

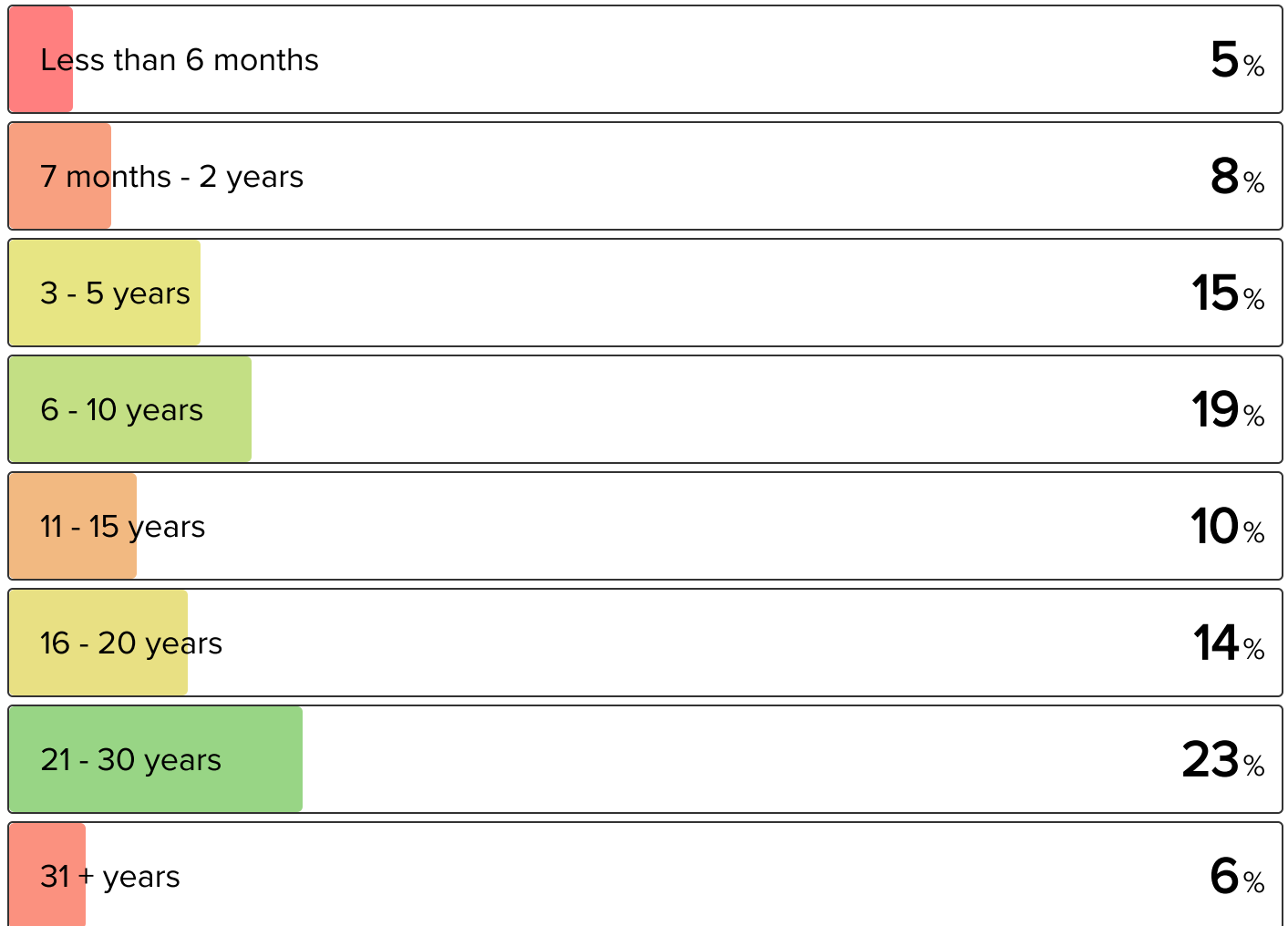


# Membership Survey Results

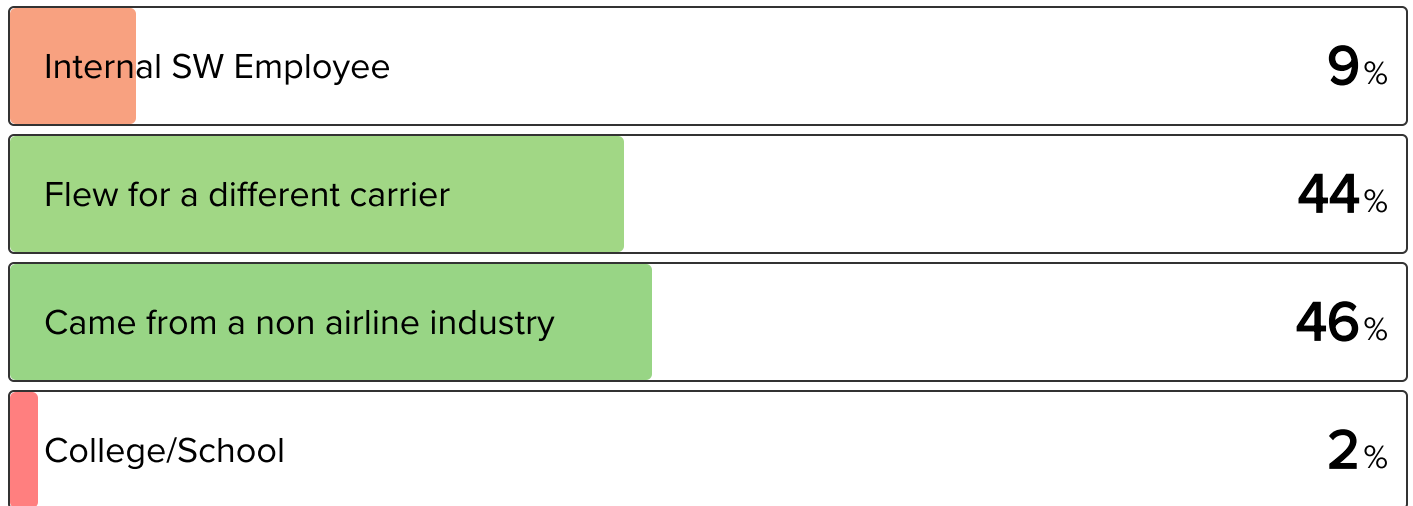
Where are you based?

|     |     |
|-----|-----|
| ATL | 4%  |
| AUS | 1%  |
| BWI | 10% |
| DAL | 11% |
| DEN | 14% |
| FLL | 1%  |
| HOU | 8%  |
| LAS | 9%  |
| LAX | 5%  |
| MCO | 8%  |
| MDW | 13% |
| OAK | 7%  |
| PHX | 11% |

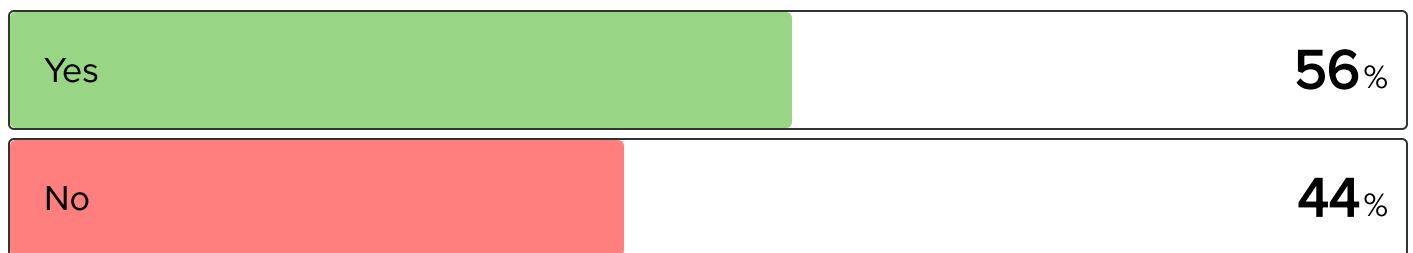
## What is your seniority level?



