



# MARCH 2019

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

### **Summary of the Build**

The March build was relatively straightforward. The 4-week month has no holidays that affected line construction. Line guarantees are drifting slightly higher in most bid packs. Between the Preliminary and Final Pairings, over 6400 were reviewed by your PSIT members. The 767 team had a bonus 600+ pairings reviewed to accommodate a requested second set of prelims.

### **Fatigue Risk Management Process**

The Fatigue Event Review Committee (FERC) continues to screen the preliminary pairings and make suggestions to reduce fatigue in challenging pairings. We are happy to see the FERC involved in this proactive step.

#### SIG Quarterly

This week we conducted our Quarterly Cross-Sectional Meeting in accordance with Section 25 of the CBA. In attendance were representatives from Crew Resource Planning, Futures Scheduling, Flight Management, GOC, Fleet Planning and Charter Operations. Overall, the airline continues to expand to meet our clients' needs. We will be adding net 18 widebody aircraft to the fleet over the next year. Hiring will continue at a rate to cover anticipated retirements and the expansion of the airline. Charter revenue continues to be robust, with the majority of work from the military. We also requested a number of time changes from global network planning to facilitate more efficient line building. We anticipate aggressive growth in the 767 flying over the next year, to include Atlantic crossings, European and South American sequences.

### **Secondary Line Generator**

More detailed information on utilizing the SLG has been recently published. If you have any specific questions please submit an inquiry using Insite. By COB Friday, within the Secondary Working Window (SWW), the practice secondary solution should be published. Every pilot

bidding a secondary line should check the practice solution to confirm current requests. There continue to be minor discrepancies with some secondary lines. Contact Futures with any questions you may have regarding your award.

#### **Social Media**

We do not do social media. I have heard secondhand that there may be some incorrect information on the Internet. If you have a scheduling question, please contact your respective PSIT. We strive to answer questions within 24 hours. If you do not get a timely response via email, please forward your question to the SIG Chairman.

Daylight Savings time change alert. Spring ahead on 10 March.

Marty Harrington, ALPA FedEx MEC Scheduling Committee Chairman

Mike Pearcy, ALPA FedEx MEC Scheduling Committee Vice-Chairman

JD Oliver, ALPA FedEx MEC Scheduling Committee Knowledge Manager

Rob Bassett, Interim ALPA Fatigue Risk Management Committee Chairman

### Memphis A300

### FedexA300MEM@ALPA.org

Mike Davidson Harry Edwards Jarrod Hatfield

	Captain	First Officer
Average CH	75:30	75:30
RLG CH	72:30	72:30
R-day value CH	4:50	4:50
# of Regular Lines	201(66.1%)	201(71.0%)
# of Secondary Lines	65(21.4%)	52(18.4%)
# of Reserve Lines	38(12.5%)	30(10.6%)
Total # of Lines	304	283
Two or less departure lines. (%)	27.70%	27.70%
Three departures or less. (%)	63.50%	63.50%

**PSIT Notes:** March is a 4-week month with no major holidays and Daylight Savings Time occurring on 10 March 2019. Overall, line purity for Memphis' night turns has improved and our hours for the A300 are consistent with March 2018. We reviewed over 651 preliminary pairings, and requested changes to 96 of these pairings, of which 51 were corrected to our satisfaction. We also have 4 lines with Memphis standbys in both seats.

Due to PBI laying over in MCO the last weekend of March, you will notice a "one-off" pattern the last Friday of the month on the ATW, GRR, and PBI night lines. The longer duty period caused by PBI continuing to MCO resulted in PBI not turning to itself that last Friday. This caused a "one-off" mixing of LCK, PBI, GRR, and ATW.

As always, please email us with any inputs you might have. Also, if you file a scheduling or fatigue related INSITE Report, please copy <u>us</u> and the union at <u>Insite@alpa.org</u> and <u>FatigueReport@alpa.org</u> as we are not automatically given these reports by the company.

