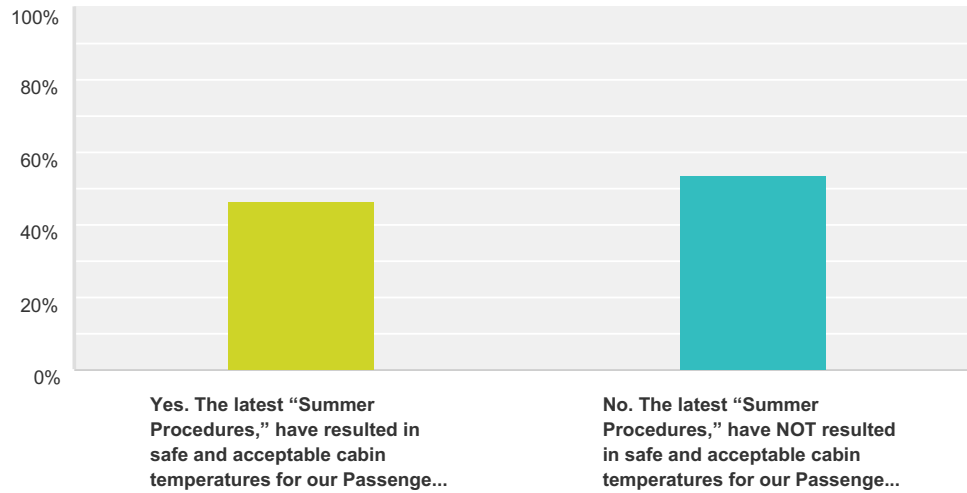




Membership Survey Results

Q1 Have the latest “Summer Procedures,” implemented in an attempt to keep our aircraft cool while on the ground, resulted in safe and acceptable cabin temperatures for our Passengers and Crew?

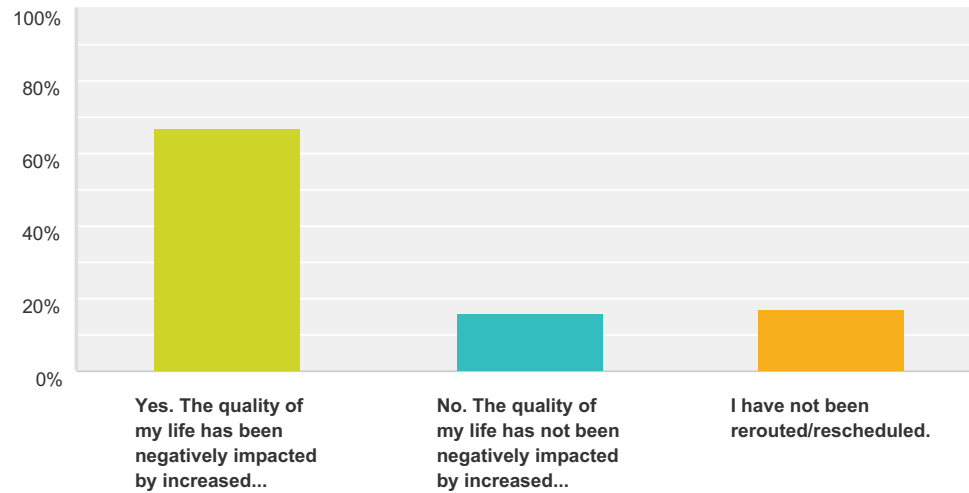
Answered: 1,031 Skipped: 23



Answer Choices	Responses	
Yes. The latest “Summer Procedures,” have resulted in safe and acceptable cabin temperatures for our Passengers and Crew.	46.36%	478
No. The latest “Summer Procedures,” have NOT resulted in safe and acceptable cabin temperatures for our Passengers and Crew.	53.64%	553
Total		1,031

Q2 Has the quality of your life been negatively impacted by increased reroutes/reschedules?

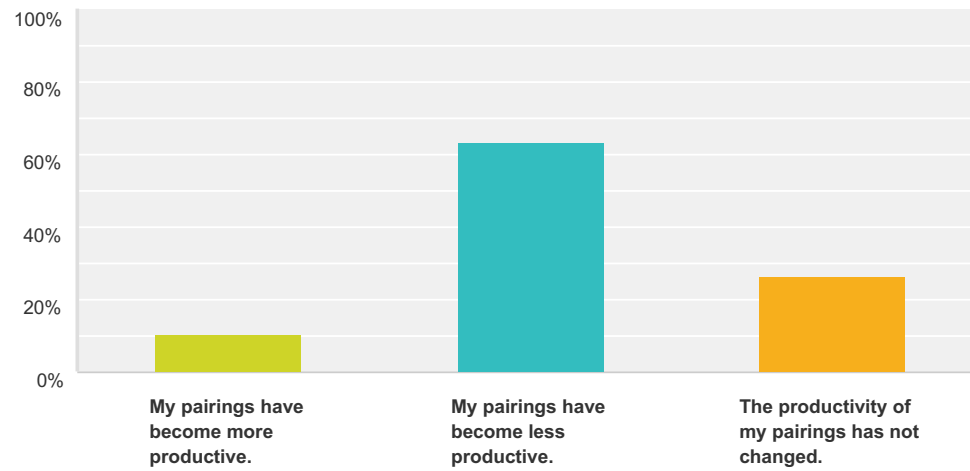
Answered: 1,037 Skipped: 17



Answer Choices	Responses	
Yes. The quality of my life has been negatively impacted by increased reroutes/reschedules.	67.21%	697
No. The quality of my life has not been negatively impacted by increased reroutes/reschedules.	15.81%	164
I have not been rerouted/rescheduled.	16.97%	176
Total		1,037

Q3 During the last three years, have your pairings become more or less productive?

