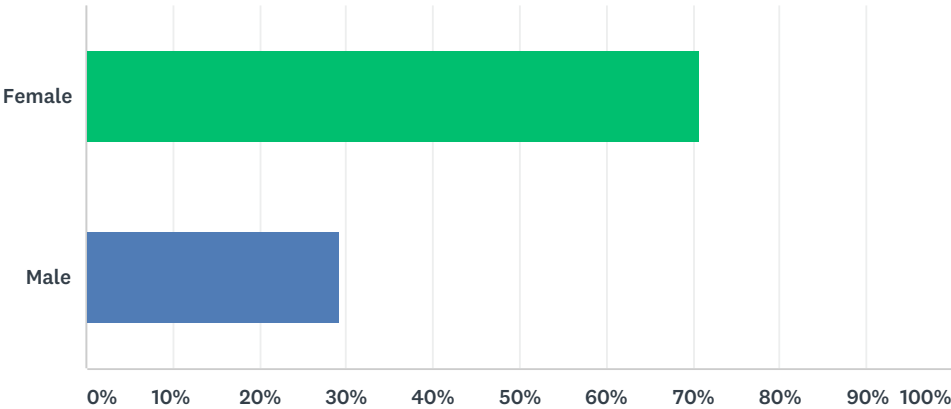




Membership Survey Results

Q1 Are you male or female?

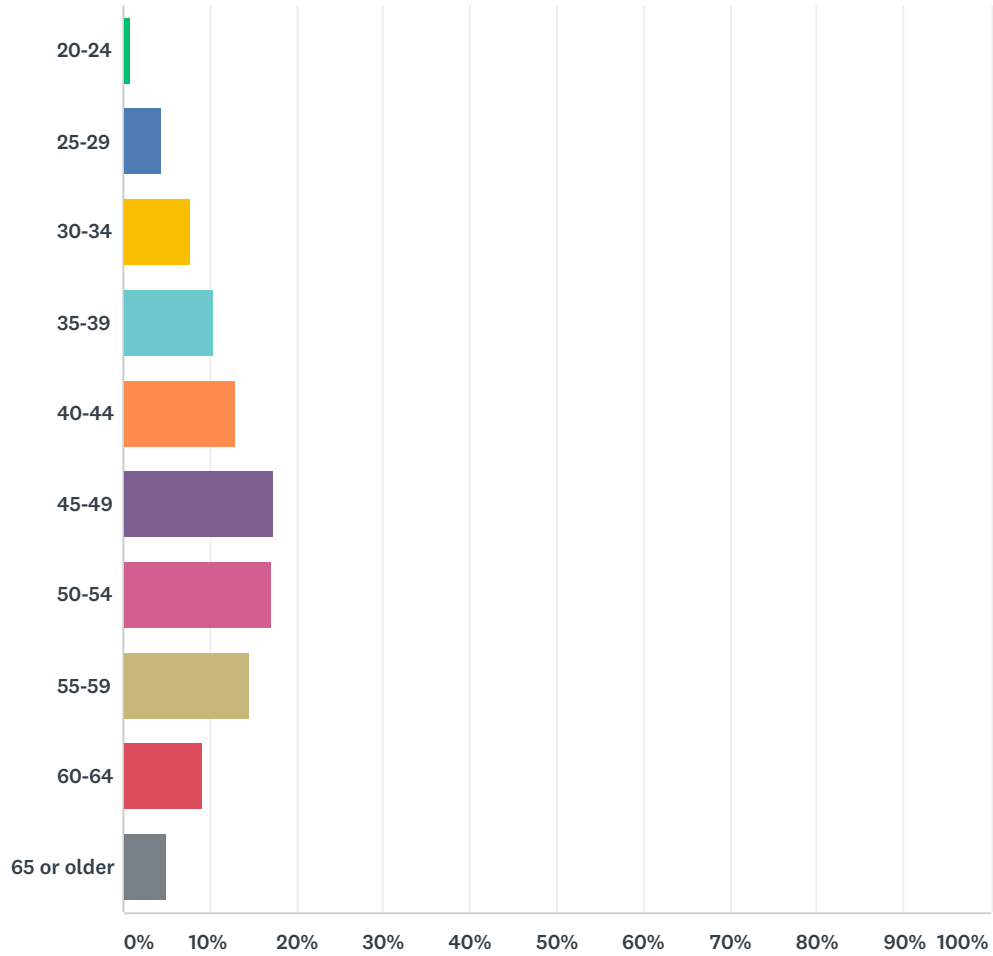
Answered: 3,398 Skipped: 24



ANSWER CHOICES	RESPONSES	
Female	70.81%	2,406
Male	29.19%	992
TOTAL		3,398

Q2 What is your age?

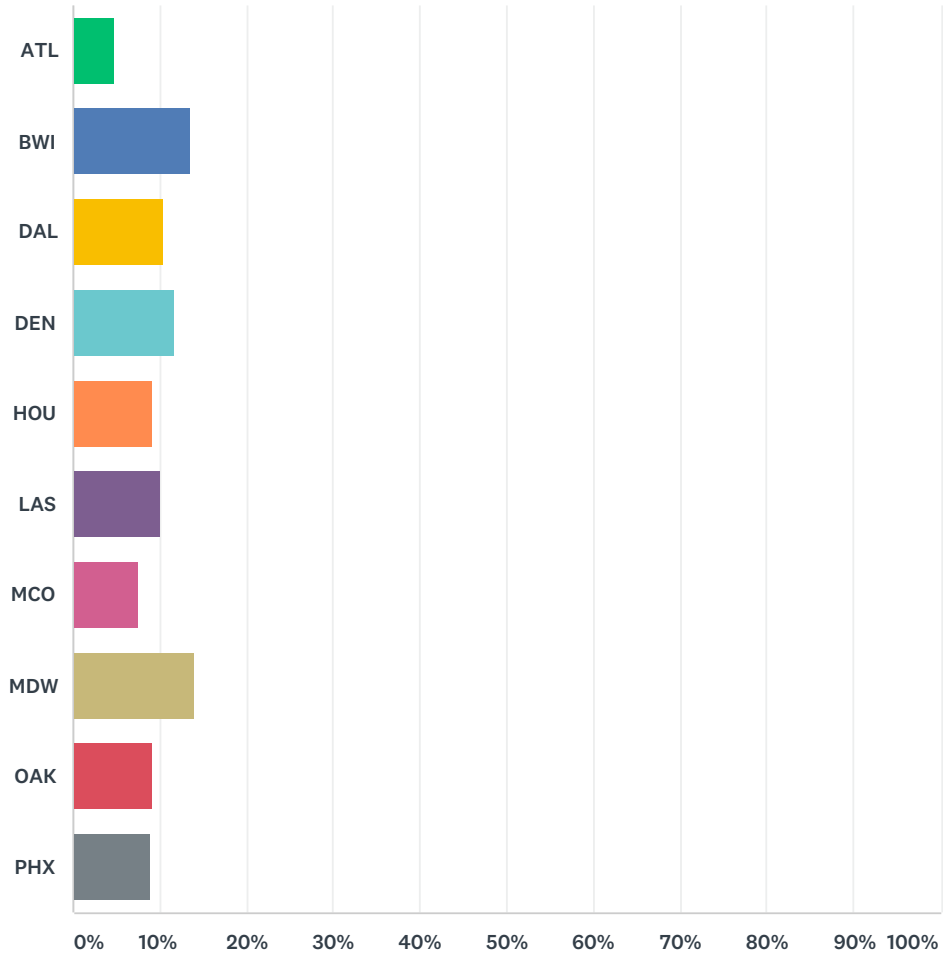
Answered: 3,396 Skipped: 26



ANSWER CHOICES	RESPONSES	
20-24	0.88%	30
25-29	4.45%	151
30-34	7.69%	261
35-39	10.48%	356
40-44	13.04%	443
45-49	17.37%	590
50-54	17.14%	582
55-59	14.61%	496
60-64	9.22%	313
65 or older	5.12%	174
TOTAL		3,396

Q3 In what domicile are you currently based?

