



March 29, 2017

Fellow pilots, now a quarter of the way through 2017, we are hopeful that we can maintain our QOL in many iconic layovers. Considering all of the hotel contracts up for renewal, this year presents significant challenges for us. We ask that if you have complaints on the "dogs" or compliments on the "dolls," you to send it via the new MyCrewHotel web-link. That feedback is essential for us to advocate on your behalf.

MyCrewHotel Version 2.0

Recently, you received a message to your JetBlue e-mail account about the new, and hopefully improved, [MyCrewHotel](#) reporting system. We definitely have a few points to make on this new system:

- It is a web-link, not an application! It has a "button" on your company iPad, and you can put that link on your home screen to make it appear like an app, but it is not. Wi-Fi or cellular connections are required! The web-link was pushed to your iPad. The "button" screenshot is below.



- MyCrewHotel is an API product, sponsored and supported by management. Once again we implore you to use discretion, professionalism, and manners! Help us help you by being the professionals we know you to be. A lot of people see your submissions, but don't let that you discourage you. This system will result in your issue being connected directly to the people that will resolve it. So, submit! Once a day, and three times on Sunday!
- AQD for hotel reporting will be discontinued April 1. Gladly, it will be "killed." Of course, AQD is still the safety portal for safety-related reports.
- PDRs for hotel reporting will persist, but for only a limited time. We cannot give you a cutoff date, but we want to participate in one comprehensive and efficient reporting system. Right now, the divided reporting systems are causing everyone to lose sight of the issues.
- As this transition goes through its early phases, we may have more to follow up on. Thanks for your patience and please use the new system!

Hotel Issues

- *LAX*: The new tower has opened at the Fairfield Inn in El Segundo. We anticipate far fewer, if any, problems at this layover. While we know this isn't a hotel brand we normally would advocate, your committee was presented with very limited options in LAX. The Line Hotel, while appealing to some, has not been a good long-stay layover for us. The long drive times and the absolute lack of rest with multiple fatigue calls in 2016 forced us back a move to a better, quieter location. Originally that was the Aloft El Segundo. Since that didn't work out, and despite all the problems we had during the relocation, we ended up at the Fairfield Inn. We think this is a fair resting place for now, but remain committed at the next opportunity to find the LAX long-stay layover we all deserve! Don't forget that your JetBlue discount at the Fairfield also works at the next-door Aloft, and you are welcome to use the gym and pool at the Aloft, as well.
- *BOS*: The Hampton Inn renovation is reportedly complete. Both your committee and the IVC Committee are conducting inspections to ensure the hotel is ready for our return. That being said, it remains a poor choice for short-stay layovers considering the location and the food options. We remain committed to eventually finding a better short stay in Boston.
- *BDL*: The DoubleTree renovation is complete. All April pairings will be at the DoubleTree. Stay tuned for a much "mo" better long stay in Hartford. We will have a short and a long stay in BDL.
- *DEN*: The Holiday Inn is renovating. We updated you in January; more to follow. We hope to get management to be "uber-proactive" on this one. And just so ya know, DEN is up for a site visit soon! Hopefully we have a window to improve these 24 hours in Denver near a "Wal-Paneradepot"!
- *EWK*: Well, there will be quite a bit of construction at the EWR DoubleTree, and due to their inability to keep pilots away from the noise, all EWR layovers will be relocated to the Courtyard Marriott Elizabeth. Management hasn't indicated how long this relocation will be in place, but we're pleased they were proactive and heeded our committee's call to relocate crews.
- *Cuba Overnights*: There is a process in place for unplanned layovers in Cuba. Management is working on those details and will hopefully provide more info very soon. We would expect the Airport Briefing Guide to display any relative information you might need if finding yourself stuck in Cuba. By and large, however, JetBlue has the same "rescue" mentality in Cuba as it has for Haiti.