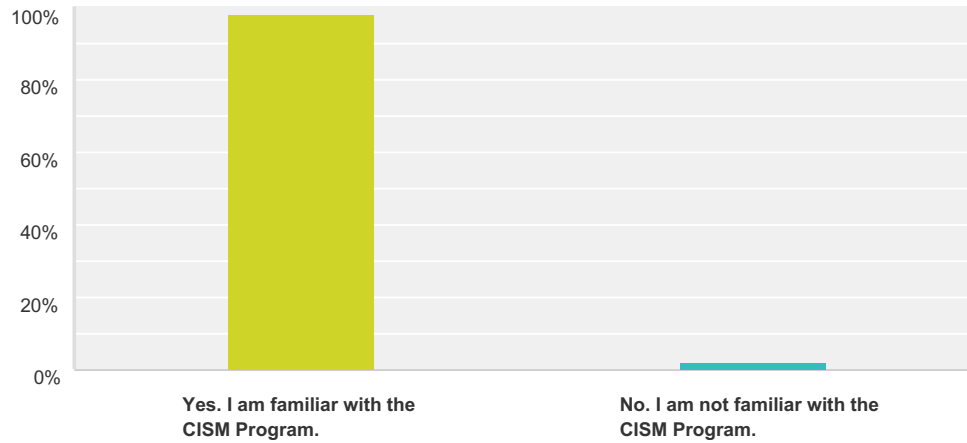
Answered: 1,032 Skipped: 22



Answer Choices	Responses	
My pairings have become more productive.	10.37%	107
My pairings have become less productive.	63.28%	653
The productivity of my pairings has not changed.	26.36%	272
Total		1,032

Q4 Are you familiar with the Critical Incident Stress Management (CISM) program, funded jointly by TWU Local 556 and Southwest Airlines, and the role that this team plays?

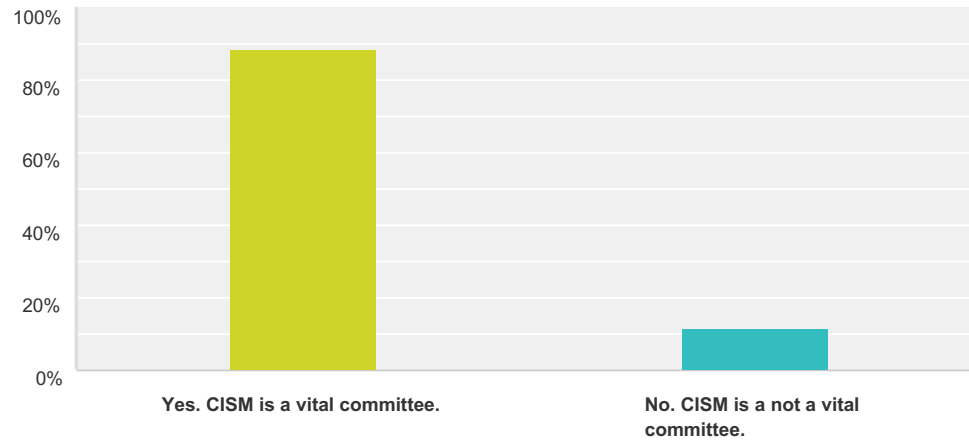
Answered: 1,028 Skipped: 26



Answer Choices	Responses	
Yes. I am familiar with the CISM Program.	97.86%	1,006
No. I am not familiar with the CISM Program.	2.14%	22
Total		1,028

Q5 Do you feel CISM is a vital committee?

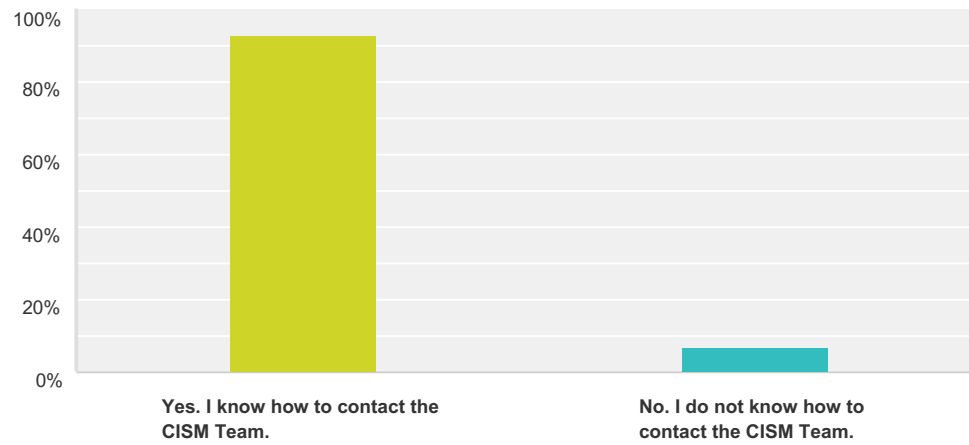
Answered: 1,023 Skipped: 31



Answer Choices	Responses	
Yes. CISM is a vital committee.	88.56%	906
No. CISM is a not a vital committee.	11.44%	117
Total		1,023

Q6 Do you know how to contact CISM Team?

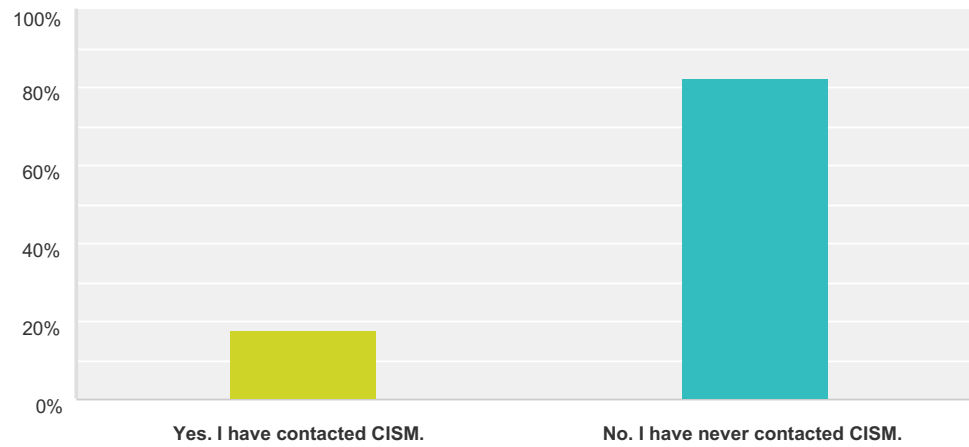
Answered: 1,044 Skipped: 10



Answer Choices	Responses	
Yes. I know how to contact the CISM Team.	93.01%	971
No. I do not know how to contact the CISM Team.	6.99%	73
Total		1,044

Q7 Have you ever contacted the CISM Team?