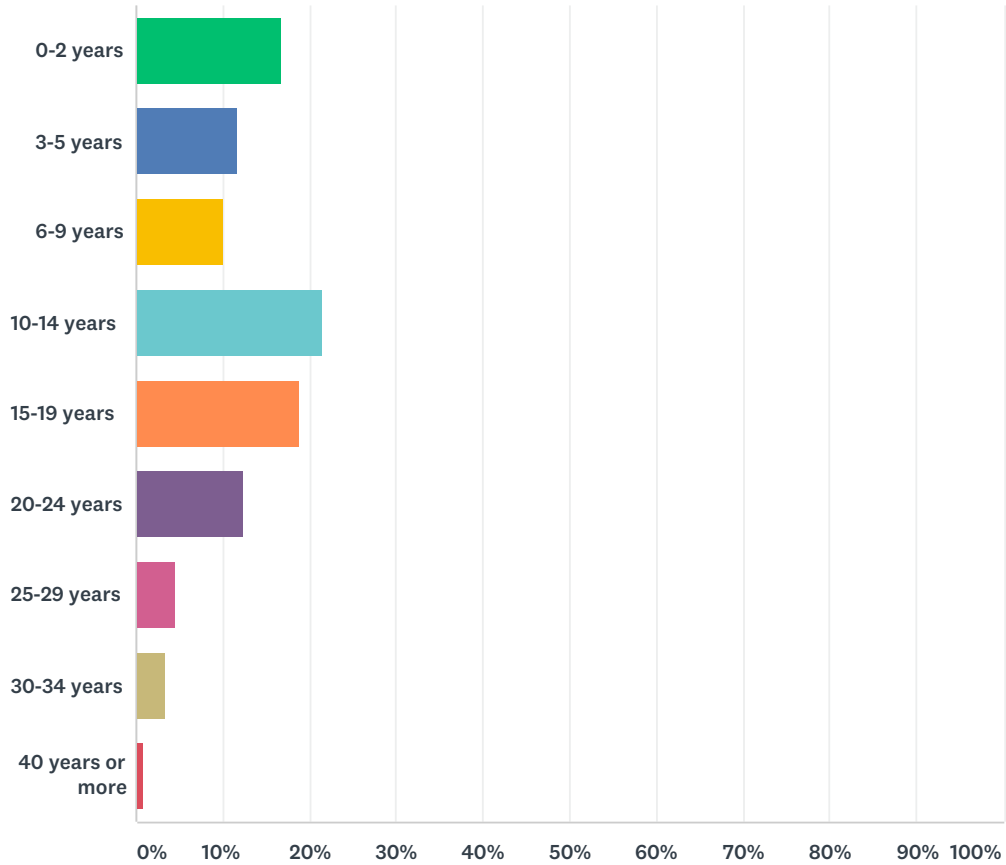
Answered: 3,408 Skipped: 14



ANSWER CHOICES	RESPONSES	
ATL	4.75%	162
BWI	13.64%	465
DAL	10.50%	358
DEN	11.71%	399
HOU	9.27%	316
LAS	10.12%	345
MCO	7.63%	260
MDW	14.11%	481
OAK	9.18%	313
PHX	9.07%	309
TOTAL		3,408

Q4 In what range is your current inflight bidding seniority?

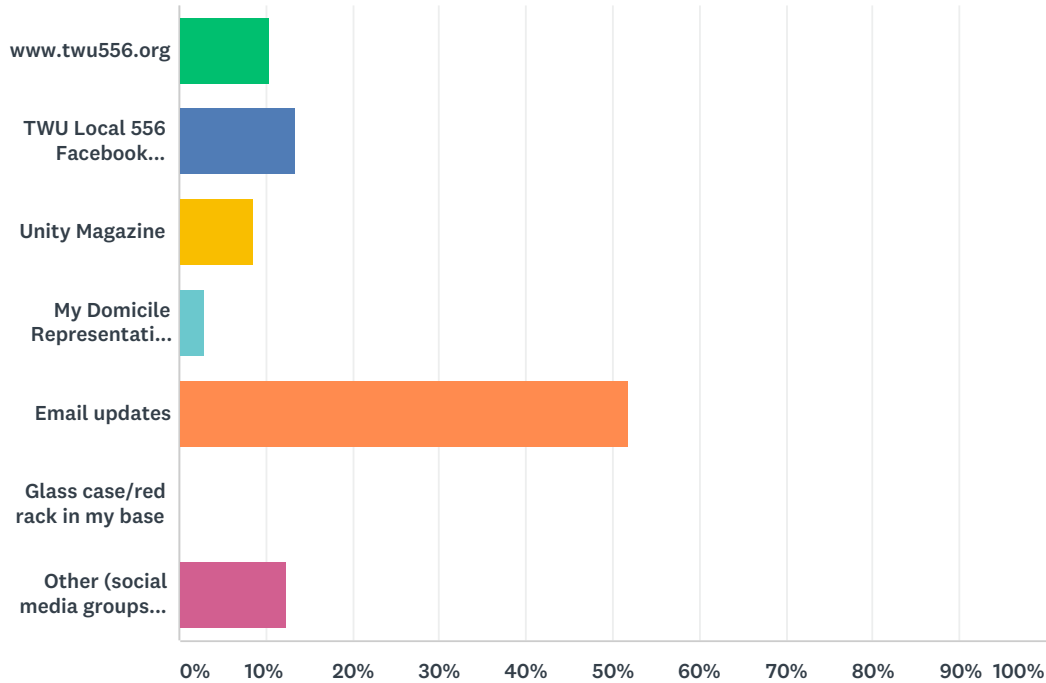
Answered: 3,402 Skipped: 20



ANSWER CHOICES	RESPONSES	
0-2 years	16.64%	566
3-5 years	11.73%	399
6-9 years	10.14%	345
10-14 years	21.46%	730
15-19 years	18.93%	644
20-24 years	12.43%	423
25-29 years	4.61%	157
30-34 years	3.26%	111
40 years or more	0.79%	27
TOTAL		3,402

Q5 I most often get my Union information from:

