inconvenience. We ask for, and very much appreciate, your understanding of our ultimate responsibility to you.

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\*If a lower airfare (by \$5 or more) is found on another travel website for the exact same AA flight(s), itinerary, date(s), cabin, class of service, and fare rules and restrictions, the full difference in the fares will be refunded to the credit card used for the original purchase on AA.com. Visit [www.aa.com/guarantee](http://www.aa.com/guarantee) for more details.

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# AA Products & Services



Where is this flight taking you? When you get home, share your experiences on the AAdvantage Milestones travel guide. Tell AAdvantage members about your hotel stay or about a great restaurant you discovered. While you're there, feel free to upload your photos, watch videos, and get the inside scoop for your next vacation. Visit [www.aa.com/milestones](http://www.aa.com/milestones).



Starting August 25, American Eagle will begin daily nonstop service between Dallas/Fort Worth and Manhattan, Kansas, home to Kansas State University and nearby Fort Riley. This all-jet launch brings an entirely new level of service to the "Little Apple." For more information on schedules and fares, please visit [AA.com](http://AA.com).



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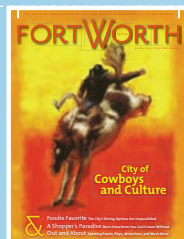
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The oneworld Alliance

Russia's leading domestic airline, S7 Airlines, will join the oneworld Alliance in 2010, offering all oneworld benefits and services. S7 is one of the most progressive airlines in Russia, giving passengers new standards of service. American flies between Chicago and Moscow's Domodedovo airport, and S7 offers service beyond Moscow to 37 Russian cities and to other destinations in the region. Visit [www.s7.ru/en](http://www.s7.ru/en) for more.

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## CHANNEL 08

### SKY RADIO BUSINESS AND TECHNOLOGY REPORT

#### NEWSDESK

Hear interviews with leaders in business and society, including:  
 Hilton Hotels Corp.  
 City of Hope  
 Dan Aykroyd, Founder, Dan Aykroyd Wines  
 Jane Seymour, Move Free Advanced  
 Climate Consortium Denmark, Inc.  
 VIVA Center for Modern Mayr Medicine

#### BUSINESS SOLUTIONS FORUM

Innovative thinking is crucial to the future of business and the economy. Hear opinions from:

- Lopez Negrete Communications, Inc.
- Paul Cummings Enterprises Be the Ultimate, Inc.
- Keith R. Wyche, author of *Good Is Not Enough: And Other Unwritten Rules for Minority Professionals*
- MSBA Future Builders
- SalesLeader
- BSG Clearing Solutions
- Sandvik Process Systems
- PC Connection
- The Bill Sims Company
- Manhattan Portage
- Sandi Lynn & Associates
- MediaCom North America

HSBC Bank  
 TomTom International  
 Gemalto  
 Multi-Tech Systems, Inc.

#### TRAVEL A LA MODE

Get recommendations for some of the best hotels and resorts.

#### SPECIAL SEGMENT

This report on the Wireless Industry's groundbreaking collaboration with the National Center for Missing and Exploited Children is brought to you by Wavecom.

Ernie Allen, President and CEO, National Center for Missing & Exploited Children

#### AMERICA'S PREMIER LAWYERS

Listen to conversations between great legal minds discussing a wide spectrum of issues. Businesses and law firms include:

- The Law Business Insider
- The Law Office of Loraine Efron
- Philip Eichorn Company, LPA
- The Law Offices of Jeffrey P. Nunnari
- Roberts Law Firm, PA
- The Law Office of Keith J. Bruno
- The Zent Law Group, PC

## CHANNEL 09

### ISSUES 2009

#### SPECIAL GUESTS

Jeff Diskin, Senior Vice President, Customer Marketing, Hilton Hotels Corp.  
 Dr. Timothy Wilson, Chief, Urology and Urologic Oncology, City of Hope

WestPark Capital, Inc.  
 The Colonial Williamsburg Foundation  
 The Health & Wellness Institute  
 Equifax Personal Information Solutions  
 FM Global  
 Humber River Regional Hospital  
 SoftSheen-Carson  
 Guidestar  
 AAA  
 University of Dayton  
 WCA Family of Logistics Networks  
 Brandon Partners  
 Hikari Sales USA  
 Hearthware Home Products  
 ITT Corporation

Shift4 Corp.  
 CN WorldWide North America  
 Military Benefit Association  
 Hampton Roads Ventures, LLC  
 AT&T Business Solutions  
 Harlem Spirituals/New York Visions Travel Group  
 Assist America, Inc.  
 University of Idaho Foundation  
 Soft-Light Windows Company, LLC  
 EnviroGLAS, LLC  
 Scholastic  
 Lifepoint Informatics  
 C.R. Smith Museum

#### AMERICA'S INNOVATORS

Progress in business and society at large depends on those who look forward:

- Juicy Couture
- Minot State University
- Bridge Wave Communications, Inc.

01	MEASURE FOR MEASURE	Enjoy classical music from conductor Gustavo Dudamel and violinist Lisa Batiashvili, as well as music by Mozart.
02	AFTER HOURS	Kick back and relax with this mellow and sophisticated blend of jazz instrumentals and vocals, including music from Nancy Wilson and Chet Baker.
03	33 1/3	The best rock of the twentieth century spins this month on 33 1/3. Hear your favorite songs from Queen, Heart, and 38 Special.
04	CONNECTED	Connect to the hottest hit music on the planet, including new tracks from Enrique Iglesias and Empire of the Sun.
05	SPIRIT OF R&B	Find rhythm and blues in yesterday's hits and hear them reverberate through the next generation's artists. Enjoy R&B tracks from artists such as the Black Eyed Peas.
06	HARVEST	Country music's influence stretches far and wide. Hear it in today's hottest hits by artists such as Darius Rucker and Sara Watkins.
07	SO '80S	Experience a totally awesome flashback to the decade you hate to love, the 1980s, with classic songs from Modern English and Tears for Fears.
08	SKY RADIO	Listen in on incisive conversations with leading entrepreneurs, thinkers, and industry leaders regarding the latest advances in science and industry.
09	ISSUES 2009	Stay up-to-date when you're up in the air. Get the latest crucial developments regarding the scientific, business, and cultural topics of the day.
10	LATIN SHOWCASE	Latin music comprises a wide variety of sounds and influences. This month, the playlist features a track by Juanes performing with Colbie Caillat.
11	AMERICAN JUKEBOX	Go back to the malt shop and listen to the feel-good music of the 1950s and '60s. This month, hear classics from Johnny Rivers and Mason Williams.
12	SMOOTH	Whether from the fields of pop, R&B, or classic rock, the common threads among these stylish music offerings are a laid-back vibe and a familiar sound.
13*	JAPANESE HORIZONS	J-pop continues its march as one of the fastest-growing music genres. Hear the best of today's hits from artists such as Mika Nakashima and Glay.
14*	PEACE	Enjoy a relaxing sonic atmosphere with an Asian influence. Listen to calming tracks from Watershell and Osamu.
15*	HINDI BEATS	Get into the earth-shaking rhythms of bhangra beats and inspirational Hindi ballads.
16*	MANDARIN MIX	Climb the charts with some of the hottest artists from the ever-expanding Mandarin music scene.

\*ADDITIONAL CHANNELS AVAILABLE ON SELECT 777 FLIGHTS. FOR A COMPLETE SET LISTING, PLEASE LOG ON TO AA.COM/MUSIC.

#### SPECIAL THANKS TO:



HILTONHHONORS.COM

CITY OF HOPE, COH.ORG WESTIN

CASUARINA RESORT, GRAND CAYMAN & WESTIN DAWN BEACH RESORT AND SPA, ST. MAARTENWESTIN.COM

ARTHUR MACHINERY, INC. ARTHURMACHINERY.COM

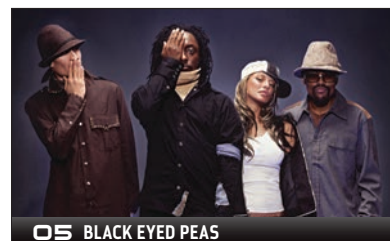
FOR MORE INFORMATION: MARC HOLLAND, EXECUTIVE PRODUCER  
 TOLL-FREE (888) 330-7869, SKYRADIONETWORK.COM



Some guests may have paid a fee to appear. The opinions expressed on this program do not necessarily reflect those of American Airlines or of Sky Radio.



03 QUEEN



05 BLACK EYED PEAS

# FIND YOUR DESTINATION TO SEE WHAT'S PLAYING



## now showing

**17 AGAIN** > 1:35 minutes > Comedy.....

Zac Efron, Leslie Mann || Mike O'Donnell is given a second chance to relive his glory days after he miraculously transforms into his 17-year-old self. Rated PG-13

**DUPLICITY** > 1:58 minutes > Action/Adventure.....

Clive Owen, Julia Roberts || Longtime lovers and corporate spies Ray Koval and Claire Stenwick stage an elaborate con to rip off rival companies. Rated PG-13

**HOTEL FOR DOGS** > 1:40 minutes > Kids.....

Don Cheadle, Emma Roberts || Told by new guardians to get rid of their beloved pet, siblings Andi and Bruce transform an abandoned hotel into a magical dog paradise. Rated PG

**ICE AGE 2: THE MELTDOWN** > 1:31 minutes > Kids.....

Denis Leary, John Leguizamo || When Manny, Sid, and Diego discover that miles of melted ice threaten to flood their valley, they must warn everyone and figure out a way to escape the coming deluge. Rated PG

**INKHEART** > 1:46 minutes > Action/Adventure.....

Brendan Fraser, Helen Mirren || Mo Folchart and his 12-year-old daughter, Meggie, share an extraordinary gift for bringing characters from books to life when they read aloud. But there is a cost. Rated PG

**JOURNEY TO THE CENTER OF THE EARTH** > 1:35 minutes > Action/Adventure.....

Anita Briem, Brendan Fraser || As their journey takes them deep beneath the Earth's surface, Trevor Anderson, his nephew, and a local guide travel through never-before-seen worlds. Rated PG

**MONSTERS VS. ALIENS** > 1:34 minutes > Kids.....

Will Arnett, Reese Witherspoon || When a meteorite hits a woman and turns her into a monster, she is taken to a secret compound where she meets a ragtag group of monsters that have been rounded up over the years. Rated PG

**NIGHTS IN RODANTHE** > 1:32 minutes > Drama.....

Richard Gere, Diane Lane || On a retreat in the tiny coastal town of Rodanthe, North Carolina, Adrienne hopes to reevaluate her life. As she checks in, a major storm and Dr. Paul Flanner arrive. Rated PG-13