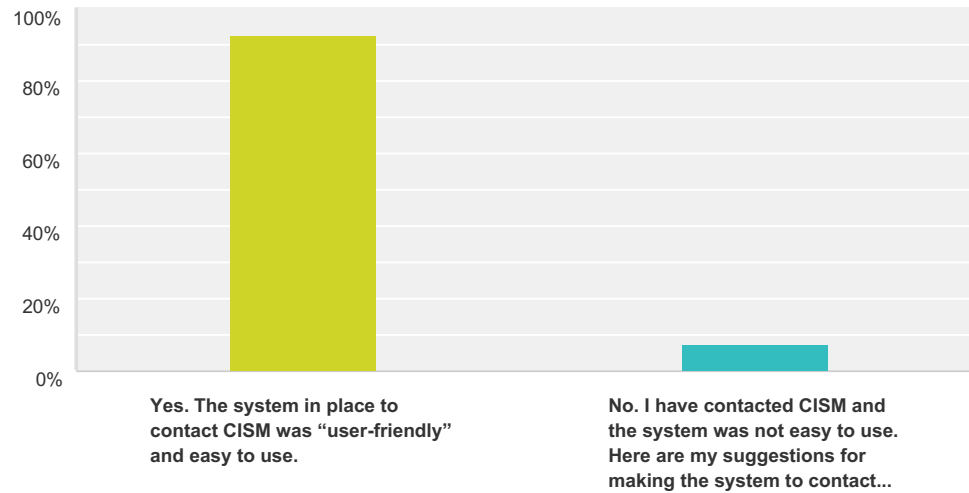
Answered: 1,044 Skipped: 10



Answer Choices	Responses	
Yes. I have contacted CISM.	17.62%	184
No. I have never contacted CISM.	82.38%	860
Total		1,044

Q8 Was the process of contacting CISM “user-friendly” and easy to use? If not, please explain how we can improve.

Answered: 181 Skipped: 873



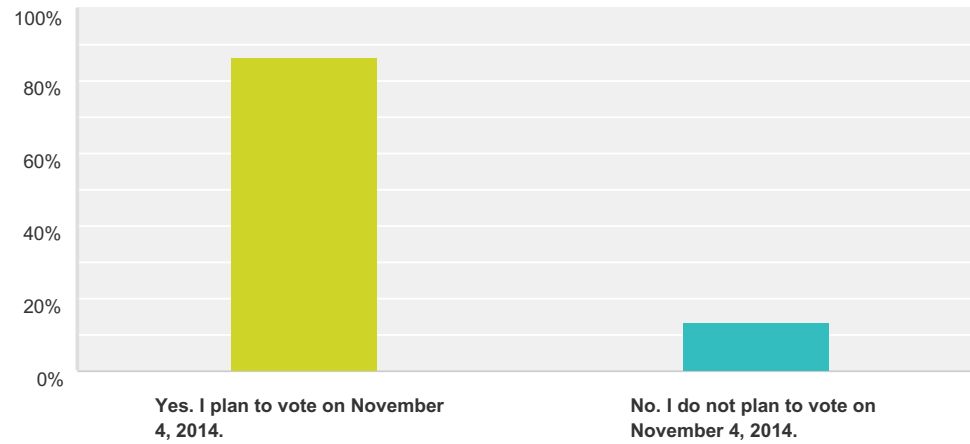
Answer Choices	Responses
Yes. The system in place to contact CISM was “user-friendly” and easy to use.	92.27% 167
No. I have contacted CISM and the system was not easy to use. Here are my suggestions for making the system to contact CISM more “user-friendly” and easy to use:	7.73% 14
Total	181

Q9 How do you think the CISM Team can better serve you?

Answered: 346 Skipped: 708

Q10 Are you planning to vote in the United States Midterm Elections, held on Tuesday, November 4, 2014?

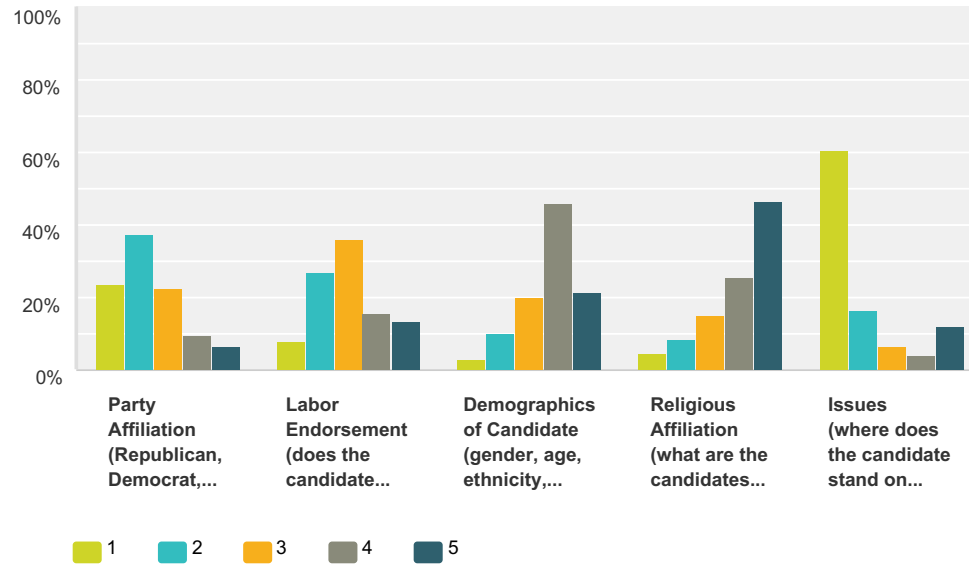
Answered: 975 Skipped: 79



Answer Choices	Responses	
Yes. I plan to vote on November 4, 2014.	86.46%	843
No. I do not plan to vote on November 4, 2014.	13.54%	132
Total		975

Q11 When considering a candidate for public office, what matters most in your decision (you may mark more than one and rank highest to lowest)?

