



Membership Survey Results


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Membership Survey 2013

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INCLUDES: 2,644 of 2,644 respondents

Click "yes" below if you are a CURRENT AirTran F/A.

Answered: 78

Skipped: 2,566

Answer Choices

Yes 100%

78

Total 78

Q2

Have you attended a Union Membership Meeting in the last three years?

Answered: 2,609

Skipped: 35

Yes - in my base Yes - in another base No

Answer Choices

Responses

Yes - in my base 21.50%

561

Yes - in another base 2.57%

67

No 75.93%

1,981

Total 2,609

If no, why not? (1,519) Expand

Q3

The Union has my best interests at heart.

Answered: 2,612

Skipped: 32

I strongly agree I somewhat agree I neither agree nor disagree I disagree

Answer Choices

Responses

I strongly agree 13.94%

364

I somewhat agree 44.49%

1,162

I neither agree nor disagree 22.70%

593

I disagree 18.87%

493

Total 2,612

Q4

When calling the Union Office, the Union representatives I speak to are:

Answered: 2,613

Skipped: 31

Welcome, *Erich Schwenk*

[Log out](#)



TWU Local 556

Liked

THE CONTRACT

DUES PAYMENTS

EDIT MY PROFILE

SUBMIT YOUR PHOTOS

UNION PINS



Safety Incident / Event
Information Reporting

UNITY MAGAZINE
UNITY UPDATE

TWU-TV

SUPPLEMENTAL INSURANCE
INFORMATION

Administrator

Very HelpfulSomewhatHelpfulNot Helpfull never callthe UnionOffice

Answer Choices	Responses
Very Helpful	33.98% 888
Somewhat Helpful	43.28% 1,131
Not Helpful	7.85% 205
I never call the Union Office	14.89% 389
Total	2,613

Q5

Where do you (or would you) prefer to receive Union information? (select all that apply)

Answered: 2,598
Skipped: 46

0%20%40%60%80%100%UnityMagazineTWU556.org(UnionWebsite)QuarterlyMembership[Union]...From theUnion Officedirectly (...UnionFacebook PageUnion TwitterfeedsBaseE-Connection(emails)TWU556ConnectApplicatio...Fellow FlightAttendantswho keep...Online FlightAttendantdiscussion...Glass Case &Union Rack inthe F/A...System-widepre-Recordedautomated...

Answer Choices	Responses
Unity Magazine	72.40% 1,881
TWU556.org (Union Website)	54.46% 1,415
Quarterly Membership [Union] Meetings	13.36% 347
From the Union Office directly (by phone)	12.66% 329
Union Facebook Page	16.74% 435
Union Twitter feeds	1.69% 44
Base E-Connection (emails)	55.43% 1,440
TWU556 Connect Application for iPhone/Android	23.33% 606
Fellow Flight Attendants who keep abreast of Union Issues (e.g., Shop Stewards)	27.21% 707
Online Flight Attendant discussion groups (Yahoo or Facebook)	14.01% 364
Glass Case & Union Rack in the F/A Lounges	8.01% 208
System-wide pre-Recorded automated phone calls from the Union Office	17.01% 442

Total Respondents: 2,598
Other (please specify) (143) Expand
Q6

How would you prefer to receive a copy of Unity Update (our monthly 2-4 page publication which supplements Unity Magazine)? (Select all that apply)

Answered: 2,617
Skipped: 27

0%20%40%60%80%100%In yourlounge folder(current)Pick up fromthe RedRacks/tabl...Send a copyto mypersonal...I usuallydon't getaround to...

Answer Choices	Responses
In your lounge folder (current)	61.64% 1,613
Pick up from the Red Racks/tables in the F/A Lounge	11.73% 307
Send a copy to my personal email	44.94% 1,176
I usually don't get around to reading the (smaller) Unity Update publications	2.14% 56

Total Respondents: 2,617

Add User
Edit Base Pages
Export Text Lists
Mail Chimp
Mail Chimp Status
Manage User Profiles
Negotiators' Discuss Q & A
Time Sheets
Upload New User Data
User Permissions
Volunteers

Q7

The articles in Unity Magazine and Unity Update publications: (select agree or disagree)

