



AIR TRANSPORT
DISTRICT LODGE 142



2011-160

October 6, 2011
File: WN-1

SOUTHWEST AIRLINES UPDATE

In our recent meetings of September 20 and 21 with Southwest Ground Operations and Customer Support and Services, several frontline issues were on the agenda.

A completed audit done by the company resulted in correcting a few isolated errors for some part-time agents for vacation accruals; last year's holiday bonus pay; earned award days and seniority. It's thought that all corrections have been made. As a result of a grievance, compliance with part-time employees work week being consistent with the contract resulting in applicable overtime rates being paid properly to those part-time employees.

There were resolutions to a number of grievances including payment for free days paid equal to the employees scheduled overtime for that day if the shift begins at 4:00 am.

We were advised by the leaders of Customer Support and Services for plans to hold new hire classes in OC, PC and SC October through December of this year as well as additional new hire classes (in yet to be determined locations) in the 2012 Calendar year. These new employees will allow additional resources trained and ready for the busy spring and summer months next year.

Ground Operations has (3) October, (2) November, and (2) December new hire classes with an average of 20 per class. These are much needed additional head counts for some severely understaffed locations.

Discussions for the 2012 vacation bidding and vacation allocations are in process. Our next department meetings are scheduled for October 18 and 19.

Your concerns and challenges during these past few months have not gone unnoticed or unaddressed. Weather related issues, heavy customer loads and demands, insufficient staffing levels, mandatory overtime and technical and system failures have been just a few of your challenges, however your endurance and "can do" attitude has prevailed.

Fraternally yours,

Ann Liu

Debbie Aven

Otha McSwain

Isabel Dukes

GENERAL CHAIRPERSONS

DA/slb

cc: R. Roach, Jr.

S. Pantoja

T. Brickner

District 142 Executive Board

opeiu #320

POST ON ALL IAM BULLETIN BOARDS