### Cologne B-757

### Fedex757EUR@ALPA.org

James Capeless Steven Moraes Tim Heggenberger

	Captain	First Officer
Average CH	75:13	75:13
RLG CH	72:15	72:15
R-day value CH	4:49	4:49
# of Regular Lines	34	34
# of Secondary Lines	10	11
# of Reserve Lines	8	7
Total # of Lines	52	52
Two or less departure lines. (%)	9%	9%
Three departures or less. (%)	62%	62%

#### **PSIT Notes:**

Happy Saint Patrick's Day! March is a 4-week bid month with no major holidays affecting the month's schedule. Daylight savings will occur in Europe on the last day of the bid month, March 31<sup>st</sup>.

This month, during the preliminary review process, we had 4 change requests for the Company out of 52 pairings and 119 occurrences. Most of the unresolved issues were fixed and all involved deadhead legs. Normal pairing design remains with the addition of CDG/STN out and back day flying. We've seen these pairings in the Spring the past few years. Additionally, historical week-on/week-off lines had to be broken (MAN/BSL) to facilitate line building with the higher Company target average BLG request. There is some cross system flying (LGG/CDG) and other slight variations across the 34 Captain and First Officer lines so please bid carefully.

Captain Jamie Capeless is ending his European adventure and rotating back to the States. First Officer Tim Heggenberger will become the new EUR builder and First Officers Alex Unruh and Tom Merrill will be pairing reviewers.

### [Cologne B757 PSIT Notes Continued]

Please welcome them to the EUR PSIT team and continue to reach out should you have any line or pairing questions or concerns.

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 hotel standby, please review the Bid Pack for relevant information.

Your feedback is important, and we welcome your constructive input. If any scheduling issues arise (Hotels, DH's, unusual trip revisions etc.), please be sure to fill out a timely INSITE Report and forward a copy via email to your <a href="EUR PSIT">EUR PSIT</a> and the Union at <a href="Insite@alpa.org">Insite@alpa.org</a>. Also, please don't hesitate to fill out a fatigue report if you are tired after a series of legs and copy the Union at <a href="FatigueReport@alpa.org">FatigueReport@alpa.org</a>. These reports have to be followed up and also provide us with historical data. We welcome any questions or concerns you may have. Fly safe!

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 <u>ALPA Scheduling Committee PIREP</u>.

### Memphis B-757

#### Fedex757MEM@ALPA.org

JD Oliver Joe Brewster Tom Rutledge Ted Donat

	Captain	First Officer
Average CH	74+20	76+18
RLG CH	71+15	73+15
R-day value CH	4+45	4+53
# of Regular Lines	198 (62%)	193 (66%)
# of Secondary Lines	78 (25%)	68 (23%)
# of Reserve Lines	42 (13%)	30 (11%)
Total # of Lines	318	291
Two or less departure lines. (%)	23.7%	23.8%
Three departures or less. (%)	64.1%	64.2%

**PSIT Notes:** March is a 4-week month with no holiday, and our pairings don't have any big surprises. Line counts are a little down due to rising targets for the BLG Averages.

You will see a number of cities switched from double deadheads to weekend layovers, such as OKC, TLH, BHM, CHA, ICT, etc. We do not know if/when the weekend layovers will resume.

<u>Penalty Lines</u>. Please refer to this <u>article</u> discussing penalty lines to answer any question you may have.

As always, your constructive inputs are appreciated.

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### Hong Kong B-767

### Fedex767HKG@ALPA.org

Jim Ingalls Ben Downs

	Captain	First Officer
Average CH	72:31	75:15
RLG CH	69:30	72:15
R-day value CH	4:38	4:49
# of Regular Lines	50	49
# of Secondary Lines	26	18
# of Reserve Lines	7	6
Total # of Lines	83	73
Two or less departure lines. (%)	78%	75%
Three departures or less. (%)	22%	25%

**PSIT Notes:** March proved to be a challenging build as the company requested a split BLG for the captains and first officers. The low credit average on the single departure lines were the main challenge to making the BLG targets and we kept them as pure lines for more flexibility for those that bid them. That being said, we tried as best we could keep crews together on the same lines. However, there is a bit of mix matching due to the higher BLG requested for the first officers, so be aware if are buddy bidding, or might end up with a "buddy" you haven't flown with in a while.

The manning level for Captains is higher than normal for HKG and may drive down the BLG average for a few months. The Company is anticipating the possible addition of new flying and crew members leaving the base.