Answered: 2,593

Skipped: 51

0%20%40%60%80%100%Contain information useful...Are interesting to readContain an ample amount of...Are well-writtenStrongly AgreeAgreeNeutralDisagree

	Strongly Agree	Agree	Neutral	Disagree	Total
Contain information useful for/pertaining to my job	27.02% 698	55.25% 1,427	15.49% 400	2.25% 58	2,583
Are interesting to read	19.23% 494	51.69% 1,328	25.81% 663	3.27% 84	2,569
Contain an ample amount of photographs	16.42% 417	39.49% 1,003	41.85% 1,063	2.24% 57	2,540
Are well-written	17.44% 444	49.96% 1,272	28.08% 715	4.52% 115	2,546

Do you have any other comments about Unity or Unity Update? (290) Expand

Q8

I like to read/I'd like to see more Unity articles about: (select all that apply)

Answered: 2,483

Skipped: 161

0%20%40%60%80%100%Base/Domicile infoHealthSafetyGrievanceSettlementsContractEducation/TipsContractNegotiationsUpdatesUniformsAirlineAngels/TWUCommunity...Aviation NewsLaborMovementinformatio...News from otherSouthwest...The latest plays of Inflight...

Answer Choices	Responses
Base/Domicile info	56.75% 1,409
Health	20.02% 497
Safety	31.13% 773
Grievance Settlements	63.79% 1,584
Contract Education/Tips	73.42% 1,823
Contract Negotiations Updates	82.04% 2,037
Uniforms	42.69% 1,060
Airline Angels/ TWU Community Involvement	7.81% 194
Aviation News	22.84% 567
Labor Movement information and updates	18.24% 453
News from other Southwest Airlines Unions	34.47% 856
The latest plays of Inflight Management	56.46% 1,402

Total Respondents: 2,483

Other (please specify) (160) Expand

Q9

Do you know who your Domicile Executive Board Member (DEBM) is?

Answered: 2,610

Skipped: 34

0%20%40%60%80%100%YesNo

Answer Choices	Responses
Yes	82.03% 2,141
No	17.97% 469

Answer ChoicesResponses

Total 2,610

Q10

Do you know how to contact your Domicile Executive Board Member (DEBM)?

Answered: 2,608

Skipped: 36

0%20%40%60%80%100%YesNo

Answer ChoicesResponses

Yes 71.55%

1,866

No 28.45%

742

Total 2,608

Q11

Other than the Lead Negotiator (TWU Local 556 President Stacy Martin), do you know of/about at least one other member of your Contract Negotiating Team?

Answered: 2,611

Skipped: 33

0%20%40%60%80%100%YesNo

Answer ChoicesResponses

Yes 67.22%

1,755

No 32.78%

856

Total 2,611

Q12

Do you know at least one Shop Steward in your Base?

Answered: 2,608

Skipped: 36

0%20%40%60%80%100%YesNo

Answer ChoicesResponses

Yes 78.99%

2,060

No 21.01%

548

Total 2,608

Q13

Do you know what the Professional Standards Committee is?

Answered: 2,616

Skipped: 28

0%20%40%60%80%100%YesNo

Answer ChoicesResponses

Yes 91.32%

2,389

No 8.68%

227

Total 2,616

Q14

Are you familiar with the Critical Incident Stress Management (CISM) Team?

Answered: 2,616

Skipped: 28

0%20%40%60%80%100%YesNo

Answer Choices	Responses
Yes	97.90% 2,561
No	2.10% 55
Total	2,616

Q15

Are you a Veteran?

Answered: 2,602
Skipped: 42

0%20%40%60%80%100%YesNo

Answer Choices	Responses
Yes	4.61% 120
No	95.39% 2,482
Total	2,602

Q16

If you actively drilling in the National Guard or United States Reserves, have you signed up for the Military Appreciation Program on SWALife?

Answered: 1,256
Skipped: 1,388

0%20%40%60%80%100%YesNo

Answer Choices	Responses
Yes	0.56% 7
No	99.44% 1,249
Total	1,256

Q17

To which extent has this year’s increase in health care premiums/co-pays/deductibles affected your personal finances?

