

It's Your Call
December 6, 2017

Landon Nitschke – 2017 Recap

First, let me mention, you know, we - I had sent out a kind of a holiday themed note to my team right before Thanksgiving. But I want to again mention to everyone really in reference to teamwork 2017 has been a **very, very tough year** on a lot of not only TechOps, but a lot of our Southwest operations but more importantly our Southwest people and families. You know, we - you think about the hurricanes, you know, all the other national disasters whether that's wildfires. We talked every morning (Jack) about - (Jack James) about the Phoenix - oh no I'm sorry, the California people and, you know, we've got potential for employees to be impacted yet again by these wildfires. And then you move on to the, you know, really tragic events like Las Vegas, Sutherland Springs, you know, kind of the what we call the, you know, the preventable or the ones that are really driven by, you know, kind of where we are as a society. So, the important part to remember is the resilience of this team, and also how everyone pulls together and helps. You know, when I was down in both Houston and Orlando, you know, how the employees helped each other truly was very, very impressive. And obviously how Southwest employees all pulled together whether that was help monetarily or whether that was help through different workgroups that went down to help clean up. Or, I think Shawn, you know, a good example is you went down with your church group and helped out some of the people in Houston. So, definitely an impact to Southwest people and it has been quite a year that, you know, again like I mentioned the California wildfires that are still going on and we just can't seem to close out 2017 without something either natural disaster or violence, which is really sad.

Landon Nitschke – 2017 Recap

Continued (Facilities)

But looking on some brighter spots, you know, '17 we rolled out our iPads to all of the mechanics. We rolled out iPads to all of the Inspectors, MOC, and we're looking to rollout iPads to AJ's team and Stores for '18. And it's not without its hiccups we know it was going to be I think we have a question towards the end of pre-submitted question that we're going to try and answer. Some of the things that we're seeing, you know, with Outlook feeds and connectivity and all that stuff. But I think it still is a great project, I think it's a great move. I think it's one that'll take us into the future especially with Mosaic which I know we're going to have an update on that. I think it all comes together. So it's a learning experience. I applaud everybody's patience.

I know there is some frustration out there. But, I think -- I think we're on a good, good path there. We spent, you know, **the last I'll say, you know, we say several months** but it's really been years working with several of the groups with our facilities. We've seen, you know, complete redo's whether that's **installing Culture Centers** or complete remodel of Headquarters. We've got new buildings going up like Wings. Well, on the TechOps side we are very focused on really our hangers at this time in other cities like Phoenix, Baltimore, and Houston but also here in Dallas. Our three big priorities going into '18 will be to break ground in Houston. Think we're on a good path there. And I believe we're scheduled to break ground in March or April. Phoenix is moving right along right behind Houston. Of course Houston is going to be a brand new facility, where Phoenix will be an addition to the existing facilities. However, it will be a brand new addition. And then in the third in line, or third in priority if you will really is Baltimore. Baltimore the airport or the city is very excited to be talking to us about a hanger. Environmental studies been done, we're working through some contractual things about site prep with the city. But I think we're on a good path with Baltimore. Then we kind of move on into the other cities, followed by Denver would be a high priority with our growth there, the amount of aircraft we have. Then I think it gets a little fuzzier about what order but I think you've got Las Vegas, you've got L.A., you've got Oakland on that western edge of the United States. So that really kind of wraps up my priorities when you talk about hangers. It's an exciting time last time we built a Hanger was 1992. Or at least brand new Hanger it was in 1992. And we've got other hanger upgrades and projects going on in Midway which could be another actually an addition similar to Phoenix but there is a lot of moving parts there. We've got upgrades going on at Atlanta, we've got a lot of dirt work and stores work going on in Orlando. So it is a - it is very good to see this company willing to reinvest into a facility which is much needed. So we will keep you updated on that. Again, Phoenix, or Houston, Phoenix, Baltimore are the ones that really appear to be the farthest down the path right now.

