



**AIR TRANSPORT**  
**DISTRICT LODGE 142**



2010-135

December 14, 2010

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**SOUTHWEST AIRLINES UPDATE**

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Southwest General Chairpersons met with the Ground Operations Employee Resources, Sr. Director and managers on December 8, 2010 to continue discussions on: Stations Staffing; Supervisors performing covered work; Rest Periods; Express Bag Drop; CSA work schedule bids and the method of vacation allocation used by Ground Operations.

In an effort to reduce the arbitration docket, further discussion was held on several cases. A tentative agreement was made to define and expand on the ten hour rest period. This information will be distributed upon final review and approval.

The Union expressed concerns about the space restrictions at the kiosk's and how the CSA work environment can be improved while providing better customer service.

It was reported that the roll-out of "Express Bag Drop" at the seven stations went very well during Thanksgiving travel.

An IAM/CS&S Leaders' meeting followed the Ground Operations meeting for the remainder of the day. Expansion of the bilingual agents will now include the Houston Center (HC) and will begin with the March 2011 bid. We continued discussions of average handling time and the baseline performance for quality concerns were debated. Inconsistencies with "click to coach" evaluations were discussed as well. A briefing of the International Desk testing of the dual computers and the progress of the code share work was provided and reviewed.

On December 9, 2010 the first of many briefing meetings was held with the Air Tran integration process. This first meeting was primarily regarding basic integration requirements and anticipated time lines. President-Directing General Chairperson Tom Higginbotham assigned General Chairpersons Ann Liu and Debbie Aven to participate in these meetings.

The next Southwest/Air Tran integration meeting is scheduled for the third week of January 2011. The next meetings with Southwest Ground Operations and CS&S are scheduled for January 18 and 19, 2011.

Wishing all of our members a safe and Happy Holiday Season!

Fraternally yours,

Ann Liu

Debbie Aven

Otha "Mac" McSwain

Isabel Dukes

**GENERAL CHAIRPERSONS**

TH/slb

cc: R. Roach, Jr.

S. Pantoja

T. Brickner

District 142 Executive Board

opeiu #320

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