

## General

### 1. What languages are currently needed?

Right now, only Spanish. However, the LODO agreement covers all languages that become operationally necessary.

### 2. What cities are considered LODO destinations?

Per the Subcommittee Agreement, the Company will seek the views of and work with the LODO Subcommittee to determine which flights qualify as LODO Flights and if/when a LODO designation should be removed from a flight.

Currently, only flights to or from HAV, SJO and SJU are designated LODO flights.

### 3. How many LODO-qualified Flight Attendants does the Company need, and in which bases?

Currently, Crew Planning is building approximately 80-90 LODO lines per month and the lines are spread among multiple Bases. If you would like to see recent examples of the LODO pairings and lines, please visit SWALife → My Work → Inflight → Bidding → Crew Planning → Planning Main and click on “LODO Bid Lines”.

### 4. What are the other plans to grow the LODO program?

The LODO Subcommittee Agreement allows the Company to hire Flight Attendants specifically for the LODO program. Flight Attendants hired for the LODO program will be required to remain in the program for at least three years. In order to ensure coverage of LODO lines, Flight Attendants hired for the LODO program may be assigned/and or locked to a specific base and may be assigned unbid LODO lines in that base.

### 5. Are all LODO bidding and scheduling functions fully automated in CWA?

Most of the functions are automated with a few exceptions. LODO line bidding does not occur in CWA. The lines are published on SWALife and the bidding form is on myMobile365. Most Open Time trades and Reserve self-assignment of LODO pairings currently require a phone call to Crew Scheduling.

Although we now have a long-term LODO Subcommittee Agreement, the technology modifications required to implement the changes have not yet been made.

### 6. What changed in the updated August 2017 LODO Subcommittee Agreement?

- The updated agreement brings LODO bidding into the normal bidding timelines and processes, including Primary and Secondary (VR and Reserve).
  - a. This change could require putting some non-LODO pairings on the lines to make them pay minimum line pay
  - b. The updated agreement introduces the ability to Job Share a LODO line if both Flight Attendants are qualified
  - c. Normal overlap rules will apply

- d. These updates to the agreement require technology changes and will not be implemented until the technology changes are made
- The updated agreement provides the ability to schedule LODO Reserves
  - a. LODO Reserves will be Ready Reserves with a separate order of assignment
  - b. LODO Reserves will only be used for non-LODO trips if all other legal non-LODO Reserves in that category have been used
  - c. LODO Reserve blocks can't be dropped for LODO pairings
  - d. These updates to the agreement require technology changes and will not be implemented until the technology changes are made
- The updated agreement will allow more trading flexibility once LODO Reserves are scheduled
  - a. Max pairings for LODO Open Time will be one per base per day, an increase from the current limit of one per day system-wide
  - b. Allows trading an original ("O" label) LODO trip for a non-LODO trip on the same day up to max pairings (1) if LODO Reserves are scheduled in that base
  - c. Allows other normal trading rules, such as trading down and SIP splits
  - d. Until LODO Reserves are scheduled, the current trading rules are unchanged
- The Company can require additional training for Flight Attendants to be LODO qualified during their probation period
- The Company may designate additional LODO positions if deemed necessary (for example: designating the "D" position on -800s)
- The updated agreement incorporates provisions for hiring LODO Flight Attendants.

## Becoming a LODO-qualified Flight Attendant

### 7. How do I become a LODO-qualified Flight Attendant?

You must take and pass the Company approved Spanish proficiency test and complete the required training to be a Spanish LODO-qualified Flight Attendant. Please see the "LODO Spanish Proficiency Testing Instructions" in myMobile365 under Collections>Inflight Operations International & ETOPS Resources>LODO Resources. However, if you previously passed the Spanish proficiency test to be a Special Assignment Spanish Speaker in fall 2014 or were a LODO Flight Attendant at AirTran, you do not need to re-take the test.

### 8. Will I have to pay to take the language proficiency test?

No; however, the Company will only pay for you to take the test twice. After that, you may retake the test, but it will be at your own expense.

### 9. What is a passing language skill level, and how do I take the test?

Please see the "LODO Spanish Proficiency Testing Instructions" document in myMobile365 under Collections>Inflight Operations International & ETOPS Resources>LODO Resources for information about proficiency testing levels and how to take the test.