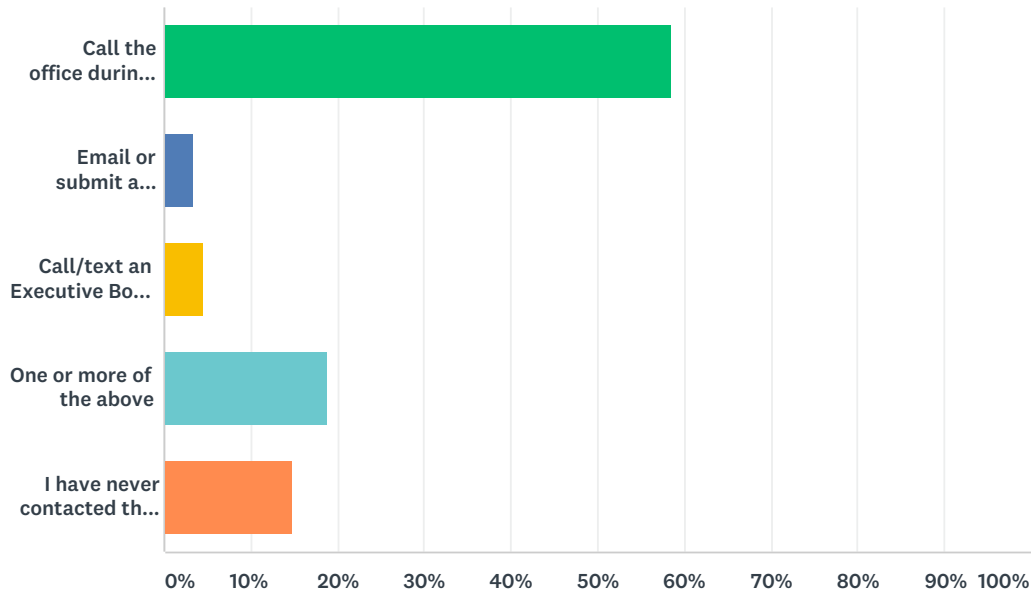
Answered: 3,279 Skipped: 143



ANSWER CHOICES	RESPONSES	
www.twu556.org	10.52%	345
TWU Local 556 Facebook Page/Group	13.48%	442
Unity Magazine	8.51%	279
My Domicile Representative's E-Connection	2.90%	95
Email updates	51.97%	1,704
Glass case/red rack in my base	0.18%	6
Other (social media groups, word of mouth)	12.44%	408
TOTAL		3,279

Q6 When contacting the Union, I usually...

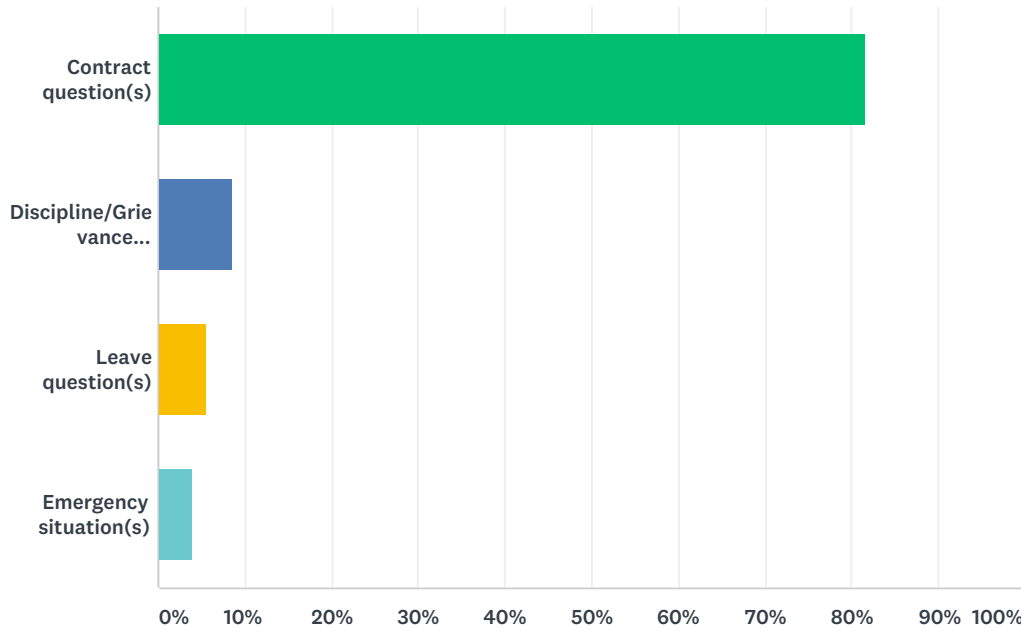
Answered: 3,275 Skipped: 147



ANSWER CHOICES	RESPONSES	
Call the office during normal business hours (including weekends)	58.56%	1,918
Email or submit a question via the Website or App	3.30%	108
Call/text an Executive Board Member or Shop Steward	4.55%	149
One or more of the above	18.81%	616
I have never contacted the Union	14.78%	484
TOTAL		3,275

Q7 If you have called or emailed the Union, what type of question did you/do you most frequently ask?

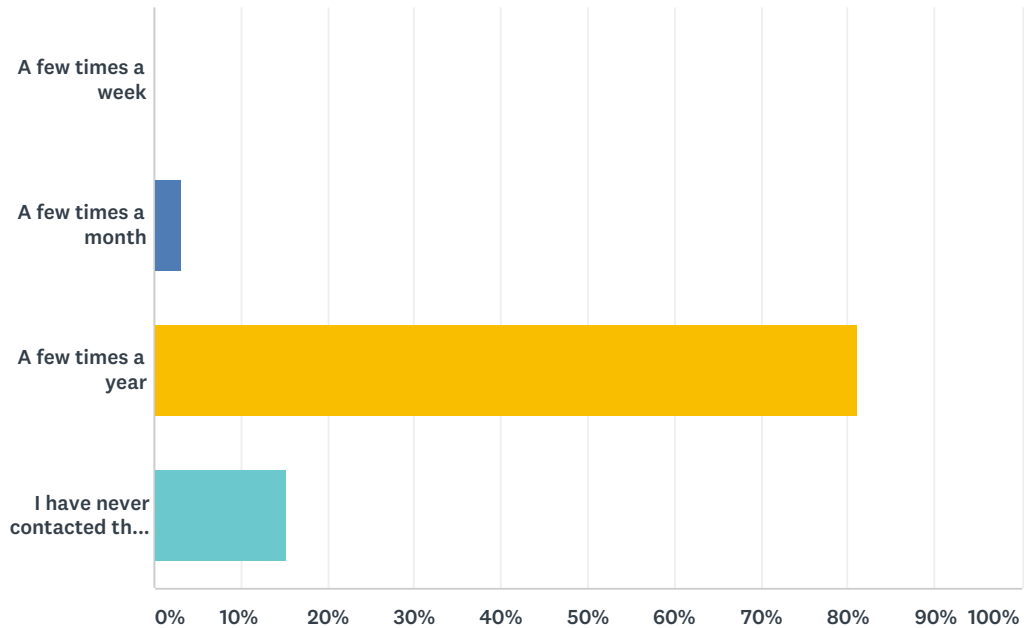
Answered: 2,871 Skipped: 551



ANSWER CHOICES	RESPONSES	
Contract question(s)	81.68%	2,345
Discipline/Grievance question(s)	8.67%	249
Leave question(s)	5.64%	162
Emergency situation(s)	4.01%	115
TOTAL		2,871

Q8 If applicable, how often do you contact the Union?

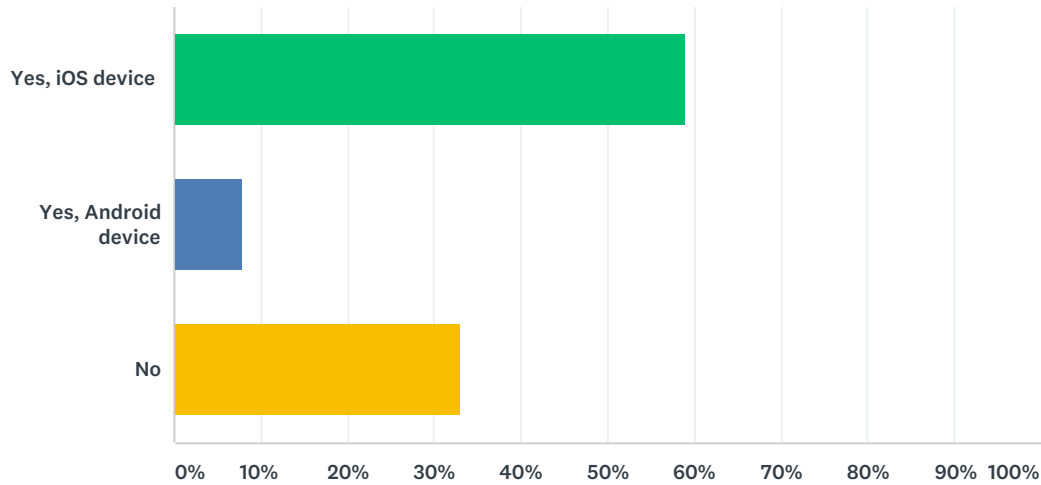
Answered: 3,183 Skipped: 239



ANSWER CHOICES	RESPONSES	
A few times a week	0.25%	8
A few times a month	3.24%	103
A few times a year	81.28%	2,587
I have never contacted the Union	15.24%	485
TOTAL		3,183

Q9 Do you have the TWU Local 556 App (iOS & Android) installed on one of your PERSONAL mobile devices?