Upcoming site visits: SJC (Mar.), SLC (Apr.), BOS Medium (Apr.), SEA (Apr.), FLL (Apr.). Can you see how busy we are and how iconic these layovers are?!

General Items

Leisure Travel

If you would like to book leisure travel with the discounted crew rate, go to [API's Hotel Express website](#) to make your reservation. If the crew hotel isn't available in your search results, then the 80 percent occupancy level has been triggered and a crew rate is most likely unavailable. We recommend calling the hotel directly and checking one more time before booking something else. The Hotel Fact Sheet in myMobile365 has all available discounted rates (and please note some hotels ask that you call or e-mail them directly to get the crew rate).

"The 20-Minute Rule"

We always get some confusion on this topic, which really means our transportation woes in some markets continue. The rule once again: If, after waiting curbside for 20 minutes, your scheduled ride has not arrived (or it is very clear you will wait more than 20 minutes), you can take an Uber/Lyft/taxi to the hotel. If it's a hotel that provides a shuttle, then the hotel pays for it. If it is a GT/limo business partner, then you pay for it and expense it through Concur. Caveat: If the hotel won't pay for it and they are adamant about it, then expense it through Concur with an appropriate description of what happened in the comments section. No need to get in an argument over this with a hotel desk clerk who may not be aware or just decides to be obstinate. Concur that ride! Fill out a MyCrewHotel!

Reimbursement through Concur

If you are honest with the 20-minute rule, you will be reimbursed. We keep hearing instances of captains who refuse to take an Uber/Lyft/taxi because they fear they will not be reimbursed. Seriously, don't let the first officers wear the big-boy pants all the time! If you think the situation warrants it, find alternate means to the hotel and Concur it! Oh, and file a MyCrewHotel.

Van Times

Many in our system have been aligned with actual travel times. Some remain. Keep us honest. If you have an excessive van time to/from a hotel, fill out a MyCrewHotel!

Committee New Hires: Please welcome Kyra McGrath and Elijah Nicolas! Kyra is a JFK 320 first officer from Arlington, Va., and Elijah is a LGB 320 first officer from San Diego, Calif. They are both eager to start making a difference in improving and maintaining the quality of our hotel layover experiences. We would like to thank all of our applicants for volunteering their time and energy to the committee; it is a testament to the strength of our pilot group that so many qualified applicants were ready to step up. Find them via their e-mail addresses or at an LEC meeting near you!

Final Thoughts

As mentioned in our January update, we have been hit hard with renovation relocations in the last nine months, but your committee has been ahead of the curve and proactive in trying to convince management to make better choices. Remember: fatigue is fatigue is *FATIGUE*. Telling us that you "may call out fatigued," "next time I may be fatigued," or "if this happens again . . . ," doesn't allow us to help *you*. If you are fatigued because of a hotel issue that you could not remedy (i.e., you couldn't get adequate rest), then please use every option available to you. Not calling out FTG when the situation clearly warrants it only masks hotel problems that management will quite possibly never address. Thanks again for your support and fly safe out there!

Your Moment of Zen courtesy of System Chief

No app can improve 20-plus hours in BUF at the airport hotel!

Look—Tim Hortons got 5 stars!!

Crewmembers a chance to win 20,000 TrueBlue points. [Click here](#) to take a quick quiz and enter for your chance to win! The deadline is [February 1 at 1200 ET](#).

BlueCity Scout | Crew Tips and Travel Log

Ever wonder what to do with your 20 hour layover in Buffalo? That Crewmember you flew with last month told you about a restaurant there but you can't remember his name nonetheless the name of the restaurant. Are you doomed to take out and HBO in the hotel? No! Checkout [BlueCity Scout on HelloJetBlue](#). It is a new way to track all the BlueCities you've visited and a place to share tips about the best local taco spot, secluded beach or ski lodge. Crewmembers are already populating the site with tons of great tips and tricks and you'll learn there is a lot more to Buffalo than just Anchor Bar!

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