An interesting point was brought up at the SIG quarterly meeting about the SLG process. The practice solution's main purpose is to help you identify major mistakes in your bidding input, not to accurately predict what you actually will receive.

The Hotel standby hotel is being moved to the Garden. We've been trying to get this done for a number of years. Thanks to previous PSIT efforts by Kevin Kelly and Chris Womick for research, our Company and Union SIG team for keeping it in discussion, and ultimately to our HKG base manager Dolores Pavletic, for the key sign-off that made it happen.

### Indianapolis B-767

### Fedex767IND@ALPA.org

Teresa Payton Harley Troyer

	Captain	First Officer
Average CH	75:42	75:42
RLG CH	72:45	72:45
R-day value CH	4:51	4:51
# of Regular Lines	23	23
# of Secondary Lines	7	5
# of Reserve Lines	8	9
Total # of Lines	38	37
Two or less departure lines. (%)	0	0
Three departures or less. (%)	91	91

**PSIT Notes:** Happy February, Indy flyers! It seems winter has arrived. We hope you're staying warm.

March is a 4-week month with no holidays that affect our flying. Daylight Saving Time, or Spring forward, happens March 10. The trip numbers in week one are different than those same flights in the rest of the month. The local times almost all stay the same, and only two trips have decreased rest due the loss of one sleep hour.

You'll notice our 12/24 pairing designs (GEG and SJC), which have a 12 hour turn in MEM are missing this month. They are being flown from MEM, and we have some nice, long day flying trips instead. At this point, we don't know if or when those will come back to us.

Credit hours as compared to January, our last 4-week month, are trending higher. This averages about 50 minutes higher in both seats. There is also no split in the number of lines, so first officers will not be flying with Memphis captains in March.

Thank you for providing feedback and contacting us with questions. Please remember to copy <u>us</u> on Fatigue and INSITE reports. Also, please send a copy to the Union at <u>FatigueReport@alpa.org</u> and <u>Insite@alpa.org</u>.

Teresa and Harley

### Memphis B-767

#### Fedex767MEM@ALPA.org

Paul Hanson JD Oliver Andrew Hall

	Captain	First Officer
Average CH	73+01	76+01
RLG CH	70+00	73+00
R-day value CH	4+40	4+52
# of Regular Lines	192	179
# of Secondary Lines	72	48
# of Reserve Lines	30	24
Total # of Lines	294	251
Two or less departure lines. (%)	26.0%	24.5%
Three departures or less. (%)	72.8%	68.6%

**PSIT Notes:** This month the Company presented many pairings that were different in style from previous months. As a result, the build pattern changed for these hub turn cities. As has been the case for the rapidly growing 767, change continues to be constant. Your PSIT makes every effort to work with the Company to effect positive change for the line pilot.

We continue to receive more pairings that conform to the 12.C.2.d "exception" style pairings. Cities such as LAX, PDX, SFO, RNO and GEG are built under 12.C.2.d, as they all exceed 7+35 (in 24) on the day side. Reference your contract for more information regarding this style of trip. Please remember that one of the positive aspects is the creation of the 36-hour layover on the night side for most of these cities.

We are also faced with trying to build night-hub turns to the Western cities while maintaining a week-on/week-off style. The Company continues to demonstrate their desire to utilize the fuel efficient 767 on the longer legs. This often creates 30 in 7 issues as well.

To combat all these issues, we use hook cities (ATL, IND, STL) to create better connectivity, though unfortunately we have fewer hooks than we need. Therefore, there are many leftover pieces that suffer connectivity issues that are built onto the "Tour the Americas" lines found at the bottom of the bidpack.

### [Memphis B-767 PSIT Notes Continued]

Our position is that we build as many lines as practicable with the leftovers. Anything remaining in open time simply cannot be assembled into a contractually compliant line.

Please remember that Daylight Savings Time begins on 10 March, so some pairings were affected as a result.

Deadhead purity continues to be a challenge. Regional purity for deadheads is attempted if city purity cannot be obtained. Often, some of the longer trips begin and end on opposite coasts and there is no simple solution for this. Additionally, some cities only have a deadhead on one end. In all of these circumstances, the PSIT has no control over how these pairings are constructed by the Company.

