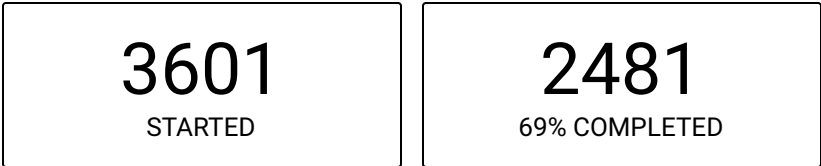


2024 Annual Membership Survey

Summary Report



Where are you based?

Atlanta - ATL	127	5%
Austin - AUS	22	1%
Nashville - BNA	142	6%
Baltimore - BWI	226	9%
Dallas - DAL	261	11%
Denver - DEN	314	13%
Ft. Lauderdale - FLL	20	1%
Houston - HOU	150	6%
Las Vegas - LAS	237	10%
Los Angeles - LAX	107	4%
Orlando - MCO	192	8%
Chicago - MDW	265	11%
Oakland - OAK	168	7%
Phoenix - PHX	250	10%

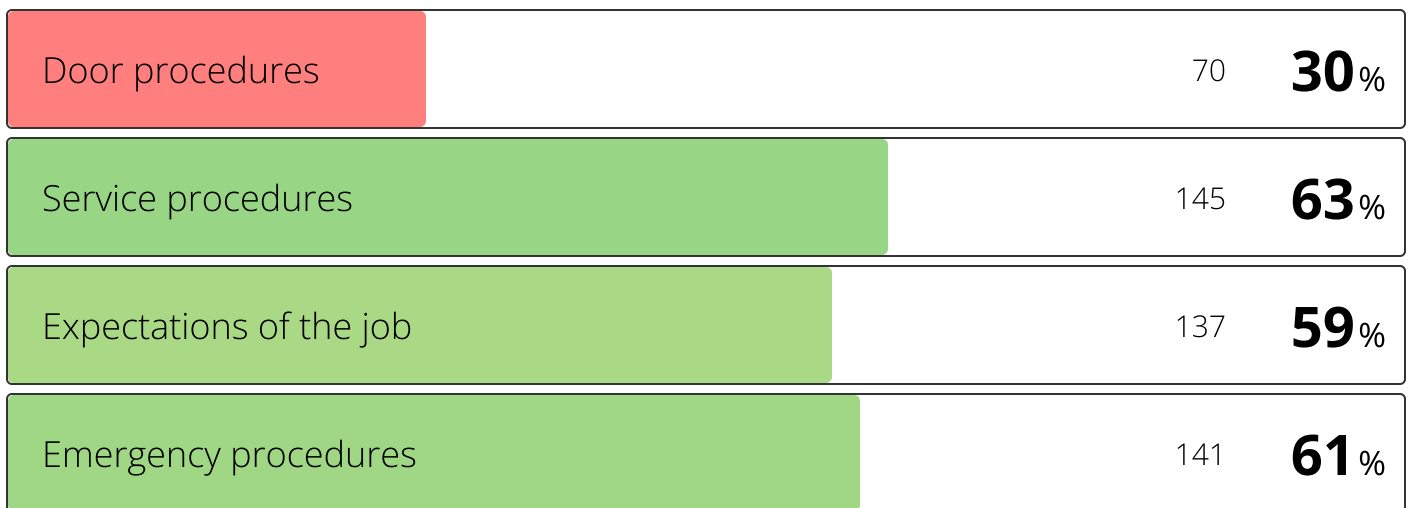
What is your seniority level?

Less than 1 year	30	1%
1 - 3 years	563	23%
3 - 5 years	45	2%
5 - 10 years	567	23%
10 - 15 years	230	9%
15 - 20 years	315	13%
20 - 30 years	516	21%
30+ years	215	9%