**10. What training is required to become part of the LODO program?**

The required training, including details about onboard expectations and LODO bidding and trading, consists of three self-paced online modules. SWAlife→My Work→Training→SWA U→Launch Learning Management System.

The pay for training is 0.5 TFP, and will be added to your payroll report for the month in which you complete the training.

**11. I am on probation. Can I become part of the LODO program?**

If you are on probation, you may take the Spanish proficiency test and the online training. However, you will not receive your LODO qualification or be part of the program until you have completed your probation period.

If you are on probation as a Hired LODO Flight Attendant, you will be fully qualified after the completion of three bid periods.

The updated LODO Subcommittee Agreement allows the Company to require additional LODO training events for a Flight Attendant to be LODO-qualified during her/his probation period. However, as of the publication of this version of the Q&A, this additional training has not yet been developed.

**12. Will Southwest pay for training if I would like to become proficient in another language?**

If the LODO program has an insufficient number of LODO qualified Flight Attendants to cover LODO flying and the Company hires LODO Flight Attendants for a specific language, the Company will offer reimbursement for pre-approved language education expenses up to \$1500 for that specific language. The Company has begun hiring LODO Flight Attendants for Spanish, so training reimbursement is currently available for Spanish. More information about this training reimbursement can be found in myMobile365 under Collections>Inflight Operations International Resources>LODO Resources>Language Training Options.

**13. How will I know which Flight Attendants on a pairing are LODO-qualified?**

The Trip Details/pairing display in CWA displays a code in the “L” column next to each LODO-qualified Flight Attendant’s name. The code for Spanish is “S.”

**14. What if I want to leave the LODO program?**

A LODO-qualified Flight Attendant may leave the program at any time with one full bid period written notice to the Company. For example, to leave the LODO program for the June bid period, the Flight Attendant should advise the Company in writing no later than April 30.

A Hired LODO Flight attendant must remain in the LODO program for three years from graduation date.

## LODO Pairings and Lines

### **15. Which position will be the designated LODO?**

The "A" position is currently the designated LODO. This position can only be bid and held by a LODO qualified Flight Attendant, and will be awarded by LODO seniority.

### **16. What is a LODO Flight?**

A flight to or from a LODO destination. These flights have a language designator code in the "L" column on the Trip Details/pairing display and in the Language section of the flight display in CWA.

### **17. What is a LODO Pairing?**

Any pairing that contains at least one (1) working LODO flight(s) in the "A" position. These pairings will display in orange on your CWA screen so they are easy to distinguish from non-LODO pairings.

### **18. Will LODO pairings have only LODO flights on them?**

No. A pairing will be considered a LODO pairing as long as it has at least one (1) working LODO flight in "A" position.

### **19. Will the LODO lines only have LODO pairings on them?**

Yes. LODO lines will only have LODO pairings.

### **20. How much will LODO lines pay?**

The Company will attempt to build LODO lines to pay at least 80 TFP. If there are not enough LODO pairings available to create LODO lines that pay at least 80 TFP, LODO lines may be built with a minimum of 39 TFP.

**21. What if I do not want to bid a LODO line or a line that pays 39 TFP is not enough for me?**

LODO-qualified Flight Attendants are **not** required to bid a LODO line. If a LODO-qualified Flight Attendant decided not to bid for a LODO line, that Flight Attendant will then bid a regular and/or Reserve line as normal.

**22. When will we bid for LODO lines?**

- LODO bidding will open on the 1st of the month prior at 1200 Central and close on the 3rd at 1200 Central.
- Bid results will be posted no later than the 3rd at 1800 Central and will be subject to protest until the 4<sup>th</sup> at 1200 Central.
- Final LODO Bid Results will be posted on the 4<sup>th</sup> at 1200 Central.

**23. Does this mean I need to bid for a LODO line and in regular primary bidding?**

If you are not awarded a LODO line, yes, you will be required to bid again in regular primary bidding and possibly Reserve bidding if you are assigned Reserve in the primary round.

Since LODO line awards will be final by the 4<sup>th</sup> at 1200 Central, you will still have 24 hours to bid after finding out for sure whether or not you held a LODO line. This means you have the option to wait and see if you are awarded a LODO line to eliminate unnecessary time spent bidding in the primary round.