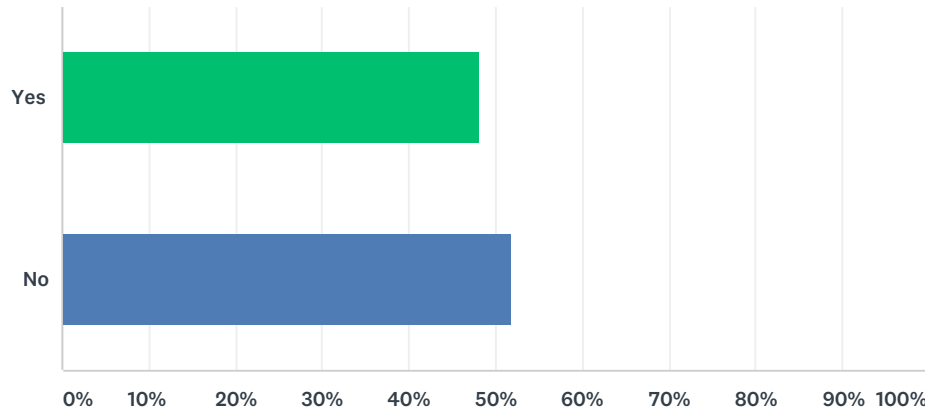
Answered: 3,265 Skipped: 157



ANSWER CHOICES		RESPONSES	
Yes, iOS device		58.99%	1,926
Yes, Android device		7.90%	258
No		33.11%	1,081
TOTAL			3,265

Q10 If yes, do you have the TWU Local 556 App installed on your Inflight EFB (iPad)?

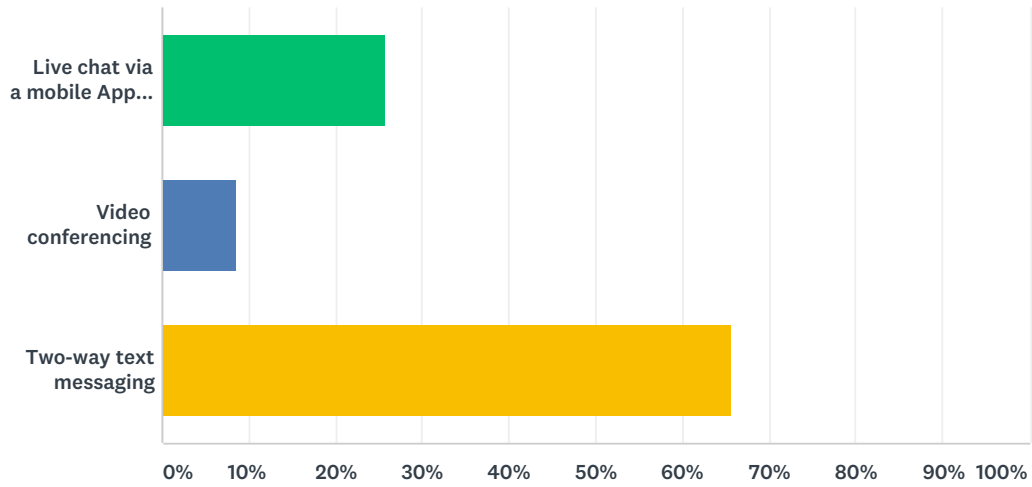
Answered: 2,912 Skipped: 510



ANSWER CHOICES	RESPONSES	
Yes	48.11%	1,401
No	51.89%	1,511
TOTAL		2,912

Q11 One method of communication I would like to Union to explore is:

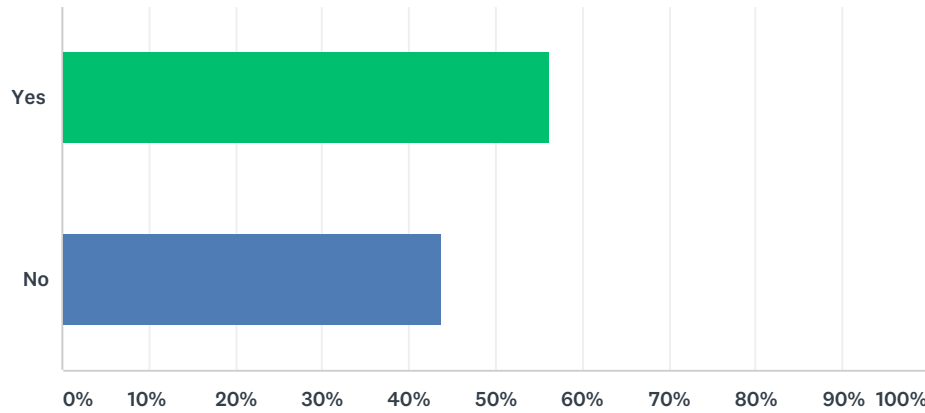
Answered: 2,932 Skipped: 490



ANSWER CHOICES	RESPONSES	
Live chat via a mobile App or Website	25.75%	755
Video conferencing	8.63%	253
Two-way text messaging	65.62%	1,924
TOTAL		2,932

Q12 Are you a member of the TWU Local 556 Facebook Group (*OFFICIAL* TWU Local 556*)?

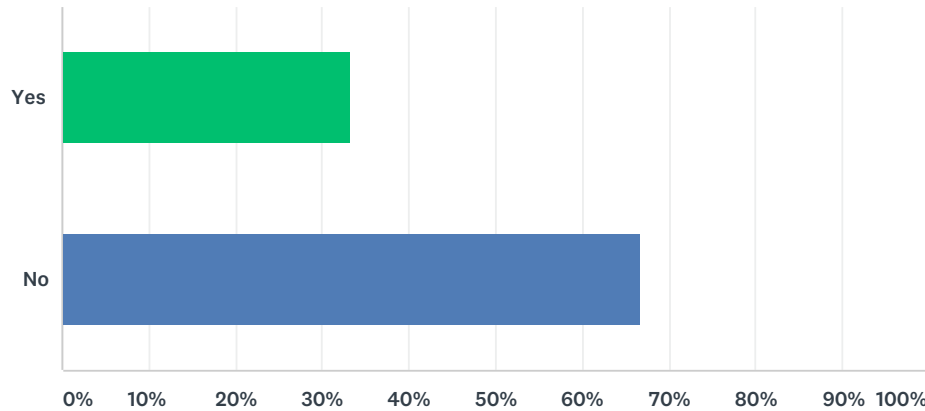
Answered: 3,237 Skipped: 185



ANSWER CHOICES	RESPONSES	
Yes	56.32%	1,823
No	43.68%	1,414
TOTAL		3,237

Q13 Have you participated (asked or answered questions) in the TWU Local 556 Facebook Group?

