



July 13, 2016

Hotel Committee Update for July 2016

We are happy to report that, finally, your interests and your committee are no longer impeded by a management project pilot! Your ALPA Hotel Committee is and always has been your sole representative to management, and in that role we humbly serve. As yet another reminder, however, we do not have access to anything submitted on Mycrewhotel, nor are we included in the "BlueHotels" e-mail distribution list. For your hotel issue to be heard (*and until another reporting system becomes available*), you **must** fill out a [PDR](#) and allow us to work with management on your behalf. Once again, your collective voice and unity—through the [PDR](#) form and [e-mail engagement](#)—are absolutely essential in achieving hotel improvements throughout the system.

Hotel Issues

SXM (Sonesta Maho)—Since the MEC alerted you to two norovirus outbreaks at this hotel, there haven't been any reports of further problems. While we are currently back at the Sonesta Maho, we ask you to remain vigilant while in Saint Maarten. Once again, personal hygiene is absolutely essential (*specifically: washing your hands*), but if you do encounter any symptoms of the virus, please alert us immediately via [e-mail](#) (*and fill out a [PDR](#) as soon as you are physically able*).

ROC (Radisson)—As you already know, in mid-June there was a homicide at this hotel. We immediately notified the MEC and management, and as of that date we no longer stay at the Radisson. (*There are no plans for us to return.*) While a temporary home has been found at the nearby Hyatt, a ROC site visit will soon occur to pick a more permanent hotel.

SLC (Radisson) / DEN (Holiday Inn)—Two hotels you probably wouldn't find in the same sentence, right? One is a relatively shiny diamond in the middle of a cool downtown area, the other is a chipped cubic zirconia next to a lackluster shopping center and a noisy roadway. The one thing they have in common these days is transportation, specifically problems getting to and from the hotel in a timely and consistent manner. While management is aware of these issues, we ask that you let us know when you have them by [filling out a PDR](#) and hopefully they will be resolved soon. As for the quality of the DEN Holiday Inn, by all means [send us those concerns as well!](#)

SEA (Ramada Tukwila)—Congratulations! Your collective voice has been heard through numerous [quality and rest PDRs](#) at this poor choice of a layover hotel. Let's give some credit to the Ramada, though: the hotel did more than enough to push you and your Hotel Committee over the edge. Management has finally heard our concerns and has agreed to a site visit in August to find a better place for our seasonal SEA layovers. While the initial pickings are slim, we remain committed to finding you a suitable alternative that provides you that "J.D. Power Award-Winning Rest" you quarterbacks need to support the operation! In the meantime, should any problems arise during your stay, we encourage you to continue to document this hotel's failings [via the PDR form](#).

PIT (Courtyard)—Thankfully, the days of 30-hour airport layovers may soon come to an end. Management has heard our numerous concerns and a site visit is scheduled in July to find a more appropriate long- and short-stay property. Special thanks go out to Captain Rick Aulicino—*Pittsburgh guru*—for some great advice on where best to look for better options.

SFO (Long/Mid/Short)—This is honestly the biggest elephant in the room lately, the fact that the split times in San Francisco keep getting adjusted up and up and up . . . the problem is twofold. One, the downtown SFO Holiday Inn will only take so many crews (*both pilots and flight attendants*) and two, the SFO market is incredibly strong. Very few hotels are looking for crew business, and the ones that are demand a hefty ransom. That being said, management understands your concerns and is exploring better and more appropriate options in SFO.

Unfortunately, there isn't a timeline on solving this problem, so our collective pain at airport properties and office parks may linger for a while. Trust us, we are on it and hope management soon commits to finding more rooms or more hotels (or both!), and puts the same effort into preserving this iconic layover much like they did in Boston.

General Items

These are all repeat items from previous updates; please spread the good word on the line! Expect an FAQ to be posted soon on b6alpa.org that will contain these gems and many more.

Leisure Rates: Remember, leisure rates listed in the HFS are good up to 80 percent occupancy, so if you are unable to secure a listed leisure rate it is because they have exceeded that threshold. Above 80 percent the rate can be whatever the hotel wants. If you believe a leisure rate is incorrect or not being offered when it should be, then send us an [e-mail](mailto:) and we may be able to help out.

Overflow Hotel Transportation and Discounts: If you are assigned an overflow hotel (one that isn't a regularly contracted crew hotel), then there are no JetBlue-negotiated food and beverage discounts, and no contractual transportation rules or requirements. Please don't land, walk to a curb, and expect the same treatment that you do at a normal hotel. In fact, be ready to pull the taxi/Uber card out and Concur your expense if the overflow hotel doesn't have a limo assigned to it.

Rooms Not Ready Upon Arrival: The standard JetBlue hotel contract does not prohibit a hotel from "turning" pilot rooms, i.e., cleaning an outgoing crew's rooms in order to put the incoming crew in them. But this is a troublesome practice that even JetBlue discourages. Recently we have had a rash of problems with turning rooms, especially when the outgoing pilots are delayed. We need to know about the hotels that do this so we can try to prevent it from happening any further. Recently, pilots have been told they cannot extend their stay, housekeepers have attempted to clean occupied rooms (repeatedly during a stay), and front desk staff have even interrupted pilot rest to inquire if a crew could check out early in order to get the rooms available for the pilots who are arriving early. This is all unacceptable. Let us know immediately if you encounter this by clicking [here and filling out a PDR](#).

Contract Standards (*vis-à-vis Room Placement*): We field lots of PDRs on this issue, so let us be clear—in JetBlue's standard contract with all hotels, pilots are not to be placed in rooms near elevators, ice machines, vending machines, or housekeeping closets. And you are not to be assigned a handicapped room unless you request one. We all know hotels frequently violate this contractual provision, so stay on top of it and submit a [PDR](#) if you have room-placement issues.

Transportation: Thank you for continuing to highlight van times that poorly align with actual report times. Your [PDRs](#) are essential in highlighting the irrational, especially those van times that occur outside of peak travel times.

Final Thoughts

While we have but a few site visits remaining in 2016, be warned that 2017 is quite a busy year in JetBlue's hotel "world." Many contracts are up for renewal, and the entire hotel-rate landscape is changing. There could indeed be many hotel changes coming in the future. So expect your committee to do its best to attend as many site visits as we can and to work diligently to preserve or improve our hotels across the system. To that end, we ask that you continue to [document any hotel and transportation issues you see](#), because that data is essential when it comes to staying at or leaving a particular hotel. We certainly cannot control what JetBlue chooses to spend on hotels, but we can provide the information and support needed to help them make the best choice for pilots in any given market. Thanks for **your** collective support, we couldn't do what we do your feedback.

Your Moment of Zen—Room condition courtesy of the PIT Courtyard



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