Answered: 2,526
Skipped: 118

0%20%40%60%80%100%	It has causedSIGNIFICANTstrain on ...It has causedSOME strainon my...I don't knowor have notnoticed an...	
Answer Choices	Responses	
It has caused SIGNIFICANT strain on my financial situation	16.55% 418	
It has caused SOME strain on my financial situation	51.35% 1,297	
I don't know or have not noticed any effect on my personal finances.	32.11% 811	
Total	2,526	

Do you have any questions or comments about this year's increase in health care premiums/co-pays/deductibles? (293) [Expand](#)

Q18

What do you feel are health and safety concerns in our workplace that you would like addressed with the Company?

Answered: 1,261
Skipped: 1,383

Use text analysis to search and categorize responses; see frequently-used words and phrases.

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?

Search responses

Categorize as... Filter by Category

SHOWING 1,261 RESPONSES

The 800 series aircraft are not designed for a tray service.

3/23/2013 3:17 PM View respondent's answers

hot/broken planes make for a stressful day

3/23/2013 2:09 PM View respondent's answers

Service during turbulence

3/23/2013 1:46 PM View respondent's answers

seat belts on 300's take too long to get into. they should all be converted to the 700 style. And the 700 style should never be buckled unless you're in it. Creates a safety issue when in unexpected turbulent condition. Takes too long to get into the seat belt.

3/23/2013 1:00 PM View respondent's answers

hot airplanes

3/23/2013 11:01 AM View respondent's answers

Too many employees not working, yet the employees and any dependents eat up our trust funded health insurance. I want yearly minimums to qualify for health insurance at swa.

3/23/2013 7:50 AM View respondent's answers

Allowing too many service animals and pets on a given flight.

3/23/2013 2:39 AM View respondent's answers

Fatigue, hearing loss

3/23/2013 2:31 AM View respondent's answers

na

3/23/2013 2:30 AM View respondent's answers

Knives on the aircraft. Turbulence at and below 10,000 feet

3/23/2013 2:14 AM View respondent's answers

air quality on all a/c and lack of descent air conditioning during summer at gates and turning off vents

3/23/2013 1:35 AM View respondent's answers

HOT PLANES UNCOMFORTABLE CONTDITIONS TO PAX AND f/a

3/23/2013 1:33 AM View respondent's answers

Pre-boarders bags should be checked as a policy to keep our QJIs low

3/23/2013 1:29 AM View respondent's answers

The entry doors on the 500

3/23/2013 1:18 AM View respondent's answers

Hearing

3/23/2013 1:09 AM View respondent's answers

Hot planes, Dirty planes, long work days with a lot of legs (a lot of pressurization cycles)

3/23/2013 12:53 AM View respondent's answers

service on short hauls. Dangerous to be up doing service on a short, full flight with limited time, turbulence.

3/23/2013 12:40 AM View respondent's answers

Hot aircraft and less chemical exposure on board with products we use to build and clean our aircraft.

3/23/2013 12:22 AM View respondent's answers

Wearing heels with the dress during service in the air and during turbulence.

3/23/2013 12:22 AM View respondent's answers

when pilots don't warn us or check on us relating to turbulence. Often pilots ask us to secure early but say they will ding us to do official pa at 10,000 feet. Very confusing and dangerous to my safety. If I need to be seated early I should be completely securing the cabin early. Not sure why the pilots do this early clean up crap, but it is very confusing and can cause turbulence related injuries. I also am sick of opening and closing kits, it is ridiculous and can be dangerous during

turbulence, also we are usually on more than one aircraft so it is ridiculous. Wish provo would just count and just let us swipe.

3/23/2013 12:09 AM View respondent's answers
Heat on the plane during the summer!

3/22/2013 11:37 PM View respondent's answers
Airplanes need to be cleaned better. Galley and lavs. Dry mops do not clean

3/22/2013 11:31 PM View respondent's answers
Aircraft maintenance, specifically the cabin appearance and galley latches/doors need more vigorous attention to repairs.

3/22/2013 11:13 PM View respondent's answers
Hot planes and air quality

3/22/2013 11:11 PM View respondent's answers
the galley in the 800 is not user friendly for tray service...i predict many ojis because of it.