However, if you'd prefer to complete your primary bidding before the 4<sup>th</sup> at 1200 Central, that is fine. If you are awarded a LODO line, you'll simply be removed from the primary bidding and your primary bid will be deleted.

**24. What happens to unbid LODO lines?**

Unbid LODO lines that are not awarded to LODO Flight Attendants in that base will be awarded out of base by system seniority order. **Example:** If a LODO line in MCO is not bid by any MCO LODO-qualified Flight Attendants, then a LODO-qualified Flight Attendant in HOU who has bid for the line could be awarded that line.

For LODO lines that are not awarded to any LODO qualified Flight Attendant, those pairings will be placed into LODO Open Time. (Please remember these LODO pairings will not count against the maximum number of pairings in regular Open Time.)

**25. Can I bid a LODO line during a vacation month?**

Yes, but you will only be awarded a LODO line if you have at least 39 TFP total remaining on your line after vacation and overlap pulls have been adjusted. You may note in your bid preferences if you want to keep any pairing(s) that would be pulled for vacation.

**26. How will overlap work?**

If you are FAR legal (9 hours rest and/or "24/7"), no overlap adjustment will be made. You will be compensated time and one-half (1.5) for the pairing, or portion of the pairing to the applicable SIP, in accordance to Article 10.9.A.3 of the Contract.

## Trading

### 27. Can I give away or trade my LODO pairing?

Yes, starting on the 8<sup>th</sup> at 1200 Central Time the month prior, but only to another LODO-qualified Flight Attendant.

### 28. Can I trade my LODO pairing with Open Time?

Yes, under some circumstances, but only with pairings in LODO Open Time. Starting on the 18<sup>th</sup> at 1200 Central, LODO Open Time will be available for trade.

- You are now able to trade a non-LODO pairing into Open Time for a LODO pairing, regardless of max pairings.
- You are now able to trade a LODO trip to another LODO trip in Open Time on a different day or different base as long as:
  - The trade is requested no later than 1800 Central Time the day prior
  - The trade is for a pairing with the same number of days (or greater)
  - The trade does not **increase** the total number of trips in LODO Open Time in all bases above one for that day
- When LODO Open Time trading begins on the 18<sup>th</sup> of the month prior, a Reserve may drop a Reserve block in exchange for a LODO pairing in Open Time in any base under the following circumstances:
  - If a Reserve block overlaps with the LODO trip, only that block may be dropped.
  - The number of days dropped cannot exceed the number of days in the LODO pairing. If the Reserve block has more days than the LODO pairing, the days must be selected consecutively at the beginning or end of the Reserve block.
  - The request must be made no later than 1500 Central the day prior to the start of the Reserve block.
  - The Reserve block and its associated guarantee will be removed as if given away.

# LODO Q&A



Here is a reference chart to show what trades are allowed and how to process them:

Your pairing	Open Time pairing	How	Comment
non-LODO	LODO, same day, same base, same # of days	CWA	
non-LODO	LODO, different day and/or different base	Call Crew Scheduling	If trading down, must be within 6.5 TFP (current contract rules). Can trade regardless of max pairings.
LODO	LODO, same day, same base, same # of days	CWA	
LODO	LODO, same day, different base, same or greater # of days	Call Crew Scheduling	Can trade between pairings in different bases on same day
LODO	LODO, different day, any base, same or greater # of days	Call Crew Scheduling no later than 1800 Central the day prior to your pairing	As long as there are no LODO pairings in Open Time on the day of your pairing being traded into Open Time
Reserve block	LODO	Call Crew Scheduling no later than 1500 Central day prior to your Reserve block	Can drop Reserve days/block equal to number of days in the LODO Open Time pairing. Must select days at beginning/end of block if not entire block. If Reserve days/block overlap with the LODO trip, that block must be selected.
LODO	non-LODO	Not allowed	

**29. Will LODO pairings count toward the maximum pairings allowed in Open Time?**

No, LODO pairings will not count toward Open Time maximums. **Note:** Please refer above to definition of a LODO pairing.

**30. Can I pick up a LODO pairing in another base from TT/GA or Open Time?**

Yes, as soon as LODO TT/GA and Open Time are available on the 8<sup>th</sup> of the month prior.

