

# SIG NOTES



# DEC 2016

The SIG Notes are a joint document produced and edited by both ALPA and Company SIG Representatives.

## **Summary of the Build**

Welcome to Peak 2016. Putting together the December bid-pack is the most difficult of the year. International flying remains relatively stable, however, it is affected by wet lease routings. Many domestic pairings in December have changed and numerous new pairings have been added. Increased flying is found in all bid packs. Throughout all aircraft, credit hours increased approximately 16% (combined ~34,000 more hours) from the last 5-week bid month (September). The A300 had the most dramatic increase (almost 29%).

Requested line targets remain at historical high levels. CBA limiting factors in building to high credit hours include minimum days off and days off pattern.

## **Pairing Assessment Process**

There are more pairings reviewed for December than any other month of the year. A typical pairings conference call takes less than two hours. This month the call lasted almost four hours. ALPA SIG/PSIT requested over 700 changes to pairings. Hundreds of pairings were changed, enhancing reliability, connectivity and fatigue mitigation.

## **8 in 24**

The previous CBA and Domestic FAR rules have always allowed pilots to block greater than 8 hours in a 24-hour period with an intervening rest period.

Please reference the ALPA [Guide to Flight Time Limitations and Rest Requirements](#) for an explanation of the FAR rules.

If you have any questions with regard to a specific pairing legality please contact your respective PSIT.