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



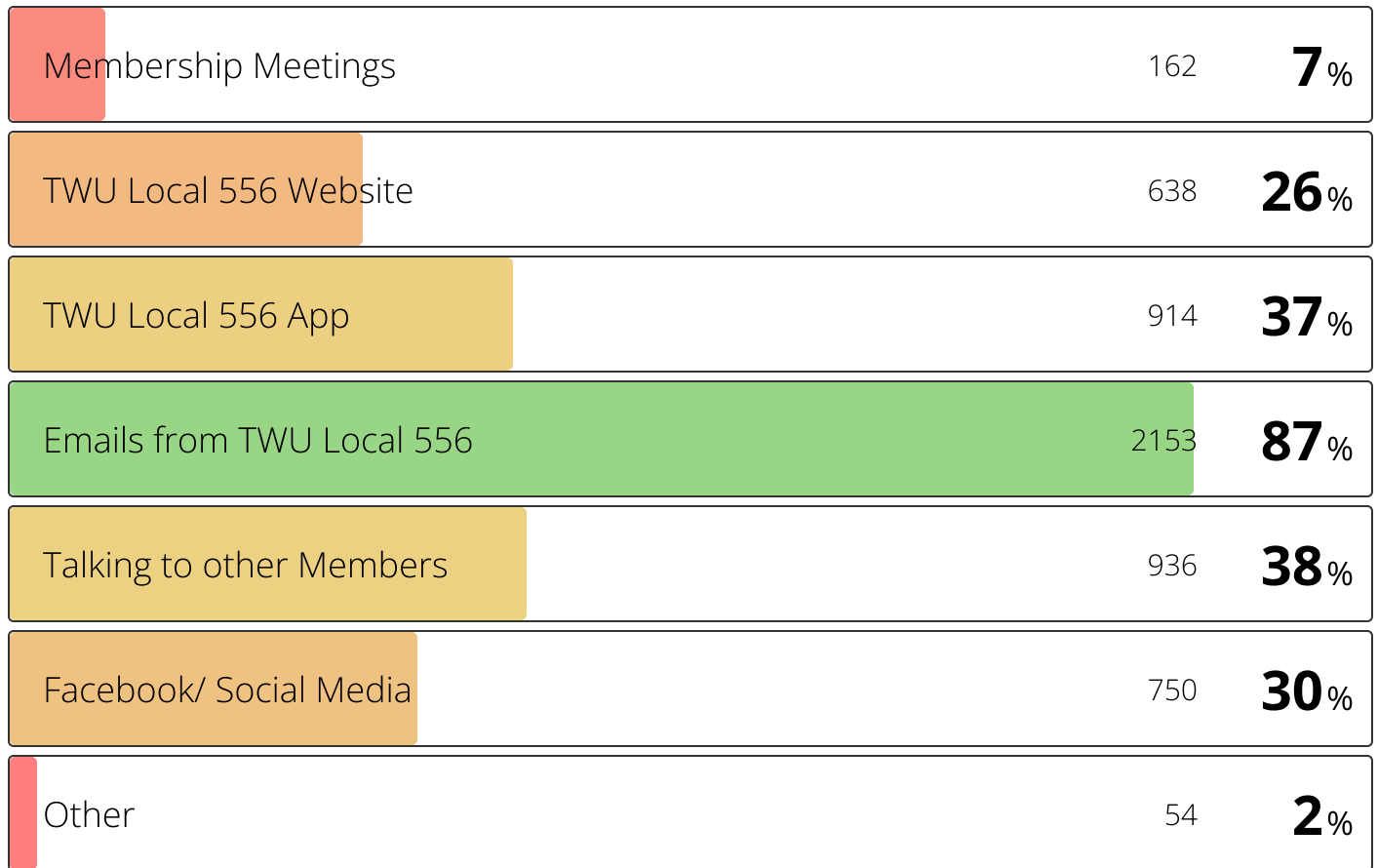
What areas do you wish you had received more training?
(Select all that apply)



