



IAM Union District 142

9633 S 48th St, Ste 100

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2025 – 63

TENTATIVE AGREEMENT REACHED FOR NETWORK OPERATIONS CONTROL CUSTOMER PLANNERS AT SOUTHWEST AIRLINES

Dear Sisters and Brothers:

District 142 is proud to announce that we have reached a Tentative Agreement with Southwest Airlines for a first contract for the Network Operations Control Customer Planners. Highlights of the two and a half year agreement include:

- Transition wage scale with an 8% wage increase on Date of Ratification, effective the first full pay period.
- 401(k) Non-Elective Contribution 4% match and up to 5.3% retroactive from date of ratification unless the 120-day implementation is not met it will be retroactive to January 1st, 2025.
- Holiday pay for Thanksgiving and Christmas including time and a half in addition to regular pay for those scheduled to work on those holidays.
- Anniversary pay increases.
- Improvements to Mandatory Overtime pay, Premium Pay, DAT and FTO language.
- Paid Parental Leave and short-term/long-term disability pay.
- Reduction in Force/Severance pay and 5-year recall rights.
- Shift differential pay.

Full highlights of the agreement can be found on the atd142.org website.

“An industry-leading IAM Union contract is exactly what our newest Southwest Airlines members have earned,” said IAM Air Transport Territory General Vice President Richie Johnsen. “Southwest Airlines’ NCPs are critical to the carrier’s everyday operations – and we couldn’t be prouder to have delivered this agreement for our members and their families.”

“These members know just how important they are to Southwest Airlines, and this industry-leading first contract will set the stage for many years to come,” said District 142 President/Directing General Chair John M. Coveny, Jr. “I am especially proud of our negotiating team. Their dedication and commitment to their fellow members were unmatched, and this agreement is the result of their hard work.”

“As a Southwest Customer Service employee, I know that our power grows when we have more members in the IAM family,” said IAM Air Transport Territory Chief of Staff Edison Fraser. “This agreement sets a new standard in the industry and shows all airline workers the true power of North America’s largest airline union.”

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“It was a pleasure to work with Southwest NCPs in their successful quest for a first agreement,” said IAM Airline Coordinator Tom Regan. “We’re excited to build on this momentum and continue to grow our bargaining strength at Southwest and throughout the airline industry.”

Informational Meetings, including full highlights of the tentative agreement, are scheduled as follows:

- May 20, 2025, Jump seat 309 WINGS 3 – 10, 10 am-3 pm.
 - LUV to Learn Conf Rm TOPS 3 – 8, 6 pm-10 pm.
- May 21, 2025, Bunker Ramo Conf Rm TOPS 3 – 10, 10 am-3 pm and 6 pm-10 pm.
- May 22, 2025, Positively Outrageous Service Conf Rm TOPS 3 – 14, 10 am-3 pm.
 - Bunker Ramo Conf. Rm TOPS 3 – 10, 6 pm-10 pm.

Online Teams Informational Meetings may be scheduled following the in-person sessions, and that information will be announced soon.

Electronic voting will be held Jun 2nd – 3rd 2025. Complete information on this process will be announced via bulletin and distributed once confirmed.

Your NOC Customer Planner Negotiation Committee would like to thank you for your continued support and recommend a unanimous **YES Vote** for this contract that you deserve.

Sincerely and fraternally,

John M. Coveny, Jr.
President/Directing General Chair

Oralia “Lollie” Beecher
General Chair

Negotiating Committee:
David Asher

Erica Small

JMC/et al/td

cc: R. Johnsen, General Vice-President, Air Transport Territory
E. Fraser, Chief of Staff, Air Transport Territory
T. Regan, Airline Coordinator, Air Transport Territory
J. Carlson, Air Transport Coordinator
D142 Executive Board

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