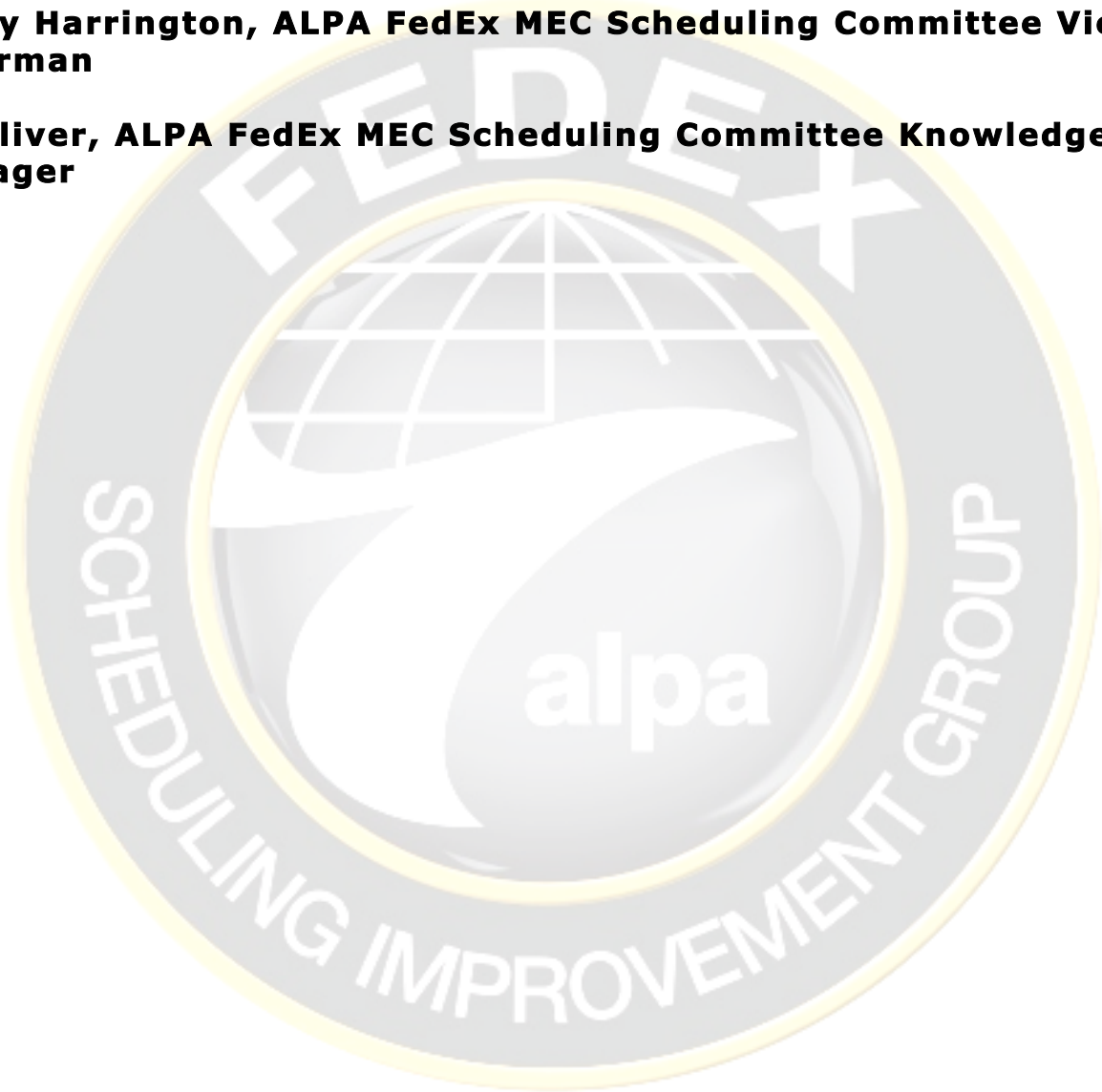
## **Disputed Pairing Process**

Disputed Pairings: None

**Rich Hughey, ALPA FedEx MEC Scheduling Committee Chairman**

**Marty Harrington, ALPA FedEx MEC Scheduling Committee Vice-Chairman**

**JD Oliver, ALPA FedEx MEC Scheduling Committee Knowledge Manager**



# Hong Kong A300

FedexA300HKG@ALPA.org  
Brandon Viuhkola

	Captain	First Officer
Average CH	90:45	90:45
RLG CH	87:05	87:05
R-day value CH	4:35	4:35
# of Regular Lines	3 (50%)	12 (71%)
# of Secondary Lines	1 (17%)	1 (6%)
# of Reserve Lines	2 (33%)	4 (24%)
Total # of Lines	6	17
Total CH Available (no c/o)	227.25	1089
Avg CH/R day	6.0	14.3
Carry-in CH from previous month	0	0
Credit hours carry-in to Total CHs	0%	0%

## PSIT Notes:

December is a 5-week month. To improve bidding flexibility we built trips early, mid, and late in the month.

If bidding a RSV line and you want to maintain specific days off if converted to a Secondary Line you will need to request to be converted. (25.D.4. CBA 2011)

It is important to be familiar with how training and/or vacation can impact your monthly bid. If you intend to protect minimum days off and do not want a 90-hour trip dropped consider bidding for a RSV line or a Secondary line.

# Memphis A300

FedexA300MEM@ALPA.org  
Mike Percy  
Harry Edwards  
Curt Henry

	Captain	First Officer
Average CH	95:29	95:29
RLG CH	91:31	91:31
R-day value CH	4:49	4:49
# of Regular Lines	231	231
# of Secondary Lines	43	34
# of Reserve Lines	57	49
Total # of Lines	331	314
Total CH Available (no c/o)	23731.28	23731.28
Avg CH/R day	4.56	3.92
Carry-in CH from previous month	1054.98	1054.98
Credit hours carry-in to Total CHs	4.45%	4.45%

## **PSIT Notes:**

December is a five-week month this year with Christmas and New Year's Day falling on the weekend. As a result, most lines are off for the two holidays.

A 30 percent increase in flying from the last five-week month has resulted in unique pairing construction and pairings that will not turn to other cities. There is a large increase in day flying, one-way routings and same duty deadheads. As a reminder, per the CBA, Section 5.B.1.f, a crewmember is entitled to request a hotel room and deviate the next day if the SDDH duty period exceeds 10 hours.

# Cologne B-757

Fedex757EUR@ALPA.org

Tim Harp

James Capeless

	Captain	First Officer
Average CH	93:25	93:25
RLG CH	89:37	89:37
R-day value CH	4:43	4:43
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# of Regular Lines	23	23
# of Secondary Lines	7	6
# of Reserve Lines	11	12
Total # of Lines	41	41
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Total CH Available (no c/o)	2213	2213
Avg CH/R day	10.6	9.7
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Carry-in CH from previous month	283	283
Credit hours carry-in to Total CHs	11.3%	11.3%

## PSIT Notes:

December is a five-week bid month with peak upon us.

Normal pairing design remains with some DH variations and we were able to construct 23 lines in both seats. With the limited number of trips in the CGN domicile and the high build target request, we added additional filler trips to some of the lines. Again, we did our best to maintain a balance between quality and quantity. Two lines were constructed with a mixture of shorter length trips. There are several one-off trips around the holidays. Several of the week-long paired have been shortened as well during that week.

