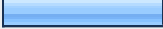




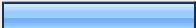
Membership Survey Results

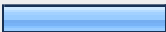
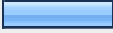
TWU Local 556 The Union of Southwest Airlines Flight Attendants

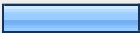
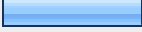
1. On a scale of 1 to 5, rate your involvement with the Union? 1 representing – I am not involved at all. 5 representing – I'm an informed Member staying current with events and publications.

	Response Percent	Response Count
1 	16.4%	144
2 	16.3%	143
3 	25.4%	223
4 	24.0%	211
5 	17.9%	157
<i>answered question</i>		878
<i>skipped question</i>		0

2. Would you attend a one hour Contract training session in your Domicile?

	Response Percent	Response Count
Yes 	28.9%	254
It depends if the time and location are convenient. 	60.0%	527
No 	11.0%	97
<i>answered question</i>		878
<i>skipped question</i>		0

3. Would you be willing to participate in a community service event, sponsored by your Union, in your domicile?		
	Response Percent	Response Count
Yes 	24.3%	213
It depends if the time and location are convenient. 	59.6%	523
No 	16.2%	142
answered question		878
skipped question		0

4. Would you attend a social event sponsored by your Union in your Domicile?		
	Response Percent	Response Count
Yes 	20.3%	178
It depends if the time and location are convenient. 	58.9%	517
No 	20.8%	183
answered question		878
skipped question		0

5. The Union works to serve my best interest. 1 representing – I Strongly agree 5 representing – I Strongly disagree		
	Response Percent	Response Count
1 	27.9%	234
2 	24.8%	208
3 	22.7%	191
4 	15.5%	130
5 	9.2%	77
answered question		840
skipped question		38

6. In what Base city would you most likely attend a Contract training session?

		Response Percent	Response Count
BWI		12.8%	99
DAL		12.8%	99
HOU		7.8%	60
LAS		7.4%	57
MCO		7.8%	60
MDW		17.0%	131
OAK		8.9%	69
PHX		25.5%	197
<i>answered question</i>			772
<i>skipped question</i>			106

7. Please rank, in order of preference, the day of the week you would most likely be available to attend a Contract training session.

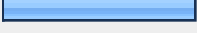
		1st	2nd	3rd	4th	5th	6th	7th	Response Count
	Sunday	9.0% (55)	6.5% (40)	6.8% (42)	8.6% (53)	8.0% (49)	12.2% (75)	48.9% (300)	614
	Monday	35.6% (246)	14.2% (98)	14.2% (98)	16.6% (115)	6.9% (48)	7.4% (51)	5.1% (35)	691
	Tuesday	20.2% (139)	35.7% (245)	17.3% (119)	7.4% (51)	8.7% (60)	7.0% (48)	3.6% (25)	687
	Wednesday	16.1% (110)	18.7% (128)	30.0% (205)	14.8% (101)	10.4% (71)	6.3% (43)	3.7% (25)	683
	Thursday	12.5% (86)	11.3% (78)	18.8% (130)	34.6% (239)	13.0% (90)	5.2% (36)	4.5% (31)	690
	Friday	7.5% (50)	11.8% (79)	8.7% (58)	8.4% (56)	41.5% (277)	16.3% (109)	5.8% (39)	668
	Saturday	8.5% (55)	7.9% (51)	6.9% (45)	5.7% (37)	6.6% (43)	39.5% (256)	24.8% (161)	648
<i>answered question</i>									772
<i>skipped question</i>									106

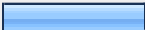
8. What time of the day would be most convenient for a session? Please check all that would apply.

		Response Percent	Response Count
Morning		43.1%	333
Early Afternoon		58.0%	448
Evening		16.2%	125
<i>answered question</i>			772
<i>skipped question</i>			106

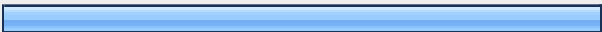
9. Which would you prefer?		
	Response Percent	Response Count
Having an open session, allowing all topics to be freely discussed. 	49.9%	385
Having a planned session, discussing specific Articles of the Contract. 	50.1%	387
<i>answered question</i>		772
<i>skipped question</i>		106

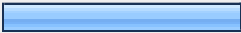
10. Did you know that it's possible to download a copy of the Contract to a laptop or even some cell phones?		
	Response Percent	Response Count
Yes 	74.1%	641
No 	25.9%	224
<i>answered question</i>		865
<i>skipped question</i>		13