**RACE TO WITCH MOUNTAIN** > 1:38 minutes > Action/Adventure.....

Dwayne Johnson, AnnaSophia Robb || A Las Vegas cabbie tries to protect two siblings with paranormal powers from the clutches of an organization that wants to use the kids for nefarious purposes. Rated PG

### language key

- [E] English
- [F] French
- [I] Italian
- [LS] Latin Spanish
- [CS] Castilian Spanish
- [R] Russian
- [G] German
- [P] Portuguese

FLIGHTS ▼	FLIGHT DIRECTION ▼	
DOMESTIC // CANADA	EASTBOUND, SOUTHBOUND	WESTBOUND, NORTHBOUND
July 1 to 15	<i>Monsters vs. Aliens</i> [E] [LS]	<i>Race to Witch Mountain</i> [E] [LS]
July 16 to 31	<i>17 Again</i> [E] [LS]	<i>Duplicity</i> [E] [LS]
HAWAII* // ALASKA	TO	FROM
July 1 to 15	<i>Duplicity</i> [E] [LS]	<i>17 Again</i> [E] [LS]
July 16 to 31	<i>Race to Witch Mountain</i> [E] [LS]	<i>Monsters vs. Aliens</i> [E] [LS]
*Second Feature (From DFW and ORD only)	<i>Ice Age 2: The Meltdown</i> [E] [LS]	
SAN JUAN // CARIBBEAN // MEXICO	TO	FROM
Feature	<i>Hotel for Dogs</i> [E] [LS]	<i>Inkheart</i> [E] [LS]
UNITED KINGDOM // IRELAND	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [LS]	<i>Inkheart</i> [E] [LS]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [LS]	<i>Journey to the Center of the Earth</i> [E] [LS]
GERMANY // SWITZERLAND	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [G]	<i>Inkheart</i> [E] [G]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [G]	<i>Journey to the Center of the Earth</i> [E] [G]
FRANCE // BELGIUM	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [F]	<i>Inkheart</i> [E] [F]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [F]	<i>Journey to the Center of the Earth</i> [E] [F]
SPAIN	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [CS]	<i>Nights in Rodanthe</i> [E] [CS]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [CS]	<i>Journey to the Center of the Earth</i> [E] [CS]
CENTRAL AND SOUTH AMERICA // HAITI	TO	FROM
Feature	<i>Hotel for Dogs</i> [E] [F]	<i>Inkheart</i> [E] [F]
BRAZIL	TO	FROM
Feature	<i>Hotel for Dogs</i> [E] [P]	<i>Inkheart</i> [E] [P]
ITALY	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [I]	<i>Inkheart</i> [E] [I]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [I]	<i>Journey to the Center of the Earth</i> [E] [I]
RUSSIA	TO	FROM
First Feature	<i>Hotel for Dogs</i> [E] [R]	<i>Inkheart</i> [E] [R]
Second Feature	<i>Ice Age 2: The Meltdown</i> [E] [R]	<i>Journey to the Center of the Earth</i> [E] [R]



# Onboard Our Flights



## What's in Your Baggage?

Some products used at home or at work can be dangerous when transported in an aircraft. Temperature and pressure variations can cause some items to leak, generate toxic fumes, or start a fire.

**Lithium and lithium-ion batteries** may catch fire when not handled properly. **Place spare lithium batteries in carry-on baggage, not in checked baggage.** See battery-size limitations at safetravel.dot.gov. It is preferable that you use the original packaging to store spares. If the original packaging is not available, store in separate plastic bags or use electrical tape on terminals to prevent batteries from making contact with metal objects. **Do not use aircraft powerports to charge lithium or lithium-ion batteries.**

**Dangerous Goods Prohibited on Aircraft:** Aerosols (spray cans) larger than 16 ounces, fuels, paints, solvents, starch, alcohols, nail polish, nail-polish remover, lighter refills, camping gas, fireworks, flares, black powder, bleaches, drain cleaners, lead-acid batteries, bottles of acid, strike-anywhere matches, gas-powered tools, self-heating meals, model-rocket motors, hydrogen peroxide 40 percent or greater, mace, and pepper spray.

**Remember that this list is not all-inclusive.** Carrying prohibited items onboard aircraft violates U.S. Federal law. Violators are subject to imprisonment and penalties of \$250,000 or more. Consult an agent or visit: safetravel.dot.gov, tsa.gov, faa.gov, or AA.com for details.

## Things You Need to Know to Make Your Trip Safe and Comfortable

■ **Check-In** We advise customers to check in 90 minutes before their scheduled departure for domestic flights when checking bags, 60 minutes with no bags, and two hours for international flights. (Please refer to the Travel Information section on AA.com for cities where earlier check-in is recommended.) This will help ensure your reservation and seat assignment. Please be onboard and in your seat with your seat belt fastened 10 minutes prior to departure time.

■ **Luggage** Effective for domestic economy-class tickets and economy-class tickets between the U.S./Puerto Rico/U.S. Virgin Islands and Canada in either direction, a \$15 fee applies for the first checked bag and a \$25 fee applies for a second checked bag (exceptions apply for both fees). Passengers may carry one piece of luggage and one personal item onboard. Carry-on items must be placed in the overhead bin or under the seat in front of you. Laptop computers are considered carry-on items and must be placed only in approved storage locations. Place your name, address, and a copy of your itinerary inside your bags, and put your name and address on the outside. To avoid additional fees, all luggage must meet specific size and weight requirements. International travel rules may vary. Liability for loss, delay, or damage to baggage is limited, so carry valuables onboard with you. Claim your luggage upon arrival. For more details, visit the Baggage Information page on AA.com.

■ **Beverage Service** Only alcohol served by a flight attendant to customers age 21 or older may be consumed onboard. By FAA rule, we may not serve alcohol to customers who appear intoxicated.

■ **Smoking** is not permitted.

■ **Seat Belts** Turbulence is air movement that cannot be seen and often occurs unexpectedly. While we do everything possible to avoid turbulence, it is the most likely threat to your in-flight safety. Unless you must leave your seat, keep your seat belt fastened at all times, even when the seat belt sign is off.

■ **Disability Assistance** Customers who need assistance with disabilities, including obtaining wheelchairs, should contact an AA representative. Per government regulations, service animals traveling in the cabin to assist passengers with physical or emotional needs are not required to travel in a kennel. If you are in a bulkhead seat, you may be asked to move to accommodate a service animal. To give feedback on how well American provided disability-related services, call (817) 967-3000.

■ **Carry-on Pets** must stay in their kennels and under the seat in front of you. AA assumes no liability for the well-being of carry-on pets.

■ **Powerports** On most aircraft, there is a DC cigarette-lighter-style outlet at each seat in First and Business Class and in select rows in the Main Cabin for powering approved electronic devices. For information about powerports, visit AA.com. DC auto/air adapter cords are available at major electronics stores. New B737 aircraft offer 110V AC power outlets in every row. Only one device per outlet is allowed.

■ **Electronic Equipment/Personal Devices** Personal electronic devices may be used during boarding until the flight attendant's announcement to switch them off. After the

announcement, all portable electronic devices must remain off and properly stored. During this period, noise-canceling headsets may be worn while switched off and devices without power switches (e.g., some PDAs) must be stored and remain in the sleep mode. During flight, your flight attendant will inform you when approved devices may be used. Cellular PDAs (provided they are in airplane/flight mode) are permitted. Audio and video equipment may be used only with headsets, and noise-canceling headsets may be activated. The use of still and video cameras, film or digital, is permitted only for recording of personal events. Unauthorized photography or video recording of airline personnel, other customers, aircraft equipment, or procedures is strictly prohibited. Never activate two-way pagers, radios, TV sets, remote controls, cordless computer mouses, commercial TV cameras, or GPS receivers. E-cigarettes may not be activated at any time while onboard. All devices with transmitting capabilities must be switched off except Wi-Fi 802.11. Wi-Fi 802.11 devices may be used (when authorized) only on aircraft equipped with in-flight Internet service. If in-flight Internet service is provided, it is intended for customer access to the Internet, e-mail, and VPN only. Any voice, audio, video, or other photography (motion or still), recording or transmission while on any American Airlines aircraft is strictly prohibited, except to the extent specifically permitted by American Airlines. Before landing, your flight attendant will announce when to switch off and store all electronic devices. These devices must remain off until the plane is at the gate and the seat-belt sign has been switched off.

**Federal law prohibits passengers from threatening or intimidating the flight crew or interfering as crew members perform their duties.**

\* The electronic-device policy may vary on American Eagle and AmericanConnection. Please see a flight attendant for specifics.

# Staying in Touch



## Making a Call Is Easy

In-flight satellite phones are available on all 777 and 767 aircraft. To place a call, put the phone to your ear and listen for instructions. Slide your credit card through the side of the phone and then dial 00 + country code + area or city code + number, followed by the # key. **All calls** must be dialed as international calls. When calling within or to the U.S. or Canada, dial 00 and 1 prior to the area code. Press NEW to place another call or END to hang up. Rates for satellite calls are \$5 to connect and \$10 per minute. Billing begins when a call is answered. Partial minutes are billed as a full minute. Major credit cards are accepted by the service provider, Vizada. For dialing assistance, dial **toll-free 12#**. This will connect you to the Vizada Satellite Services Customer Care RVA (recorded voice announcement). For other questions, contact Vizada Satellite Services Customer Care at (800) 685-7898 (toll-free in the U.S.) or (301) 838-7700 (worldwide), by fax at (301) 838-7701, or by e-mail at [customer.care@vizada.com](mailto:customer.care@vizada.com).

In the event of any problem making a call, American Airlines' and Vizada's liability is limited to the cost of the call.

## Cell Phones

You may use your cell phone onboard until the flight attendant advises that it must be switched off.\* During flight, cell phones may be activated only in the airplane/flight mode, with the cellular transmitting function switched off. After landing in the United States, the U.S. Virgin Islands, and Puerto Rico, cell phones may be used (when authorized) on certain aircraft.\* If you plan to use your phone after landing, keep it available, as FAA regulations require passengers to remain seated and all carry-on baggage to remain stored until the seat-belt sign has been switched off.

\*Does not apply to American Eagle ATR aircraft flights.

### PEANUT ALLERGY

**American recognizes that some passengers are allergic to peanuts. Although we do not serve peanuts, we do serve other nut products, and there may be trace elements of unspecified peanut ingredients, including peanut oils, in meals and snacks. We make no provisions to be peanut-free. Additionally, other customers may bring peanuts onboard. Therefore, we cannot guarantee customers will not be exposed to peanuts during flight, and we strongly encourage customers to take all necessary medical precautions to prepare for the possibility of exposure.**

# Your Personal Health: Deep Vein Thrombosis (DVT)

Our customers sometimes ask us about medical conditions and air travel. American Airlines appreciates its customers' interest in health topics and encourages passengers to consult with their doctors before traveling.