A reminder to EUR FDA pilots in the event your pairing is revised: all FDA trips within the European theater shall be scheduled and operated in accordance with domestic parameters (CBA 12.D.1.c). We also ask that crewmembers please be aware of your CBA rights when bidding in the event of a phase-in conflict. For those pilots sitting CDG HSTBY, please review the Bid Pack for relevant information.

If any scheduling issues arise (DH's, unusual trip revisions etc.) please be sure to fill out an INSITE Report. These reports have to be followed up and provide us with historical data.

Your feedback is important and we welcome your constructive input. If questions arise on the line concerning your pairing, please do not hesitate to contact us. We welcome any questions or concerns you may have. Fly safe!





# Memphis B-757

Fedex757MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

	Captain	First Officer
Average CH	96:01	95:59
RLG CH	92:09	92:09
R-day value CH	4:51	4:51
# of Regular Lines	185 (62%)	191 (75%)
# of Secondary Lines	41 (14%)	30 (12%)
# of Reserve Lines	71 (24%)	32 (13%)
Total # of Lines	297	297
Total CH Available (no c/o)	19474	20012
Avg CH/R day	14.4	32.9
Carry-in CH from previous month	1062	1067
Credit hours carry-in to Total CHs	5.2%	5,1%

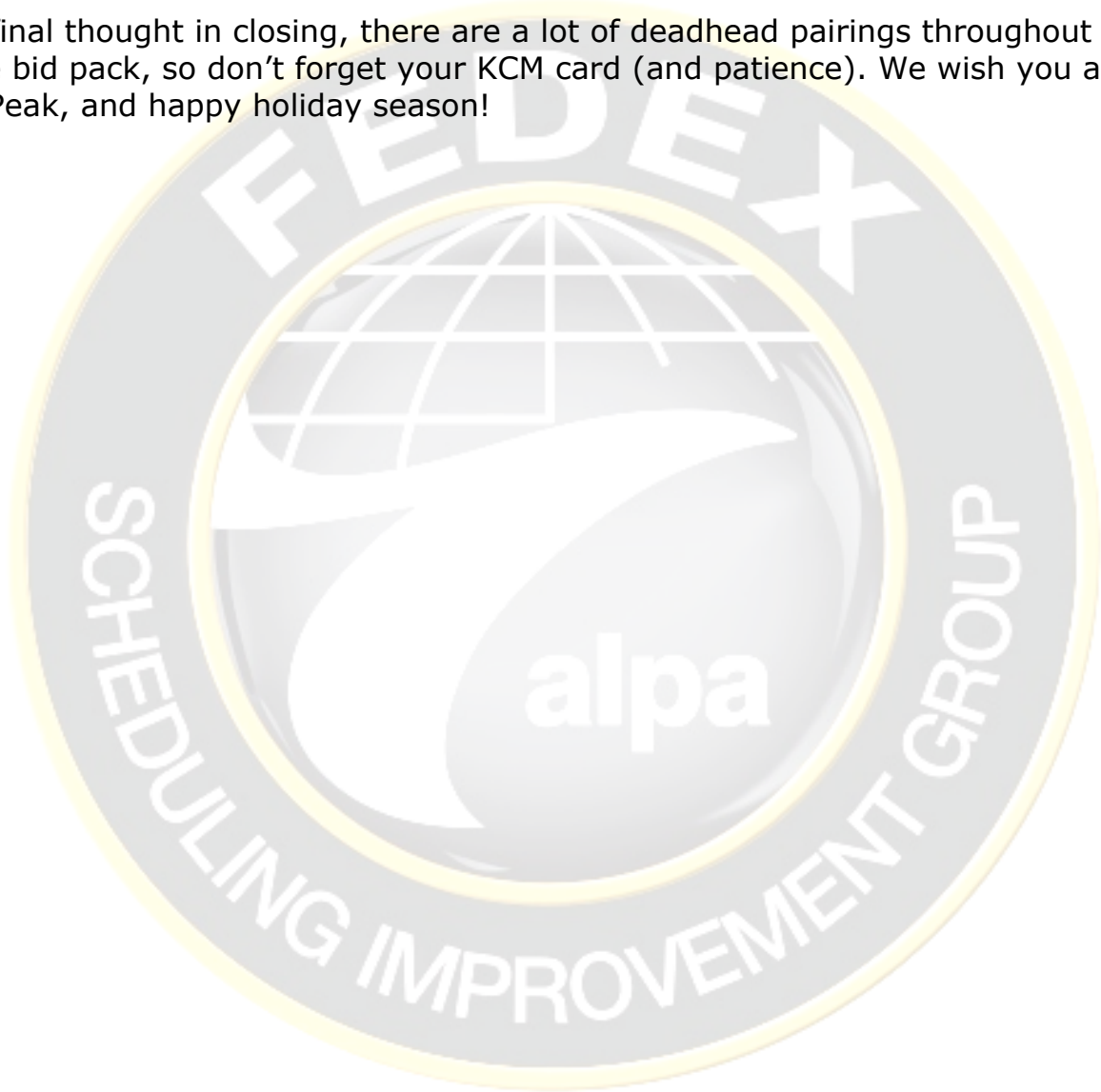
## PSIT Notes:

