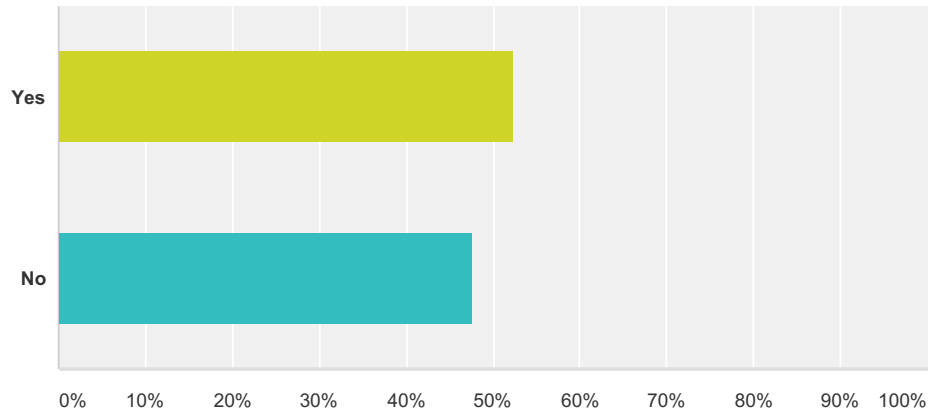




Membership Survey Results

Q1 While under no obligation, some Flight Attendants arrive early to conduct their security searches. Do you arrive earlier than your scheduled time to conduct your search? (TWU Local 556 is not recommending that you arrive early.)

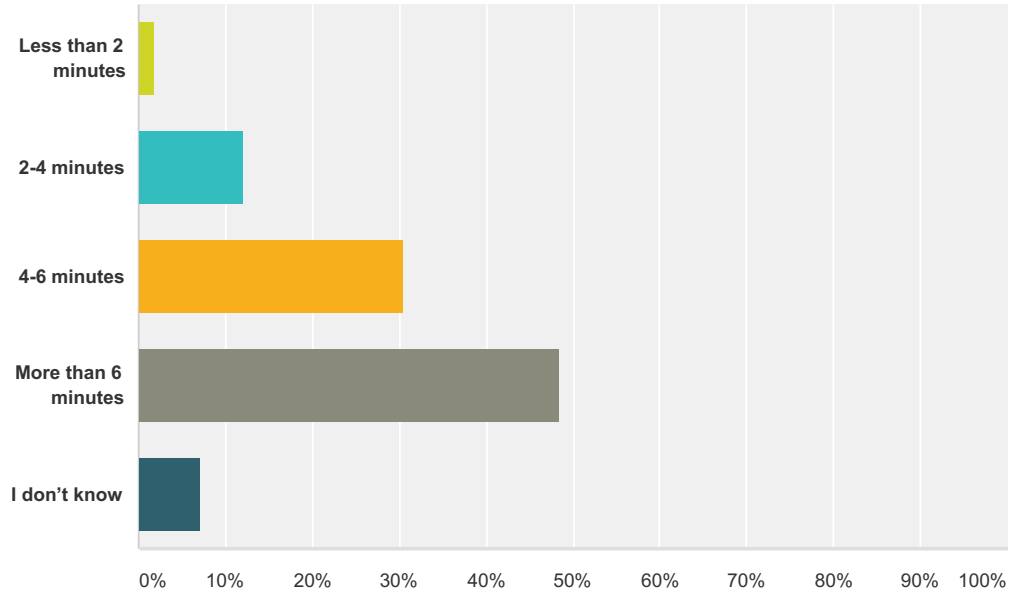
Answered: 5,207 Skipped: 5



Answer Choices	Responses	
Yes	52.41%	2,729
No	47.59%	2,478
Total		5,207

Q2 On average, how long does it take you to complete an originator security searches when flying “A” or “B”?

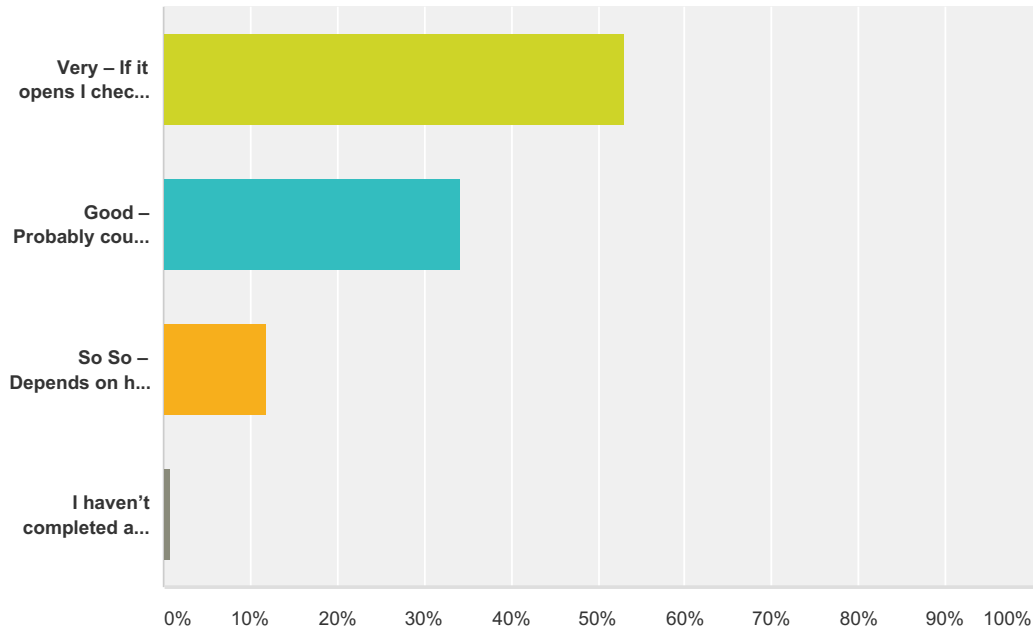
Answered: 4,312 Skipped: 900



Answer Choices	Responses	
Less than 2 minutes	1.90%	82
2-4 minutes	12.13%	523
4-6 minutes	30.38%	1,310
More than 6 minutes	48.49%	2,091
I don't know	7.10%	306
Total		4,312

Q3 How thorough are your searches?

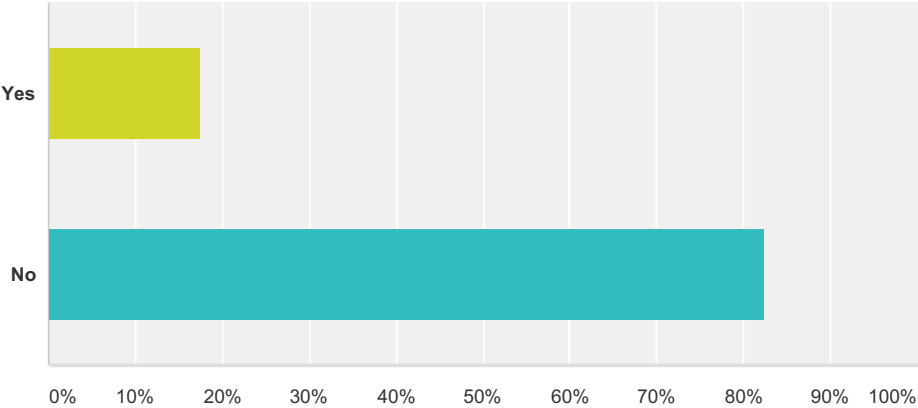
Answered: 4,308 Skipped: 904



Answer Choices	Responses	
Very – If it opens I check it	53.02%	2,284
Good – Probably could be better	34.19%	1,473
So So – Depends on how much time I have	11.93%	514
I haven't completed a search	0.86%	37
Total		4,308

Q4 When reporting on time, are Operations Agents providing you enough time to complete your security searches?

