

US Airways Jumpseat Guide

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With the advent of newly hired pilots at US Airways, and many pilots changing bases, pilots are finding themselves spending more time riding the jumpseat. This is a review for some and a guide for new hire pilots on how to use your jumpseat benefits.

US Airways pilots can call the jumpseat IVR (interactive voice response) system at 800-842-0367, seven days in advance, starting at midnight eastern time, to book a jumpseat. A pilot may only book one reservation, whether it is a Primary or Alternate, per direction of travel. If you are planning to fly on Monday, Tuesday or Wednesday, for example, then you may only make ONE reservation for this direction of travel and one back, NOT one for each day. This would include jumpseats to the same city or in the case of regions (i.e. Florida), one jumpseat out of or into that region. Please think of your fellow pilot and don't be a jumpseat hog.

It should be noted that around 12 midnight the IVR system gets a bit congested and connecting with it might be difficult. Keep trying, the jumpseat you want might still be available.

It is courteous to cancel any jumpseats you do not need. If you find that your plans change and you want an earlier or later jumpseat, or if you find yourself commuting to or from another city, please cancel your unneeded jumpseat booking as soon as possible so another pilot can reserve the jumpseat. If you have now made a new reservation for the same direction of travel as one you have been holding, then it is MANDATORY that you cancel that reservation on THE SAME PHONE CALL. At no other time may you hold two reservations like this. Failure

to follow these procedures prevents a fellow pilot from making a reservation.

If you are listed as the Alternate jumpseater and the Primary jumpseater cancels, you are now moved up automatically up to the Primary jumpseater. It might be wise to check your status once or twice to see if you have been moved to Primary. It will save you time and afford less stress on you should you move up the jumpseat list and know you have a better chance of using that flight. Even on aircraft with only one jumpseat, it is advantageous to list as the Alternate just in case the Primary jumpseater has to cancel.

When using the IVR system to book the jumpseat, please listen carefully to what information is given. Those trying to jumpseat on red-eyes, or flights that the same flight number flies into the next day, must be especially careful to check the date of the flight. SABRE has had a problem in the order it offers these reservations. Until it is corrected be particularly vigilant. Listen carefully before you make your selections.

One other problem we are experiencing is not being able to cancel some flights. Pilots have reported this problem with red-eyes. Please let the Jumpseat Committee know if you have problems canceling a jumpseat and also report it to the Company at 412-747-5542. This problem is being looked into and hopefully will be fixed in the near future.

If you experience any problems while jumpseating or trying to list for a jumpseat, please contact a Jumpseat Committee representative and provide as much information as possible. A formal letter is recommended list-

“If you find that your plans change and you want an earlier or later jumpseat, or if you find yourself commuting to or from another city, please cancel your unneeded jumpseat booking as soon as possible so another pilot can reserve the jumpseat.”

“ If a pilot from another airline is trying to jumpseat on US Airways and you can ride in the back on a pass, please consider it. ”

ing everything that occurred. Include flight number, date, time, gate departing from, agent's name if problem with gate agent or other representative from the Company, and any comments that were made to you.

If you have any problems with the IVR system, try to get a hard copy of what the SABRE system displays and please describe the problems that you encountered. If you have a problem connecting to the system via telephone, note the date and time.

If you are fortunate to jumpseat on an aircraft with two jumpseats such as the Airbus, B-767 or some of the B-737s, both the Primary and Alternate jumpseaters are able to go on that aircraft. You can consult the SABRE system to check the list of which B-737 have two jumpseats.

The SABRE system will tell you a lot about the jumpseat listing. If you access the “LH” screen you can see who is listed on the jumpseat for a particular flight. Primary jumpseaters will have the term “PRI” in front of their name and Alternate jumpseater will have the term “ALT” in front of their name. A jumpseater listed as positive space such as a Check Airman or FAA Inspector will be listed as the Primary jumpseater and they will also have the term “POS” in front of their name. This is to ensure that they ride on that flight.

SABRE will also list positive space passengers riding in the cabin on the “LH” screen. This is an error and is in the process of being corrected. These people could be anyone: a pilot going to an interview, a Company employee traveling positive space, or even just a passenger that must be on that flight. Should you see their name on the “LH” screen, they will have the term “POS” listed after their name and will be sitting in the passenger cabin.

It has also on rare occasions listed two pilots as Primary or Alternate jumpseaters. Please advise the Jumpseat Committee if you have this type of problem with the IVR system.

New hire pilots may be requested by the Company to ride on some jumpseats for observation. This jumpseating is not required but encouraged to help you understand our operations.

If the Company requests you make some observation flights, it is your duty to reserve any jumpseat you might like to ride on. This must be done by you using the IVR system. It is against our jumpseat policy to allow the Company to book these jumpseats for you. Of

course, it would be completely acceptable for you to just “walk up” to a flight and ask the Captain if you may ride his or her jumpseat.

In regards to jumpseating on other airlines, it is important to be courteous, friendly and understanding—especially when you are bumped off of one of their flights because one of their pilots shows up and wants to go to the same destination. As is the case at US Airways, in house pilots have priority. Unfortunately, this is one of the pitfalls of jumpseating off line. In most cases those pilots will try to accommodate you and get you on their flight. In any event, try to get to the flight as early as possible and be flexible.

If a pilot from another airline is trying to jumpseat on US Airways and you can ride in the back on a pass, please consider it. Those pilots will surely pass along the good will with their fellow pilots, and US Airways pilots will get a good reputation.

It is not uncommon to find pilots from other air carriers going out of their way to be sure US Airways pilots have access to their jumpseat with little or no problems. In turn, that pilot hopes he or she will be afforded the same courtesy when they want to use our jumpseat.

So in review:

- Don't book multiple listings to cities or regions.
- Cancel any jumpseats you don't use.
- Check your jumpseat listing periodically.
- Be courteous, friendly and understanding when jumpseating on other airlines.
- Document any problem you have with the IVR system.

The IVR system isn't perfect and your Jumpseat Committee is committed to getting the flaws worked out of it. So please let us know if there are problems. Also, please let us know if you have been denied access to the jumpseat from gate agents or other people working a particular flight. The ultimate authority as to who gets to ride is the Captain.