Welcome to Peak 2016! For those of you that are experiencing Peak for the first time, let us be the first to say 'welcome'. December is a five-week bid month, encompassing both Christmas and New Year. The holidays both fall on Sunday, therefore only a small percentage of the lines actually touch Christmas and/or New Year's. This is great news, unless you cherish carry-over trips, in which case your options will be very limited.

As is always the case in December, we face a number of challenges with the build that we don't see the other eleven months of the year. The biggest challenge was building the short, unturnable pairings, which made up 5% of the flying for December. Another challenge was the lack of longer (30+ CH) pairings. Combining those two factors with the high BLG target resulted in the majority of the lines having 4 departures, with many of the 'good' lines even having five departures. Our last notable challenge was the high number of hours/pairings we received in Weeks 3 and 4, the bulk of peak. As a result, you will find that the vast majority of the lines are flying in both of those weeks.

Other unique flying for December involves more daytime flying, as well as a number of trips containing transcon groupings. Cities that were added for Peak are MCI, STL, and FSD/ORF (night side with layovers), and many of our normal cities were regrouped into unusual sequences as the Company redesigned pairings to accommodate our increased demand for lift. The First Officer lines will contain a handful of F/O-Only pairings, such as FSD days, BUF-IND, and GRR nights. As you've become accustomed to seeing, there will be variations in line numbering between Captain and First Officer lines.

As a final thought in closing, there are a lot of deadhead pairings throughout the entire bid pack, so don't forget your KCM card (and patience). We wish you a very safe Peak, and happy holiday season!





# Hong Kong B-767

Fedex767HKG@ALPA.org

Chris Womick

Jim Ingalls

	Captain	First Officer
Average CH	93:08	93:08
RLG CH	89:18	89:18
R-day value CH	4:42	4:42
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# of Regular Lines	41 (60%)	41 (60%)
# of Secondary Lines	14 (21%)	12 (18%)
# of Reserve Lines	13 (19%)	15 (22%)
Total # of Lines	68	68
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Total CH Available (no c/o)	4175	4175
Avg CH/R day	16.9	14.6
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Carry-in CH from previous month	578	578
Credit hours carry-in to Total CHs	12.2%	12.2%

## PSIT Notes:

Welcome to our final 5-week bid month of the year. We provided the best solution to maximize days off for the holidays toward the end of the month. There are also, as usual, opportunities to have some down time in our layover cities between a back-end and follow on front-end dead head.

The SIG again put a lot of time this month into trying to work with your PSIT to improve our bid-pack. Starting this month (November) we are looking for feedback on our new 'Around the Horn' pairings. These pairings are identical in the December bid-pack.

You will notice some 'different' GT times than you are used to seeing. This was a group effort to increase the credit hours slightly to allow more Single Departure Lines (SDL's) to be created. Another great fix for those who like them. This is a "heads up" there is 1 large pairing placed into open time that could not be built into the bid pack because it is shy of the minimum 85 credit-hour requirement. For those of you who like the standard week-on/week-off flying, the large amount of carry over into December from our November bid-pack, coupled with a 5-week bid month and the high BLG made that very hard to accomplish. PEAK for us creates its own unique scheduling problems. Some of these lines exist but not many.

Your GT survey is going to close when the bid closes, so if you know of someone who has not submitted their input put into the massive amount of information we have already gathered, please encourage them to fill one out. It should take less than 2 minutes to accomplish. With that, the second and final survey for our domicile regarding your desires for the type of lines you want built will be arriving shortly.