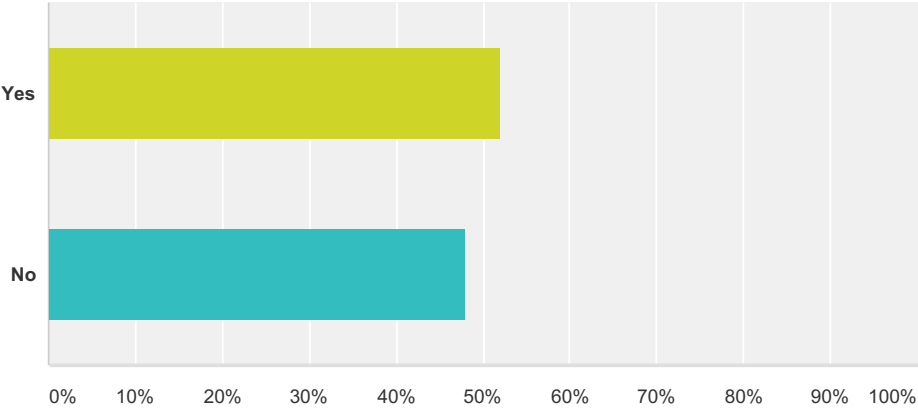
Answered: 4,271 Skipped: 941



Answer Choices	Responses	
Yes	17.47%	746
No	82.53%	3,525
Total		4,271

Q5 Have you been threatened by an Operations Agent with a delay if boarding doesn't commence right away?

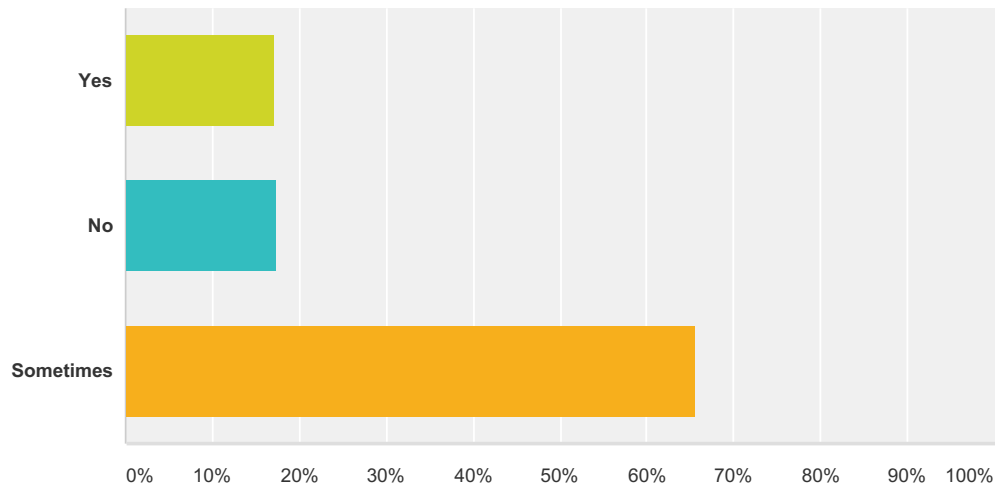
Answered: 4,276 Skipped: 936



Answer Choices	Responses	
Yes	51.89%	2,219
No	48.11%	2,057
Total		4,276

Q6 Considering the flying you've completed in the past month, have Operations Agents communicated and ensured Flight Attendants are ready, in position, and completed their respective security searches prior to boarding?

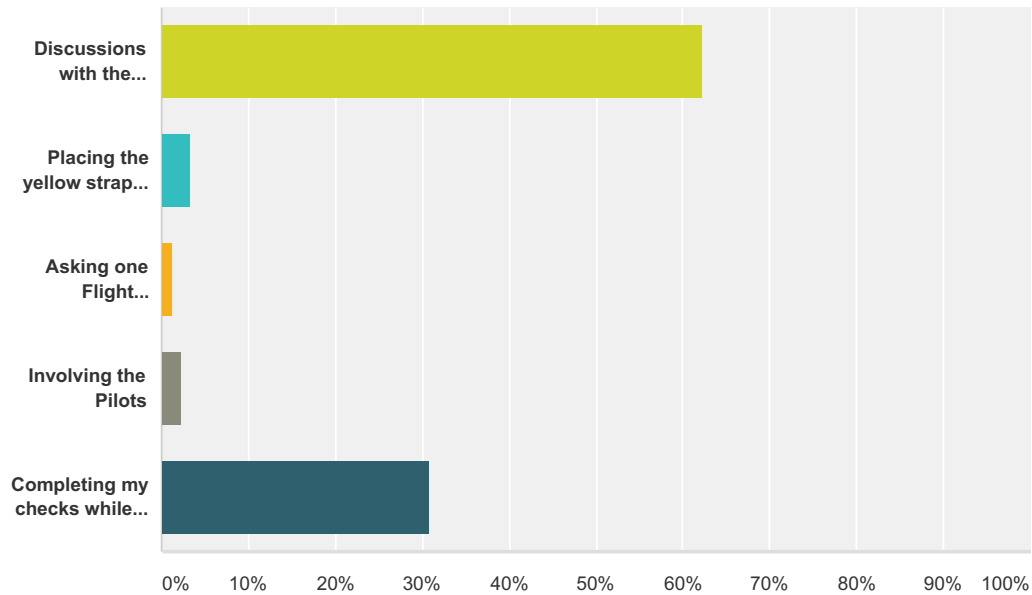
Answered: 4,252 Skipped: 960



Answer Choices	Responses	
Yes	17.07%	726
No	17.31%	736
Sometimes	65.62%	2,790
Total		4,252

Q7 What steps, if any, do you take to ensure security searches are complete and Flight Attendants are in place prior to boarding?

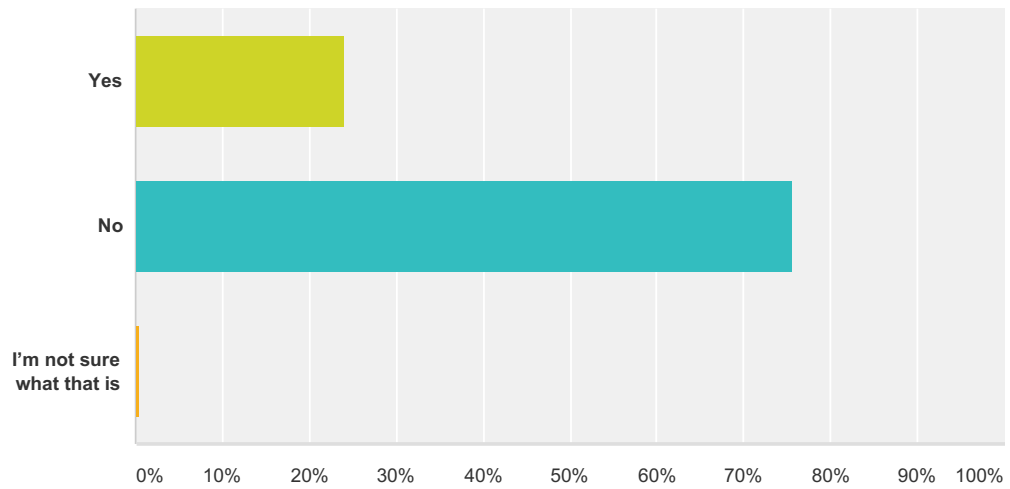
Answered: 4,088 Skipped: 1,124



Answer Choices	Responses	
Discussions with the Operations Agent	62.23%	2,544
Placing the yellow strap across the door	3.38%	138
Asking one Flight Attendant who has completed their duties to exit the aircraft so we are below minimum Crew	1.15%	47
Involving the Pilots	2.32%	95
Completing my checks while the first Passengers board	30.92%	1,264
Total		4,088

Q8 Have you ever submitted an ASAP report?