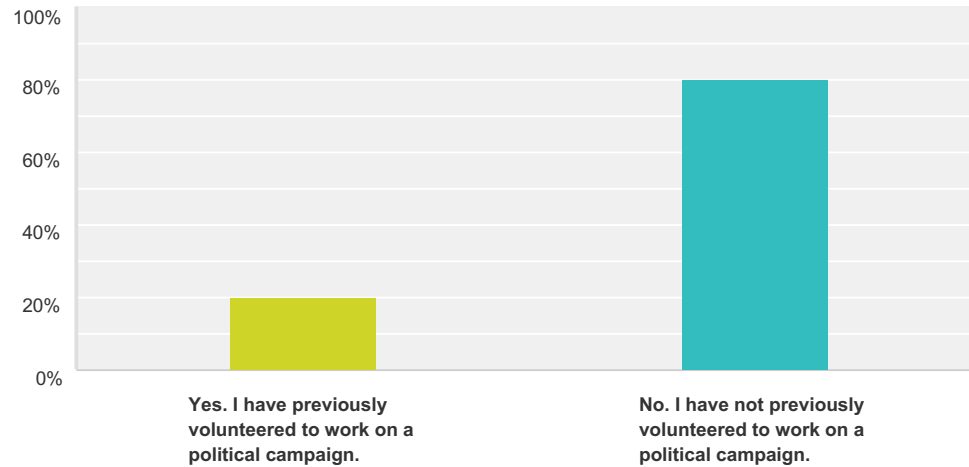
Answered: 890 Skipped: 164



	1	2	3	4	5	Total	Score
Party Affiliation (Republican, Democrat, independent, etc...)	23.71% 211	37.64% 335	22.58% 201	9.33% 83	6.74% 60	890	3.62
Labor Endorsement (does the candidate have the backing of the AFL-CIO)	8.20% 73	27.19% 242	35.84% 319	15.39% 137	13.37% 119	890	3.01
Demographics of Candidate (gender, age, ethnicity, etc...)	2.81% 25	10.01% 89	19.91% 177	45.78% 407	21.48% 191	889	2.27
Religious Affiliation (what are the candidates religious views)	4.61% 41	8.65% 77	15.06% 134	25.39% 226	46.29% 412	890	2.00
Issues (where does the candidate stand on important issues)	60.67% 540	16.52% 147	6.63% 59	4.16% 37	12.02% 107	890	4.10

Q12 Have you previously volunteered to work on a political campaign (including precinct walks or phone banking for a candidate)?

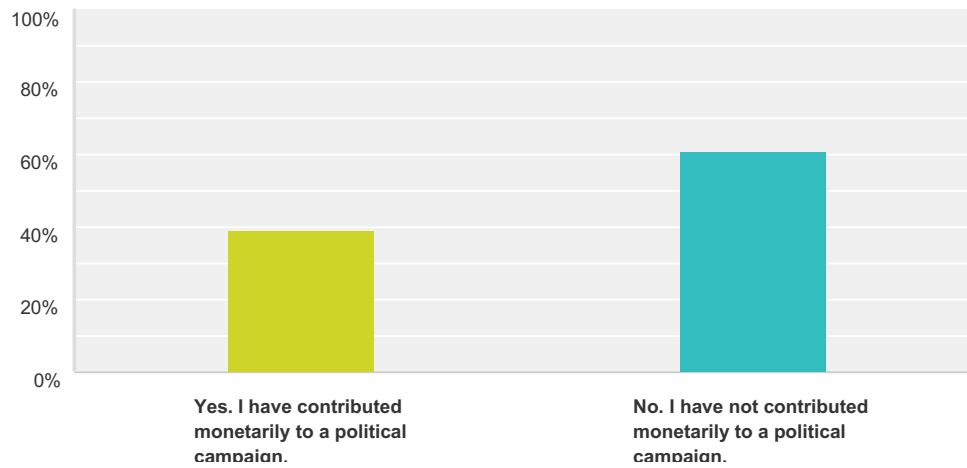
Answered: 962 Skipped: 92



Answer Choices	Responses	
Yes. I have previously volunteered to work on a political campaign.	19.75%	190
No. I have not previously volunteered to work on a political campaign.	80.25%	772
Total		962

Q13 Have you previously contributed monetarily to a political campaign?

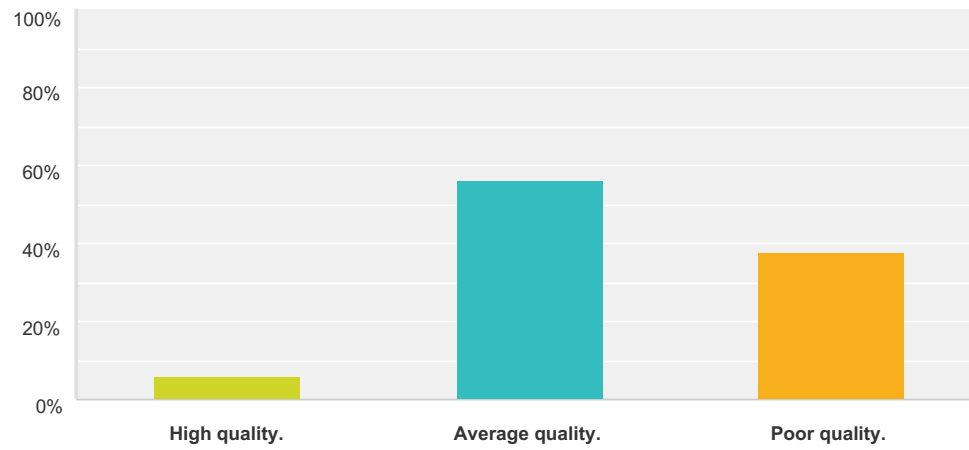
Answered: 961 Skipped: 93



Answer Choices	Responses	
Yes. I have contributed monetarily to a political campaign.	38.92%	374
No. I have not contributed monetarily to a political campaign.	61.08%	587
Total		961