As many have experienced this past month (October), we are spending our short day layover in Shanghai at a new hotel. There has been some very constructive feedback from you that will fine-tune this hotel to the unique needs of our crews. Any feedback you have is great feedback. Let us know ASAP in addition to our ALPA Hotel Committee by providing Insite reports.

To conclude, over the past 4 months, the amount of feedback to us has increased each month. Keep it coming! If you file a fatigue report or an Insite report that deals with scheduling in any way, please forward a copy to your PSIT as well.

Merry Christmas and Happy New Year from your Hong Kong PSIT.



# Indianapolis B-767

Fedex767IND@ALPA.org

Teresa Payton

Andrew Hall

	Captain	First Officer
Average CH	94:40	94:40
RLG CH	90:53	90:53
R-day value CH	4:47	4:47
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# of Regular Lines	24 (59%)	21 (57%)
# of Secondary Lines	8 (19%)	6 (16%)
# of Reserve Lines	9 (22%)	10 (27%)
Total # of Lines	41	37
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Total CH Available (no c/o)	2409	2167
Avg CH/R day	14.1	11.4
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Carry-in CH from previous month	42	42
Credit hours carry-in to Total CHs	1.7%	1.9%

## PSIT Notes:

Dec is a 5-week month. Our BLG averages were as high as achievable while still retaining our normal bid pack quality attributes such as city purity, day purity, and fatigue mitigation. A large percentage of our lines are built with the minimum 15 days off. In general, the IND bid pack suffers the least disruption of any bid pack during December, since the classics are fully utilized even in non-peak months.

CA-Only pairings to BUF and MSP account for the difference in the number of lines for each seat. CAE was the city mixed with SAN where possible, though the modified departure times in week#4 made such mixing inconsistent.

Your continued constructive input each month is appreciated.

# Memphis B-767

Fedex767MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

Andrew Hall

	Captain	First Officer
Average CH	96:01	96:08
RLG CH	92:09	92:09
R-day value CH	4:51	4:51
<b># of Regular Lines</b>		
# of Regular Lines	110 (64%)	106 (70%)
<b># of Secondary Lines</b>		
# of Secondary Lines	24 (14%)	17 (11%)
<b># of Reserve Lines</b>		
# of Reserve Lines	38 (22%)	28 (19%)
<b>Total # of Lines</b>		
Total # of Lines	172	151
<b>Total CH Available (no c/o)</b>		
Total CH Available (no c/o)	11232	10950
<b>Avg CH/R day</b>		
Avg CH/R day	15.6	20.6
<b>Carry-in CH from previous month</b>		
Carry-in CH from previous month	373	367
<b>Credit hours carry-in to Total CHs</b>		
Credit hours carry-in to Total CHs	3.2%	3.2%

## PSIT Notes:

The Christmas season always makes for a difficult build, and especially with a 5-week month. Having the two major holidays on Sunday helped more than normal for having Christmas Day free from duty. As the Company attempts to maximize utilization of manpower and assets, one will see many instances of flight sequences not normally seen. Deadhead purity, especially in longer pairings, suffered as a result. We attempted to balance credit hours with logical deadhead patterns. Pairings that pay lower than normal values necessitated more departures per line than we normally see. 24-hour layovers also continue to be a problem. Many were not built on to lines and will be available in the CIA and secondary line process.

Please pay close attention to the first two lines, as they contain exception pairings. These are described in section 12.C.2.d. As mentioned before, contact the Crew Control Center scheduler for any questions during the operation of one of these trips.

FSD and GRR are captain only 757 pairings. Those trips are built into the final lines. The F/O and captain lines match other than these few lines.

We built more than normal "tour America" lines this month because of how poorly many of the pieces fit together. There is some good flying contained with these lines, so please take a close look.

Carryover is virtually nonexistent as a result of New Years Day being on the last Sunday of the month. We expect carryover to return in the January bid pack.

Many of the pairings scattered throughout the lines cannot turn on one end or both because of CBA duty limits. Expect to have some trouble in the bid line adjustment process. This also means that reserve pilots assigned these trips cannot be turned to other trips.

B reserve pilots should be aware that there are many live leg trips throughout the month that show between 0100 and 0129 local base time. It is CBA compliant to assign these to B reserve pilots assuming certain provisions are met. See 25.M.1.g for further details. Reserve pilots should also be familiar with changing of reserve periods as outlined in 25.M.3.d.