## What Is DVT?

A deep vein thrombosis (DVT) is a blood clot that develops in a deep vein, usually in a leg. This is a serious condition. Sometimes these clots can break away and travel through the bloodstream to vital organs of the body and can cause severe injury or death.

## Possible Risk Factors of DVT

Prolonged physical immobility, such as sitting for an extended period, is considered in the medical community to be a risk factor associated with DVT. People with certain medical conditions or who are taking some medications may also be at higher risk of developing a DVT, including conditions or medications that affect blood flow, alter normal blood-clotting mechanisms, or cause blood-vessel damage. Some of these are:

- Blood-clotting disorders
- Cancer
- Increasing age or smoking
- Major illness with hospitalization
- Obesity or heart disease
- Oral contraceptive use or hormone therapy
- Personal or family history of a DVT
- Pregnancy
- Recent major surgery or trauma

## Possible Symptoms of DVT

Many DVTs do not produce any symptoms. If symptoms occur, they may include pain, swelling, or redness in the affected area. Severe chest pain or problems breathing may indicate that a clot has traveled to the lungs. Any concern should be evaluated by a physician immediately.

## Possible Ways to Reduce the Risk of DVT

American encourages all passengers to consult with their doctors about DVT and other personal health issues before flying. Because the cause of a DVT is often not known, the best methods of preventing DVTs are still uncertain. To try to reduce the risk of DVT, many passengers may be advised by their doctors to take the following measures in flight:

- Regularly change leg position, and periodically move and stretch your legs and feet while seated. Your doctor may suggest leg exercises — such as those described in the box below — at regular intervals (at least every hour or so).
- If conditions allow and the aisles are clear, you may want to occasionally get up and walk around. But remember that you must remain seated when the seat belt light is on and should remain in your seat with your seat belt fastened whenever possible, because of the possibility of turbulence. And all passengers are required to comply with crew-member and/or FAA instructions — especially those relating to remaining seated.
- Avoid crossing the legs at the ankles or knees.
- Stay hydrated; drink adequate nondiuretic fluids — such as water, juice, and milk — and minimize alcohol and caffeine intake.
- Wear loose-fitting clothing.
- Wear graduated-compression stockings.

It is possible that no measure intended to prevent DVT will be effective. It is also possible that some of the measures listed above may not be recommended for some passengers, depending on their health situations as assessed by their doctors.

There are many sources of general information about air travel and health. For more information, visit [www.aa.com](http://www.aa.com) and type "personal health" in the search box.

## Possible In-Flight Exercises

**Ankle circles:** Lift your foot off the floor and draw a circle in the air with your toes pointed, alternating direction. Continue for 30 seconds. Repeat with your other foot.

**Foot pumps:** While keeping your heels on the floor, point your feet up as high as possible

toward your head. Put both feet back flat on the floor. While keeping the balls of your feet on the floor, lift both heels high. Continue for 30 seconds.

**Knee lifts:** While seated, march slowly in place by contracting each thigh muscle. Continue for 30 seconds.

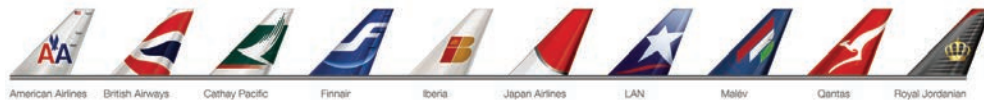
**Knee to chest:** Hold your left knee and pull up toward your chest. Hold for 10 to 15 seconds. Slowly return to floor. Alternate legs 10 times.

These exercises should not be performed if they cause pain or discomfort or if they are not recommended by your doctor.

# Airline Partners



## oneworld™ Alliance Partners



As a member of the oneworld global airline alliance, American works with nine of the world's best airlines and more than 20 of their affiliate carriers to offer rewards and benefits no single airline could deliver on its own. When traveling on eligible oneworld flights, AAdvantage members earn elite-qualifying miles, and after qualifying for elite status, they enjoy special benefits such as priority check-in, seating, and standby as well as lounge access to some 550 airport lounges worldwide. Serving nearly 700 destinations in 150 countries, oneworld revolves around you. For more details about oneworld, visit [www.aa.com/oneworld](http://www.aa.com/oneworld).

Airline Partner	Based In	Earn Miles	Earn Elite-Qualifying Miles	Redeem Miles
American Airlines	North America	X	X	X
British Airways <sup>1</sup>	Europe	X <sup>2</sup>	X <sup>2</sup>	X <sup>2</sup>
Cathay Pacific <sup>3</sup>	Asia	X	X	X
Finnair	Europe	X	X	X
Iberia <sup>4</sup>	Europe	X	X	X
Japan Airlines <sup>5</sup>	Asia	X	X	X
LAN <sup>6</sup>	South America	X	X	X
Malév	Europe	X	X	X
Qantas <sup>7</sup>	Australia	X	X	X
Royal Jordanian	Middle East	X <sup>8</sup>	X <sup>8</sup>	X

<sup>1</sup> British Airways includes BA Cityflyer, Comair, and Sun-Air of Scandinavia. <sup>2</sup> British Airways transatlantic flights between the United States and Europe are not eligible for mileage accrual or redemption. <sup>3</sup> Cathay Pacific includes Dragonair. <sup>4</sup> Iberia includes Air Nostrum. <sup>5</sup> Japan Airlines includes JALways, JAL Express, Japan Transocean Air, and J-Air. <sup>6</sup> LAN includes LAN Airlines, LAN Argentina, LAN Ecuador, LAN Express, and LAN Peru. <sup>7</sup> Qantas includes Jetconnect and QantasLink (Airlink/National Jet Systems, Eastern Australia Airlines, and Sunstate Airlines). <sup>8</sup> Royal Jordanian flights to and from Iraq are not eligible for mileage accrual or redemption.

## Other Airline Partners

American also has marketing agreements with select partners, expanding the opportunities for customers to earn and redeem miles for travel to over 800 destinations throughout the world.<sup>12</sup> For more information, visit [www.aa.com/participantairlines](http://www.aa.com/participantairlines).

### \*What is a Codeshare Flight?

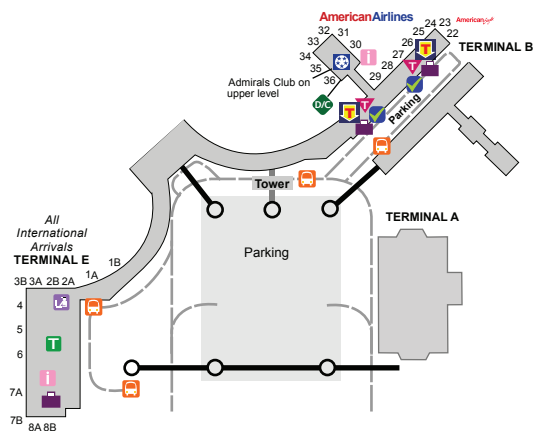
American "codeshares" with oneworld and select partners, placing our AA code on services operated by our partners and marketing them as AA flights. In these cases, AAdvantage members earn elite-qualifying miles, points, and segments just as with any other AA-operated flight. Through our codeshare agreements, we offer the most convenient schedules to important destinations worldwide.

Airline/Rail Partner	Based In	Earn Miles	Earn Elite-Qualifying Miles	Redeem Miles
Air Pacific	Pacific	X		X
Air Tahiti Nui	Pacific	X		X
Alaska Airlines/Horizon Air	North America	X	X	X
Brussels Airlines	Europe	X	X <sup>9</sup>	X
China Eastern	Asia	X <sup>9</sup>	X <sup>9</sup>	
El Al	Middle East	X	X <sup>9</sup>	X
EVA Air	Asia	X <sup>9</sup>	X <sup>9</sup>	
Gulf Air	Middle East	X	X <sup>9</sup>	X
Hawaiian Airlines	North America	X <sup>10</sup>	X <sup>9</sup>	X
Jet Airways	Asia	X <sup>11</sup>	X <sup>9</sup>	X
Mexicana	North America	X	X <sup>9</sup>	X
Deutsche Bahn (Rail)	Europe	X <sup>9</sup>	X <sup>9</sup>	
SNCF (Rail)	Europe	X <sup>9</sup>	X <sup>9</sup>	

<sup>9</sup> Must be booked as AA flight number. <sup>10</sup> Miles may be earned only on interisland flights. <sup>11</sup> Miles may not be earned for Jet Airways transatlantic flights taken solely between the United States and Belgium. Visit [www.aa.com/jetairways](http://www.aa.com/jetairways) for details. <sup>12</sup> Government restrictions prohibit earning or redeeming miles for travel to and from Cuba. Visit [www.aa.com/aadvantage](http://www.aa.com/aadvantage) for details.

# Terminal Maps

## Boston Logan International Airport

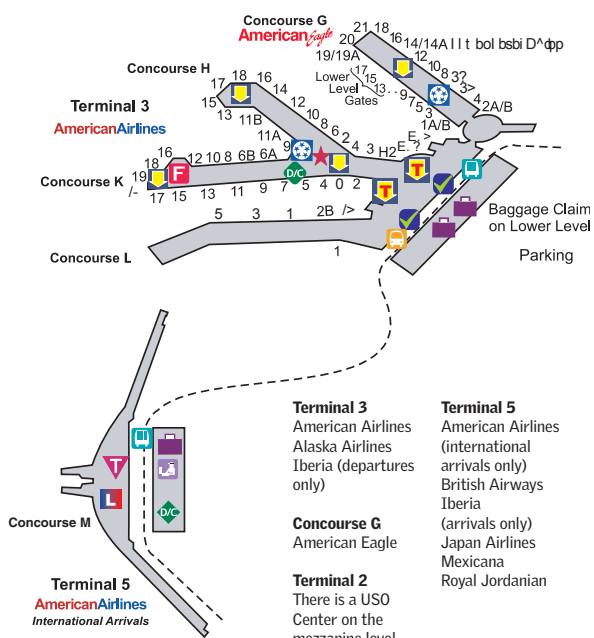


For transfers between Domestic Terminal B and International Terminal E, a bus operates continually and is located outside the lower level baggage-claim areas.

