

SABRE, the Ultimate Excuse

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Chairman, Jumpseat Committee*

It's been over two-and-a-half years since we endured the debacle of changing from PACER to SABRE. Although it's debatable whether it was operationally wise to make the switch, contractually it was brilliant. There is no other single thing our management could have done to steal so many benefits from our pilot group. SABRE has been the ultimate excuse, and, with regard to jumpseats, continues to be so to this day. Of the numerous items ALPA needed corrected, only one change has finally been implemented: to correct the problem in which the reservations system would present flight information in a completely illogical order if the flight number continued past midnight.

We won a grievance to have *all* the SABRE problems corrected *two years ago*. Since the Company must go to SABRE for all of our computer-related fixes, these now require real money. Our company is not going to spend this money unless they are forced to.

In another change the Company recently implemented, SABRE now sends a message when a flight is "weight restricted," specifying that the only jumpseat riders who can ride are our own pilots. This is incorrect. Our contractual jumpseat benefits permit us to take *any* jumpseat rider from *any* carrier, regardless of the weight of the flight. ALPA will have to continue the grievance process on this issue to force the Company to respect our contractual rights.

What to do?

When you are faced with one of these uncorrected jumpseat problems, remember that the Captain of the flight always makes the final decision. Plead your case, and then accept his/her decision. Then, write up the details and send them to the Jumpseat Committee. Attach a printout of the SABRE information. If you can't get to work because there were multiple primary jumpseat reservations given to you and someone else, consider claiming the value of the trip. That will take guts. You'll need the support of your local reps and grievance people, and may have to wait many months to complete the process. You are, however, contractually guaranteed a reservations system that will only give out *one* primary reservation. We have already won a grievance specifying that the Company must correct this error. It wouldn't take but a few uncovered trips, followed by claims for the values of those trips, before the Company would elevate the priority of resolving this SABRE issue.

Also, contact the Company and let them know of your problems. Charmaine in Flight Operations has been very helpful in dealing with these problems. Call her at (412) 747-5542. And please don't forget to thank her. She has *lots* of duties, and these jumpseat problems aren't her fault. We're lucky to have her assistance.

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“ If all you can get is an alternate, keep trying to get a primary. If you do, then cancel the other reservation during the same phone call. ”

New-hires, take notice

Recently, we have had an unacceptable number of relatively new pilots reserving multiple jumpseats to and from work. It is improper to hold more than *one* reservation, be it primary or alternate, for each direction of travel. With our high loads, there are not nearly enough jumpseats to allow anyone to have more than one reservation. If all you can get is an alternate, keep trying to get a primary. If you do, then cancel the other reservation *during the same phone call*. Many of these multiple reservations were made at the same time. Don't take more than you can use, and we will all have a better chance of getting another reservation if our plans change.

If you see someone abusing our system, *print out* the evidence, and then call someone on the Jumpseat Committee. We will not take any action until you provide the printed evidence to us. If the reservations system doesn't work correctly, let us know. And don't forget to advise the Company.

Attire

Remember, the new jumpseat attire is:

Males:

Collared shirt, sweater, or turtleneck sweater with coordinated dress slacks. Dress shoes with socks are required.

Note: Sport coat and tie are *not* required.

Females:

Dress, suit, dress skirt, dress culottes, or dress slacks with coordinated dress blouse or sweater. Dress shoes are required. Open-toed shoes are allowed.



Here is a list of some of the jumpseat problems the Company agreed to correct two years ago, and still has not done:

- The jumpseat reservations system sometimes allows multiple primary bookings.
- The jumpseat reservations system sometimes puts the same pilot in both the primary and alternate position.
- A Positive Space jumpseat reservation does not preclude someone from booking a primary reservation.
- Stop SABRE from printing a “boarding pass” for jumpseat riders.
- Program SABRE to print the jumpseat reservations on the flight release.
- Program SABRE to display on a dedicated screen the jumpseat reservations to eliminate the confusion about positive space cabin reservations.
- New-hire pilots are to book their observation flights themselves through the reservation IVR system, and will have an A1 priority.