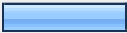
11. Our Contract is a legal document written in legalese. Please rate on a scale of 1 to 5 your ability to locate and understand our past/current Contract. 1 representing – I don't understand any of it. 5 representing – It is no problem for me.		
	Response Percent	Response Count
1 	3.0%	26
2 	18.3%	158
3 	40.3%	349
4 	28.9%	250
5 	9.5%	82
<i>answered question</i>		865
<i>skipped question</i>		13

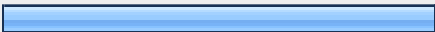
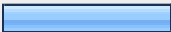
12. When contacting the Union I usually...		
	Response Percent	Response Count
Call the office during normal business hours. 	70.8%	612
Email or post a question to the Union's "Ask the Source" section on the Web site. 	0.5%	4
Call an Executive Board Member or Shop Steward 	2.3%	20
One or more of the above 	21.3%	184
I have never contacted the Union 	5.2%	45
<i>answered question</i>		865
<i>skipped question</i>		13

13. If you have called or emailed the Union, what type of question did you/do you most frequently ask?		
	Response Percent	Response Count
Contract question(s) 	86.2%	704
Discipline/Grievance question(s) 	8.9%	73
Leave question(s) 	3.2%	26
Emergency situation(s) 	1.7%	14
<i>answered question</i>		817
<i>skipped question</i>		61

14. If applicable, how often do you call the Union Office?		
	Response Percent	Response Count
A few times a year 	90.6%	740
A few times a month 	8.2%	67
A few times a week 	1.2%	10
<i>answered question</i>		817
<i>skipped question</i>		61