Landon Nitschke – 2017 Recap

Continued (MAX)

And of course nothing says the future like the 737 MAX. The aircraft has been I would say performing well I think. You know, there are obviously growing pains. I think Trevor is going to cover a lot of the MAX issues, or items that we've been hearing. But overall, you know, that really is the aircraft for our future. And we look forward to having a large fleet of that aircraft. I think it's really drives a lower cost whether it's fuel or maintenance cost into our growing network and we -- so far, you know, we've got 12 soon to be 13 and that's - that will be it for this year.

Everyone talks about how the Classics are retired and in fact they are from service. However, we've got a lot of Teams, I think, Gregg Brown, you've got somebody out in Victorville right now working through some storage stuff. I know Gary Bjarke's Team and everyone involved in that spends a lot of time in Victorville trying to take care of these aircraft. We were able to sell all but the leased aircraft right now, so that is good news. Jon Stephens, Toby, and Brian and everyone has done a great job at marketing those. So we're excited to get those out of our fleet. But regardless, we do still have quite a few aircraft that we have to keep in storage until the leases run out well into 2021 I believe is the date. So you may still hear some things about the Classics. A.J.'s Team and Peter's Team are all working on removing the parts and doing hopefully a quick job at getting those out so we can get room for the new MAX parts.

Landon Nitschke – 2017 Recap

Continued (Negotiations)

And then I would like to really touch on negotiations update before I go into a brief overview of what we kind of look like and where we think we're going to end up in 2017 and then I will turn it over to Trevor. So negotiations update IBT and I've got Keith and A.J. in the room so by all means help me out here if I misstep. But IBT we're reviewing their proposal. We met last week with them. Or you guys met last week with them and negotiating committees. There was a survey given after the TA was voted down and IBT brought those suggestions and a proposal to Southwest negotiations that we are reviewing and hope to get back to them some - first week or two in January. January 9th through the 11th is our next negotiation date. So they will have response to the IBT proposal at that time.

Ok, on to AMFA. There are no meetings scheduled right now with the mediator through the end of the year. I know the road shows that I believe are complete and the Southwest negotiations Team is in Midway today finishing up the road shows before they come to Dallas. And they will wrap up Dallas well before the end of the year. We have reviewed - or the Company Negotiations Team has reviewed all - everything that's really on the table. So we are ready to go the first negotiation session in January with the Mediator. And I look for some goodness to come out of that negotiation session. **So I hope to make a lot of movement on that next one.** And then just kind of a brief review of goals or kind of where we're going to end up where we feel we'll end up in 2017.

Landon Nitschke – 2017 Recap Continued (Dashboard)

So TechOps right now for the year our goal for UAV is 2% we're running at 2.20 for the year, but we have had a very good run the last few months. And, you know, that goal is maybe a little out of touch for us, but we'll come in at a good place.

Aircraft availability we're providing which is really in burst of UAD we're providing a great aircraft availability.

Customer dispatch has been excellent. So even though we've had aircraft out of service we've been really able to complete the mission that's been given to us with serviceable aircraft.

Overtime we are high on overtime.

C Check has been kind of a disappointment this year. '15 was really strong with C Check. '16 was really tough for C Checks. We had hoped that we were going to bounce back in '17. That did not happen. We're going to run about 60% but I believe with getting a fresh set of eyes with the NGs coming to Dallas C Check we got some things -- some things didn't work there that we're going to focus on. I think materials is being one of them, span being the other and scope. So looking for some improvements there.

NEO's look fine. We had a run of how NEO rate due to the Meridian seat diaphragms which I know is not only affecting our Frontline Employees big time mainly Denver, but also in Orlando with them kind of being the scheduled service part of it. But also our Engineering Team you guys have been working desperately to come up with a good fix. Peter has been negotiating with BE on the sea tissues. And I think we hope to have an improved product probably within the first quarter of next year.

Lines of maintenance look great no issues there.

Ground time we are actively monitoring but it looks like we will fall below the required ground time, or the requested ground that we have requested for '17.

Protect our growth under that we've got our CASS risk score. This one is a little bittersweet we show a nice gold star. However, you know, for '18 we're going to talk about compliance and reliability. So I think Gregg's Team, the CASS Team is looking at it to make sure we're measuring that properly. It doesn't feel like we have a gold star, or should have a gold star. So we want to make sure that we are measuring that properly.

