

# SIG NOTES



# MARCH 2017

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

## Summary of the Build

March is a five-week bid month. Target BLGs remain high throughout most bid-packs. Pairing design and line building was consistent with February with one major exception: five domestic field hotel standby sequences were eliminated. We are unsure if the pairings will return.

### February Domestic Hotel Standbys (8):

Airbus: IND, LAX, OAK.  
B-757: AFW, EWR, IND.  
MD-11: IND, OAK.

### March Domestic Hotel Standbys (3):

Airbus: LAX.  
B-757: IND.  
MD-11: IND.

This month we conducted the SIG Quarterly Meeting. In attendance were representatives from Charters, Crew Resource Scheduling, Global Operations Control, Global Line Haul Planning (Domestic and International), Flight Operations Planning and Analysis (Crew Planning and Crew Staffing).

- 8 MD-10 retirements have been delayed to facilitate lift requirements.
- Retirement target for all MD-10s continues to be 2020.
- Europe expansion will begin soon. The first new sequence can be found in the March 777 carry-out pairings (PVG-LGG-MEM).
- Probable Spring bid.
- Indianapolis Domicile will likely remain open and transition to the LDS cockpit.

[SIG Notes Continued]

- New secondary line software should come online by early Autumn. Enhancements tentatively include: Elimination of conversion lines, Reasons Report, Vacation use designation and R day block utilization.

Last year, Management stated that the 757 and 767 bid-packs were targeting a January 2017 split. That did not occur. In preparation for the split, manning in the 767 was reduced in order to match the reduction in currency 757 flying in that bid-pack. Now that there is no split, manning in the 767 bid pack should increase in line with 757 currency requirements.

### Quiz time.

**Q. Who creates the pairings?**

**A. The Company.** The Company creates all bid-pack pairings. The pairings must comply with contractual and FAR duty, block, and rest requirements.

**Q. Who puts the pairings together creating lines?**

**A. The Pilot Scheduling Improvement Team (PSIT).** Every line constructed by the PSIT must follow a number of contractual guidelines: Minimum days off, days off pattern, and maximum time away from base, to name a few. We also impose a few of our own common sense restrictions, e.g. limiting hub turn duty periods, limiting day night flip flops, or putting two long international trips back to back.

**Q. Who handles fatigue related disputed pairings?**

**A. The Fatigue Event Review Committee (FERC).** In addition to reviewing all fatigue reports and all fatigue events, the FERC is tasked with reviewing all fatigue related disputed [pairings](#) (Section 25). The FERC consists of two ALPA members and two FEDEX members.

### Disputed Pairings

There are no traditional disputes for the month of March. ALPA SIG referred 5 pairings to the FERC. In the 5 pairings, there were two problematic sequences or "DNA" that had been previously referred to the FERC.

## From the Fatigue Risk Management Committee:

Please review the previous quarter fatigue statistics located [HERE](#).

### 2016 Fatigue Related Disputed Pairings Summary:

In 2016 86 pairings were referred to the FERC. Of the 86 pairings there were 17 unique sequences or "DNA" being disputed. The DNA reoccurs in many pairings. One sequence was included on a Hong Kong pairing ([Read Me](#)). After collecting sleep data on this sequence and analyzing the duty periods, the FERC requested the pairing be built differently.

The 17 DNA disputes were spread across all aircraft (The 32 in 120 issue was found in both MD11 and 777 pairings):

2016	Base	Initial Bid Month	A/C	DNA	# of Occurrences
1	MEM & LAX	JAN	777 & MD	Fixed by 32/120	8
2	MEM	JAN	767	Under FERC Review	1
3	MEM	JAN	757	Under FERC Review	1
4	MEM	MAR	777	Under FERC Review	2
5	MEM	APR	767	Under FERC Review	1
6	MEM	APR	777	Under FERC Review	1
7	MEM	APR	777	Under FERC Review	2
8	MEM	JUN	777	Under FERC Review	10
9	HKG	JUN	767	3 leg(11 duty)-26 off-11+HT	43
10	HKG	JUN	767	Under FERC Review	1
11	HKG	JUN	767	Under FERC Review	3
12	MEM	AUG	767	Under FERC Review	1
13	MEM	OCT	757	Under FERC Review	3
14	MEM	OCT	757	Under FERC Review	1
15	MEM	OCT	777	Under FERC Review	5
16	MEM	NOV	A300	Under FERC Review	2
17	MEM	DEC	A300	Under FERC Review	1

CBA 25.BB.E.5.d.iv. Note: Both parties agree not to intentionally characterize such pairings in a way that compromises the scientific validity of data gathered on such pairings until the dispute is finally resolved.