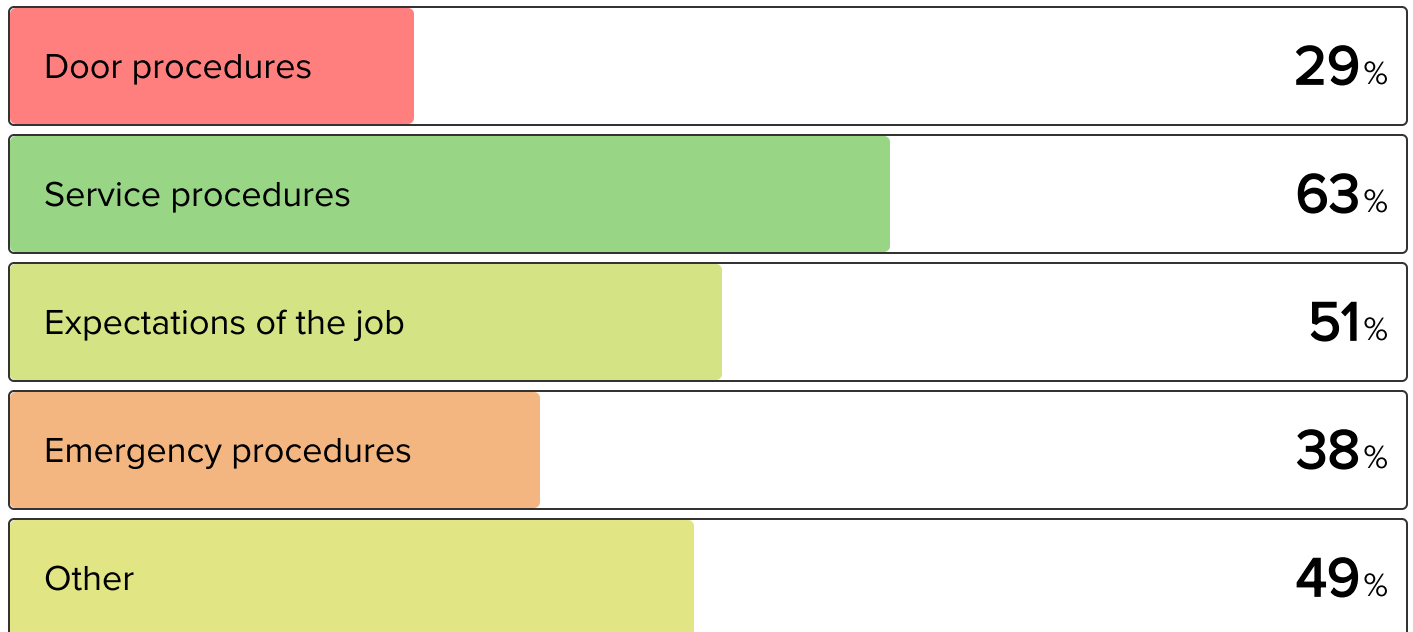
Before you became a Southwest Airlines Flight Attendant, what was your job?



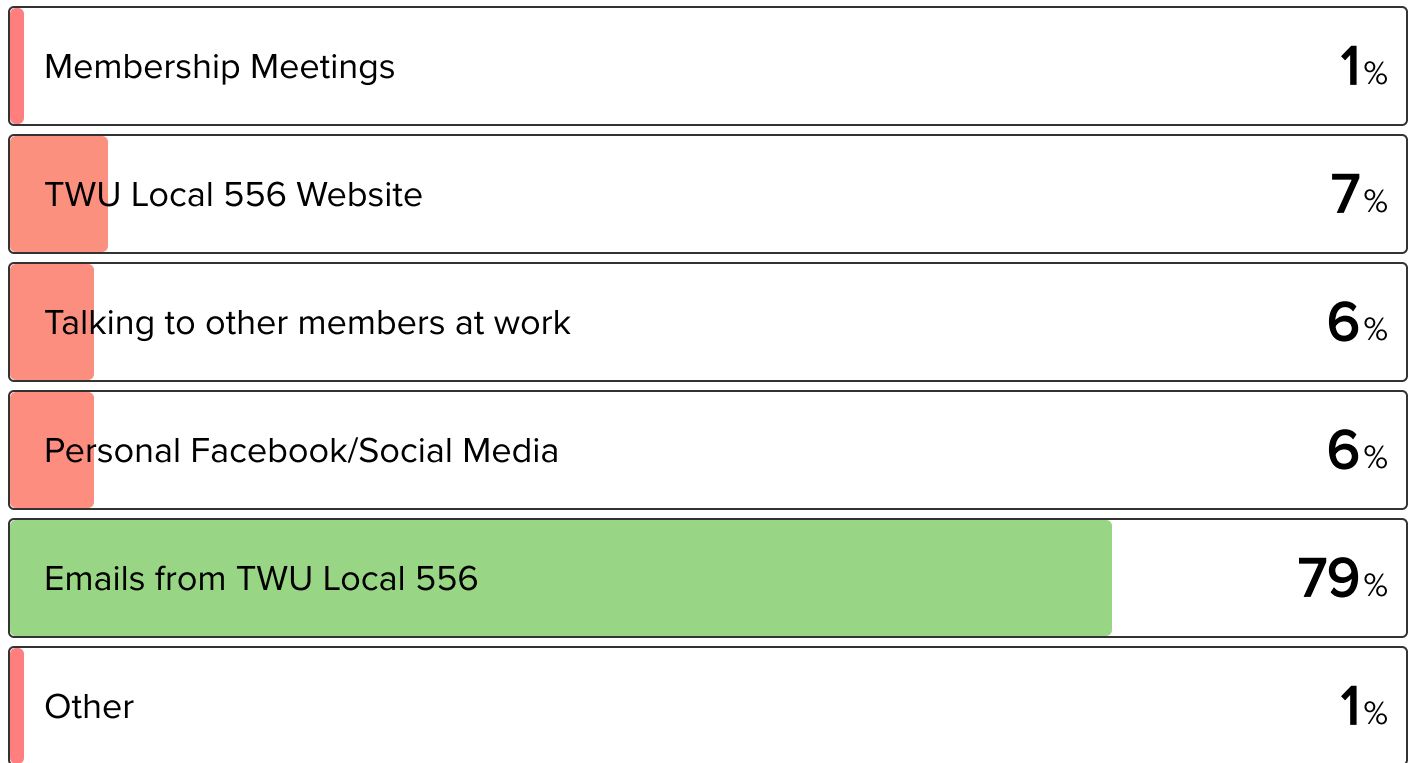
Do you think the 4 weeks of Initial Training adequately prepared you to work as a Flight Attendant?