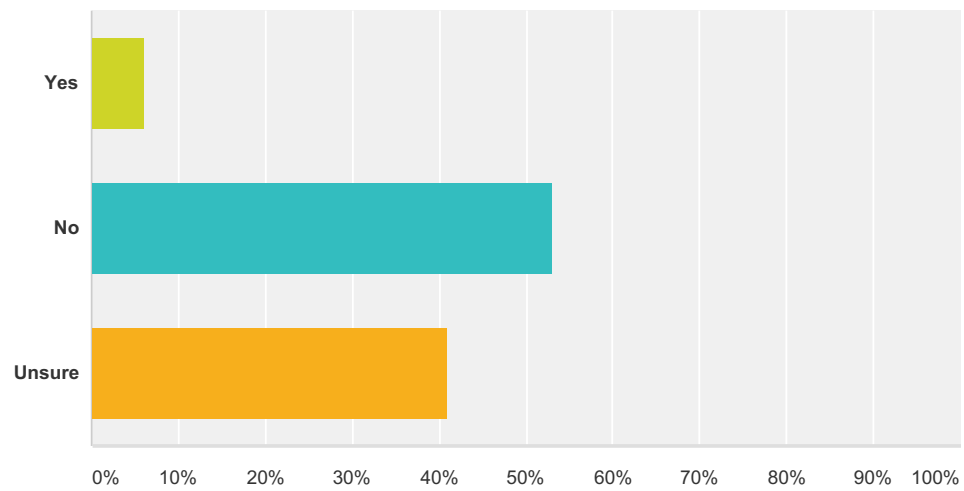
Answered: 3,745 Skipped: 1,467



Answer Choices	Responses	
Yes	23.98%	898
No	75.62%	2,832
I'm not sure what that is	0.40%	15
Total		3,745

Q9 Did your ASAP report stop any potential discipline?

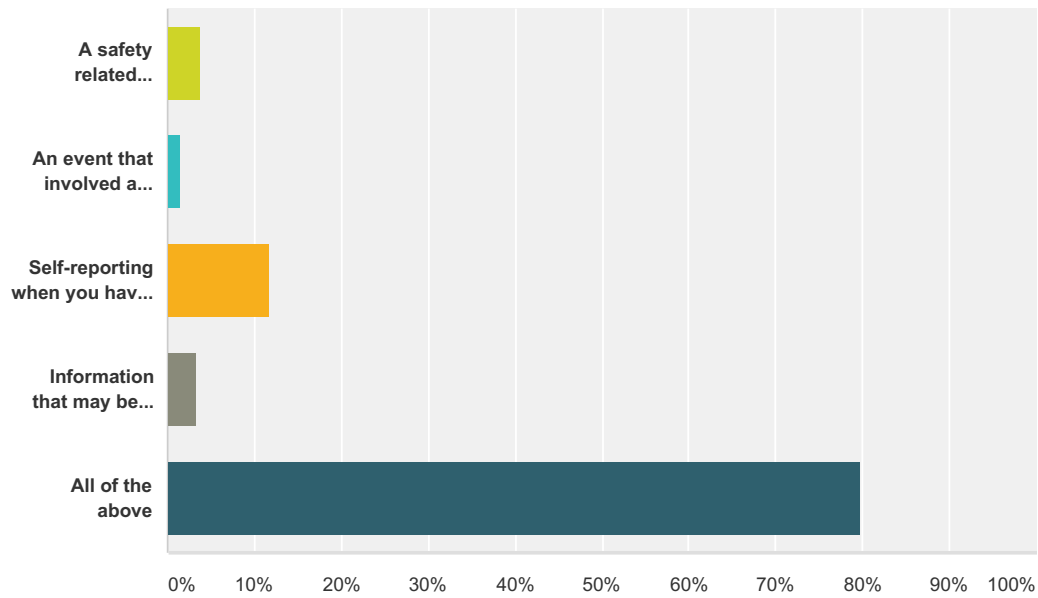
Answered: 2,748 Skipped: 2,464



Answer Choices	Responses	
Yes	6.00%	165
No	53.09%	1,459
Unsure	40.90%	1,124
Total		2,748

Q10 What types of events do you believe are appropriate for ASAP reporting?

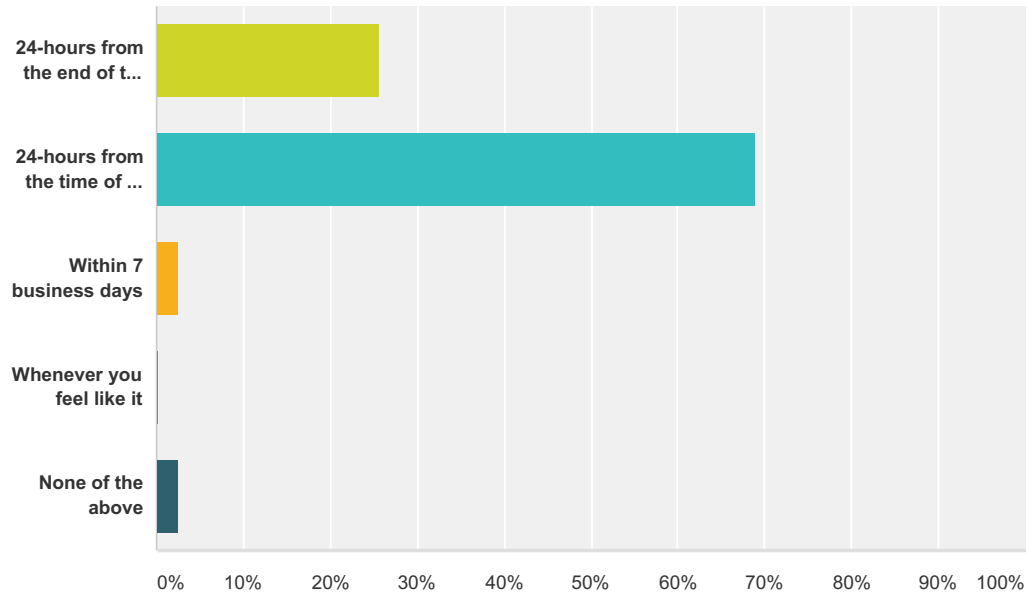
Answered: 3,620 Skipped: 1,592



Answer Choices	Responses	
A safety related incident while on duty	3.73%	135
An event that involved a safety policy or regulatory violation	1.52%	55
Self-reporting when you have inadvertently violated a safety policy or regulation	11.66%	422
Information that may be useful in affecting safety policy or regulatory change	3.31%	120
All of the above	79.78%	2,888
Total		3,620

Q11 If you believe that the FAA and/or the Company has knowledge of a safety policy or regulatory violation involving you, how long do you have to file an ASAP in order to meet acceptance criteria?