[FRMC Notes Continued]

2 DNA issues were completely resolved: The Hong Kong pairing has been rebuilt. The new CBA restriction, 32 in 120 implemented in Phase two, fixed another. The 15 remaining disputes have not been resolved, and remain open for FERC/FRMG investigation. Without Crewmember participation in data collection or a large enough sample size, dispute resolution can be delayed.

**Pat Hagerty, ALPA FedEx Fatigue Risk Management Committee Chairman**

**Rob Bassett, ALPA FedEx Fatigue Risk Management Committee Vice-Chairman**

Futures, the workgroup within Crew Planning that handles Monthly Bid Processing, has re-engineered the INSITE categories to improve the communication between the two groups. The categories are:



The technology provides an interface between both groups and should result in faster response and resolution times as well as insights to further improve the customer service they provide.

When you need to contact Futures use INSITE, keyword: **futures** and report any issue you might have or any question you do not know the answer to. And if you need talk to one of the planners, let them know and they will call you as soon as possible.

**Marty Harrington, ALPA FedEx MEC Scheduling Committee Chairman**  
**Mike Percy, ALPA FedEx MEC Scheduling Committee Vice-Chairman**  
**JD Oliver, ALPA FedEx MEC Scheduling Committee Knowledge Manager**

# Hong Kong A300

FedexA300HKG@ALPA.org  
Chris Wommick

	Captain	First Officer
Average CH	90:30	90:30
RLG CH	86:46	86:46
R-day value CH	4:34	4:34
# of Regular Lines	5	10
# of Secondary Lines	1	3
# of Reserve Lines	3	6
Total # of Lines	9	19
Total CH Available (no c/o)	452	905
Avg CH/R day	7.9	7.9
Carry-in CH from previous month	0	0
Credit hours carry-in to Total CHs	N/A	N/A

## PSIT Notes:

Sun nien fai lok. Happy New Year. With that Chinese holiday in the rear view mirror, it appears we just had the warmest winter on record since our base opened. With a 5-week bid period in March, we can anticipate eight hotel stand-by days. Note the change from our previous 5 week bid months that had seven. We are now departing on a later flight out of Memphis to Dallas and have a shorter layover there prior to the next scheduled DH.

Happy New Year from Chris and Scott.

Please communicate with us regarding bid pack pairings & lines, revisions & extra pairings or any scheduling issue. We cannot do our job without your input. Our preferred method of communication and tracking is via the [ALPA Scheduling Committee PIREP](#).



# Memphis A300

FedexA300MEM@ALPA.org  
 Mike Percy  
 Harry Edwards  
 Curt Henry  
 Mike Davidson

	Captain	First Officer
Average CH	93:50	92:00
RLG CH	89:56	88:21
R-day value CH	4:44	4:39
# of Regular Lines	189	194
# of Secondary Lines	49	44
# of Reserve Lines	61	65
Total # of Lines	299	303
Total CH Available (no c/o)	18555.43	18555.43
Avg CH/R day	16.0	15.0
Carry-in CH from previous month	898.05	898.05
Credit hours carry-in to Total CHs	4.8%	4.8%

## PSIT Notes:

March is a five-week bid period with no holidays affecting the schedule. The pairings have returned to a normal schedule other than the decision to no longer schedule standbys in OAK and INDY.

The requested BLG targets were split for Captains and for F/O's, so buddy bidders beware.

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# Cologne B-757

Fedex757EUR@ALPA.org

Tim Harp

James Capeless

	Captain	First Officer
Average CH	91:35	91:34
RLG CH	88:02	88:02
R-day value CH	4:38	4:38
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# of Regular Lines	22	24
# of Secondary Lines	5	6
# of Reserve Lines	8	9
Total # of Lines	35	39
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Total CH Available (no c/o)	2114	2299
Avg CH/R day	13.9	13.4
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Carry-in CH from previous month	273	284
Credit hours carry-in to Total CHs	11.4%	11.0%