UAD. We talked about. Lines of maintenance we talked about.

Mosaic, Mr. Sturgis and Joe we're showing that kind of yellow for a couple of reasons. I think Joe you'll cover that when we get to that.

Mobility is green. However, we know we've got issues that we need to correct.

SWAG and Employee Recognition both look great.

And our CASM is coming in right where we expected it to be. So that's looks really good on the financial side. S

o that is really I have all I have for an update.

I'm going to turn it over to Trevor and then we will go to questions and hopefully we can answer anything you have on that.

Trevor Stedke - Thanksgiving Recap

Thank you, Landon, and good morning TechOps. I'd like to take a minute to talk about some of our projects and as they will fit into 2018, but before I do that, I'd like to take a minute and just thank you all again for the great work and the Teamwork that you all exhibited over the Thanksgiving holiday.

As you all know this time of year is a true test of our operational capabilities, performance and fortitude. And this Thanksgiving holiday was no different. In fact, it was record breaking in large part to your incredible work. Millions of our customers were counting on us to get them to their destination, to connect them to what's important in their lives. **And TechOps delivered the safe, compliant, reliable, and on time fleet that made that possible.**

We put a record number of Thanksgiving travelers, we had 2.3 million Customers this year. We operated more than 17,700 trips which is the highest number of flights we've ever flown over the Thanksgiving holiday period. We achieved another record by posting a 91% average and load factor, which is huge. We had one day that was I think a 95% load factor.

Our peak day, we flew 575,000 customers on fewer aircraft than we had in the past, so just amazing performance. Eighty five percent on time, mishandled baggage rate of 2.14 was incredible given the number of bags we were moving with a 71% Turn Compliance.

And then finally we had an outstanding 99.8% completion factor. So again thank you all for a fantastic Thanksgiving performance that all goes right into the profit sharing check that we'll enjoy later on.

Trevor Stedke – 2018 Plan

Looking ahead into 2018 our goals and changes to our dashboard has landed and we talked about a little bit. Straight from Gary's Battle Plan, 2018 will be a year that we're going to focus on the basics: reliability, hospitality and low cost.

Hawaii, of course, will be a focus. We will continue with our multi-year plan to invest in our airports, our equipment facilities and technologies. These investments are critical to enable new and better capabilities.

I encourage you all to read Gary's Battle Plan in its entirety for more details on our Company's main focus of next year the outlook - economic outlook for 2018 and some of the greatest risk we face as an airline including our competition that we'll have more capacity and in abundance of **low fares**.

The single biggest threat and risk we face is a stronger, bolder, and increasing competition. But that also makes us stronger as a Company overall. So it's double edged sword.

Trevor Stedke – ETOPs

Comes as no surprise that the main focus Gary mentioned in his 2018 Battle Plan is launching of the sale of flights to Hawaii, travel dates will be determined once we complete the required FAA certification for ETOPS flying. TechOps is a critical piece of that puzzle so I'll just give you all a quick overview of where we are right now with our ETOPS plans.

Jim and Gregg Brown are both leading our ETOPS plans. We have a TechOps ETOPS Program Manager on-hand as well as program consultant Jim Dumont and several subject matter experts throughout the TechOps organization developing our processes, procedures, training, validation coordinating with the FAA which is the critical piece.

Work to be completed by the end of this year includes procedure developments, training for these kind of developments, and training content development.

And next year we're going to be focused on our procedures, SRM training content refinement, the FAA validation processes and elements, simulations, validations, proving runs and then train and delivery.

A critical piece of ETOPS is what we're calling a compliance mindset. And we'll talk a little bit more about compliance. But this is going to be paramount to successfully obtaining and maintaining our ETOPS certification and authorization.

All Southwest airlines aircraft maintenance technicians will undergo ETOPS Awareness Training and a limited number of our AMT's will undergo ETOPS Authorization Training which authorizes the AMT to complete our pre-departure service checks.

So keep your eyes and ears open for more information on that in the coming months.