**31. Can I break up a LODO pairing at the SIP?**

Yes, but only when trading or picking up from other Flight Attendants. Splitting LODO pairings in Open Time trades or pickups is not allowed.

**32. Can I Jetway trade a LODO pairing?**

Yes, but only with a qualified and legal LODO Flight Attendant. Consider that Customs and Border Protection (CBP) requires advance notice of Crew working a flight and that trades must be processed at least 15 minutes prior to these applicable rules. Please reference Article 12.6.A of the CBA.

**33. How can I find a list of LODO pairings?**

Flight Attendants have the ability to view a list of all LODO pairings, both in Open Time and assigned to a Flight Attendant. This is called the “Show LODO Trips” report in CWA.

**34. When trading a LODO pairing for another LODO pairing in Open Time on a different day, why is the trade based on the total number of LODO pairings in Open Time for all bases, and not just my base?**

Since we don’t have scheduled LODO Reserves, Crew Scheduling often has to deadhead LODO-qualified Reserves from other bases if a pairing becomes open. Having too many LODO pairings open on any given day would make it less likely a LODO-qualified Reserve is available to cover the pairing. Here are some examples of LODO Open Time trades that are or aren’t allowed:

**Example 1:** You have a PHX 3-day LODO pairing 2/12-14. If there isn’t already another LODO pairing in Open Time on 2/12, you can trade that for another LODO pairing in Open Time any day of the month prior to 1800 Central on 12/11.

**Example 2:** You have a PHX 3-day LODO pairing 2/12-14. You can trade that for a LAS 3-day LODO pairing on 2/12.

**Example 3:** You have a PHX 3-day LODO pairing 2/12-14. You want to trade that for a LODO pairing in Open Time on 2/15. However, there is already a LAS 3-day pairing on 2/12 in Open Time so it wouldn’t be allowed.



## Reserve

### 35. Will I receive Reserve credit if I am awarded a LODO line?

You will only receive Reserve credit if you are awarded a Reserve line. However, if the base turns, and you did not sit Reserve during that rotation because you had a LODO line the last month of the rotation, you will not be on the past rotation list for the new rotation starting the next month. If you are awarded a LODO line every month, you can avoid sitting Reserve.

### 36. What if I am due to sit Reserve for a past rotation?

LODO lines will be awarded to LODO-qualified Flight Attendants in base seniority order, regardless of the Flight Attendants' Reserve obligation. You may be awarded a LODO line even if you are due to sit Reserve.

### 37. Can a LODO-qualified Reserve be used out of order?

A LODO-qualified Flight Attendant can be used to cover a LODO pairing before others on the Reserve lineup if she/he is the next person qualified to cover a LODO pairing. This will not be considered "out of order" since no one above on the list is legal for the pairing.

***Note:** Although not required in the LODO Subcommittee Agreement, as of January 2018, the Company is now compensating Reserve Flight Attendants used out of order for a LODO pairing at time and a half (1.5x). This will be audited after the month is complete before the monthly payroll close.*

### 38. If I am a LODO-qualified Flight Attendant and I am on Reserve, can I self-assign a LODO pairing from Open Time?

Yes, you may self-assign a pairing in LODO Open Time under the following conditions:

- The LODO pairing checks in within 24 hours, if self-assigned to Reserve days for the same base
- The LODO pairing checks in within 23 hours, if self-assigned to Reserve days for a different base
- The LODO pairing encompasses the same number of domicile days (or greater) than the Reserve obligation

Keep in mind you can also drop a Reserve block to trade for a LODO pairing in Open Time (see details under question #28).

### 39. If I self-assign a LODO pairing on Reserve, what is my Reserve obligation?

Once you self-assign a LODO pairing, your Reserve obligation for that block will be removed. This means you will no longer be on call for the day the pairing checks in or be required to call Scheduling upon completion of that Reserve assignment. However, you can still be rescheduled. Self-assigned LODO pairings may not be traded or given away.

## Reschedule

### 40. Can I be rescheduled while on a LODO pairing?

Yes, all Flight Attendants are subject to reschedule after check-in. Maintaining a LODO qualified Flight Attendant in “A” position on a LODO flight will be considered when assigning reschedule (i.e., this takes precedence over seniority when assigning a reschedule requiring less than an entire Crew.)