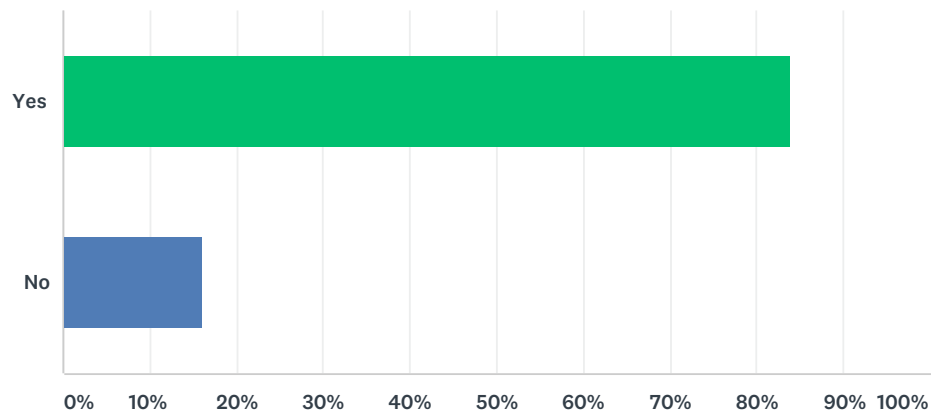
Answered: 1,828 Skipped: 1,594



ANSWER CHOICES	RESPONSES	
Yes	33.26%	608
No	66.74%	1,220
TOTAL		1,828

Q14 Do you find the TWU Local 556 Facebook Group helpful?

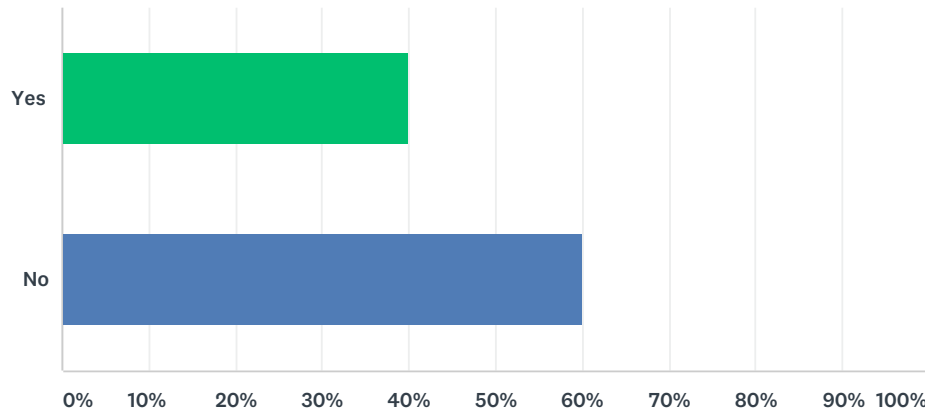
Answered: 1,782 Skipped: 1,640



ANSWER CHOICES	RESPONSES	
Yes	83.95%	1,496
No	16.05%	286
TOTAL		1,782

Q15 Did you know that the TWU Local 556 Facebook Group is available way for Members to get answers to their Contract and Work Rule questions without much back and forth?

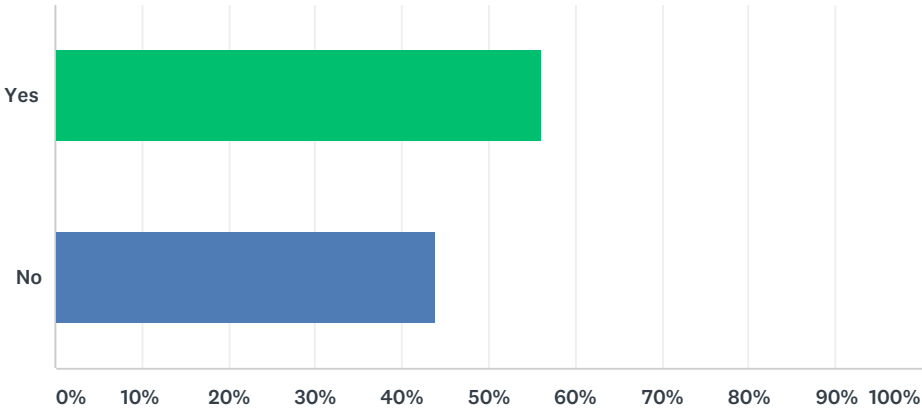
Answered: 1,429 Skipped: 1,993



ANSWER CHOICES	RESPONSES	
Yes	39.96%	571
No	60.04%	858
TOTAL		1,429

Q16 Are you familiar with the TWU Local 556 Education Committee’s “Contract 101” campaign?

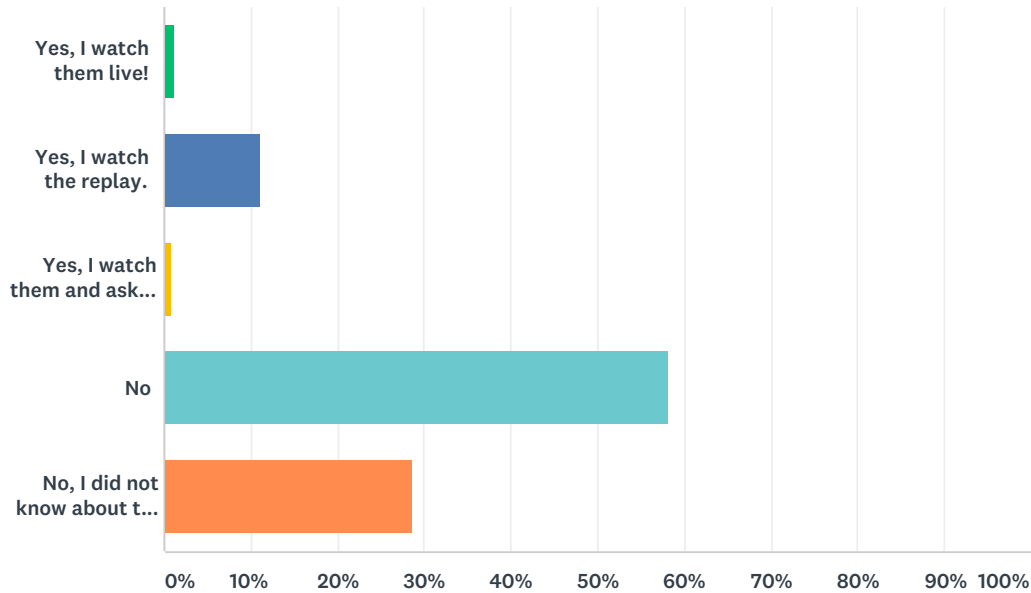
Answered: 2,977 Skipped: 445



ANSWER CHOICES	RESPONSES	
Yes	56.13%	1,671
No	43.87%	1,306
TOTAL		2,977

Q17 Do you participate (watch or ask questions) in the monthly “Contract 101” Facebook Live events held in the TWU Local 556 Facebook Group?

