

Base Guide

Flight Operations

Revised July 10, 2025

The *Base Guide* has been designed for United Airlines pilots to provide information about company policies and procedures, as well as specific information to help pilots transition and adjust to a new base.

Although the information contained in this guide is carefully reviewed to maintain accuracy, it is subject to constant updating and changes. If there is a conflict with any information contained in this guide and a policy or agreement (i.e., United Pilot Agreement, Flight Operation Manual), then the policy or agreement takes precedence.

For any corrections, comments, updates, or suggestions, please contact your base.

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United States

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Base specific information

[Chicago \(ORD\)](#)

[Cleveland \(CLE\)](#)

[Denver \(DEN\)](#)

[Guam \(GUM\)](#)

[Houston \(IAH\)](#)

[Las Vegas \(LAS\)](#)

[Los Angeles \(LAX, SNA, ONT, BUR\)](#)

[Newark \(EWR, LGA\)](#)

[Orlando \(MCO\)](#)

[San Francisco \(SFO, SJC\)](#)

[Washington, DC \(IAD, DCA, BWI\)](#)

General information

Base contacts

	Phone	Fax	Email
CLE	773-601-4326	773-601-4300	clecpo@united.com
DCA	703-661-4200	703-572-3151	dcacpo@united.com
DEN	303-348-3640	303-348-3645	dencpo@united.com
EWR	973-681-1818	973-681-3031	ewrcpo@united.com
GUM	671-645-8880	671-649-8496	gumcpo@united.com
IAH	281-553-1620	281-553-1559	iahcpo@united.com
LAX	310-431-2870	310-431-3426	laxcpo@united.com
ORD	773-601-4326	773-601-4300	ordcpo@united.com
SFO	650-874-6900	650-874-6969	sfocpo@united.com

Company contacts

For a list of Corporate Support Center contacts, visit Flying Together > My Work > Flight Ops homepage > In This Section > Contacts & Resources > [CSC-WHQFO Contact List](#).

For a list of Corporate Support Center Flight Ops Technology and FODM contacts, visit Flying Together > My Work > Flight Ops homepage > In This Section > Flight Operations > [Flight Operations Contact List](#).

For a list of Corporate Support Center Flight Ops Plan, Policy, and Regulatory Compliance contacts, visit Flying Together > My Work > Flight Ops homepage > In This Section > Flight Operations > [Flight Operations Plans, Policy, and Regulatory Compliance Contact List](#).

For a list of fleet contacts, visit Flying Together > My Work > Flight Ops homepage > In This Section > Flight Standards Go here > [Flight Standards](#).

	Phone	Email
10-7 pages		10-7@united.com
Benefits	800-651-1007	benefits@united.com or Benefits
Concur (expense reporting)	844-666-4556	Questions about a specific report: exp_rpt_help@united.com
Corporate Security	847-700-4643	crewsecurity@united.com
Crew Accommodations/Hotel Desk	800-338-2739 x7	
Crew Pay	800-338-2739 x3	Help Hub
Crew Scheduling	800-338-2739 x1	
Crew Scheduling – Guam	866-245-4134	
Employee Assistance Program	866-324-4327	Employee Assistance Program
Employee Travel Center	877-825-3729	etc@united.com or Help Hub
Employment Verification (Salary)	800-367-2884	
Employment Verification (Work)	800-367-5690	
Flight information and status	800-864-8331	www.united.com
Flight Operations Duty Managers (FODM)	800-338-2739 x4 847-700-7480	fodm@united.com
Flight planning system issues		sabre@united.com
Future Desk	800-338-2739 x5 847-700-3050	futuredesk@united.com For trip issues 48 hours in advance
Ground air/power issues		fuel@united.com
Help Hub	877-825-3729	Help Hub
Hiring and recruiting		pilotrecruiting@united.com
EFB mount broken		ACARS MISC code BM
EFB mount missing		ACARS MISC code MM
EFB mount contact		efb@united.com
EFB support and feedback		efb@united.com
IT help desk	800-255-5801 847-700-5800	
Landings Desk		landings@united.com or Help Hub
On-the-job injury reporting	877-924-7563	
Pelesys support	604-233-6268	support@pelesys.com https://united.pelesys.com
Pilot Service Center	877-825-3729	Help Hub
Pilot trip trading	847-338-2739 x6	pilot.triptrade@united.com
TakeOff: Learning Help Desk	877-825-3729	TOL-help@united.com or Help Hub
Training hotels		traininghotels@united.com
Training scheduling	800-338-2739 x2	trainingscheduling@united.com
United Voices	855-886-4237	united.voices@united.com or Voices

Items listed with (Help Hub) also have [Help Hub](#) FAQ's that may be helpful, see next page for more information.

Other contacts

	Phone	Email/website
Alliant Credit Union	800-328-1935	http://www.alliantcreditunion.org
ALPA Aeromedical	303-341-4435	
ALPA PBS Hotline	231-846-8727	ualpbs@alpa.org http://www.prefbid.com livehelp@prefbid.com
ALPA Safety Hotline	202-797-4180	
Crew Companion Support	208-424-9424	support@etriptrader.com
Murphy & Hartelius Uniforms	800-888-9927	http://www.mandhuniforms.com
Pilot Retirement (PRAP)	866-855-7727	http://www.schwabplan.com/prap

Help Hub is a self-service portal to review answers to common questions, as well as to submit requests to service centers. Requests sent via Help Hub are ticketed and provide tracking information for follow-up.

To access Help Hub, navigate to Flying Together > Employee Services > HR Tools and Resources > [Help Hub](#). There is also an icon on the EFB's home screen for direct access to Help Hub. Most categories are available by selecting Employee Services.

Common Inquiries

The best way to find an inquiry is to use the Search bar. Some common inquiries are listed here:

[Base trades](#)

[Expedited Chinese Visa letter/Expedited passport letter](#)

[First class medical update](#)

[General Crew Services](#)

Displacements, freezes, lateral activations, return to work, TDY questions, vacancies

[Golden Day Off \(GDO\)](#)

[EFB damaged](#)

[EFB stolen/lost](#)

[Jury duty](#)

[Middle seat pay](#) (UPA 5-C-1-j)

[Paid move request](#)

[Pairing construction](#)

[Payroll Services](#)

[Takeoff Learning Helpdesk](#)

[Ticketing authorizations](#)

[Transition Training](#)

[Trip Pay issues](#) (pay claims):

Day off restoration, flown by operations (FBO) / displacement, premium pickup trip (PPU), reassignment add pay, trip rig, senior man trip pay, other trip pay

[Vacation questions](#)

[Visa submission](#)

What does the Chief Pilot Office handle?

Business cards	EFB supplies	Parking
Disciplinary cases	Leave of absence info	Pilot supplies
Emergency trip drops	Loaner EFBs	Retirements
FAA medical notices	Local badging/fingerprinting	Sick leave
Flight Manager	Locker rentals	Simulator warm-up requests
FFDO drops/trip authorization	Mailboxes	Unapproved absences
Grievances	Maintaining pilot PE files	Uniform accessories

What does the Pilot Service Center handle?

CASS/KCM	Military leave trip drops	TDY expenses
Concentra authorization forms	(over 30 days only)	Transfer day requests
EFB non-technical issues	Military leave extensions	Travel authorizations
Jury duty	Paid move entitlements	Concur issues
Leave of absence returns	Passport updates	Visa updates

A

Address and phone number changes

A pilot is responsible for changing their contact information in two separate areas.

1. **Crew Scheduling contact number:**

- Navigate to [CCS](#) > Scheduling > Master Schedule
- Click the *Change Phone Number* link in the lower left corner of the screen
- Add up to three contact numbers in preferred order
 - Select from the labels *C* for cell phone, *H* for home phone, and *P* for pager

For detailed information about changing contact information in CCS, reference [CCS > Help > Other](#).

2. **Navigate to Flying Together My Info:** Flying Together > Employee Services > HR Tools and Resources > Click on [My Info/ Manager's Toolbox](#)

- Click on *Personal Details*

If CCS or Crew Companion notifications are used, contact information must be updated in those respective areas:

1. CCS notifications:

- Navigate to [CCS](#) > Other > Contact Info
- Enter your email addresses for:
 - Open Pairing Alerts
 - Pairing Modifications (after check-in)
 - Trip Trade Awards
 - Trip Modification Alert Notifications

2. Crew Companion notifications:

- Navigate to [CCS](#) > Trading > Crew Companion
- Then, within Crew Companion, to Options > Notifications
- Update Cell Phone Information and Email Information
- Send a test notification to make sure the information is correct
- Crew Companion has further information for CCS forwarding notices, follow the instructions below *Test Notifications*

For further assistance, reference: [CCS > Help > Other](#) > Contact Info and Crew Companion > Help > Documentation > Miscellaneous > Notification Tab > Notification Methods.

B

Base trades

Pilots seeking to move to a new base may request to do so via the base trade system. Pilots may submit a Base Trade Request form to request a trade with a pilot seeking the opposite trade. Please review the schedule and user guide for details on the trade process, available via Flying Together > My Work > Crew Resources > Manpower Planning > [Base Trade](#).

Bidding

Monthly PBS schedule bidding

Monthly bidding opens on the 6th of every month at 1700 CT and closes on the 12th of every month at 1000 CT, unless the window is extended. The bid awards shall be completed no later than 2359 CT on the 15th of every month for Captains and the 17th for First Officers.

The PBS dispute window opens at 0001 CT on the 18th of the month and closes at 1000 CT on the 23rd of the month.

Recurrent training bidding

Recurrent Training Bid opens monthly on the 18th at 1000 CT and closes on the 25th 1000 CT. Awards shall be published no later than 1200 the day prior to the start of Monthly Schedule Preferencing, unless waived by the ALPA System Scheduling Committee (SSC).

Yearly vacation bidding

The bid open and closing dates change annually, but in general, the bidding cycle is presented in the table below. Bids typically close on a Monday and all of the bids will be open for at least 7 days.

For more information, refer to CCS > Help > [Bidding](#).

Vacation Bid Cycle	Bid Open
Election	<i>Mid-January</i>
Primary	<i>Late January</i>
Secondary	<i>Early February</i>
Tertiary	<i>Mid to Late February</i>

Monthly vacation bidding

A pilot may bid and be awarded monthly vacation (monthly vacation is bid and awarded on a Bid Period basis) based on his seniority in his Category as shown on the most recent staffing report. However, the Company shall not award a vacation that would conflict with any previously assigned Trip or activity. A Pilot with OE blocker days is not eligible to be awarded monthly vacation for that Bid Period (reference UPA section 11-E-4-b).

Business cards

Business cards offer customers a direct connection to you. Pilots may consider using them to thank our Global Services and other frequent flyer customers with a personal note during your flight. A card with a short personal note or signature from you means a lot to them.

You can order business cards at all bases with the assistance of the CPO. The email address on the card must match your company email address.

C

Concur

To launch Concur for expense reporting, utilize the Concur icon on your company-issued EFB or navigate to <http://concur.ual.com/>. United's SSO (single sign on) code: **PHHPBJ**.

A Concur help guide is available at Flying Together > Our Airline > Departments > View All > Finance > Concur > [Concur Resource Center](#).

D

Discounts

A list of employee discounts is available on Flying Together > Employee Services > My Rewards > [Employee Discounts](#). Many hotels offer a discounted rate for United employees and crewmembers. A list of participating hotels is below.

Hotel	Discount code or website
Best Western	01282540
Hotels.com	UnitedEmp10
Marriott	UAL
Hilton	Corporate code 5298412
United Training Center (OPC, Elk Grove, IL)	Refer to Flying Together for more information Reservations: opctc-spaceavailable@united.com
Wyndham Hotels	Corporate code 8000001071

Door codes

Door codes are published at [CCS](#) > Flight Planning > Door Codes, as well as within Pilot Mobile. Per TSA guidelines, do not print door codes.

E

EAP

Employee Assistance Program. Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327).

EFB

Should your EFB be lost or stolen, please submit a ticket through the Ethics and Compliance HUB, located at <http://ethicsandcompliancehub.ual.com/>. Submitting the request will provide notification and authorization to your base to initiate the replacement process. Additionally, the CPO can provide loaner EFBs, as well as sell replacement chargers and cables.

For technical issues with the Electronic Flight Bag, please contact the IT Service Desk at 1-800-UAL-EFB and select option 1.

For additional information on the EFB such as training manuals, Apple User guides, and answers to common questions, please visit Flying Together > My Work > Flight Ops Homepage > [EFB Information](#).

Email setup and help

The company uses corporate email for all company communications.

To set up your company email on your company-issued EFB, reference the [Company Email Setup Guide](#) or section 6 of the [EFB Enrollment Guide](#). Company email may be utilized on a personal device by navigating to <https://outlook.office365.com>.

Emergency drops

For assistance with emergency drops, contact your CPO. If this event occurs outside of normal CPO hours, contact the FODM at 847-700-7480.

Emergency travel

United's Emergency Pass Travel Policy provides eligible employees and their eligible pass riders with positive-space pass travel privileges in the event of a death or a critical illness/injury of an immediate family member. More information can be found at Flying Together > Travel > Programs & Policies > Types of Travel > [Emergency Travel](#).

Emergency contact

If the Chief Pilot Office is closed and you have an emergency, contact the Flight Operations Duty Manager (FODM), 24 hours a day at 800-654-9948 or 847-700-7480. If unable to reach the FODM, call Crew Scheduling or Dispatch and they will connect you to the right person. For emergency transportation within the UAL system, please call the Chief Pilot Office, or after hours the FODM. There is always a Flight Qualified Manager on call and available through the FODM.

Employee Assistance Program

The Employee Assistance Program offers **professional** help for employees and their families when a personal problem develops. The services of EAP are **free**. If a referral to a community service provider is necessary, the EAP will work with you to make effective use of your health benefits. The program is **confidential** unless otherwise required by law and is a voluntary program.

Employment verification

To obtain proof of employment, employees should provide the person needing the information the following information:

- Social Security number
- Company name: United Airlines
- Employer code: 10209

Employment verification is provided by The Work Number.

- <http://www.theworknumber.com>
- 800-367-5690

If proof of employment plus wages is needed, employees must give the verifier permission to access their information by obtaining an authorization called a Salary Key. The employee then provides the Salary Key to the verifier. Employees can obtain a Salary Key by visiting

<http://www.theworknumber.com> or by calling 800-367-2884. The Work Number services (web and phone) walk users through the system step by step.

For information, refer to Flying Together > Employee Services > Employee Services > View full Employee Services Page > Help centers > [Employment verification](#).

Expense report

See [Concur](#)

F

FFDO safes

Follow the airport specific instructions located on the FFDO website for the safe location and access codes. More information is available on <https://ffdo.tsa.dhs.gov/>

Forms

Many forms are available in the CPO. Although these forms are readily available, most require assistance and/or submission from a Support Representative.

G

Global Entry

See [Passports and visas: Global entry](#)

H

Hiring and recruiting

Visit Flying Together > My Work > Flight Ops homepage > In This Section > [Pilot hiring and recall](#) for information on pilot hiring or contact pilotrecruiting@united.com for more information. For all recommendations, have the pilot you wish to recommend attach your recommendation to their application on pilothing.united.com.

Human Resources – Flight Operations

The HR Business Partner (HRBP) for Flight Operations is responsible for aligning United Airlines HR objectives with the line pilots and management pilots within the Flight Operations Division.

The HRBP aids with and facilitates the human resource processes at all United Hub locations. The HRBP supports employees regarding business/HR related decisions, employee relations, policies, and procedures, serves as an escalation option and directs employees to United's Centers of

Excellence (i.e., United Airlines Benefits, Pilot Service Center, Employee Service Center, and Help Hub).

The HRBP formulates partnerships across HR to deliver value-added service to the line pilots and Flight Qualified Management (FQM) pilots which reflects the business objectives of the organization. The HRBP maintains an effective level of business literacy about United Airlines and its midrange plans, its culture, and its competition.

The HRBP provides advice and counsel to line pilots, FQM pilots and Flight Ops administration employees on the resources and tools available to help understand the myriad of benefits and programs available to all.

HR Business Partners for Flight Operations

Leia DeVita Leia.devita@united.com	Director Air Ops HR	Director, HR Partners	312-508-9364
Kim Bloom Kim.bloom@united.com	DEN Flight Training Center	Senior HR Business Partner Representative	303-780-5260
Clif Brady Clif.brady@united.com	SFO, LAX, GUM, LAS	Sr. Manager - HR Partner	415-864-9781
Vanessa Beiro Vanessa.beiro@united.com	Flight Ops Support Functions	HR Business Partner	973-681-2385
Rachel Telson Rachel.telson@united.com	ORD & CLE	Sr. Manager - HR Partner	312-972-8155
Mark Hassell Mark.hassell@united.com	EWR, MCO	HR Business Partner	973-681-1812
Bob Parker Bob.parker@united.com	IAD	HR Business Partner	703-661-8599
Kathy Benavides Kathy.benevides@united.com	DEN, IAH	HR Business Partner	720-369-1410

K

Known Crewmember

Known Crewmember (KCM) is an alternative screening system for crewmembers. To gain entrance to the secure area of an airport via a KCM checkpoint, a pilot must present both:

- United company ID badge
- Government-issued personal ID (i.e., driver's license, passport, Global Entry identification card)

A KCM barcode has been provided to expedite screening at a checkpoint. The barcodes must be registered before use at the [KCM Support website](#). When registering, do not enter the "u" in the employee number – only use numbers. Replacement KCM cards can be obtained at the CPO.

Crewmembers are not required to wear a uniform to enter a KCM checkpoint. Those in uniform are allowed the same exemptions for liquids and gels that are authorized at a TSA security access point. Pilots not in uniform utilizing a KCM checkpoint are subject to the same liquid and gels rules as passengers regardless of the purpose of travel.

Crewmembers may not carry any items belonging to others through a KCM checkpoint, nor may the KCM checkpoint be used for personal international travel. Crewmembers traveling as a passenger for personal travel from a U.S. location to an international location must be screened as a passenger through the passenger screening checkpoint prior to entering the airport sterile area.

For more information about KCM, visit [Known Crewmember](#).

L

Landings

To maintain currency, a pilot must complete three takeoffs and three landings in the simulator or aircraft within the preceding 90 days in the type aircraft assigned to fly. Only one of these landings may be an Autoland.

If this currency lapses, a simulator landing currency class is required. Reserve pilots will have their landings classes scheduled for them. A line holder must schedule a landings class by contacting the Landings Desk at landings@united.com. For more information, reference UPA LOA 39 section C or contact the CPO.

Life event drop

For assistance with a life event drop, contact your CPO. A life event is defined in UPA section 20-Q-9.

Lost airman or medical certificate

If you find that you are not in possession of your airmen and/or medical certificates, contact the CPO or the FODM for assistance. They will provide assistance with the following steps if one or both documents are lost or forgotten:

1. The CPO or FODM will provide you your Airman Certificate number if you do not know it.
2. Visit [FAA.gov > Licenses and Certificates > Replace an Airmen Certificate](#)
3. Once logged in, click “Request Temporary Authority to Exercise Certificate Privileges”
4. Click on the “Next” at the bottom of the screen
5. Under “Request Temporary Authority,” check the box “Temporary” and enter a reason
6. Also, on this page, select a delivery message (email is recommended). Fill out the form in its entirety.
7. Within a few minutes, you will receive an email with your Temporary Airman Certificate and the date of your last medical. This email must be printed out and on your person until hard copies/originals are obtained or 120 days, whichever comes first.
8. A duplicate medical certificate may be obtained by calling the FAA Medical Certification office at 405-954-4821.

For more information, reference FOM 1.40.2.

M

Medical certificates

A First-Class Medical is required for all pilots and remains valid for 12 months (if under age 40) or 6 months (if 40 or older). Provide a copy at least three days prior to the next assignment requiring a medical certificate.

After receiving a new First Class Medical certificate, provide a copy via Help Hub Home > Employee Services > Crew Services > Pilot Medical > [Submit FAA Medical Documents](#). A photo taken with the EFB camera is acceptable as long as it includes the front and back of the medical certificate. For more information, reference FOM 1.40.1.

Per UPA section 24-B-8, the EKG fee from your physician may be expensed via [Concur](#), up to \$50.

To search for a FAA Aviation Medical Examiner, refer to [FAA.gov > Pilots > Find an Aviation Medical Examiner](#).

Military leave

To assist our military pilots, United has created a Flight Operations Military Guidebook. This document contains information on military leave process, procedures, and benefits. Please see the Flight Operations Military Guidebook located on Flying Together > My Work > Flight Ops homepage > In This Section > Flight Operations Resource Center > [Military](#). Thank you to you and your family for all you do!

O

Occupational injury

Notify the CPO immediately. If unable, contact the FODM. Provide official company notification to Sedgwick via 844-717-2579. A pilot's injury that results from a work accident or from exposure in the work environment, no matter how small, must be reported within 24 hours to the [Pilot Service Center](#). Please follow up on the next office workday with the CPO. Full details of the accident, type of injury, medical treatment required, and the names and contact information of any witnesses must be provided.

P

Paid moves

Paid moves are administered through the Pilot Service Center. To start the process navigate to Help Hub Home > FAQ > Crew Services > Administration > [Paid Move Process](#). The Paid Move Transfer Handbook is available at Flying Together > Employee Services > View full Employee Services Page > Help Centers > Employee Service Center > [PSC](#).

When exercising a paid move option and moving your household goods, you may be eligible for 6 months positive space commuter passes, followed by an additional 6 months highest priority space available passes. Please review more about your paid move benefits in the UPA sections 10-D and 8-H-2-c.

Parking

Parking is provided in each base. For more information about base parking, refer to the [Base specific information](#) pages in this guide.

If a pilot commutes, they may receive parking at that base if United has parking facilities. Outside of those airports, a pilot may submit an expense report via [Concur](#) for parking expenses, up to \$35 per month. Refer to UPA section 21-H-2 for more information.

Passports and visas

Global Entry

Global Entry is a reimbursable expense under UPA section 4-H-3. To start the application process online, please visit: <https://ttp.cbp.dhs.gov/>.

Once you have completed your application online, you will schedule an interview with a Customs and Border Protection officer. There are many locations available to complete this interview.

Passport Renewal

It is your responsibility to maintain a valid passport. While the CPO does not actually obtain the passport for you, we have all the information about the easiest ways to renew, including applications, expedite

letters. You may also download passport applications and information from the State Department website, <http://www.state.gov/>.

Please see the base specific pages at the end of this document for further information.

Visas

Australian Visa

The Australian Visa, known as an Electronic Travel Authority (ETA), is typically obtained while in training. If you do not have an Australian ETA, you must get one before departing the US. If you need an ETA, contact the [Pilot Service Center](#). If you need to obtain an ETA at the last minute, or if the PSC is closed, please contact the FODM for assistance.

Chinese Visa

Currently B777, B787, and Guam-based pilots require crew visas for the People's Republic of China. In order to get the visa, you will need the following:

- Passport with at least 2 ½ years validity remaining and blank visa pages. The passport must stay with the application until the visa is picked up.
- Letter stating that you are a crewmember (available from Pilot Service Center)
- Completed visa application (available at CPO)
- 1 passport-sized photo
- Photocopy of crew badge

The visa must be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Crew visas and tourist visas cannot be used interchangeably.

Please see the [Base specific information](#) pages at the end of this document for further information. Reimburse these expenses via [Concur](#).

Pay inquiries

United and ALPA subject matter experts have jointly developed the Pilot Pay Reference Library and Pilot Pay Reference Guide. These references provide information and guidance intended to help pilot understand pay issue processes.

The Pilot Pay Reference Library has seven scheduled books. This library is being developed to provide more in-depth examples of:

- Basic indoctrination & aircraft training
- Completing aircraft training & initial operating experience
- Reserve
- Lineholder
- Operating experience mixed with line/reserve
- Mixed event month
- Special pay items

The Pilot Pay Reference Guide provides information about pilot pay, as well as steps to take if a pay inquiry/pay claim becomes necessary.

The Pilot Pay Reference Guide and Library can be found in two locations, either on the EFB Content Locker (Communications > United Pilot Agreement) or via Flying Together > My Work > [UPA](#).

If a pay inquiry is required, navigate to the Help Hub > Employee Services > [Crew Pay](#) and select the request that best describes your issue:

- [Trip Pay Inquiry](#)
- [Training Pay Inquiry](#)
- [Reserve Pay Inquiry](#)
- [Sick Leave Pay Inquiry](#)
- [General Payroll Inquiry](#)
- [Pilot Service Center](#)

Pilot Service Center (PSC) employees are tasked with assisting pilots in areas pertaining to specific pilot needs. The Pilot Service Center may be accessed via Flying Together > Employee Services > View full Employee Services Page > Help Centers > Employee Service Center > [PSC](#)

Common questions or requests handled by the PSC include:

- CASS/KCM issues
- Deadhead and business travel authorizations
- EFB – lost, damaged, or stolen
- Jury duty
- Leaves and returns to work
- Line pilot expenses via Concur
- Military trip drops
- Paid move entitlements

Contact the PSC via the ESC phone number, 877-825-3729. The PSC operates Monday – Friday 0700 – 1900 CT, and on weekends 0800 – 1630 CT.

S

Sick leave

When not well, sick leave should be used. If you require assistance with personal leave or life events, contact the CPO.

Pilots may call in sick via two methods:

- If calling in sick prior to 11:00 LBT the day before the trip, via [CCS](#) > Scheduling > Sick Call
- At any time by contacting Crew Scheduling

Pilots must notify Crew Scheduling for each trip pairing or reserve period for which they are sick or for a specific time period that they will be sick. If the illness continues for longer than anticipated, update Crew Scheduling.

If a pilot is sick for more than 30 days, follow the guidance in FOM 1.110.3 to return to work.

T

Temporary pilot certificate

As a reminder, the temporary pilot certificate received in training will expire 120 days from the date of issuance. After receiving the permanent pilot certificate, provide a copy to the CPO or to the [Pilot Service Center](#). A photo taken with the EFB camera is acceptable as long as it includes the front and back of the certificate.

Transfer days

Transfer days are described in UPA section 10-G-4:

Three (3) transfer days (five (5) transfer days if transferring to/from a Base outside the continental United States) to be used after the award triggering the Base change, but not later than ninety (90) days after activation. However, if the Pilot chooses to drive one (1) automobile, he shall receive the greater of three (3) transfer days or the number of transfer days equal to the distance between the Pilot's old Base and his new Base divided by 400 (calculated based on the most direct AAA mileage). Remainders over 100 shall provide an extra transfer day.

For more information about scheduling transfer days, reference [UPA](#) section 10-G-4. Transfer days will be designated on the Master Schedule with the code TFD and are paid at 5 hours per day.

U

Uniforms

The CPO sells uniform accessories such as wings, epaulets, belts, and ties. The costs are payroll deducted for any items that are purchased.

Uniform purchases may be ordered through [Murphy & Hartelius](#). As a reminder, your username is UAL followed by your U-number (e.g., UAL123456) and your password is the first four digits of your zip code.

More information about the uniform standards may be found in FOM 1.80.1.

United-authorized health clinics

A health clinic authorized by United Airlines is available in every station. Refer to Flying Together > Employee Services > View full Employee Services Page > Help Centers > Workers Compensation > [United Authorized Clinics](#) for more information and locations.

V

Vacation bidding

See [Bidding](#)

Visas

See [Passports and Visas](#)

W

Wi-Fi access

Pilots may utilize the “skyfi_secure” network that broadcasts at most United stations on their personal devices. The following information is available as a general guide:

Wireless Network (SSID):	skyfi_secure
Security:	WPA2-Enterprise (or 802.1x EAP)
Encryption:	AES
Authentication Method:	EAP-PEAP
Phase 2 Authentication:	MSCHAPv2
User ID:	Your employee number, including the “U” (e.g., U123456)
Password:	Your Global password (same as Flying Together)

Chicago (ORD)

Contact information

773-601-4326, Fax: 773-601-4300
Toll free: 888-UAL-WORD (825-9673)
ordcpo@united.com

How to get to the CPO

The CPO is in Terminal 1, C concourse, below gates C17 and C19 at the ramp level.

If accessing from the underground passenger tunnel between concourses B and C, proceed to the elevator located at the far right of the escalator/stairwell that leads up to concourse C.

If accessing from concourse C gate level, take the elevator located to the far left of the escalators that lead down to the passenger tunnel.

Take the elevator to LL (lower level). After exiting the elevator, turn right and enter the door code on the keypad to gain entry. To turn on the keypad, press the lower left button. After entering the code, press the lower right button. After entering through the door, proceed past the cafeteria and turn left. The CPO is the last door on the left side of the hallway.

Hours of operation

Monday – Friday, 7 a.m. – 6 p.m.
Weekends, 7 a.m. – 5 p.m.