We continue to see two legs out of MEM on many flights. Not only does this make for a tougher duty period, especially on the am side, it makes it almost impossible to connect to another trip. The number of segments where this occurs has increased and we are not certain of the future of these company-produced trips. QRO, for example, has reverted to the two-leg out of MEM design. We expect design to continue and not return to the QRO trips observed in Jan and Feb.

As has been seen in the past in our bidpack as well as others, captains were assigned the RFO trips this month. This is an easy way for the Company to quickly and cleanly shift hours between the seats in order to balance manning. We never know if and when this will occur.

Arrival of cross Atlantic and Europe flying has been delayed. Please look for updates from the Company regarding this exciting upcoming event.

Some of the bidpack trips contain two legs to the West Coast that pay a 3CH pay penalty per 4.GG.5. Please see this section for more information.

### Anchorage MD-11

### FedexMD11ANC@ALPA.org

Brian Lessin Jeff Sparks

	Captain	First Officer
Average CH	72:44	72:17
RLG CH	69:45	69:30
R-day value CH	4:39	4:38
# of Regular Lines	36	44
# of Secondary Lines	19	20
# of Reserve Lines	10	14
Total # of Lines	65	78
Two or less departure lines. (%)	77.7%	79.4%
Three departures or less. (%)	94.3%	88.4%

**PSIT Notes:** March is a 4-week bid month. We've lost a little over 100 hours in each seat since January (the last 4-week month). This results in another decrease in lines in the ANC bidpack.

During preliminary pairing review, we identified 7 pairings with issues we would like fixed. 3 were fixed and the remaining 4 are Front End deadheads to Asia without a backup. When finals came out, that number crept up to 5 pairings. Those pairings are: 35, 36, 37, 38 and 70.

There are no pure RFO lines for First Officers this month.

We can't try and fix what we don't know about, so please let us know if you see a problem on a pairing. Call, text, or <u>email</u>, but please get us the info to HELP US HELP YOU!

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 <a href="ALPA Scheduling Committee PIREP">ALPA Scheduling Committee PIREP</a>.

### Los Angeles MD-11

### FedexMD11LAX@ALPA.org

Chip Brown Chris Leeuw

	Captain	First Officer
Average CH	73:06	73:01
RLG CH	70:15	70:00
R-day value CH	4:41	4:40
# of Regular Lines	21	33
# of Secondary Lines	12	20
# of Reserve Lines	7	9
Total # of Lines	40	62
Two or less departure lines. (%)	15(71%)	29(88%)
Three departures or less. (%)	18(86%)	32(97%)

**PSIT Notes:** March '19 is a 4-week bid month. In LAX, we saw a reduction in flight hours from the preliminary pairings to the final pairings, however we remain consistent with our last non-peak 4-week month. We were told that the adjustment was made due to MD11 staffing levels.

Please be aware of the following:

Pairing 17 contains a MTDH that will be revised to EK through DXB for COS.

Pairings 38 and 39 are ONT pure pairings.

Pairings 25 and 27 (PDX-OAK nights) all contain a gauge change (767) and corresponding longer layover on Thursday nights.

Lines 2001, 2002, 2003, 2011, 2013, 2014, 2018 and 2026 are RFO only.

Pairings 3, 7 and 10 contain the new FX9730 and FX9731 sequence. We believe this sequence will continue through at least the spring.

As a reminder if you DH into SYD you will need an Australian ETA. From PFC: **Electronic Travel Authority (ETA):** Provides authorization to enter Australia and is electronically linked to your

[Los Angeles MD-11 PSIT Notes Continued]

passport. ETA is required for DHs to Australia on any commercial carrier. Additionally, ETA is required if jumpseating into Australia for the sole purpose of vacation. Your ETA must be accomplished prior to arriving into Australia. Anyone arriving into Australia without an ETA can be refused entry or delayed until their identity and claims to enter have been confirmed. Obtain ETA utilizing the following web link: <a href="Electronic Travel Authority">Electronic Travel Authority</a>

If you have any fatigue-related issues, whether you call in fatigued or not, please copy <u>us</u> on all of your correspondence with the company. Additionally, please send a copy of your INSITE Report to the Union at <u>Insite@alpa.org</u> and your Fatigue Report to <u>FatigueReport@alpa.org</u>.

