



**AIR TRANSPORT**



**DISTRICT LODGE 142**

400 N.E. 32<sup>nd</sup> STREET • KANSAS CITY, MISSOURI 64116  
816-452-6646 • FAX: 816-455-4793  
iamdl142@swbell.net

2009-89

October 19, 2009  
File: WN-18

## **IAM/SOUTHWEST AIRLINES UPDATE**

---

Some eighteen months ago District Lodge 142 General Chairpersons along with our Sisters and Brothers from Southwest Airlines embarked on the endeavor of negotiating our recently ratified agreement.

We began with the steward conference, to the submitting and screening of the proposals, negotiations, ratification and the departmental meetings for contract implementation. Although some progress has been made, we are moving forward to arbitration for all of the following unresolved issues:

- CSA:** Curbside  
Gate Consolidation  
UM Supervision  
Kiosk Staffing  
Break Times between 4<sup>th</sup> and 6<sup>th</sup> hour
- CR:** Talk Time / Call Length  
Sign on/off Process  
Agent Call Evaluation  
“Click to Coach  
Automation and Technology

Additionally the District Lodge 142 Chairpersons, Kenneth Boone, Sean Ryan, Jim Marino, Eduardo Diaz-Green, Otha McSwain, Ann Pantuso-Liu and Debbie Aven attended the departmental meetings on Tuesday October 13 and Wednesday October 14, 2009 to continue discussions on all current outstanding grievances.

On Thursday October 15 at the Labor Summit, discussions centered on the collective concerns by all labor groups regarding the level of customer service mandated by the company without providing the necessary tools to perform the work.

The week concluded with the Labor Leaders Meeting. The quarterly report given by Gary Kelly to all the labor representatives reiterated the commitment to Customer Service needed to compete in the industry.

We will keep you advised of future developments as they occur.

Sincerely and fraternally,

Ann Pantuso-Liu

Otha “Mac” McSwain  
GENERAL CHAIRPERSONS

Debbie Aven

TH/slb

cc: R. Roach, Jr.  
S. Pantoja  
T. Brickner  
District 142 Executive Board

opeiu #320

**POST ON ALL IAM BULLETIN BOARDS**