Mailing address

United Airlines – ORDFO
PO Box 66140
Chicago, IL 60666

FedEx/parcel shipping address

United Airlines – ORDFO
Terminal 1, Concourse C, Lower Level
Chicago, IL 60666

Company mail code

ORDFO

Director – Flight Operations Chief Pilot

Captain Jim Bono	773-601-4336	james.bono@united.com
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Senior Manager – Flight Operations

Captain Joe Scaminaci	773-601-4334	joseph.scaminaci@united.com
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Flight Operations Managers

Captain Paul Storost	773-601-4386	paul.storost@united.com
Captain Ryan Scheck	773-601-0053	ryan.scheck@united.com
Captain Tom Stewart	773-601-4305	tom.w.stewart@united.com

Base Manager

KC Godair	773-601-4324	katherine.godair@united.com
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Senior Staff Representative

Lorella Georgen	773-601-4335	lorella.georgen@united.com
Francesca Anderson	773-601-4448	francesca.anderson@united.com

Staff Representative

Cindy Jennings	773-601-4458	cindy.jennings@united.com
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Support Representatives

Janice Mullendore	773-601-4326	janice.mullendore@united.com
Vanessa Olsen	773-601-4326	vanessa.olsen@united.com
Jerome Castillo	773-601-4326	jerome.castillo@united.com
Rebecca Robertson	773-601-4326	rebecca.a.robertson@united.com

Chicago base contacts

Crew pay analyst	Help Hub	
Employee Assistance Program	773-601-5191	
Health clinic	773-601-2525	
Station Operations Center	773-601-1400	
Flight Operations SOC Representative	773-601-1555	773-301-1742 (cell)

ALPA contacts

Council 12 Status Representatives

Capt. Eric Popper, Chair	630-841-3065	eric.popper@alpa.org
F/O Phil Anderson, Vice Chair	219-306-2664	phil.anderson@alpa.org
F/O Peter Bess, Secretary-Treas.	217-721-4181	peter.bess@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Kathi Hurst, Chair	815-404-1100	kathi.hurst@alpa.org
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Badging

Airport badging

An airport parking badge is required for ORD parking access. See [Parking: Application process](#) for more information. See customer service agent for jet bridge access.

Company badging

The UAL badge should be available within 30 days of its expiration date at the CPO. A CCS message will be sent as a reminder to pick it up.

Bag storage areas

Bag storage is available in the hallway outside of the CPO. All bags **MUST** be labeled with a tag. Please see the Support Reps at the front desk for the bag tag.

Cafeteria

The cafeteria is located to the right as you enter the hallway into operations.

Commuter hotels

COMMUTER HOTELS - O'HARE AREA							
HOTEL	LOCATION	TELEPHONE	DISTANCE in miles	TRANSPORTATION	EXCR RM	POOL	RESTRNT
Aloft Schaumburg 3407 Algonquin Rd	Rolling Meadows	847-259-5000	14	None	Yes	Yes	Yes
Aloft O'Hare 9700 Balmoral Ave	Rosemont	847-671-4444	2	Bus/Shuttle Center Door #3; 7 a.m.-1030 p.m. , every :30 min at :15 and :45 after the hour.	Yes	Yes	Yes
Best Western 10300 W. Higgins	Rosemont	847-296-4471	4	Every 20 mins, Door #2	Yes	No	Yes
Comfort Inn 2175 E. Touhy	Des Plaines	847-635-1300	5	Door #1 Pick up on request, 24 hrs	Yes	No	Yes
Courtyard by Marriott 2950 S. River Rd	Des Plaines	847-824-7000	5	Door #2 0400-2300, every 30 mins	Yes	Yes	Yes
Crowne Plaza 5440 N. River Rd	Rosemont	847-671-6350	3	Door #2 0500-2200 Once each hour	Yes	Yes	Yes
Hampton Inn 3939 N. Mannheim	Schiller Park	847-671-1700	4	Door #1 Call for pickup	Yes	Outdoor	No
Hilton 5550 N. River Rd	Rosemont	847-678-4488	3	Door #2 515 a.m.-1145p.m., 15/45 min	Yes	Yes	Yes
Hilton O'Hare between Terminal 1 & 2	Chicago	773-686-8000	Onsite	Walk	Yes	Yes	Yes
Hyatt Regency 9300 W. Bryn Mawr	Rosemont	847-696-1234	3	Door #1 every :30 min	Yes	Yes	Yes
Marriott 50 N. Martingale	Schaumburg	847-240-0100	16	None	Yes	Yes	Yes
Marriott 8535 W. Higgins Rd.	Chicago	773-693-4444	5	Door #2 every 30 min	Yes	Yes	Yes
Motel 6 2881 Touhy	Elk Grove Village	847-803-9400	8	None	Yes	No	No
Motel 6 9408 W. Lawrence Ave	Schiller Park	847-671-4282	4	None	No	No	No
Quality Inn 600 N. Martingale	Schaumburg	847-517-7737	15	None	Yes	Yes	Brfst

Quality Inn O'Hare 3801 N. Mannheim	Schiller Park	847-678-0670	4	24 hr shuttle Door #1- 15/45 from hotel - 00/30	Yes	Outdoor	Yes
Red Roof Plus 2500 Hassell Rd.	Hoffman Estate	847-885-7877	20	None	No	No	No
Residence Inn 7101 Chestnut	Rosemont	847-375-9000	5	from airport - on call from hotel - 0500-2130 on the ½ hour	Yes	Outdoor	No
Sheraton 4 Points 10249 W. Irving Park	Schiller Park	847-671-6000	4	Door #2 0400 a.m.-1145 p.m. Every 30 min	Yes	Yes	Yes
Sheraton Gateway Suite 6501 N. Mannheim Rd	Rosemont	847-699-6300	4	Door #2 0400 a.m.-1100 p.m. every 30 min	Yes	Yes	Yes
Sheraton Suites 121 NW Point Blvd	Elk Grove Village	847-290-1600	11	None	Yes	Yes	Yes
Sonesta 10233 W. Higgins	Rosemont	847-954-8600	4	#3 Door from the airport every 30 mins between 03:30-23:30	Yes	No	Yes
Springhill Suites 8101 W Higgins Rd	Chicago	773-867-0000	3	Bus/Shuttle Center Door #2 Call for a shuttle	Yes	Yes	Yes
Super 8 O'Hare South 2080 Mannheim Rd	North Lake	708-681-0220	5	Bus/Shuttle Center Door #3 0500-2200 Call for shuttle	Yes	No	Yes
Westin O'Hare 6100 N. River Rd	Rosemont	847-698-6000	4	Door #3 0440 a.m.-0130 a.m.	Yes	Yes	Yes
Wyndham Garden Inn 2550 Landmeier Rd	Elk Grove Village	847-593-6200	9		Yes	No	Yes

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. This testing will be performed at the United Airlines Health Clinic, located in Terminal 2, lower-level baggage claim.

Employee Assistance Program

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Chicago office at 773-601-5191.

Employee security access

Terminal 1

Known Crewmember is in Concourse B, baggage claim level, South End (far left after entering – this is an exit for our customers.) Hours: 4:45 a.m. – 8:00 p.m.

The employee security checkpoint is in Concourse B, ticketing level, South end (far left after entering, exit lane 4A). Hours: 4:45 a.m. – 7:30 p.m.

Terminal 2

Known Crewmember in Terminal 2 is located on the ticketing level, North end (far right after entering – this is an exit, near the Butch O'Hare Aircraft Display.) Hours: 4:30 a.m. – 7:30 p.m.

The employee security checkpoint is located on the ticketing level, North end (far right after entering – this is an exit, near the Butch O'Hare Aircraft Display and is the same location as KCM.)

Hours: 4:30 a.m. – 7:30 p.m.

Flight planning areas

At the start of a pairing, all crew members should meet in the ORDCPO.

Getting between terminals

Terminals 1, 2, and 3 are connected by a walkway behind security. Additionally, the airport train connects terminals 1, 2, 3 and 5 outside of security.

Health clinic

The United Airlines Health Clinic is in Terminal 2, lower-level baggage claim. Services available to pilots include (but not limited to) occupational injury, company-directed exams*, acute care (personal illness), pre-employment exams, travel immunizations, OSHA audiometric testing. Note: if any clinic visit is for a company directed exam, the supervisor should complete the Authorization to Treat form and send it with the employee to the clinic. This form alerts the clinic as to what United service and protocols are to be used.

Hours of operation: 6 a.m. – 8 p.m., seven days a week

Phone number: 773-601-2525

Directions from Terminal 1

Walk past security checkpoint across from Gate B5. Walk over the connecting bridge to Terminal 2. Turn left immediately upon crossing the bridge to get outside of security. Take the escalator down to the Baggage Claim level. The clinic will be located on your right as you exit the escalator

Directions from Terminal 5

Take the terminal tram/bus to Terminal 2. Go to the upper-level bridge. Walk past the down escalator and go to the elevator on the right. Take the elevator to Baggage Claim level. The clinic is located to the right of the Air Canada baggage belt.

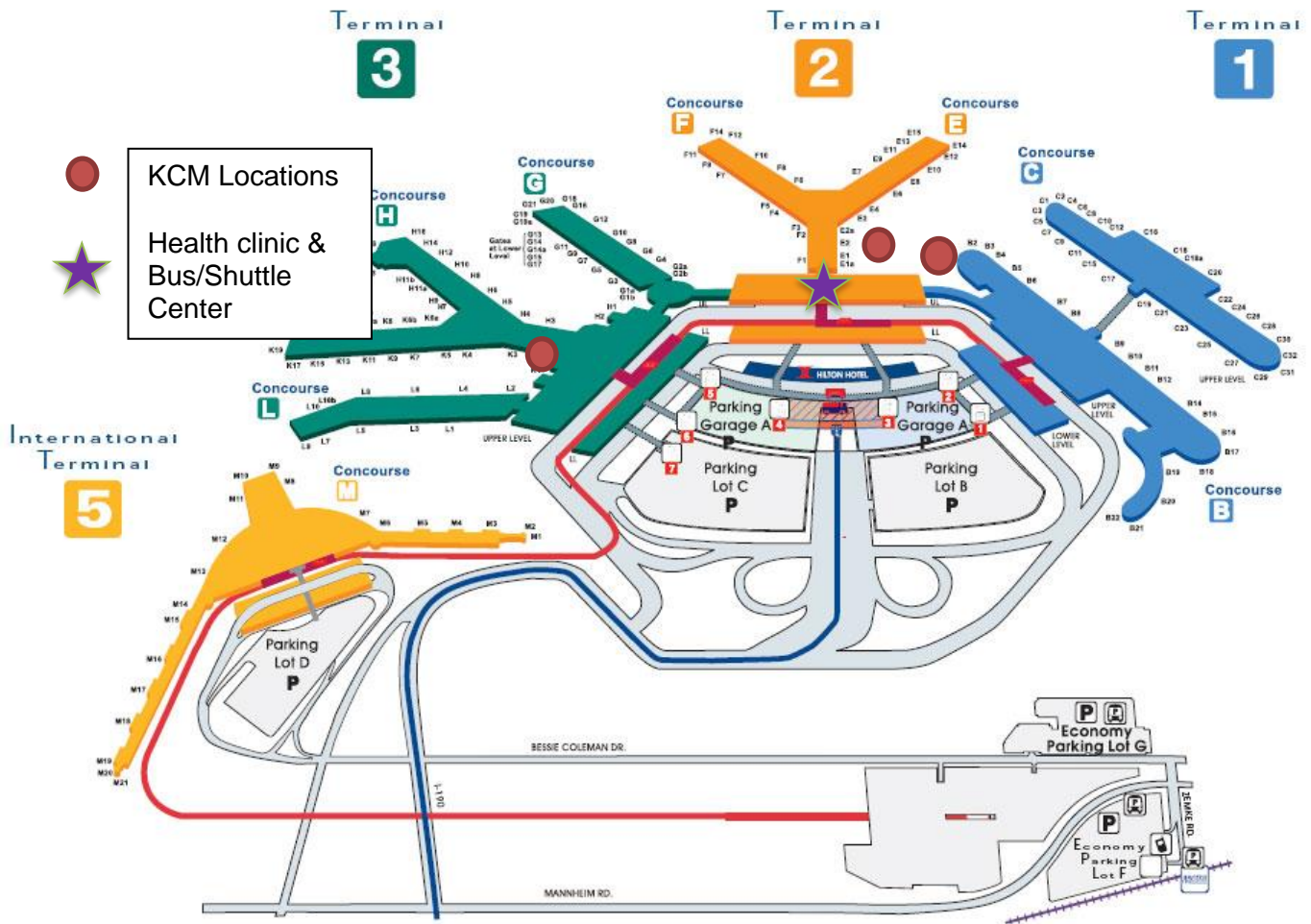
Hotel pickup

Hotel shuttles will pick up flight crews on the Terminal 2 Lower-Level Arrivals roadway curbside. Some hotel shuttles will continue to pick up flight crews at Terminal 5.

Directions from Terminal 1 or 2: Walk to Baggage Claim Level and take the Escalator down across from Baggage Claim Six. Follow red signage "Bus/Shuttle Center" to an elevator. Take the elevator up to Level 1: Cabs Level. When exiting from the elevator, walk ahead and slightly to your left.

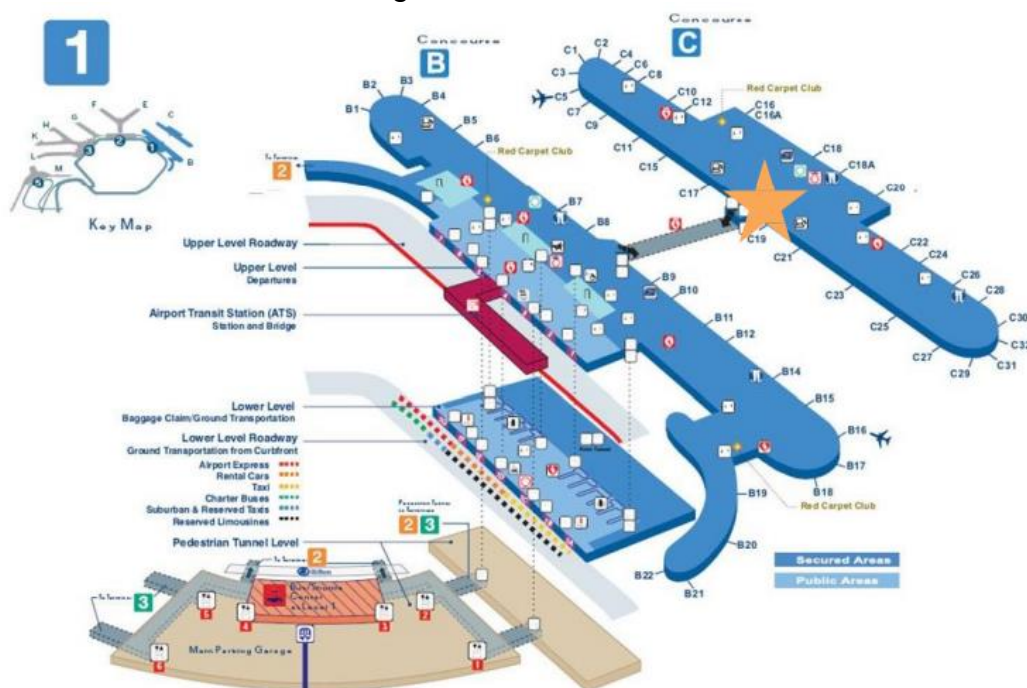
Maps

Airport




Terminal

The ORDCPO location is marked with a gold star.



Emergency Action Plan

**Flight Operations**

Emergency Action Plan

Active shooter

- Run – if you can
- Hide – if you can't
- Fight – as last resort

Lightning


During ramp closure/lightning events, the ramp must be cleared of all activity until the all clear/return to work message has been sent

Rally points

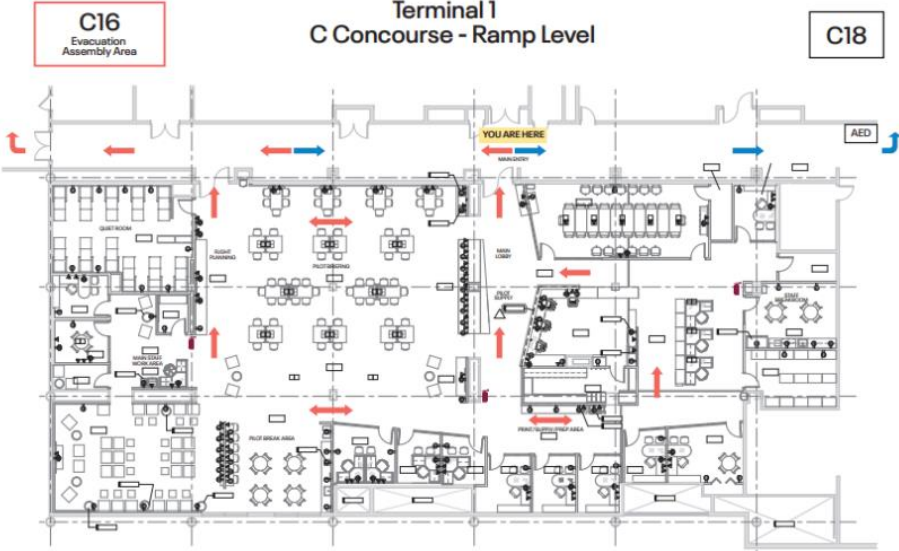
- Primary C16 ramp
- Secondary C18 ramp

Nearest AED

- Across from the employee cafeteria



**Terminal 1
C Concourse - Ramp Level**



C16
Evacuation
Assembly Area

C18

In case of emergency call:

- Primary: (773) 894-9111
- Secondary: (773) 601-4222

Legend

- Primary Evacuation Route
- Secondary Evacuation Route
- Stairs
- Relocation Shelter Route
- Relocation Shelter Assembly Area
- Fire Extinguisher

Pilot lounge

The pilot lounge is located to the right of the CPO.

Parking

A green SIDA badge is required for entry. Security restrictions require that only United Airlines' employees with the green SIDA badge will be allowed to use the employee bus to and from the employee parking lot. Employees are not permitted to escort persons without a badge into the parking area.

New application or renewal process

1. You must have fingerprints on file. Please contact the Support Reps to begin the process. You'll need a copy of your Driver's license (with at least a 1-year validity) and a passport.
2. After your fingerprints clear, you'll receive a CCS message with the next step. Please contact the front desk at ORDFO if you have any questions.

3. Badging Office hours are M-F 0730 – 1400.

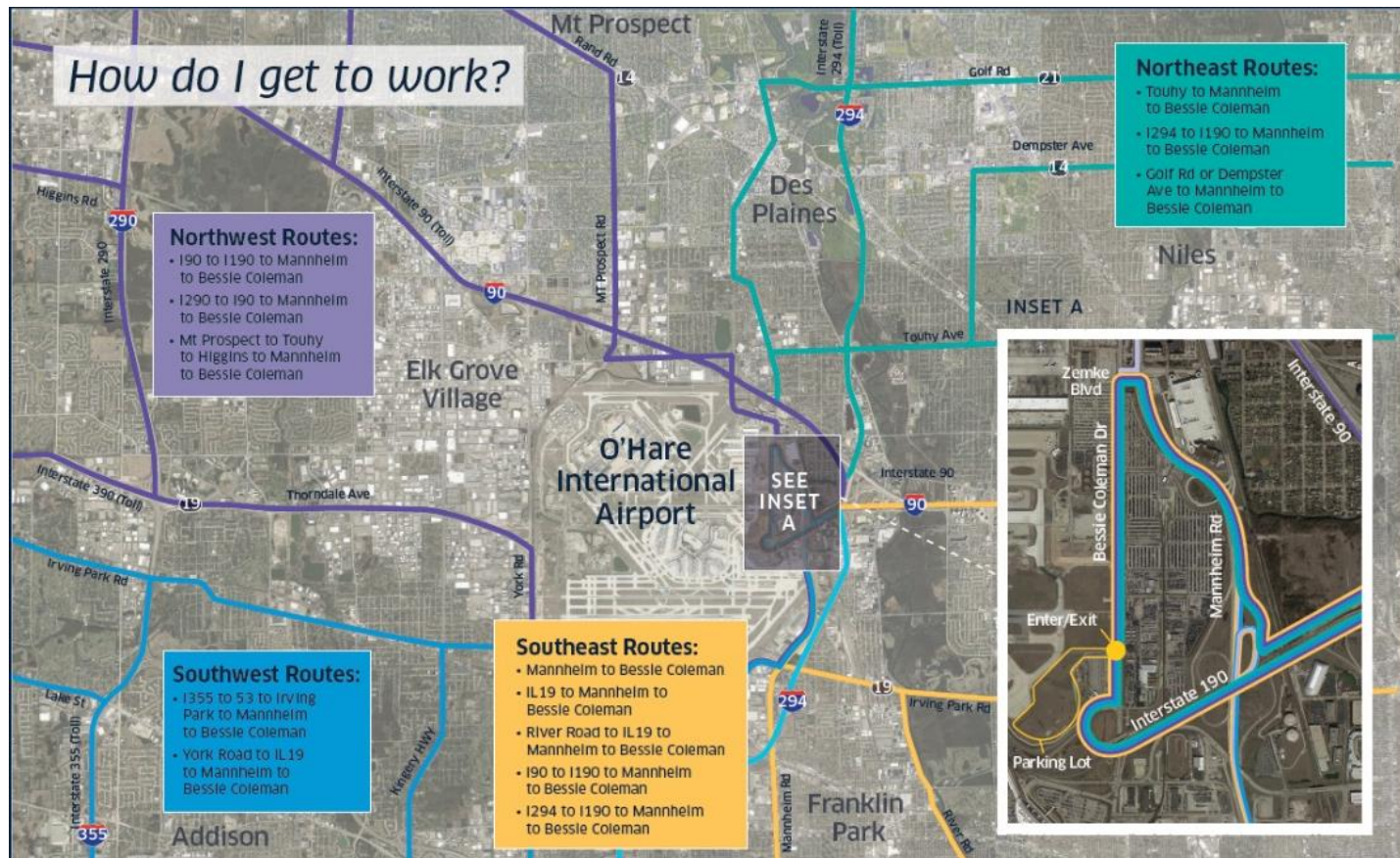
The process can take up to 4 weeks to complete!!

Directions and maps to United Parking Lot

All pilots require a GREEN ORD SIDA badge to park in this new employee lot.

The employee parking lot is located on the Northeast side of the field off Bessie Coleman Drive.

Directions to the new lot



Directions from the Northwest

- I-90 to I-190 to Bessie Coleman
- I-290 to I-90 to Bessie Coleman
- Mt. Prospect to Touhy to Higgins (Rt 72) to Mannheim to Bessie Coleman

Directions from the Northeast

- Touhy to Mannheim to Bessie Coleman
- I-294 to I-190 to Bessie Coleman
- Golf Rd or Dempster Ave to Mannheim to Bessie Coleman

Directions from the Southwest

- I-355 to IL 53 to IL19 (Irving Park) to Mannheim to Bessie Coleman

- York Road to IL19 (Irving Park) to Mannheim to Bessie Coleman

Directions from the **Southeast**





- Mannheim to Bessie Coleman
- IL19 (Irving Park) to Mannheim to Bessie Coleman
- River Road to IL19 (Irving Park) to Mannheim to Bessie Coleman
- I-90 to I-190 to Bessie Coleman
- I-294 to I-190 to Bessie Coleman

Note: IL Route 72 changes names. For most of the way it's called Higgins. For part of the way it's called Touhy. Regardless of the name, it is always IL Route 72.

Employee parking lot buses

The buses from the employee parking lot are marked with signs and are color-designated for the concourse that they serve. Be sure to verify the bus you are boarding is for your desired destination.

The following table outlines the service available for each concourse:

Bus Route Key		Style of Route
	Blue Line B9 Only	Continuous Loop 24/7
		Peak Shift Turn Over Increased Bus Frequency
	Red Line C17 Only	Continuous Loop 24/7
		Peak Shift Turn Over Increased Bus Frequency
	Green Line M13 Only	Scheduled service based on shift bids
		Peak Shift Turn Over Increased Bus Frequency
	Purple Line E4 Only	Continuous Loop 24/7
		Peak Shift Turn Over Increased Bus Frequency

Please plan 35-45 minutes from the time you arrive at in the parking lot until you arrive in the ORDCPO.

*A bus is available for international arrivals that departs from the upper level of Terminal 5 and goes directly to the employee parking lot.

Shuttle bus pickup location

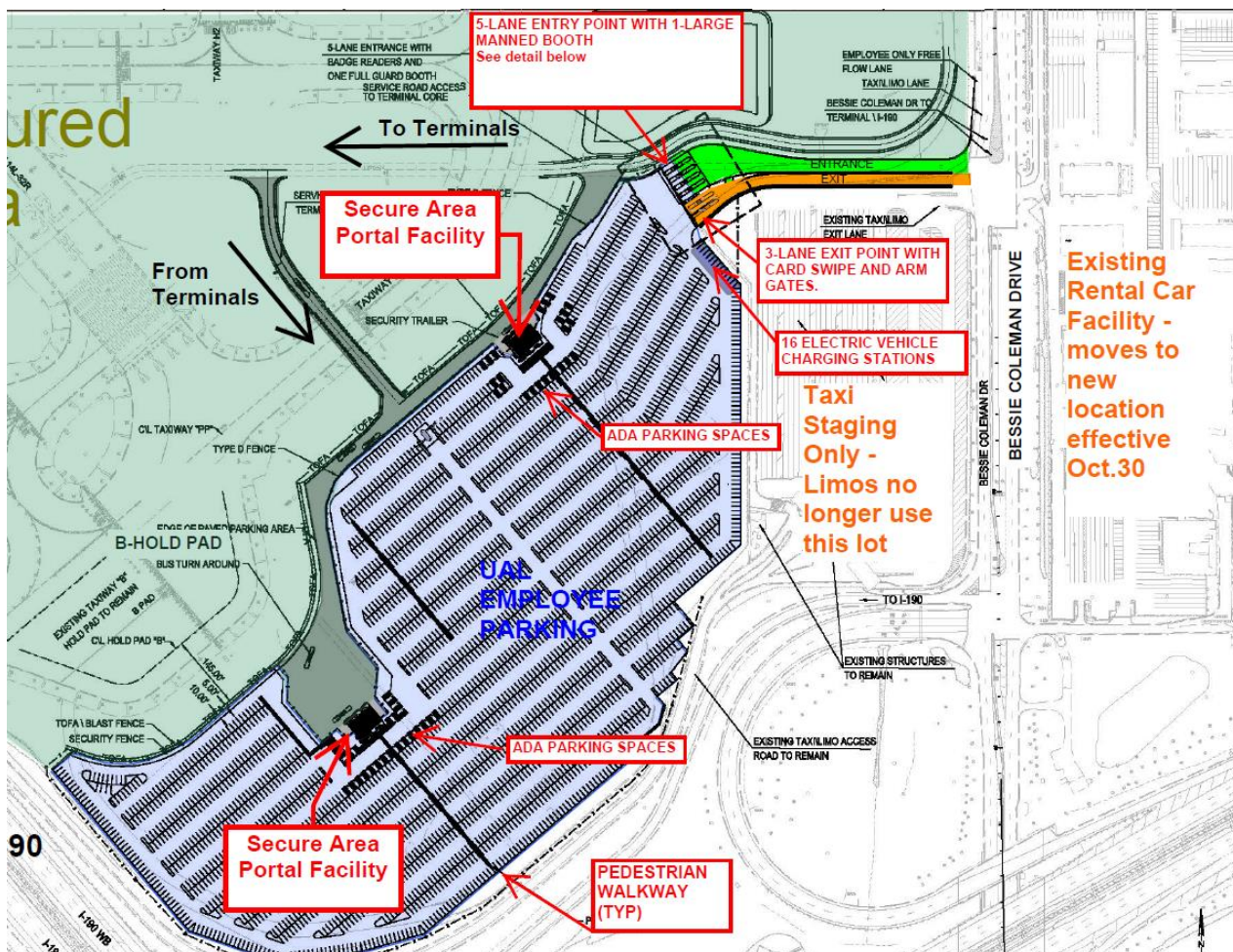
There are **two** holdrooms located in the employee parking lot. Buses will stop at both holdrooms every run. These holdrooms are temperature controlled, have restrooms and seating for 50 employees. You will use your green ORD badge and fingerprint/four-digit PIN code on biometric screeners to enter the holdrooms. From there, there are several doors that lead out to the buses.

- Concourse C/Red bus stops at C17 gate area only.
- Concourse B/Blue bus stops at B9 gate area only.
- Concourse E/F/Purple bus stops at E4 gate area only.
- Concourse M/Green bus is not for flight crewmembers since we don't have departures from Terminal 5
 - *There is a bus for international pilots arriving at Terminal 5. Pickup is upper-level door 5F – goes direct to the employee parking lot via Bessie Coleman Drive. The last shuttle picks up from Terminal 5 at 10:50 p.m. and the first pickup from the employee lot to*

Terminal 5 begins at 03:45 a.m. During these hours the shuttle runs approximately every 15 minutes.

- Concourse B to Terminal 5 bus stops at end of B near B1 and drops off at M13 in Terminal 5. You can also ride the bus from T5 to Concourse B utilizing the same M13 stop.





Passports and visas

Check CCS for the most up to date guidance about Passports and Visas.

Global Entry

Chicago O'Hare Global Entry interview facility:

Terminal 5, baggage claim area

Hours: 9 a.m. – 8 p.m., Monday – Friday, 9 a.m. – 4 p.m., Saturday – Sunday

Phone: (773) 686-2800, extension 1500

Passport Renewal

Information regarding passport renewal, expedited passport renewal, Chinese visas/renewal and other visa information is available at the ORDCPO and can be obtained by visiting the ORD Support Staff Desk during normal hours of operation.