### 41. Will a LODO flight cancel if there is no LODO qualified Flight Attendant available?

No. If a LODO-qualified Flight Attendant is not available, the flight will operate with a non-LODO-qualified Flight Attendant in “A” position. The Company will make every effort to ensure that the flight has a LODO qualified Flight Attendant in the “A” position.

LODO-qualified Flight Attendants may designate themselves as available from a current Southwest city. Scheduling will call in seniority order to offer uncovered LODO flying out of the designated city. If the pairing is accepted, deadheads will be compensated to/from the designated city.

Also, with a Flight Attendant’s consent, she/he may be given an earlier or later check-in on the first day of her/his scheduled pairing. This will be offered in seniority order to LODO qualified Flight Attendants checking in on that day in that base.

## Compensation

### 42. How am I compensated for LODO flights?

Per Article 21.25 of the CBA – a premium of \$2.00 per TFP will be paid to all qualified LODO Flight Attendants working a LODO flight in any position.

Additionally, outside of the LODO Subcommittee Agreement, the Company and Union have agreed to temporarily offer LODO Flight Attendants a \$25 LODO productivity premium per working LODO flight leg in “A” position on specific routes. For example, if your pairing has two LODO flights in the “A” position to and from HAV, you will receive an additional \$50 LODO productivity premium on your payroll report. This will pay on top of the contractual \$2/TFP you receive for working LODO flights. We started paying this premium in January 2017 and plan to continue to pay it until further notice. Payment of this premium is not automated and will be manually added to your payroll report before the monthly payroll close.

### 43. Will I receive both “A” pay and LODO pay when working a LODO flight in “A”

**position?** Yes. Also, until further notice, you will receive the LODO productivity premium of \$25.00 per LODO flight leg worked in “A” position on specific routes.

**44. If I am LODO qualified and working in a position other than “A,” will I receive LODO premium pay?**

All LODO-qualified Flight Attendants working a LODO flight in any position will be expected to assist with translation needs on board and will be compensated the \$2.00 per TFP LODO Pay premium.

## LODO Hired Flight Attendants

### Vacancy

**45. How will my vacancy be decided?**

You will complete your vacancy bid in order of your preference, however you can be assigned to a specific Base as a LODO Hired Flight Attendant to ensure LODO lines and pairings can be covered properly.

### Commitment

**46. What is my required commitment for the LODO program?**

A Hired LODO Flight Attendant has a three year commitment to the program from date of graduation.

### LODO Qualification

**47. When will I be qualified for LODO?**

Your Spanish LODO Qualification will be added after you have completed 3 full bid periods. For example if you graduate in Nov, your LODO Qual will be added Feb 1 for the Mar 1 bid period after you have completed Dec, Jan and Feb.

**48. When can I pick up or trade LODO pairings?**

You will be able to pick up and/or trade LODO pairings on the as soon as your LODO Qual is added. For example if you graduate in Nov, you can begin pick up and/or trades Mar 1.

**49. When can I bid for LODO lines?**

The first bid period you have a Spanish Qual so in the Nov graduation example you will be able to bid in Feb for Mar LODO lines.

### Auto Assignment

**50. What happens if I don't bid for LODO lines?**

You can be auto assigned a LODO line if lines go unbid. It is recommended that you bid the LODO lines so Planning has your preference order however it is up to you whether or not you want to bid. Be aware these lines will still be assigned in order of seniority.

## 51. What type of line will I be auto-assigned?

You may be auto-assigned any line in your base that goes unbid and pays at least 72 TFP. You will not be assigned a line that pays less than 72 TFP or is out of base unless you bid for it

In myMobile365 under Collections>Inflight Operations International & ETOPs Resources>LODO Resources, you can view the following documents to learn more about the LODO program:

- LODO Spanish Proficiency Testing Instructions
- Updated LODO Subcommittee Agreement with TWU 556
- “Is LODO Right For Me?”—this document details the onboard and scheduling expectations of the LODO program

If you have any LODO questions not covered in this Q&A or the above-referenced documents, please send an email (from your @wnco.com address) to [InflightLODO@wnco.com](mailto:InflightLODO@wnco.com).