Q14 Please rate the quality (durability) of the current Lands End uniform pieces:

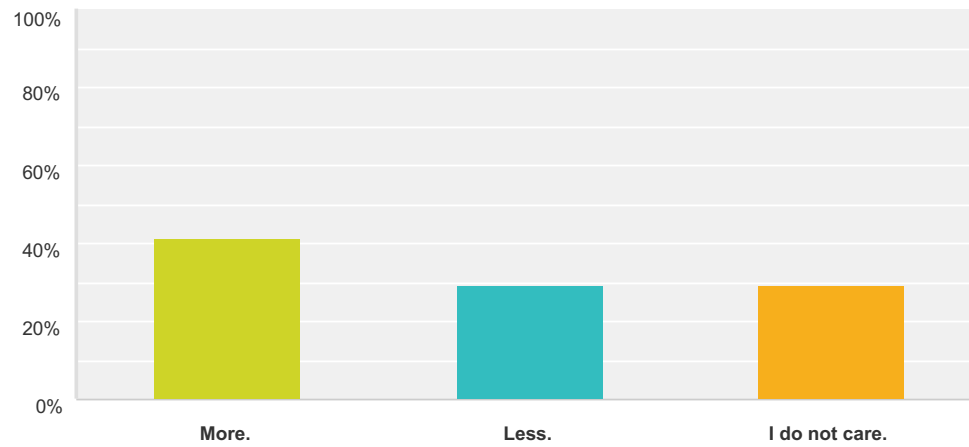
Answered: 945 Skipped: 109



Answer Choices	Responses	
High quality.	5.82%	55
Average quality.	56.30%	532
Poor quality.	37.88%	358
Total		945

Q15 Do you think SWA should offer more or less uniform piece options?

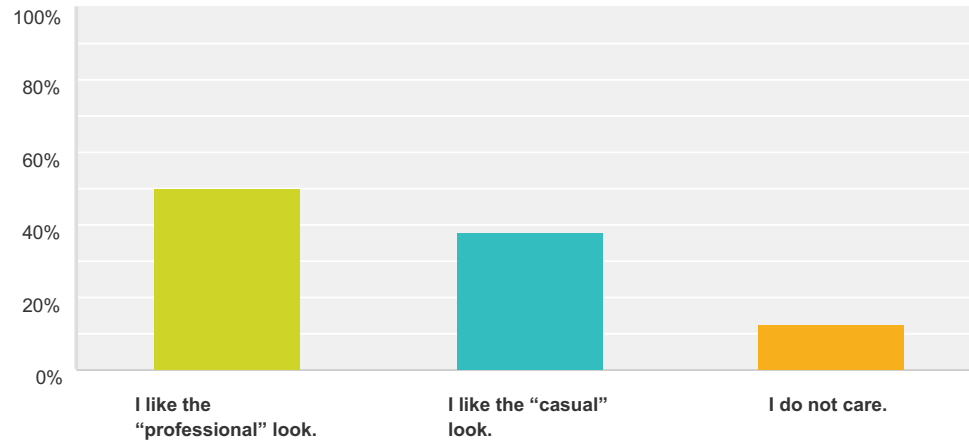
Answered: 995 Skipped: 59



Answer Choices	Responses	
More.	41.31%	411
Less.	29.35%	292
I do not care.	29.35%	292
Total		995

Q16 Do you think our workgroup should have a more professional uniform look (slacks/blazers/dresses) or do you like the casual pieces of our uniform (shorts, polos, tennis shoes)?

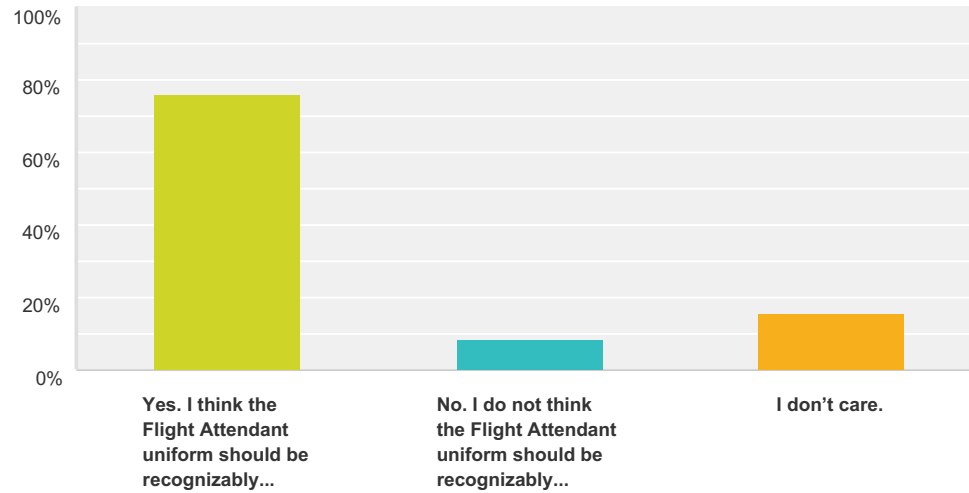
Answered: 1,016 Skipped: 38



Answer Choices	Responses	
I like the "professional" look.	49.80%	506
I like the "casual" look.	37.89%	385
I do not care.	12.30%	125
Total		1,016

Q17 Do you think the Flight Attendant uniform should be recognizably different from other Customer contact Employee workgroups?