**Domestic Terminal B**  
American Airlines  
American Eagle  
Alaska Airlines

**International Terminal E**  
American Airlines (arrivals only)  
British Airways  
Finnair (seasonal)  
Iberia

## Chicago O'Hare International Airport



**Terminal 3**  
American Airlines  
Alaska Airlines  
Iberia (departures only)

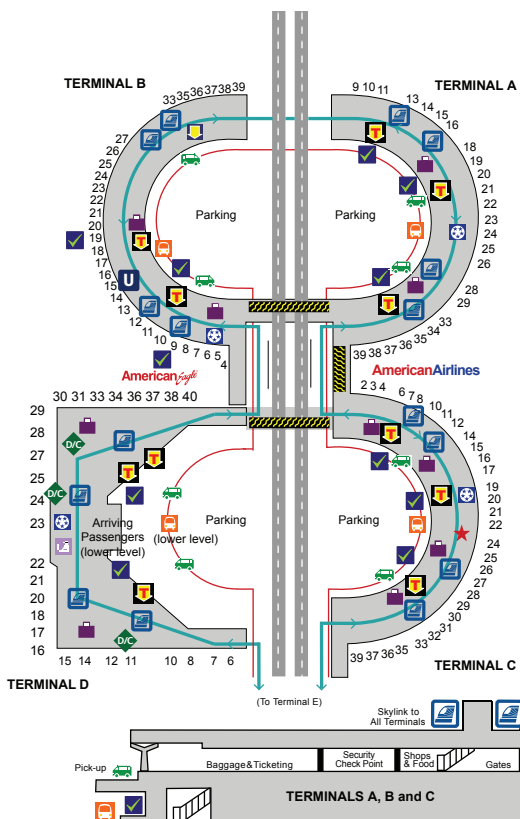
**Terminal 5**  
American Airlines (international arrivals only)  
British Airways  
Iberia (arrivals only)  
Japan Airlines  
Mexicana  
Royal Jordanian

**Concourse G**  
American Eagle

**Terminal 2**  
There is a USO Center on the mezzanine level.

## Dallas/Fort Worth International Airport

- Terminal A**  
American Airlines
- Terminal B**  
American Eagle
- Terminal C**  
American Airlines
- Terminal D**  
American Airlines  
American Eagle  
British Airways  
Mexicana
- Terminal E** (not shown)  
Alaska Airlines



**Now open!** DFW Airport's new Skylink train may be the quickest way to reach the gate for your next flight, replacing the American Airlines TrAIn. The automated bidirectional rail service, located inside the security area, runs every two minutes between the following gates: A13 and A16, A29 and A34, B9 and B12, B29 and B31, C8 and C12, C27 and C32, D11 and D20, and D24 and D36. The average ride time is five minutes. When you get off the plane and enter the terminal, you will find a gate map and directions to Skylink. This map will also tell you whether it's quicker to walk or take the Skylink to your connecting flight. **If you are returning home to DFW** and arrive at a different terminal than the one you departed from, DFW Airport's **free Terminal Link shuttle** service will take you directly back to your original terminal. To use Terminal Link, just follow the signs to the green pickup areas, which are located on the upper level outside the baggage-claim areas.

## Legend

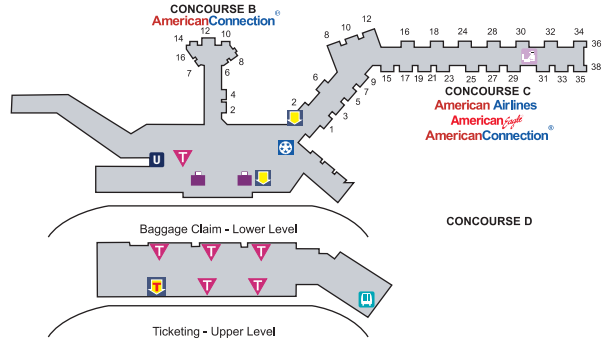
- Ticket Counter
- Ticket Counter and Self-Service Check-In
- Self-Service Check-In
- Curbside Check-In
- Baggage
- Admirals Club
- Executive Center
- USO Center
- Flagship Lounge
- Immigration/Customs
- Duty-free Currency
- Skylink Station
- Security
- Ground Transportation
- Moving Sidewalk
- Information
- Other Airport Lounge
- DFW Airport Terminal Link
- BART (Bay Area Rapid Transit)

## LaGuardia Airport New York



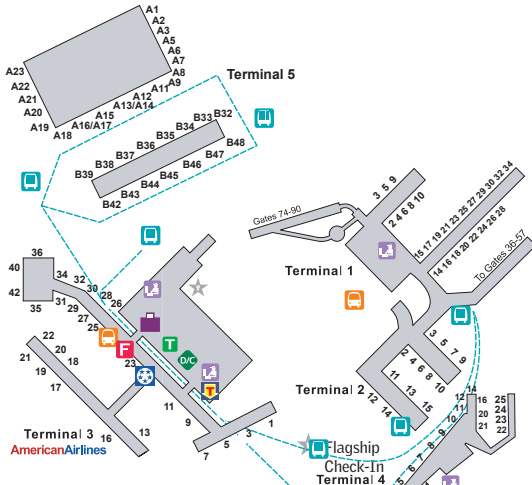
Other Terminals Not Shown

## Lambert St. Louis International Airport



- Concourse B**  
American Connection
- Concourse C**  
American Airlines  
American Eagle  
American Connection

## London Heathrow Airport



- Terminal 1**  
EL AL
- Terminal 2**  
British Airways
- Terminal 3**  
American Airlines
- Terminal 4**  
British Airways  
Qantas
- Terminal 5**  
British Airways

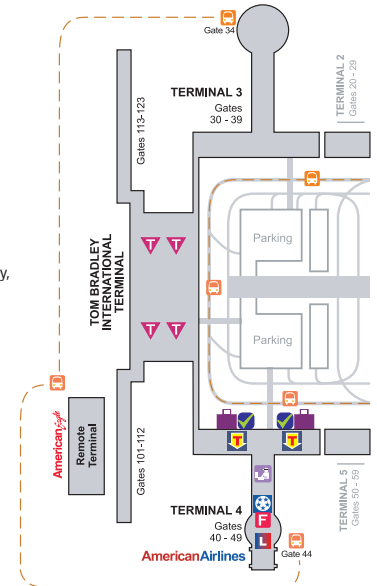
## Los Angeles International Airport

For transfers between American Airlines and American Eagle, a transfer bus operates between Terminal 4 and the American Eagle Remote Terminal. This bus can be accessed at Terminal 4, Gate 44 (Lower Level). Passengers using this bus do not need to clear airport security in order to move between terminals.

There is a tunnel linking TBIT to Terminal 4. The tunnel allows customers to deplane at TBIT, then walk underground to clear Customs/Immigration in Terminal 4.

There is a USO Center outside between Terminals 1 and 2.

- TOM BRADLEY INTERNATIONAL TERMINAL (TBIT)**  
Air Pacific  
Air Tahiti Nui  
British Airways  
Cathay Pacific  
China Eastern  
EL AL  
EVA AIR  
Japan Airlines  
LAN  
Mexicana  
Qantas (departures to Melbourne, Sydney, and New York/JFK)
- TERMINAL 2**  
Hawaiian Airlines
- TERMINAL 3**  
Alaska Airlines  
Horizon Air
- TERMINAL 4**  
American Airlines  
American Eagle  
Qantas (departures to Auckland and Brisbane)



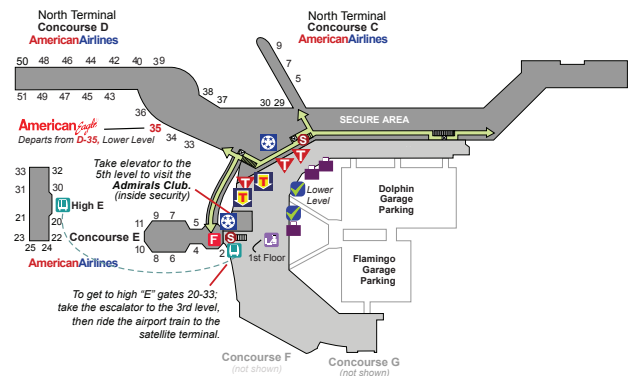
## Miami International Airport

Connecting walkways are provided between Concourses A through E for the convenience of our passengers. Passengers using these walkways do not need to clear airport security in order to move between concourses. The walkway is located adjacent to Gate 3 in Concourse A, Gate 3 in Concourse C, Gate 31 in Concourse D, and

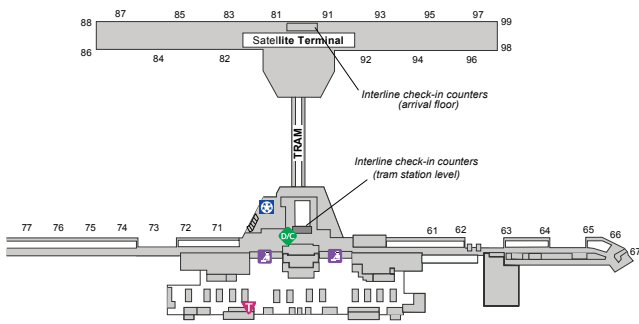
Gate 5 in Concourse E (with the exception of High E gates 30-33, which are accessible only by tram service from the main terminal). Arrivals and departures for all American Eagle flights are through Gate D35.

Customs is located on the upper level in Concourse B and the lower level near Concourse E.

- Concourse A**  
American Airlines (Concourse A is under construction and is not currently in use.)
- Concourse B**  
American Airlines
- Concourse C**  
American Airlines
- Concourse D**  
American Airlines
- Concourse E**  
American Airlines  
Mexicana
- Concourse F** (not shown)  
Alaska Airlines  
British Airways
- Concourse G** (not shown)  
EL AL  
Iberia
- Concourse J** (not shown)  
LAN

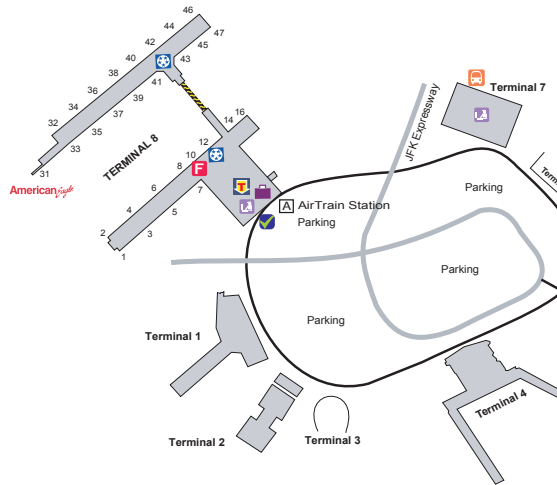


## Narita (Tokyo) International Airport



- |   |  |
|---|--|
| <b>Terminal 1 (not shown)</b><br>British Airways<br>EVA AIR | <b>Terminal 2</b><br>American Airlines<br>Air Pacific<br>Cathay Pacific<br>China Eastern Airlines<br>Finnair<br>Japan Airlines/JALways<br>Qantas |
|---|--|

## New York John F. Kennedy International Airport

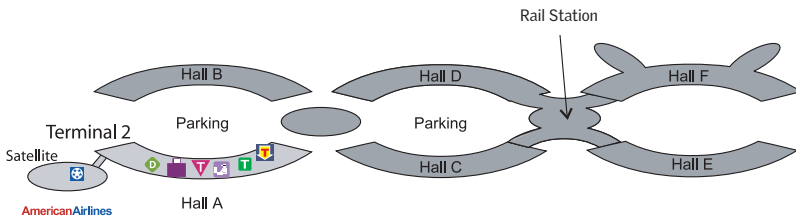


- |  |   |
|--|---|
| <b>Terminal 1</b><br>Japan Airlines  | <b>Terminal 4</b><br>Air Tahiti Nui<br>EL AL<br>LAN<br>Royal Jordanian  |
| <b>Terminal 7</b><br>British Airways (Gates 1-6)<br>Cathay Pacific<br>Iberia<br>Qantas | <b>Terminal 8</b><br>American Airlines<br>American Eagle<br>Finnair<br>Jet Airways<br>Malév Hungarian<br>Mexicana |

The JFK Airtrain now provides convenient connection service between all terminals at JFK, the subway, and Long Island Railroad. Just follow the Airtrain signs to the Airtrain station located at the front of the terminal. Once inside the Airtrain station, simply follow the directions to your terminal.