## PSIT Notes:

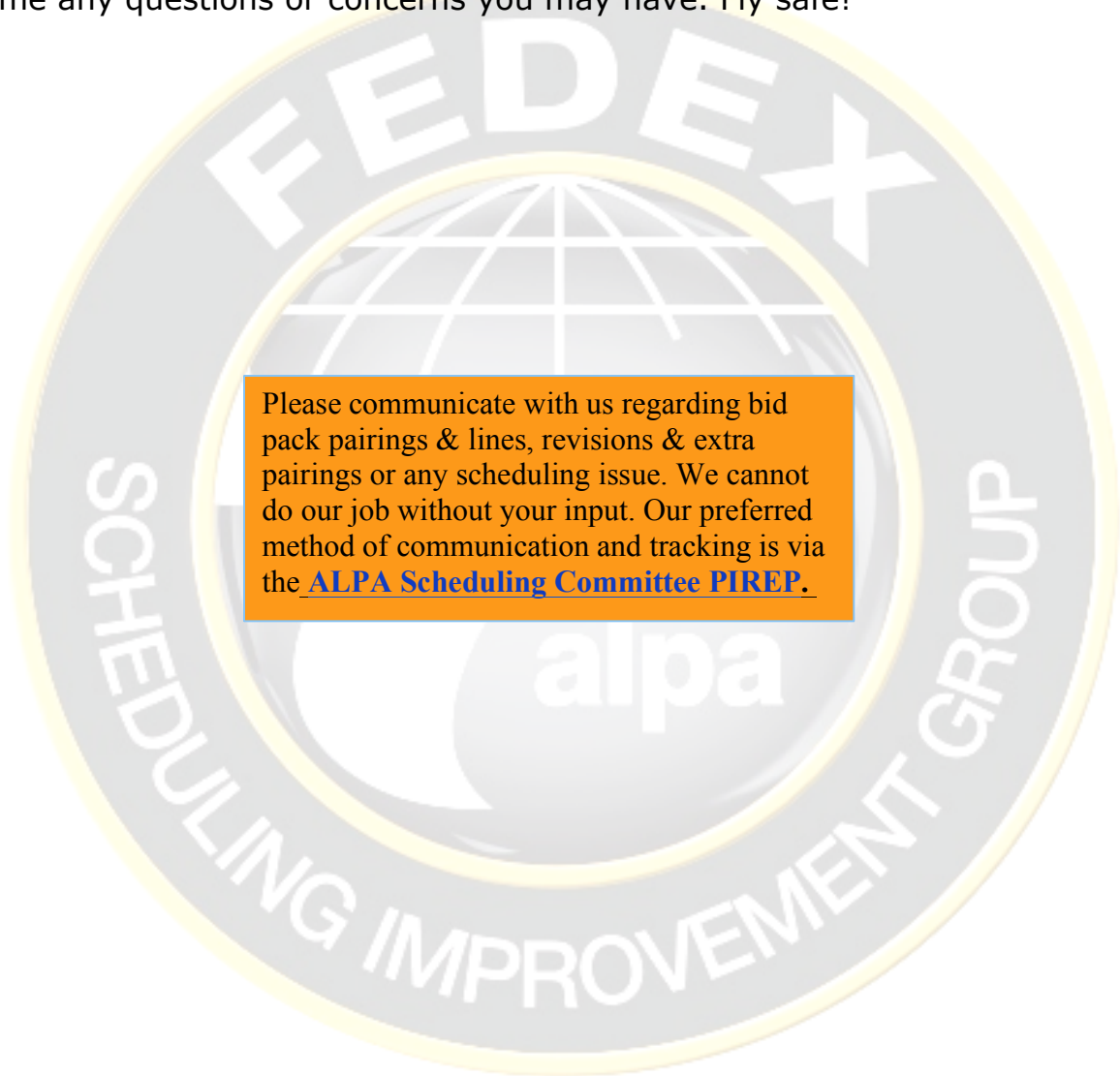
March is a five-week bid period with Karneval, Ash Wednesday and St. Patrick's Day all falling within the bid period. Daylight savings will occur in Europe on 26MAR and in TLV on 24MAR. A reminder that the downtown Köln Karneval Rose Monday parade will take place on 27FEB.

There continue to be variations in Captain pairing design this month as EMEA flying continues to be moved to MEM to help cover the staffing shortfall. The pairings affected include MAN, CDG-STN, one MUC-HEL weekend and a short TLV. First Officer lines were not affected and we were able to construct 22/24 lines respectively. As always, we did our best to maintain a balance between quality and quantity with line construction. When bidding, please be advised that Captain and First Officer lines (and pairings) do not coincide.

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.

[Cologne B-757 PSIT Notes Continued]

If any scheduling issues arise (DH's, unusual trip revisions etc.) please be sure to fill out an INSITE Report and forward a copy to your EUR PSIT. 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!



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# Memphis B-757

Fedex757MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

	Captain	First Officer
Average CH	93:48	93:41
RLG CH	89:56	89:56
R-day value CH	4:44	4:44
# of Regular Lines	161	152
# of Secondary Lines	39	35
# of Reserve Lines	45	46
Total # of Lines	245	233
Total CH Available (no c/o)	15440	14596
Avg CH/R day	18.1	16.7
Carry-in CH from previous month	811	811
Credit hours carry-in to Total CHs	5.0%	5.3%

## PSIT Notes:

Thank you for taking time to read this month's SIG Notes for the MEM 757. We have heard many good questions from a number of you concerning the changing dynamics of the bid pack. We engaged with management on routings and frequently occurring late pushes on routes such as DEN-BIL, EWR-RDU-IRF-ATL, and AFW-SAT/LRD/HRL.

