Attachment 6

Operations Group Chairman's
Factual Report

DCA06MA009

Pilot Duties

Only material and publications supplied by Southwest Airlines will be used for critical phases of flight and navigation.

For instance, the use of V Speed reference cards, flight planning sheets for navigation, or approach charts from other sources is not authorized.

Critical phases of flight are defined as operations below 10,000 feet MSL (except on the ground with the brakes set and cruise flight below 10,000 feet MSL).

Do not use transportable phones in view of our Customers - either on the aircraft or in the jetbridges. Crewmembers may use transportable phones in the jetbridges and/or onboard as long as passengers are not boarding, deplaning, or onboard the aircraft.

The intention is to maintain a professional appearance and service for our Customers. If jetbridge phones are inoperative or unavailable, CAs may find it convenient to contact Dispatch, Maintenance, or Scheduling using personal phones. In this case, exercise discretion.

Pilot Duties - Normal Operations

The following are Normal Pilot Functions. Additional Pilot duties specific to each phase of flight are covered in each FOM section. Both Pilots will:

- Review applicable NOTAMs, designated Special Airport pages, Dispatch Release, Alternates, and Weather Package to include reported and forecast weather conditions.
- Flight and NAV instruments - crosscheck for consistency and accuracy.

  No inappropriate flags should be present.
- Monitor systems for warning flags, lights, or out-of-tolerance conditions.
- Check all guarded switches closed and safetied, as needed.

  Have safety wires (switches) and pin seals (fire extinguisher) replaced, when convenient, while transiting maintenance bases.
- Perform normal system functional checks, as necessary.

  For example: Performing a periodic assessment of the aircraft electrical system.
- Check the circuit breakers when entering the flightdeck, before taking your seat. Accomplish this circuit breaker check at least once before every flight.
- Fasten seat belts during all aircraft movement.
- Fasten shoulder harnesses at a minimum:

- Takeoff: From before commencing pushback until flaps indicate UP.
- Landing: From the Descent Checklist until clearing the runway.

Captain (CA) Duties and Responsibilities

Exercise full command. Make the final decision in all matters pertaining to the proper conduct and safety of the flight.

The Vice President of Flight Operations will designate the CA's Pilot-in-Command duties through certification and the Dispatch Release.

Promote a crew environment that solicits open communication.

- Provide instruction to the FO, as necessary, to ensure professional growth and ensure proficiency.

- Advise the FO of deviations from established policies, procedures, and/or regulations.

- Exercise joint responsibility with the Dispatcher for the proper preflight planning, planned delays, and the Dispatch Release of the flight.

- Verify that the Loading Schedule (Load Sheet), Weather information, NOTAMs, flight plan, and Dispatch Release, are onboard the aircraft prior to each departure.

- Ascertain that the fuel onboard the aircraft is correct for the specific flight conditions and that it complies with FAR fuel requirements for flight.

- Make the Landing anytime an engine is shutdown.

Occupy the left seat at all times. Designated Check Pilots may occupy the right seat.

Inform Dispatch of changing conditions that might adversely affect other flights.

Ensure required Maintenance actions are completed when passing through a Maintenance Base.

This includes tasks such as transferring MELs from Pilot deferred (yellow) to Maintenance deferred (white) stickers and oil servicing.

When encountering a Maintenance problem during nighttime hours, passengers should be removed before powering down the aircraft.

Ensure the accuracy of all logbook entries. Determine that all flight records have been completed, including the entry of each mechanical irregularity that occurred during the flight. Ascertain that the flight times and totals are correct.

- (-300/-500) Ensure the in-flight monitoring log is completed once each aircraft day.

- Ensure a maximum thrust takeoff was completed within the last 10 days.

If a maximum thrust takeoff has not been logged, the aircraft is still airworthy. A maximum thrust takeoff is required on the next takeoff. A maximum thrust takeoff is defined as full rated thrust as computed by the FMC and OPC.

- Ensure the oil quantity is recorded within 30 minutes of engine shutdown on terminating flights. Comply with terminating flight oil servicing requirements.

Coordinate aircraft discrepancies with Dispatch and Maintenance Control.

When at a Maintenance base, coordinate discrepancies with local Maintenance Personnel.

Complete the following actions anytime write-ups are entered in the logbook.

Note: For additional information, see "Communications: Reporting/Coordinating Maintenance Items" and the "Logbook," "MEL Preamble and Policy," and "Missing Airworthiness Certificate" sections of the appendix.

- Contact Dispatch to ensure any MEL items or restrictions are properly recorded on the Dispatch Release.

- Ensure that the flight plan is accurate for any new restrictions imposed by the *MEL*.

- Contact Maintenance Control through Dispatch to ensure the write-up is correctly entered in the logbook and Maintenance tracking system.

- Acquire and record a tracking number, if required.

- Complete and apply required yellow MEL stickers.

Monitor any fueling operation requiring the use of fuel dripsticks to ensure the accuracy of readings according to MEL procedures.

Aircraft fuel tanks must be dripsticked to verify fuel quantity after a ground transfer of fuel. See "Supplemental Procedures: Operations Procedures: Fuel Procedures: Ground Transfer of Fuel."

Perform normal fuel system management (pump selection and fuel balancing).

First Officer (FO) Duties and Responsibilities

Exercise Second-in-Command duties.

Assume, secondarily, all responsibilities of the CA. Should the CA become incapacitated during flight, assume command of the aircraft. If another Southwest Airlines CA or Lance CA is onboard, they should subsequently take command of the aircraft, depending on the circumstances.

Advise the CA of deviations from established policies, procedures, and/or regulations.

Assist the CA in preflight planning.

Conduct an exterior preflight inspection on all originating flights, aircraft changes, or whenever there is an FO crew change.

For terminating flights, conduct an exterior postflight inspection at all stations except at Maintenance Bases, or if met by Southwest Airlines Maintenance personnel.

Maintain the recording of the flight log (including engine monitoring log once each aircraft day, flight times, block times, and any other pertinent information).

Attempt to complete the engine monitoring log as early as possible in the scheduled flight sequence of that aircraft. If the early legs are especially short or busy, delay this task until a more convenient flight. Ensure that the engines are stabilized at Cruise for at least 5 minutes.

Record "Fuel-in" as required. See Appendix—Logbook.

Normally, the FO will control cabin and flightdeck temperature and air flow for passenger and crew comfort.

Perform other duties assigned by the CA.

Pilot Flying (PF) Duties and Responsibilities

During ground operations, the CA is the PF. From Takeoff to Landing, the CA may assign the PF role to the FO. The PF's goal is to operate the aircraft as safely and professionally as possible. The PF will apply the following principles:

- **Complete general flight duties.**

  Fly the assigned courses, speeds, and altitudes. Normally, the PF will navigate via LNAV.

- **Provide the highest quality of service to the Customer.**

  To provide the highest level of service to our Customers, the PF strives to make the flight as pleasant as possible. This includes HOW WE FLY the aircraft (smooth flight control inputs and thrust setting changes) and WHAT WE SAY to keep the customer informed of normal conditions (expected ride, position reporting, etc.) and exceptional occurrences (mechanicals, weather delays, reroutes, etc.).