Trevor Stedke – Compliance

I want to talk a little bit more about the compliance mindset. I know myself and Landon)and everyone here in this room have strong feelings when it comes to compliance. **But I'll start with my thoughts on where we are with compliance, where we are with the FAA's perception of compliance and TechOps and hand it over to Landon for some of his thoughts.**

From my perspective, our policy and procedures define the level of risk that is acceptable to our company. And we need to make sure we're holding each other and ourselves accountable to not ever bypassing those policies and procedures on our own. That puts us -- the whole company at risk and it has not been acceptable. And also put yourself at risk. **If we follow our policies and procedures then it's on the Company. If we go outside those and color outside the lines ,if you will, then it's on the individual and that's not risk acceptable by the Company.**

We have four priorities with everything we do. **Number one is safety, number two is legal fitness and compliance, number three, is reliability in our operation, and number four is economics.**

With number one and two safety and legal fitness compliance, we don't have the authority to do any personal risk assessments on that. Those are - those are required and run our policies and procedures and we have to follow those policies and procedures.

We've had several examples recently. **Everything from calls to the FAA in DC, to AD over flies, engine operation. We had a wing that flew around was damaged from an unknown period of time with of course nothing documented.**

We've been through a dent program. We've had several dents found to be non-compliant, reworked without anything documented in our maintenance systems. Damage events, lockout, carryout.

And you all know that the list goes on and on about several things that examples of where we're bypassing our policies and procedures and we have got to get that rectified and cleaned up if we have any hope of getting ETOPS and maintain in ETOPS in the future.

Landon, what were your thoughts?

Landon Nitschke – Compliance

Yes, absolutely, Trevor, thank you. And, you know, for those of you sat in CASS or RCB, you heard from go - you got on my rant there. And Trevor is exactly right. And, you know, **sometimes we hide our compliance issues under the Warrior Spirit right?** Well that's really unacceptable.

You can still work hard and do all those things and be compliant. You know, I think it really starts with, paperwork, parts and people. You got to have the right paperwork. It's got to be accurate. Meaning, you got to center a front line up to do what's right first of all. You got to have the right parts. And you got to have the people in place that ask the questions - the hard questions. Make sure we're compliant and do the right thing.

So, you know, the rubber meets the road at the Technician or Mechanic level. And we just need to make sure that we are giving them what they need to do their job compliant and correctly.

We had a discussion in Breakfast Club, our morning Ops meeting, this morning. **And I think Gregg Brown said it, we were all so confused in the room. It's like well can you imagine what our front line Mechanics think?** And so as Leaders, that's what we need to correct. But to Trevor's point, it goes throughout the organization all the way through everyone to make sure that we are compliant.

So big effort this year. We definitely need to **repair some things with the FAA** not only as a Company, but, I think, as people. I think there are some things there with, you know, **AMTs getting questioned. Supervisors certainly getting questioned. Those are not things we want to get into. We want to make sure that we handle that at a Company level, so again, compliance, compliance, compliance as going to be our theme song for 2018.**

Just one more thing on compliance. Casey and I are developing some communication coming out before the end of the year specifically to our Supervisors in Maintenance Production. Some expectations, but also some help. I'm a firm believer that the Supervisors are the key. But, we need to make sure that we're giving you guys what you need to work through a compliance issue or, work through any issues that you have that could turn into a compliance issue.

Trevor Stedke – 2018 Outlook

Okay thank for that, Landon. Along those same lines, I want to get into our dashboard for next year. A new measure is going to be Compliance Effectiveness. We talked about CASS being our dashboard before and compliance is the key to the CASS metric. But we're going to have a dedicated specific compliance effectiveness number on our dashboard.

There is a perception, I think from some, that all On Time Performance trumps compliance. And our expectation as a Leadership Team is that we really want On Time Performance higher than compliance. And what we speak to On Time Performance and measure On Time Performance. We say compliance but it's kind of a wink, wink, you know, make sure you get the airplane out, and that's, nothing can be further from the truth.

Landon has said it before: we want it all. But at the same time, if it comes to having to choose at some point between getting an airplane out and maintaining safety and compliance, safety and compliance always, always, always trumps. So compliance effectiveness is going to be a new item on our dashboard this year. We're going to set those measures and make sure that's part of our metrics that are driving the right behaviors across the organization.