March was a relatively normal build for a five-week bid period. As you may recall, the fifth week creates not only higher BLG targets, but an odd week that we have to work into a balanced line. Due to this constraint, you'll find a number of occurrences of flying two weeks in a row. In all cases, we tried to eliminate the week-long pairings flying more than two consecutive weeks. There were no holiday disruptions for the March build, and Daylight Savings starts on Sunday, March 12.

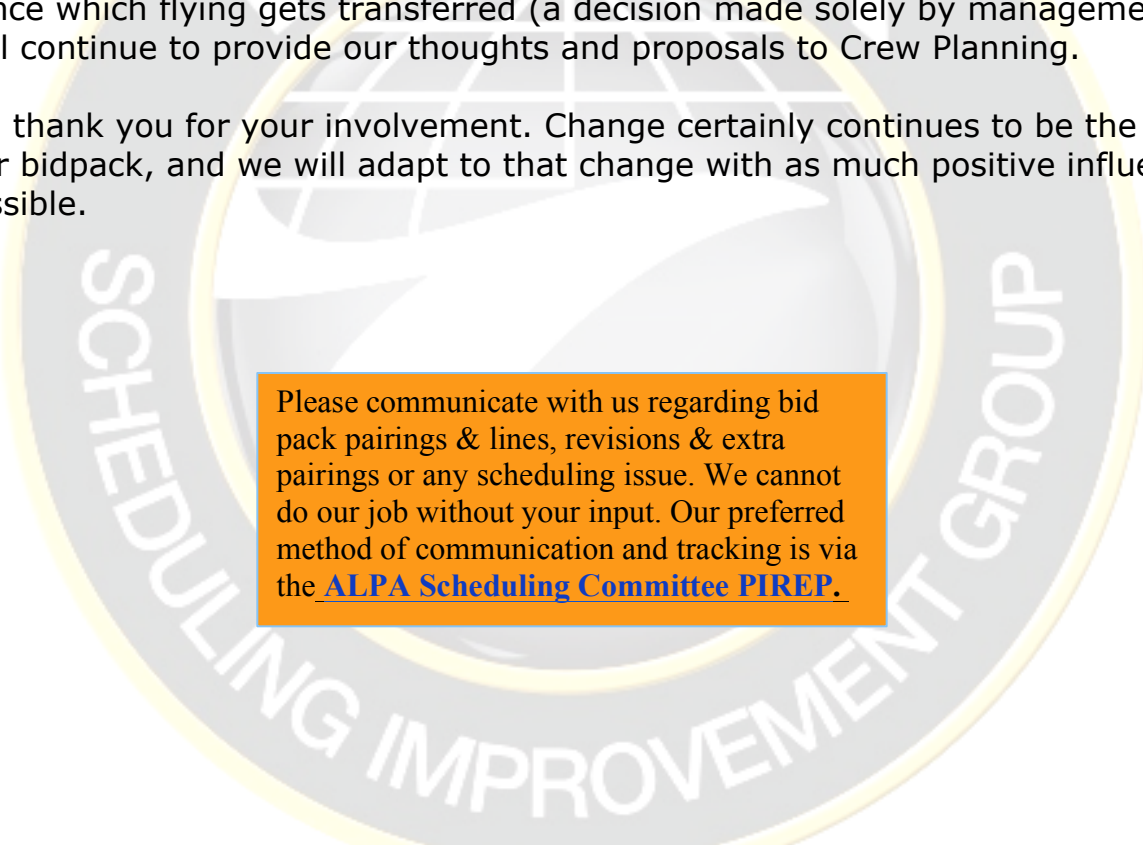
To begin with the specifics, you will notice the RNO/FAT line styling has returned to normal. The associated pairings were changed in January, and we were successful in structuring a small time change that was acceptable to the Company and returned FAT-RNO to the design we've utilized for over a year. In addition, EWR/AFW Hotel Standby pairings were pulled from the bidpack by management, with IND Hotel Standbys remaining. Furthermore, three single departure line CGN

[Memphis B-757 PSIT Notes Continued]

pairings were put into the Captain lines to assist in the shortage of Captains currently in Europe.

Concerning MEM 757 flying being shifted into the MEM 767, the percentage of 757 block hours in the March bidpack for the 767 was about 11%. It had been about 16% for most of the first half of 2016, but then decreased to just a few percent late in 2017 as the expected "divorce" of the bidpacks neared. Now that the decision has been made to keep 767 pilots current in the 757, the percentage of shifted flying is again on the rise. We have been working with management to keep cities on a rotation schedule so that no particular city gets parked in the B767 bidpack. However, this is going to become increasingly difficult as the amount of 757 flying going to the 767 bidpack increases. To the degree we can influence which flying gets transferred (a decision made solely by management), we will continue to provide our thoughts and proposals to Crew Planning.