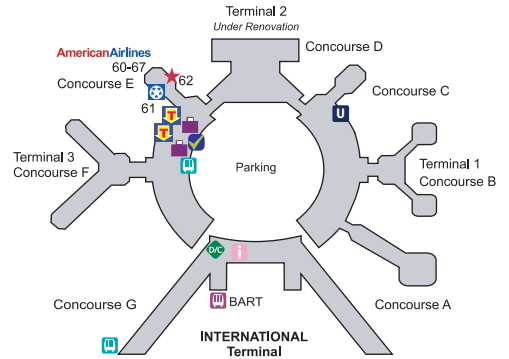
## Paris Charles de Gaulle Airport

- |  |   |  |
|--|---|--|
| <b>Terminal 1 (not shown)</b><br>Gulf Air  | <b>Terminal 2 - Hall B</b><br>British Airways<br>Malév Hungarian<br>Royal Jordanian | <b>Terminal 2 - Hall F</b><br>Japan Airlines |
| <b>Terminal 2 - Hall A</b><br>American Airlines<br>Air Tahiti Nui<br>Cathay Pacific<br>EL AL | <b>Terminal 2 - Hall D</b><br>Finnair   | <b>Rail Station</b><br>SNCF French Rail      |

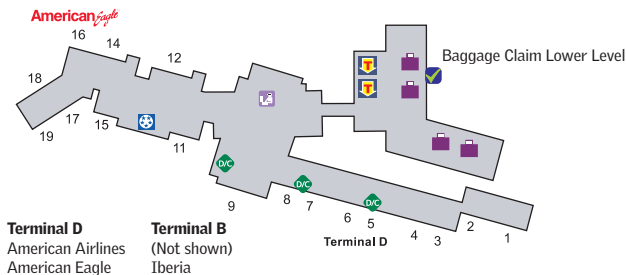


## San Francisco International Airport

- |   |   |
|---|---|
| <b>Terminal 1</b><br>Alaska Airlines<br>Hawaiian<br>Horizon Air | <b>International Terminal</b><br>British Airways<br>Cathay Pacific<br>EVA AIR<br>Japan Airlines<br>Mexicana<br>Qantas |
| <b>Terminal 3</b><br>American Airlines                          |   |

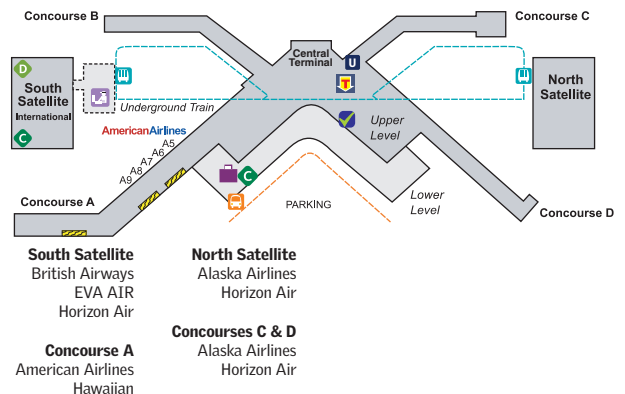


## San Juan Luis Muñoz Marín International Airport



- |  |   |
|--|---|
| <b>Terminal D</b><br>American Airlines<br>American Eagle | <b>Terminal B (Not shown)</b><br>Iberia |
|--|---|

## Seattle-Tacoma International Airport



- |   |   |
|---|---|
| <b>South Satellite</b><br>British Airways<br>EVA AIR<br>Horizon Air | <b>North Satellite</b><br>Alaska Airlines<br>Horizon Air      |
| <b>Concourse A</b><br>American Airlines<br>Hawaiian                 | <b>Concourses C &amp; D</b><br>Alaska Airlines<br>Horizon Air |





GUADALUPE/MADELOUPE  
 SAINT-PIERRE/MIQUELON  
 DOMINICA  
 FORT-DE-FRANCE  
 SAINT LUCIA  
 BARBADOS  
 CANOUAN  
 8 A.M.

Time zones indicate Standard Time



- American Airlines and American Eagle and/or AmericanConnection service
  - ▲ American Eagle and/or AmericanConnection service
  - Codeshare service with non-oneworld Alliance partner\*
  - ◆ Codeshare service with oneworld Alliance partner\*
  - ◆ oneworld Alliance destinations
  - ★ Admirals Club
  - \* Seasonal cities
- For details, see American's Airline Partners within this section.





- American Airlines cities
- Codeshare service with non-oneworld Alliance airline partner and/or Rail partner\*
- ◆ Codeshare service with oneworld Alliance partner\*
- ◆ oneworld Alliance destinations
- ★ Admirals Club
- \* Seasonal cities

\*For details, see American's Airline Partners within this section.

Time zones indicate Standard Time



11 A.M.



1 P.M.



11 A.M.

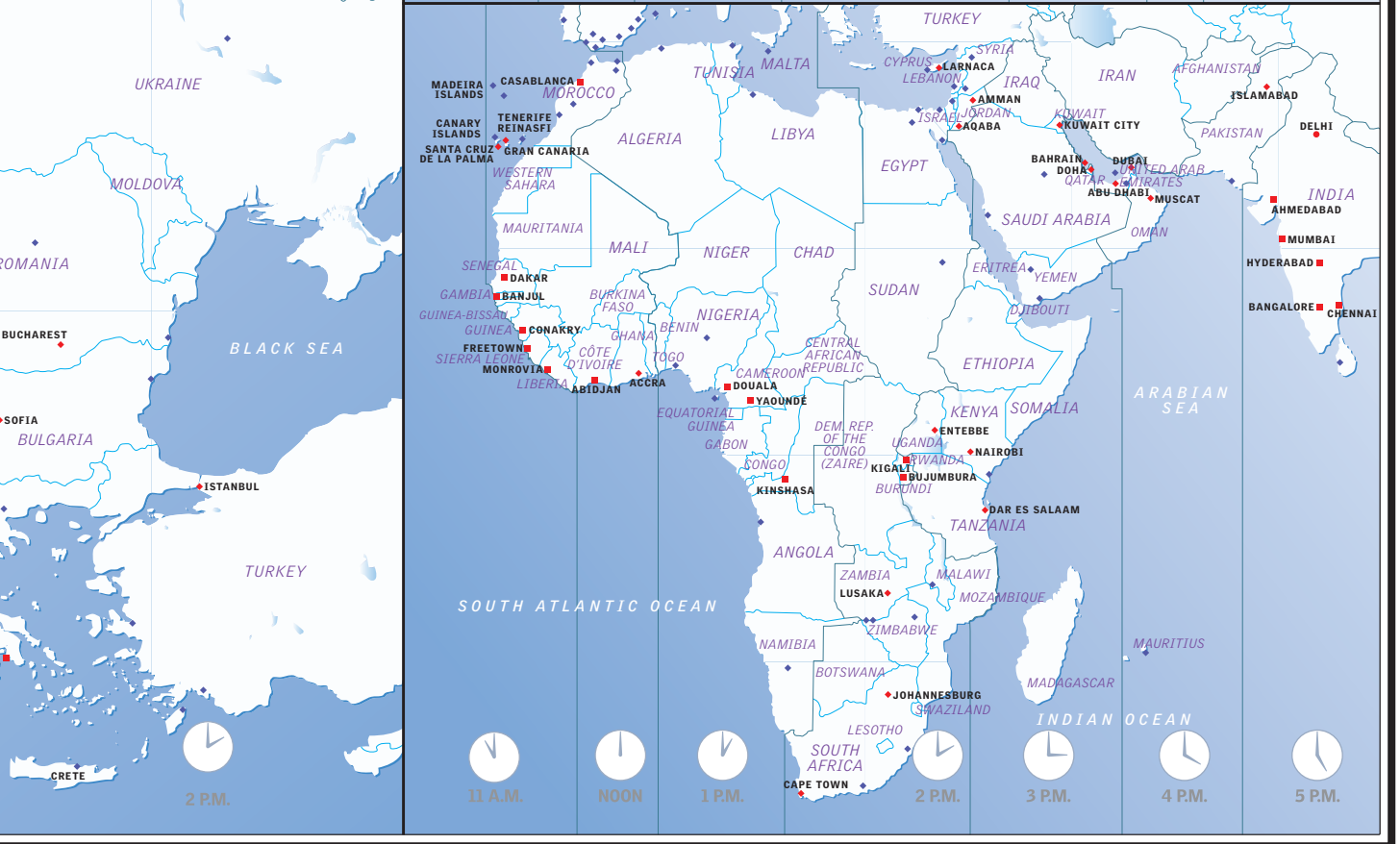
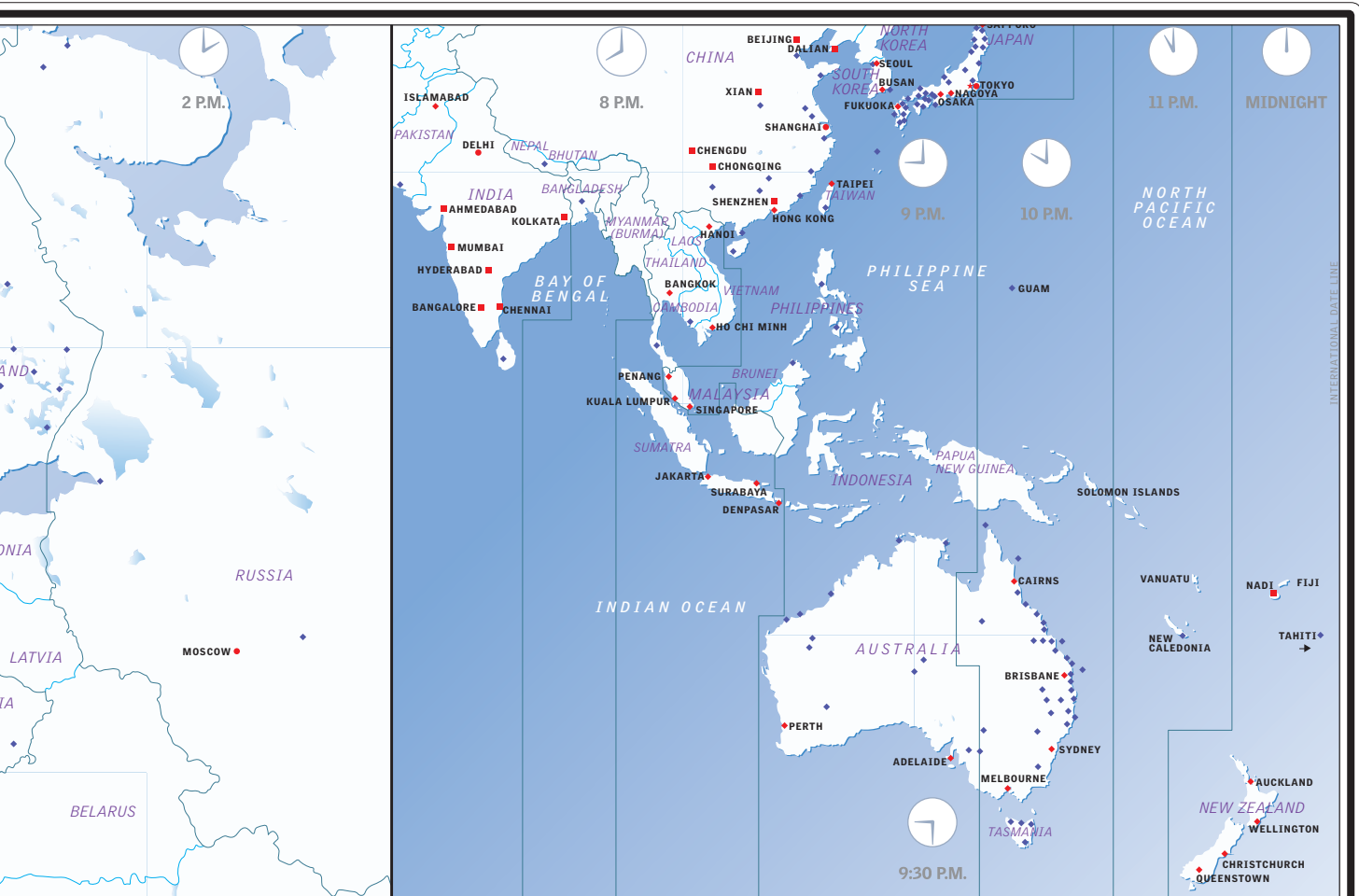