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 <a href="ALPA Scheduling Committee PIREP">ALPA Scheduling Committee PIREP</a>.

### Memphis MD-11

#### FedexMD11MEM@ALPA.org

Charlie Sutton
Dan Opp
Pat Rink
Cody Chenoweth

	Captain	First Officer
Average CH	72:30	72:24
RLG CH	69:30	69:30
R-day value CH	4:38	4:38
# of Regular Lines	264(62%)	240(61%)
# of Secondary Lines	123(29%)	102(26%)
# of Reserve Lines	38(9%)	52(13%)
Total # of Lines	425	394
Two or less departure lines. (%)	46.1%	46.2%
Three departures or less. (%)	86.6%	84.9%

### **PSIT Notes:**

March is a 4-week bid month with no holidays. Approximately 2% of relief flying returns to the first officer seat. RF2 flying is still prominent.

We lost STL as a layover this month. We continue to lose short flights which are normally used as hook cities. The west coast flying remains steady.

We also lost flight 0303 MEM-MIA last month. This loss created a change for the MIA flying. The old MEM-MIA-ATL-MEM PM O/B is gone. Flight 0530 is now on the normal MIA day turn paying.

We were able to identify 27 DH issues. All except one were fixed. Additionally, we identified 126 issues from the prelim pairings and were able to have most of these fixed.

Pairings 141, 148 and 153 mix day and night flights. We are working with the Company to keep days with days and nights with nights.

[Memphis MD-11 PSIT Notes Continued]

This also affects the night side of MIA. The 2-leg inbound of MIA-ATL-MEM is now built with the night side of MIA and precludes us from building it on lines.

This change breaks up the exception city pairing of SJU and MIA due to block to block time of 1:10 between SJU-MEM and MEM-MIA. MIA is built pure this month.

Pairing 190 has a new layover. This is an AKL layover that could interest international flyers.

ONT days are built pure and we would like feedback on these lines. These were built on the request from crewmembers who live in the ONT area. Due to block restrictions, these must be built in sequences of 3.

Exception cities this month are LAX, OAK and SJU. We are asking for feedback on these lines.

### Memphis 777

#### Fedex777MEM@ALPA.org

Curt Henry Amadee Pepper Jon Casello

	Captain	First Officer
Average CH	76:23	76:50
RLG CH	73:15	73:45
R-day value CH	4:53	4:55
# of Regular Lines	197 (67%)	378 (69%)
# of Secondary Lines	69 (23%)	130 (24%)
# of Reserve Lines	28 (10%)	39 (7%)
Total # of Lines	294	547
Two or less departure lines. (%)	89.2%	93.0%
Three departures or less. (%)	96.3%	98.8%

**PSIT Notes:** March is a 4-week bid month with daylight saving time beginning on the 10<sup>th</sup> of March. The wave of aircraft continues to come with about a 25% increase in the fleet this calendar year. This month we saw an increase in some domestic flying in EWR, IND and PHX. More domestic flying is inevitable as our fleet grows but the cities could come and go in the bid pack as Global Network Planning (airline scheduling) adapts to meet changing lift requirements.

Secondary line holders are reminded that we have a large number of unbuilt pairings in the last two weeks of the month. As a result, except for the pairings dropped in the conflict window, if you bid a secondary line expect to fly in the last two weeks of the month.

This month, your PSIT team reviewed 650 pairings and submitted requests for changes from the company on 106 of the pairings and 56 of these were changed by the company. We are seeing changes in pairing designs as we grow and would appreciate your feedback on these. Your feedback is crucial in supporting our ability to request and support any changes or improvements. As a reminder, we do not get a copy of any INSITE reports you submit to the company. We request you send a copy of your INSITE report to <u>us</u> and the Union at <u>Insite@alpa.org</u> so we can be aware of issues you are experiencing. Additionally, please send copies of your Fatigue Reports to the Union at <u>FatigueReport@alpa.org</u>.