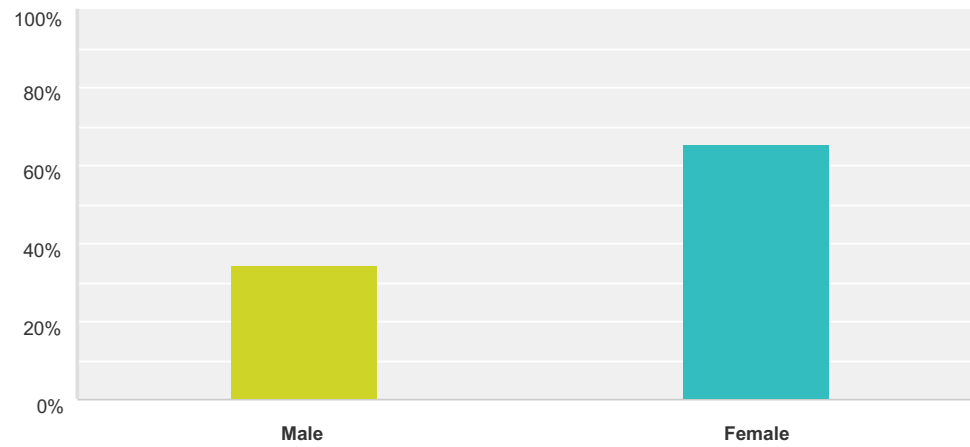
Answered: 1,022 Skipped: 32



Answer Choices	Responses	
Yes. I think the Flight Attendant uniform should be recognizably different from other Customer contact Employee workgroups.	76.13%	778
No. I do not think the Flight Attendant uniform should be recognizably different from other Customer contact Employee workgroups.	8.61%	88
I don't care.	15.26%	156
Total		1,022

Q18 Are you male or female?

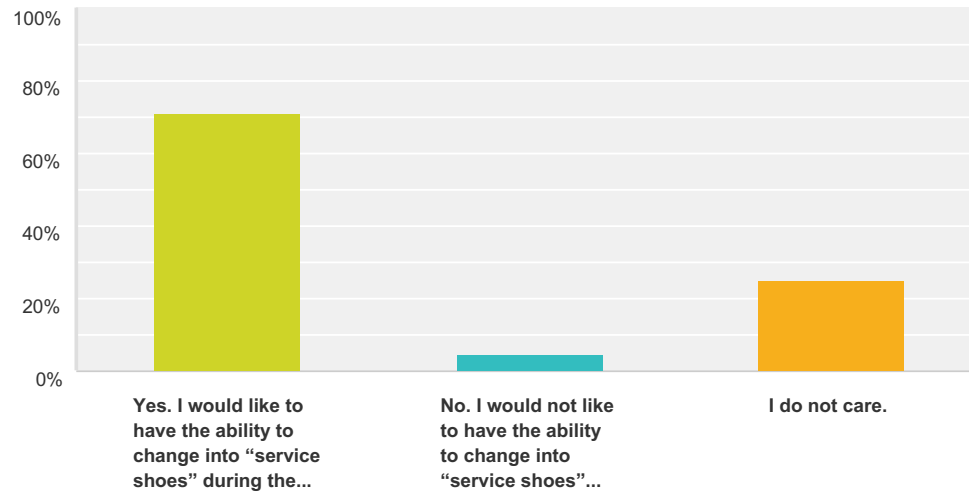
Answered: 1,017 Skipped: 37



Answer Choices	Responses	
Male	34.51%	351
Female	65.49%	666
Total		1,017

Q19 Would you like to have the ability to change into “service shoes” during the flight?

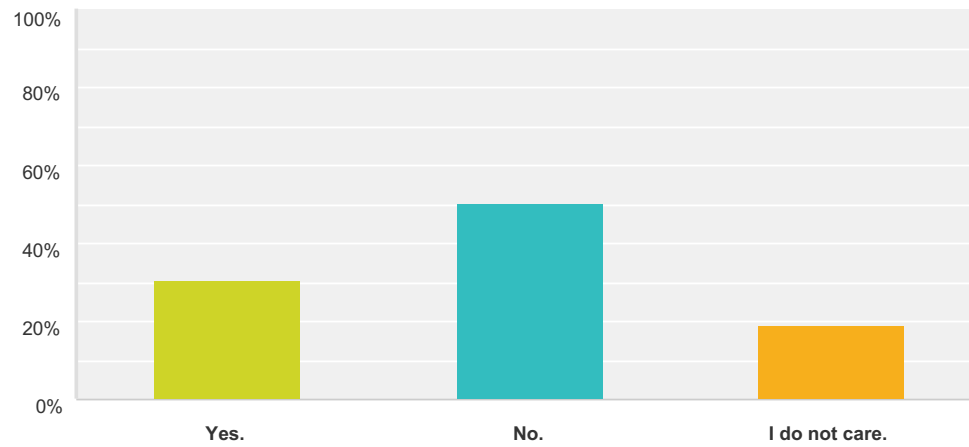
Answered: 654 Skipped: 400



Answer Choices	Responses	
Yes. I would like to have the ability to change into “service shoes” during the flight.	70.95%	464
No. I would not like to have the ability to change into “service shoes” during the flight.	4.28%	28
I do not care.	24.77%	162
Total		654

Q20 Would you like the option to wear an untucked shirt?

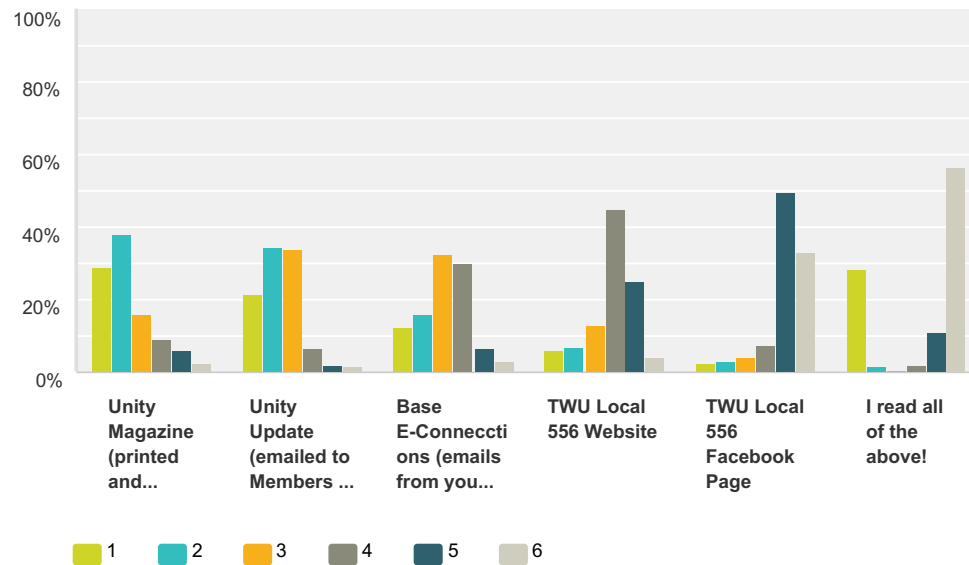
Answered: 356 Skipped: 698



Answer Choices	Responses
Yes.	30.62% 109
No.	50.28% 179
I do not care.	19.10% 68
Total	356

Q21 Rank these in the order that you prefer to receive your “Union News?”