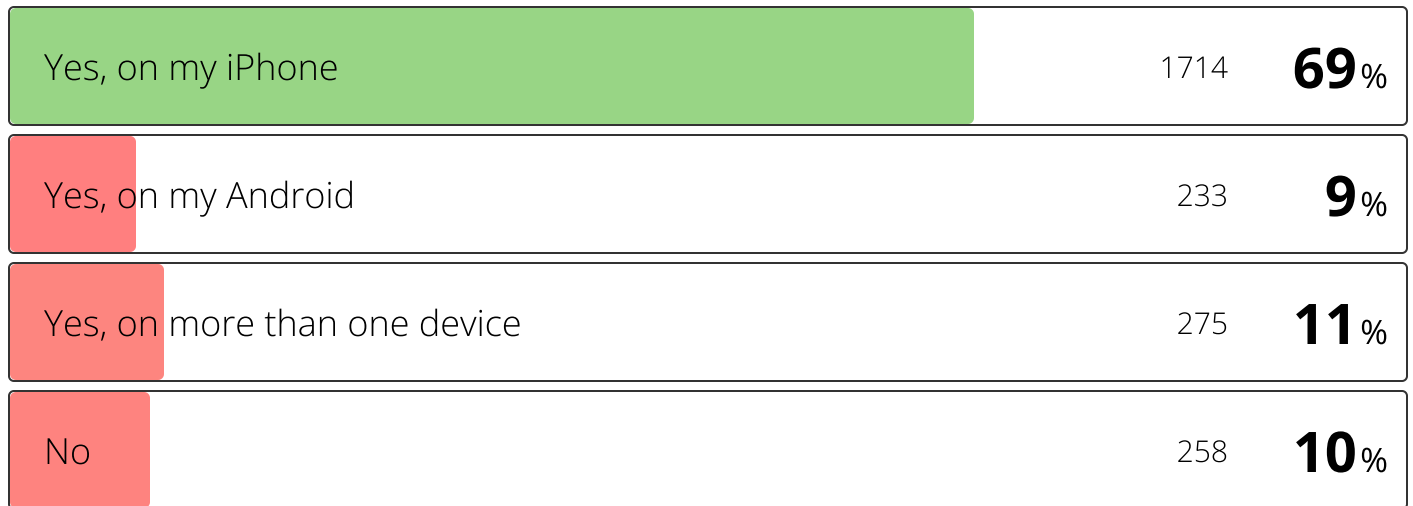
Before you became a Southwest Airlines Flight Attendant, what was your job?

Internal Southwest Airlines Employee	358	14%
Worked for a different carrier	694	28%
Came from a non-airline industry	1013	41%
Attended college/school	183	7%
Other	233	9%

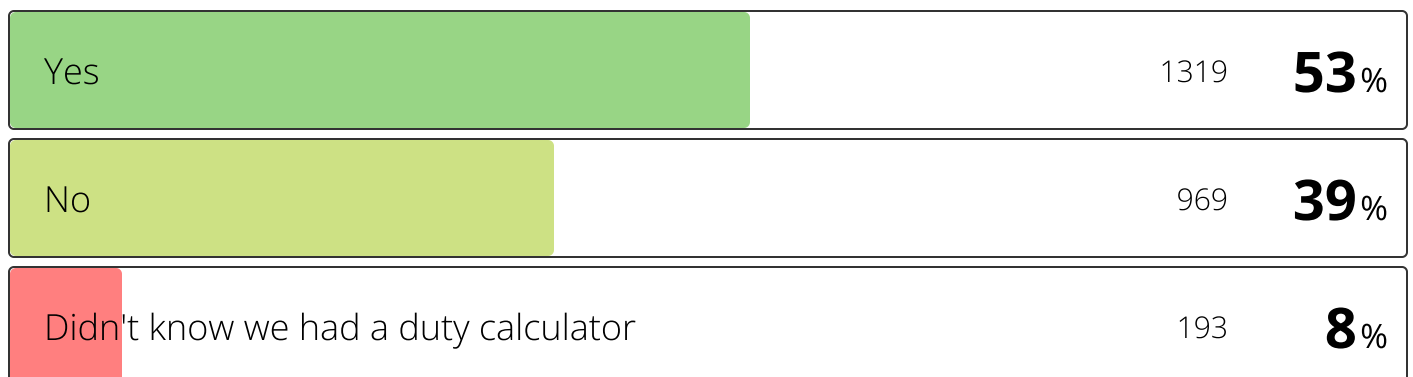
What are your main sources of information about TWU Local 556, including our Contract Negotiations? (choose up to 3)



