
Read Before Lead: Q2**SECOND QUARTER 2020 FINANCIAL RESULTS**

<i>Profitsharing Accrual</i>	\$0
<i>Net Loss</i>	\$1.5 billion
<i>Operating Loss</i>	\$2.2 billion
<i>Available Seat Miles</i>	55.3%
<i>Load Factor</i>	31.4%
<i>Cash and Short Term Investments</i>	14.5 billion

Cutting Costs

- Amber, Britney, and Tunisha are taking VSP.
 - If they return before their retire date, we will have them do lightweight duties (i.e. positive claim check in BSO or line monitor). Since they are not signed off, they cannot do any real duties.
 - Any ordering for the station needs to go through Jen first.
 - We may be cutting some items or taking them out of use (i.e. the Ops Office could have one printer instead of two.)
 - We need to promote, especially with the Agents, the need to be cautious with our stock/inventory.
 - Nancy will keep track of inventories and submit orders for us.
 - BSO is seeing reductions as well
 - Central Baggage has lowered on hand inventory as well.
 - We're pushing vouchers and asking passengers to order online instead of taking from our inventory.
 - FedEx is coming once a week; we're combining our shipments.
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Flight Activity

- We're averaging about 900 passengers a day; we're flying 20% of what we normally do.
 - We're expecting 25 flights for September and October
 - We'll have nearly all 70 ExTOs granted.
 - Because of this, we will be lean with both Sups and Agents. We don't plan to bring people back unless we feel like it's absolutely necessary.
 - Teams and Collaterals will be adjusted once ExTOs are finalized.
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Southwest Promise

- Ops Agents are too carefree in the Coordinator's Box and Ready Room.
 - We have to be stricter with coaching. Agents will receive letters now for not following protocol.

- We (as Sups) will receive letters as well if we do not discipline Agents.
 - Carrying out the Southwest Promise means we care about our jobs, the people here, or at the very least our families at home.
 - Be responsible when you are outside of work.
 - Any pushback from Agents on PPE will be considered insubordination.
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SITA and Tech

- Report any issues to Jen, and open a ticket immediately.
 - Get with a CSA and have them open the Citrix Beta Testing app. Report any feedback back to Jen.
 - A current complaint is that you cannot open multiple tables in the new Citrix app. Clicking a new link will just change the current page. The page also will not maximize.
 - We each should get with 5 Agents to talk about bag hygiene (the bingo stickers do not work).
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Evals

- Everyone needs to be current with Evals by the end of August. New Agents will be assigned to teams too.
 - We will have meetings to talk about Agents so we can give feedback as a group to the evaluator. We'll now have more comprehensive Evals with team input.
 - 1-on-1 Quarterly meetings can happen with you Team's Agents (briefing them/checking in).
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Radio Etiquette

- Britney was the main focus for this issue; she tends to be too goofy and to talk too much on the radio.
 - The next incident should be followed up with a DL.
 - Radios are for concise messages; everyone (including passengers) can hear what she's saying, and she could take up space in the event of an emergency.
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Miscellaneous

- Ops Agents should be stopping passengers with more than two carryon bags
- A follow-up with Tina will occur regarding her communication for lunches.
- We should still continue to do Fun Flights; each Sup can give out 9 vouchers a month.
 - If you're short on time, have the Agents do one and send the recap to you.
- We want to be careful with our words, because they do carry weight with our Agents. We can be frustrated, but don't take out that frustration out on them. (Go to Jen to vent)

"Do not despair; stay focused on the tasks at hand. Let's win this together!" - Gary