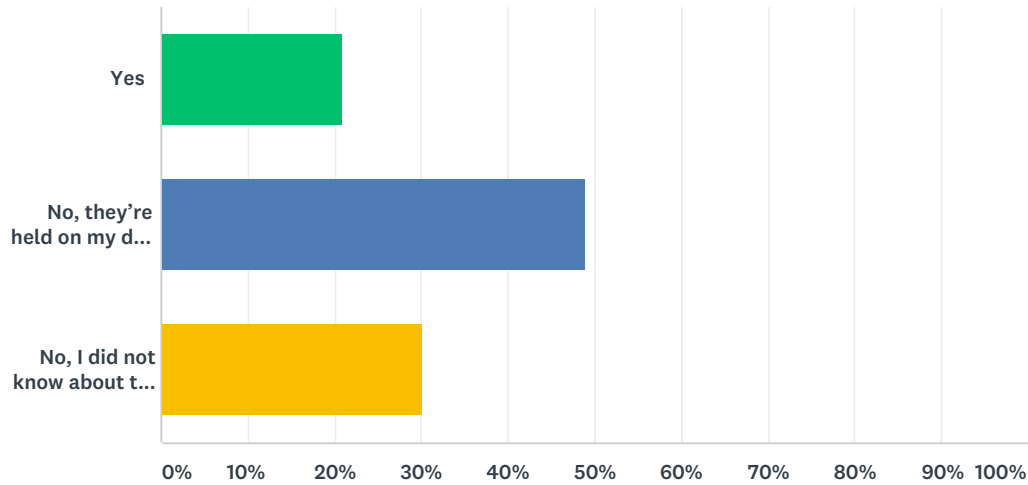
Answered: 2,969 Skipped: 453



ANSWER CHOICES	RESPONSES	
Yes, I watch them live!	1.28%	38
Yes, I watch the replay.	11.11%	330
Yes, I watch them and ask questions.	0.81%	24
No	58.17%	1,727
No, I did not know about the “Contract 101” campaign.	28.63%	850
TOTAL		2,969

Q18 Do you make it a point to visit with Contract Educators when they're available in the lounge in conjunction with the "Contract 101" campaign?

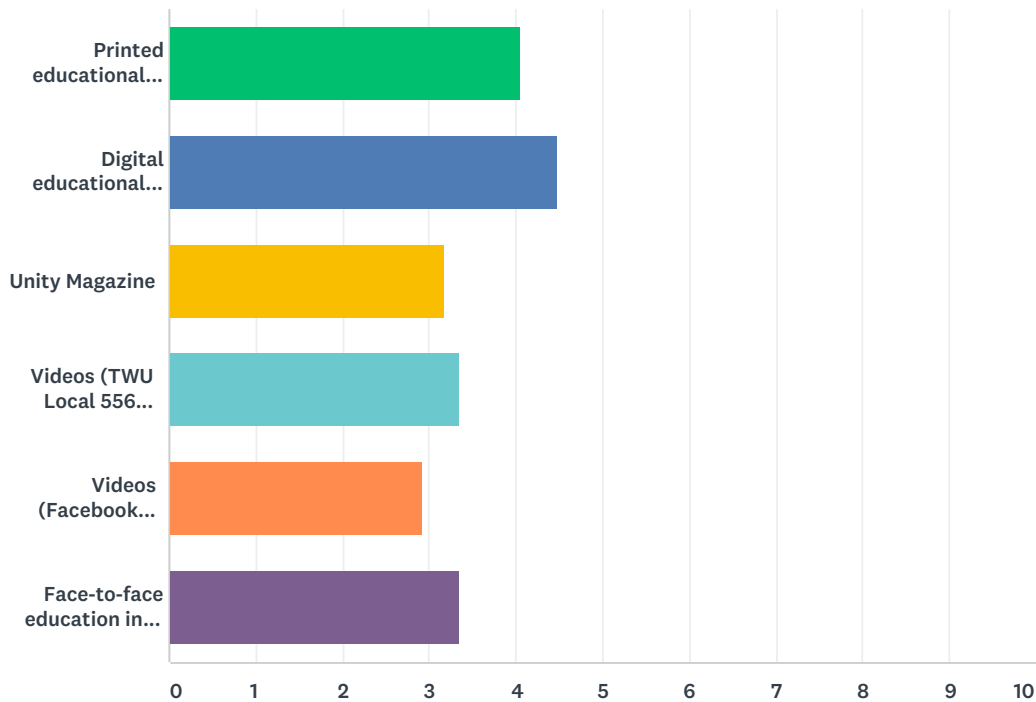
Answered: 2,928 Skipped: 494



ANSWER CHOICES	RESPONSES	
Yes	20.87%	611
No, they're held on my days off	48.91%	1,432
No, I did not know about the "Contract 101" campaign	30.23%	885
TOTAL		2,928

Q19 Rank in order how you prefer to be educated on our Contract with 1 being most preferred and 6 being least preferred.

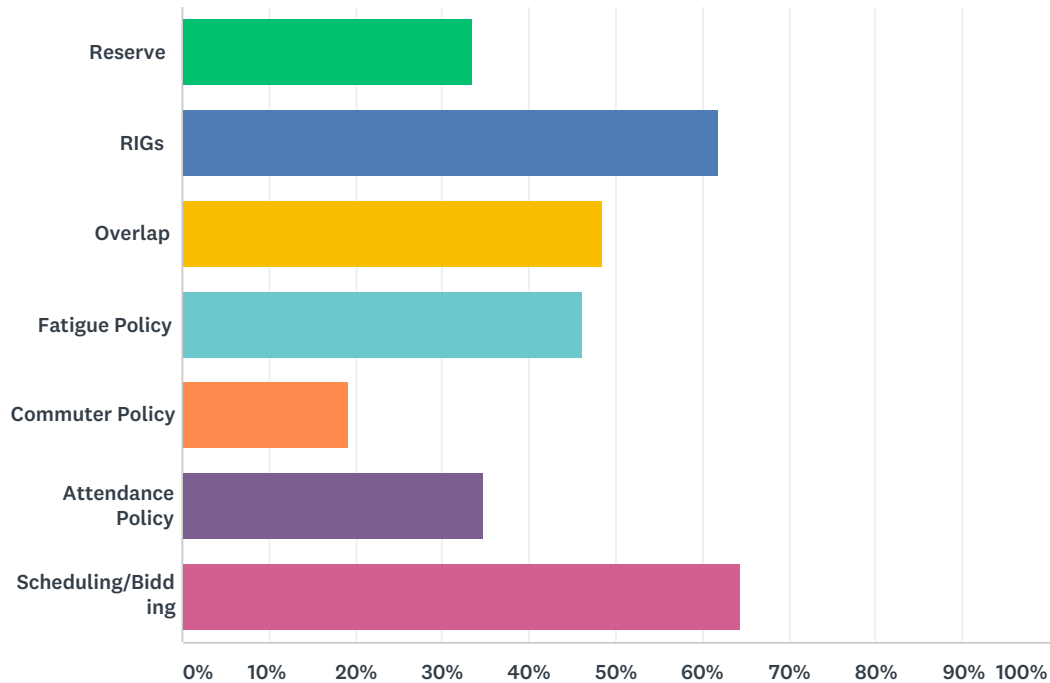
Answered: 2,868 Skipped: 554



	1	2	3	4	5	6	TOTAL	SCORE
Printed educational handbooks/guides	27.56% 707	23.59% 605	12.75% 327	12.05% 309	11.62% 298	12.44% 319	2,565	4.06
Digital educational handbooks/guides	32.48% 847	24.00% 626	17.94% 468	13.42% 350	8.21% 214	3.95% 103	2,608	4.47
Unity Magazine	8.14% 213	12.54% 328	23.43% 613	18.73% 490	19.42% 508	17.74% 464	2,616	3.18
Videos (TWU Local 556 Website)	8.99% 231	15.25% 392	18.37% 472	25.33% 651	23.00% 591	9.07% 233	2,570	3.35
Videos (Facebook groups)	12.61% 332	12.27% 323	12.61% 332	12.34% 325	18.34% 483	31.83% 838	2,633	2.93
Face-to-face education in Flight Attendant lounges	17.62% 481	13.00% 355	15.27% 417	15.90% 434	15.97% 436	22.23% 607	2,730	3.34