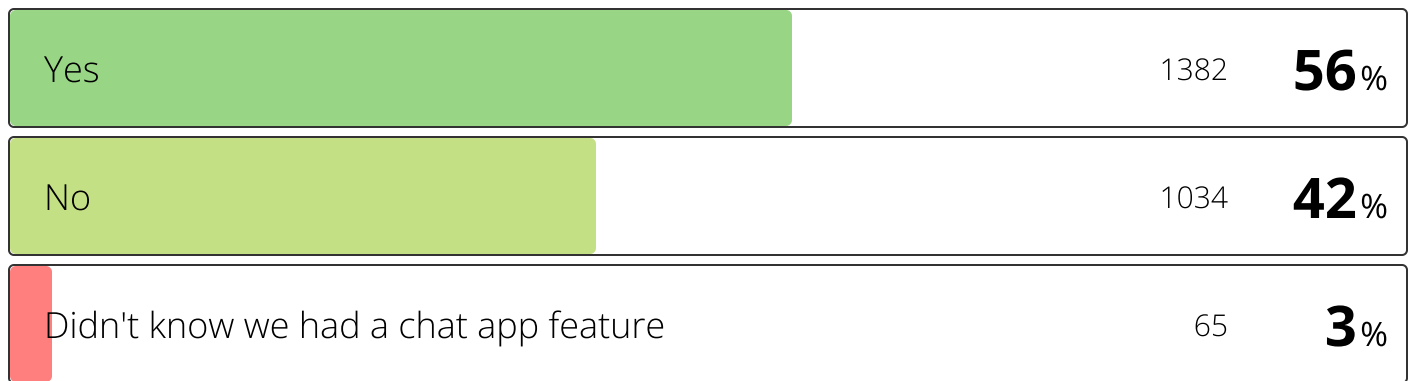
Do you have the TWU 556 Connect mobile app downloaded on a Portable Electronic Device?



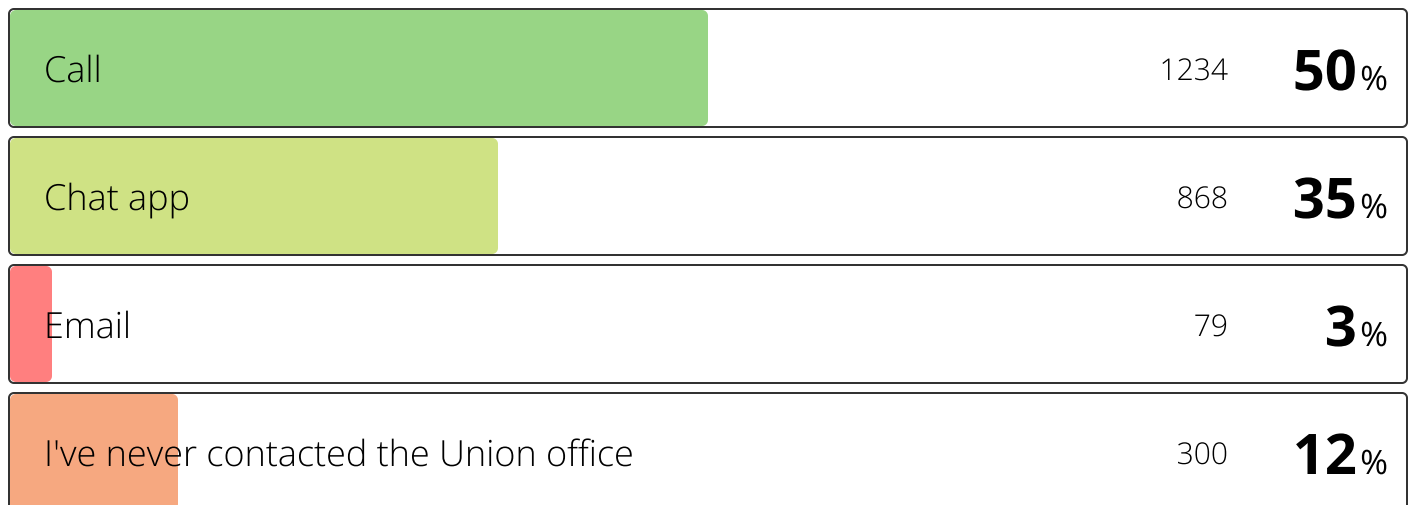
Have you used the duty calculator on the TWU Local 556 Connect mobile app?