The minimum required layover for a back end deadhead is 8 hours. If you have not deviated and will not receive 8 hours of post-landing crew rest, please notify CRS to revise your pairing.

For those awarded secondary lines, simplicity in your request may be the best option to receive what is desired. There is only one first request. Please consider making it what is most important to you.

We thank those pilots that have taken the time to write your PSIT team with suggestions. Your observations, however small, will often change how we view certain situations. Please continue to keep these comments coming so that we may improve.



# Anchorage MD-11

FedexMD11ANC@ALPA.org

Brian Lessin

Jeff Sparks

	Captain	First Officer
Average CH	95:53	96:20
RLG CH	93:06	92:28
R-day value CH	4:54	4:52
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# of Regular Lines	53 (56%)	48 (59%)
# of Secondary Lines	18 (19%)	16 (19%)
# of Reserve Lines	23 (24.5%)	22 (26%)
Total # of Lines	94	86
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Total CH Available (no c/o)	5575	4984
Avg CH/R day	12.8	11.9
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Carry-in CH from previous month	435	540
Credit hours carry-in to Total CHs	7.8%	10.8%

## PSIT Notes:

December 2016 is a 5-week month with 2 holidays. The total credit hours in this bid pack are very similar to Sep 2016 (our last 5 week month).

RF2 flying is significantly more abundant than RFO trips. We built many of these trips on the lines. If you do not want your (retirement!) month to include RF2/RFO trips, avoid the 3XXX and 2XXX numbered trips.

For secondary line holders, new pairings have been using the 3XXX identifier. Pairing 3018 is the last number that we were given for the Dec build.

We wish our December retirees a safe month of flying with both of the Holidays at home! Have a fantastic future!



# Los Angeles MD-11

FedexMD11LAX@ALPA.org

Chip Brown

Cody Chenoweth

	Captain	First Officer
Average CH	95:38	94:46
RLG CH	91:50	91:50
R-day value CH	4:50	4:50
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# of Regular Lines	28 (51%)	39 (56%)
# of Secondary Lines	12 (22%)	13 (19%)
# of Reserve Lines	15 (27%)	17 (25%)
Total # of Lines	55	69
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Total CH Available (no c/o)	2913	3976
Avg CH/R day	12.9	15.6
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Carry-in CH from previous month	368	396
Credit hours carry-in to Total CHs	11.2%	9.1%

## PSIT Notes:

December is a 5-week month with Christmas occurring on the Sunday of the 4<sup>th</sup> week and New Year's Day occurring on the Sunday of the 5<sup>th</sup> week.

Building a 5-week month with 2 major holidays always leads to a challenging build. LAX received more domestic flying this month than we have been seeing due to peak, and most of these pairings were in the 25-35 credit hour range. Pairing these with our normal 4 day 14-16 hour pairings meant that in order to hit our target BLG, most domestic lines are 4 departure lines.

We lost PDX-IND days to the MEM 11 bid pack in December, and the OAK standbys only occur in weeks 4 and 5. We hope to see these trips back in LAX in January.

# Memphis MD-11

FedexMD11MEM@ALPA.org

Charlie Sutton

Dan Opp

Pat Rink

Harley Troyer

	Captain	First Officer
Average CH	95:17	95:40
RLG CH	91:31	91:50
R-day value CH	4:49	4:50
# of Regular Lines	278	258
# of Secondary Lines	97	99
# of Reserve Lines	86	72
Total # of Lines	461	419
Total CH Available (no c/o)	30660	29447
Avg CH/R day	18.8	21.5
Carry-in CH from previous month	1202	1467
Credit hours carry-in to Total CHs	3.7%	4.8%

## PSIT Notes:

It's time for Peak 2016. December is a 5-week month, containing both Christmas and New Year with both holidays falling on a Sunday. Many trips are normally split over the weekend providing many deadheads for travel home if you are working around these holidays. Additionally, with New Year falling on the last day of the bid month, there are limited carry-over trips.

We were faced with many challenges during this holiday month. The last 5-week month was September 2016. December represents an increase in credit hours of 22.5%. There are extra flight legs that we normally will not see due to this increase in flying. Many standard pairings are not present during this month.

When looking for traditional lines, remember that many extra operating legs placed into the pairings does not allow for traditional line building in some cases. One glaring example of this would be Seattle. Normally we have many pure Seattle pairings. This month this city has been thrown to the wind in pairing design and transits many other cities.