Q20 What topics would you like to learn more about? (Check all that apply)

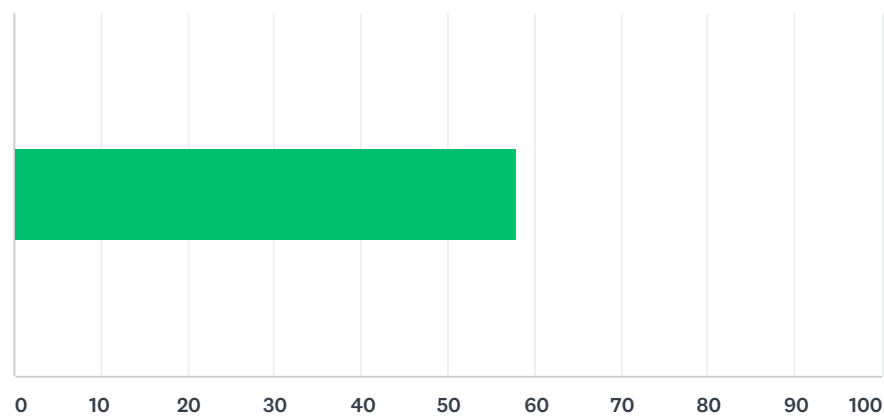
Answered: 2,814 Skipped: 608



ANSWER CHOICES	RESPONSES	
Reserve	33.48%	942
RIGs	61.90%	1,742
Overlap	48.54%	1,366
Fatigue Policy	46.20%	1,300
Commuter Policy	19.30%	543
Attendance Policy	34.83%	980
Scheduling/Bidding	64.50%	1,815
Total Respondents: 2,814		

Q21 On a scale of 1-100, with 100 being very knowledgeable, rate your knowledge of Reserve.

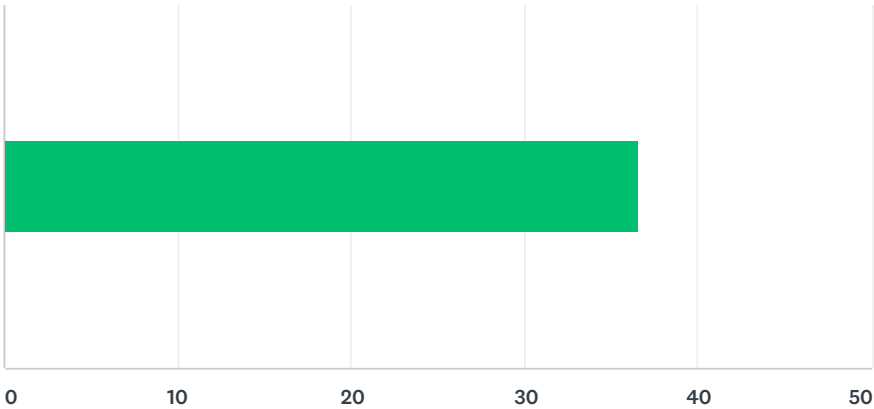
Answered: 2,939 Skipped: 483



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	58	170,368	2,939
Total Respondents: 2,939			

Q22 On a scale of 1-100, with 100 being very knowledgeable, rate your knowledge of RIGs.

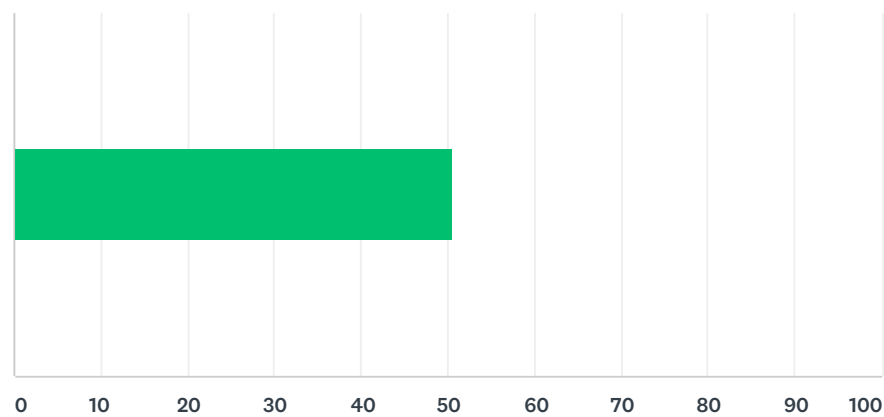
Answered: 2,877 Skipped: 545



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	37	105,324	2,877
Total Respondents: 2,877			

Q23 On a scale of 1-100, with 100 being very knowledgeable, rate your knowledge of Overlap.

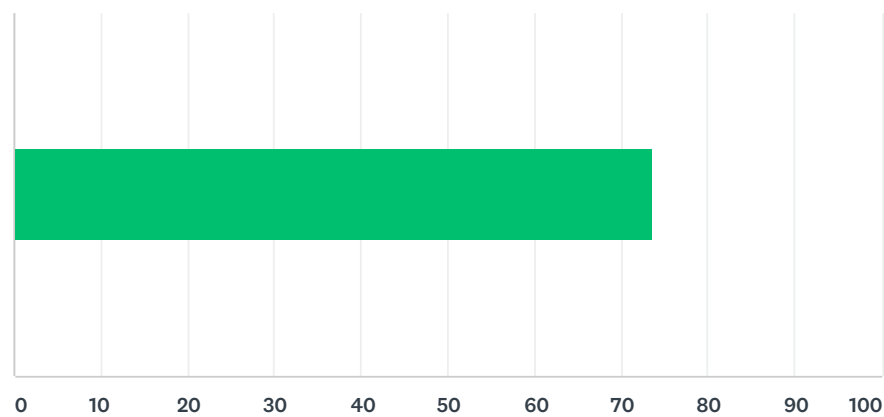
Answered: 2,890 Skipped: 532



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	51	146,472	2,890
Total Respondents: 2,890			

Q24 On a scale of 1-100, with 100 being very knowledgeable, rate your knowledge of the Attendance Policy.

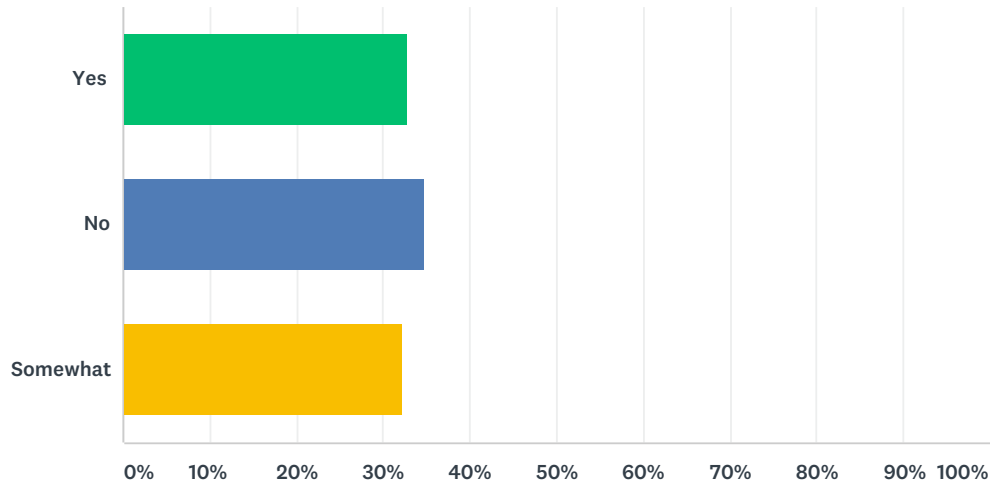
Answered: 2,945 Skipped: 477



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	74	217,122	2,945
Total Respondents: 2,945			

Q25 Are you aware of the legislative efforts of the U.S. Congress to increase the FAR Minimum Crew Rest and FAR Reduced Rest periods?