3/22/2013 11:10 PM View respondent's answers
temperatures on the aircraft, way too hot during summer months

3/22/2013 11:02 PM View respondent's answers
cabin air quality, Also, mold in our vents on the 300. I often get allergy attacks on the 300. I have a severe allergy to mold and can many times see the black mold growing in vents on the plane.

3/22/2013 10:57 PM View respondent's answers
Our OJI protocol and system of use is seriously in need of an over haul.

3/22/2013 10:07 PM View respondent's answers
the plane is way too hot in the summer time. its is unbearable for pax and us. also bags are way too heavy for us to be lifting and injuring ourselves because people dont want to check them. Im not ruining my body and livelihood for somebodys bag

3/22/2013 9:59 PM View respondent's answers
we should be made aware when there is a security breach involving our aircrafts/crews and the details of these situations.

3/22/2013 9:54 PM View respondent's answers
Knives on the planes are bad! The lavs on some older a/c must be considered a health hazard - when I smell like the lav after hours being off the plane.

3/22/2013 9:38 PM View respondent's answers
The often smell of jet fuel on the A/C.

3/22/2013 8:50 PM View respondent's answers
I feel that the company doesn't care in any way about the health and safety of our flight attendants

3/22/2013 8:47 PM View respondent's answers
Full service on short bumpy flights

3/22/2013 8:45 PM View respondent's answers
Air quality. Sanitized galleys and lavatories.

3/22/2013 8:37 PM View respondent's answers
Knives on planes!

3/22/2013 7:46 PM View respondent's answers
Conditions on the planes while at the gates. More often than not it is very uncomfortable in C boarding position. There is little to no air circulation, even when it isn't sweltering hot, which it too often is!

3/22/2013 7:43 PM View respondent's answers
Lack of working ground power and air on the aircraft at the gate! Remedy for animals transported on aircraft for crewmembers with allergies!

3/22/2013 7:05 PM View respondent's answers
Crappy trips. Hard busy day n not enough breaks in between, etc. Animosity between FA n management. Job insecurity.

3/22/2013 6:38 PM View respondent's answers
N/a

3/22/2013 6:34 PM View respondent's answers
Doing service on short flight! No, I am not lazy. I think it is unsafe to be doing a drink service while the airplane is still climbing and never levels off because the flight is so short. On a p.m. orf-bwi flight, pax's order so much alcohol that we are scrambling to get everything out. Yes, we are told

not to stress about it but its hard not to. When you take 47 people's drink order, now 47 people expect that drink. I think it would be far better to do an abbreviated service so everyone gets equal treatment. It's not fair for the pax's that do not get a drink. Also, the 800 is EXTREMELY unsafe! The drawers slide out completely and I have seen ice and cans fall on the floor too many times to count. There is not enough room in the galley for everything we need. Fa's in the back have no space and none of the fa's have anywhere to put their personal belongings. We need fa storage! Who from inflight did the company consult with while configuring the galleys?

3/22/2013 6:30 PM View respondent's answers
Knives on ac

3/22/2013 5:37 PM View respondent's answers
Knives and knitting needles as weapons, gaspers working to cool the a/c again, air quality

3/22/2013 5:32 PM View respondent's answers
Hot airplanes in the summer time. UNREAL! Pilots need to be reminded AGAIN, that we depend on them for all communications w turbulence issues. In the last few weeks I have experienced very rough air, and NO NO NO communications from up front.

3/22/2013 4:56 PM View respondent's answers
Service on flights with less than 1 hour FLIGHT time... Turbulence injuries!!

3/22/2013 4:35 PM View respondent's answers
Serving a flight that is less than 45 minutes in the air.

3/22/2013 3:41 PM View respondent's answers
Cleanliness. Stay home when ill. Be uplifting and congenial.

3/22/2013 3:39 PM View respondent's answers
Airplanes are too hot in summer. F/A are exposed to too many sick pax (vomiting/pax with diarrhea) pax , esp during the flu season. We clean it up, (which is the right thing to do) — we are constantly exposed. However, we need more help monitoring sick pax, more help cleaning puke, and less discipline for sick calls.

3/22/2013 2:44 PM View respondent's answers
Better communacation with pilots.

3/22/2013 2:34 PM View respondent's answers
Briefing from all pilots

3/22/2013 2:33 PM View respondent's answers
Q19

How do you feel about the decision to utilize trays for Inflight Service on the -800?