We're also going to tweak UAD a little bit. We're going to break out, and we're going to always maintain total UAD overviews so we can know what our total unscheduled aircraft downtime is. But we're going to have a breakout for specific reliability UAD so we can know and understand and track the health of the aircraft, the success of our reliability and fleet management teams and driving down those issues that we have on our aircraft and seeing that we're reducing downtime for reliability issues on the fleet. And then we're also going to have a separate breakout for TechOps damage UAD. We want to make sure we're capturing and understanding how much downtime we're contributing to the fleet with the TechOps damage events.

Customer Dispatch Reliability, we'll maintain the same. This is not the Mechanical Dispatch Reliability but all Customer Dispatch Reliability. So if we have a delay, we are on and that has a trickle down three or four more delays, we want to capture those and measure what the impact on our customers is for aircraft issues.

Mosaic and ETOPS are two big projects for TechOps this year, so we'll going to have specifically listed on our dashboard for tracking.

A new metric also is going to be Employee Engagement. This is going to be measured through our Employee Survey and some of the questions on our survey making sure that we have a workforce effectively engaged folks. And we're listening to that feedback and doing things to promote that.

And then the last area is our Low Cost recapture industry leading cabin position. I think looking at that from both a CASM perspective as well as AOP budget perspective. You have to look at both sides of that coin to get a true picture of where we are in that. So we're going to be looking at having a goal for CASM as well as our AOP.

Q&A – Mediation Question

Can the Company and the Union hold meetings without the accompaniment of the Mediator? And if so, why aren't we doing that?

(Landon): We take council from the Mediator and the Mediator has requested that she is in every session. And yes, the last thing we want to do is upset the mediator on either side. So we've been trying to - I know on the Company side - from what the negotiating committee has told me, is they are desperately trying to work through that with her. But she has advised, at least on the Company side, she has advised that we do not meet without her.

Now that's not to say we couldn't, but I think two things. One: we don't want to upset the mediator. We want to make sure she is involved in any outcome that would, you know, kind of change the dynamics of her mediation sessions.

And two: we need to make sure if we were to do that we have all of the correct people in the room for both sides of the negotiating committee. What we don't want is two people - one from the Company and one from AMFA - to come in and make some decisions and then go back to the negotiating committee and the Mediator, and then it would be impossible. So, you don't want those side things going on.

Q&A: SLI System

Are there any more updates on the SLI system with shipping cargo as far as editing and also deleting shipments? We're still unable to do both of those, so I wanted to find out if there was any current updates on those systems being fixed.

A.J. Jackson: Yes, so from the last call we sent it over to the folks over at Cargo. And so, what was responded back, and I'm sorry we didn't get that information to you, it is, in a future upgrade to have that functionality. So I would have to follow up after this call and get you some timelines on when some of those changes you recommended will happen.

UPDATE from Cargo:

"We are launching a new version of the SLI and ACS on Monday Dec 11th. The new version will have a few additional features.

1. User can modify the Shipper Name/address details
2. User can modify the Consignee Name /address details
3. User can enter multiple content descriptions for a single SLI (Commodity code must be the same)
4. We have added an additional field to capture the Verified by name on AOG shipments
5. Ability to enter email addresses for tracking emails has been added (the service that send those emails will be turned on in march so)

The ability to save, edit, delete and search for other user SLIs did not make the cut for this build. We have it on the backlog list and plan to eventually add that capability. Unfortunately there is not a timeline on when those changes will make the cut. We have a significant list of items that we are prioritizing to be fixed as resources allow for. We are planning to perform software updates on a quarterly basis as they work through that list."

Q&A: MAX Training

I'm just curious on why it takes me a two week class to run and taxi the 737 MAX, but a Pilot can fly it with a three hour CBT.

Steve Miller: One thing on the MAX is we didn't know what we didn't know when we first got it. Being a new model, trying to get up to speed with a lot of the new technologies on the MAX has been a learning curve for Southwest. I think we'll also taking some of our opportunity for some in-service learning and adding to the current curriculum. But from a TechOps standpoint, your comparison between TechOps and the Pilots side, there are a lot more differences for TechOps on the MAX than the Pilot side. The Pilot actions, it is a 737 and the training on the 737 on Flight Ops side of the house is sufficient to just show them the differences . For us to maintain and understand the differences under the hood is going to require a lot more hours.