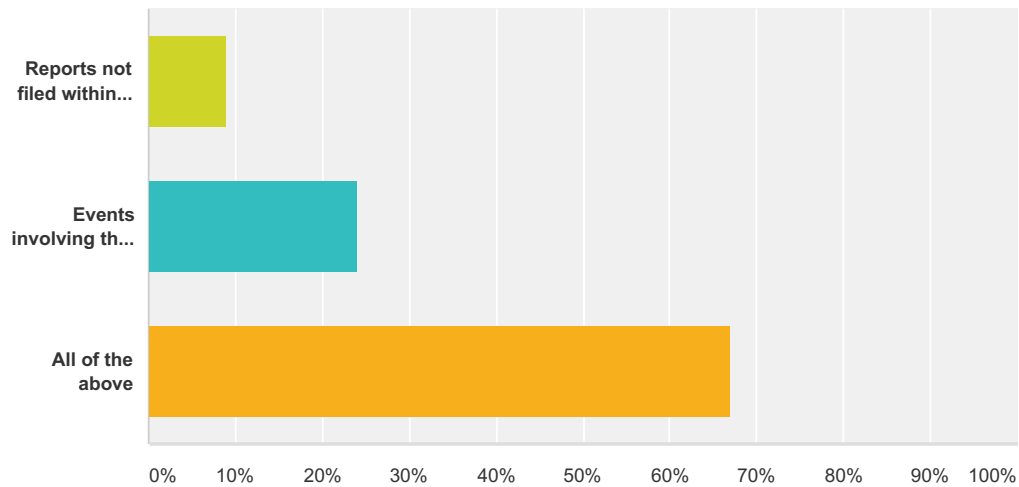
Answered: 3,610 Skipped: 1,602



Answer Choices	Responses	
24-hours from the end of the pairing	25.76%	930
24-hours from the time of the event	68.86%	2,486
Within 7 business days	2.49%	90
Whenever you feel like it	0.28%	10
None of the above	2.60%	94
Total		3,610

Q12 What types of events DO NOT meet ASAP reporting acceptance criteria?

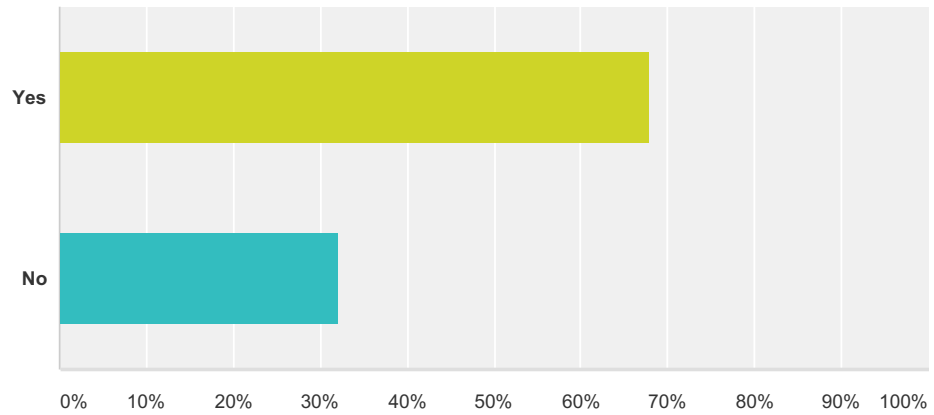
Answered: 3,553 Skipped: 1,659



Answer Choices	Responses
Reports not filed within 24-hours of the event (FAA and/or Company has knowledge of the event)	8.89% 316
Events involving the Crew Members use of alcohol; use or distribution of illegal substances; intentional falsification of official documents; reckless behavior or criminal activity	24.09% 856
All of the above	67.01% 2,381
Total	3,553

Q13 Are you aware of the Fatigue Policy?

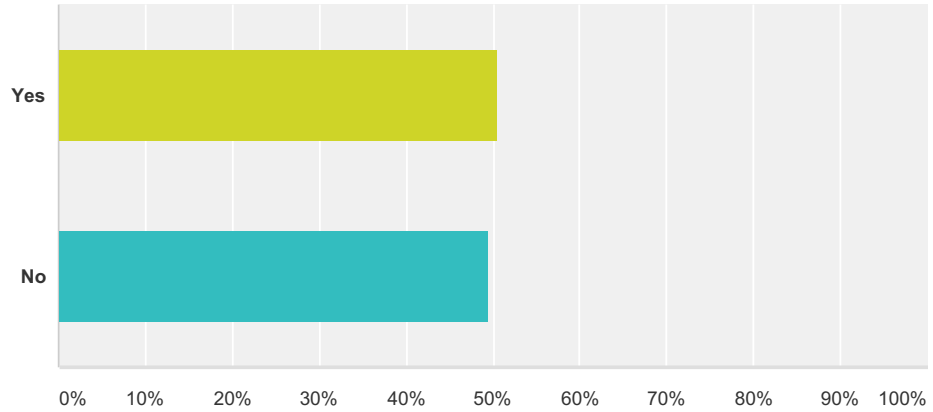
Answered: 3,688 Skipped: 1,524



Answer Choices	Responses	
Yes	67.76%	2,499
No	32.24%	1,189
Total		3,688

Q14 Did you know that once you report “fatigued” you’ll immediately be pulled and given ten-hours of rest?

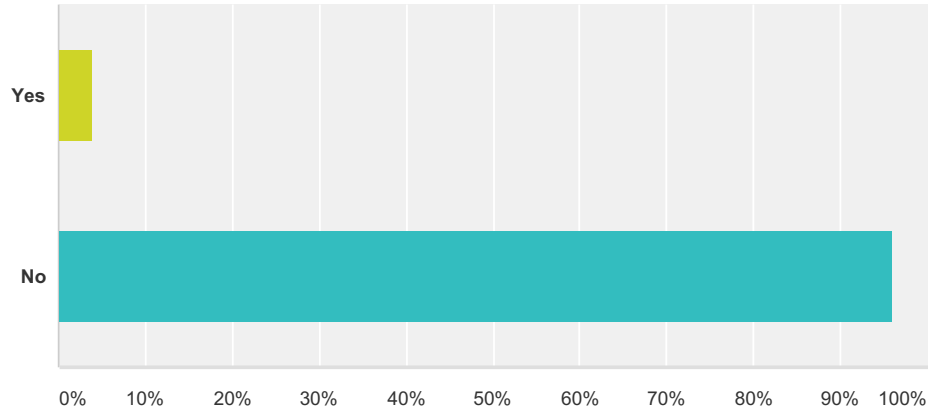
Answered: 3,691 Skipped: 1,521



Answer Choices	Responses	
Yes	50.56%	1,866
No	49.44%	1,825
Total		3,691

Q15 Have you ever reported “fatigued” to Crew Scheduling and/or utilized the Fatigue Policy?