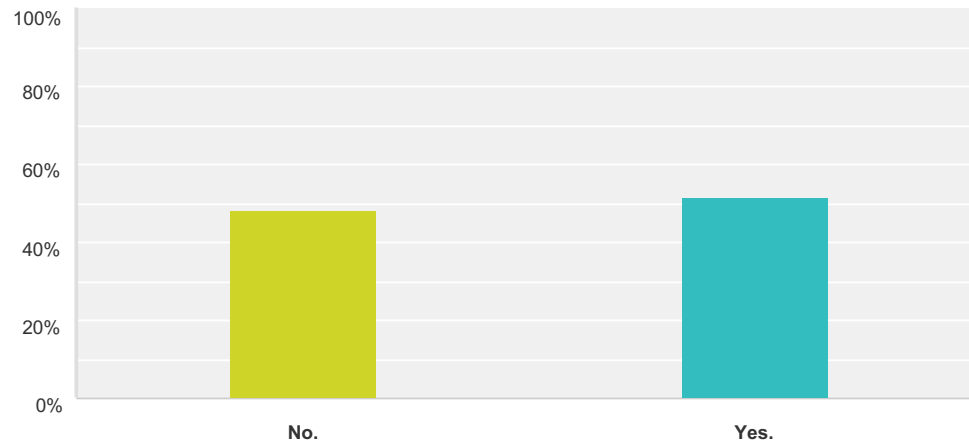
Answered: 955 Skipped: 99



	1	2	3	4	5	6	Total	Score
Unity Magazine (printed and published quarterly)	28.90% 276	38.01% 363	15.92% 152	8.80% 84	6.07% 58	2.30% 22	955	4.68
Unity Update (emailed to Members on the 5th and 20th of each month—PAYDAY!)	21.68% 207	34.35% 328	34.14% 326	6.60% 63	1.88% 18	1.36% 13	955	4.63
Base E-Connections (emails from your Domicile Executive Board Member)	12.46% 119	15.92% 152	32.36% 309	30.16% 288	6.28% 60	2.83% 27	955	3.90
TWU Local 556 Website	5.86% 56	6.91% 66	12.98% 124	44.92% 429	25.24% 241	4.08% 39	955	3.11
TWU Local 556 Facebook Page	2.62% 25	3.14% 30	3.87% 37	7.75% 74	49.53% 473	33.09% 316	955	2.02
I read all of the above!	28.48% 272	1.68% 16	0.73% 7	1.78% 17	10.99% 105	56.34% 538	955	2.66

Q22 Would you like to receive important Union News via a text message to your mobile device?

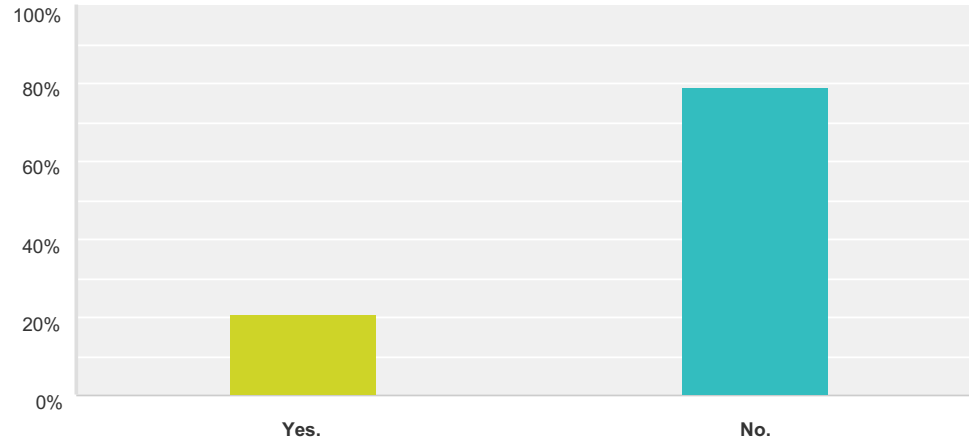
Answered: 992 Skipped: 62



Answer Choices	Responses	
No.	48.29%	479
Yes.	51.71%	513
Total		992

Q23 Have you attended a TWU Local 556 Membership Meeting in the last twelve months?

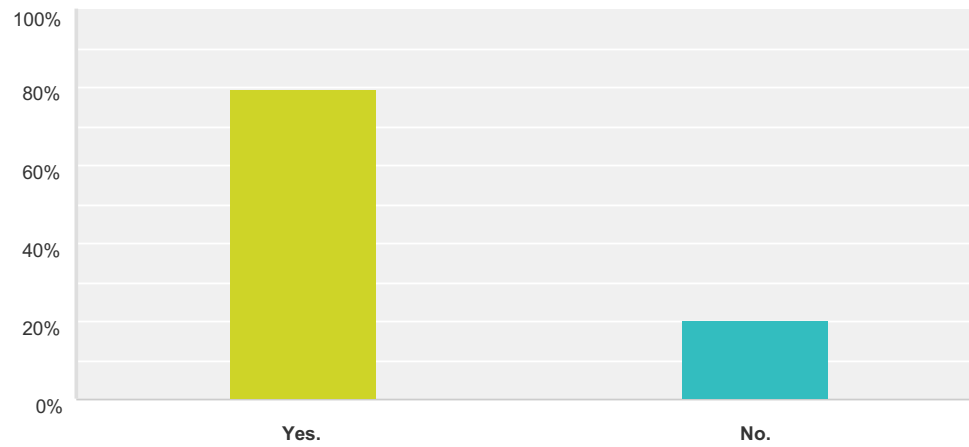
Answered: 1,000 Skipped: 54



Answer Choices	Responses	
Yes.	20.70%	207
No.	79.30%	793
Total		1,000

Q24 Do you know any of your Domicile's Shop Stewards?