Chicago Passport Agency

101 West Congress Parkway

Chicago, IL 60605

Hours: Monday – Wednesday and Friday: 0800 a.m. – 3:00 p.m.

Thursday 10 a.m. – 3:00 p.m.

Phone: 877-487-2778

Visas

Chinese Visa

We highly recommend using United's courier AVS when renewing your Chinese visa.

The visa must be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Information about the Chicago office is below. Crew visas and tourist visas cannot be used interchangeably.

Passport and Visa Office
Chinese Consulate General
1 E Erie St., Suite 500
Chicago, IL 60611

Hours: 9 a.m. – noon; 1 p.m. – 2:30 p.m., Monday – Friday, except for holidays
Phone: 312-453-0210

Public transit

Chicago Transit Authority

The Chicago Transit Authority (CTA) Blue Line services the airport. A 50% discounted fare is available for employees utilizing the O'Hare Blue Line stop. You will need a CTA Ventra card to add this feature to your account. You can obtain a Ventra Card from any kiosk at any CTA station.

To obtain the discounted fare, the Transit ID number is required. To find your Transit ID, either reference the bottom of the "My Ventra Cards" section of the Ventra phone app, or call 877-669-8368 and ask for your Transit ID. Once you have obtained your code contact the ORDCPO to add the discount to your account.

The Blue Line O'Hare station is in the lower level below baggage claim connecting Terminals 1 – 3. The station is near the walkway to Terminal 2. Follow the signs to "Trains to City" to find the station. From the O'Hare station to ORDCPO, average travel time is 15-25 minutes.

Metra

Metra serves O'Hare via the O'Hare Transfer Stop on the North Central System (NCS). Exiting the train take the free Metra shuttle bus to the Airport Tram System (ATS). The shuttle bus is continuously running between these two locations. Once off the shuttle bus, take the ATS to the desired terminal. Tickets are purchased on the train and must be paid in cash, or you may download and use the Ventra app on your smartphone. From the Metra station to ORDCPO, average travel time is approximately 35-45 minutes.

Quiet room

The quiet room is located at the far back area of the flight planning area. Pillows and blankets may be available.

Cleveland (CLE)

Contact information

Contact ORD CPO: 773-601-4326
ordcpo@united.com

Mailing address

United Airlines – Flight Ops
5300 Riverside Dr.
Cleveland, OH 44135

FedEx/parcel shipping address

Same as mailing address

Company mail code

CLEFO

Director – Flight Operations Chief Pilot

Please see the [Chicago](#) section Chief Pilot for a flight qualified manager

Senior Staff Representative

Please see the [Chicago](#) section Staff Representative for contact information

Cleveland base contacts

Station Operations Center 216-501-6830

ALPA contacts

Council 172 Status Representatives

Capt. Josh Kallet, Chair	330-321-4356	josh.kallet@alpa.org
F/O Ed Higgins	330-604-6424	Ed.higgins@alpa.org
F/O Mark Wapenaar, Secretary-Treas.	330-671-2649	mark.wapenaar@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Jeff Capretto, Chair	216-374-4491	jeff.capretto@alpa.org
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Bag storage areas

The baggage storage area is in the pilot lounge/FPA near the sleep room

Commuter hotels

Name	Phone	Shuttle Information
Airport Sheraton	216-267-1500	Walkable, or bus lower level
Hilton Garden Inn Airport	216-898-1898	04:00-00:00 every :30 min
Crown Plaza	440-243-4040	24 hours, every :30 min, On-call from airport
Travel Lodge	216-267-2350	24 hours, top of every Hour
La Quinta (Northeast Location)	216-251-8500	04:00-00:00 Every :30 min, on-call from airport
Comfort Inn	440-234-3131	Call for shuttle availability

Computer training areas

Take Off Learning (ULN) computers are available in the pilot lounge. They are located on the back wall of the common area.

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. This testing will be performed at the Inflight Lounge located on the ramp level.

Employee Assistance Program

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327).

Employee security access

Known Crewmember (KCM): Main Terminal B, central exit lane (5 a.m. – 6 p.m.).

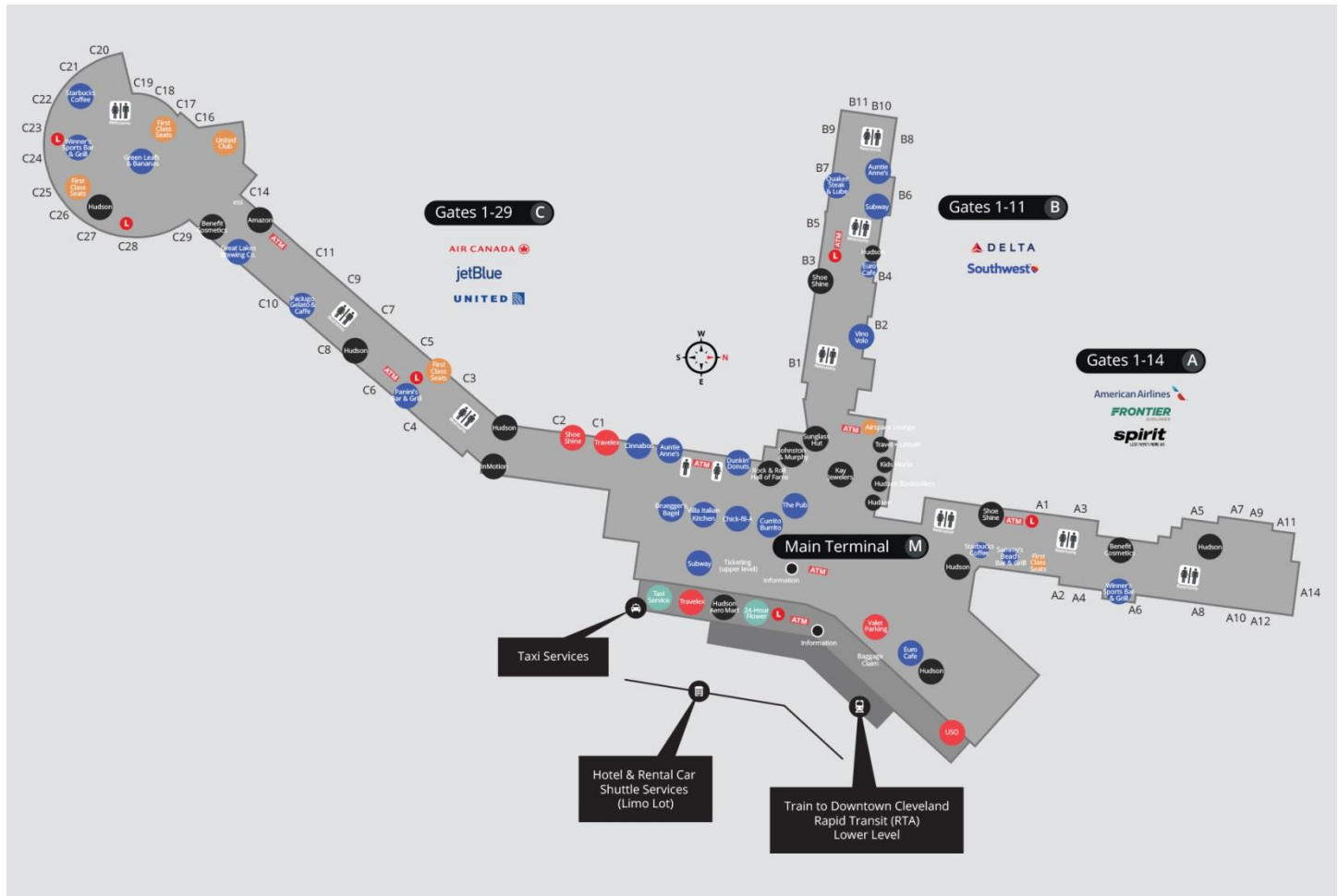
Flight planning areas

The FPA is in the Pilot Lounge, which is located on the terminal level, on the left side of Gate C29 podium. Posted signs will designate the area as well.

Health clinic

Not available

Maps



Pilot lounge/FPA

The pilot lounge/Flight Planning Area is located terminal level on the left side of Gate C29 podium. Posted signs will designate the area.

Parking

Please email the ORD Chief Pilot Office (ordcpo@united.com) to start the process.

River Edge Employee Parking Lot

Bus service is provided by Cleveland Hopkins Airport. Pick up is at Stop 7 and 10 and the drop off is at the Transportation Center. Transportation Center is located at the very north end of the airport, baggage claim level.

Passports and visas

Global Entry

Cleveland Global Entry interview facility:

Port Office Building
6747 Engle Road
Middleburg Heights, OH
Hours: 10 a.m. – 3 p.m., Tuesday – Thursday
Phone: 216-267-3600, extension 1

Public transportation

The Greater Cleveland Regional Transit Authority (RTA) offers convenient service to and from Cleveland Hopkins International Airport. RTA's Red Line provides regular service between CLE and downtown Cleveland via the Tower City Station. The trip takes less than 30 minutes and trains depart from CLE every 15 minutes for most of the day.

RTA's station at CLE is located on the lower level of the main terminal. To reach the RTA station, travelers should use the elevators or escalators located in the center of the ticketing and baggage claim levels.

For additional information on Cleveland Airport Public Transportation options, please call 216-566-5100 or visit the RTA website (<http://www.riderta.com/>).

Quiet room

A quiet room is in the pilot lounge at the back of the room. There are multiple electrical outlets available along with adjustable theater lighting.

Restrooms

There is a restroom located in the pilot lounge/FPA.

Denver (DEN)

Contact information

303-348-3640, Fax: 303-348-3645
Toll free: 888-UAL-WDEN (825-9336)
dencpo@united.com

How to get to the CPO

The Chief Pilot Office is located on the south side of the B concourse, center core. Take the elevators next to Elway's restaurant up to the 4th floor restricted area and follow signs to Flight Operations.

How to get to A Concourse FPA

Access Concourse A FPA by taking the elevator adjacent to Gate A34 up to the 4th floor. Then enter through the double glass doors. The FPA is accessed through either of the cipher-locked doors located to the left and right of the Flight Ops Support Rep desk in front of the blue wall. Unless in possession of a DEN SIDA badge, pilots are not authorized to ride the elevator below the concourse level to the ramp. If you inadvertently take the elevator to the ramp level, do not exit.

Hours of operation

7 a.m. – 5 p.m., M-F
7 a.m. – 4 p.m., Weekends

Mailing address USPS

27150 E. 75th Ave
Denver, CO 80249

FedEx/UPS Packages

(Goes directly to the hangar)
27300 East 98th Avenue
Denver, CO 80249

Company mail code

DENFO

Director – Flight Operations Chief Pilot

Captain Lawrence Ellis	303-348-3650	Lawrence.Ellis@united.com
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Senior Manager – Flight Operations

Captain Joel Brown	303-348-3604	joel.brown@united.com
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Flight Managers

Captain Kate Bufton	303-348-3607	kate.bufton@united.com
Captain Tyler Hammer	303-348-3638	tyler.hammer@united.com

Base Manager

Amy Hiett	303-348-3651	amy.hiett@united.com
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Staff Representative

Pam Abke	303-348-3654	pamela.abke@united.com
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Senior Staff Representative

Christine Gonzalez	303-348-4223	christine.f.gonzalez@united.com
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Support Representatives

Kelsey Lewis	303-348-3640	kelsey.lewis@united.com
Riley Colvin	303-348-3640	riley.colvin@united.com
Tali Christian	303-348-3640	tali.christian@united.com
Lauren Bushkuhl	303-348-3640	lauren.bushkuhl@united.com
Terryll Sanford	303-348-3640	terryll.sanford@united.com

Denver Base Contacts

Employee Assistance Program	303-348-3328
Station Operations Center	303-348-4160
FOSOC Representative	720-442-1053

ALPA Contacts

Council 33 Status Representatives

Capt. Marc Rathmann, Chair/CA Rep	719-432-8476	marc.rathmann@alpa.org
F/O Mario Martins, Vice Chair/FO Rep	719-330-3777	mario.martins@alpa.org
Capt. Guido Gallucci, Sec/Treas	917-531-8579	guido.gallucci@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Kevin Thiessen	303-514-4887	kevin.thiessen@alpa.org
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Badging

Company badging

The UAL badge should be available within 30 days of its expiration date at the CPO. Badges are typically made available the week before the month they expire. UAL crew badges are valid until the last day of their expiration month.

A CCS message will be sent as a reminder to pick it up.

Parking

There are two employee parking lots at DEN, airside and landside.

Landside parking requires online parking registration initiated through the CPO and the shuttles drop off at the main terminal.

Airside parking requires a DEN SIDA badge (see below) along with online parking registration initiated through the CPO. After parking in the airside lots, pilots go through security before boarding the shuttle and being dropped off at the gates. Pilots must be DEN based to have airside parking.

Please reach out to a CPO support representative in order to start the registration process, as a code is necessary to complete online enrollment.

SIDA Badging

A DEN SIDA badge along with online parking enrollment is required for airside parking. SIDA badges are issued to DEN based pilots only. You cannot begin the SIDA process until the first day of your DEN bid month.

SIDA badging is a two-appointment process and requires a background check run by the city of Denver initiated by the CPO. The initial SIDA process may take a week or more to complete and SIDA badges must be renewed yearly.

Please contact a support representative in the CPO to start the SIDA process.

If you do not want a SIDA badge you may choose not to get one and will not have Airside Parking access. If you would like to discontinue your SIDA, turn in your badge (\$250 fine assessed to the pilot from badging office for expired badges not turned in) and get a landside parking badge from the parking office. No background check or testing is required for the landside parking badge.

Credit Union

The Alliant Credit Union can be reached by calling 800-328-1935.

Commuter Hotels

The Westin Denver International Airport, 8300 Pena Boulevard, Denver, CO 80249 (adjoining the main terminal at the south end). 303-317-1800.

Days Inn & Suites by Wyndham Denver International Airport, 7030 Tower Road, Denver, CO 80249. 303-800-3178.

Baymont by Wyndham Denver International Airport, 6805 Argonne Street, Denver, CO 80249. 303-373-5400.

AmericInn by Wyndham Denver Airport, 7010 Tower Road, Denver, CO 80249. 303-373-5900.

Quality Inn & Suites Denver International Airport, 6890 Tower Road, Denver, CO 80249. 303-371-5300.

Hyatt House Denver Airport, 18741 E 71st Ave, Denver, CO 80429. 303-628-7777.

High Plains Hotel at Denver International Airport, 7020 Tower Road, Denver, CO 80249. 303-373-1600.

Courtyard by Marriott Denver Airport, 6901 Tower Road, Denver, CO 80249. 303-371-0300.

Fairfield Inn & Suites by Marriott Denver Airport, 6851 Tower Road, Denver, CO 80249. 303-576-9640.

Homewood Suites by Hilton Denver Airport Tower Road, 4210 Airport Way, Denver, CO 80249. 303-371-4555.

Tru by Hilton Denver Airport Tower Road, 6951 Yampa St Ste B, Denver 80249. 303-307-9500.

Holiday Inn Express & Suites Denver Airport, an IHG Hotel, 6910 Tower Road, Denver, CO 80249. 303-373-4100.

Computer Training Areas

Computer based training (CBT) on the TAKEOFF Learning Network is available in the Learning Resource Center on the left side as you enter the DENCPO B Concourse flight planning area. Training can also be completed on your company EFB.

Drug and Alcohol Testing

If you are selected for the federally mandated random drug test program, upon arrival, our Drug Test Representative will notify you. Notification will include detailed directions to the drug test facility, which is in the center concourse of B, 4th floor East side past inflight. All will appreciate your polite and professional response.

Our Breath Alcohol Tester administers the alcohol-testing program. If you are selected as part of this program, you will be provided with instructions on how to complete the test upon reporting. Again, your cooperation and professionalism will be greatly appreciated.

Employee Assistance Program

The Employee Assistance Program offers **professional** help for employees and their families when a personal problem develops. The services of EAP are **free**. If a referral to a community service provider is necessary, the EAP will work with you to make effective use of your health benefits. The program is **confidential** unless otherwise required by law and is a voluntary program.

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Denver office at 303-348-3328.

SOAR is a confidential, ALPA run, peer to peer assistance program for pilot's only, when a personal problem develops. 24/7 Hotline 866-653-SOAR

Employee Security Access

Known Crewmember

KCM South Checkpoint: security checkpoint door east of checkpoint (24 hours)

KCM North Checkpoint: security checkpoint door east of checkpoint (4:30 a.m. – 9 p.m.). If you are in uniform and selected for additional screening, you are permitted to use the Premium Passenger line to expedite your screening.

There are North and South security screening areas in the terminal. For passengers going to Concourse A, there is an additional security screening area at the entrance to the sky bridge linking the terminal and Concourse A. There is no dedicated employee security screening line; however, there is a special entrance to the screening area for employees on the west side of each security screening area. The North and South security screening areas exit to the same terminal train station, which will transport you to Terminal B.

Getting Between Terminals

All passengers and crew at DIA transfer between the main terminal and the three concourses (A, B, and C) via an underground train. The train leaves approximately every two minutes. If the train is not able to operate, there is not a walking tunnel to concourses B and C. DIA uses buses in that event as its back-up plan. However, Terminal A can be accessed by the sky bridge.

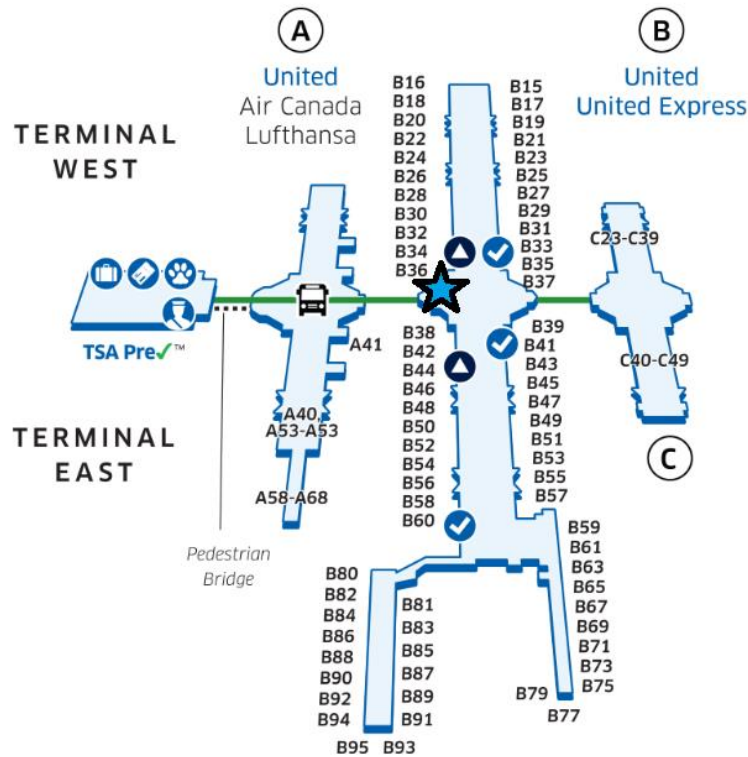
Health Clinic

Denver International airport does not currently have an on-site medical clinic. All personnel must contact their individual provider for medical care needs and immunizations. In the event of a medical emergency while at the airport, please contact the nearest medical facility, DIA Operations Center at 303-342-4200 or dial 911. The closest off airport health care provider is the Green Valley Ranch Urgent Care located at 4809 Argonne St, Denver, CO 80249 Phone: (303) 344-8700.

Locker Rental

Limited locker space is available for an annual rental fee (currently \$100/year). A small area to the left of the lockers provides limited hanging space and shelves for storage up to two weeks. If interested in renting a locker, please check with the Support Reps.

Maps



Pilot Lounge

The pilot lounge and TV room are attached to the flight planning area. It can be accessed through the B Concourse flight planning area interior door or from the adjacent hallway

Parking

All employee parking is in the Landside lot or the Airside lot. A SIDA badge is required to get through security for the Airside lot and vehicles must be registered through DEN ExpressPark to enter the Airside and Landside lots. The Denver Parking Permit Sales Office is in the main passenger terminal on the east side by Door 111/113.

Application process

To get set up for parking, you will have to enroll in DEN ExpressPark. This system utilizes the technology in AVI (automatic vehicle identification) stickers or ExpressToll passes on your vehicle to provide you with access to the parking lots. If you do not have an ExpressToll pass and need an AVI sticker, you can pick one up in the CPO from a support representative. When you enroll yourself (via a link set from the CPO), you will need to know your vehicle information and have access to the code on your AVI sticker or ExpressToll pass. You can enroll up to three vehicles. For more enrollment details, contact a support representative.

Once enrollment is completed, your submission will be sent to the CPO and they will approve you for landside or airside parking depending on where you are based. If you are Denver Based, you are able to utilize the Airside lot, but first must be issued a SIDA badge (refer to Badging section above for details on this process). The ExpressPark enrollment approval makes its way to the parking permit

sales office, and you will receive a confirmation email from the parking office once your ExpressPark has been turned on.

If you utilize rental cars or cannot have an AVI sticker or ExpressToll pass on your windshield, you will have to contact the parking office directly (303-342-4086) to discuss your options.

The parking lots are owned and operated by the city of Denver. To enter or exit the employee lots, pull up to where your driver window is by the old scanners and wait for the flashing light on the gate to go from green, to flashing yellow, back to green, then proceed once the gate opens. No piggybacking or escorting is allowed. In most cases, you can choose to park in the Airside or Landside Parking Lot. However, do not utilize Airside when doing personal travel. If you park illegally or have expired license plates, you will be ticketed. Parking is available in two different employee lots. See the section below for more information.

Airside Parking lot

Only Denver based pilots with a SIDA badge are authorized to use the Airside Parking lot. There are strict criteria specifying when the Airside Parking lot may be utilized. Please become familiar with all rules regarding Airside parking prior to using this parking lot, in order to avoid getting hit with a Big 6 violation. To get through security at the Airside building, you need to have fingerprint and/or facial recognition set up when you receive your SIDA badge.

Landside Parking lot

To be eligible for company provided DEN parking, you must cancel company provided parking elsewhere. When you are registered, you will be issued the rules and regulations covering DEN employee parking. Familiarize yourself with those!

Directions and maps

Directions from Peña Blvd to Airside: Exit right to 75th Ave / Jackson Gap Road. Take a left on Jackson Gap Road (Northbound). Turn right (East) on East 78th Ave. Follow signs for Airside Parking (approximately 1 mile on the right).

New Employee Landside Lot (Mt. Elbert) address: 6975 Valley Head St., Denver, CO 80249



Shuttle bus pickup location

Airside lot and bus

The Airside bus operates from the *Airside* employee parking lot *directly* to Concourse B. The use of this shuttle bus is restricted to employees with a DIA SIDA badge. Get off at the second scheduled stop, Center Core, near gate B38 for the DEN CPO. Enter the building, turn left, and go to the elevators. The DEN CPO is on the 4th floor. When returning to the parking lot, there are 3 bus stops, B22, Apron level Center Core and B44. You can use the Jet Bridge, stairs, or elevator to access the Apron level. To access the apron level in the elevator, you must scan your SIDA badge. The frequency and number of buses is determined by employee need, with a minimum frequency of every 10 minutes. When de-icing/anti-icing is in operation, the bus must take a different route to Concourse B. Plan on an extra 20-25 minutes to get to DEN CPO. A swing gate has been installed for easy access when traveling with luggage. Bus schedule operates from B-Concourse from 0350-0000. From 0000-0350, bus to the airside parking lot **ONLY** operates from the A-Concourse.

Landside (Mt. Elbert) lot and bus

The Landside buses pick-up and drop-off at the DEN Transit Center. To reach the Transit Center, exit the south end of the Jeppesen Terminal and take the escalator down to the lower level and follow signs that say Buses. The sign on the bus says **EMPLOYEE**, and it stops at spot 3.

Passports and visas

Global Entry

Denver Airport Global Entry interview facility:

8400 Peña Blvd.
Denver, CO 80249
Hours: 10 am – 6 pm Monday through Friday.
Phone: 303-342-7400

Passport Renewal

Denver Passport office contact info:

Denver Passport Agency
Cherry Creek III
3151 South Vaughn Way, Suite 600
Aurora, CO 80014
Hours of Operation: 8 a.m. – 2 p.m. Monday, Tuesday, Wednesday, and Friday
10 a.m. – 2 p.m. Thursday (excluding Federal Holidays)

Public Transit

The Regional Transportation District (RTD) services Denver International Airport. The University of Colorado A Line is 23 miles of rail that is making local and international travel easier than ever. The new line provides easy, affordable, and reliable connections between downtown Denver, Denver International Airport, and the many communities along I-70. With connections at Union Station to the [C](#), [E](#) and [W](#) light rail lines, the [B Line](#) commuter rail line to Westminster and local and regional buses. This is located at the Transit Center below the Airport Westin Hotel.

Quiet Room

The quiet room is located down the hall on the right from the B Concourse FPA. Pillows and blankets are available inside of the quiet room in cupboards located in the far-left corner of the room. Hampers for used pillows and blankets and a trash can are in the entry way. Please utilize these on your way out of the room to keep things tidy for everyone. The door code can be found in CCS.

Restrooms and Showers

Restrooms are in the main hallway to your right, across from the Flight Planning Area. Currently, there are no showers available in the DENCPO. However, there is a changing room in the Concourse A Flight Planning Area (FPA). Additionally, there are showers at the DIA Wellness Center. There is a changing area in the Quiet Room across from the DENCPO.

Wellness Center

There is a DIA Wellness Center (fitness center) in the main Jeppesen Terminal. Please phone 303 342-2205 to obtain a monthly membership for \$20 a month. Free lockers on a first come first serve basis. You may also use the link [DEN Wellness Center Membership Request](#), fill out the form and click submit. Once you complete the form, you will receive an automated email requesting that you complete the waiver. At that point, you will get a second email with the final steps you'll need to take

to establish your membership. Open 24/7 for members.

Guam (GUM)

Contact information

671-645-8880, Fax: 671-649-8496
gumcpo@united.com

How to get to the CPO

Caution – due to international security regulations, please review 10-7A for more information regarding directions.

Hours of operation

Monday – Friday, 6:00 a.m. – 4:00 p.m.

Mailing address

Chief Pilot's Office GUMFO
PO Box 8778-P
Tamuning, Guam 96931

FedEx/parcel shipping address

United Airlines
Chief Pilot's Office GUMFO
17-3120 Mariner Avenue Tiyan
Barrigada, Guam 96913

Company mail code

GUMFO

Director – Flight Operations LAX/GUM

Captain Brian Jackson 310-431-2855 brian.jackson@united.com

Senior Manager – Flight Operations Chief Pilot

Captain Errol Lee 671-645-8587 e.lee@united.com

Manager – Flight Operations Business Ops

Toni Geisinger 671-645-8844 toni.geisinger@united.com

Senior Staff Representative

AnneMarie Cruz 671-645-8888 annemarie.cruz@united.com

Staff Representative

Stacy Quintanilla 671-645-8887 stacy.quintanilla@united.com

Guam welcome packet

A packet has been created for pilots new to Guam. Please reference this handbook at Flying Together > My Work > Flight Ops homepage > In This Section > Chief Pilot Offices > GUM - Guam Chief Pilot's Office > [Guam welcome packet](#).

Houston (IAH)

Contact information

281-553-1620, Fax: 281-553-1559

iahcpo@united.com

How to get to the CPO

Located in Terminal C near Gate C45. Enter the hallway located to the left (east) of Gate C45.

Enter the door marked "Chief Pilot's Office" and proceed to the lower level.

Hours of operation

7 a.m. – 6 p.m., Monday - Friday

7 a.m. – 5 p.m. Saturday and Sunday

Mailing address

United Airlines

IAH Chief Pilot's Office

PO Box 60307

Houston, TX 77205

FedEx shipping address

United Airlines

George Bush Intercontinental Airport

3500 North Terminal Road

Terminal C, Below Gate 45

Houston, TX 77032

ATTN: Chief Pilot's Office

Company mail code

IAHFO

Director – Flight Operations Chief Pilot

Captain Ernie Aller

281-553-1550

ernie.aller@united.com

Senior Manager – Flight Operations

Captain Wayne Beckman

281-553-1654

wayne.beckman@united.com

Flight Managers

Captain Michelle Boeding

281-553-1629

michelle.boeding@united.com

Captain Nate Stephens

281-553-1556

nathan.stephens@united.com

Captain Chris Walker

281-553-1555

chris.walker@united.com

Base Manager

Misty Barron

281-553-1623

misty.barron@united.com

Senior Staff Representative

Colleen Shipley-Hill

281-553-1551

colleen.shipley@united.com

Staff Representative

Kathy Thibodeaux-Leonard	281-553-1627	katherine.thibodeauxleonard@united.com
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Support Representatives

Matheus Borges	281-553-1625	matheus.borges@united.com
Mayra Cash	281-553-1628	mayra.cash@united.com
Landis Howard	281-553-1624	landis.howard@united.com
Anne Townsend	281-553-1636	anne.townsend@united.com

Houston base contacts

Crew pay analyst	Help Hub
Employee Assistance Program	281-553-1572
Health clinic	281-553-1700
Station Operations Center	281-553-9438

ALPA contacts

Council 171 Status Representatives

Capt. Leo Sherman CA Rep, Chair	504-782-8120	leo.sherman@alpa.org
F/O Matthew Silker FO Rep, Vice Chair	612-760-4775	matthew.silker@alpa.org
Capt. David Whitson, Sec/ Treasurer	945-946-0011	david.whitson@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Bruce Busbice, Chair	832-527-0353	bruce.busbice@alpa.org
F/O Jack Faver, Vice Chair	678-457-4170	jack.faver@alpa.org

Badging

Airport badging

A SIDA badge is not required for pilots at IAH.