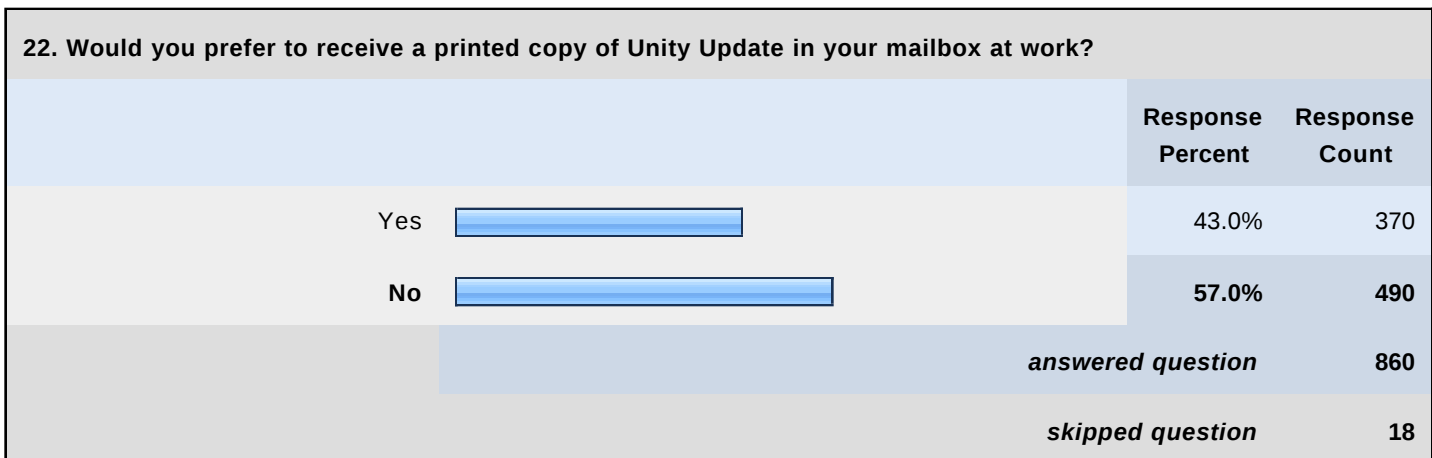
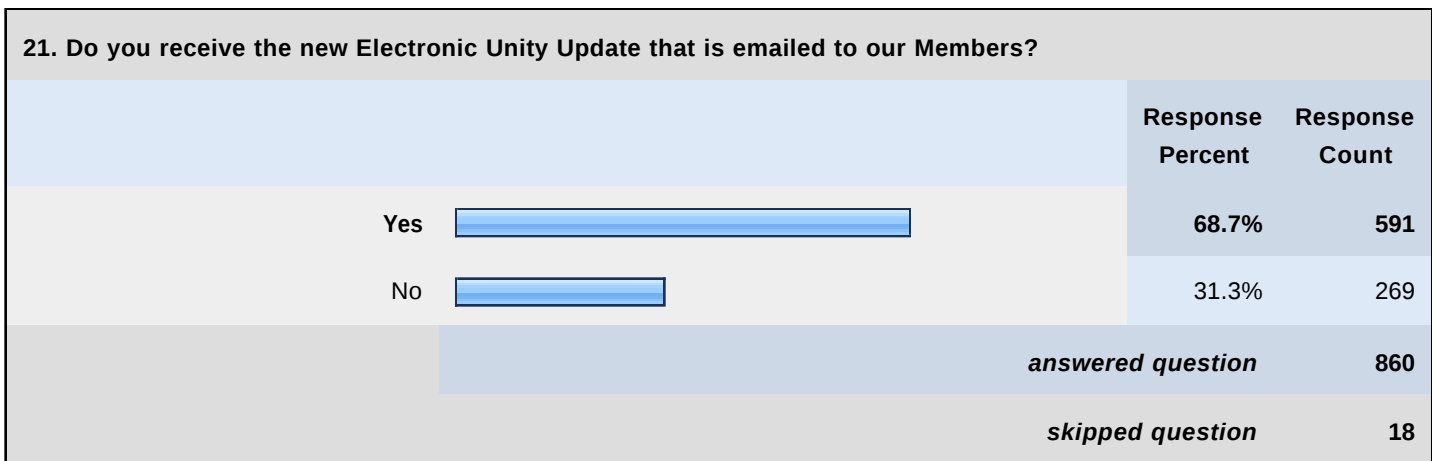
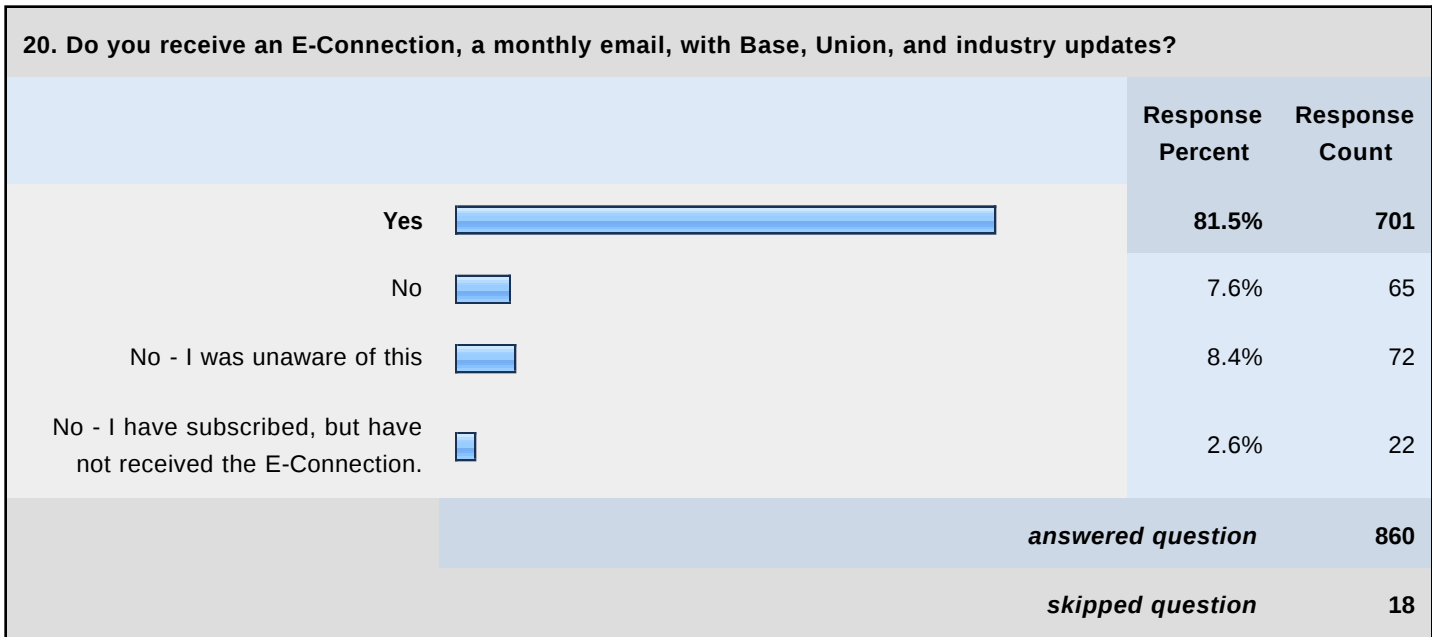
15. If you called the Union office, how would you rate the ability of the Union representative you spoke with to provide you an answer? 1 representing – Not helpful 5 representing – Excellent		
	Response Percent	Response Count
1 	4.2%	34
2 	8.8%	72
3 	22.8%	186
4 	35.7%	292
5 	28.5%	233
<i>answered question</i>		817
<i>skipped question</i>		61