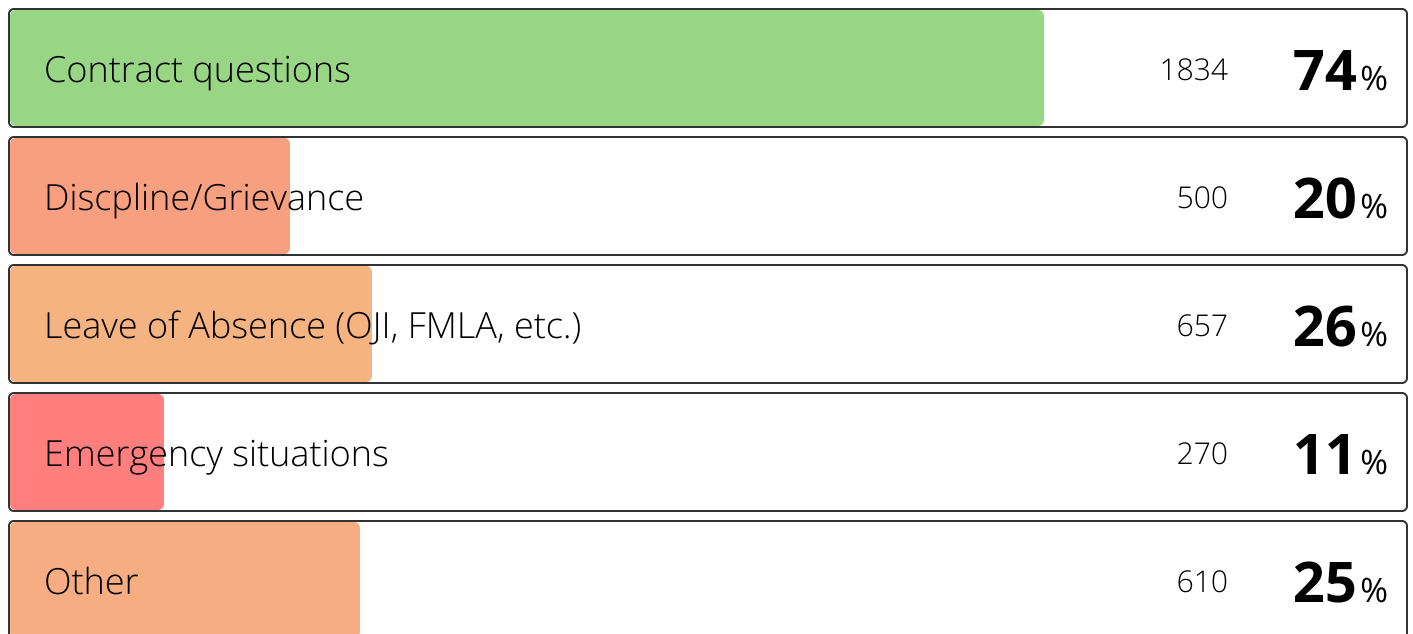
Have you used the Chat app feature on the TWU Local 556 Connect mobile app?



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)



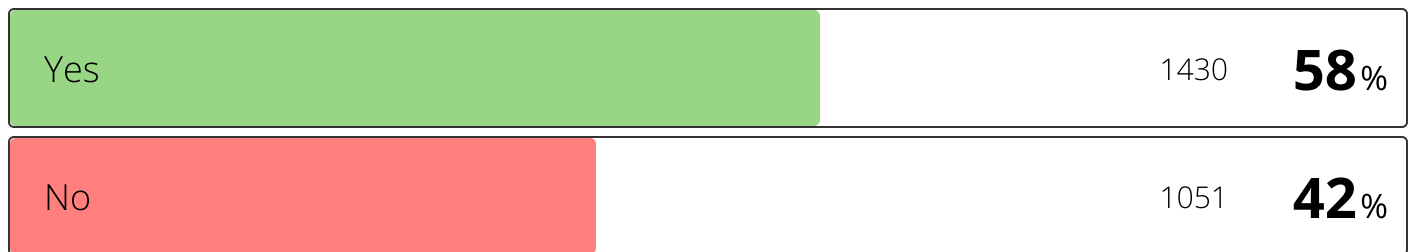
After business hours, I use the following resources to answer my questions. (Select all that apply)

Call the Emergency TWU Local 556 Officer on call	367	15%
Call or text a Member of the Executive Board	213	9%
Call or text a Shop Steward	436	18%
Call or text a fellow Flight Attendant	1399	56%
Call Southwest Airlines Crew Scheduling or NOC	842	34%
Utilize Flight Attendant groups on social media	883	36%
Utilize the search function of archived questions on the TWU Local 556 Facebook group	580	23%