Company badging

Your new UAL badge should be available in the CPO in the last week of the month prior to its expiration date. A CCS message will be sent as a reminder to pick it up.

The Badging Office is located near Gate C-45, directly across from the Subway Sandwich shop. The office is open Monday – Friday from 8:00 a.m. – 4:00 p.m., closed daily from 12:30 p.m. – 1:30 p.m. for lunch.

Bag storage areas

There is a large bag storage area in the Crew Room, to the left of the Chief Pilot's Office. Upon exiting the escalator, there are 2 separate sections with ample room to store your bags.

Cafeteria

The IAH employee cafeteria, Gordon's Galley, is in Terminal E by gate E4. You can take the elevator to the ramp level; no SIDA badge required.

Chartway Credit Union

Chartway Credit Union (ATM only) is located next to Gordon's Galley, in Terminal E. Take the elevator to the left of Gate E-4 to the ramp level. The ATM is to the right once you exit the elevator.

Commuter hotels

	Phone	Distance from airport
Best Western Plus	281-987-8777	4 mi
Country Inn & Suites	281-987-2400	4 mi
Doubletree	281-848-4000	7 mi
Hampton Inn	281-442-4600	4 mi
Hilton Garden Inn	281-449-4148	4 mi
La Quinta	281-219-2000	4 mi
Marriott IAH	281-443-2310	on airport
Ramada Inn	832-412-1020	2 mi
Ramada South	281-219-1600	4 mi
Sheraton North Houston	281-442-5100	4 mi
Super 8	281-446-5100	2 mi

Computer training areas

Located at the very back of the Crew Room behind the glass wall, the CBT room is equipped with twelve computers available for your training requirements.

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. This testing will be performed at the United Health Clinic in Terminal C.

Employee Assistance Program

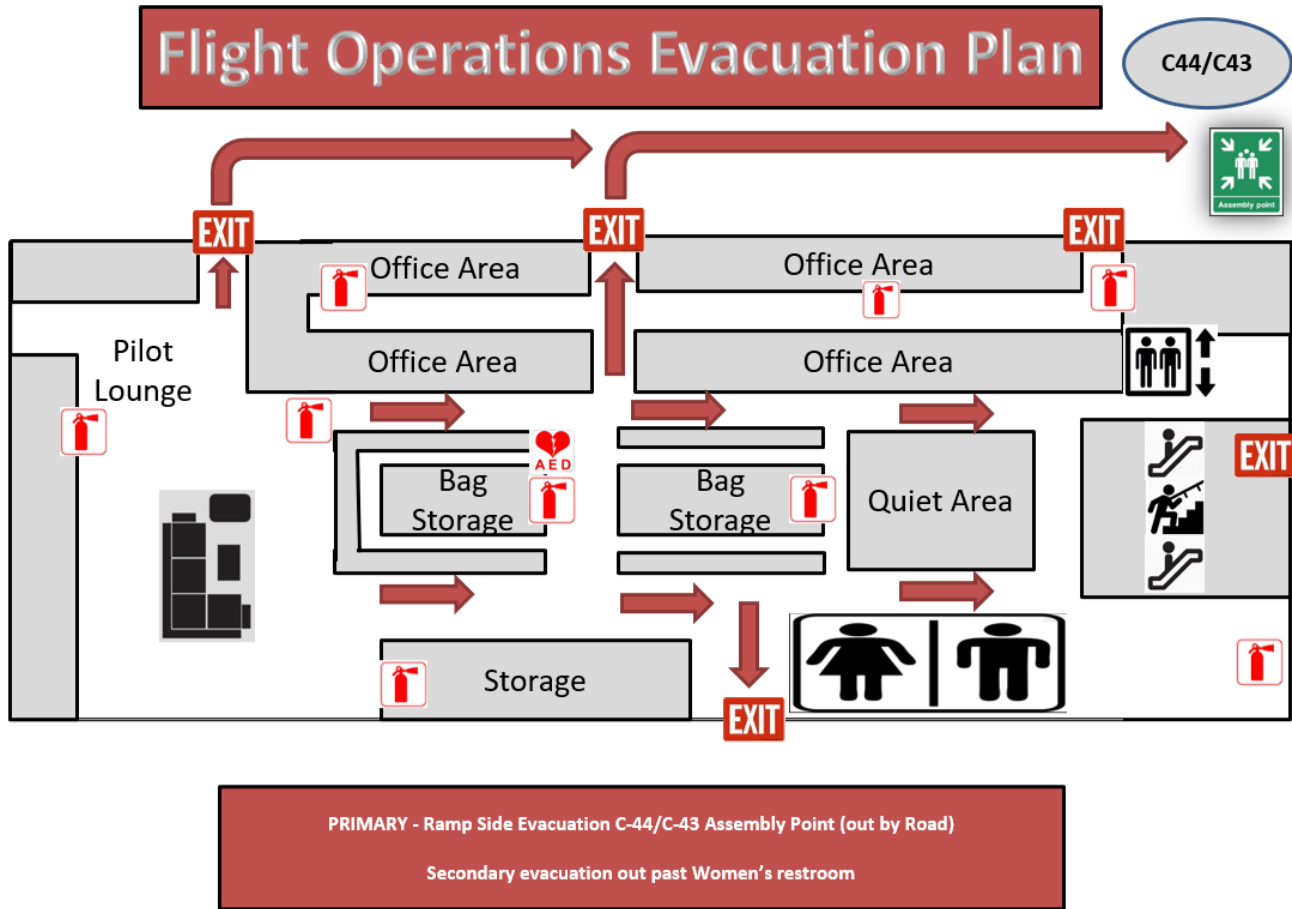
Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Houston office at 281-553-1572.

Employee security access

Employees on duty may use the employee line in any terminal.

Known Crewmember access is available in Terminal C (primarily United flights), North checkpoint (hours 4:15 a.m. – 10 p.m.). KCM is also available in Terminal B (primarily United Express flights) and Terminal A (other carriers).

Flight Operations Evacuation Plan



Flight planning areas

The Flight Planning Areas are located at the following locations: The main Crew Room, Terminal E near E-11 and Terminal C across from C-1/C-2.

Getting between terminals

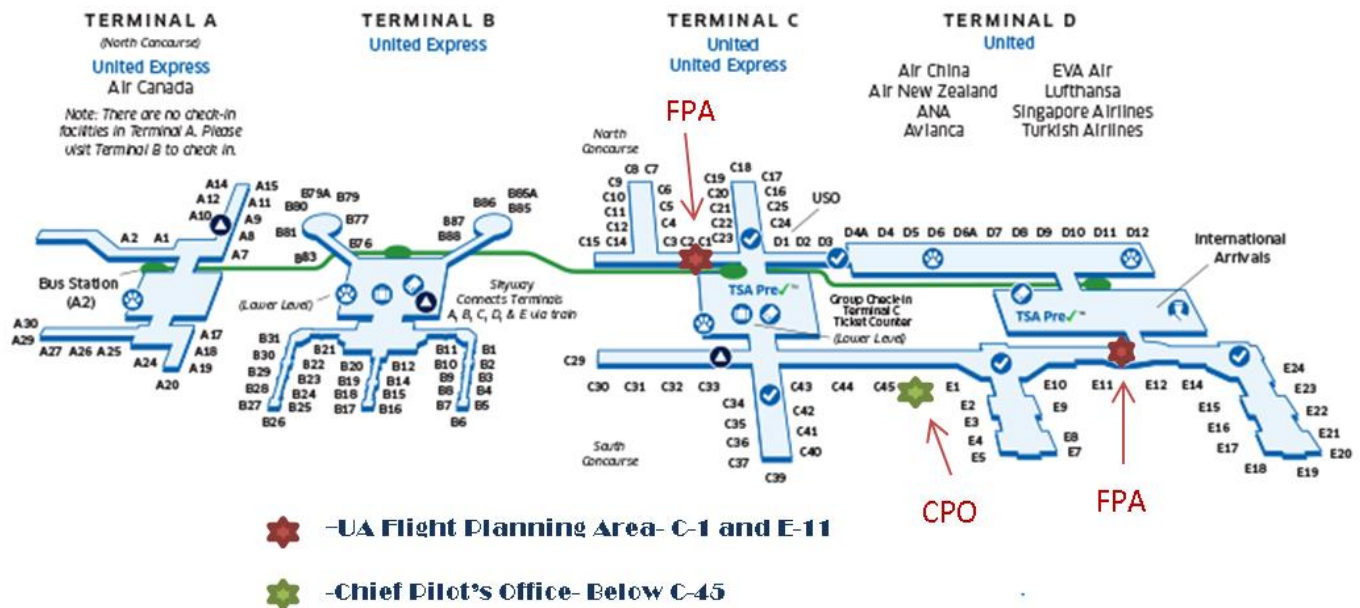
The Skyway connects all terminals inside of security and is one level above terminal level. A subway connects all terminals outside of security, as well as providing transportation to the Marriott Hotel. This subway is one level below baggage claim and operates daily from 0315 to 0015. There is a walkway along the subway connecting all terminals as well.

Health clinic

Open daily from 6:00 AM - 8:00 PM. A doctor or mid-level practitioner is on duty during the following times. Weekday 7:00 AM – 7:00 PM and Weekends 8:00 AM – 6:00 PM. Hours:6
Phone: 281-553-1700

Maps

Houston George Bush Intercontinental Airport (IAH)



Pilot lounge

The pilot lounge is in the back area of the CPO. Couches and recliners are provided.

Parking

Please contact the CPO Support Staff for parking instructions. Phone: 281-553-1620 or Email IAHCPO@united.com.

Directions

Parking is available on Greens Road off JFK Blvd.

The parking lot is accessed by swiping your company badge. If you encounter an issue with access, contact the CPO for further assistance. Keep in mind that on bad weather days, traffic slows down considerably.

Employees are reminded to drop their family and friends off at the terminal prior to parking their vehicle.

Shuttle bus pickup location

The shuttles run every 10 minutes.

There are two routes, one shuttle goes to Terminal C and one shuttle goes to Terminal B. The shuttles will have the Terminal displayed on their dashboard.

Download the **IAH UNITED Employee Shuttle** app for real-time bus information for IAH United employee fixed-route transit service. Scan or click on the link below.



[Apple](#)



[Android](#)

Passports and visas

Global Entry

Due to construction Global Entry interview facilities are currently closed. To apply for Global Entry, speak to a Customs officer when transiting the International Terminal. The officer can facilitate.

Passport Renewal

Please contact the CPO or reference CCS messages for guidance. Passport Expedite letters may be requested via Help Hub

Houston Passport office contact info:

Houston Passport Agency

1919 Smith St

Houston, TX 77002

Hours: 8 a.m. – 3:30 p.m., Monday through Friday (except Federal holidays)

Phone: 877-487-2778

Visas

Please contact the CPO or reference ccs messages for guidance.

Chinese Visa

The visa must be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Crew visas and tourist visas cannot be used interchangeably.

American Visa Service can assist with obtaining a Chinese Visa:

<https://www.americanvisachicago.com/united-pilots--option-b.html>

Quiet room

A room for rest and relaxation with cots and recliners is in the Chief Pilot's Office area. After taking the down escalator, continue and take the first left corridor and the entrance door is on your immediate left. Please be aware that the quiet room will be cleaned daily between the hours of 8:30 a.m. – 9 a.m. and vacuumed every Wednesday.

Restrooms

Restrooms are available to the left after coming down the escalator. No showers are available.

TSA Hours of Operation

TSA A North	0330-1900
TSA A South	0315-0030, has KCM
TSA B	0430-2100
TSA C North	0500-0030, has KCM
TSA C South	0400-1900
TSA D	0430-0030
FIS	0515-2100 (must be arriving on international flight)

Las Vegas (LAS)

Contact information

Contact SFO CPO:
LASCPO@united.com

How to get to the CPO

Take the tram to terminal D. Walk towards Gate D59. Just prior to the gate, on the left is an elevator that will take you down to the ramp level. Follow the [map](#) to get to the temporary FPA/Lounge/Quiet Room.

Mailing address

United Airlines Flight Operations - LASFO
Harry Reid Int'l Terminal 3
Las Vegas, NV 89119

FedEx/parcel shipping address

Same as mailing address

Company mail code

LASFO

Director – Flight Operations Chief Pilot

Contact SFO CPO at 650-874-6900
Please see the [San Francisco](#) section Chief Pilot for a flight-qualified manager.

Base Manager

Contact SFO CPO at 650-874-6900
Please see the [San Francisco](#) section Base Manager for staff manager/representative.

Las Vegas base contacts

Station Operations Center 702-261-7150

ALPA contacts

Council 153 Representatives

Capt. Brian Bunkers. Chair	602-614-3924	brian.bunkers@alpa.org
F/O David Yao, Vice Chair	757-759-4832	david.yao@alpa.org
Capt. Rebecca Woods Sec-Treas.	605-415-7296	rebecca.woods@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Rand, David C. Chair	951-662-8321	David.Rand@alpa.org
Bourne, Edward E. Member	530-277-1726	Edward.Bourne@alpa.org
Kessler, Ryan M. Member	630 -301-9545	Ryan.Kessler@alpa.org

Badging

Company badging

The UAL badge should be available within 30 days of its expiration date. A CCS message will be sent as a reminder to pick it up. Any questions, please reach out to LASCPO@united.com.

Bag storage areas

The baggage storage area is available in LAS CPO.

Commuter hotels

Name	Phone	Shuttle Information
La Quinta - South	702-518-5955	Drop off every 30 min, Pickup on demand
Hampton Inn - Airport	702-647-8000	Drop off every 1 hour, Pickup on demand
Homewood Suites	702-407-0075	Drop off every 1 hour, Pick up on demand
Best Western	702-798-5530	0600-1400, 1600-2300, Every 30 min
Tru by Hilton	702-213-8300	Drop off and Pickup every 1 hour, must reserve
DoubleTree	702-948-4000	Drop off and Pickup every 30 min, on demand

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. This testing will be performed at the Inflight Lounge located on the ramp level.

Employee Assistance Program & SOAR Peer Support Program

The Employee Assistance Program offers **professional** help for employees and their families when a personal problem develops. The services of EAP are **free**. If a referral to a community service provider is necessary, the EAP will work with you to make effective use of your health benefits. The program is **confidential** unless otherwise required by law and is a voluntary program.

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the SFO office at 844-327-9990 or 650-874-2698.

The SOAR Peer Support Program is a United-supported, ALPA-run program to provide confidential pilot-peer assistance, guiding pilots to resources that aid in alleviating pilot stressors. It can be reached at 866-653-SOAR (7627).

Employee security access

Known Crewmember (KCM):Terminal 3, east side of checkpoint (0400-2400L).

Note: If you have “CREW” on your badge, you may go through security, to the Base and to the gate. This is if you are in uniform or traveling as a non-rev. If you do **not** have “CREW” on your badge and go to the base and fly out that day, you **MUST** leave the Base and go back through security and to the gate. You may **not** go back down to the ramp level before your flight.

FFDO Safes

LAS CC (coordination center)

Public Side, Terminal 1, D Checkpoint, Level 2. CC is located to the left of the checkpoint. The door has “minion eyes” on it.

Flight Planning Areas (FPA)

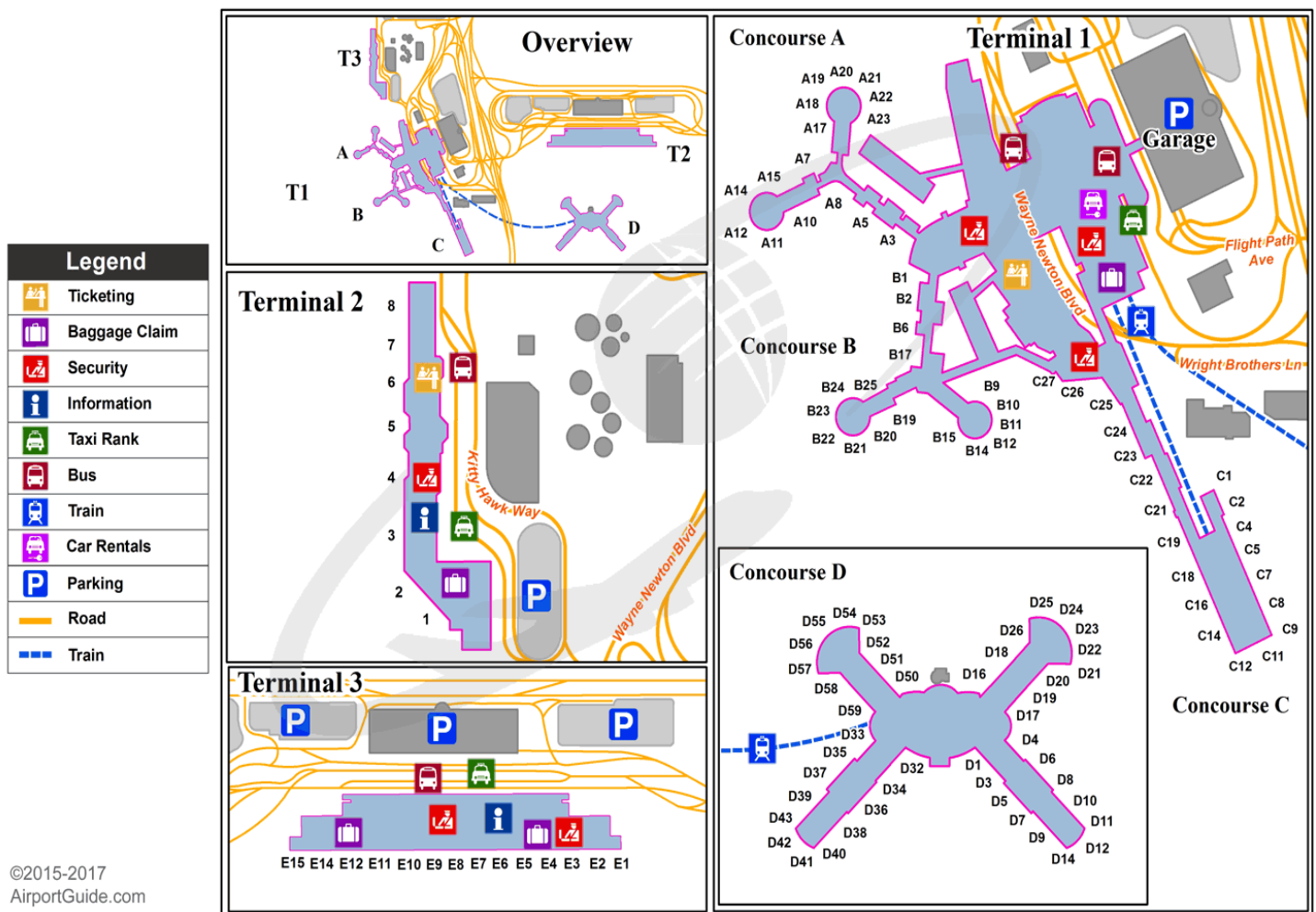
The FPA is in the room behind the TV/Lounge area.

Maps

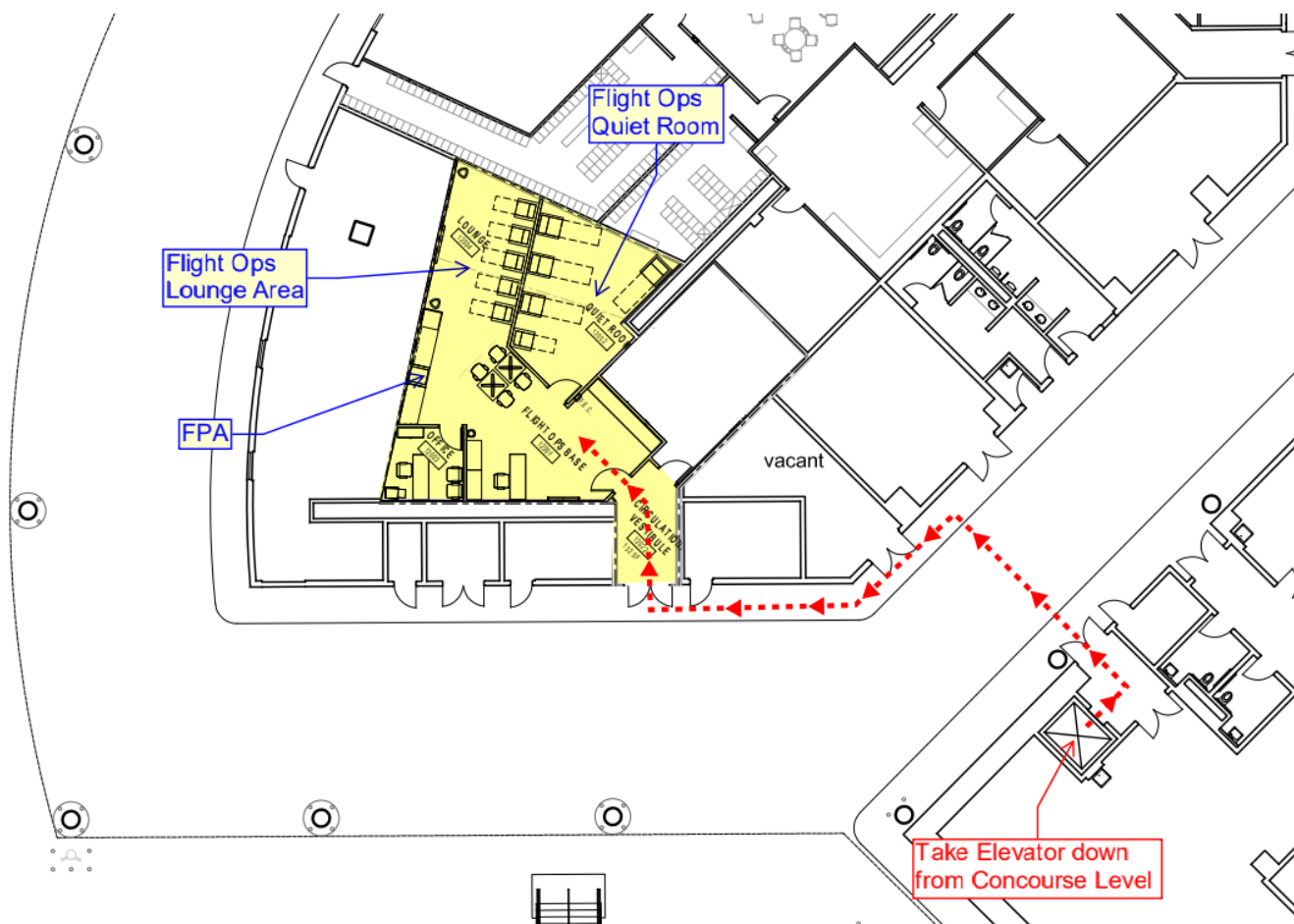
Terminal Map



Las Vegas McCarran International Airport (LAS) - Overview



Map



Pilot TV lounge

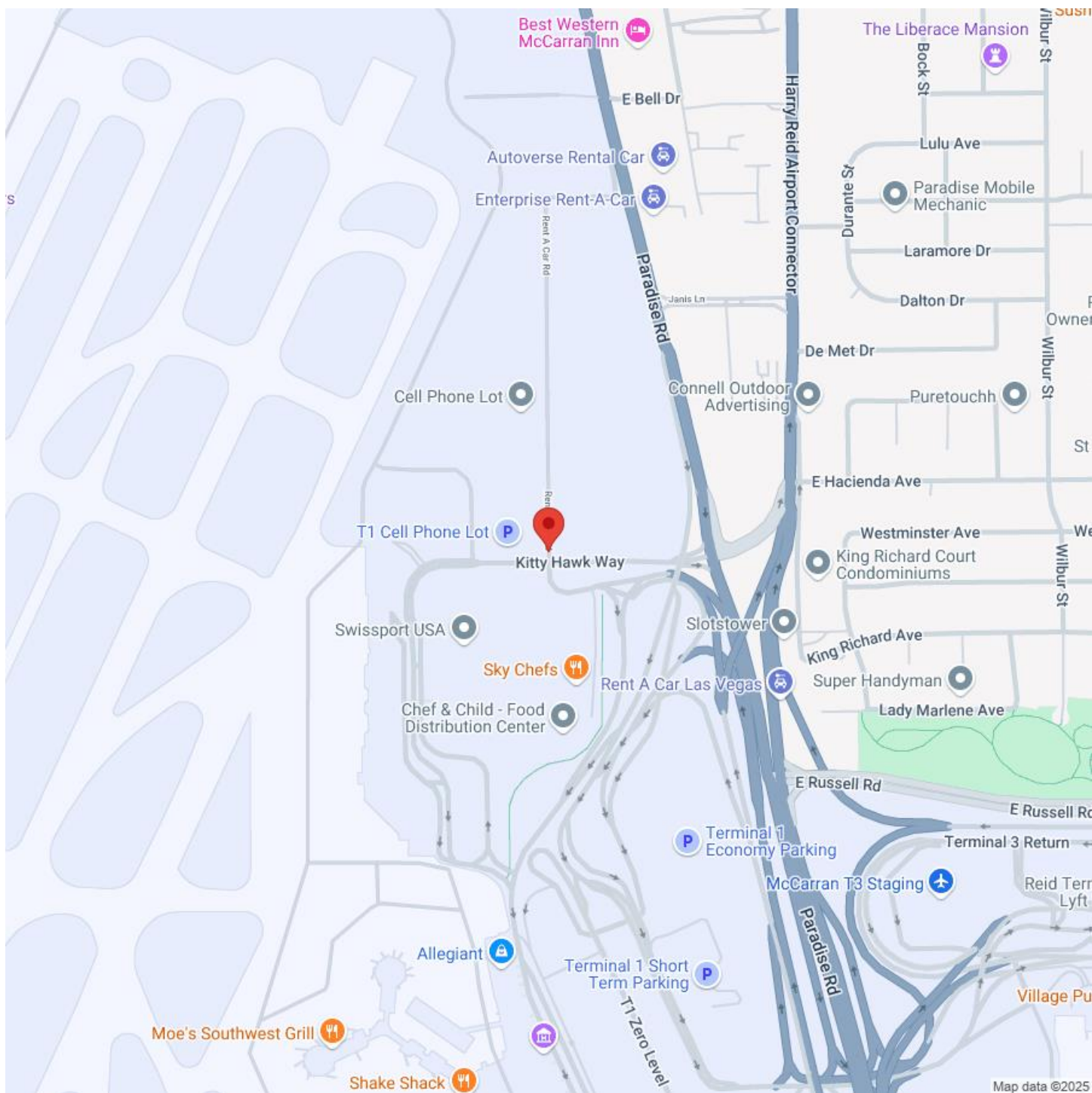
The TV/Lounge area is in the room across from the LAS CPO

Parking

Please email LASCPO@united.com to start the process.

576 Kitty Hawk Wy / 5001 Rent a Car Rd / The coordinates to the entry of this lot are: 36.092516, -115.150226

Parking is at Terminal 1 Lot A, with a shuttle service to the airport. Three shuttles will operate 24/7, ensuring continuous service for employees. Shuttles will pick up every 20 to 30 minutes from the orange stop (T3) or green stop (T1 and T3) and drop off upstairs on Level 2 Departures, directly across from door 42 in the center. The travel time from the parking lot A to the drop-off point is approximately 8 minutes.



24-hour Parking Office phone number: 702-261-5122

Passports and visas

Global Entry

Las Vegas Global Entry interview facility:

5757 Wayne Newton Blvd
Terminal 3
Las Vegas, NV 89119
Hours: 8 a.m. – 4 p.m., Monday - Friday
Phone: 702-736-2253, extension 6072

Passport Renewal

Information regarding passport renewal is available on [HelpHub - Passport Renewal Process](#).

Public transportation

Taxi

Taxis can be found in both terminal 1 and 3. At terminal 1, the taxi rank can be found at door exits 1 to 4, just outside the baggage claim. When arriving at terminal 3, taxi ranks are located outside on Level Zero.

Shuttle Bus

Taking the BellTrans Airport Shuttle is low-cost transportation from Harry Reid International Airport to the Las Vegas Strip. This is a Share-A-Ride service, meaning that you will be sharing the vehicle with up to twenty-four other travelers.

This is not the most convenient option as the airport shuttle bus may stop at 3 to 5 hotels before reaching your destination, making the travel time between 30 to 45 minutes. In order to take the Shuttle bus, you will need to check-in at one of the BellTrans Airport Shuttle booths located outside the baggage claim. You will find the booth located outside door 8 at Terminal 1 and at Terminal 3, outside door 51.

Bus

Taking the RTC Airport Bus from Harry Reid International Airport (LAS) to the Las Vegas Strip is a budget-friendly option, it is also quite frequent, operating every 15 minutes with a total journey taking up to 40 minutes.