16. Do you know who your Domicile Executive Board Member (DEBM) is?		
	Response Percent	Response Count
Yes 	81.9%	706
No 	18.1%	156
<i>answered question</i>		862
<i>skipped question</i>		16

17. If you know who your DEBM is, do you know how to contact them?		
	Response Percent	Response Count
Yes 	65.4%	564
No 	25.2%	217
N/A 	9.4%	81
<i>answered question</i>		862
<i>skipped question</i>		16

18. Do you know at least one Shop Steward in your Base?		
	Response Percent	Response Count
Yes 	74.1%	639
No 	25.9%	223
<i>answered question</i>		862
<i>skipped question</i>		16

19. Each Base has it's own Web page on the Union's Web site. Have you ever read your Base page on the TWU Web site?		
	Response Percent	Response Count
Yes 	61.5%	529
No 	38.5%	331
<i>answered question</i>		860
<i>skipped question</i>		18



23. Please fill in the requested information for us to research why you are not receiving emails from TWU Local 556.

	Response Percent	Response Count
Name:	100.0%	17
Email Address:	100.0%	17
Employee Number:	100.0%	17
Crew Base:	100.0%	17
Contact Phone Number:	100.0%	17
answered question		17
skipped question		861

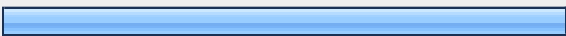
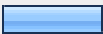
24. To receive emails from TWU Local 556, please complete the following fields. Note: @wnco.com emails are not allowed. Southwest will not allow the Union to send you emails through their system.

	Response Percent	Response Count
Name:	100.0%	51
Employee Number:	100.0%	51
Email Address:	100.0%	51
answered question		51
skipped question		827

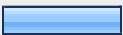
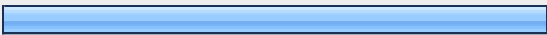
25. Do you know what the Professional Standards Committee is?

	Response Percent	Response Count
Yes	94.6%	813
No	5.4%	46
answered question		859
skipped question		19

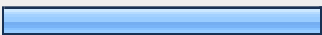
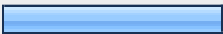
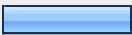
26. With the exception of our Bookkeeper/Executive Assistant, were you aware that everyone that works at the Union office is a Southwest Flight Attendant?

	Response Percent	Response Count
Yes 	85.3%	733
No 	14.7%	126
<i>answered question</i>		859
<i>skipped question</i>		19

27. Because the Union is staffed with Flight Attendants who are paid Flight Attendant wages, would you be willing to pay higher dues for additional services or extended weekend office hours?

	Response Percent	Response Count
Yes 	17.6%	151
No 	82.4%	708
<i>answered question</i>		859
<i>skipped question</i>		19

28. Do you wear your Union pin?

	Response Percent	Response Count
Yes 	47.8%	411
No 	32.9%	283
I need a replacement pin. 	19.2%	165
<i>answered question</i>		859
<i>skipped question</i>		19

29. If you would like to receive a new Union Pin, please complete the following fields. If you prefer to remain anonymous for the purpose of this survey, but would like a new Union pin, please contact the Union office or your DEBM, and skip this question.

			Response Percent	Response Count
Name			100.0%	121
Base			100.0%	121
Employee Number			99.2%	120
<i>answered question</i>				121
<i>skipped question</i>				757

30. Do you have any additional comments, concerns, or any ideas for increasing involvement in our Union?
Please let us know what your thoughts in the box below.

			Response Count
			301
<i>answered question</i>			301
<i>skipped question</i>			577