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IAM/Southwest Airlines Summit Update

The IAM and Southwest Airlines concluded their final summit of the year on **December 8–9, 2025**, at District 142 Headquarters in Phoenix, Arizona. PDGC John Coveny, Southwest GCs, and senior leadership from Labor, Ground Operations, and Customer Care participated in the meeting.

Ground Operations Updates

- **Article 20 – Discipline Procedures:** Company Directors will address concerns with Station Managers this week. Labor Department will issue system-wide reminders on proper administrative procedures.
- **BEBOP System:** Inconsistencies across the network were discussed and will be corrected.
- **Assigned Seating:** Implementation begins in January; 80% of training is complete.
- **Return-to-Work (RTW) Log-In Issues:** Labor representatives will investigate delays for agents returning from leave.
- **Reading Time for RFW Materials:** Insufficient time for Comply 365 and other essential materials was raised.
- **Rest Rule Compliance:** Attempts to bypass the 10-hour rest rule by issuing short MOT periods (3.5–3.7 hours) were reported to the company.
- **Part-Time Workforce:** Approximately 15% of employees covered by the CBA are part-time.

Customer Care Updates

- **Work Hour Requirements:** Only essential job-related issues will be required during work hours.
- **Average Handling Time (AHT):** Targets will be adjusted based on call complexity.

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- **Part-Time Shifts:** Leadership will re-evaluate part-time shift bids and flex-up options for seasonal demand.
- **Overtime for Extended Calls:** Calls exceeding scheduled hours will be paid at the applicable overtime rate upon completion of an Action Service Request (ASR).

District 142 extends best wishes for a safe and happy holiday season.

Sincerely and fraternally,

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

April Butler General Chair	Oralia Beecher General Chair	Kenny Champagne General Chair	Lorraine Fraser General Chair	Carrie Lessley General Chair
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JMC/rr

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

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