It is important to note that the Airport Bus has different times on weekdays and weekends. During the week the Las Vegas airport bus is available from 05:45 – 23:15 and from 06:30 – 23:45 on weekends.

The bus stop at Terminal 1 is located on Level Zero. From baggage claim, take the elevator or escalator down one level. Exit the terminal building and proceed across the pedestrian crosswalk. Turn right to the covered RTC bus stop.

The RTC bus stop at Terminal 3 is located at the Departures on level 2. From Baggage Claim, take the elevator or escalator up to level 2. Exit the terminal building and proceed across the pedestrian crosswalk. The RTC bus stop is located across from door 44.

Quiet room

A quiet room is located inside CPO

Restrooms

There is a restroom located between CPO and Inflight.

Los Angeles (LAX, SNA, ONT, BUR)

Contact information

310-431-2870, Fax: 310-431-3425
laxcpo@united.com (Support Desk)
laxfqm@united.com (Flight Managers)

How to get to the CPO

Located below Gate 80. Access door is on the ground floor. After descending the escalator, turn right and proceed down hallway. The security door will be on your left. Enter the door code and proceed to the FPA and CPO.

Hours of operation

Daily, 6 a.m. – 4 p.m.

Mailing address

United Airlines / LAXFO
P.O. Box 92245
Los Angeles, CA 90009

FedEx/UPS/parcel shipping address

United Airlines / LAXFO
5932 W. Century Blvd.
Los Angeles, CA 90045-5425

Company mail code

LAXFO

Director – Flight Operations Chief Pilot

Captain Mike Bettencourt	310-431-2801	mike.bettencourt@united.com LAXFQM@united.com
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Senior Manager – Flight Operations

Captain Chris Dowell	310-431-2858	chris.dowell@united.com LAXFQM@united.com
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Captain KP Kirkpatrick	310-431-2865	kenneth.kirkpatrick@united.com LAXFQM@united.com
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Flight Manager

Christina Beck	310-431-2874	christina.beck@united.com LAXFQM@united.com
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Trey Butler	310-431-2831	trey.butler@united.com LAXFQM@united.com
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Base Manager

Serene Gore	310-431-2863	serene.gore@united.com
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Senior Staff Representative

Kaisa Heigl	310-431-2859	kaisa.heigl@united.com
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Staff Representative

Daryel Foster	310-431-2873	daryel.foster@united.com
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Support Representatives

laxcpo@united.com

Derrick Preston	310-431-2870	derrick.preston@united.com
Darryl Hollis	310-431-2870	darryl.hollis@united.com
Hassan Smith	310-431-2870	hassan.smith@united.com
JB Barcenas	310-431-2870	jervin.barcenas@united.com

Los Angeles base contacts

Station Operations Center	310-431-2920
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ALPA contacts

Council 57 Status Representatives

Capt. Joel Gutierrez; Chairman	760-586-8569	joel.gutierrez@alpa.org
Capt. Ippei Tanaka; Vice Chair	949-246-5006	Ippei.Tanaka@alpa.org
Capt. Greg Everhard; Secretary-Treas.	720-201-7001	Greg.Everhard@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Gregory Brock, Chair	671-487-0717	greg.brock@alpa.org
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Badging

Airport badging

An airport badge is only required for pilots at LAX if they choose to ride United employee bus located “airside” adjacent to United maintenance hangar, otherwise a pedestrian path along Century Blvd allows for access to terminal 7 (approx. walk takes 15 – 20 minutes).

Company badging

The UAL badge should be available within 30 days of its expiration date at the CPO. A CCS message will be sent as a reminder to pick it up.

Bag Storage

Bag storage is available in the Crew Lounge. All bags in the crew lounge must have a sticker obtained from the LAXCPO support staff at the front desk prior to being stored in the LAXFO Bag Room. Be advised, the room will be cleaned out every 6 months in January and July. Ensure you have an updated sticker by December and June. Suitcases are in the left bag room and garment bags are in the right bag room along, with the ironing board, shoeshine and changing area. Thank you for your cooperation.

California-specific information

Pilots based in California have unique programs available to them regardless of their home address. Some programs include:

- California Kin Care
- California SDI
- California Back Tax Claims
- California Paid Family Leave

For more information on California-specific programs, please contact your assigned Staff Rep.

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge.

Employee Assistance Program

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327). The local EAP number is (310) 431-2898. The office is located diagonally across from the crew elevator to the terminal.

Employee security access

Los Angeles

KCM Terminal 7 – left side of main security checkpoint (3:45 a.m. – 11:30 p.m.)

KCM Terminal 6 – opens at 3:30 a.m. (earlier alternative than T7)

John Wayne/Orange County

KCM Terminal B Security Checkpoint (5 a.m. – 9 p.m.)

Ontario

KCM Checkpoint, right side (4:30 a.m. – 1 a.m.)

Burbank

KCM not available at BUR

Flight planning areas

Los Angeles

In addition to the CPO/FPA, Terminal FPA is located between the Terminal 7 and Terminal 8 concourses. The door is to the far left of the glass exit doors leading to Terminal 7 baggage claim. There is a blue sign on the door labeled "Pilot Flight Planning Room."

John Wayne/Orange County

OPS/FPA: Ramp level between gates 8 and 9. FPA is in Operations break room.
Phone: 949-437-6741

Ontario

OPS/FPA: Ramp level, under Gate 201. Gate agent provides access.

Burbank

OPS/FPA: Operations between gates B2 and B3

Getting between terminals

A shuttle bus is available to connect all the LAX terminals. This bus runs every 12-15 minutes. Board the Airline Connections "A" Shuttle under the LAX Shuttle & Airline Connections blue sign on the Lower/Arrival Level islands in front of the terminal.

Health and Wellness Resources

Employee Assistance Program

Employees may contact [EAP](#) support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Newark office 973-681-0206.

Ginger

[Ginger](#) offers confidential, on-demand mental healthcare at no cost for all full and part-time U.S. based United employees and their dependents ages 18 and older enrolled in U.S based medical plans. This service is available 24 hours a day, 7 days a week, 365 days a year.

SOAR

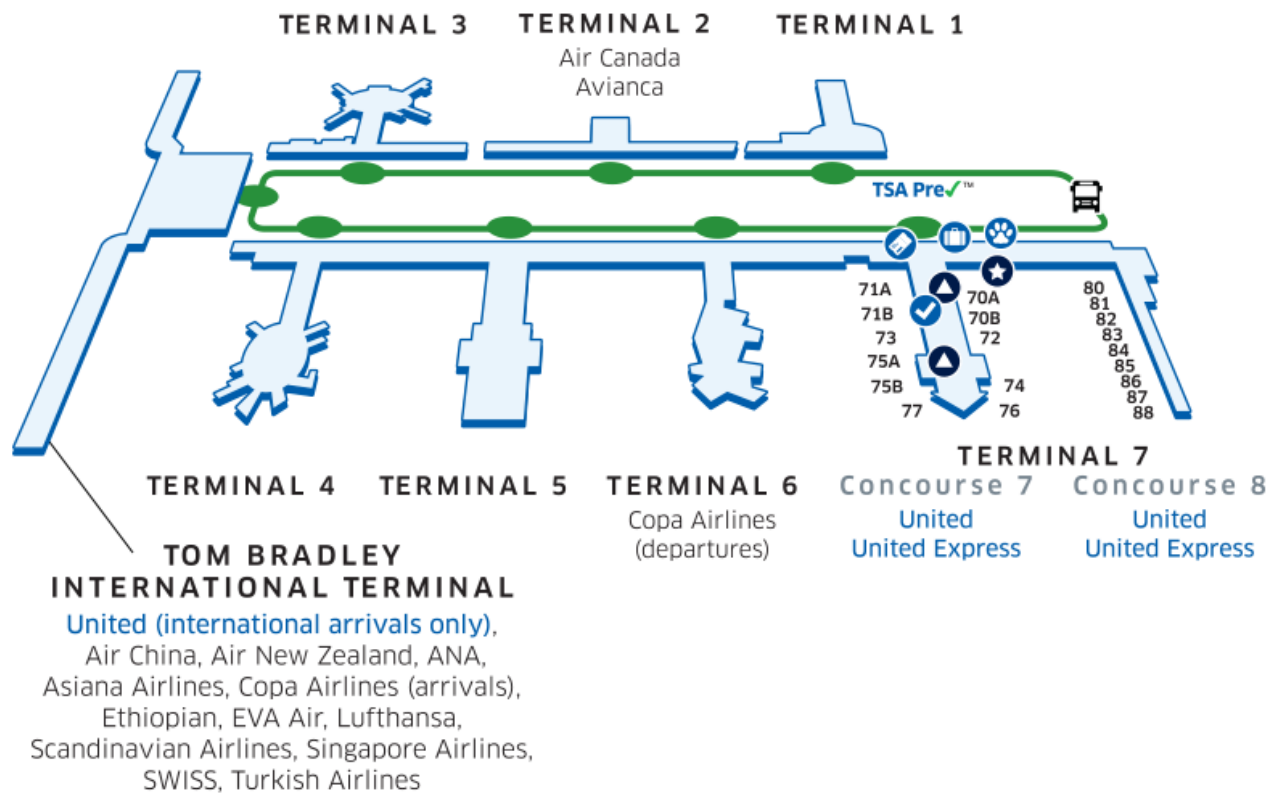
[SOAR](#) is an ALPA sponsored pilot-to-pilot support program. Helps United pilots deal with psychological, physiological, and family stressors.

Hotels Near LAX

	Phone	Distance from airport
Hilton	(310) 410-4000	1.1 mi
Hyatt Regency	(424) 702-1234	0.7 mi
Sheraton Gateway	(310) 642-1111	0.9 mi
Westin	(310) 216-5858	1.5 mi
Sonesta	(310) 642-7500	

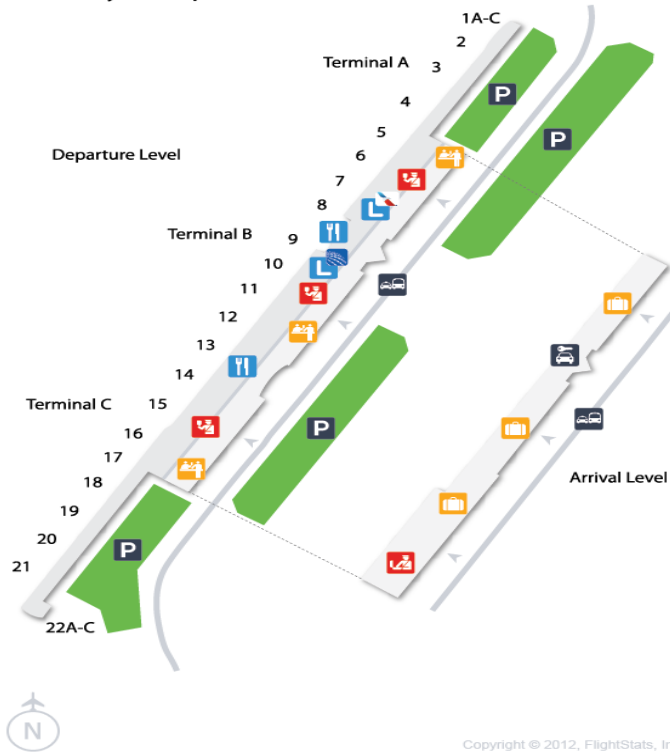
Maps

Los Angeles



SNA

John Wayne Airport



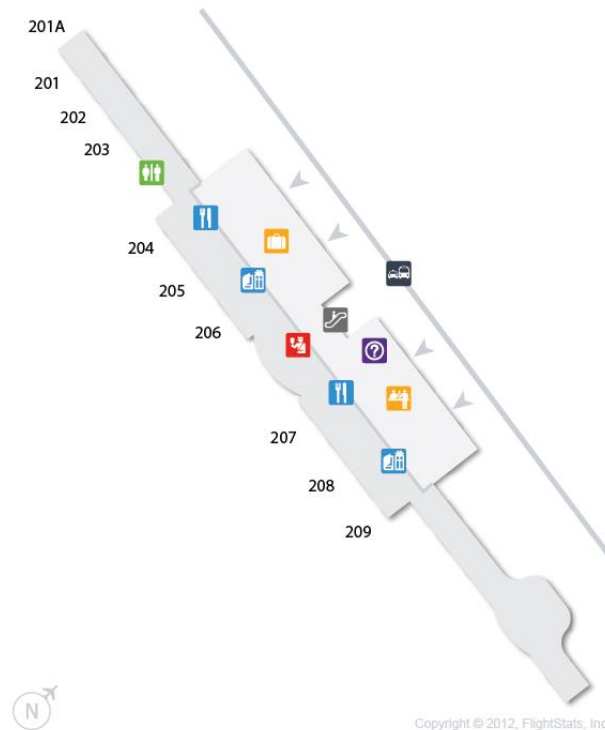
BUR

Bob Hope Airport



ONT

L.A. Ontario Airport
Terminal 2



Parking

LAX Application process

Parking at LAX - Contact the CPO for assistance with setting up your parking. All new United employee parking requests will be assigned to the West Lot parking, located at 6101 Westchester Parkway, Los Angeles CA 90045. West Lot shuttle buses will run every 7-10 minutes on a 24-hour per day/seven-day week schedule, dropping off at Terminals 4, 5, 6 and 7. You can find more detailed information on arrival and departure bus times and routings at ridelax.com or by searching for and downloading the “Ride Systems” App on the Apple App or Google Play Store. The App is highly recommended to ensure the most efficient experience and real time courtesy shuttle location.

If you already have an “F Lot” parking badge, you can continue to park there. If you do not want a SIDA badge, you will need to walk to and from the terminal. There is no landside bus transportation. However, there is an “airside” United Employee Bus route that requires the SIDA badge to ride, located adjacent to United maintenance hangar. (See picture below.)

Employee Parking Lot Shuttle bus pickup location - LAX

A SIDA badge is required to use this shuttle.

The shuttle bus pickup locations at LAX to the F-Lot employee parking area are located:

- under gate 80 thru the ramp side door at the rear of the Inflight offices on the second floor.
- via the elevator found in the hall between Terminal 7 and 8
- via the elevator at Gate 74 (Yellow Pilot Vest required to use this access point.)

Ontario

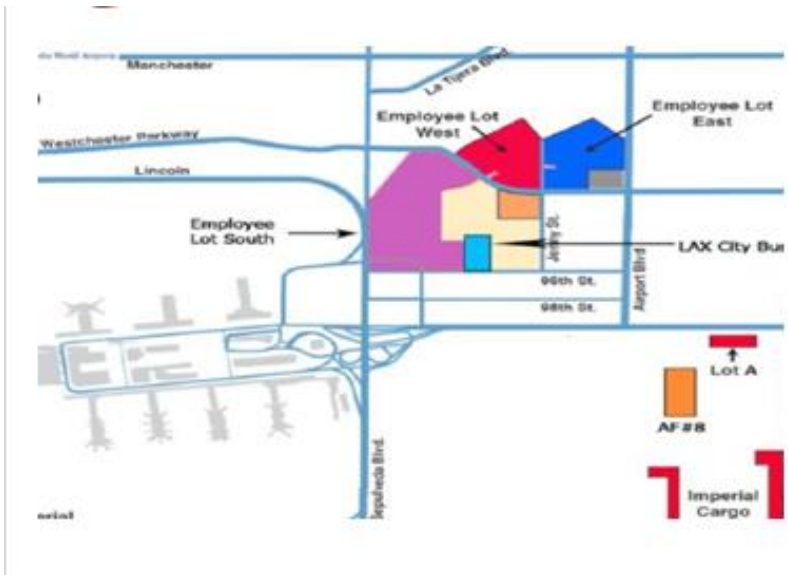
When starting in ONT, please park in the parking structure and submit an expense report along with receipts and a copy of the pairing in Concur.

Orange County/Santa Ana

For trips originating in SNA, employee parking is not available to pilots. Park in the parking structure across from the terminal and submit an expense report along with receipts and a copy of the pairing in Concur.

Los Angeles

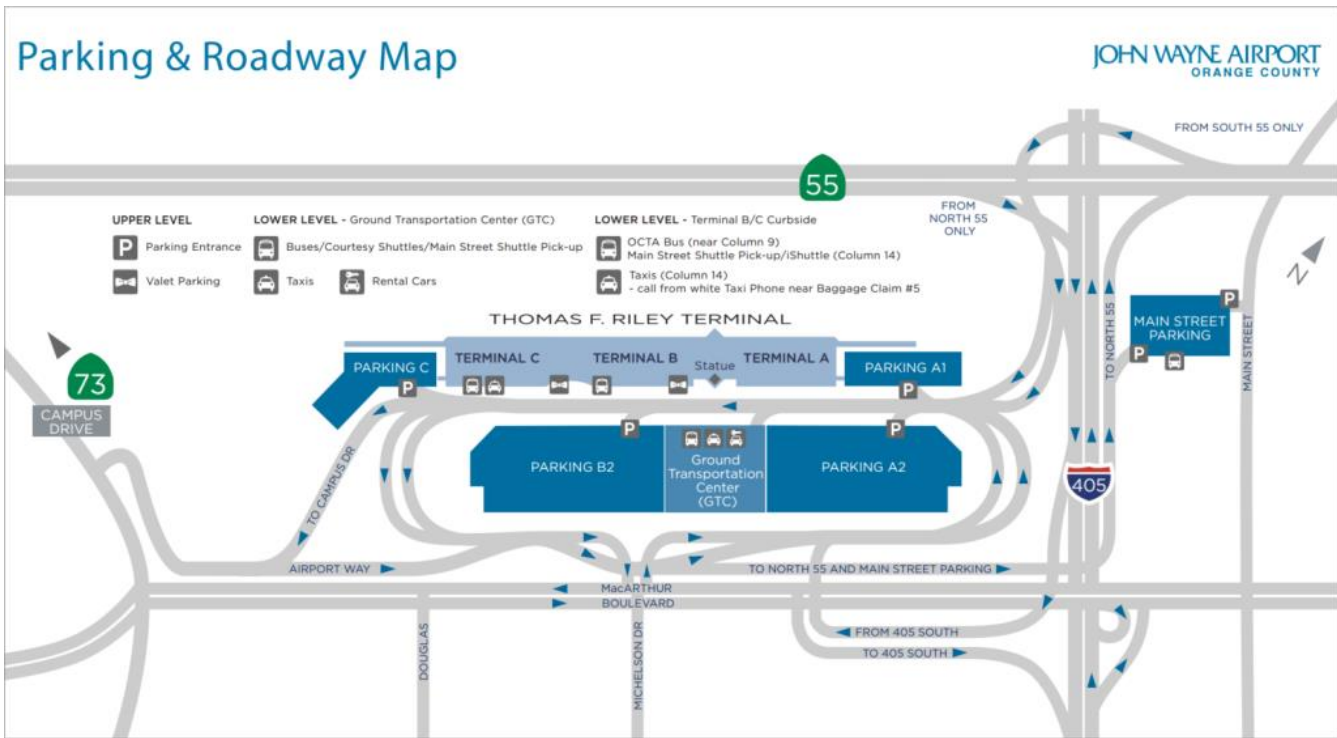
West Lot Parking



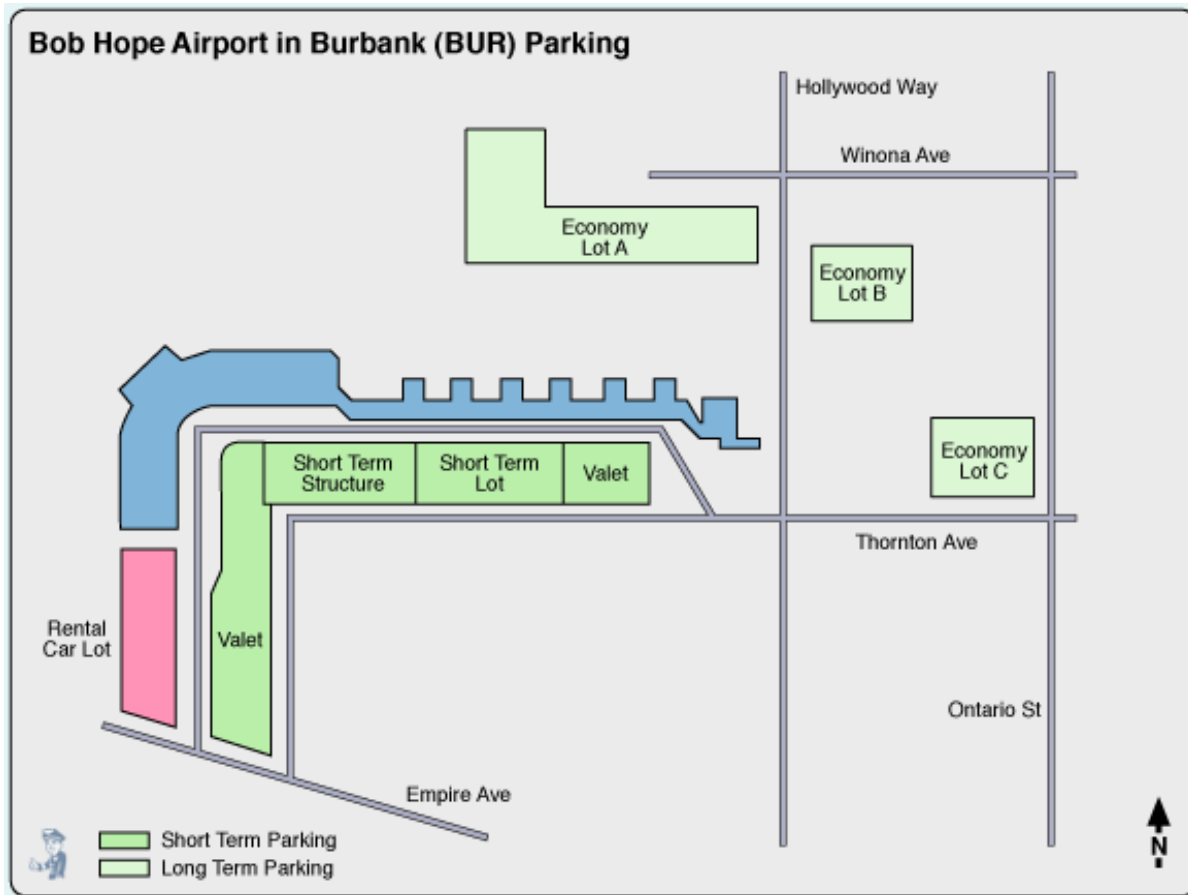
F-Lot parking







Burbank



Pilots can obtain an application from the parking administrator office located on the 2nd floor of Terminal A. Parking rates are \$17/per month and \$50 for an ID.

Passports and visas

Global Entry

Los Angeles International Airport Global Entry interview facility:

Tom Bradley International Terminal

380 World Way

Los Angeles, CA 90045

(Located on 3rd floor behind Airport Info Counter)

Hours: 7:20 a.m. – 5 p.m., Monday through Friday.

Phone: 310-568-7543

Passport Renewal

Los Angeles Passport office contact info:

Los Angeles Passport Agency:

11000 Wilshire Blvd #1000

Los Angeles, CA 90024

Hours of Operation: 7 a.m. – 3 p.m. Monday through Friday (except Federal holidays)

Phone: 877-487-2778

Visas

Chinese Visa

The visa must be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Information about the Los Angeles office is below. Crew visas and tourist visas cannot be used interchangeably.

Visa Office
Chinese Consulate General
500 Shatto Place
Los Angeles, CA 90020
Hours: 9 a.m. – 2 p.m., Monday – Friday, except for holidays
Phone: 213-807-8088

Pilot lounge

The Pilot Lounge is located off the hallway before the restrooms, right hand side when walking towards the rear elevator. The door is marked Pilot Lounge and Bag Storage.

Quiet room

The Pilot Quiet Room is located within the Pilot Lounge. The door is marked Pilot Lounge and Bag Storage.

Restrooms, showers and changing area

Restrooms are in the hallway on the right-hand side when walking towards the rear elevator to the terminal. There are no showers in the LAX base. There is an ironing board, clothes steamer, changing area, shoeshine and mirror located in the changing and garment bag room within the Pilot Lounge.

Newark (EWR, LGA)

Contact information

Phone: 973-681-1818

Fax: 973-681-3031

ewr-cpo@united.com

How to get to the CPO

The CPO is in Concourse C-2, across the hall from gate 107. Primary access to the CPO is through the concourse level administrative office elevator, inside the glass door. If you happen to set the door alarm off, please DO NOT walk away. You are required to remain at the door and identify yourself to the camera at the door.

Hours of operation

7:00 a.m. – 4:55 p.m. Monday – Friday. 7 a.m. - 4:30 p.m. Saturday and Sunday

Mailing address

United Airlines
1 Terminal C Gate 107
Newark Liberty Int'l Airport
Newark, NJ 07114

FedEx/parcel shipping address

634 Frelinghuysen Ave. Newark NJ, 07114

Company mail code

EWRF0

Director – Flight Operations Chief Pilot

David Weiselberg

973-681-1816

dave.weiselberg@united.com

Senior Manager – Flight Operations

Captain Dan Sullivan

973-681-0009

dan.sullivan@united.com

Flight Managers

Captain Nathalie Hacken-Rapp

973-681-1893

nathalie.hacken@united.com

Captain Steven Gomes

973-681-1817

steven.gomes@united.com

Captain Brian Welles

973-681-1837

brian.welles@united.com

Captain Mike Bangma

973-681-1813

mike.bangma@united.com

Flight Ops Hub Support-SOC

Captain Paul Castellani

973-856-3216

Paul.castellani@united.com

Base Manager

Jaime Zwilling

973-681-1809

jaime.zwilling@united.com

Senior Staff Representative

Ana Garcia

973-681-1873

ana.garcia2@united.com

Brianne Teichmann

973-681-1868

brianne.teichmann@united.com

Staff Representative

LeLe Joseph

973-681-0165

lele.joseph@united.com

Support Representatives

Migdalia Morales

973-681-1832

migdalia.morales@united.com

Gloria Hume

973-681-1807

gloria.hume@united.com

Abraham Canfux

973-681-1815

abraham.alvarezcanfux@united.com

Amna Abdalla

973-681-0321

amna.abdalla@united.com

Imani irimia

973-681-0322

Imani.irimia@united.com

Newark base contacts

C1 Flight Planning Area

973-681-3201

C2 Flight Planning Area

973-681-3214 or 3220

C3 Flight Planning Area

973-681-0107

Catering

973-681-1649

Corporate Security

973-681-1203

Employee Assistance Program

973-681-0206

Fueling

973-681-1424

Health clinic

973-681-1700

Parking Badging office

973-681-1216 Ext: 6

Station Operations Center

973-681-1501

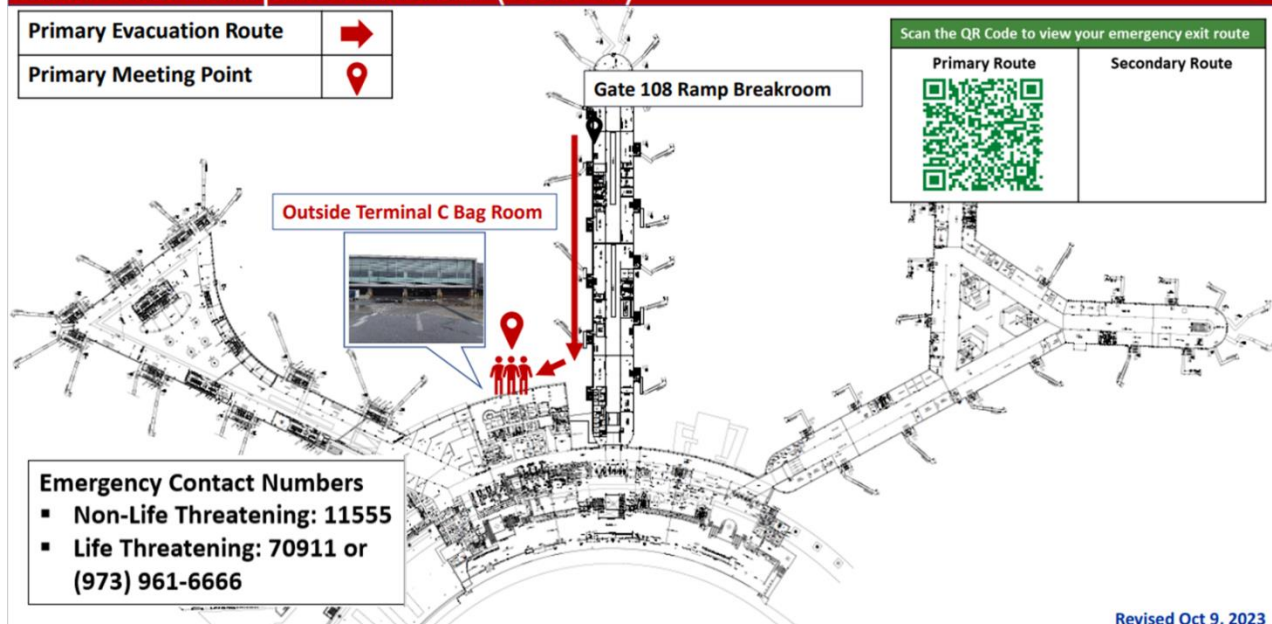
LaGuardia contacts

Station Operations Center

718-533-2444

Flight Operations Evacuation Plan

EWR C-2 Ramp Level Emergency Evacuation Routes Gate 108 Ramp Breakroom (Zone 6)



ALPA contacts

Council 5 Status Representatives

Capt. Steven Scheri, Chair	610-639-3951	steven.scheri@alpa.org
F/O Todd Brower, Vice Chair	703-727-5447	todd.brower@alpa.org
Capt. Al Merone, Secretary-Treas.	914-843-3041	al.merone@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Paul Castellani	570-352-7375	paul.castellani@alpa.org
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Badging

Airport badging

A SIDA badge is not required for Newark or LaGuardia airports.