NOON



1 P.M.





All passengers (or one per family) are required to complete the customs declaration form prior to arrival in the United States. The form should be completed in English and in capital letters. Please be sure to sign your name on the front of the form. Thank you for your cooperation.

**Sample Form**

Actual Forms Will Be Distributed Inflight

**U.S. Customs and Border Protection**  
**Customs Declaration** FORM APPROVED 19 CFR 122.27, 148.12, 148.53, 148.110, 148.111, 149B, 31 CFR 5316  
 Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required).

1. Family Name: 姓 名 ミドルネーム  
 First (Given) Middle  
 2. Birth date: 生年月日: 日 月 年  
 3. Number of Family members traveling with you: 西暦  
 4. (a) U.S. Street Address (hotel name/destination): 一緒に旅行している家族の人数  
 (b) City (c) State  
 5. Passport issued by (country): (a) 米国内での住所 (滞在するホテルの名前/目的地)  
 6. Passport number: (b) 都市  
 7. Country of Residence: (c) 州  
 8. Countries visited on this trip prior to U.S. arrival: 5. パスポートの発行国名  
 9. Airline/Flight No. or Vessel Name: 6. パスポート番号  
 10. The primary purpose of this trip is business: 7. 居住国名  
 11. I am (We are) bringing: 8. 今回米国へ到着する前に立ち寄った国  
 (a) fruits, vegetables, plants, seeds, food, insects: 9. 航空会社名/路線番号又は船舶名  
 (b) meats, animals, animal/wildlife products: 10. 主な旅行目的は商用です。はい いいえ  
 (c) disease agents, cell cultures, snails: 11. 私は (私達は) 以下の物を持ち込みます。(a) 果物、植物、食品、昆虫: はい いいえ  
 (d) soil or have been on a farm/ranch/pasture: (b) 肉、動物、動物性食品/野生動物製品: はい いいえ  
 12. I have (We have) been in close proximity of (such as touching or handling) livestock: (c) 病原体、細胞培養、カタツムリ: はい いいえ  
 13. I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: (d) 土壌、又は農場、牧場、牧草地を歩きました。(にいました。): はい いいえ  
 14. I have (We have) commercial merchandise: (a) 肉、動物、動物性食品/野生動物製品: はい いいえ  
 15. Residents — the total value of all goods, including commercial merchandise I/we have purchased or acquired abroad, (including gifts for someone else, but not items mailed to the U.S.) and am/are bringing to the U.S. is: \$  
 Visitors — the total value of all articles that will remain in the U.S., including commercial merchandise is: \$

Read the instructions on the back of this form. Space is provided to list all the items you must declare.  
 I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.  
 (Signature) Date (day/month/year)  
 For Official Use Only CBP Form 6059B (01/04)

**Front**

Description of Articles (List may continue on another CBP Form 6059B)	Value	CBP Use Only
ドル 訪問者: 商品を含み米国に留まる物品の総額: _____		
ドル このフォームの裏面の説明をお読みください。空欄に真方が申告しなければならない物品のリストを記入してください。私はこのフォームの裏面の重要な内容を読みました。そして真実に基づいて申告いたします。サイン _____		
<b>Total</b>		

PAPERWORK REDUCTION ACT NOTICE: The Paperwork Reduction Act says we must tell you why we are collecting this information, how we will use it, and whether you have to give it to us. The information collected on this form is needed to carry out the Customs, Agriculture, and Commerce laws of the United States. CBP requires the information on this form to ensure that travelers are complying with these laws and to allow us to figure and collect the right amount of duty and tax. Your response is mandatory. An agency may not collect information on this form if it does not display this notice and a legend that identifies the information as required by a specific statute or regulation. The estimated average burden associated with this collection of information is 4 minutes per respondent or mailing legible depending on individual circumstances. Comments concerning the accuracy of this burden estimate and suggestions for reducing this burden should be directed to U.S. Customs and Border Protection, Records Clearance Office, Information Services Branch, Washington, DC 20503, and to the Office of Management and Budget, Paperwork Reduction Project (1605-0008), Washington, DC 20503. THIS FORM MAY NOT BE REPRODUCED WITHOUT APPROVAL FROM THE CBP FORMS MANAGER.

日付 (日/月/西暦年)

Back

# Customs Form

**Japanese**

米国へ到着の各々の旅行者、又は家族の責任者が以下のデータを記入してください。(1家族で一枚提出のこと。)

- 姓名  
ミドルネーム
- 生年月日: 日 月 年  
西暦
- 一緒に旅行している家族の人数
- (a) 米国内での住所 (滞在するホテルの名前/目的地)  
(b) 都市  
(c) 州
- パスポートの発行国名
- パスポート番号
- 居住国名
- 今回米国へ到着する前に立ち寄った国
- 航空会社名/路線番号又は船舶名
- 主な旅行目的は商用です。はい いいえ
- 私は (私達は) 以下の物を持ち込みます。  
(a) 果物、植物、食品、昆虫: はい いいえ  
(b) 肉、動物、動物性食品/野生動物製品: はい いいえ  
(c) 病原体、細胞培養、カタツムリ: はい いいえ  
(d) 土壌、又は農場、牧場、牧草地を歩きました。(にいました。): はい いいえ
- 私は (私達は) 家畜の近くに行った (触ったり、世話をした) ことがあります。はい いいえ
- 私は (私達は) 一万ドル以上の現金か貨幣調節手段、又はそれと同じ位の外国貨幣を持っています。はい いいえ (貨幣調節手段の説明については裏面を参照してください。)
- 私は (私達は) 商品もっています。はい いいえ (販売用の物件、セールス用のサンプル、又は個人私物とみなされません。)
- 米国居住者: 商品を含めて、私が (私達が) 外国で購入又は入手し、米国へ持ち帰ろうとしている品物の総金額 (他人の為に得た贈り物も含む。米国へ郵送した物品は含まれない): \_\_\_\_\_  
ドル  
訪問者: 商品を含み米国に留まる物品の総額: \_\_\_\_\_  
ドル  
このフォームの裏面の説明をお読みください。空欄に真方が申告しなければならない物品のリストを記入してください。私はこのフォームの裏面の重要な内容を読みました。そして真実に基づいて申告いたします。サイン \_\_\_\_\_

**Português**

Todo passageiro ou responsável por família deve obrigatoriamente preencher as informações a seguir (somente se exige UMA declaração por família):

- Sobrenome (último)  
Nome Outro sobrenome
- Data de nascimento  
Dia Mês Ano
- Número de membros da família viajando com você
- (a) Endereço nos EUA (nome do hotel/destino)  
(b) Cidade (c) Estado
- País de emissão do passaporte
- Número do passaporte
- País de residência
- Países visitados nesta viagem antes de se chegar aos EUA
- Cia. aérea/Nº do voo ou nome do navio
- O propósito principal desta viagem é empresarial: Sim Não
- Eu estou (nós estamos) trazendo (a) frutas, plantas, alimentos, insetos: Sim Não  
(b) carnes, animais, produtos animais/selvagens: Sim Não  
(c) agentes patológicos, culturas celulares, caracóis: Sim Não  
(d) terra; ou estive(mos) em cultivos/fazendas/pastos: Sim Não
- Eu estive (nós estivemos) em contato direto em posição de tocar ou manipular) gado: Sim Não
- Eu estou (nós estamos) de posse de um montante em moeda ou equivalente superior a US\$10.000,00 (dez mil dólares norte-americanos) ou o equivalente em moeda de outro país: Sim Não (Veja a definição de instrumentos equivalentes a moeda corrente no verso)
- Eu estou (nós estamos) de posse de mercadorias: Sim Não (artigos comerciais, amostras para pedidos futuros ou bens que não possam ser considerados de uso pessoal)
- Para residentes – todas as mercadorias, incluindo mercadorias comerciais, compradas por mim/nós ou adquiridas no esnolando presentes para terceiros, mas não itens enviados pelo correio aos EUA) que estou (estamos) trazendo para os EUA têm um valor total de: US\$ \_\_\_\_\_  
Para turistas – o valor total de todos os artigos que permanecerão nos EUA, incluindo-se mercadorias comerciais, é de: US\$ \_\_\_\_\_

