

IMPROVING COORDINATION FOR THE DOD JUMPSEAT OBSERVER PROGRAM

WE NEED YOUR HELP:

According to Federal law 10 USC 2640, DOD approved air carriers are subject to inspection through “operational check rides on aircraft conducted periodically.” We work cooperatively with the FAA; however, they have thousands of people and are much better known than we are. The disadvantage to DOD evaluators is that many airline company personnel manning ticket stations and departure gates have never heard of the DOD Air Carrier Evaluation program. Here’s where we need your assistance.

Though all air carriers have a telephone number and personnel designated to handle jumpseat arrangements, we find in some cases that the pre-coordination seems to fall through. Typically, the company office that handles jumpseat travel say they have entered (or will enter) the evaluator’s data in the system, but it is not there later when searched for by ticket counter personnel.

Though U.S. law authorizes DOD evaluators to have unobstructed access to the cockpits of DOD air carriers, we prefer to pre-coordinate with each company. Not only do we like to do this as a matter of professional courtesy, but in a post-9/11 America, everyone in the travel process is assured when company data systems also state the DOD evaluator has legitimate access to their aircraft’s cockpit. As a reminder, we will always present our S&A Form 110B (similar in purpose to the FFA inspectors 110A and covered in 14 CFR 135.76 and 121.548a), and government identification.

We ask that all DOD air carriers have their jumpseat travel offices review their procedures and ensure both their personnel and processes can support our travel. The coordination issues above have not pertained to all companies; where issues do exist we are confident they can be easily remedied. Be assured that we enjoy a great working relationship with all of our DOD air carriers--we greatly appreciate both your service and support!