Company badging

The UAL badge should be available within 30 days of its expiration date at the CPO. A CCS message will be sent as a reminder to pick it up.

Bag storage areas

Newark

There are three flight planning rooms in EWR all with available bag storage. One is just past security on the left in the C-3 wing (gates 120-139). The second is in C-2 located on ground level CPO, just prior to the CBT lab. Transient bag storage is located upstairs, however only use this area for short periods of time while actively flight planning. The last is by gate 80 in the C-1 wing (gates 70-99). Please reference Pilot Mobile for all door codes.

LaGuardia

Terminal B- Pass Security checkpoint and follow the hallway to the terminal. On the left side is silver elevator. Take the Silver Elevator to the Lower Level (Marked 'Employees Only'). Exit the double doors on the lower level and turn left. Follow the signs to the United area. Please reference Pilot Mobile for all door codes.

Credit union

The Alliant credit unit branch has been closed. For any needs, contact Alliant at 800-328-1935 or <http://www.alliantcreditunion.org>.

Commuter hotels

Newark

	Phone
Best Western	973-621-6200

Best Western Plus Robert Treat Hotel	973-622-1000
Comfort Suites Newark	973-481-5200
Country Inn & Suites	908-282-0020
Courtyard by Marriott	973-643-8500
Econo Lodge	908-353-1365
Fairfield Inn & Suites by Marriott	973-242-2600
Hilton Newark Airport	908-351-3900
Hilton Newark Penn Station	973-622-5000
Holiday Inn	973-242-0900
Howard Johnson	973-344-1500
Marriott Newark Airport	973-623-0006
Ramada Plaza	973-589-1000
Sheraton Hotel	973-690-5500
Spring Hills Suite by Marriott	973-624-5300
Wyndham Garden Hotel	973-824-4000

LaGuardia

	Phone
Crowne Plaza	718-457-6300
Courtyard LGA Airport	718-446-4800
Holiday Inn	718-651-2100
LGA Airport Hotel	888-307-7555
Marriott	718-565-8900
Pan American	718-446-7676
SpringHill Suites LGA Airport	718-651-5000
Westway	718-274-2800
Wyndham	718-426-1500

Computer training areas

The CBT area is located on ground level CPO, up the stairs in back, past storage area.

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. This testing will be performed at the Newark Health Clinic.

Employee security access

Newark

Terminal C: KCM is located on the Mezzanine level. Proceed all the way to the left near the C3 checkpoint. The TSA precheck lane, if selected for additional screening, is at the C2 checkpoint. Please keep in mind TSA's random screening policies when transiting through the KCM checkpoint

Terminal A: The KCM checkpoint is located on the far righthand side of the security checkpoint. Crews enter the KCM cue in the hallway between the sensory area and the bathrooms (across from island 1, check-in counters 107 and 108). If crews are selected for a random inspection, a TSA precheck checkpoint is located directly left of the KCM checkpoint.

LaGuardia

KCM is in the Terminal B check-in/ticketing hall along the eastern wall (to the left of the TSA checkpoint) past the restrooms. Signage will direct you to proceed down hallway to the KCM checkpoint. (0430-2000L)

Flight planning areas

Newark

There are Five flight planning areas (FPA) in Newark. Per FOM 3.40.1, pilots should meet in the FPA closest to the departure gate prior to the first flight of a trip pairing. Each FPA is marked with a sign on the door.

- B (gates 51-68): Behind gate 41
- C-1 (gates 70-99): Near gate 80
- C-2 (gates 101-115): Across from gate 107. The FPA is co-located with the EWR CPO on ground level. In addition, a CPO administrative area is open above the CPO on concourse level through the glass door in hallway across from 107.
- C-3 (gates 120-139): Just after security on the left, prior to gate 130.
- New Terminal A: Outside Security. Upon entering the terminal, the FPA is in the center of the building on Level 2 (mezzanine level). This level is the same level as the pedestrian bridge to/from the parking garage. Once on Level 2, proceed towards the double doors (opposite from the parking garage walkway). Proceed through the double doors, turn right, and enter through the next set of doors (keypad to enter code is to the right of the door). Once through the second set of doors, follow the hallway to the left, the United FPA is the second door on the right (door 2-15-10E6). See EWR Door Codes section for codes.

LaGuardia

Terminal B: Go through security and follow the pathway to the gates which takes you over a bridge. Once you've crossed the bridge, use one of the two elevators (of three total) on right hand side to reach level "1." Enter the elevator access code found in CCS, inside the elevator. Once on level 1, the FPA is straight ahead past the bathrooms.

Getting between terminals

Newark

Terminals A, B, and C are linked by the Newark AirTrain. The train drops off outside of security, so allow time for transferring if you use this method. The AirTrain entrance is in C-2.

An inter-terminal bus service connects gates C-73 and A-28. This bus runs inside of security on a continuous loop.

LaGuardia

New York LaGuardia Airport provides regular free bus transfer services every 10-15 minutes between the terminals and all parking lots.

Route A links all terminals. Route B links all terminals except the JetBlue Terminal and the car parks.

Health clinic

The United Health Clinic is in Newark Terminal C-3. The entrance to the clinic is outside of Concourse C-3 security exit lane. A variety of health services can be performed at the clinic.

The clinic is open 6 a.m. – 8 p.m., 7 days a week, but closed on major holidays. The clinic's phone number is 973-681-1700.

Health and Wellness Resources

Employee Assistance Program

Employees may contact [EAP](#) support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Newark office 973-681-0206.

Our mental health wellness partner Ginger is getting a name change – meet Headspace Care.

This means that when you access your [Ginger App](#), it'll now be called "Headspace Care." Otherwise, you can expect the exact same resources that have always been available to you, including:

- Confidential, on-demand mental healthcare 24/7
- Access to mental health coaches you can text with the [Headspace Care App](#)

Other resources in the app for:

- Managing emotions
- Coping with difficult emotions
- Preparing for mood dips
- Good distractions

Get started with Headspace Care today:

- Download the Headspace Care app
- In the app, tap "Create account" then "My Organization."
- Follow the instructions and you're all set!

Click [here](#) to review more information on Headspace Care and our other emotional wellness resources or navigate to Flying Together > YBR > Wayfinder > click on the Emotional tile.

SOAR

[SOAR](#) is an ALPA sponsored pilot-to-pilot support program. Helps United pilots deal with psychological, physiological, and family stressors

Maps

Newark



LaGuardia



Airport Shuttle Bus (Operates 24 hours daily)

 All Terminals Route
Terminals A, B, C

Parking

Newark

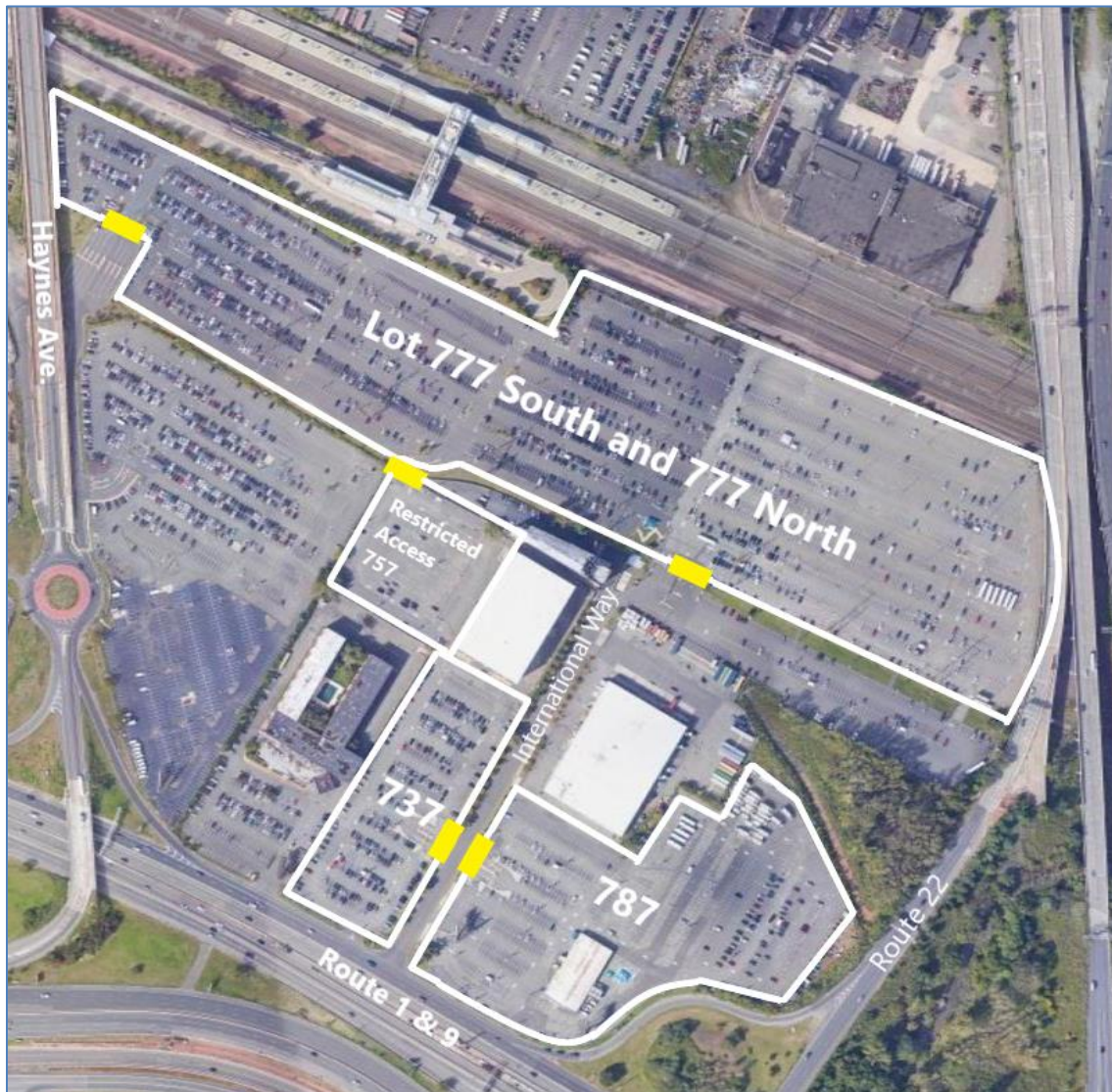
EWR Parking Office is located on level 3 between Door 1 and Door 2. The entrance is to the side of the new Global Services check in counter. Contact EWR-Parking@united.com or phone 973-681-1216. Hours: M-F: 0600-1430.

EWR Parking and badging is now digital. Employees will also be able to access Parking Forms through Share Point:

- Request for Vehicle, License Plate, or Name Change
- Employee Busing Hotline Complaint Form
- Employee Parking Application

To access go to:

<http://portal.ual.com/ops/APSvcs/EWR/BusinessManagement/SitePages/Homepage.aspx>



GPS Address:

139 Haynes Avenue, Newark, NJ 07114 – New Lot F

From: The South

Take New Jersey Turnpike, Interstate 95 North, and take Exit 13A to US Route 1&9 North, Newark. Take the Haynes Ave exit, follow Haynes Ave. to the roundabout. Take the first exit prior to the bridge. 777 Lot entrance is at the end of the road on the right-hand side.

From: The South on Route 1&9

Take Route 1&9 North towards the Airport. Take the Haynes Ave exit. Follow the roundabout. Take the first exit prior to the bridge. 777 lot entrance is at the end of the road on the right-hand side.

From: Route 22

Take Interstate 22 East to US Route 1&9 South. Make a right onto Haynes Avenue. Take the road to the right or left of the bridge, the entrance will be in front of you or to the right respectively.

From: Garden State Parkway

Take Exit 140 to Interstate 22 East to US Route 1&9 South. Make a right onto Haynes Avenue. Take the road to the right or left of the bridge, the entrance will be in front of you or to the right respectively.

From: Route 78

Take Interstate 78 East and take Exit 57 to US Route 1&9 South Express. Make a right onto Haynes Avenue. Take the road to the right or left of the bridge, the entrance will be in front of you or to the right respectively.

Note: Crews going to Terminal A and parking in the employee lots must park in the 787 parking lot for transportation to Terminal A. Buses will pick up/drop off crews at the arrivals level, **Zone 13** (outer curb). Any crew returning from a hotel layover and departing out of Terminal A will be dropped off at the departures level, **Door 1**.

LaGuardia

Primary parking is in the Terminal B parking garage. A credit card or EZ-Pass is required for payment when exiting the garage (request receipt from machine when exiting the garage). Parking expenses will be reimbursed through [Concur](#).

Additional parking is available at the [Parking Spot](#), if desired, and expensed via [Concur](#).

Passports and visas

Global Entry

Newark Airport Global Entry interview facility:

Terminal B, level 1, behind the domestic baggage carousel 1

Hours: 7 a.m. – 7 p.m., Monday through Sunday.

Phone: 973-565-8000, extension 8135

Pilot lounge

Newark

The pilot lounge is in the back area of the CPO. Couches and recliners are provided. A quiet room is located at the far back area of the pilot lounge. Cleaning hours are 0800-0900 daily, but please do your part to keep the quiet room tidy.

LaGuardia

Terminal B new concourse: From inside the new terminal, take the elevator to Level 1. After exiting the elevator, use the proximity card attached to the wall. Wave the card over the keypad and enter the 4-digit code for access. Crew rest area is labeled. You will need the 3-digit code for access.

Public Transit

Newark

There are numerous public transportation options both to and from Newark. Here are some tips on your options.

Via train service

The following services provide train service to and from Newark Airport:

- AirTrain Newark connects NJ TRANSIT and Amtrak with Newark Liberty International Airport. More information is available at <https://www.panynj.gov/airports/ewr-airtrain.html>
 - Amtrak (<http://www.amtrak.com/>)
 - New Jersey Transit (<http://www.njtransit.com/>)

Passengers are required to use the AirTrain Newark system to connect to a NJ TRANSIT or Amtrak train from the airport. There is a \$5.50 ticket fee.

Connections from New York City, Westchester, Upstate New York, Long Island, and Connecticut are often also possible through the Newark Liberty Airport Express Connecting to the airports via Metro-North? Use one of the convenient and affordable airport services listed at <http://web.mta.info/nyct/service/airport.htm>.

Via NJ Transit Bus or Express Bus

Bus service is available through NJ Transit Bus Lines go 28, 37, 62, 67, 107. For schedules and information, visit the NJ TRANSIT website at <http://www.njtransit.com/>.

An Express Bus runs between Newark Liberty International Airport & New York City. The Express Bus runs from 4 a.m. – 2 a.m., 365 days per year. The cost is \$16 for one way, or \$28 for round trip. Each bus stops at all 3 New York stops.

Where to board:

- Terminal A — Located on Level 1, outside at bus stop 5
- Terminal B — Located on Level 1, outside at bus stop 2
- Terminal C — Located on Level 1, outside at bus stop 5 & 6

New York stops:

- Grand Central Station — 41st Street between Park and Lexington avenues
- Bryant Park — 42nd Street and 5th Avenue
- Port Authority Bus Terminal — 41st Street between 8th and 9th avenues

Newark Airport Express Bus service information is available at <http://www.coachusa.com/olympia/ss.newarkairport.asp>.

Trans-Bridge Lines provides daily service westward to Pennsylvania. Service information is available at <http://www.transbridgelines.com/>.

LaGuardia

New York City Metropolitan Transportation Authority (MTA) buses provide service between LaGuardia Airport, Manhattan, Queens and beyond with connection to the subway, Long Island Rail Road (<http://www.mta.info/lirr>) and Metro-North Railroad (<http://www.mta.info/mnr>).

A one-way trip on MTA buses or subways costs \$2.75. MetroCards (<http://web.mta.info/metrocard/>) can be purchased at MetroCard vending machines (<http://laGuardiaairport.com/amenities/services/>) located throughout LaGuardia Airport terminals. Passengers using MetroCards get a free transfer from their bus to the subway.

For LaGuardia Link Q70 SBS (<http://web.mta.info/mta/planning/sbs/Q70SBS.html>) and M60 SBS (<http://web.mta.info/nyct/sbs/M60LaGuardiaAirportHarlem/index.html#M60>) bus service, passengers must pay their fare using a MetroCard or exact change in coins at curbside machines before boarding. Please retain your paper ticket to ride.

Travelers leaving or heading to Terminal A can take the Q47 bus, with connection to the 7, E, F, M, R subway lines at 74 St/Roosevelt Av.

For the latest information about schedules and fares, call 511 or (888) GO511NY or visit the MTA's website at <http://www.mta.info/>.

Quiet room

Newark

A quiet room is located at the far back area of the pilot lounge. Cleaning hours are 0800-0900 daily.

Restrooms

Restrooms are in the hallway.

Orlando (MCO)

Contact Information

407-825-6870

mcocpo@united.com

How to get to the CPO

The CPO is located landside on Level 3, Terminal B, behind the Silver Airways and Alaska Airlines ticket counters, which are adjacent to the United Ticket counter. The primary entrance is the door to the left of the Alaska counter. Enter through this door then make a right at the end. The secondary entrance is between the Silver Airways and United ticket counters. After entering through this door, make a left, then a right, then another left down the long hallway. The main entrance to the CPO is towards the end of the long hallway.

Hours of Operation

8 a.m. – 5 p.m., M-F

Mailing Address

United Airlines – MCOFO

9403 Jeff Fuqua Blvd, Suite 7486

Orlando, FL 32827

FedEx/Parcel Shipping Address

Same as mailing address

Company Mail Code

MCOFO

Director – Flight Operations Chief Pilot

Captain Rich Howard

407-825-6878 (O)

520-271-1242 (M)

rich.howard@united.com

Senior Manager – Flight Operations

Captain Eddie Hernandez

407-825-6862 (O)

386-334-3973 (M)

eduardo.hernandez1@united.com

Base Business Manager

Josh Salter

407-825-6868

josh.salter@united.com

Senior Staff Representative

Bradley Gragg

407-825-6869

bradley.gragg@united.com

Support Representative

Griselly Diaz Medina

407-825-6870

griselly.diazmedina@united.com

ALPA Contacts

Council 150 LEC Representatives

Capt. Stephen Day, Chair	727-244-2100	stephen.day@alpa.org
Capt. Al Lane, Vice Chair	830-313-3494	alfred.lane@alpa.org
Capt. Stephen Weaver, Treasurer	860-328-5434	stephen.weaver@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Greg Rockwell, Chair	954-465-4490	greg.rockwell@alpa.org
Capt. Manny Veleda	305-942-7921	manuel.veleda@alpa.org

Company Badging

The UAL badge should be available within 30 days of its expiration date. A CCS message will be sent as a reminder to pick it up. Any questions, please reach out to MCOCP0@united.com.

Bag Storage Areas

The baggage storage area is located inside the Chief Pilot's Office. It is the second door to the left inside the office hallway.

Commuter Hotels

Name	Phone	Shuttle Information
Country Inn & Suites	407-856-8896	0500-2100, every 30 min
Courtyard by Marriott	407-240-7200	pickup on demand, drop-off every 45 min
Wingate by Wyndham	407-826-5258	0430-0045, every 45 min
DoubleTree by Hilton	407-856-0100	every 15 min
Fairfield Inn (ual discount)	407-888-2666	Every 30 min (0400-1200), then on demand
Ramada by Wyndham Suites	407-641-5484	0400-0100, every 45 min
Sheraton Suites (ual discount)	407-240-5555	pickup on demand, drop-off every 30 min
Holiday Inn Orlando Airport	407-851-6400	every 30 min

Drug and Alcohol Testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. Employee Assistance Program & SOAR Peer Support Program

Employee Assistance Program & SOAR Peer Support Program

The Employee Assistance Program offers **professional** help for employees and their families when a personal problem develops. The services of EAP are **free**. If a referral to a community service provider is necessary, the EAP will work with you to make effective use of your health benefits. The program is **confidential** unless otherwise required by law and is a voluntary program.

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the SFO office at 844-327-9990 or 650-874-2698.

The SOAR Peer Support Program is a United-supported, ALPA-run program to provide confidential pilot-peer assistance, guiding pilots to resources that aid in alleviating pilot stressors. It can be reached at 866-653-SOAR (7627).

Employee Security Access

Known Crewmember (KCM): Located at the West Checkpoint, A Side entry. KCM hours are (0400-2130L).

FFDO Safes

Safes are located within the bag storage room, inside the CPO.

Flight Planning Areas

The FPA is located inside the Chief Pilot Office.

Hotel Pickup

Many local hotels provide complimentary transportation to/from MCO (see Commuter Hotels above). These are on the Ground Transportation Level (Level 1).

Terminal A: Commercial Lane spaces A1-A4 & A42-A45

Terminal B: Commercial Lane spaces B1-B4 & B40

Directions from Hotel Shuttles: Follow overhead signage to take the Gate Link (APM) monorail to Terminals A & B. Upon Arrival on Level 3, look for large, illuminated letters indicating the A and B sides of the terminal. Take the escalator, stairs, or elevator down to Level 1 for Hotel Shuttles (Curbside pickup by private car and Ride Share are on Level 2).

CPO Texting Service

We encourage our pilots to sign up for this voluntary CPO texting service. Stay up to date on important or time sensitive events. (Please note this is not official company communication, and data or messaging charges may apply.)

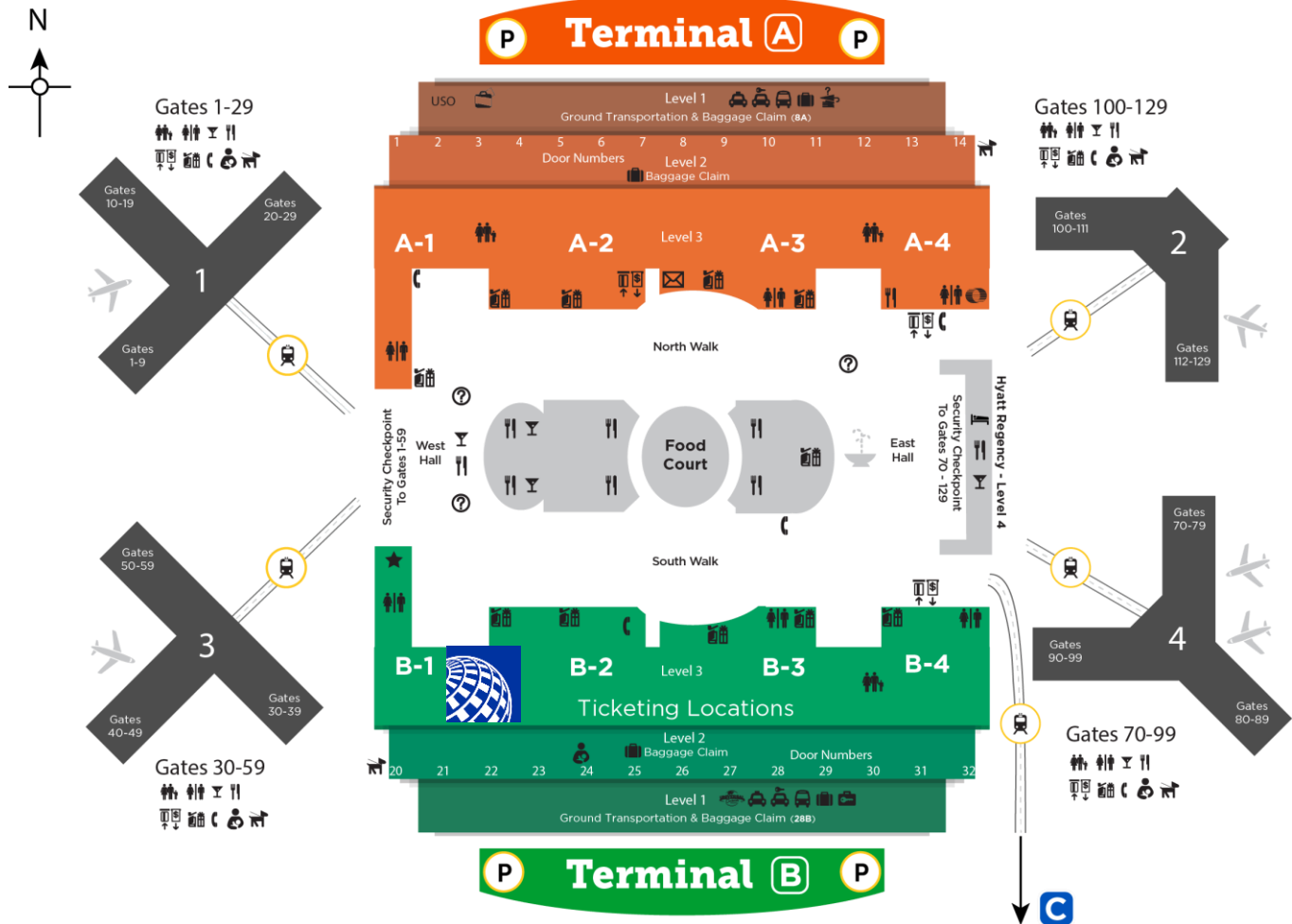
Type in the following URL in your web browser:

<https://slkt.io/Y8AW>

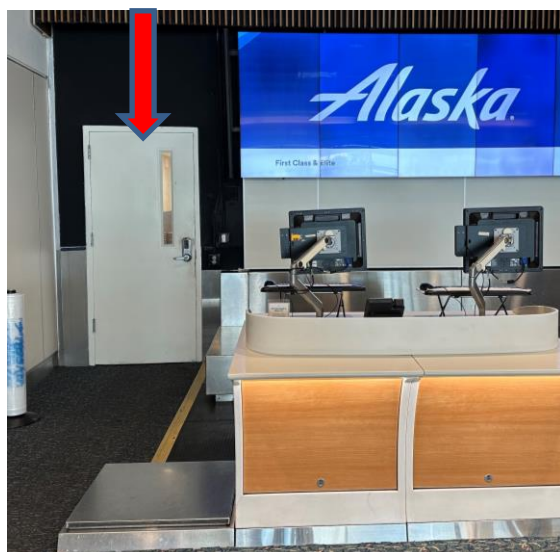
Or scan the QR Code:



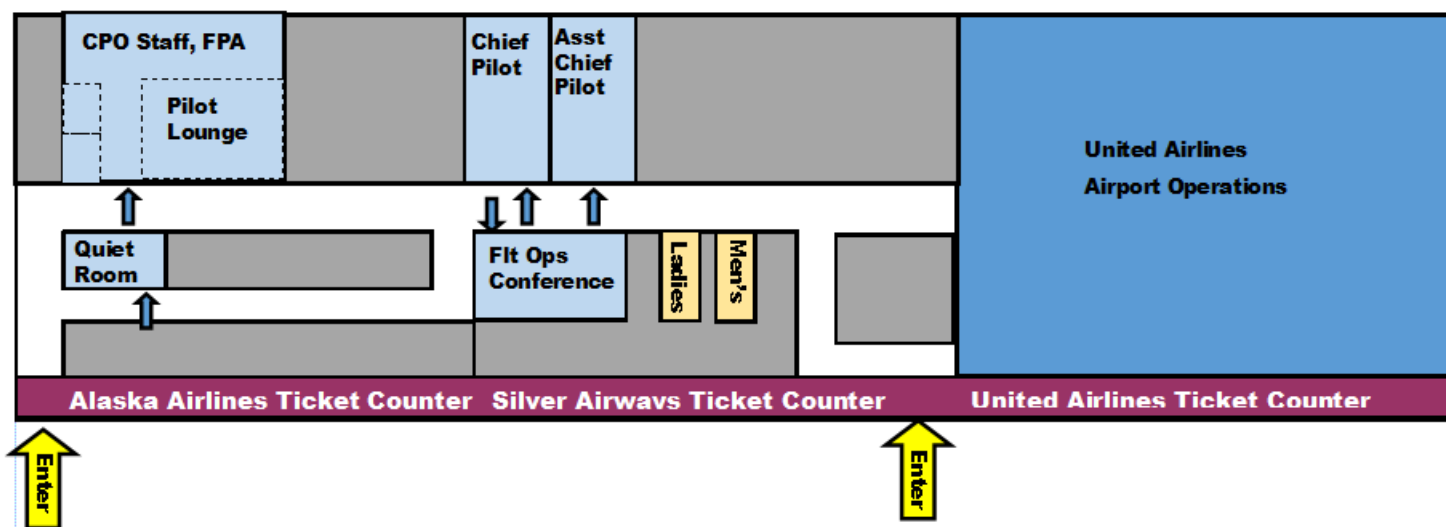
Maps



Entrance, (Primary on the left, secondary on the right)



CPO Map



Pilot Lounge/FPA

The landside Pilot Lounge/FPA is located inside the CPO office space (see above).