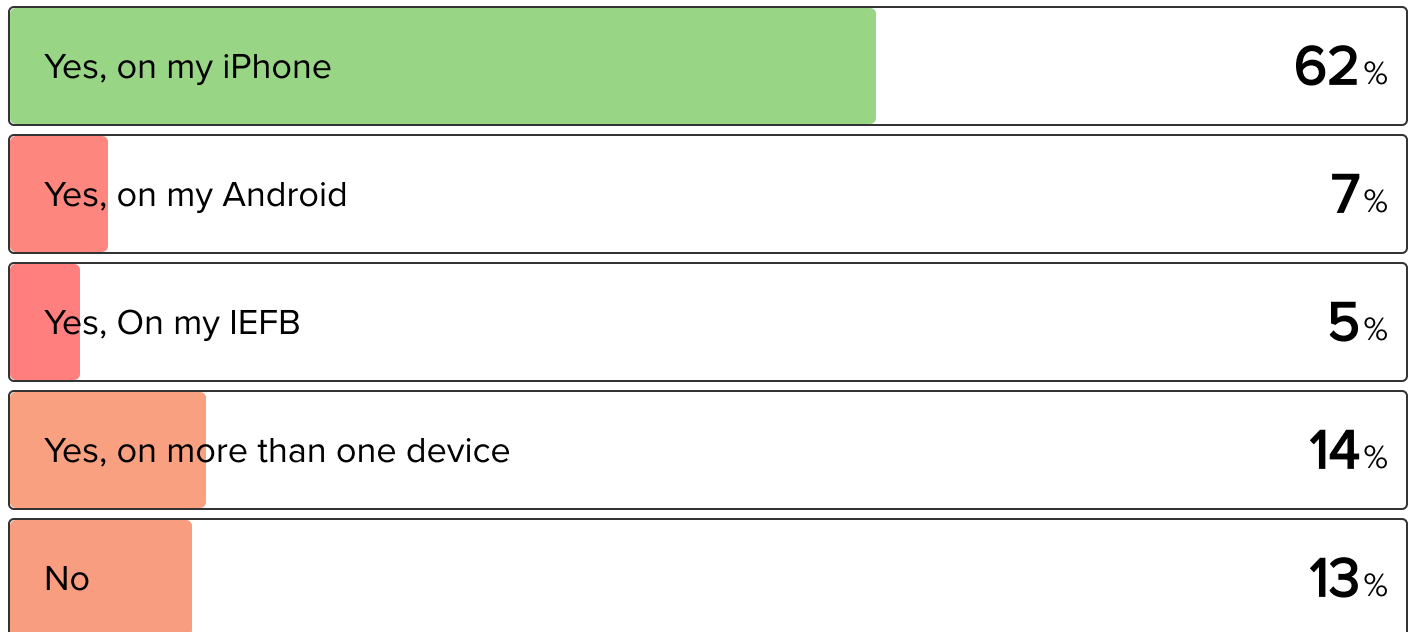
What areas do you wish you had received more training?  
(Select all areas that apply)



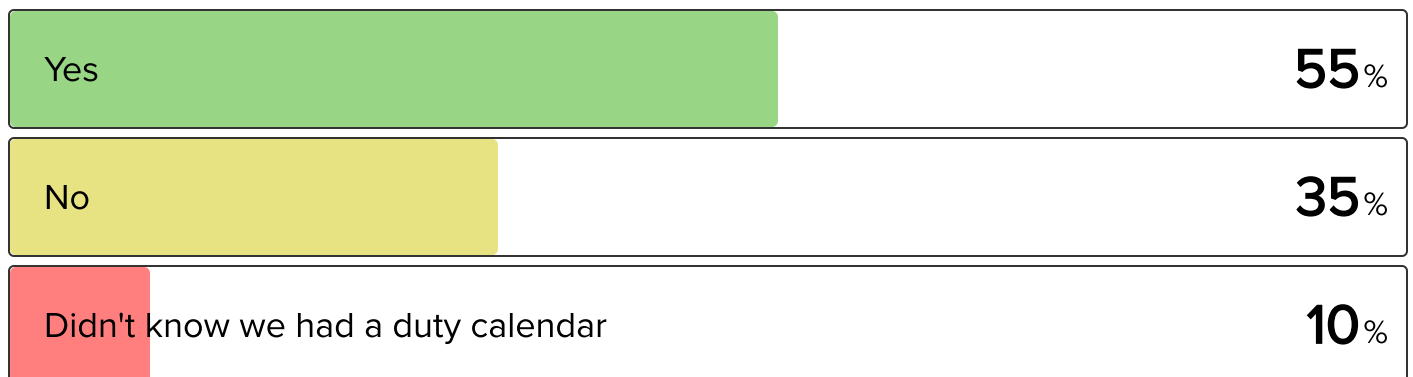
## What is your main source of information about TWU Local 556, including our Contract Negotiations?



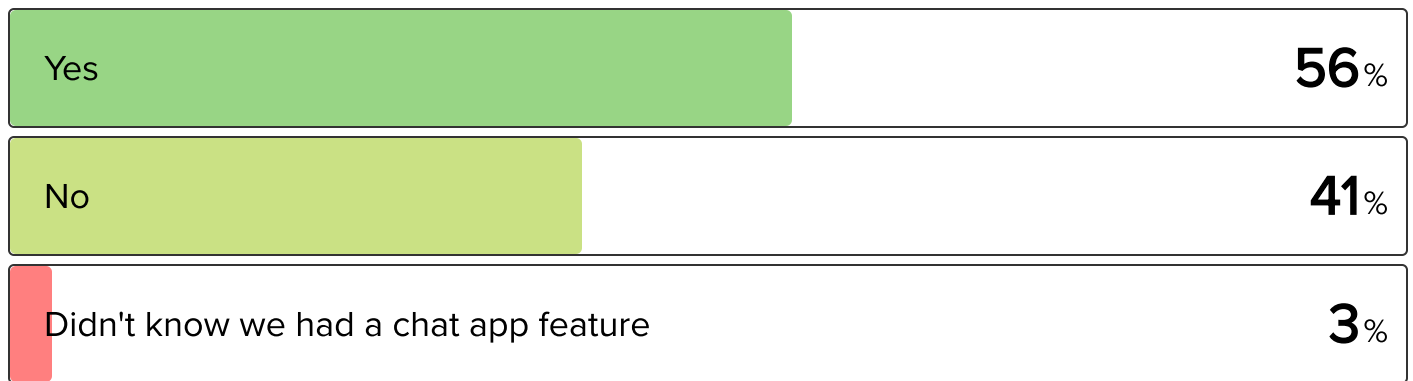
Do you have the TWU Local 556 mobile app downloaded on a PED (Portable Electronic Device)?



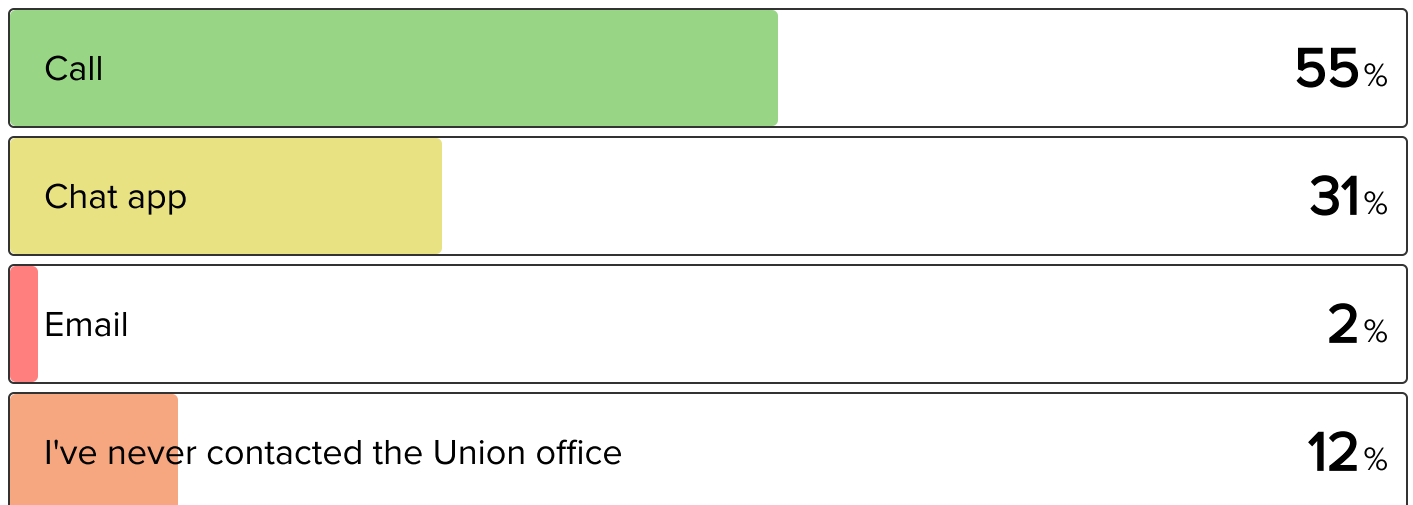
Have you used the duty calendar on the TWU Local 556 mobile app?