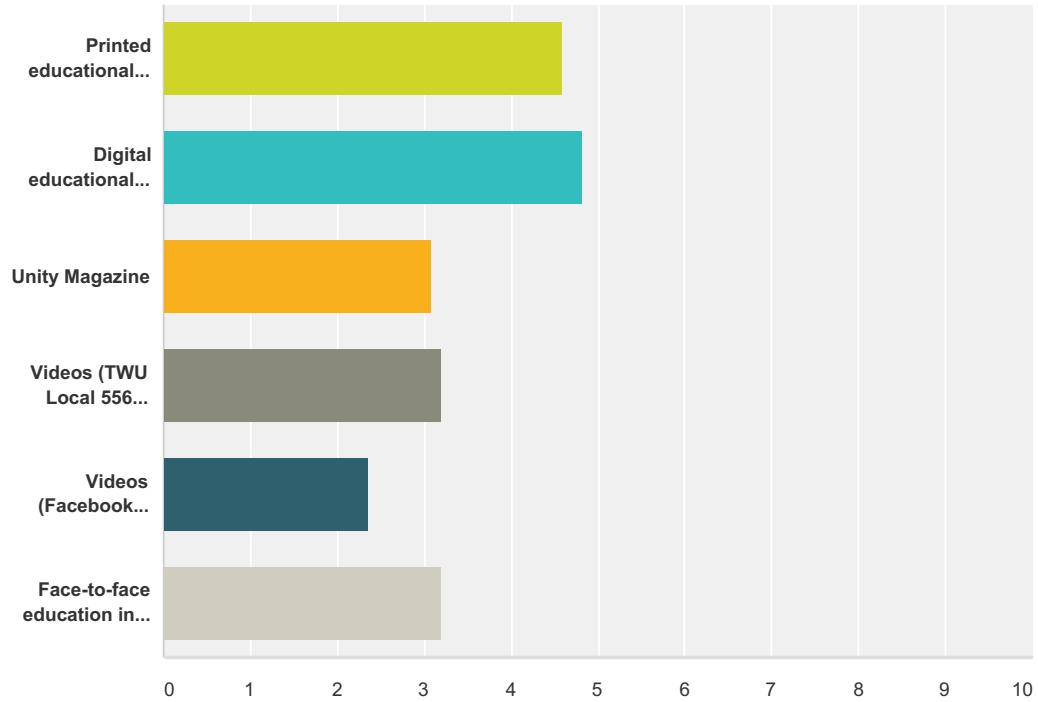
Answered: 3,694 Skipped: 1,518



Answer Choices	Responses	
Yes	4.06%	150
No	95.94%	3,544
Total		3,694

Q16 Rank in order how you prefer to be educated on our Contract with 1 being most preferred and 6 being least preferred.

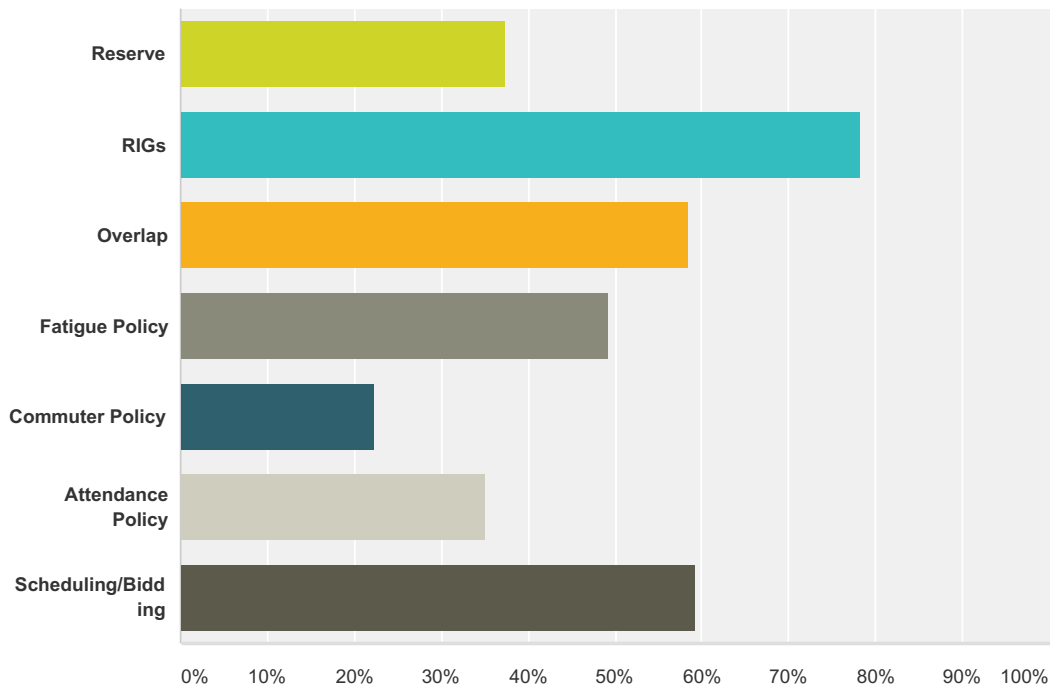
Answered: 3,450 Skipped: 1,762



	1	2	3	4	5	6	Total	Score
Printed educational handbooks/guides	35.83% 1,100	29.38% 902	12.44% 382	8.83% 271	7.10% 218	6.42% 197	3,070	4.59
Digital educational handbooks/guides	39.24% 1,238	29.48% 930	15.31% 483	8.78% 277	4.82% 152	2.38% 75	3,155	4.82
Unity Magazine	4.70% 144	11.61% 356	25.69% 788	21.49% 659	20.54% 630	15.98% 490	3,067	3.10
Videos (TWU Local 556 Website)	6.82% 208	10.92% 333	20.53% 626	28.47% 868	24.14% 736	9.12% 278	3,049	3.20
Videos (Facebook groups)	5.67% 180	7.18% 228	9.29% 295	14.24% 452	22.87% 726	40.76% 1,294	3,175	2.36
Face-to-face education in Flight Attendant lounges	15.43% 507	10.83% 356	17.32% 569	15.09% 496	16.04% 527	25.29% 831	3,286	3.19

Q17 What topics would you like to learn more about? (Check all that apply)

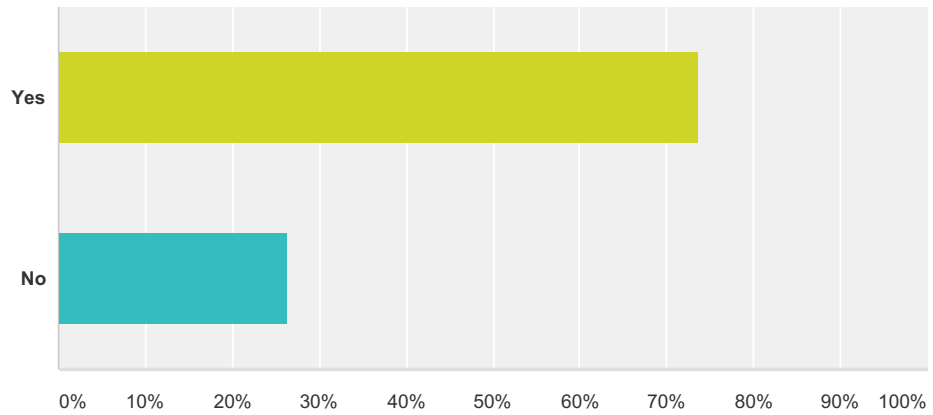
Answered: 3,383 Skipped: 1,829



Answer Choices	Responses	
Reserve	37.42%	1,266
RIGs	78.24%	2,647
Overlap	58.47%	1,978
Fatigue Policy	49.33%	1,669
Commuter Policy	22.32%	755
Attendance Policy	35.06%	1,186
Scheduling/Bidding	59.30%	2,006
Total Respondents: 3,383		

Q18 Do you read Unity Magazine?