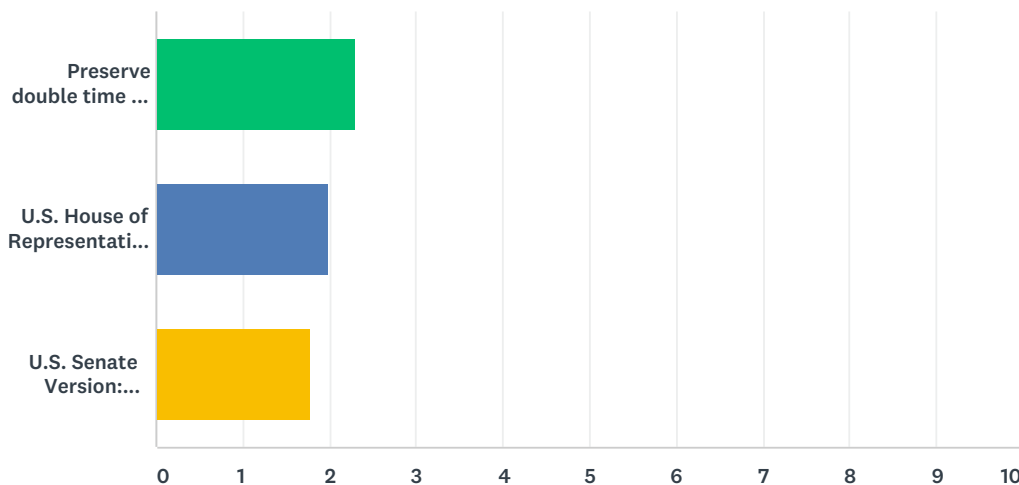
Answered: 2,950 Skipped: 472



ANSWER CHOICES	RESPONSES	
Yes	32.95%	972
No	34.81%	1,027
Somewhat	32.24%	951
TOTAL		2,950

Q26 A Senate version of FAA reauthorization contains language increasing the FAR Minimum Rest period to ten-hours with a reducible rest period of nine-hours if the Flight Attendant is provided a subsequent rest period of eleven consecutive hours (debrief to check-in). A House of Representatives version of FAA reauthorization contains language increasing the FAR Minimum Rest period to an un-reducible ten-hours (debrief to check-in). The TWU Local 556 Collective Bargaining Agreement provides double time pay and pull with pay options after receiving contractually illegal crew rest (less than 9 ½ hours crew rest block to check-in). Of the three options listed, please rank your preferences on minimum crew rest with one being your most desired option:

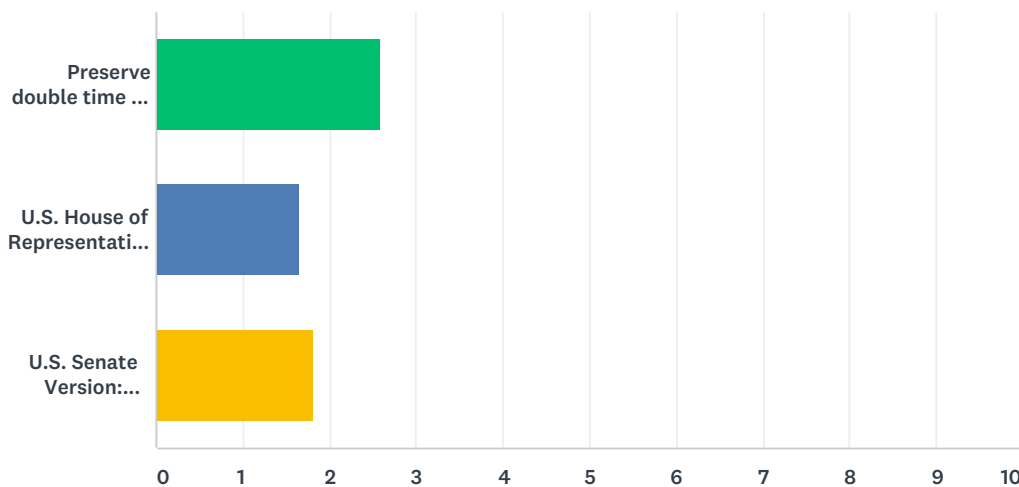
Answered: 905 Skipped: 2,517



	1	2	3	TOTAL	SCORE
Preserve double time pay and pull with pay options on Contractually illegal crew rest (when a Flight Attendant receives less than 9 ½ hours crew rest block to check-in) and preserve domicile break periods (9 hours debrief to check-in) on picked up or traded back-to-back pairings by maintaining current FAR Minimum Rest and FAR Reduced Rest periods.	55.12% 474	19.53% 168	25.35% 218	860	2.30
U.S. House of Representatives Version: un-reducible ten-hours rest period (debrief to check-in)	32.16% 273	33.33% 283	34.51% 293	849	1.98
U.S. Senate Version: Increase FAR Minimum Rest period to ten-hours with a reducible rest period of nine-hours if the Flight Attendant is provided a subsequent rest period of eleven consecutive hours (debrief to check-in).	16.67% 144	45.02% 389	38.31% 331	864	1.78

Q27 Current Crew Rest (Contractual & FAR) Federal law regulates the minimum required crew rest period between duty periods for all Flight Attendants. Recently, the U.S. Congress passed separate FAA bills in each chamber that included increasing the FAR Minimum Rest and FAR Reduced Rest period. The Senate bill contains language increasing the FAR Minimum Rest period to ten-hours with a reducible period of nine-hours if the Flight Attendant is provided a subsequent rest period of eleven consecutive hours (debrief to check-in). The House bill contains language increasing an un-reducible FAR Minimum Rest period to ten-hours (debrief to check-in). Both FAA bills would impact our Contract in a few ways: Eliminate double time pay on contractually illegal crew rest (when a Flight Attendant receives less than 9 ½ hours crew rest block to check-in). Eliminate the pull with pay options if the pairing is one that terminates in the pairing domicile the day after the Flight Attendant receives illegal crew rest (less than 9 ½ hours crew rest block to check-in). Increasing the domicile break period making currently picked up or traded back-to-back pairing illegal (currently the domicile break period is 9 hours debrief to check-in). Having a better understanding of contractual and FAR crew rest, of the three options listed, please rank your preferences on minimum crew rest with one being your most desired option::

Answered: 1,725 Skipped: 1,697



	1	2	3	TOTAL	SCORE
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TWU Local 556 Membership Survey - 2017

Preserve double time pay and pull with pay options on Contractually illegal crew rest (when a Flight Attendant receives less than 9 ½ hours crew rest block to check-in) and preserve domicile break periods (9 hours debrief to check-in) on picked up or traded back-to-back pairings by maintaining current FAR Minimum Rest and FAR Reduced Rest periods.	74.27% 1,221	11.25% 185	14.48% 238	1,644	2.60
U.S. House of Representatives Version: unreduceable ten-hours rest period (debrief to check-in)	14.43% 222	36.87% 567	48.70% 749	1,538	1.66
U.S. Senate Version: Increase FAR Minimum Rest period to ten-hours with a reducible rest period of nine-hours if the Flight Attendant is provided a subsequent rest period of eleven consecutive hours (debrief to check-in).	15.28% 244	50.03% 799	34.69% 554	1,597	1.81