Again, thank you for your involvement. Change certainly continues to be the motto for our bidpack, and we will adapt to that change with as much positive influence as possible.

The logo for the ALPA Scheduling Improvement Group is a circular emblem. It features a stylized globe in the center with a white arrow pointing upwards and to the right. The words "SCHEDULING IMPROVEMENT GROUP" are written in a circular path around the globe. The logo is semi-transparent and serves as a background for the text box.

Please communicate with us regarding bid pack pairings & lines, revisions & extra pairings or any scheduling issue. We cannot do our job without your input. Our preferred method of communication and tracking is via the [ALPA Scheduling Committee PIREP.](#)

# Hong Kong B-767

Fedex767HKG@ALPA.org

Chris Womick

Scott Hubin

	Captain	First Officer
Average CH	93:54	93:56
RLG CH	90:15	90:15
R-day value CH	4:45	4:45
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# of Regular Lines	43	43
# of Secondary Lines	10	14
# of Reserve Lines	13	15
Total # of Lines	66	72
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Total CH Available (no c/o)	4352	4389
Avg CH/R day	17.6	15.4
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Carry-in CH from previous month	461	470
Credit hours carry-in to Total CHs	9.6%	9.7%

## PSIT Notes:

Sun nien fai lok. Happy New Year. Anyone seen any mandarin trees around here? Bueller? Hope you were able to check out the parade or the fireworks if you were home. Those fireworks over Victoria Harbour are absolutely worth seeing at least once.

There are very few Single Departure Lines which is standard for HKG during a five-week month. There also are not many opportunities to tie-in back end dead-heads with a follow-on pairing that had a front end dead-head to the same city. Lastly, due to a flight across the Pacific requiring an RFO, the Captain and FO lines are not identical.

We told you to expect our second and last survey to arrive around the middle of January, but instead you should be receiving the survey via your ALPA email address very soon. This second and last survey deals with your bid-pack and line construction. Please participate.

Happy New Year from Chris and Scott.

# Indianapolis B-767

Fedex767IND@ALPA.org

Teresa Payton

Andrew Hall

	Captain	First Officer
Average CH	94:00	93:40
RLG CH	90:15	89:56
R-day value CH	4:45	4:44
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# of Regular Lines	21	20
# of Secondary Lines	7	5
# of Reserve Lines	9	8
Total # of Lines	37	33
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Total CH Available (no c/o)	2081	1928
Avg CH/R day	12.2	12.7
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Carry-in CH from previous month	59	59
Credit hours carry-in to Total CHs	2.8%	3.0%

## PSIT Notes:

March is a five-week bid period with Daylight Savings Time on March 12<sup>th</sup>. The CHs remain consistent with the last five-week month and management's requested target CH remains high.

We asked the Company for some longer 757 trips to assist those new to the 757/767 with consolidation, we were given SLC days in both seats. GSP, MSP (front and back end DH's only) and TYS (Captain only) make up the rest of the 757 flying.

Please continue to offer your feedback on line construction, pairing design and fatigue issues.

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# Memphis B-767

Fedex767MEM@ALPA.org

Matt Gandy

JD Oliver

Paul Hanson

Andrew Hall

	Captain	First Officer
Average CH	93:36	93:40
RLG CH	89:56	89:56
R-day value CH	4:44	4:44
<b># of Regular Lines</b>		
	111	119
<b># of Secondary Lines</b>		
	28	24
<b># of Reserve Lines</b>		
	26	17
<b>Total # of Lines</b>		
	165	160
<b>Total CH Available (no c/o)</b>		
	11246	11962
<b>Avg CH/R day</b>		
	22.8	37.0
<b>Carry-in CH from previous month</b>		
	539	539
<b>Credit hours carry-in to Total CHs</b>		
	4.8%	4.5%

## PSIT Notes:

Welcome to the March 2017 edition of the SIG notes. March is a five-week bid period, with no holidays affecting our operations. As a five-week month, the extra odd week, combined with the higher BLG target, results in many lines having consecutive weeks of flying. The higher prevalence of trips less than 30 hours also means a significant number of lines that work in 4 of the 5 weeks.

There is significantly more 757 flying in the March bid-pack, and it appears as though that trend may continue, especially with no current new-hire training in the 757. This month you'll find CAE, CID and SAV mixed into the lines. They were used mostly as hooks to the longer cities that require a hook for duty-time (LAS, TUS) and they were used with cities that require 30-in-7 relief or fatigue mitigation (MHT). On the FO side of the bid-pack, you'll also find RST, PIB, ABE, and SGF, though these were built pure to maintain some continuity with the 757 Captains lines.