Many normal MD flight segments have been moved to other gauge airplanes, along with some being wet-leased.

Some of the impact to normal flights may be seen in cities such as:

BQN – We have the first two weeks but not the last three weeks.

SJU – We have only the last week in the month.

IND – Flight 1574 is missing on Friday

There are many more, these are simply examples.

Captains, lines 1022-1046 contain RF2 pairings. The Captains have the majority of the relief officer flying during December.

An increase in shorter day flying (traditional 12/24 pairings), into/out of IND create more departures per line. This is unavoidable due to many of these being unturnable pairings.

The extra flight segments put a large hit on 'hook cities' such as flight 1425 IAH. This is normally a city used to hook two west coast pairings however this month the pairings were not prepared in the traditional manner.

Attempting to hit the very high requested BLG in both seats the average number of departures per line increased. In many cases we attempted to build a senior line in as many cities as possible, trying to manage the number of departures for that particular line.

There is a natural spike in flying during weeks 3 and 4. These are the heaviest weeks due to the heart of peak flying. Therefore, most lines are working close to the holidays.

There are two MEM hotel standby pairings during week 4.

There is no doubt that flying this month is more challenging due to staff shortages. Remember this is peak flying.

# Memphis 777

Fedex777MEM@ALPA.org

Greg Hall

Pat Hagerty

Amadee Pepper

Jon Casello

	Captain	First Officer
Average CH	95:18	95:49
RLG CH	91:31	91:50
R-day value CH	4:49	4:50
# of Regular Lines	176 (63%)	286 (66%)
# of Secondary Lines	41 (15%)	54 (13%)
# of Reserve Lines	60 (22%)	92 (21%)
Total # of Lines	277	432
Total CH Available (no c/o)	17645	28351
Avg CH/R day	15.5	16.2
Carry-in CH from previous month	1773	2969
Credit hours carry-in to Total CHs	10.0%	10.5%

## PSIT Notes:

December is a 5-week bid-month. Captain CHs decreased 0.6% and FO CH increased 1.6% over September, the last 5-week bid-month. This is due in large part to the majority of STN and CGN pairings usually found in the B777 bid pack now being wet-leased. We expect this flying to return to our bid pack in January 2017.

We continue to see RF2 trips (3xxx series pairings) being built by the Company. As detailed in previous SIG Notes, this indicates a difference in manning levels between Captains and First Officers leading to RFO time being shifted to Captains. We are not sure how long this trend will continue. Captain lines with pure RF2 trips are listed toward the end of the bid pack.

IAH will be making a brief appearance in December's bid pack. These lines will be at the bottom of the bid pack.

Lines with pairing #2088 or #2095 contain a long, 2-leg DH sequence with a 15:25 duty day. This deadhead sequence could not be revised due to the required

32-hour reset in CAN. Be aware that a direct flight to CAN (EK362) is available from DXB.

While we recommend you submit your comments via the Company's Insite feedback mechanism, we would like to remind you that the company does not automatically copy the union on your feedback. We request you copy your Insite feedback to us when applicable. Sleep logs are also helpful.





# Trip Services Solutions

## **Hotel Notes:**

**ALB Update** – The Company recently issued **FCIF 16-0418 (Hotel)** announcing **The Radisson Hotel Albany** as our new contract hotel. Please provide feedback on this hotel by submitting an Insite ticket.

**BKK Update** – Starting with the January Bid Period the majority of layovers will return to the **Sheraton Grande Sukhumvit Hotel**.

**CDG Update – The Pullman Montparnasse** will be starting a major renovation late summer 2017. The Company is working with **The Pullman Bercy** to take all of the rooms scheduled for **The Pullman Montparnasse** during the renovation.

**FAR Update** – The Company recently issued **FCIF 16-0456 (Hotel)** announcing **The Radisson Hotel Fargo** as our new layover hotel. Please use your Company credit card to pay for the room as the hotel is currently a non-contract hotel. Please provide feedback on this hotel by submitting an Insite ticket.

**IAH Update** – After much discussion between the Company and the committee, a decision has been made to renew the contract with **The Sam Houston Hotel**.

**KIX Update** – The Company recently issued **FCIF 16-0361 (Hotel)** announcing effective September 1<sup>st</sup> that **The Stargate Hotel's** contract has expired. Until a new contract can be signed please use your Company credit card to pay for the room.