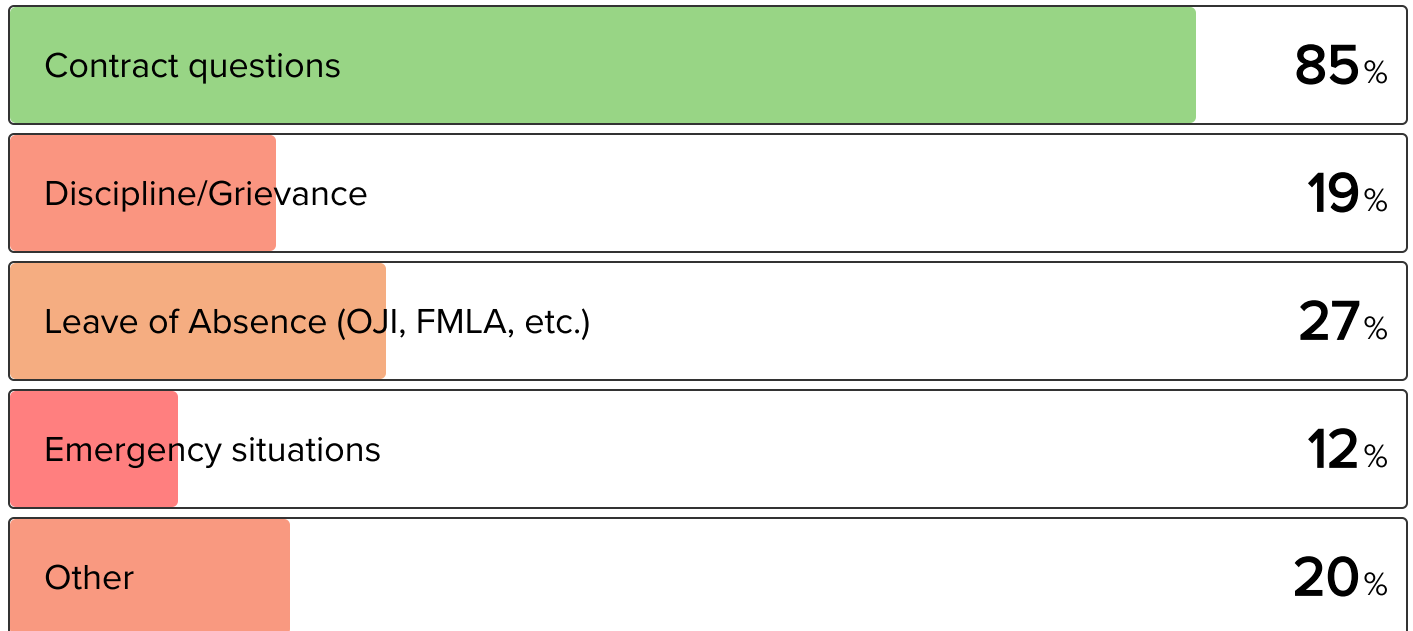
## Have you used the Chat app feature on the TWU Local 556 mobile app?



## How do you most often contact the TWU Local 556 Union office during business hours?



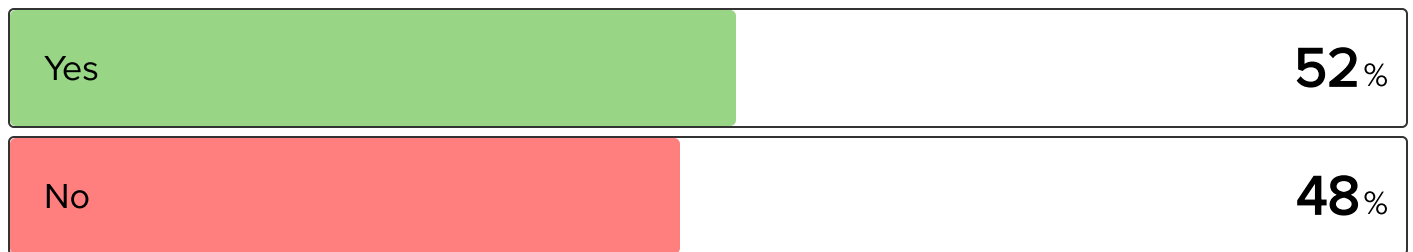
What type of questions or concerns have you contacted the Union for via phone or chat app?  
(Select all that apply)



After business hours, I use the following resources to answer any questions.  
(Select all that apply)

|                                                                                       |     |
|---------------------------------------------------------------------------------------|-----|
| Call or text a member of the EB (Executive Board)                                     | 7%  |
| Call or text a Shop Steward                                                           | 17% |
| Call or text a fellow Flight Attendant                                                | 59% |
| Utilize Social Media Flight Attendant groups                                          | 36% |
| Utilize the search function of archived questions on the TWU Local 556 Facebook group | 23% |
| Call the Emergency TWU Local 556 Officer on call                                      | 13% |
| Call Southwest Airlines NOC                                                           | 19% |