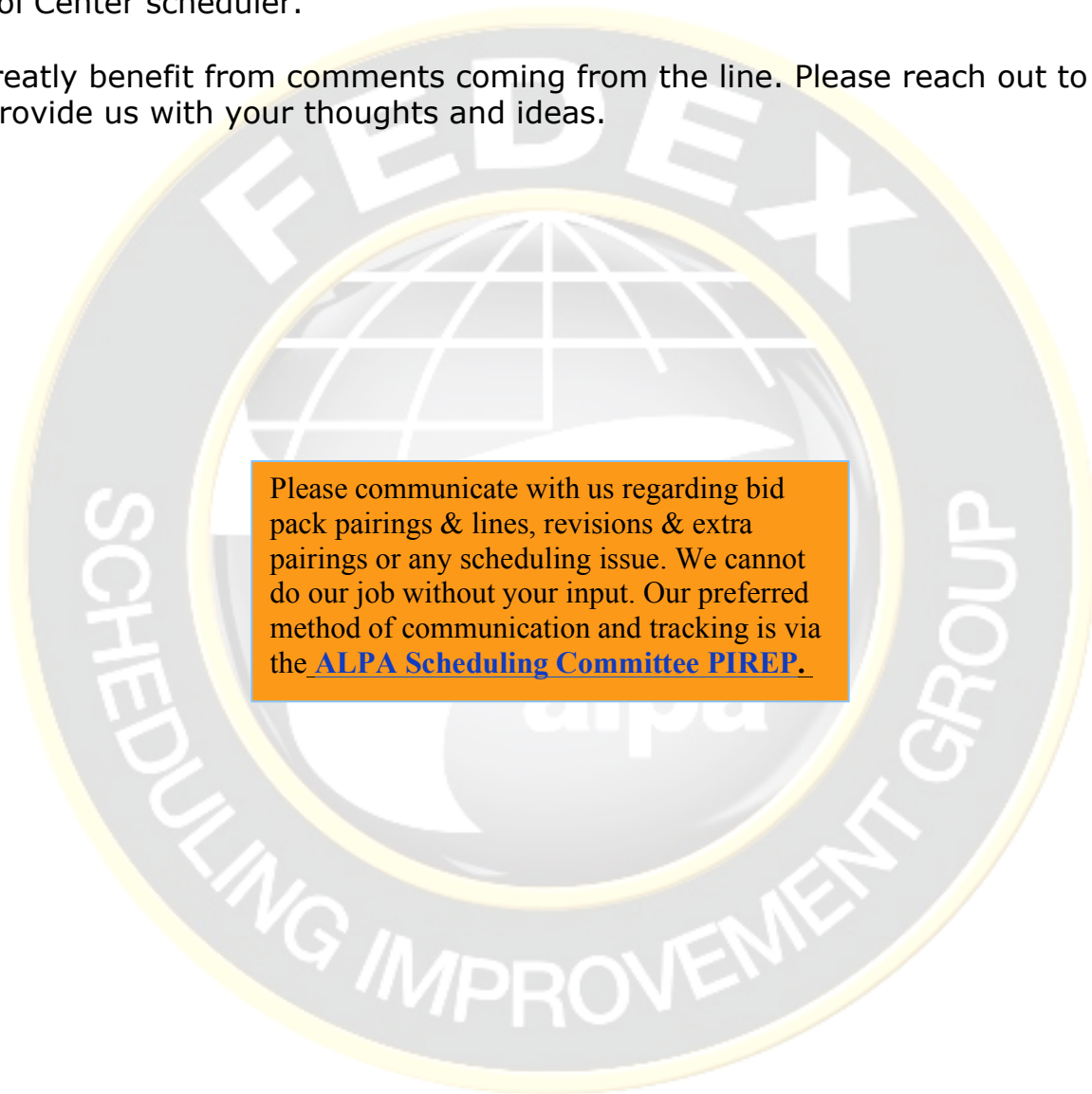
There were many small trips containing 24-hour layovers. Some of these were built to the extent possible, and many more will be available during the secondary line process.



[Memphis B-767 PSIT Notes Continued]

The use of day flight "exception" pairings (12.C.2.d) has changed the style of coast to coast flying. This month's exception pairings are 82,84,85,86,201,204,208,235,265,266,267. Pilots that have questions concerning the management of these pairings during flight operations should speak with the Crew Control Center scheduler.

We greatly benefit from comments coming from the line. Please reach out to us and provide us with your thoughts and ideas.