### **TRIP SERVICES SOLUTIONS**

## Mark Stafiej, Trip Services Committee Chairman Andrew Hall, Trip Services Committee Vice-Chairman

#### **Hotel Notes:**

**General Info** – If you are unable to obtain crew rest due to a specific room issue or if your crew rest is interrupted, <u>please report the issue first to the Front Desk for resolution</u>. If your issue cannot be resolved by being relocated to another room in the hotel, contact the Duty Officer and request to be relocated to another hotel. Once relocated, notify Crew Scheduling. Finally, complete an INSITE Ticket. Please send a copy of your INSITE Report to the Union at Insite@alpa.org.

**BNA Update** – Our current contract with **The Hotel Indigo** will not be renewed and both the Company and committee will be inspecting potential hotels for contract in the coming weeks.

**DEN Update** – Hotel managements at both of our current contract hotels, **The Westin Downtown** and **Woolley's Classic Suites**, have decided not to renew their respective contracts.

Both the Company and committee will be inspecting potential hotels for contract in the coming weeks.

JFK Update – Our current short layover contract hotel, The Hampton Inn JKF Airport, decided not to renew their contract. Starting Tuesday, February 5, our new non-contract hotel will be The Courtyard by Marriott New York JFK Airport. Refer to FCIF 19-0061 (Hotel) for further information.

**LAX Update** – Effective with the March Bid Period, **The Torrance Marriott Redondo Beach** will be direct bill. Refer to **FCIF 19-0064 (Hotel)** for further information.

**MUC Update** – Our contract hotel, **The Sofitel Munich Bayerpost**, is now direct bill. Refer to **FCIF 19-0048 (Hotel).** 

**SBN Update** – Effective with the January Bid Period, layovers will be assigned to **The Hyatt Place South Bend.** Refer to **FCIF 18-0563 (Hotel)** for additional information. <u>Please submit an INSITE ticket</u> as this hotel is under consideration for contract. Please send a copy of INSITE Report to the Union at <a href="mailto:lnsite@alpa.org">lnsite@alpa.org</a>.

**SFO Update** – Effective with the January Bid Period, layovers will be assigned to **The Hotel Zephyr.** Refer to **FCIF 18-0564 (Hotel)** for additional information. <u>Please submit an INSITE ticket</u> as this hotel is under consideration for contract. Please send a copy of INSITE Report to the Union at <a href="mailto:Insite@alpa.org">Insite@alpa.org</a>.

**SIN Update** – Effective with the January Bid Period, crews will layover at **The Swissotel The Stamford** as our contract hotel, **The Fairmont**, will be undergoing an extensive renovation through the end of 2019. Refer to **FCIF 19-0001 (Hotel)** for additional information.

**TPA Update** – Our contract hotel, **The Crowne Plaza Tampa Westshore**, is now direct bill. Refer to **FCIF 19-0057 (Hotel)** for additional information.

**TUL Update** – Our contract hotel, **The Hyatt Regency**, recently suffered an escalator fire and will be closed for the remainder of 2019. As a result, layovers will be assigned to **The Doubletree by Hilton Warren Place** until The Hyatt Regency reopens. Refer to **FCIF 19-0010** (**Hotel**) for additional information.

**VIE Update – The Sofitel Vienna** is our new non-contract hotel. Refer to **FCIF 18-0459 (Hotel)** for additional information. <u>Please submit an INSITE ticket</u> as this hotel is under consideration for contract.

### **Catering Notes:**

**International Catering** – When ordering on-line, ensure you receive an e-mail confirming your order. The e-mail receipt confirms your order and if your order is incorrect, the receipt helps the Crew Travel Services catering folks assist in the resolution of your catering issue.

**B767 Pillow & Blankets** – MEM-VCP-MEM flights require pillows and blankets. <u>Two full sets</u> of pillows and blankets are boarded in MEM due to VCP not having laundry facilities. The VCP-MEM pillows and blankets are labeled for the return crew so please ensure they are not used on the MEM-VCP leg.

**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 **INSITE Reporting System**. 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. The committee receives a copy of the Insite ticket once Crew Travel Services investigates and replies to the submitting crewmember but if you feel your issue hasn't been resolved please e-mail us at Fedex-Hotel@alpa.org.