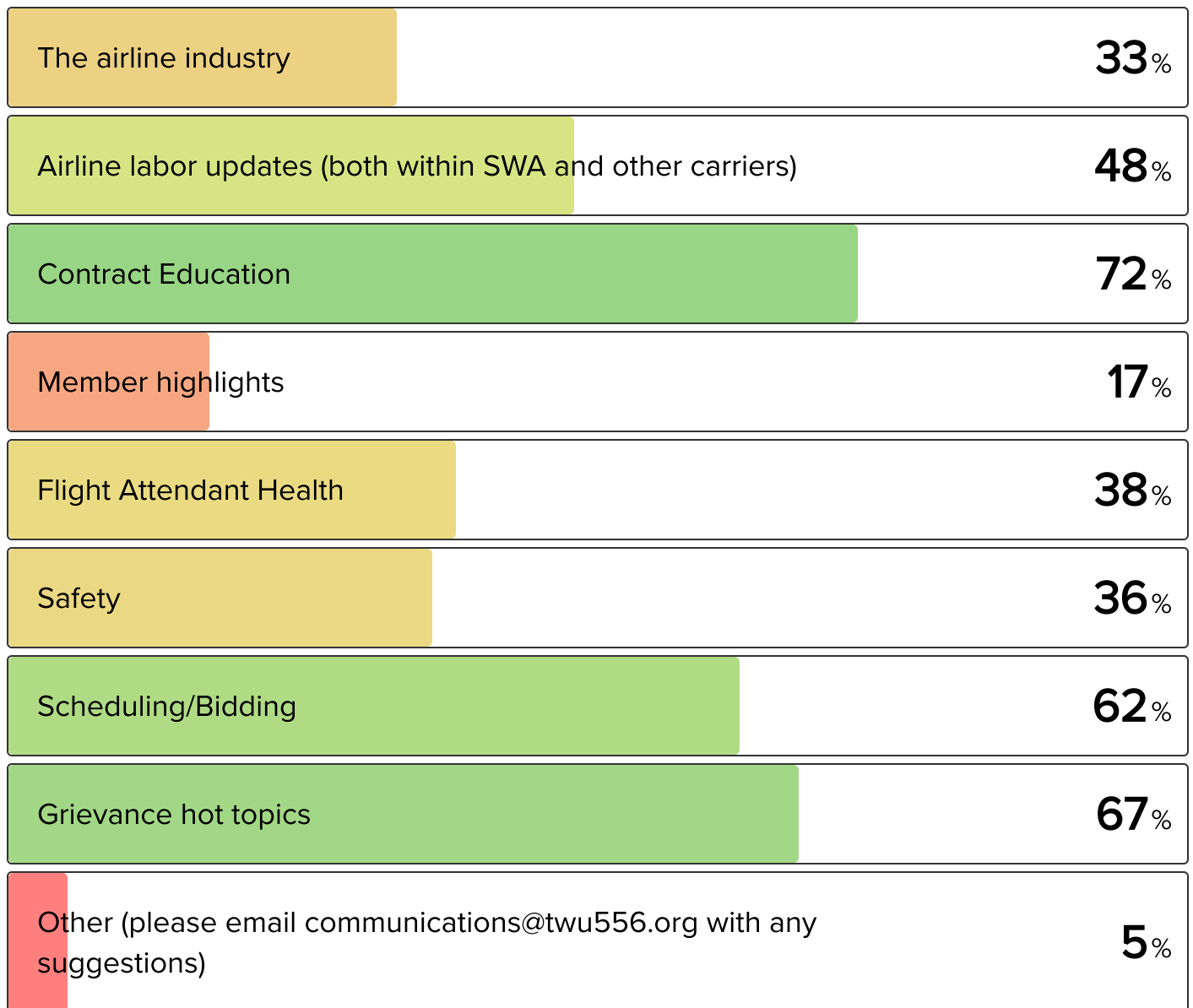
Would you like to receive important Union news via a text message to your mobile device?



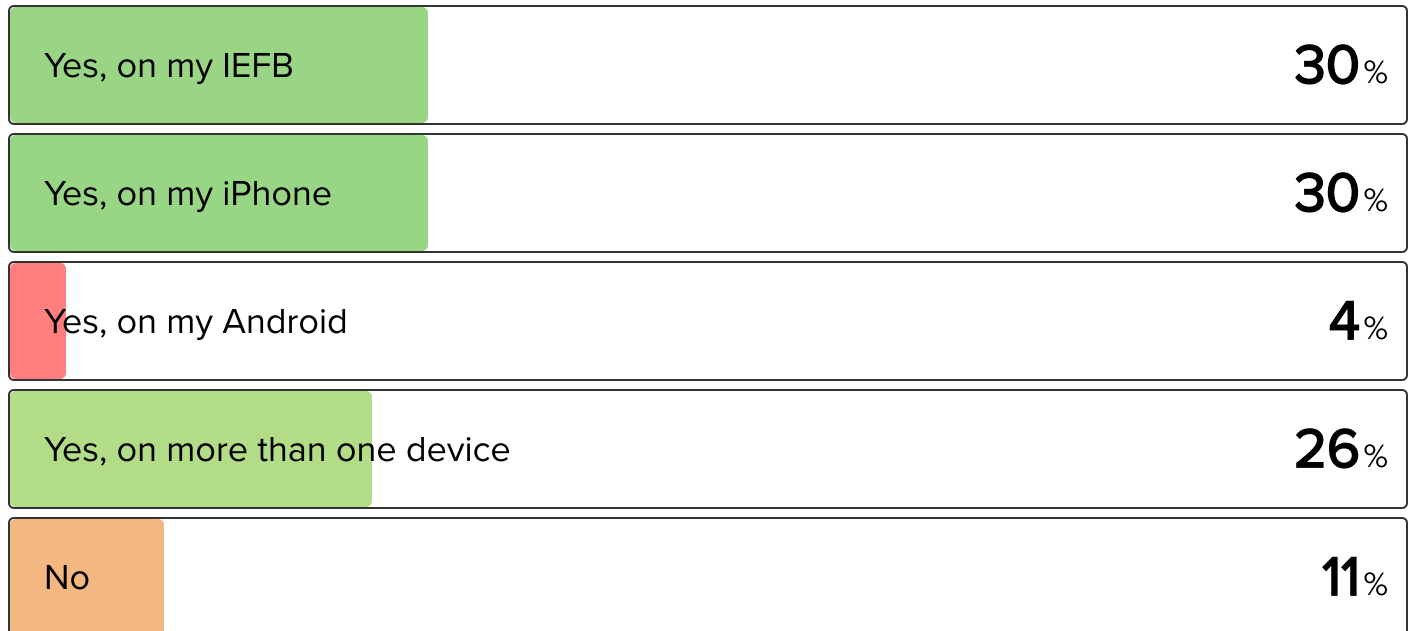
Do you read the Unity magazine?



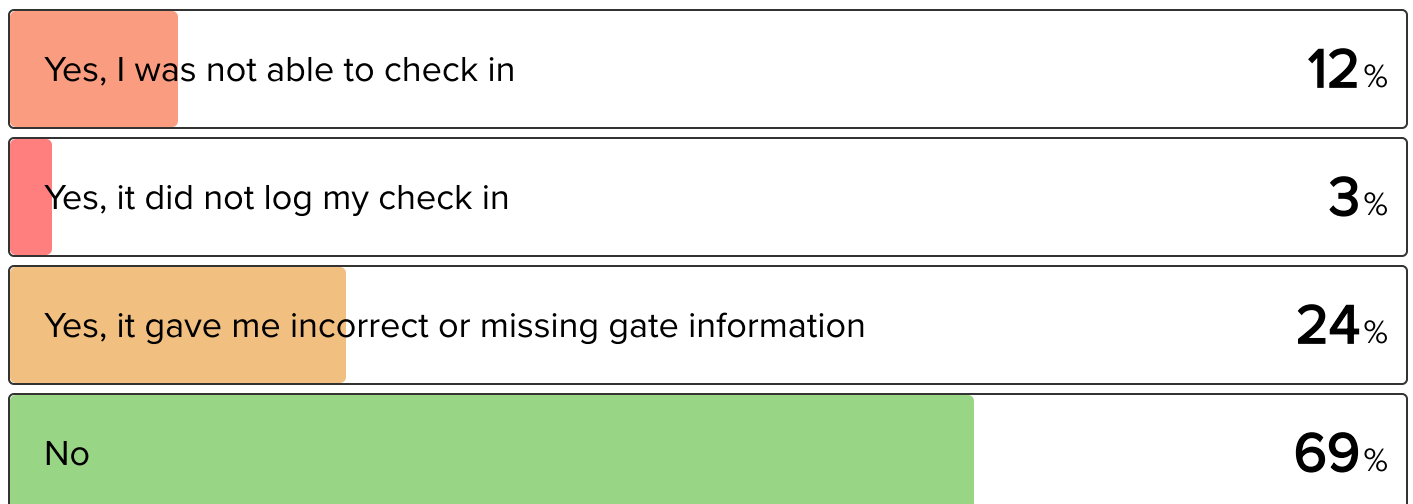
What articles would you like to read about in the Unity magazine?  
(Select all that apply)