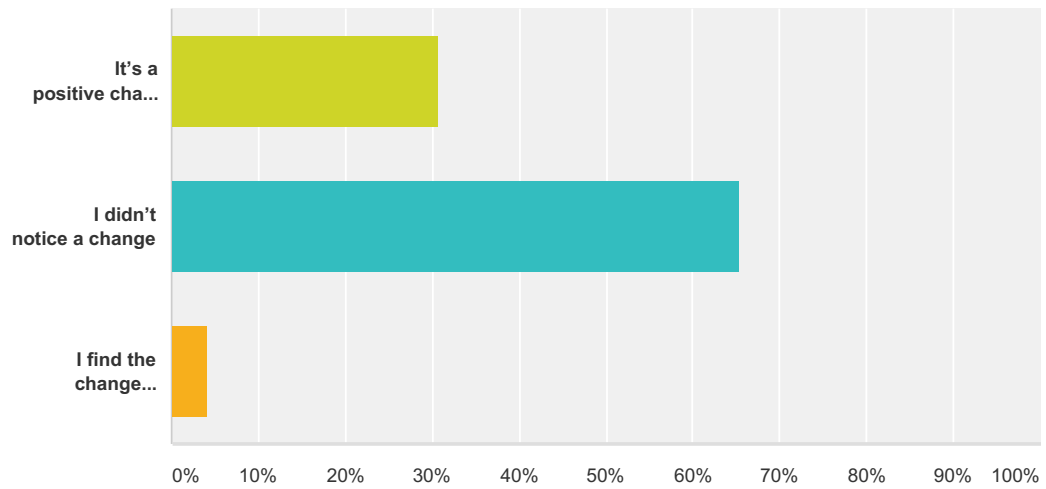
Answered: 3,547 Skipped: 1,665



Answer Choices	Responses	
Yes	73.78%	2,617
No	26.22%	930
Total		3,547

Q19 If yes, how do you feel about the recent layout change of Unity Magazine?

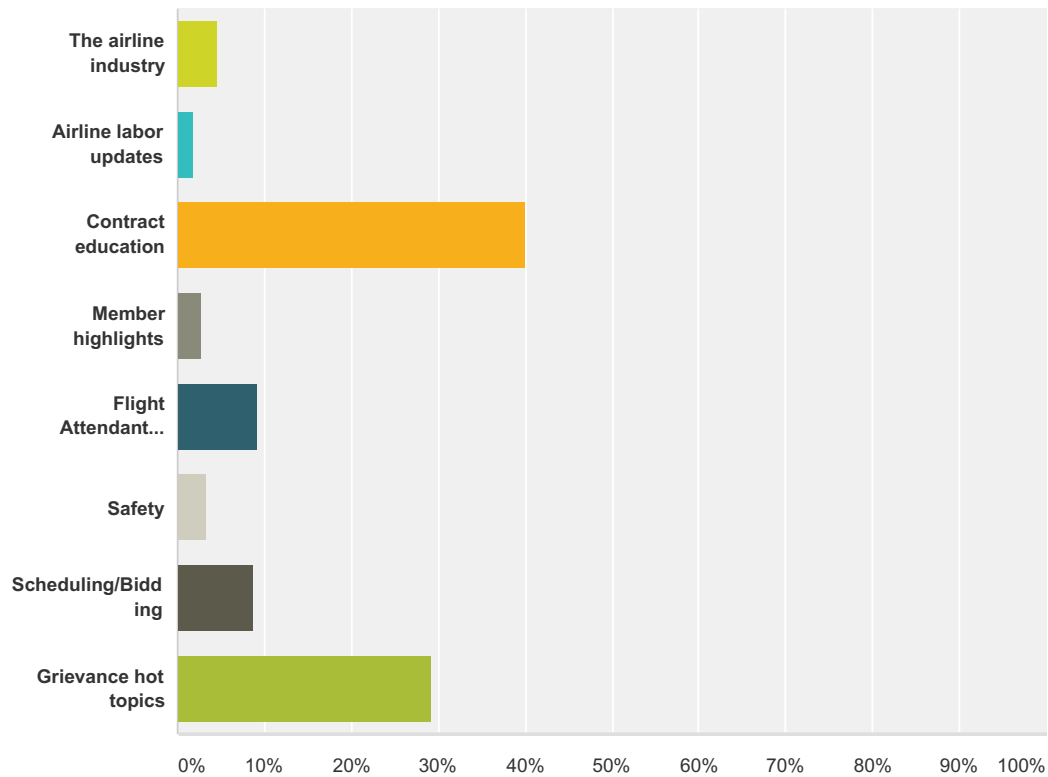
Answered: 2,477 Skipped: 2,735



Answer Choices	Responses	
It's a positive change and easier to read	30.64%	759
I didn't notice a change	65.24%	1,616
I find the change confusing and harder to read	4.12%	102
Total		2,477

Q20 I would like to read more articles about _____ in Unity Magazine.

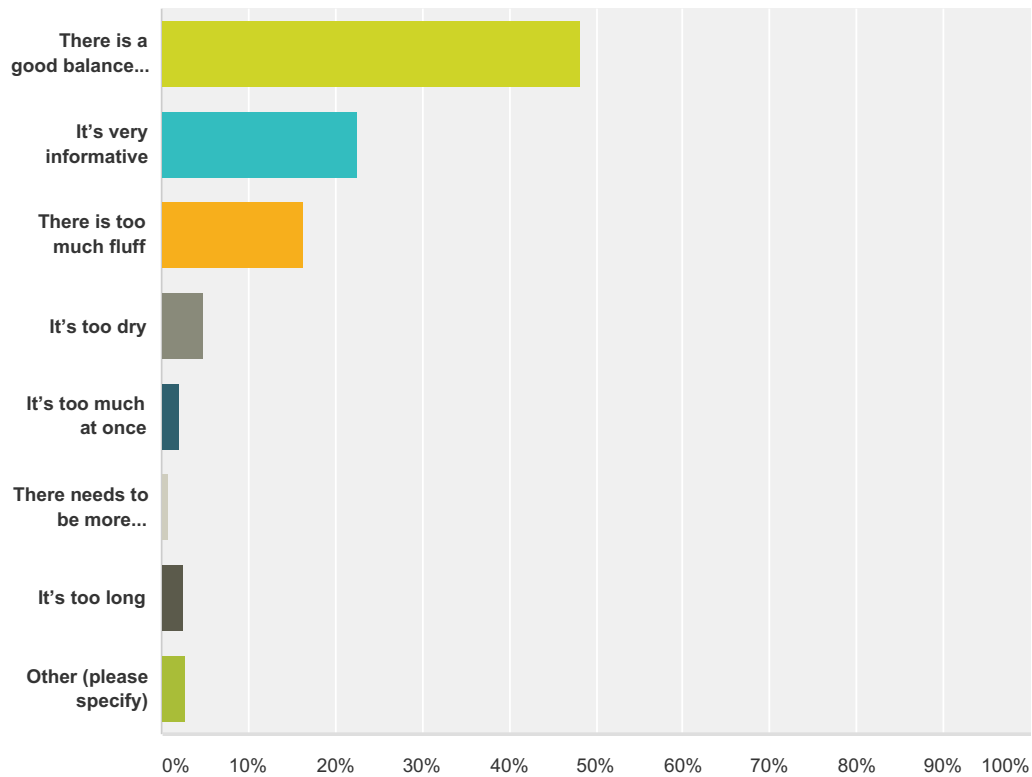
Answered: 2,543 Skipped: 2,669



Answer Choices	Responses
The airline industry	4.64% 118
Airline labor updates	1.97% 50
Contract education	40.11% 1,020
Member highlights	2.75% 70
Flight Attendant health	9.20% 234
Safety	3.30% 84
Scheduling/Bidding	8.81% 224
Grievance hot topics	29.22% 743
Total	2,543

Q21 How do you feel about the content of our Unity publications?