The airside Pilot Lounge is located inside the glass doors leading to the United Club, between gates 43 and 45. The door is located to the left of the stairwell. Please note that the United Club closes at 8PM, and due to security restrictions, the doors to the Club are locked at that time and nobody may remain inside of the airside pilot lounge.

Parking Instructions

Access to the employee parking lot is done through monthly hang tags. These hang tags are issued quarterly by the CPO staff in 3-month allotments.

The Greater Orlando Aviation Authority (GOAA) requires all MCO Based pilots to park at the North Employee Parking Lot located at 8200 Casa Verde Rd. Orlando, FL 32827. Non-Based Orlando commuters are eligible for monthly parking at the South Park Place Economy lot. You may apply for and pay your monthly parking on GOAA's website: <https://orlandoairports.net/airport-business/#gt-permit-office>

All pilots should be aware that at times, the South Park Place Economy Lot will reach capacity, and the airport authority will close the lot down until parking spaces become available, therefore all based employees are given access to the North lot and non-based employees should have a secondary plan in place in the event they cannot access the lot.

- Be careful when driving with your windows open to ensure the hang tag doesn't get blown out of your vehicle (it has happened)!
- Damaged tags can be exchanged for new ones at GOAA's parking permit office.
- Lost tags can be replaced for a \$34.00 fee at GOAA's parking permit office.
- The Employee Lot Shuttle will drop off and pickup at the Terminal A/B Loading Dock Area. The easiest way to access the Loading Dock in the A & B Terminal is to use one of the elevators located between the Macaroni Grill and the City Pub. Take the elevator to Level 1 and head to your right upon exiting. Once you are outside, turn left towards the B-side. You will see signage in place for the drop-off/pick-up location.
- An airport or airline badge is required when boarding the bus, as a safety and security measure.

For information regarding Tampa Airport parking, please see the Tampa section of the base guide.

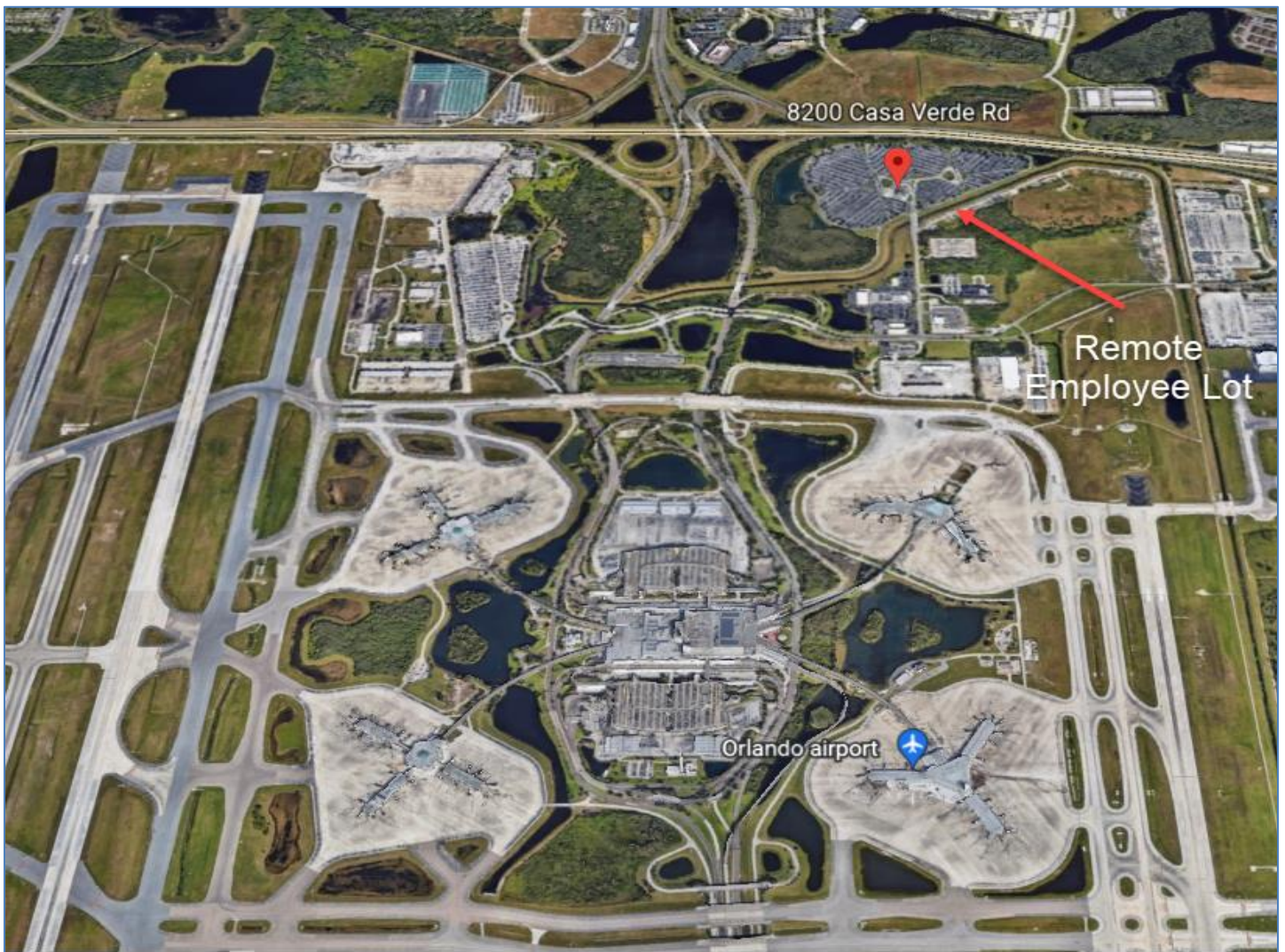
GOAA Parking Lot Administration:

Phone: 407-825-3562 or 407-825-2689

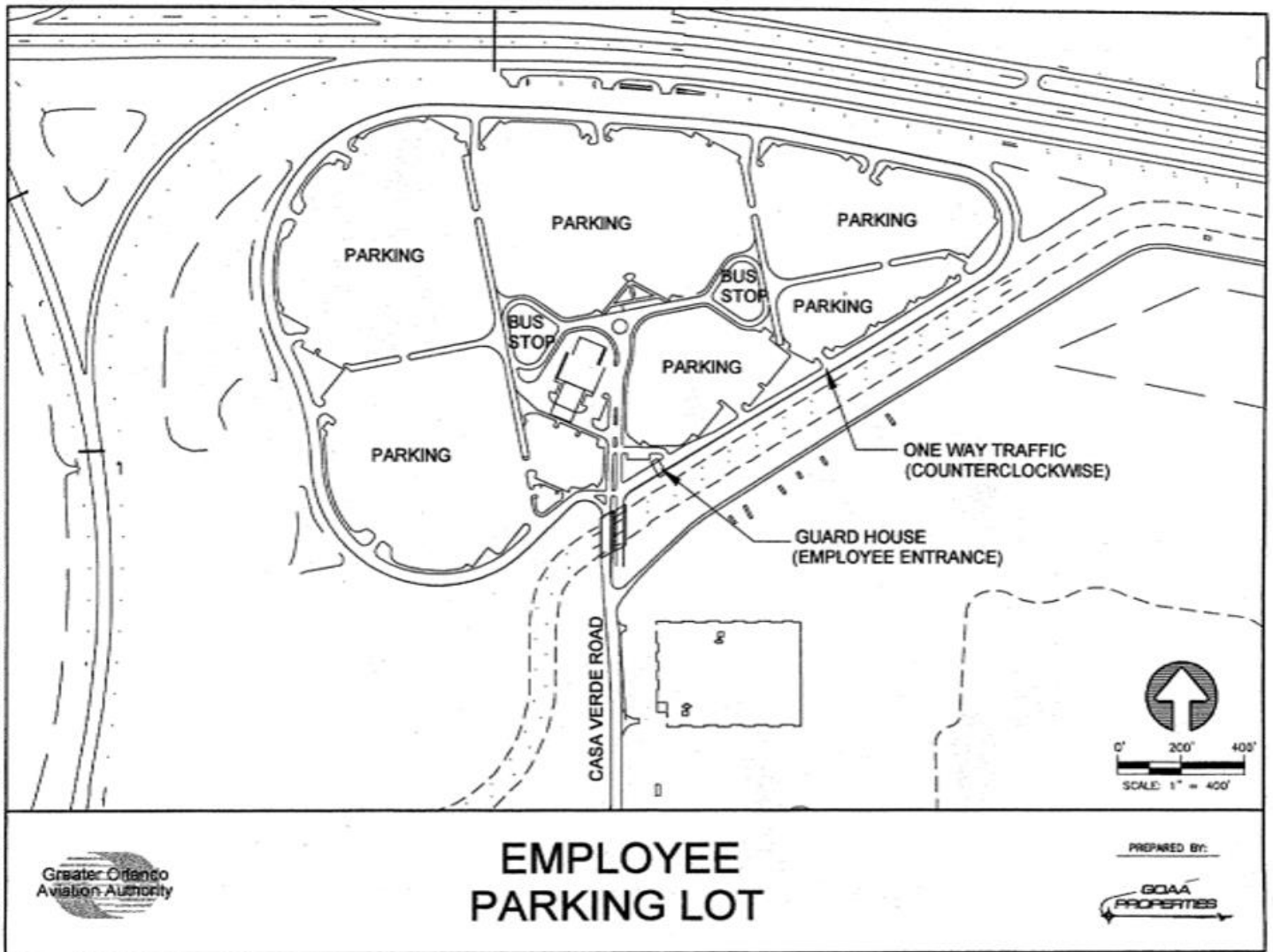
Email: parkingadmin@goaa.org

GT Parking Office Address: GOAA Office Annex Building, 5855 Cargo Rd. Orlando, FL 32827

Parking Maps



GPS Address: 8200 Casa Verde Rd. Orlando, FL 32827



Passports

Global Entry

Orlando Global Entry interview facility:

10300 Jeff Fuqua Blvd. South
Orlando, FL 32827
Terminal C – Level 1 (adjacent to OPD)
Hours: 8:00 a.m. – 4:00 p.m., Monday - Friday
Phone: 407-825-4366
[MCO Global Entry Interview Guide](#)

Passport Renewal

Information regarding passport renewal is available on [HelpHub - Passport Renewal Process](#).

Public Transportation

Bus

The local bus picks up at Terminal A on Level 1 (Ground Transportation) at Commercial Lane spaces A38-A41. It costs \$2.00 for each destination. See the [Lynx website](#) for more details. Destinations include:

Downtown Orlando
International Drive
Florida Mall
SeaWorld
Destination Parkway
Premium Outlets
Orange County Convention Center
Sand Lake Road SunRail Station

Ride Share

All Ride Share companies (such as Uber, Lyft and Wyngz) may drop passengers off on the Departures Curb at:

Terminal A (Level 3)
Terminal B (Level 3)
Terminal C (Level 2)

All Ride Share companies may pick up passengers on the Arrivals Curb at

Terminal A (Level 2) and on Level 3 between 2100-0200L
Terminal B (Level 2) and on Level 3 between 2100-0200L
Terminal C (Level 6)

Taxi

Terminal A: Ground Transportation Curb (Level 1) in spaces A22-A25
Terminal B: Ground Transportation Curb (Level 1) in spaces B30-B34
Terminal C: Arrivals Curb (Level 6)

Diamond Cab Company	407-523-3333
Quick Cab	407-447-1444
Town & Country Transport	407-828-3025
Mears Taxi Yellow/City Cab	407-422-2222

Train

You can connect to the SunRail via bus link to the Sand Lake Road SunRail station. From the airport, go to the Lynx bus stop (see above).

[SunRail](#) operates Monday-Friday, 0530-2130L
Phone: 1-855-RAIL-411

Brightline high speed train service is now available from MCO to South Florida (PBI, FLL, MIA). Information can be found at www.gobrightline.com. Use your United email address to create a profile and take advantage of our corporate discount.

Quiet Room

A quiet room is located close to the CPO at the end of the hall parallel to the CPO hallway.

Restrooms

There are two unisex restrooms near the office of the Assistant Chief Pilot. Additional restrooms are available in the public areas just outside the Airport Operations offices and United Ticket Counter.

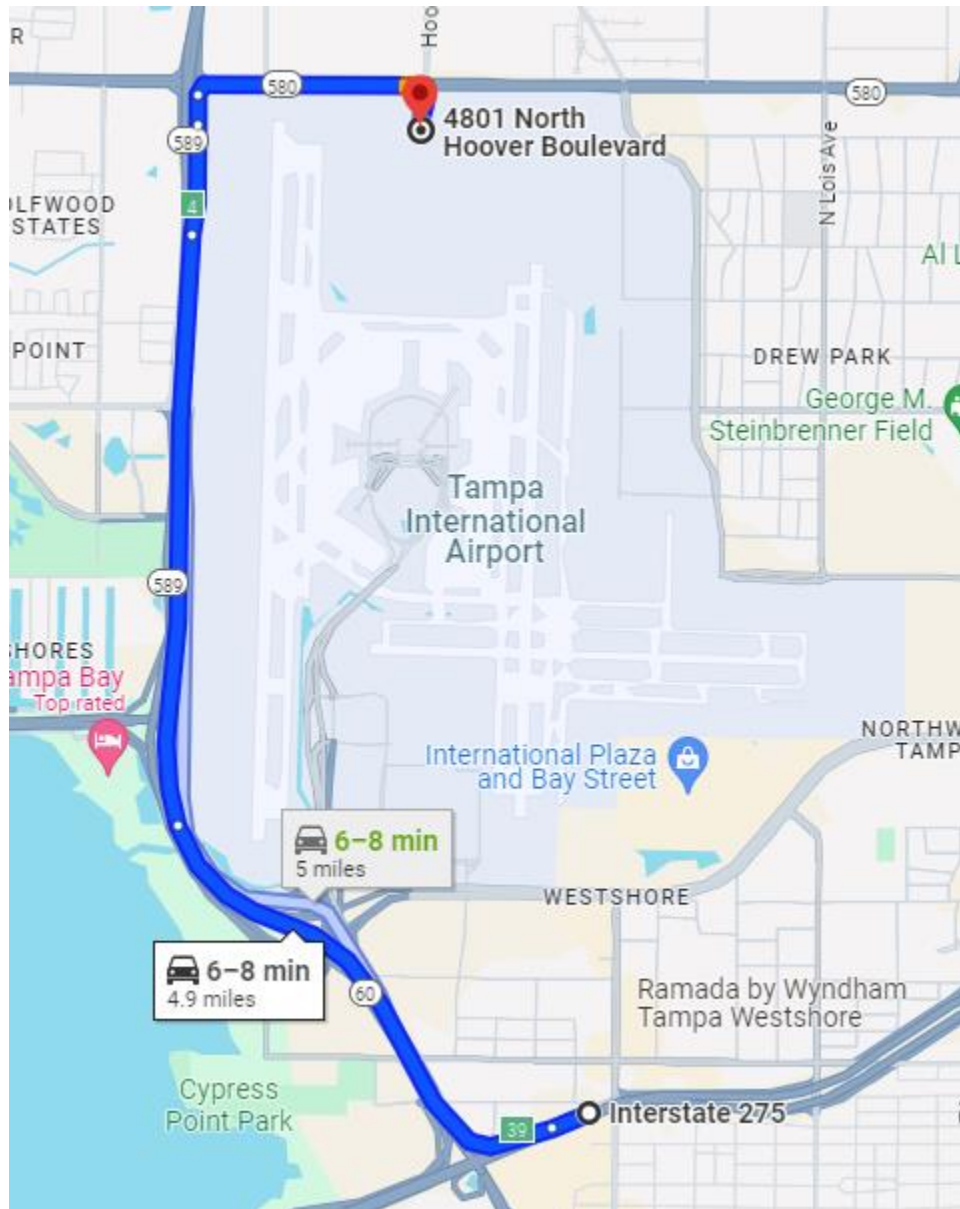
Tampa Co-Terminal Information & Parking

All pilots who receive parking passes to MCO will also be assigned a parking access card for the Tampa Airport. These access cards are renewed automatically each month and require no additional input from pilots. Those new to the base will have their access card issued to them by the CPO staff. These cards remain active for as long as a pilot is actively based at MCO. When transferring to another base, these cards must be returned to either the CPO staff or directly to the TPA parking office.

The address for the TPA employee lot is 4801 N. Hoover Blvd. Tampa, FL 33634. This is on the north side of the airport and is accessed via Hillsborough Ave. There have been reports that GPS apps will often attempt to route people through the airport property on secure roadways, so be sure to confirm your route takes you through public areas only.

Please be aware that the employee lot is only for use by the pilot. When boarding the shuttle bus from the parking lot to the main terminal, you will be required to present your Crew ID to the bus driver. Family members are welcome to ride the bus if they are accompanied by the employee.

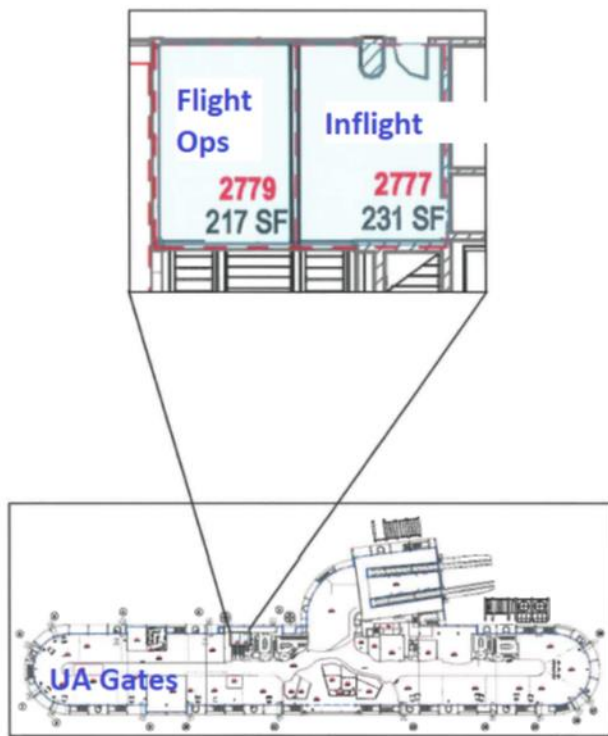




All pilots will continue to be issued employee parking at MCO.

Flight Planning / Pilot Lounge

The Flight Planning Area and Pilot Lounge is located on the departures level of Airside A, next to the A2 door and adjacent to gate A3.



KCM

Airside A, Checkpoint Exit Lane. The checkpoint is staffed from 0430-2200.

Digital Shuttle Pass

Use the following link to generate a QR code to access the shuttle from the Main Terminal to Airside A: <https://app.tampaairport.com/digitalpass.html>

San Francisco (SFO, SJC)

Contact information

650-874-6900, Fax: 650-874-6969
sfocpo@united.com

How to get to the CPO

The CPO/FPA is in Terminal 3, Boarding Area E between Gates E5 and E7. Access is via door E-2362 (to the right of Klein's Deli), with a sign for United Flight Operations. Take the elevators or stairs down to Level 1 and proceed down the hallway to the double glass doors with the etched United logo.

See below for directions to and hours for the Annex FPA.

Hours of operation

7 a.m. – 5 p.m., daily

Mailing address

United Airlines Flight Operations – SFOCPO
Terminal 3E – 1st Floor
San Francisco International Airport
San Francisco, CA 94128

FedEx/parcel shipping address

Same as mailing address

Company mail code

SFOFO

Director – Flight Operations Chief Pilot

Senior Manager – Flight Operations

Captain Shawn Cook

650-874-6905

david.cook@united.com

Flight Operations Managers

Captain Rob Duvall

650-874-6904

rob.duvall@united.com

Captain Ryan Harder

650-874-6909

ryan.harder@united.com

Captain Matthew Herbert

650-874-6910

matthew.herbert@united.com

Base Manager

Senior Staff Representative

Colton Rauenbuehler

650-874-6911

colton.rauenbuehler@united.com

Staff Representatives

Rousley Buenaventura

650-874-6908

rousley.buenaventura@united.com

Sayed Lutfi

650-874-6907

sayed.lutfi@united.com

Support Representatives

Eleanor Butac

650-874-6900

eleanor.butac@united.com

Erick Hernandez

650-874-6900

erick.fernandez@united.com

Stacie Oeffinger

650-874-6900

stacie.oeffinger@united.com

Hansen Pome'e	650-874-6900
Camille Samonte	650-874-6900
Richard Santala	650-874-6900

hansen.pomee@united.com
camille.samonte@united.com
richard.santala@united.com

San Francisco base contacts

Employee Assistance Program	650-874-2698
EAP Work/ Life Solutions	866-324-4327
Flight Operations SOC Rep Land line	650-874-6633
Flight Operations SOC Rep Cell	650-238-4861

Employee Assistance Program
united.mybeaconwellbeing.com
sfofosoc@united.com

ALPA contacts

Council 34 Status Representatives

Capt. Donald Gorman, Chair	916-205-0971
FO. Aaron Lancaster, Vice Chair	518-366-6789
Capt. Chris Mathews, Secretary-Treas.	530-300-2297

Donald.Gorman@alpa.org
Aaron.Lancaster@alpa.org
Chris.Mathews@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Timothy Gasser, Chair	425-269-7979
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Tim.Gasser@alpa.org
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Badging

Airport badging

A SIDA badge is not required for SFO-based pilots.

Company badging

A pilot whose United Crew ID is within 30 days of expiration should obtain the replacement ID in the CPO. A CCS message will also be sent as a reminder.

Bag storage areas

Bag storage is in two separate locations in the CPO. The primary bag storage area is located off the hallway leading from the Support Rep desk to the Quiet Room area. An additional bag storage room is located at the end of the hallway leading to the secondary Quiet Room entrance near the TV Room. Obtain a numbered orange bag tag from a Support Rep if you plan to store any baggage for an extended period to prevent it from being removed. *Bag storage is not provided at the Annex FPA.*

California-specific information

Pilots based in California have unique programs available to them regardless of their home address. Some programs include:

- California Kin Care
- California SDI (State Disability Insurance)

- California Paid Family Leave
- At times a pilot who resides out-of-state will be contacted by the CA Franchise Tax Board stating the pilot is subject to CA state tax liability. For assistance, please reach out to Payroll via Help Hub.

For more information on California-specific programs, please contact a Staff Rep.

Commuter hotels

Pilots have reported the following hotels to be crew-friendly and offer potential discounts to United pilots. Keep in mind, hotel prices near SFO can fluctuate significantly based off convention traffic and other factors.

Hotel Name	Phone
Bay Landing	(650) 259-9000
Best Western Grosvenor	(650) 873-3200
Clarion	(650) 692-6363
Crowne Plaza	(650) 342-9200
Double Tree	(650) 344-5500
El Rancho Inn	(650) 588-8500
Embassy Suites	(650) 589-3400
Hampton Inn North	(650) 876-0200
Holiday Inn Express	(650) 589-0600
Hotel V	(650) 589-9055
Hyatt Regency	(650) 347 1234
La Quinta Inn North	(650) 583-2223
La Quinta Inn West	(650) 952-3200
Marriott	(650) 692-9100
Courtyard by Marriott	(650) 952-3333
Red Roof Inn	(650) 342-7772
Travelodge	(650) 583-9600
Vagabond Inn	(650) 692-4040

Commuting information

If you are new to San Francisco Bay area, please be aware that the average arrival rate (AAR) can be reduced by more than 50% when the ceiling and/or visibility do not allow for simultaneous visual approaches. This can occur even in VFR conditions if there is cloud cover or fog in the arrival corridor, potentially causing a significant ground delay program. Flights to Oakland (OAK) and San Jose (SJC) are usually not affected by flow control. For these reasons, prudent commute planning is imperative.

Since information and listings change frequently, the best source of local housing and crashpad information is the bulletin board located in the hallway across from the main bag storage room.

Computer training areas

Two computers designated for Computer Based Training (CBT) use are in the Self-Service Resource Center across from the Support Rep desk. In addition, TakeOff: Learning can be accessed on any

computer workstation in the FPA, via CCS > Training > TakeOff: Learning or through the weblink on your company issued EFB device.

Drug and alcohol testing

If you are randomly selected for drug and/or alcohol testing, a United Corporate Safety representative will meet you upon exiting the aircraft. The primary testing location is a United facility; however, the airport medical clinic is also used when necessary. The airport medical clinic is in the International terminal, in the southwest corner near the “A” Gates. Please remember to always remain patient and professional during the screening process.

Employee Assistance Program & SOAR Peer Support Program

The Employee Assistance Program offers **professional** help for employees and their families when a personal problem develops. The services of EAP are **free**. If a referral to a community service provider is necessary, the EAP will work with you to make effective use of your health benefits. The program is **confidential** unless otherwise required by law and is a voluntary program.

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the SFO office at 844-327-9990 or 650-874-2698.

The SOAR Peer Support Program is a United-supported, ALPA-run program to provide confidential pilot-peer assistance, guiding pilots to resources that aid in alleviating pilot stressors. It can be reached at 866-653-SOAR (7627).

Employee security access

San Francisco

Known Crew Member (KCM): All United gates and facilities may be accessed by utilizing the Terminal 3 KCM checkpoint, located lower level near Baggage claim Carousel 7 (check Jeppesen -7 pages for hours). KCM hours are (0330-0000) Checkpoint 1

San Jose

KCM: Terminal A, Main Checkpoint, Lane 8. Enter First Class Lane to access (check Jeppesen -7 pages for hours). KCM hours are (0430-2300) Lane 8

FFDO Safes

FFDO safes are available in the CPO. They are located down the hall to your left as you enter Flight Operations, through a door on the right side.

Flight Planning Areas

San Francisco

In addition to the FPA in the CPO, there is an “Annex” FPA and Quiet Room located above the F Gates rotunda area (large area just after walking through the hallway). To access the Annex FPA, proceed through the United Club entrance and use the secure employee door immediately on your left as you enter the hallway. After taking the elevator (or stairs) to the third floor, make a right turn and follow the signs down the hallway to your right and past the SOC (large open area enclosed by glass). The Annex FPA is in the same space where our FPA used to be located many years ago. The

Annex FPA is not staffed by support reps but will be available 24 hours a day strictly for the use of United Pilots.

The Annex FPA will be the initial meeting place for originating flights departing from Boarding Area F. Flights departing from other gates, and all international flights, will continue to meet at the CPO FPA.

Pilots wanting to store their bags, obtain a new Company-issued EFB or Crew Badge, use the FFDO safes, or speak with a Flight Qualified Manager will need to use the CPO FPA below Gate E7, as these are not available in the Annex.

There are also three satellite FPAs located at Gates F2, F14 and F17. Although the closest FPA to International Terminal G is located at Gate F2, upon request, flight paperwork can also be routed to print at a location in the United Club near Gate G6. Contact a Support Rep to facilitate this request.

San Jose

The FPA is located at the ramp level, under Gate 12. Escort required to access from ramp area.

Getting between terminals

All terminals at SFO are accessible on foot. The inter-terminal AirTrain system is also available with stops at all terminals, International Garages A and G, and the rental car facility. Both options are outside the secure area. For United operations, only International G, Terminal 3, and Terminal 2 (effective Nov 2, 2021) are connected inside the secure area.

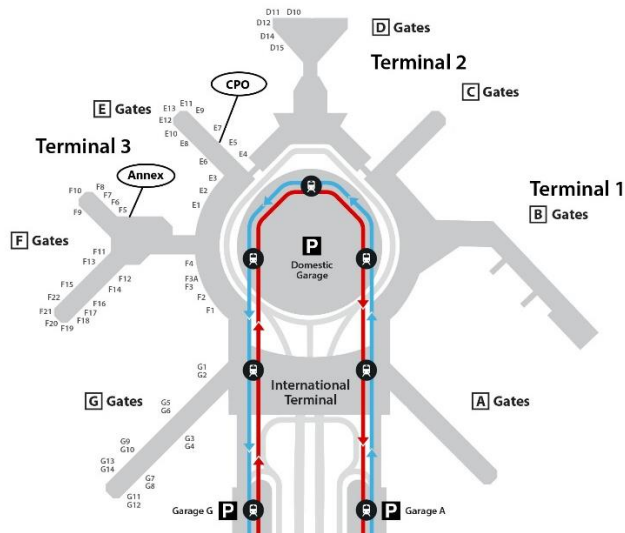
Getting between primary and secondary base

SFO to SJC

Public transportation information to transfer between SFO and SJC can be found at [511.org](https://www.511.org), [bart.gov](https://www.bart.gov), and [caltrain.com](https://www.caltrain.com). While it is possible to utilize public transportation between the two airports, the amount of time involved and complexity transferring between transit agencies is quite substantial.

Depending on timing, an alternative to consider is the Monterey-Salinas Airport Shuttle. This commercial van service connects Monterey, CA with SFO via San Jose International Airport. A reduced rate is offered for crewmembers. Please check their website for schedule and pricing at www.montereyairbus.com. A third option is utilizing a ride-share service such as Uber, Lyft, or Wingz.

Maps



Pilot lounges

The CPO pilot lounge (quiet room and TV room) is located to your left as you enter Flight Operations. Follow the hall to your left and enter the door at the end. The quiet room is straight ahead. The TV room is on the other side of the quiet room down the adjacent hall. The Annex quiet room is around the corner to the right from the Annex FPA.