Do you have the SWA Crew Hub app downloaded to a PED?  
(Note: TWU Local 556 does not currently endorse using this app to check in)



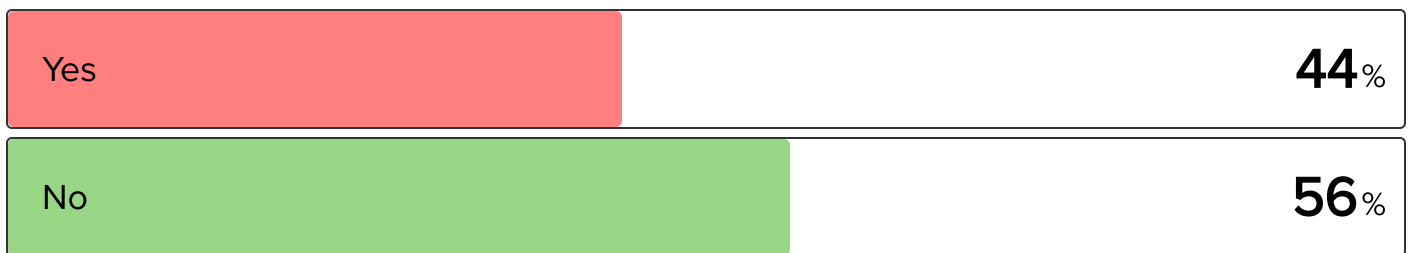
Have you had any issues using the Crew Hub app?



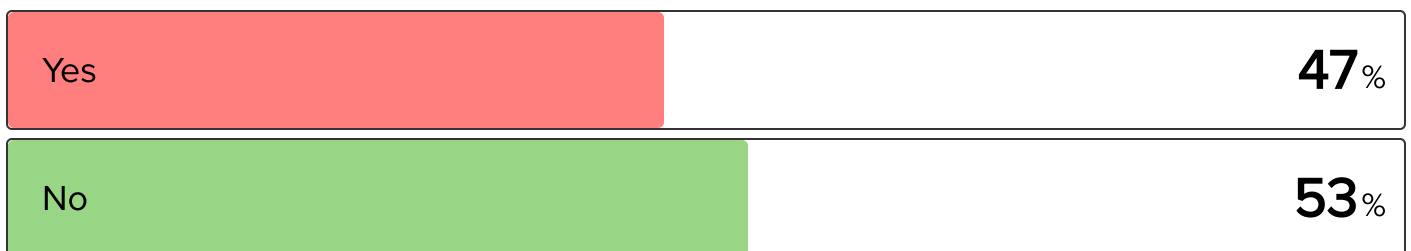
Have you ever used the Fatigue policy?



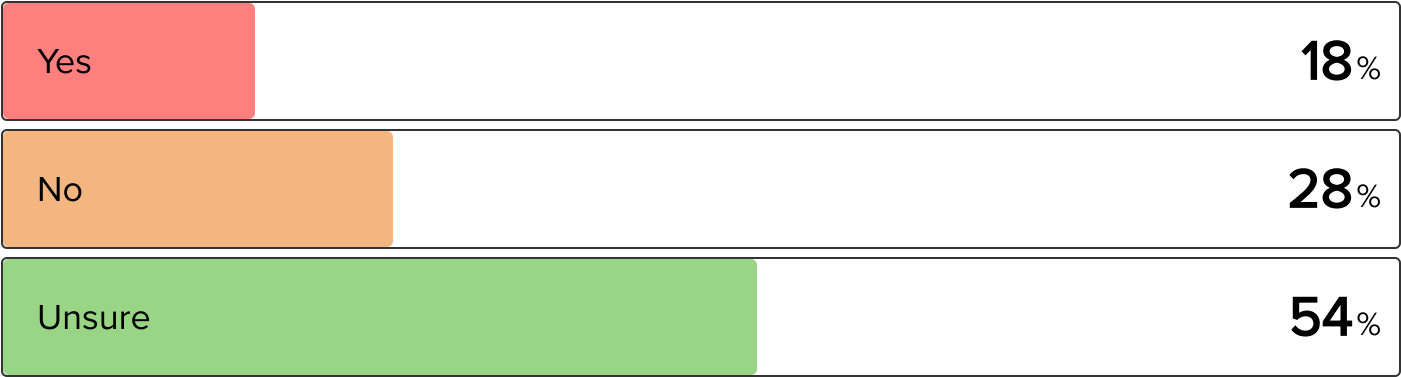
Have you ever wanted to use the Fatigue policy but were concerned you would be subject to discipline?



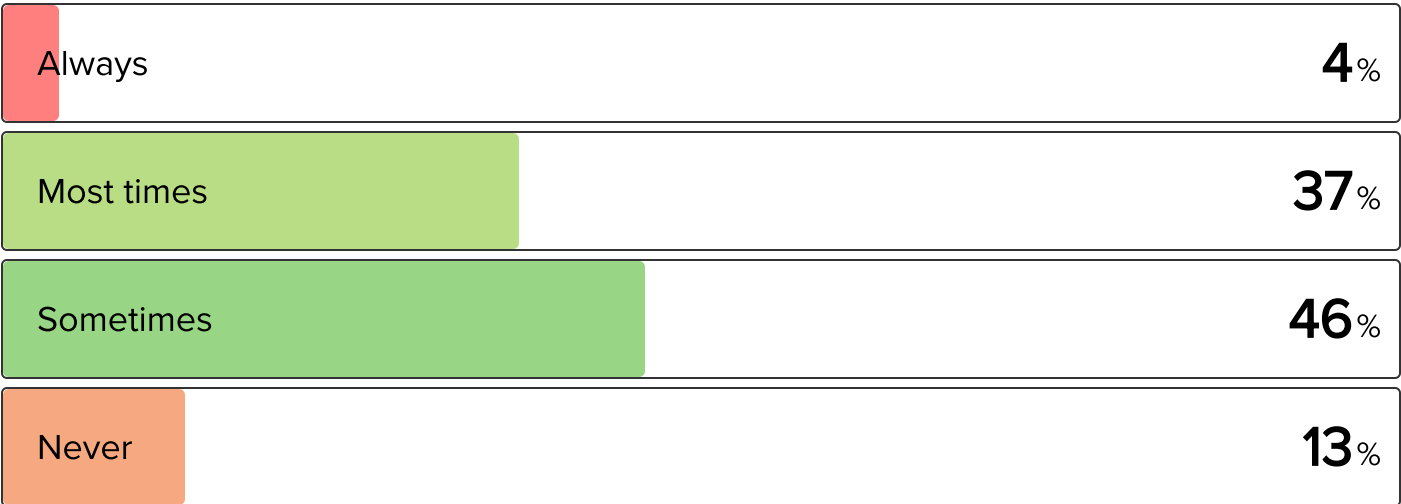
Have you ever submitted an ASAP (Aviation Safety Action Program) report?