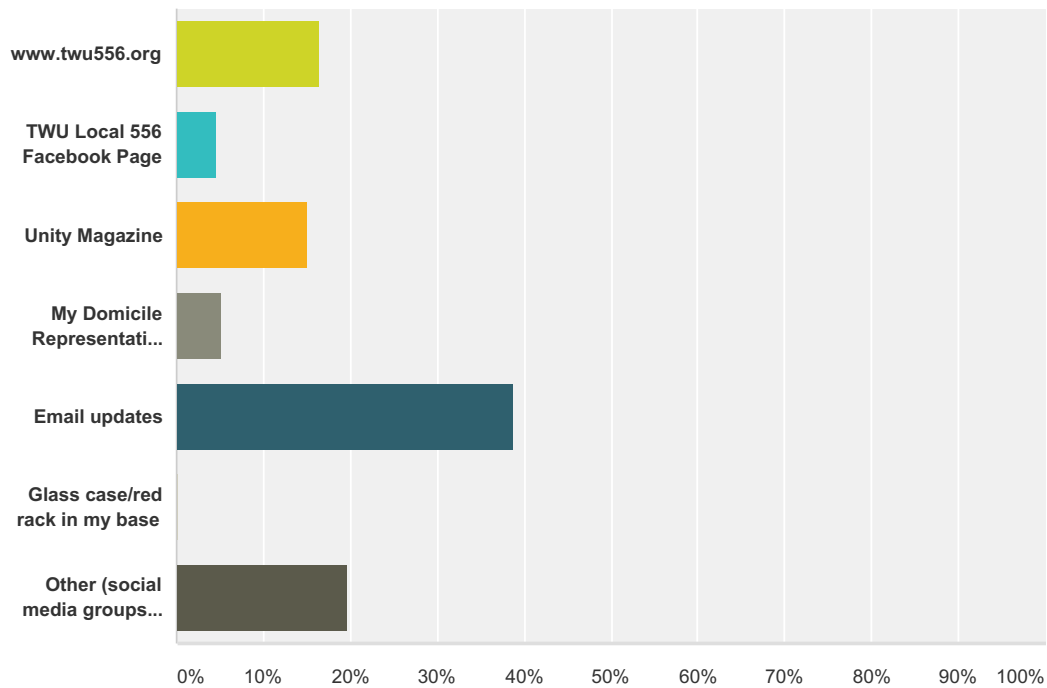
Answered: 2,481 Skipped: 2,731



Answer Choices	Responses	
There is a good balance of information and interesting articles	48.13%	1,194
It's very informative	22.49%	558
There is too much fluff	16.36%	406
It's too dry	4.84%	120
It's too much at once	2.10%	52
There needs to be more pictures	0.93%	23
It's too long	2.42%	60
Other (please specify)	2.74%	68
Total		2,481

Q22 I most often get my Union information from:

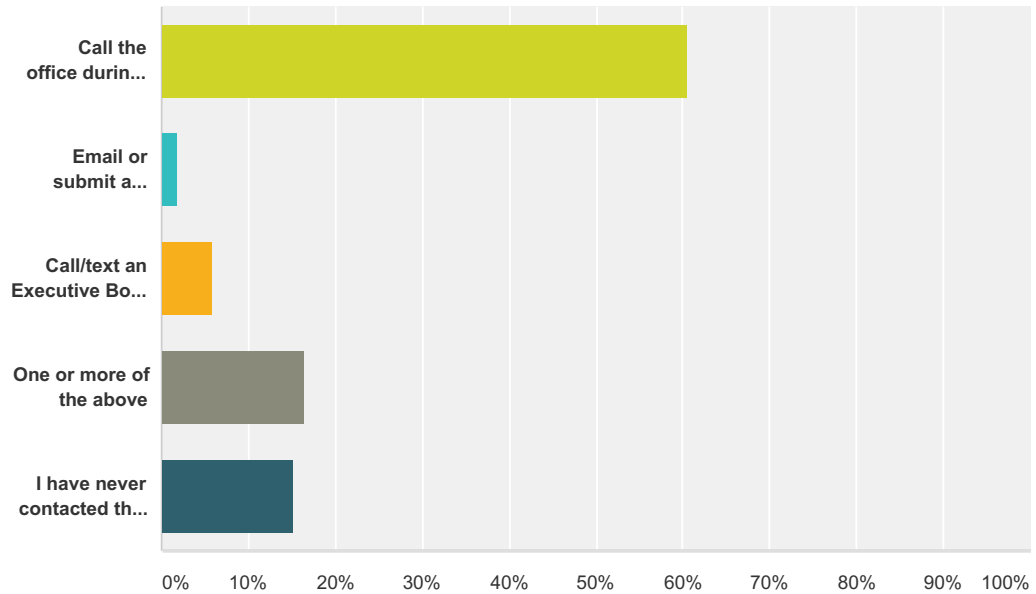
Answered: 3,471 Skipped: 1,741



Answer Choices	Responses	
www.twu556.org	16.42%	570
TWU Local 556 Facebook Page	4.70%	163
Unity Magazine	14.98%	520
My Domicile Representative's E-Connection	5.21%	181
Email updates	38.84%	1,348
Glass case/red rack in my base	0.17%	6
Other (social media groups, word of mouth)	19.68%	683
Total		3,471

Q23 When contacting the Union, I usually...

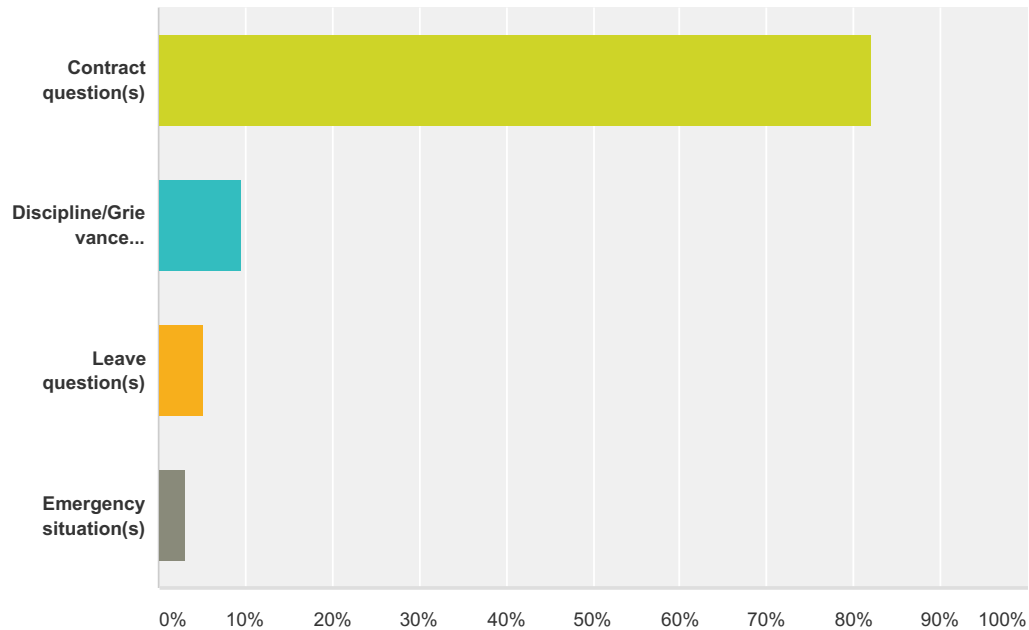
Answered: 3,483 Skipped: 1,729



Answer Choices	Responses	
Call the office during normal business hours (including weekends)	60.47%	2,106
Email or submit a question via the Website or App	1.95%	68
Call/text an Executive Board Member or Shop Steward	5.89%	205
One or more of the above	16.45%	573
I have never contacted the Union	15.25%	531
Total		3,483