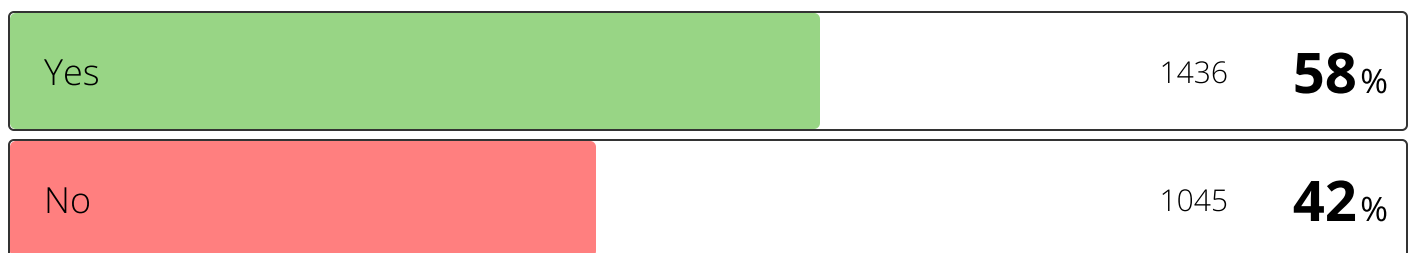
Are you opted in to receive important Union news via text message to your mobile device?

Yes	1783	72%
No	698	28%

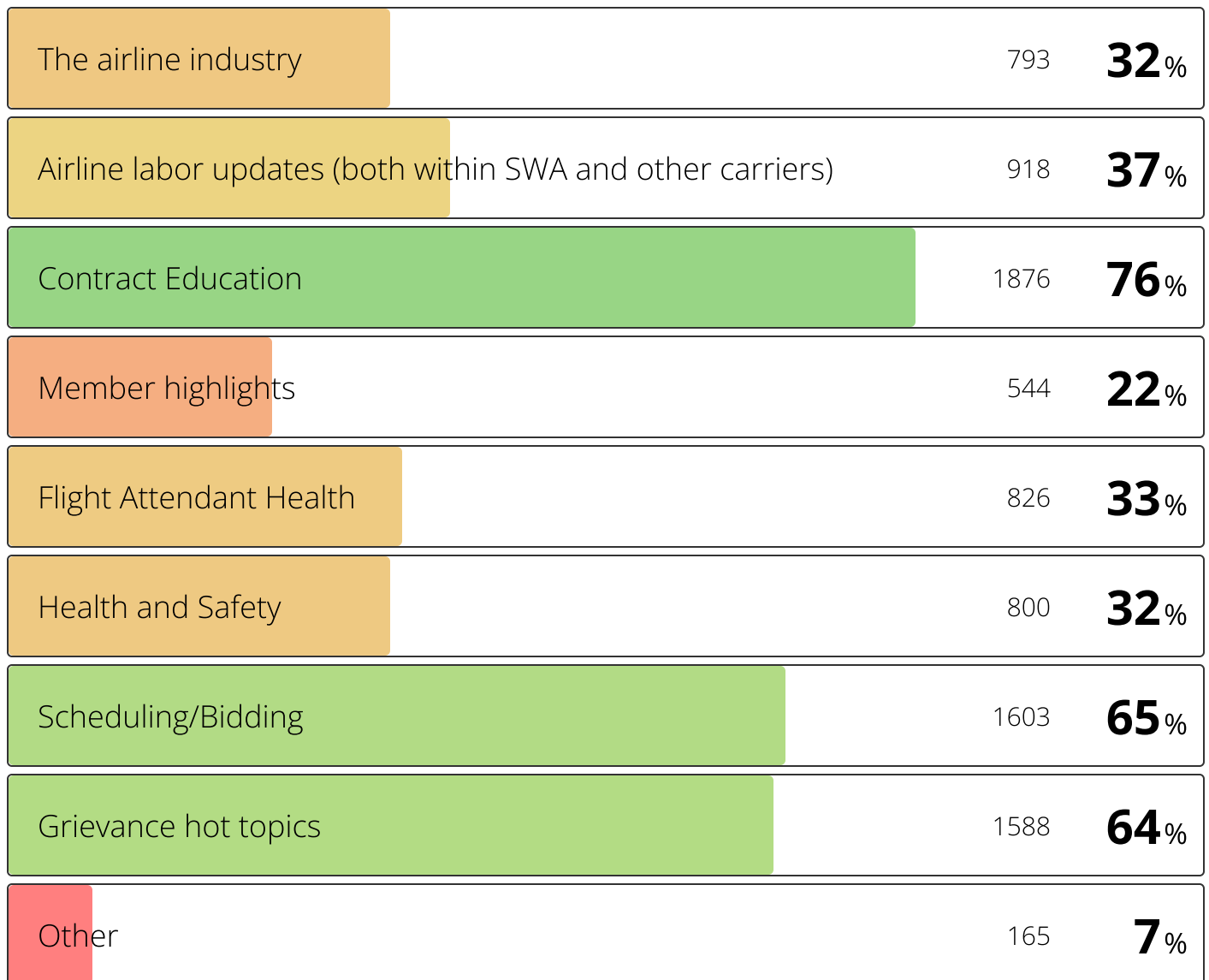
Are you opted in to receive important Union news via push notification on your mobile device?