From a Flight Ops perspective, it's not just MAX specific. They do have a completely different curriculum that covers emergency equipment, fire engine out and they have a lot of other training that is applicable to the MAX that we got.

Our Difference Class is not just Run/Taxi. There are lots of other things factored into MAX training. We chose not to have all of these broken out of the separate things and have a Run/Taxi class and the systems class and all these separate things. It's all combined into the two-week period. It's a prerequisite to the Run/Taxi.

Q&A: New LMS

Every now and then Training will load some “surprise training” that we don’t know about until you go to work and either you can’t punch in or the Sup says, “Hey you’re on the list.” So is there a way we can improve on that?

specific to the rash of redesigns that we’ve had lately and some of the other required courses. Currently we don’t have a way other than the employee checking their own training to notify you that something else is in there with exception of the reports that we send your supervisors.

Steve Miller: We do currently depend on the Sups to help us with those in communications. Again, more specifically, to Read & Signs than required training. And until we can have some other way of pushing those out to the Employees as a push communication, the way I would request that, you know, we do a better job either on the Leadership side of communicating those new needs better as well as having our Employees and go in once a day.

You know, every Monday just open up your dashboard or something to that effect until we can have the system changed. But this isn’t new. This is, unfortunately, a carryover methodology from the old LMS. It’s not related to the new LMS. And we have also seen some of these trainings pop in as we’re getting new courses developed, or we’re going back and reconciling some of the old system.

We are seeing some of these courses that are popping up unknown. I have asked the Training Team to - if they’ve identified a course that you didn’t know about - to create a process to at least send you a note saying that that’s the case.

So, on a one-off we’ll do a better job of notifying you. But with the amount of Read & Signs we have, we’ll still have a high dependence on your Leader.

Q&A: PMAT

All right, the next question is PMAT. At the station we're supposed to have two. Sometimes we don't have any or we have one. And whenever we have software updates, we have to wait for sometimes late until 5 o'clock in the morning, you know, downloading software. Is there something we can do about that?

Landon: Well, I can start it out. PMAT is a problem there is no doubt we talked and I hear carryovers, or on the weekends, you know, we can't get it to download. We will take a look at look at the allocations and the amount of units we have across the system.

Kent: Yes I'll speak with my Team again about the quality from the user perspective of making sure the software loads are accurate that they're pushing out for the airplane so we don't have an event like last weekend when we did have an airplane push out because the software - the data by itself did not show up that's part of the load.

Q&A: Compliance

I noticed that there was a great concern about compliance and everything at the beginning of the session. And I was just remembering back to my days back in Regulatory Compliance and helping get things like Human Factors and Voluntary Self-Disclosure programs started up back then. I was just wondering if maybe we - emphasize and remind everyone out there in the field about these programs would maybe help with compliance.

Landon: Yes, I think that's good. I don't know where we're at with human factors training. I know myself and some of the other production directors and MLC did the prototype training but I think that now we're working through the new human factors training scheduling and all that.

Trevor: We just did that yesterday and we had a lot of discussion about compliance and our four priorities and how we can make updates to that training to make sure people understand that we don't expect or want anyone to feel like they have the ability to do a personal risk assessment on the first two priorities as far as safety.

Landon: Yes, so I think human factors training and the other trainings we have are definitely keys or, at least, you know, spokes in the cog of the wheel if you will. But the other thing we've got to make sure is, you know, we've got some training coming up that Steve's team is developing for the front line supervisors.

Steve: Effective today.

Landon: Today okay. Just to kind of help us navigate through, you know, how do you address the compliance with, you know, kind of singling out the Employee in a situation that isn't - doesn't get construed properly. **It's that intimidation versus accountability. It's** all that. So we've got some of that coming out also.