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# Anchorage MD-11

FedexMD11ANC@ALPA.org  
 Brian Lessin  
 Jeff Sparks

	Captain	First Officer
Average CH	94:09	94:02
RLG CH	90:15	90:15
R-day value CH	4:45	4:45
# of Regular Lines	49	58
# of Secondary Lines	17	15
# of Reserve Lines	21	16
Total # of Lines	87	89
Total CH Available (no c/o)	5026	5987
Avg CH/R day	12.6	19.7
Carry-in CH from previous month	530	565
Credit hours carry-in to Total CHs	10.5%	10.6%

## PSIT Notes:

In our first five-week bid period of 2017 there are some minor changes that you will find throughout the pairings. We have pairings with charters embedded in them. There is also a new sequence of ICN-CAN-ICN hub turns. We have some turns in KIX that are over 3 hours. As a reminder there is a rest facility in the hub that should help mitigate the long sit time. Most of the other legs and cities remain the same. The percentage of hours in ANC are forecast to remain steady or increase slightly.

# Los Angeles MD-11

FedexMD11LAX@ALPA.org

Chip Brown

Cody Chenoweth

	Captain	First Officer
Average CH	93:47	93:33
RLG CH	89:56	89:56
R-day value CH	4:44	4:44
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# of Regular Lines	30	45
# of Secondary Lines	9	10
# of Reserve Lines	11	14
Total # of Lines	50	69
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Total CH Available (no c/o)	3063	4334
Avg CH/R day	14.7	16.3
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Carry-in CH from previous month	530	565
Credit hours carry-in to Total CHs	14.8%	11.5%

## PSIT Notes:

Greetings! We hope everyone is enjoying the much needed rain and snow in SoCal. March is a five-week bid period with no major holidays affecting the build. Total credit for the domicile is 500 hours higher compared to December, our last five-week month. In fact, total MD-11 block hours are up from peak as well, with an increase of roughly 5,400 hours fleet wide. As a result, our domicile has the highest line count we've seen since June 2015.

The most notable change to the bid pack is the loss of the OAK hotel and airport standby pairings. Management has removed many of the standbys throughout all fleets in order to control costs. We have been informed that this decision will be monitored operationally and reevaluated in May.

For First Officer's currency, please be aware that line 2015 is an RFO only single departure line.

Please feel free to contact Chip or I with any scheduling issues.

**Memphis MD-11**  
 FedexMD11MEM@ALPA.org  
 Charlie Sutton  
 Dan Opp  
 Pat Rink  
 Harley Troyer  
 Pat Hagerty

	Captain	First Officer
Average CH	94:01	94:29
RLG CH	90:15	90:34
R-day value CH	4:45	4:46
# of Regular Lines	264	261
# of Secondary Lines	78	79
# of Reserve Lines	79	80
Total # of Lines	421	420
Total CH Available (no c/o)	26620.6	26770.8
Avg CH/R day	17.7	17.6
Carry-in CH from previous month	1066.8	1458.4
Credit hours carry-in to Total CHs	3.9%	5.2%

**PSIT Notes:**

March is a five-week bid period.

For those who missed last month's SIG Notes, there is still a lot of confusion on block over 8 hours (exception pairings, CBA 12.C.2.d and 12.C.6.b.ii). An explanation for this rule is found in the September 2016 SIG notes.

Please familiarize yourselves with this rule, CBA Section 12. C. 2. This not only affects the building of OAK, PDX, RNO and SJU, but it also gives us an idea how it may affect our ability to trade trips within these lines. Remember under Domestic rules we are allowed to exceed 8 block hours within 24 block hours. These exception pairings may also be found in a string on other lines as well, which may affect trip trading. Lines that may be affected are 1155 and 2154. This month the exception cities that have trips that block over 7+35 in 24 hours are: OAK PDX, RNO and SJU.

For those who may be concerned about landing currency please be aware that there are RFO/RF2 only lines: Captain 1044, 1045, 1055, 1057 and 1059. FO 2018.

# Memphis 777

Fedex777MEM@ALPA.org

Greg Hall

Pat Hagerty

Amadee Pepper

Jon Casello

	Captain	First Officer
Average CH	93:14	94:15
RLG CH	89:37	90:34
R-day value CH	4:43	4:46
# of Regular Lines	156	313
# of Secondary Lines	37	64
# of Reserve Lines	39	63
Total # of Lines	232	440
Total CH Available (no c/o)	15232	30312
Avg CH/R day	20.5	25.3
Carry-in CH from previous month	1912	3478
Credit hours carry-in to Total CHs	11.1%	10.3%

## PSIT Notes:

March is the first five-week bid period of the year with Daylight Saving Time beginning on the 12<sup>th</sup>.