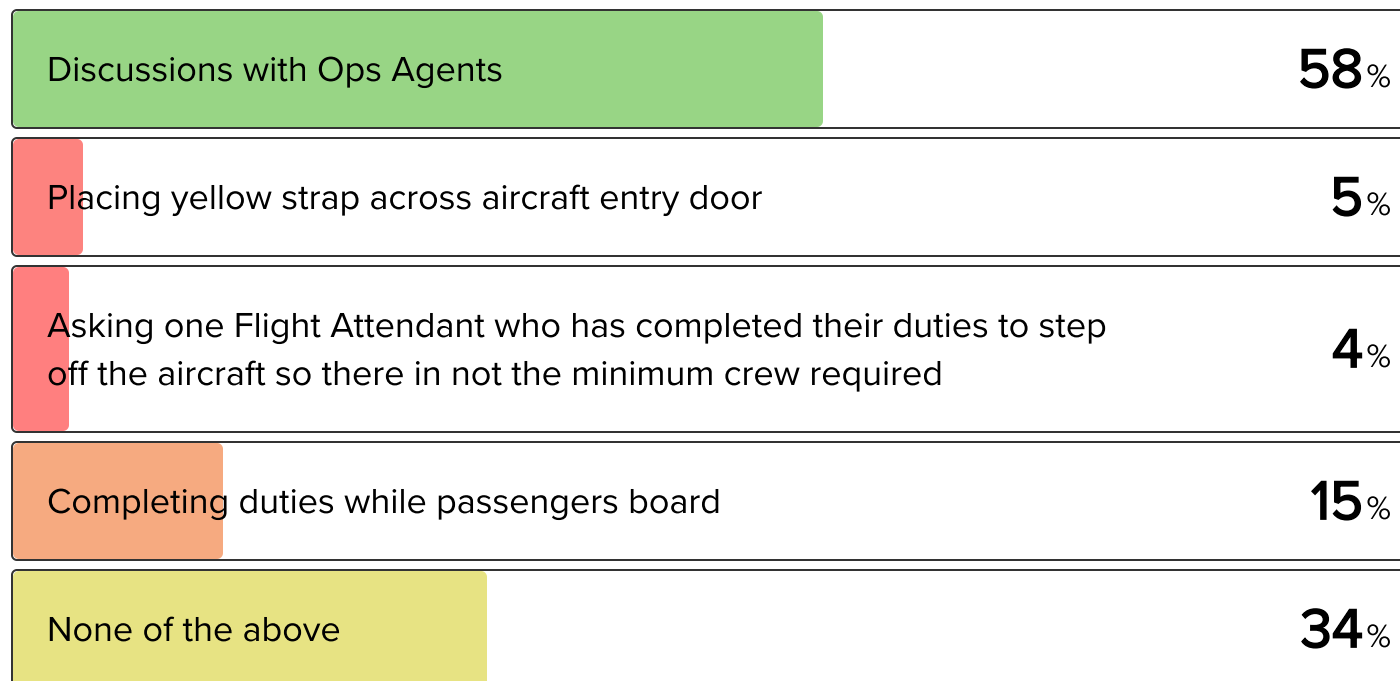
Did your ASAP report stop any potential discipline?



How often are Ops Agents communicating and ensuring that Flight Attendants have all completed any preflight duties, including security checks and briefing with Pilots, and are ready and in their boarding positions prior to boarding?



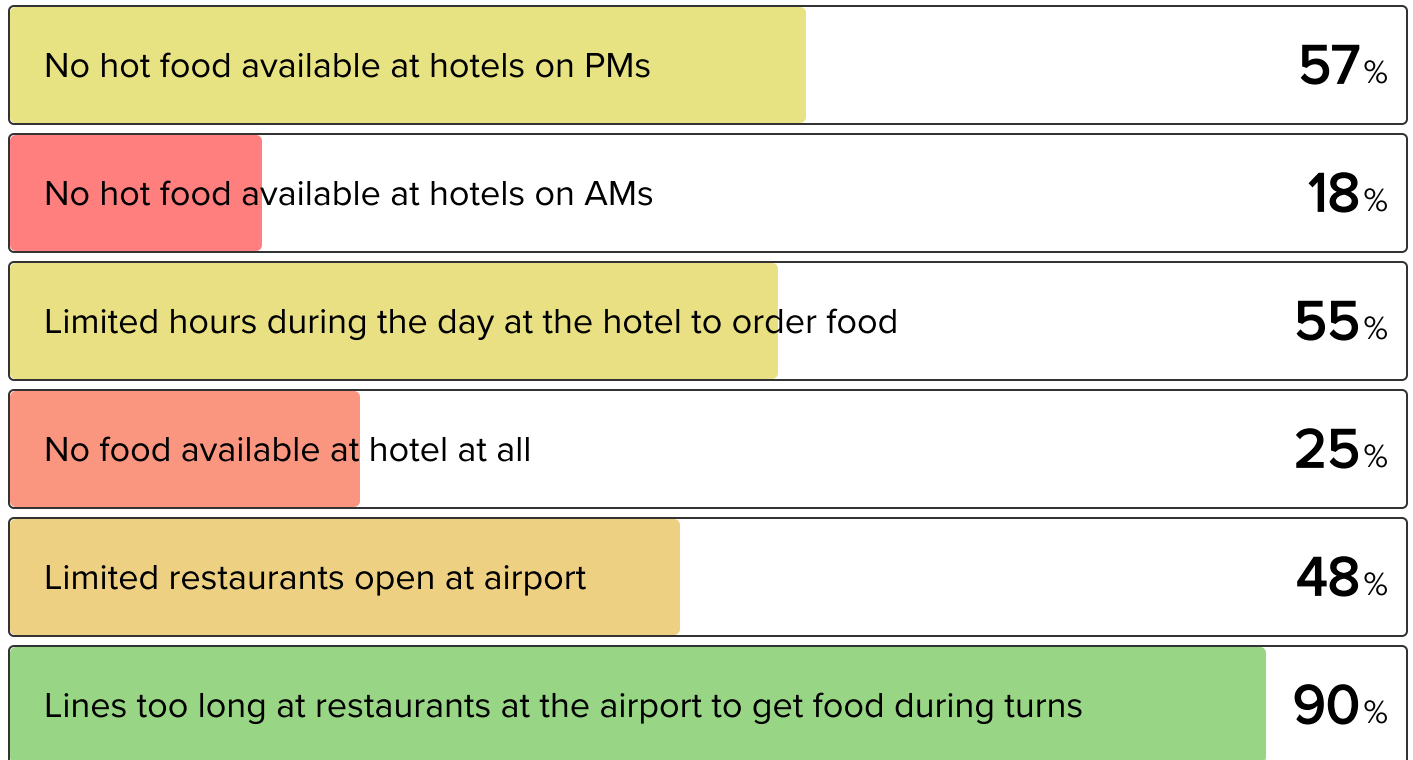
What steps do you take to ensure Flight Attendants are in place prior to boarding?  
(Select all that apply)



What steps are you taking if you find the airplane is too hot (or too cold) for boarding?  
(Select all that apply)

|                                                                 |     |
|-----------------------------------------------------------------|-----|
| Verify with Ops/Pilots that ground services have been hooked up | 66% |
| Request Pilots to turn on the APU                               | 88% |
| Fill out the Hot Aircraft form on IEFB                          | 13% |
| Fill out Too Hot/Too Cold app                                   | 2%  |
| Fill out an IR                                                  | 4%  |
| All of the above                                                | 6%  |
| None of the above                                               | 3%  |

What challenges are you experiencing with regards to food options while on your trip?  
(Select all that apply)



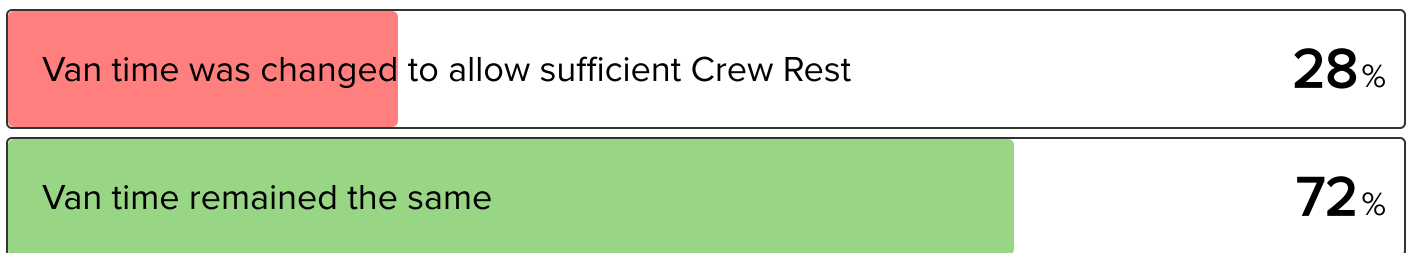
Since the new 10 hour rest rule has been implemented, has your trip been altered due to illegal rest?



