

NWA AFA MEC ADDRESSES JUMPSEAT CONCERNS

You have a contractual right to book jumpseat 10 ½ days prior to departure AND list yourself as a non-revenue pass rider on aircraft operated with PMNW Flight Attendants. CBA Section 25.H provides the guidelines for gate arrival and the order in which jumpseats will be made available.

Recently, your MEC Officers met with the company in an attempt to resolve a number of transitional issues, including jumpseat booking discrepancies, violations with non-rev clearance processing or denied boardings caused by CSAs unaware of our contractual jumpseat rights. The company acknowledged problems exist, and they have committed to correcting the technical automation that prevents booking jumpseat and listing as non-rev on the same flight. In addition and as a result of AFA feedback to the Company, a much-needed educational memo will be sent to all gate agents reminding them of the contractual rules and policies related to our jumpseat /non-rev processing.

Your NWA-AFA MEC has established a Jumpseat Committee to address the growing number of problems that have arisen since the inventory cutover and PMDL CSAs (gate agents) began working PMNW flights. The Committee will gather feedback about current jumpseat problems and help the MEC track trends in [contractual or procedural](#) jumpseat violations. You can contact the Jumpseat Committee at xfajumpseat@nwaafa.org. Violations that require a grievance, schedule-related follow-up or other resolution will continue to be handled by your [Local Executive Council](#).

If you encounter difficulties jumpseating, please gather as much information as possible, including when you arrived at which gate, what time the agent reported to the podium (or “gate house”), the agent’s name (not to report them, but to educate them) and any other information that may help resolve these issues.