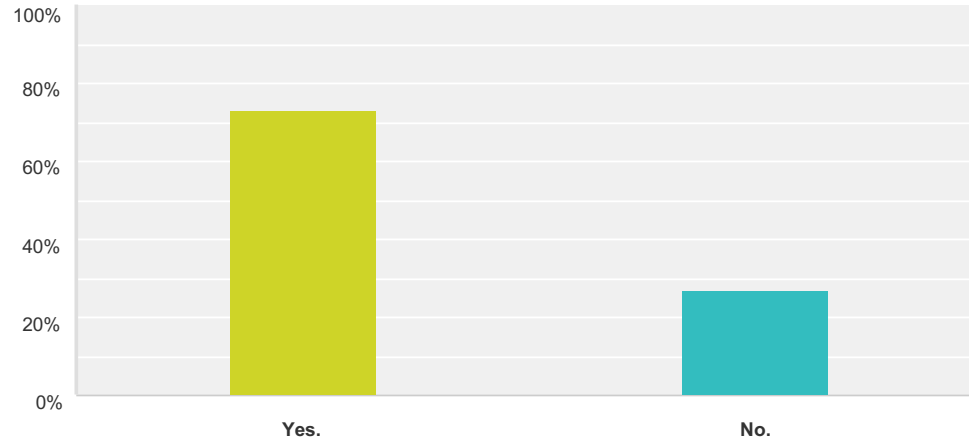
Answered: 1,002 Skipped: 52



Answer Choices	Responses	
Yes.	79.34%	795
No.	20.66%	207
Total		1,002

Q25 Do you know what services that your Domicile Shop Stewards provide to Members?

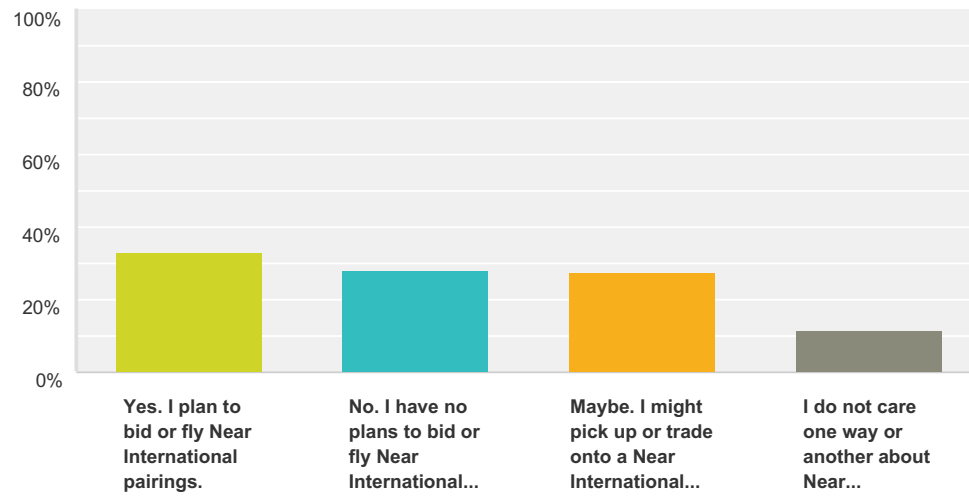
Answered: 998 Skipped: 56



Answer Choices	Responses	
Yes.	72.95%	728
No.	27.05%	270
Total		998

Q26 Do you plan to fly Near International pairings?

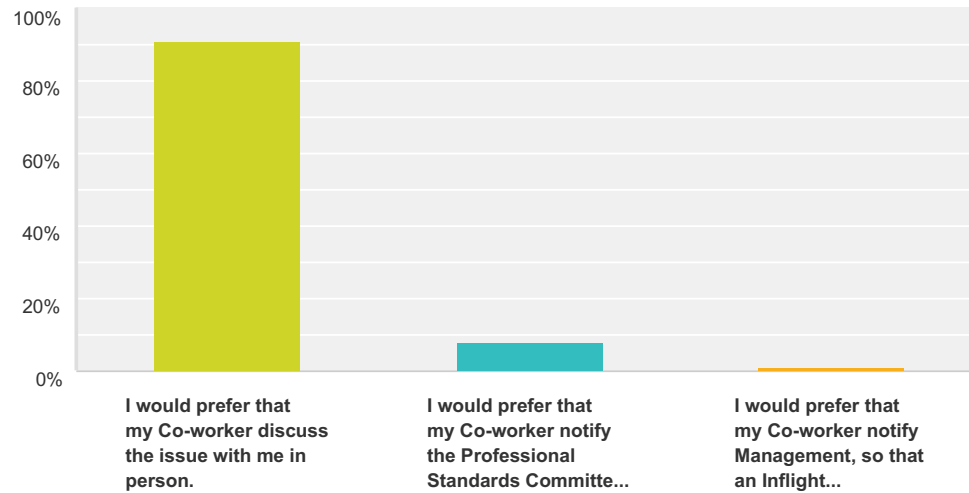
Answered: 1,007 Skipped: 47



Answer Choices	Responses	
Yes. I plan to bid or fly Near International pairings.	32.77%	330
No. I have no plans to bid or fly Near International pairings.	28.00%	282
Maybe. I might pick up or trade onto a Near International pairing.	27.51%	277
I do not care one way or another about Near International pairings.	11.72%	118
Total		1,007

Q27 Complete this sentence: If a Co-worker believed that I had violated a Southwest Airlines policy or procedure,

Answered: 1,003 Skipped: 51



Answer Choices	Responses
I would prefer that my Co-worker discuss the issue with me in person.	91.23% 915
I would prefer that my Co-worker notify the Professional Standards Committee, so that a fellow Flight Attendant and member of the Committee may discuss the issue with me.	7.78% 78
I would prefer that my Co-worker notify Management, so that an Inflight Supervisor may discuss the issue with me.	1.00% 10
Total	1,003