**Français**

Chaque voyageur ou chef de famille qui arrive doit fournir les informations suivantes à l'arrivée (UNE seule déclaration écrite est requise par famille):

- Nom de famille  
Prénom Deuxième prénom
- Date de naissance  
Jour Mois Année
- Nombre de membres de votre famille voyageant avec vous
- (a) Adresse aux EUU (rue et numéro) (nom de l'hôtel/destination)  
(b) Ville (c) État
- Passport délivré par (pays)
- Numéro de passeport
- Pays de résidence
- Pays visités au cours de ce voyage avant d'arriver aux États-Unis
- Compagnie aérienne/No. de vol ou nom du navire
- Le but principal de ce voyage est pour affaires: Oui Non
- Je transporte (nous transportons) (a) des fruits, des plantes, des produits alimentaires, des insectes: Oui Non  
(b) de la viande, des animaux, des produits de la faune/flore: Oui Non  
(c) des agents pathologiques, des cultures de cellules, des escargots: Oui Non  
(d) de la terre ou j'ai visité une ferme/un ranch/un pré: Oui Non
- J'ai (nous avons) été dans la proximité immédiate (comme toucher ou manipuler) de bétail: Oui Non
- Je transporte (nous transportons) une somme ou des effets monétaires supérieurs à 10 000 USD ou l'équivalent dans une autre devise: Oui Non
- J'ai (nous avons) des marchandises commerciales: Oui Non (articles à vendre, échantillons utilisés pour obtenir des commandes, ou des marchandises qui ne sont pas considérées comme des effets personnels)
- Résidents – la valeur totale de toutes les articles, y compris les marchandises commerciales que j'ai/que nous avons achetées ou acquies à l'étranger (y compris les cadeaux pour quelqu'un d'autre, mais non les articles envoyés aux U.S.A. par la poste) et que j'apporte/nous apportons aux U.S.A. est de: \$ \_\_\_\_\_  
Visiteurs – la valeur totale de tous les articles qui resteront aux U.S.A., y compris les marchandises commerciales est de: \$ \_\_\_\_\_

**Español**

Antes de su llegada, cada pasajero, o un miembro responsable de la familia, deberá proporcionar la siguiente información (sólo se requiere UNA declaración escrita por familia):

- Apellido  
Nombre Inicial del segundo nombre
- Fecha de nacimiento  
Día Mes Año
- Número de familiares que viajan con usted
- (a) Dirección en EE.UU. (nombre del hotel/ destino)  
(b) Ciudad (c) Estado
- Pasaporte emitido por (país)
- Número de pasaporte
- País de residencia
- Países visitados durante este viaje antes de llegar a EE.UU.
- Aerolínea/No. de vuelo o nombre de embarcación
- Este viaje es principalmente de negocios: Sí No
- Traigo (traemos) (a) frutas, plantas, alimentos, insectos: Sí No  
(b) carnes, animales, productos de origen animal/silvestre: Sí No  
(c) agentes patógenos/cultivos celulares/caracoles: Sí No  
(d) tierra, o hemos estado en una finca/granja/pastizal: Sí No
- He (hemos) estado cerca de (tocado o manipulado) ganado: Sí No
- Traigo (traemos) moneda o instrumentos monetarios por un valor superior a US\$10,000 o su equivalente en moneda extranjera: Sí No
- Tengo (tenemos) mercancía comercial (artículos para la venta, muestras utilizadas para solicitar pedidos, o productos no considerados efectos personales): Sí No
- Residentes – el valor total de todos los productos, incluyendo la mercancía comercial, que he (hemos) comprado o adquirido en el extranjero (incluyendo regalos para otros, pero no productos enviados por correo a EE.UU.), y que traigo (traemos) a EE.UU. es de: US\$ \_\_\_\_\_  
Visitantes – el valor total de todos los artículos que permanecerán en EE.UU., incluyendo la mercancía comercial, es de: US\$ \_\_\_\_\_

# I-94 Form

## Sample Form Homelands Will Be Distributed Inflight

**DEPARTMENT OF HOMELAND SECURITY**  
U.S. Customs and Border Protection OMB No. 1651-0111

Admission Number \_\_\_\_\_  
*Welcome to the United States*

---

**I-94 Arrival/Departure Record - Instructions**  
This form must be completed by all persons except U.S. Citizens, returning resident aliens, aliens with immigrant visas, and Canadian Citizens visiting or in transit. Type or print legibly with pen in ALL CAPITAL LETTERS. Use English. Do not write on the back of this form. This form is in two parts. Please complete both the Arrival Record (Items 1 through 13) and the Departure Record (Items 14 through 17). When all items are completed, present this form to the CBP Officer.

**Item 7 -** If you are entering the United States by land, enter **LAND** in this space. If you are entering the United States by ship, enter **SEA** in this space. CBP Form I-94 (10/04) OMB No. 1651-0111

Admission Number \_\_\_\_\_ OMB No. 1651-0111

---

**Arrival Record**

1. Family Name \_\_\_\_\_  
2. First (Given) Name \_\_\_\_\_ 3. Birth Date (Day/Mo/Yr) \_\_\_\_\_  
4. Country of Citizenship \_\_\_\_\_ 5. Sex (Male or Female) \_\_\_\_\_  
6. Passport Number \_\_\_\_\_ 7. Airline and Flight Number \_\_\_\_\_  
8. Country Where You Live \_\_\_\_\_ 9. City Where You Boarded \_\_\_\_\_  
10. City Where Visa was Issued \_\_\_\_\_ 11. Date Issued (Day/Mo/Yr) \_\_\_\_\_  
12. Address While in the United States (Number and Street) \_\_\_\_\_  
13. City and State \_\_\_\_\_  
CBP Form I-94 (10/04) OMB No. 1651-0111

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**I-94 Departure Record**

14. Family Name \_\_\_\_\_  
15. First (Given) Name \_\_\_\_\_ 16. Birth Date (Day/Mo/Yr) \_\_\_\_\_  
17. Country of Citizenship \_\_\_\_\_  
CBP Form I-94 (10/04) OMB No. 1651-0111

See Other Side **STAPLE HERE**

### Japanese

I-94 出入国カードには、米国民、在留外国人の帰国、移住ビザを保持する外国人、カナダ市民の滞在または通過を除くすべての方のご記入が必要となります。この用紙は合衆国への入国と出国を記録するものです。英語の大文字を使って用紙の表のみご記入ください。これは米出国国とさせていただきます。ご協力ありがとうございます。

1. 姓
2. 名
3. 生年月日(日/月/年)
4. 国籍
5. 性(男/女)
6. 旅券番号
7. 航空会社名と便名
8. 現住所
9. 乗機地
10. ビザ発行都市
11. 発行年月日(日/月/年)
12. 米滞在先住所(番地と道路)
13. 都市と州
14. 姓
15. 名
16. 生年月日(日/月/年)
17. 国籍

### Português

O formulário I-94, Registro de Chegada/Saída, deve ser preenchido por todas as pessoas, exceto cidadãos americanos, estrangeiros residentes nos Estados Unidos, estrangeiros com vistos de imigrante e cidadãos canadenses em visita ou em trânsito. Este formulário registra a chegada e saída de visitantes aos Estados Unidos. Escreva apenas na parte da frente, em inglês e em letras maiúsculas. Guarde este formulário até a sua saída dos Estados Unidos. Agradecemos a sua colaboração.

1. Sobrenome
2. Nome
3. Data de nascimento (dia/mês/ano)
4. País de cidadania
5. Sexo (masculino ou feminino)
6. Número do passaporte
7. Companhia aérea e número do voo
8. País de residência
9. Cidade de embarque
10. Cidade da emissão do visto
11. Data da emissão (dia/mês/ano)
12. Endereço enquanto estiver nos Estados Unidos (Número e rua)
13. Cidade e Estado
14. Sobrenome
15. Nome
16. Data de nascimento (dia/mês/ano)
17. País de cidadania

### Français

Tous les ressortissants étrangers, à l'exception des ressortissants américains, des résidents permanents de retour aux États-Unis, des étrangers en possession de visa d'immigration, ainsi que des ressortissants canadiens en visite ou en transit, doivent compléter le formulaire d'Arrivée et de Départ I-94. Ce formulaire enregistre l'arrivée et le départ des visiteurs aux États-Unis. Veuillez remplir seulement la première page du formulaire en anglais et en majuscules. Veuillez garder ce formulaire jusqu'à votre départ des États-Unis. Nous vous remercions de votre collaboration.

1. Nom de famille
2. Prénom
3. Date de naissance (jour/mois/an)
4. Pays de nationalité
5. Sexe (masculin ou féminin)
6. Numéro de passeport
7. Ligne aérienne et numéro de vol
8. Pays de résidence
9. Ville où vous avez embarqué
10. Ville où le visa a été délivré
11. Date de délivrance (jour/mois/an)
12. Adresse lors de votre séjour aux États-Unis (Numéro et rue)
13. Ville et état
14. Nom de famille
15. Prénom
16. Date de naissance (jour/mois/an)
17. Pays de nationalité

### Español

El formulario I-94, Registro de Llegada/Salida, debe ser llenado por toda persona (excepto ciudadanos de los Estados Unidos, extranjeros residentes en Estados Unidos que están regresando, extranjeros con visa de inmigrante, y ciudadanos de Canadá de visita o de tránsito). Este formulario registra la llegada y salida de visitantes a los Estados Unidos. Escriba en el anverso solamente, con letra mayúscula y en inglés. Guarde este formulario hasta que salga de los Estados Unidos, y gracias por su cooperación.