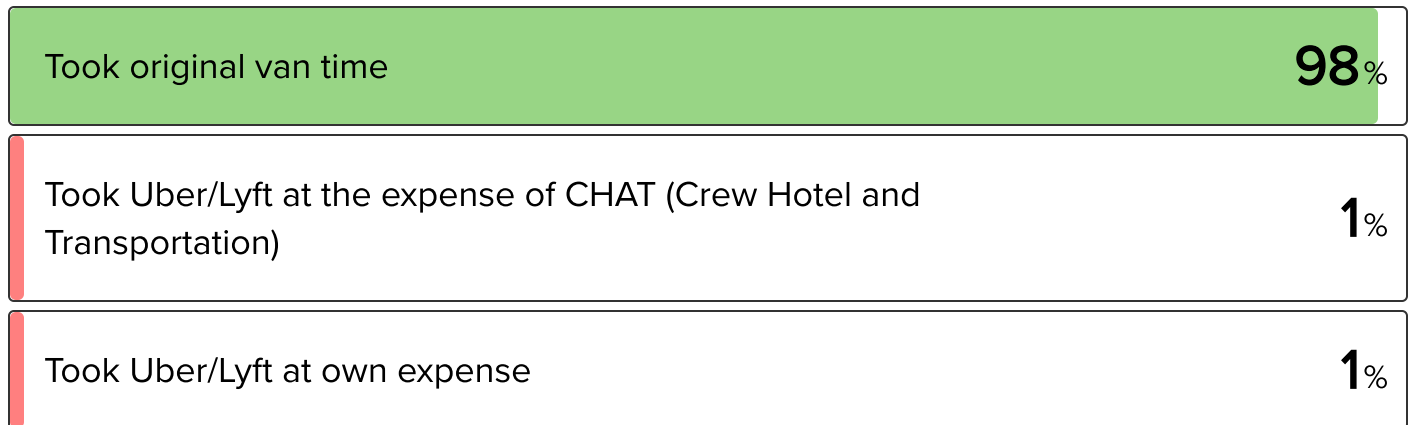
## How was your trip altered?



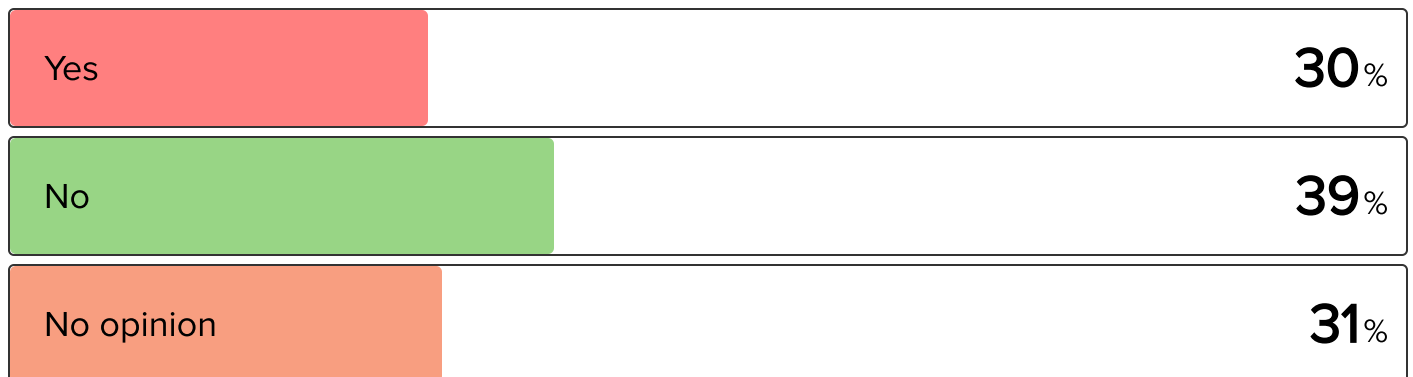
When your original departure was delayed, what happened with your van time?



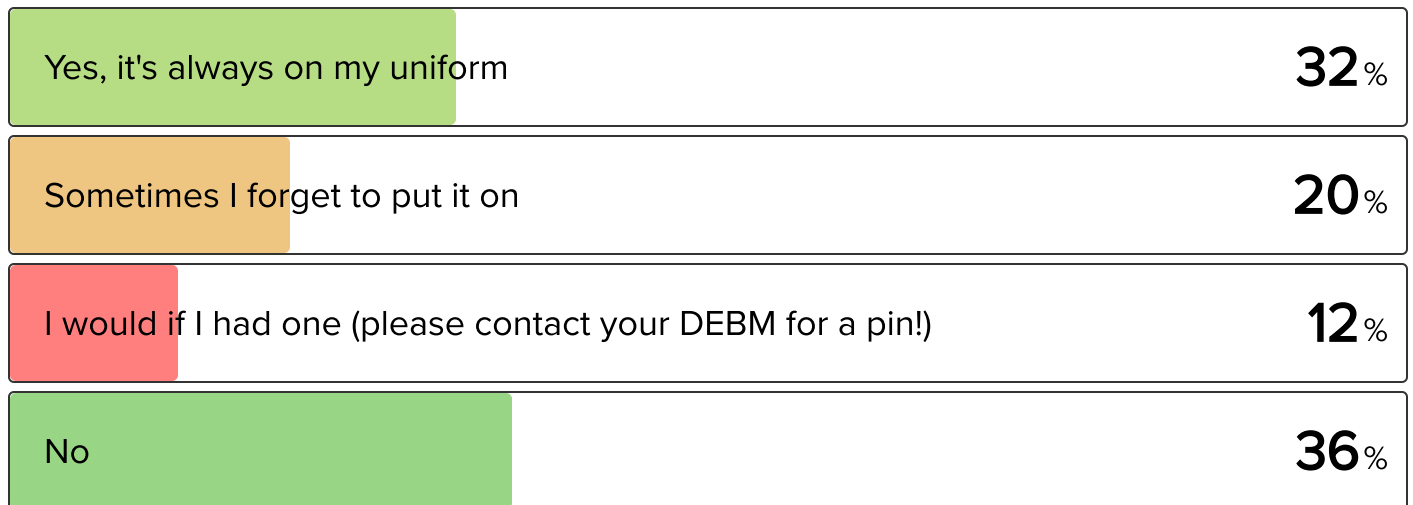
Since your van time remained the same, what actions did you take?



Do you think there should be required Diversity and Inclusion training for the Inflight group?



## Do you wear your TWU Local 556 Union pin?



I understand how important my voice and active participation is at TWU Local 556.

