



May 29, 2015

Dear Pilots,

We have been busy since our last update! Most of our work has been internal, diligently designing the framework for the committee and making sure we are a viable, streamlined entity ready to step up to the plate and begin serving the hotel needs of the pilot group. While this requires JetBlue to give us more access, and a greater role, we have taken steps to assist you along the way.

Your Committee

We have a fully functioning committee of six members representing a wealth of airline, hotel, safety, and scheduling experience. We are geographically located in every pilot base and ready to serve.

Our latest and final addition to the committee is Capt. Patrick Nolan (JFK) who brings Hotel and Scheduling committee experience to the team. Patrick joined JetBlue in September 2001 after serving as a lead check airman at Continental Express and as a member of COEX's Professional Standards Committee. In his time at JetBlue, he has served as a member of the PVC Hotel Committee, Pilot Work Rules Group, and PBS project manager, and he currently serves as the PBS subject-matter expert for the Scheduling Committee.

One final note on the appointment process—more than 100 pilots expressed interest in serving the Hotel Committee. We interviewed the 70+ potential candidates who responded to our calls and/or e-mails. We truly appreciate this level of engagement—it shows just how many pilots are as passionate about hotels as we are. We will continue to maintain a database of pilots who expressed interest in case openings develop or if the opportunity for future expansion arises. Once again, thanks for your support.

Our Role

As of right now, we are able to operate similarly to the way the PVC committee operated. We can assist, inform, and hopefully help resolve any issues you may have, **but** we don't have the inside track anymore—without a CBA. So in the interim, our preferred method of filing a complaint, the [PDR form](#), will generate an e-mail to the entire committee, and the resolution process will follow from there.

However, at any time you have a quick question, a major concern, or an earth-shattering epiphany, you can e-mail us at B6Hotels@alpa.org.

That e-mail address reaches the entire Hotel Committee and alerts us of your issue. It also allows all of us to see the issue as a committee and potentially work together to find resolution.

Hotel Responsibilities

We have divided the cities up among the current members, so when you have an issue and fill out a [PDR form](#), you can expect a response with some type of resolution (or follow-up) from the pilot who is responsible for that city. Be advised, in this interim period before a CBA, we are doing all we can to elevate your concern to the relevant parties at JetBlue. They have shown a willingness to listen and respond to those concerns, so keep them coming if you have them. And that of course means transportation issues as well! A recent example of JetBlue hearing your concerns? The ongoing construction at/near the LGB Hilton (rooms now relocated to the LGB Marriott for a temporary period).

The PDR Form

The [PDR form](#) is our preferred method of collecting hotel/transportation related complaints and issues. The form is easy to complete, requires no other password than your ALPA website password, and is more streamlined than Mycrewhotel.

1. Click on the PDR Form (also online at www.b6alpa.org).
2. Enter ALPA member number and password if not already entered.
3. Select Hotel Committee in the "Committee/Issue Type."
4. Add any details on comments to explain the basis for your complaint.
5. Attach any supporting documents, i.e., receipts, e-mails, etc.
6. Click "submit."

Other Resources

Of course we are your most obvious resource when time is not of the essence. But if time and severity demand immediate attention, reach out your chief pilot, Crew Services, and your LEC reps. Once the dust has settled, fill out a [PDR](#) and e-mail the committee.

Recent Happenings

FLL (Bonaventure Resort and Spa): Considering the numerous emails and even pictures (and yes . . . videos!) that we've received from pilots in the last couple of months, it is apparent this hotel has some issues. We have heard some rumblings

that JetBlue is looking into more suitable options in FLL, but in the interim, please send us your complaints and issues. Fill out a PDR on the website! Your feedback is essential!

LAX (Line Hotel): When this hotel was announced, we quickly “yelp’d” and “tripadvisor’d” it and discovered that other patrons have had similar concerns with regard to the noise that accompanies pretty raucous weekend nights. So when some complaints started rolling in, maybe we shouldn’t have been surprised. That being said, your concerns have been heard, and JetBlue has contacted the Line to work on better room placement. Hopefully that has a positive effect. But please, if you encounter noise or concerns that need to be addressed . . . you got it . . . fill out a [PDR](#)!

SJU (Verdanza): What can we say about this one that most pilots don’t already know? That the gym is sparsely furnished with old, partially working equipment? In a hothouse on the rooftop better suited for tomatoes. Yes. We can say that. Or that the wifi speed (should you hit the lottery and get/keep a connection) is something that 1997 would have loved back in the day? Yes. We can say that too. The point? Quality concerns are certainly worthy of a PDR. Please use our [PDR form](#) to help us document these issues in order to either improve the current experience or prevent them from happening again next time a contract renews.

One Last Thing

One quick note on fatigue. Quite often we receive feedback that begins with the phrase: “I probably should have called in fatigued,” or “I don’t want to call in fatigued.” If you are fatigued due to a bad hotel experience or hotel related issue, please consider the impact that issue has upon your fitness to fly. We cannot track problem hotels or, hopefully, fix them if we continue to mask significant issues that relate to fatigue. Fatigue caused by hotel issues will get the immediate attention of JetBlue management.

Fly safe out there!

In unity,



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