

## Jumpseat Complaint Report Narratives – EWAX

Dear EWAX JS Committee Chair,

I clearly remember this episode. In twenty two years of flying it was my first denial. Capt. Ego barged in to the flightdeck bypassing the first flight attendant and interrupted the checklist. Then they loudly stated "Hey, I'm your jumpseater" and dropped the pilot bag on top of the first officers rollerboard.

I was surprised at such behavior but gave the pilot the benefit of the doubt as I can understand the pilot was in a rush as we were close to push. The pilot then opened the jumpseat and sat down and proceeded to text. At no point did the pilot offer to show me the required credentials so I asked the pilot to present them to me. At this point Capt. Ego rolled their eyes, sighed and said "They checked me in CASS, is that not good enough for you?".

When Ego handed me the credentials the medical was omitted. So, I had to ask for this and it was handed to me folded up.

Still, I did not show any of my mounting frustration. It is at this point that I noticed the jumpseating pilot was wearing jeans. This is contrary to our policy and does not look professional in front of our travelling customers. I asked Ego politely if they could change into slacks.

Ego replied that they didn't have any because they hadn't planned on being up front and that the jumpseater thought that I was being hard on them because of how they were dressed. The pilot then disengaged and returned to texting.

It is at this point that I felt that Ego would not enhance the safety and security of flight and the safest course of action was to remove this pilot from the jumpseat. I did so with great reluctance, however Ego's behavior was unacceptable. I asked the jumpseater to please return up to the gate area and the pilot started to argue with me and say that they had never had issues jumpseating.

I eventually felt threatened in my own flight deck as the pilot was not simply leaving and was becoming agitated. Ego finally left and said, "I will file a report on this".

The agent came down to the flight deck to close the flight out and said that the jumpseater had been rude and pushy earlier. Ego demanded to ride and said that jumpseating was a pilot's right.

I regret this has caused work for the Jumpseat Committees, but I do believe this pilot may need to be educated on proper conduct on the flight deck.

Please feel free to reach out to me at any time,

*Capt. Bordello*

Captain  
EWAX Airlines