We added LGG to our portfolio of cities. The new city pair PVG-LGG will require a double crew (2 Captains) for three months. We expect incremental increases in flying over the next several months as we add 3 former TNT airplanes over the next few months.

We highly encourage you to participate in any sleep study the company may solicit. There is a lack of data on the dynamic international flying environment – this is where we need your help. This data will help us, and management, to better tailor pairing construction to mitigate fatigue.

As always, we appreciate any and all feedback and criticism. Past crew member critiques on pairing design have resulted in positive changes going forward, and we are happy to receive and act on them. As a reminder, your Insite Reports do not get copied to the PSIT, so we would kindly request you copy your Insite Reports to us when applicable. Sleep logs are also helpful.



# Trip Services Solutions

Fedex-Hotel@ALPA.org

Mark Stafiej

Mike Pearcy

## **Hotel Notes:**

**ATL Update** – The Company recently issued FCIF 17-0032 (Hotel) announcing The Hyatt Regency Atlanta as our temporary non-contract hotel until The Atlanta Hilton renovations are completed in June.

**CDG Update** – The Pullman Montparnasse will be undergoing a major renovation late this summer and crews will be relocated to other CDG hotels.

**DXB Update** – Due to crewmember feedback the committee requested the Company research hotels in a more suitable area of the city. The Company has completed its inspections and the committee will be conducting its inspections in February. Once a new hotel has been selected the Company will issue an FCIF.

**EWR/JFK Update** – Due to crewmember Insite ticket feedback the committee has recommended to the Company to increase the layover parameter for The Paramount Hotel to ensure adequate crew rest can be obtained.

**HEL Update** – The Company has decided not to renew the contract with The Crowne Plaza due to the ongoing construction near the hotel. Layovers will continue at our non-contract hotel The Hotel Indigo and it is anticipated this hotel will be selected for contract.

**IND Update** – The committee is working with the Company to address numerous Insite ticket issues with The Crowne Plaza Indianapolis Airport. The committee reviewed with the Company at our quarterly meeting crewmember Insite tickets citing bed bugs. After an in-depth discussion with the Company, the committee is confident the hotel does not have a bed bug infestation issue.

**LAX Update** – The committee is working with the Company to find a suitable hotel for rooms previously assigned to The Belamar Hotel. The Company recently issued FCIF 17-0058 (Hotel) announcing a new non-contract hotel, The Aloft Hotel Los Angeles Airport. Please submit an Insite ticket with feedback on this hotel as it is under consideration for contract.

**LGG Update** – Layovers in Liege, Belgium (LGG) will commence late March. The Company has completed hotel inspections in both Maastricht, Netherlands and Aachen, Germany. The committee will conduct its inspections in March.

**OAK Update** – The committee recently completed its inspection of The Hyatt Place Emeryville and has recommended the hotel for contract.

**PBI Update** – Our current contract hotel, The Doubletree Hotel, will be starting a major renovation in May and crews will be relocated to another hotel during the renovation.

**SAN Update** – Due to the ongoing airport construction crews previously assigned to The Sheraton San Diego Hotel & Marina will be relocated to our other SAN contract hotel, The Westin Gaslamp Quarter, for the remainder of the February bid period as well as the March Bid Period. Please refer to FCIF 17-0053 (Hotel) for specific details.

[Hotel Notes Continued]

**SNA Update** – The Company recently issued FCIF 17-0022 (Hotel) announcing The Ayres Hotel Costa Mesa as our new non-contract hotel. Please provide Insite ticket feedback as this hotel is under contract consideration.

### **Catering Notes:**

**AMS Update** – The Company has “refreshed” both hot and cold menu selections. Domestic Spring/Summer Menus – The Company is currently reviewing the menus and “refreshing” as needed. The new cycle will begin the middle of April. Hot Water Thermos Availability – Hot water thermos availability is now available in the following cities: CAN, HKG, KIX, MNL, NRT, PVG, TPE and SYD.

**IND Update** – Additional international menu selections have recently been added.

**LCA Mini Snacks** – Outstation ramps are unable to determine if an additional crewmember (LCA) is operating the flight. To ensure LCA’s receive their contractual Mini Snack please inform the ramp prior to leaving the ramp for the aircraft if you require a Mini Snack.

**LGG Update** – A caterer has been contracted and “on-line” ordering will be available when service commences late March.

**OAK Update** – The international meal selection is in the process of being updated. On-Line International Menu Selection Feedback – The Company is working on a software enhancement to enable crewmembers to receive an e-mail confirmation after their international meals have been selected. This enhancement is scheduled for an April implementation.

**SYD Update** – Menus have been recently redesigned to follow a three-month menu cycle rotation.

**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 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.