1. Apellido paterno
2. Primer nombre
3. Fecha de nacimiento (día/mes/año)
4. País de ciudadanía
5. Sexo (masculino o femenino)
6. Número de pasaporte
7. Línea aérea y número de vuelo
8. País donde Ud. vive
9. Ciudad donde abordó el avión
10. Ciudad donde se emitió su visa
11. Fecha emitida (día/mes/año)
12. Su dirección mientras esté en los Estados Unidos (Número y calle)
13. Ciudad y Estado
14. Apellido paterno
15. Primer nombre
16. Fecha de nacimiento (día/mes/año)
17. País de ciudadanía

# I-94W Visa Waiver Form

The I-94W Nonimmigrant Visa Waiver Arrival/Departure form must be completed by every nonimmigrant visitor not in possession of a valid visa who is a national of one of the following countries:

ANDORRA	FRANCE	LUXEMBOURG	SINGAPORE
AUSTRALIA	GERMANY	MONACO	SLOVENIA
AUSTRIA	ICELAND	NETHERLANDS	SPAIN
BELGIUM	IRELAND	NEW ZEALAND	SWEDEN
BRUNEI	ITALY	NORWAY	SWITZERLAND
DENMARK	JAPAN	PORTUGAL	UNITED KINGDOM
FINLAND	LIECHTENSTEIN	SAN MARINO	

**DEPARTMENT OF HOMELAND SECURITY**  
U.S. Customs and Border Protection OMB No. 1651-0111

**Welcome to the United States**

**I-94W Nonimmigrant Visa Waiver Arrival/Departure Form**  
**Instructions**  
This form is to be completed by every nonimmigrant visitor not in possession of a valid visa, who is a national of one of the countries enumerated in § 217. This waiver can provide your visit to the United States for up to 90 days.

Type or print legibly with pen in ALL CAPITAL LETTERS. USE ENGLISH.  
This form is in two parts. Please complete both the Arrival Record, Items 1 through 11 and the Departure Record, Items 14 through 17. This entire side of this form must be signed and dated. Check to make sure that all information has been filled in correctly by your partner.

**Item 7 -** If you are entering the United States by land, enter **LAND** in this space. If you are entering the United States by ship, enter **SEA** in this space.

Admission Number \_\_\_\_\_

Arrival Record

1. Family Name \_\_\_\_\_  
2. First (Given) Name \_\_\_\_\_ 3. Birth Date (Day/Mo/Yr) \_\_\_\_\_  
4. Country of Citizenship \_\_\_\_\_ 5. Sex (Male or Female) \_\_\_\_\_  
6. Passport Number \_\_\_\_\_ 7. Airline and Flight Number \_\_\_\_\_  
8. Country Where You Live \_\_\_\_\_ 9. City Where You Boarded \_\_\_\_\_  
10. City Where Visa was Issued \_\_\_\_\_ 11. Date Issued (Day/Mo/Yr) \_\_\_\_\_  
12. Address While in the United States (Number and Street) \_\_\_\_\_  
13. City and State \_\_\_\_\_  
CBP Form I-94W (10/04) OMB No. 1651-0111

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**Government Use Only**

Departure Number \_\_\_\_\_  
CBP Form I-94W (10/04) OMB No. 1651-0111

**DEPARTMENT OF HOMELAND SECURITY**  
U.S. Customs and Border Protection

**VISA WAIVER**

14. Family Name \_\_\_\_\_  
15. First (Given) Name \_\_\_\_\_ 16. Birth Date (Day/Mo/Yr) \_\_\_\_\_  
17. Country of Citizenship \_\_\_\_\_  
CBP Form I-94W (10/04) OMB No. 1651-0111

See Other Side **STAPLE HERE**

**Do any of the following apply to you? (Answer Yes or No)**

A. Do you have a communicable disease, physical or mental disability, or are you a drug abuser or addict? Yes  No

B. Have you ever been arrested or convicted for an offense or crime involving moral turpitude or a violation related to a criminal conviction, or been arrested or convicted for two or more offenses for which the aggregate sentence to confinement was 90 days or more, or been arrested or convicted for two or more offenses involving entry to engage in criminal or terrorist activities? Yes  No

C. Have you ever been or are you now involved in espionage, or sabotage or international terrorism, or protection of threatened life and limb, or have you ever been arrested or convicted for such activities, or been involved in such activities with "New Germany" or allies? Yes  No

D. Are you being brought to the U.S. by land and have not been admitted and departed, or have previously received from the United States the permission for temporary admission to visit or enter the U.S. by land or transportation? Yes  No

E. Have you ever obtained, obtained or withheld custody of a child from a U.S. citizen parent custody of the child? Yes  No

F. Have you ever been denied a U.S. visa or entry into the U.S. or held a U.S. visa cancelled? If yes, when? \_\_\_\_\_ why? \_\_\_\_\_ Yes  No

G. Have you ever entered illegally from prostitution? Yes  No

**IMPORTANT:** If you answered "Yes" to any of the above, please contact the American Embassy BEFORE you travel to the U.S. unless you may be refused admission into the United States.

**WAIVER OF RIGHTS:** I hereby waive any rights to review or appeal of a U.S. Customs and Border Protection officer's determination as to my admissibility, or to contest, other than the basis of application for admission, any action in deportation, re-admission, or removal proceedings.

**CERTIFICATION:** I certify that I have read and understood all the questions and statements on this form. The answers I have furnished are true and correct to the best of my knowledge and belief.

**Public Reporting Burden:** The burden for this collection is estimated to average 17 minutes per response. Comments concerning this burden estimate or any aspect of the collection of information, including suggestions for reducing this burden, should be directed to U.S. Customs and Border Protection, Information Services Branch, Washington, DC 20239 and the Office of Management and Enterprise Services, Paperwork Reduction Project, (OMB No. 1651-0111), Washington, DC 20503.

**Departure Record**  
Departure Number \_\_\_\_\_  
If you are departing from the United States, you must surrender it when you leave the U.S. unless it is at the transportation line.  
If you are a Canadian border, it is a Canadian Official.  
**WARNING:** Nonimmigrant visitors who are not admitted to attend school or receive the foreign education while staying in the U.S. under this program. You are authorized to stay in the U.S. as a visitor only. You may not apply for a U.S. change of nonimmigrant status, or extension of status or temporary permanent residence, unless eligible under section 209(b) of the INA, or to an extension of stay. Violation of these terms will subject you to deportation. For greater information, visit the U.S. Customs and Border Protection website at [www.cbp.gov](http://www.cbp.gov). For more information, visit [www.cbp.gov](http://www.cbp.gov) or call 1-800-541-8131. For more information, visit [www.cbp.gov](http://www.cbp.gov) or call 1-800-541-8131.

Date: \_\_\_\_\_  
Signature: \_\_\_\_\_  
Carrier: \_\_\_\_\_  
Flight # Ship Name: \_\_\_\_\_

# Charlotte, North Carolina

By Eric Celeste

**IT WAS ABOUT** the time the six-foot-nine professional basketball player and his posse nudged past me and into the VIP bowling room that I realized I'd come to the right place. I'd come to Charlotte, North Carolina — the Queen City; the best city to live in in America, according to one survey — to see what happens when a fast-growing wunderkind village meets the global economic meltdown. Does the partying stop? Do people walk around their shiny, new metropolis moping, feeling sad for themselves and their fellow man and their fellow man's Lexus? The answer could be found, I'd hoped, in this banking-center boomtown.

I had arrived just a few hours before and had then met two friends and asked them to show me how Charlotte's finest were dealing with the uncertainty of economic life in this turbulent year. One friend, a commercial-real-estate guy, had just laughed, saying, "You want to see if we're dancing on the *Titanic*, huh?"

Exactly.

So, to see if that were the case, we went to the many bars and clubs and lofts and restaurants of the EpiCentre, the enormous \$200 million mixed-use extravaganza that recently opened in Uptown, which is what most people would call downtown (don't ask — it's confusing). It was a rebuke to the notion that the party could ever end, the perfect place to see if Charlotte's heartbeat was still strong.

From the looks of things at StrikeCity, the shoulder-to-shoulder nightclub-cum-bowling alley at the EpiCentre's center, the answer was a resounding yes. The place was packed with youthful, free-spending revelers, many of whom had just left the Charlotte Bobcats' late-season basketball contest — including, I was told, Bobcats themselves.

We were first alerted to the presence of said professional-sports stars by the intense stare from a pride of middle-aged females to our right. I followed their gaze and saw a lonely man standing by a door in the back of the club. We sauntered over to the doorman, who, it turned out, was also part bouncer for the back room with the two private lanes. He kindly but firmly told us he couldn't let us into the VIP area. At that point, a power forward from the team, which had just lost a heart-breaking game down the street at the Time Warner Cable Arena, walked in and joined the



A recent Alive After Five event at the EpiCentre

other very important bowlers.

"You understand, don't you?" the doorman asked us when my friends tried to name-drop to gain access. (Note to readers: "In-flight-magazine back-page writer" is not as impressive a sobriquet as you might imagine.) "I'd do the same thing if you guys paid for the room." It was good to know that my colleague Carlton Stowers wouldn't be allowed to crash my party in Char-town.

Where to next? We had already gorged like kings at the EpiCentre steak house Fleming's. Of course, we'd eaten the choicest cuts. And of course, my friend, a big-shot developer in town, had been sent a bottle of wine by the manager — people who build big, beautiful buildings are rock stars in Charlotte. It's a bootstrap city, made flush by land deals and the banking industry. Musician, actor, TV personality ... pfffft. Have they ever gotten 30 percent return on a downtown parking lot? Dinner had been just more proof that here, in the words of noted songwriter/economist Robert Earl Keen, the road may indeed go on forever and the party certainly never ends.

To work the marbling out of our fat and happy buns, we decided dancing was in order. We wandered over to Mez, the EpiCentre's dance club for Charlotte's beautiful people. Inside, it was pure 2004: well-dressed young men smirking and posing, barely dressed

young women gyrating and lip-synching, neither expressing a care in the world other than for exploring their appreciation of apple-bottom jeans and boots with the fur, if T-Pain's lyrics can be taken literally.

Truth be told, it was impossible not to get swept up in the joie de vivre on display this night in Charlotte. The streets of the large city's urban core were filled with bustling people, even past midnight. Their faces were diverse and glowing. The streets were clean. There was an energy present that at once felt recently manufactured (because it was; Charlotte is a very *new* city, if nothing else) and yet somehow organic, incongruous as that may seem.

Then we were swept up literally; it was like a wave took us onto the dance floor. Although we drove the club's median age up just by entering the door, that didn't stop us from feeling welcome among the undulating group of beautiful, young Charlotte denizens. We spent the last hours of the early morning among them, imbibing responsibly, altering our standard fox-trot moves to better complement the impressive backside gyrations popular among today's Fred and Ginger wannabes. For a night, it looked and felt like all things were possible, like America was going to be just fine, and like the tilt in our ship would surely right itself by daylight. **AW**

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