Answered: 2,504
Skipped: 140

0%20%40%60%80%100%I am 100%satisfiedwith the...I am happythat we'reutilizing...I want to goback using 4half cartsI want toexplore using2 full carts

Answer Choices	Responses
I am 100% satisfied with the decision to go to "all tray" service on the -800	28.08% 703
I am happy that we're utilizing trays on the -800, but there still needs to be some improvement/modification	31.31% 784
I want to go back using 4 half carts	1.84% 46
I want to explore using 2 full carts	38.78% 971
Total	2,504
Other (please specify) (589) Expand	
Q20	

Out of the choices below, which is the most appropriate location for an appearance check?

Answered: 2,590
Skipped: 54

0%20%40%60%80%100%In an isolatedjetway/...In an emptyaircraft (nothru...In the loungeIn aSupervisor'soffice

Answer Choices	Responses
In an isolated jetway/ boarding area not visible by Customers	38.96% 1,009

Answer Choices	Responses
In an empty aircraft (no thru passengers)	13.28%
	344
In the lounge	39.11%
	1,013
In a Supervisor's office	8.65%
	224
Total	2,590

Q21

Do you like the many uniform options/looks that the current uniform provides?

Answered: 2,600

Skipped: 44

0%20%40%60%80%100%Yes, I like having many optionsNo, there should be fewer optionsI don't have a preference

Answer Choices	Responses
Yes, I like having many options	56.19%
	1,461
No, there should be fewer options	26.92%
	700
I don't have a preference	16.88%
	439
Total	2,600

Q22

Do you think that the uniform shorts should continue to be a uniform option for Flight Attendants?

Answered: 2,619

Skipped: 25

0%20%40%60%80%100%YesNoI don't have a preference

Answer Choices	Responses
Yes	45.63%
	1,195
No	38.14%
	999
I don't have a preference	16.23%
	425
Total	2,619

Q23

Should Inflight and Customer Service/Operations have separate uniforms?

Answered: 2,609

Skipped: 35

0%20%40%60%80%100%YesNoI don't have a preference

Answer Choices	Responses
Yes	70.33%
	1,835
No	8.78%
	229
I don't have a preference	20.89%
	545
Total	2,609

Q24

Should the Pilots and Flight Attendants uniforms coordinate with each other (e.g., like jetBlue or Virgin America)?

Answered: 2,615

Skipped: 29

0%20%40%60%80%100%YesNoI don't have a preference

Answer Choices	Responses
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Yes	39.73%
	1,039
No	20.27%
	530
I don't have a preference	40%
	1,046
Total	2,615
Q25	

Are you satisfied with the overall quality of the uniform pieces from Lands' End?

Answered: 2,573
Skipped: 71

0%	20%	40%	60%	80%	100%	Yes	No
Answer Choices							Responses
Yes							46.79%
							1,204
No							53.21%
							1,369
Total							2,573
Q26							

How would you rate your ordering/returning experience with Lands' End?

Answered: 2,540
Skipped: 104

0%20%40%60%80%100%I have nothad anyissues or...I experienceda minor issuewith an or...I experienceda major issuewith an or...

Answer Choices	Responses
I have not had any issues or problems with my order(s)	70.59%
	1,793
I experienced a minor issue with an order or return	23.07%
	586
I experienced a major issue with an order or return	6.34%
	161
Total	2,540
Q27	

On a scale of 1-5 (1 being “not comfortable” and 5 being “very comfortable”) how would you rate your level of comfort in understanding AND locating specific language in your Contract?

Answered: 2,596
Skipped: 48

012345(no label)							
	1	2	3	4	5	Total	Average Rating
(no label)	9.71%	20.30%	40.22%	23.61%	6.16%	2,596	2.96
	252	527	1,044	613	160		

Q28

Did you know that it's possible to download a copy of the Contract to a laptop or even some cell phones?

Answered: 2,609
Skipped: 35

0%20%40%60%80%100%	Yes	No
Answer Choices		
Yes	78.27%	
	2,042	
No	21.73%	
	567	
Total	2,609	
Q29		

Skipped: 229

Responses

Employee Number and Email Address: (543) Expand

11/11