Trevor Stedke: I would add this is going to be multi-faceted approach to addressing compliance. Landon and I are both committed to including this in our Sup/Manager meetings, our staff meetings, just to make sure that there is clarity on what the intent is across the organization. **Having metrics that are driving the right behaviors and focusing on the right things, and not necessarily just a couple of things that people may think those are the most important things, because those are what are the metrics are. But compliance is king for sure.**

Mark Molin: Yes, this is Mark Molin from Regulatory Affairs. I just wanted to add that we're also working with TechOps Training to develop some non-compliance reporting training and awareness for all levels from the AMT's and frontline employees, the lead Sups, Managers of what their role is when somebody identifies non-compliance who they need to talk to, who they need to tell. How they get in touch with regulatory affairs so that we can take the appropriate action to insure that we get back into compliance. So that should be forthcoming in the next 60 days.

Landon: And I guess last point I'd like to make is that we need to drive this all the way down so we have peer to peer accountability at all levels. This is isn't a Landon thing or Trevor thing. This has got to be a Southwest thing. This is a Company that we're talking about, our Company we're talking about and everybody needs to be holding each other accountable to making sure we're maintaining safety and compliance and everything we're doing.

Q&A: Mosaic

Can we get an update on the TRAX and Wizard replacement?

Joe Marcella: The current timeline for replacing TRAZ and Wizard is the -700 fleet is intended to be the first fleet that goes into the Maintenix. Our current target date for that migration is March of 2019. And then we are driving towards having all aircraft in the Maintenix which would include the -800 and the MAX fleet setup in TRAX into Maintenix by the end of 2019.

Our focus for next year is gearing up for that first -700 go live. So key activities around that are making sure that the handful of enhancement requests were asking of Maintenix are delivered on time supporting our Southwest Technology Team to continue to build any necessary integrations that Maintenix needs to be integrated with, either to send information to or receive information from.

And then there is a big focus on our data migration effort for next year ensuring that we get the right data from our legacy systems or random databases into Maintenix and that is validated properly before we move any aircraft in the system.

And then, lastly, from a Training perspective, we're working on developing individual training plans for each individual workgroup. So it won't be necessarily one size fits all. And timing may vary depending on when your particular workgroup gets access to the system.

Q&A: Tech Ops Mobility

We're hearing a lot about iPad updates issues and the length of time that takes.

Landon: Okay so real quickly and I'm going to turn it over to Aaron who is our Mobility expert. But we have had issues we've known we've had issues. I've been to Dallas line, Houston, Ft. Lauderdale and Orlando recently and all have had issues with the amount of time it takes to download the updates. I'll let Aaron kind of talk about that. But we also over the last weekend or week we've had a lot of issues and we kind of figured out that that's really -- it's really the way Boeing and Southwest interact. So we at least we're identifying these problems and we keep moving forward and improving. But go ahead, Aaron. You know lots more about it than I do.

Aaron Denton: Sure, so there is a lot of factors that come into play with bearing download speeds. But I'll just kind of talk about something that I want to action on to try alleviate a lot of the stress that's out there right now. It's come to our attention that roughly over 50% of all iPad using the Toolbox Mobile Library application are not up to date. It is not necessarily a very intuitive way to update your applications. So what we're going to do starting tomorrow morning is push an update to the device. It won't require the user to do anything. If the device is turned off and not currently being used in Toolbox Mobile Library the application will update in the background. If you are currently using the iPad and you're in Toolbox Mobile Library when the update is pushed, it will prompt you to press update or to cancel. I ask that everybody that I have an ear for right now presses the update button and not cancel. We will continue to push this update down to the devices over the next course of about five days or so to make sure that we catch all the devices.

There was a number of versions that Boeing has presented as produced that basically has improved the download speeds pretty significantly. So if you are currently one of those situations where it's taking you, you know, 10 hours that I've heard to download a single update, more often than not you're on the wrong version of the application.

In addition to that, I also just wanted to say that we are taking a hard look at the way that we communicate these changes and updates out to every iPad user. There was a distribution group that was created yesterday in order to capture every iPad user on the field. So, we're going to put together some communication and putting that out that way. But I also want to promote and get everybody to start using, the slow life mobility page that we set up during the project execution. We should have any relevant updates in there as well. So, we're going to try and clear this up and be able to get out more effective messaging to you guys and that's pretty much what I got at this point.