Parking

Application process

Request a parking application from the CPO in person or via email to sfocpo@united.com. Once processed, a proximity card will be issued along with parking regulations. Please become familiar with these regulations, including the 14-day maximum parking limit.

Directions and maps

Highway 101 North/South:

Parking for SFO-based pilots is provided in Lot C. To access the lot, take the airport exit and follow signs for McDonnell Road. At the McDonnell Road traffic light turn right and proceed under the roadway. At the next light veer left; the Lot C entrance is on the left across from United Airlines Cargo and Building 575. Please do not leave anything of value visible in your vehicle and maintain awareness of your surroundings when in the lot. Note: Parking in any reserved space or parking a recreational vehicle is prohibited; your vehicle will be subject to towing.

Entrance coordinates [\(37.6154688, -122.3959364\)](#)



Access to airport from lot

Bus transport to the terminal operates every 10 minutes. If you prefer to walk, cross the street to the International Garage parking structure and take the elevator to the 3rd floor, then take the moving sidewalk to the International Terminal and continue via the departures level to Terminal 3. A third option is to utilize the AirTrain which can be accessed by taking the International Garage elevators to level 7.

San Jose

If you have a trip which originates from SJC, you may park in short-term parking (adjacent to the terminal) for the duration of the trip and submit a Concur expense report for the cost of parking. You will be reimbursed only if the trip originates from SJC, and only for the duration of the trip. When you file your expense report, include a screenshot of your pairing as well as the parking receipt.

Short-term parking is located near the San Jose International Airport Terminal A. Follow the signs for Short-Term Parking.

Passports and visas

Global Entry

San Francisco Global Entry interview facility:

International Arrival Level
San Francisco International Airport
San Francisco, CA 94128
Phone: 650-837-2809
Hours of Operation: 7 a.m. – 11 p.m., daily

Passport Renewal

We recommend reviewing CCS messages and contacting the CPO for details on the current passport renewal process.

San Francisco Passport office contact info:

San Francisco Passport Agency:
450 Golden Gate Ave.
3rd floor, Suite #3-2501
San Francisco, CA 94102
Hours of Operation: 8:30 a.m. – 4 p.m., Monday through Friday (except Federal holidays)

Visas

Chinese Visa

Help Hub is the primary resource for Passport and Visa information. Additionally, we recommend reviewing CCS messages and contacting the CPO for details on the current Chinese Visa renewal process.

The visa must be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Information about the San Francisco office is below. Crew visas and tourist visas cannot be used interchangeably.

Passport and Visa Office
Chinese Consulate General
1450 Laguna St.
San Francisco, CA 94115
Hours: 9:30 a.m. – 2:30 p.m., Monday – Friday, except for holidays
Information center: 415-852-5932 (9 a.m. – 2:30 p.m.)

Public transit

For the most up to date information on all airport transportation visit the airport websites listed below:

<http://www.flysfo.com>

<http://www.flyoakland.com>

<http://www.sjc.org>

Quiet room

The quiet room is located to your left as you enter the CPO. Follow the hall to your left and enter the door at the end. The quiet room is accessed directly to your right. The Annex quiet room is around the corner to the right from the Annex FPA. Pillows and blankets are available just outside of each quiet room on a shelf.

Restrooms and showers

Restrooms are in the hallway outside of the CPO's glass doors. Showers are provided in each restroom. Restrooms for the Annex FPA and Quiet Room are near the elevators and door to the SOC.

Tech Hub

The SFO Tech Hub offers in-person, concierge-style support for company-issued technology devices. Technicians are currently available M-F 8:00 a.m. to 4:00 p.m. to assist in troubleshooting issues with pilot EFBs or provide knowledge and training for Office 365 (company email), cybersecurity initiatives and other technology services. The SFO Tech Hub is in the Inflight Base, which can be found on ramp level below the F concourse rotunda area. Access is provided by entering the United Club doors (just past the moving walkway) and immediately entering the secure access door to your left. Take the stairs or elevator to Level 1 to enter the Inflight Base.

Washington, DC (IAD, DCA, BWI)

Contact information

703-661-4200, Fax: 703-572-7018
Toll free: 888-UAL-WIAD (825-9423)
dcacpo@united.com

How to get to the CPO

The CPO entrance is located terminal level, between gates D1 and D3. Entrance door is marked "United Airlines Flight Operations"

Hours of operation

7 a.m. – 5 p.m., daily

Mailing address

United Airlines - IADFO
Dulles International Airport
PO Box 20200
Washington, D.C. 20041

FedEx shipping address

United Airlines - IADFO
East of Gate D-3
D Midfield Terminal
Dulles, VA 20166

Company mail code

IADFO

Director – Flight Operations Chief Pilot

Captain Rich Howard	407-825-6878 (O)	rich.howard@united.com
	520-271-1242 (M)	

Senior Manager – Flight Operations

Captain Aaron Clark	703-661-4683	aaron.clark@united.com
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Flight Managers

First Officer Arun Arumugaswamy	703-661-4309	arun.arumugaswamy@united.com
First Officer Jen Shields	703-661-4291	jen.shields@united.com
Captain Jay Segerstrom	703-661-4312	jay.segerstrom@united.com

Base Manager

David Wilson	703-661-4292	david.wilson@united.com
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Senior Staff Representative

Lisa De La Fleur	703-661-1155	lisa.delafleur@united.com
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Staff Representative

JC Malinowski	703-661-4313	jean.malinowski@united.com
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Support Representatives

Mimi Fanta	703-661-4200	mimi.fanta@united.com
Ana Rangel	703-661-4200	ana.rangel@united.com
Diana Willcox	703-661-4200	diana.willcox@united.com

Washington base contacts

Employee Assistance Program	703-661-4828
IAD Station Operations Center	703-661-5476
DCA Station Operations Center	703-417-3400
BWI Station Operations Center	410-865 7979

ALPA contacts

Council 11 Status Representatives

Capt. Dewey DuHadway; Chairman	618-806-5164	dewey.duhadway@alpa.org
Capt. Tony DiCarlo; Vice-Chair	541-531-0297	Tony.DiCarlo@alpa.org
F/O Matt Jordan; Secretary-Treas	703-608-2089	matt.jordan@alpa.org

Professional Standards

ALPA has a very active and historically successful Professional Standards Committee. The primary mission of the committee is to resolve conflicts between pilots, or between pilots and any other employee groups. Committee members can be reached at the following:

Capt. Jeffrey Engl, Chair	727-644-8751	jeff.engl@alpa.org
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Badging

Airport badging

You will not be required to obtain an IAD green ID badge as they are not necessary to gain access to the parking lot, nor does a Dulles badge currently help with expediting you through customs.

Company badging

The UAL badge should be available within 30 days of its expiration date at the CPO. A CCS message will be sent as a reminder to pick it up.

Bag storage areas

There are two storage areas in Flight Ops: upstairs in the pilot briefing area and downstairs in a secure room next to the sleeping room.

Computer training areas

While there is no CBT computer lab, any computer in the FPA may be used for training.

Drug and alcohol testing

If you are randomly selected for drugs and alcohol testing, a representative will meet you at the jet bridge. The representative will escort you to the collection site or provide you with directions.

Employee Assistance Program

Employees may contact EAP support 24 hours a day, 7 days a week at 866-324-4EAP (4327), or the Washington office at 703-661-4828.

Employee security access

Washington Dulles

There are two KCM locations: Main terminal, Western side employee checkpoint, baggage level, hours 4 a.m. – 9 p.m. Also, there is a KCM in at the Eastern side of the FIS checkpoint as you exit Customs at Concourse C.

Washington National

KCM: Terminal 2, South Security Checkpoint, far right lane. Hours: 5:00 a.m. – 8 p.m.

Baltimore/Washington Intl.

KCM: Pier D, exit lane, hours: 4 a.m. – 8 p.m.

Flight planning areas

Washington Dulles

FPA's are available at gates C6, D11.

Washington National

The FPA is located ramp level below gate 11. From the terminal, access can be gained via the elevator across from gate 12 or via the stairwell at gate 11. Phone: 571-351-4501

Baltimore/Washington Intl.

The FPA is located below gate D13, ramp level. Ops can also be accessed from the terminal via the stairs or elevator located near gate D11. Phone: 410-865-7979

Getting between primary and secondary bases

Between IAD and DCA

Take the Metro Silver line towards Largo Town Center. At Rosslyn, transfer to Blue Line towards Franconia/Springfield. Exit at National Airport Metro Station. Allow a travel time of 70-90 minutes. \$3.85 off-peak, \$6.00 peak

For Washington Metro schedules and fares, go to <https://www.wmata.com/>.

Between IAD and BWI

Public transportation involves multiple transfers. Allow for a travel time in excess of 2.5 hours. See <https://www.wmata.com/>.

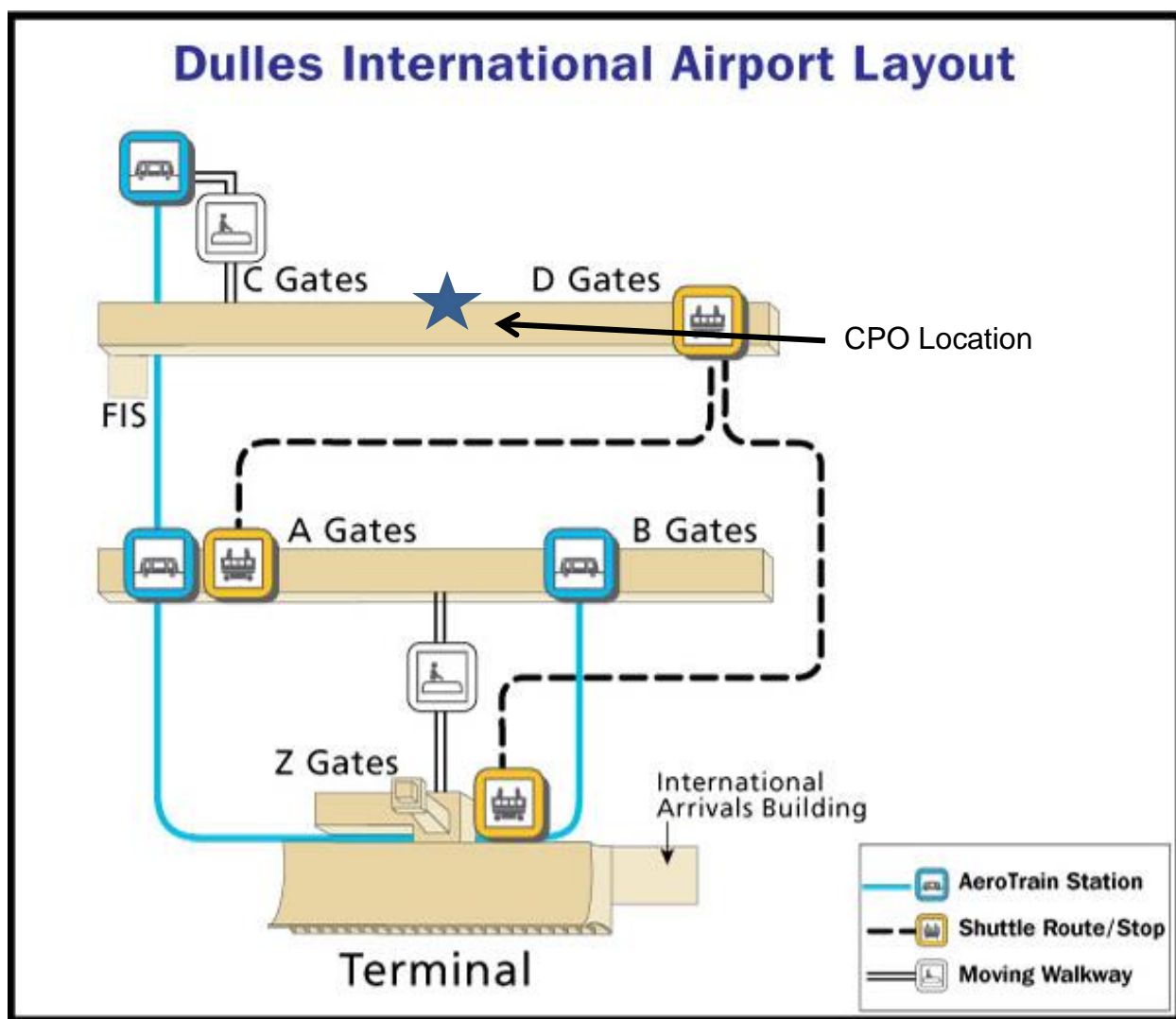
Ride share (Uber, Lyft, etc.) For pickup location, please see flydulles.com - [Ground Transportation](#)

Private airport shuttles require advance reservations. www.supershuttle.com or www.theairportshuttle.com are two providers.

All major rental car companies are also present at both locations. See Flying Together for discount information.

Maps

Washington Dulles



[Entire Airport PDF](#)

Washington National

[Larger PDF map available](#)



**LEVEL 3
Ticketing/
Check-In**



Symbol Legend

ATM/Cash	Restroom	Waiting Area	Police	TSA Pre Enrollment
Baggage Claim	Restroom - Family	Security Screening	Information Counter	Terminal Elevator
Chapel	Restroom - Men	Airport Shuttle	Lost Baggage	Pay Kiosk
Concourse	Restroom - Women	Tramway	Customs Booth	Radio AMP Pickup
Domestic Ticketing/Security Check-In	Smoking Lounge	Escalator	United Service Organization Counter	Power/Charger Station
Meet & Greet				

DCA LEVELS OVERVIEW



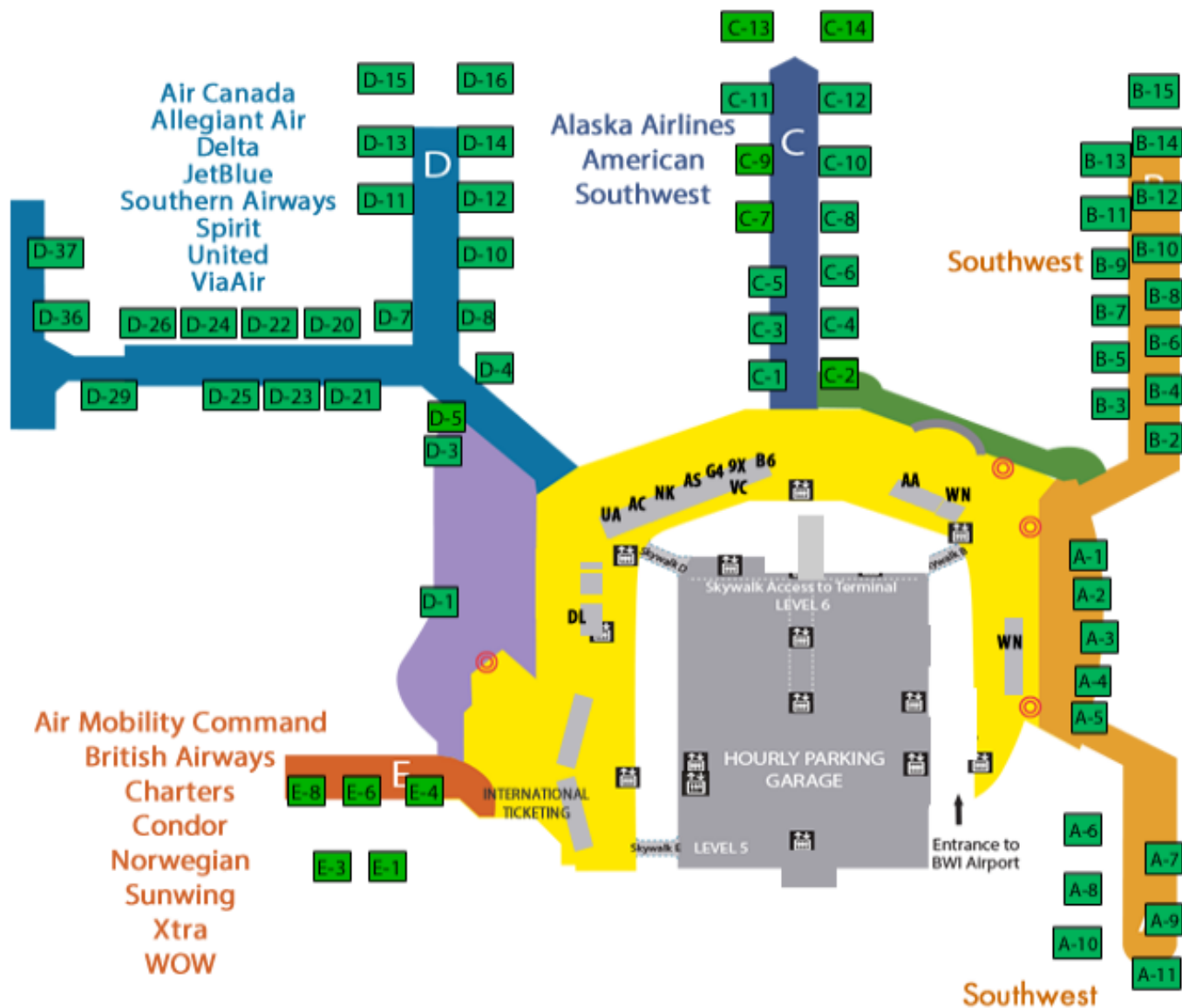
**LEVEL 2
TSA Security/
Gates**



**LEVEL 1
Baggage
Claim**



Baltimore/Washington Intl.



Pilot lounge

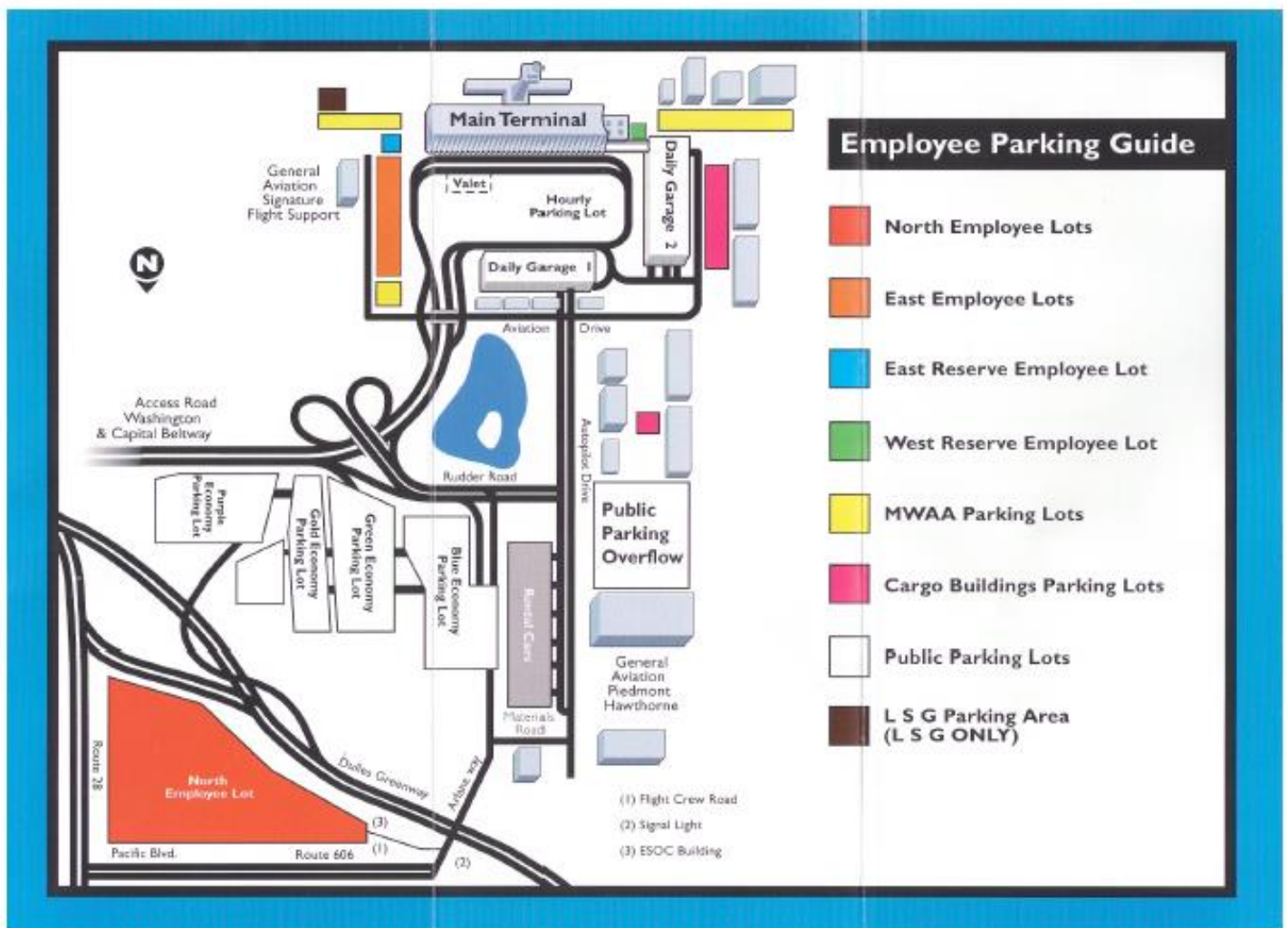
The Dulles pilot lounge is located downstairs from the CPO. Couches and recliners are provided. See CCS for door codes.

Parking

Washington Dulles

Application process

Flight Operations employee parking is located in the Purple Economy Lot. During peak parking periods, the adjacent Green Economy Lot may be used as overflow parking. Signage will indicate when this is in effect. Shuttle buses operate to/from the lots to the terminal. You will need a proximity card to enter the lot and must display a hangtag while parked. A tutorial guide is available [here](#), or in the IAD CPO



Washington National

Application process

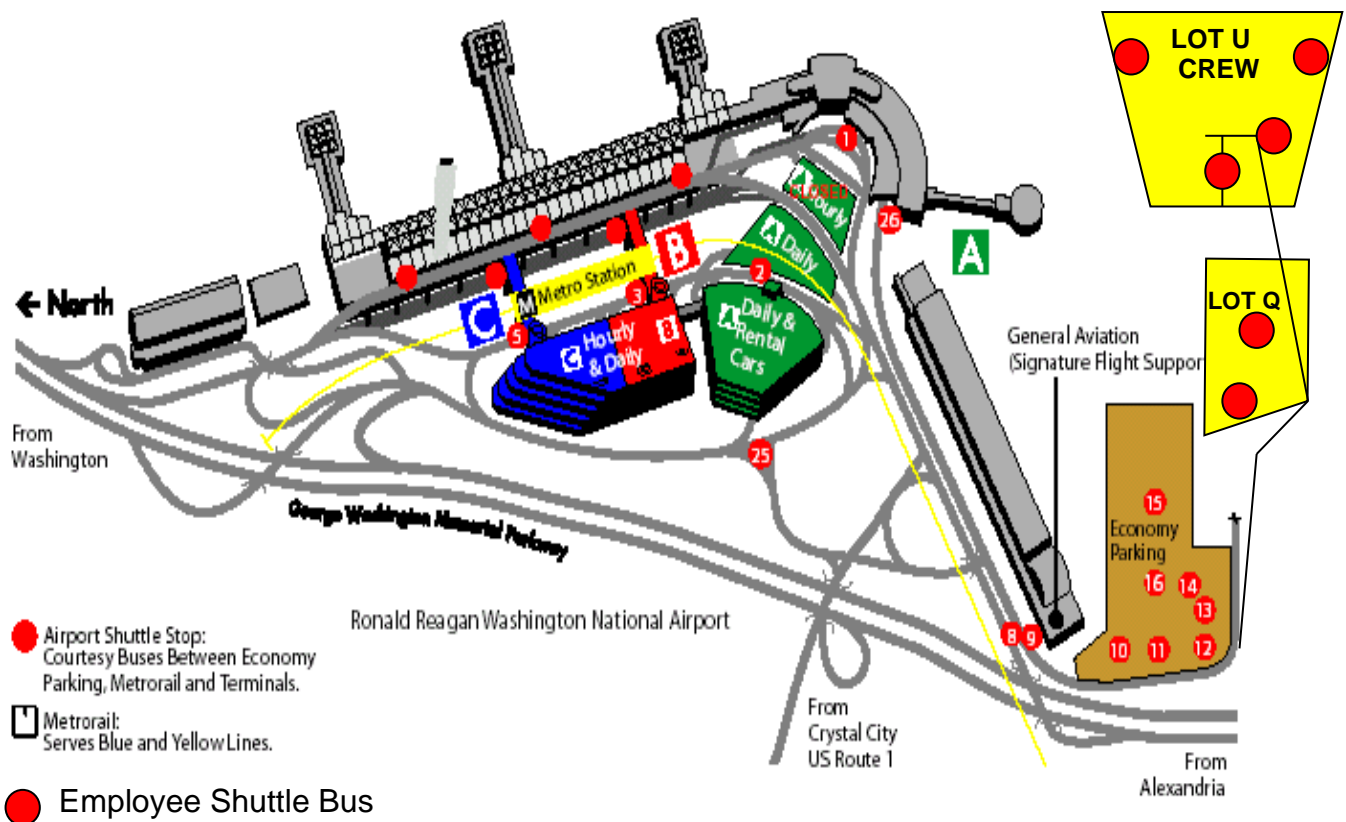
A tutorial guide is available [here](#), or in the IAD CPO

Location

Crew members with a valid parking hang tag for DCA Reagan, park utilizing the Lot U Crew lot as indicated on the below diagram. Bus service to/from the terminal operates 24 hours a day. The bus drop-off/pick-up location at the terminal is the bus shelter on National Avenue across from the terminal parking garage.

Remote parking

Up to \$17.00 per day, maximum, allowed for parking in the Economy Lot. Eligible expense reimbursement will be via Concur.



Baltimore/Washington Intl.

DCACPO@united.com

Remote parking

The Parking Spot West 7188 Ridge Road. Hanover, MD. 3.1 miles from airport, has EV charging stations

Fast Park and Relax BWI 1718 W. Nursery Rd. Linthicum Heights, MD 2.3 miles from airport, has FastCharge and EV charging stations.

The Parking Spot North Ridge 790 S. Camp Meade Rd. Linthicum Heights, MD 2.0 miles from airport.

Passports and visas

Global Entry

Washington Dulles Global Entry interview facility:

Main Terminal – Ground Floor
International Arrivals
Sterling, VA 20166
Hours: 10 a.m. – 6:45 p.m., Monday – Friday
Closed all federal holidays.
Phone: 703-661-2854

Passport Renewal

[Passports & visas \(ual.com\)](https://www.ual.com/passports-visas)

Washington, DC Passport office contact info:

Washington, DC Passport Agency:
600 19th Street, N.W.
1st Floor, Sidewalk level
Washington, DC 20006
Hours of Operation: 8 a.m. – 3 p.m., Monday through Friday (except Federal holidays)
Phone: 877-487-2778

Visas

Chinese Visa

American Visa Service (AVS) is the United approved vendor for obtaining a Chinese Visa:

[United Crew Visa Options \(americanvisachicago.com\)](https://americanvisachicago.com)

The visa may also be obtained from the Chinese Consulate which has jurisdiction over the state in which you reside. Information about the Washington, DC office is below. Crew visas and tourist visas cannot be used interchangeably.

Passport and Visa Office
Chinese Consulate General
2201 Wisconsin Avenue, NW, Suite 110 (*bottom floor*)
Washington, D.C. 20007 U.S.A.
Phone: 202-855-1555
Fax: 202-238-0380
E-mail: visaoffice.dc@vip.163.com visa_us@mfa.gov.cn
Website: <http://us.china-embassy.gov.cn/eng/>

Public transit

See [Getting between IAD and DCA](#) and [Getting between IAD and BWI](#)

Quiet room

A pilot lounge, a quiet room, a TV room, and a Wi-Fi/LAN area are in flight operations. There is a combination door lock for access to the room (see CCS for the code.)

Restrooms and showers

Restrooms are available next to the FPA on the terminal level and downstairs (ramp level). Showers are adjacent to the lounge area.

Vaccines

Yellow fever vaccination requirement (all DCA 787 pilots)

All crewmembers and passengers entering Ghana are required to have been vaccinated against yellow fever at least 10 days before arrival.

If you have yet to receive the yellow fever vaccine, or are transitioning to DCA 787, you will need to submit proof of vaccination by your activation date. Failure to do so will result in being placed on non-qual status for all flying.

Out of base pickups to ACC and LOS will not be permitted unless proof of a yellow fever vaccination has been previously submitted. (Yellow fever vaccinations are required for trips to LOS due to ACC being the primary alternate).

Proof of a valid yellow fever vaccination is entered via Flying Together >My Info and selecting the Yellow Fever Vaccination tile. There is a 10-day efficacy period after the vaccination.

If you need assistance in obtaining a yellow fever vaccine please contact:

Passport Health – 42882 Truro Parish Dr, Ste 206 Ashburn VA 20148 – call 703-671-3600 for appointment

Passport Health – 11862 Sunrise Valley Dr, Ste 101, Reston VA 20191 – call 703-671-3600 for appointment

If you need to find a yellow fever vaccine outside of the Dulles area, please reference the [CDC website](#). We recommend calling ahead to confirm vaccine availability.