**Q24 If you have called or emailed the Union,
what type of question did you/do you most
frequently ask?**

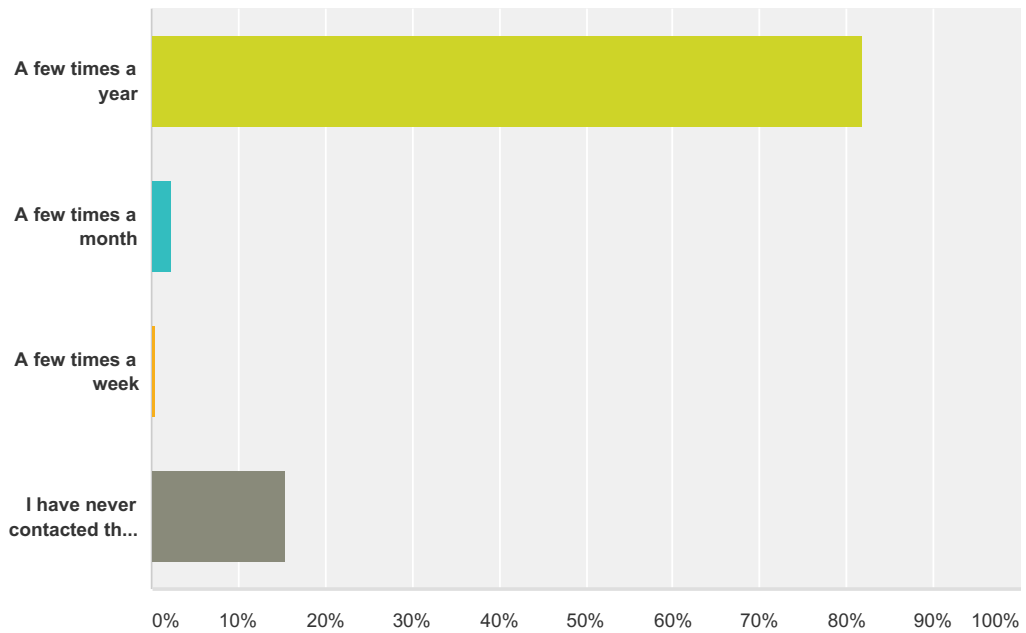
Answered: 3,037 Skipped: 2,175



Answer Choices	Responses
Contract question(s)	82.05% 2,492
Discipline/Grievance question(s)	9.55% 290
Leave question(s)	5.24% 159
Emergency situation(s)	3.16% 96
Total	3,037

Q25 If applicable, how often do you contact the Union?

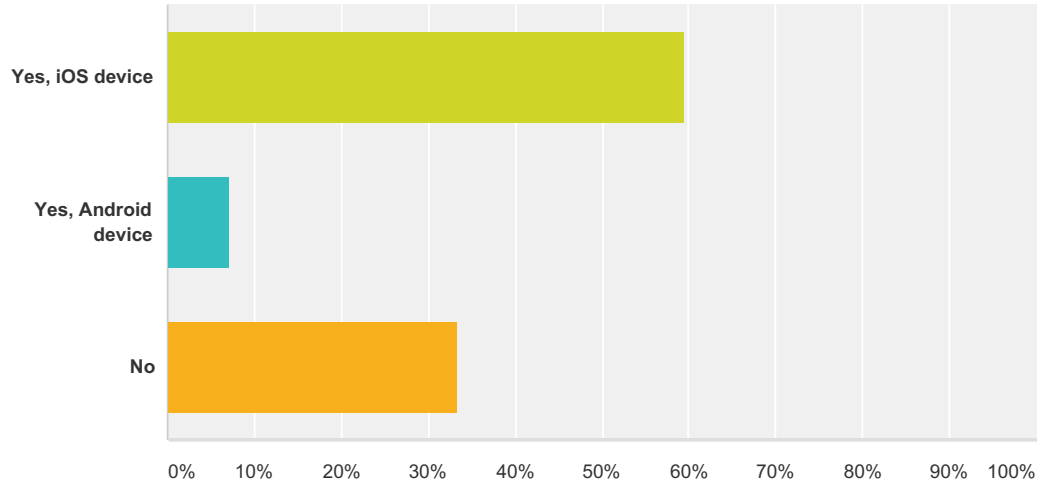
Answered: 3,374 Skipped: 1,838



Answer Choices	Responses	
A few times a year	81.83%	2,761
A few times a month	2.37%	80
A few times a week	0.36%	12
I have never contacted the Union	15.44%	521
Total		3,374

Q26 Do you have the TWU Local 556 App (iOS & Android) installed on one of your mobile devices?

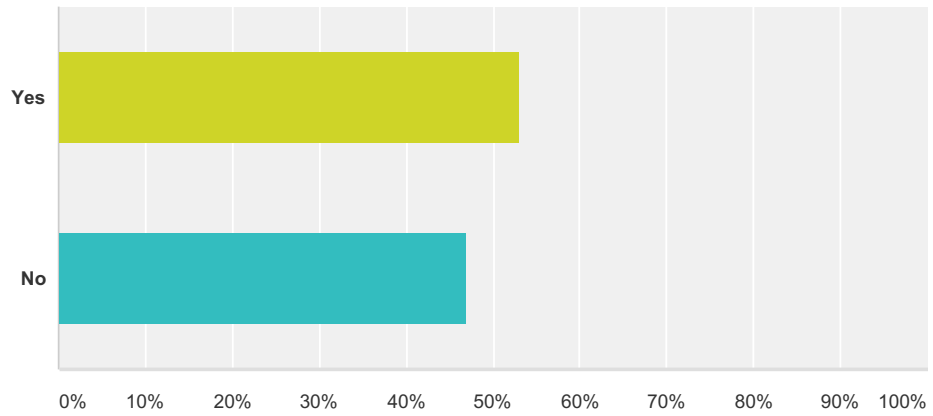
Answered: 3,486 Skipped: 1,726



Answer Choices	Responses	
Yes, iOS device	59.50%	2,074
Yes, Android device	7.06%	246
No	33.45%	1,166
Total		3,486

Q27 If yes, do you have the TWU Local 556 App installed on your Inflight EFB (iPad)?

Answered: 3,151 Skipped: 2,061



Answer Choices	Responses	
Yes	53.00%	1,670
No	47.00%	1,481
Total		3,151