**MAN Update** – Renovations are being completed at our contract hotel, **The Palace Hotel**. Crews will return to the hotel starting with the December Bid Period.

**PEN Update** – Starting with the December Bid Period our two layover hotels are: **The G Hotel Kelawai and The Hotel Equatorial**. **The Park Royal Hotel** has started a major renovation and will not be used in order to protect crew rest.

**SAN Update** – Due to crew noise complaints at **The Sheraton San Diego Hotel & Marina** rooms will be assigned in the **Marina Tower** versus the **Bay Tower**.

**SFO Update** – **The Tuscan Inn Fisherman's Wharf** will be starting a major renovation in January 2017. During the renovation crews will be relocated to their "sister" property **The Argonaut Hotel**.



**SYD Update** – The Company will be issuing an FCIF shortly announcing **The Amora Hotel Jamison Sydney** as our new layover hotel. Please continue to use the Company credit card until direct billing has been set up.

**Catering Notes:**

**Asia Catering Update** – The Company is working with numerous caterers to provide hot water for B757/767 aircraft for those crewmembers desiring tea as a beverage option. Additionally, the Company is working with numerous caterers to provide a Holiday Meal selection option.

**Christmas Buffet Schedule**

**ANC** (Cookie & fruit trays set out during AM & PM ops)

Saturday, Dec 24<sup>th</sup>

Monday, Dec 26<sup>th</sup>

Saturday, Dec 31<sup>st</sup>

Sunday, Jan 1<sup>st</sup>

Monday, Jan 2<sup>nd</sup>

**CAN**

Tentatively scheduled for Saturday, Dec 24<sup>th</sup> & Sunday, Dec 25<sup>th</sup>

**CDG**

Thursday, Dec 2<sup>nd</sup>

**EWR**

Tuesday, Dec 20<sup>th</sup> (1900-0000L)

Wednesday, Dec 21<sup>st</sup> (0200-0430L, 0600-0930L, 1130-1500L & 1600-1830L) (Sandwich & fruit/cheese trays)

**IND**

Tuesday, Dec 6<sup>th</sup> (2300-0400L)

Wednesday, Dec 14<sup>th</sup> (1200-1600L)

**LAX**

Tuesday, Dec 13<sup>th</sup> (0400-1000L)

Thursday, Dec 15<sup>th</sup> (1900-2300L)

**MEM**

Tuesday, Dec 13<sup>th</sup> (1100-1500L)

Thursday, Dec 15<sup>th</sup> (2300-0300L)

Tuesday, Dec 20<sup>th</sup> (1100-1500L)

Thursday, Dec 22<sup>nd</sup> (2300-0300L)

**FAR Update** – This is a new NOCAT city starting with the November Bid Period. A caterer is being contracted and catering will be available commencing with the December Bid Period.

**International Menus Update** – The following cities have had their menus updated/upgraded: **CAN, DXB, HKG, ICN, KIX, MNL, NRT, PVG, SYD and SZX.**

**MD11/Non-Crew Rest Aircraft** – New thicker memory foam pads have been purchased and will be replacing the older foam pads when needed.

**MEM Update** – A Holiday Meal option will be available for selection from Nov 20-Dec 31.

**New Fall/Winter Menus** – Effective 10/14/16 Domestic Hub menus have been upgraded. Please provide Insite feedback on the upgraded snacks/meals.

**STN Update** – Recently there have been numerous instances in which meals were either missed or meals were delivered that were not ordered. The Company is working with the caterer to rectify the issue. Please submit an Insite ticket if you are either missing meal items or the incorrect meals were delivered.

**INSITE Tickets** – The most efficient way for management to be made aware of and correct issues pertaining to hotels, catering and ground transportation is via the new **INSITE Reporting System**. This electronic form is accessed via the [pilot.fedex.com](http://pilot.fedex.com) website home page. If you have a hotel, catering or ground transportation concern/issue, positive or negative, we encourage you to submit the ticket. Please submit a separate ticket for each issue (For example, please submit one ticket for a hotel issue and if there was also a ground transportation issue please submit a second ticket.) These tickets, combined with your correspondence to the Trip Services Committee, are reviewed at our quarterly meetings with the Company and are instrumental in making changes. We encourage input. Please e-mail us at [Fedex-Hotel@alpa.org](mailto:Fedex-Hotel@alpa.org).

**Mark Stafiej**, Trip Services Committee Chairman

**Mike Percy**, Trip Services Committee Vice-Chairman