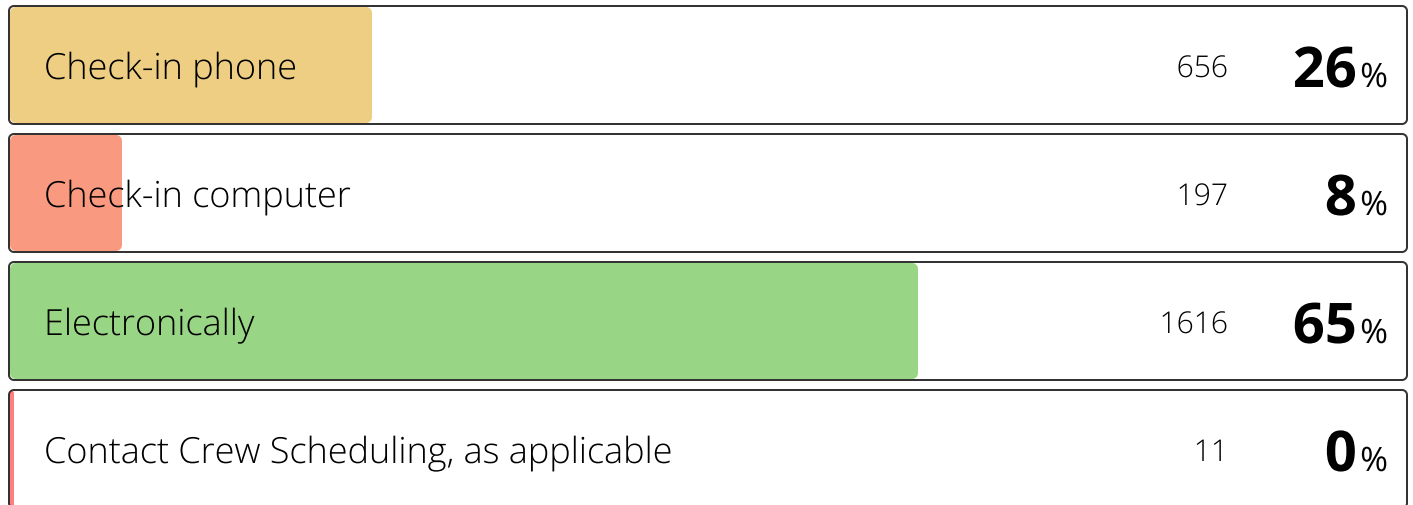
Do you read the Catching Up with 556 Newsletter?



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



How do you normally check-in for your pairing?



Have you ever used the Fatigue policy?



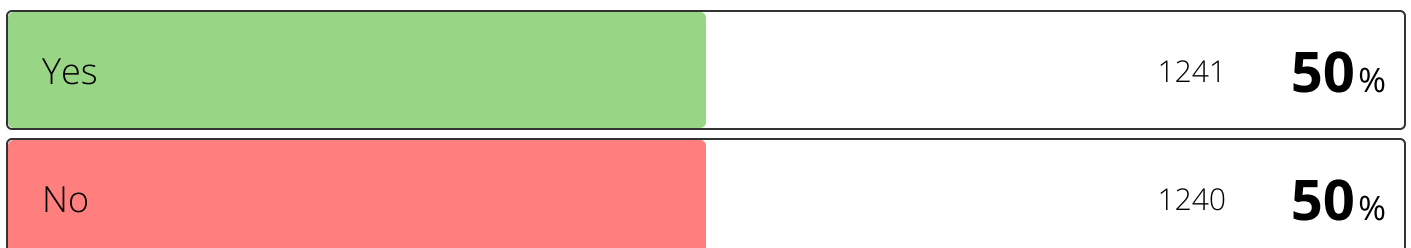
Have you ever filled out the Fatigue Concern Report?



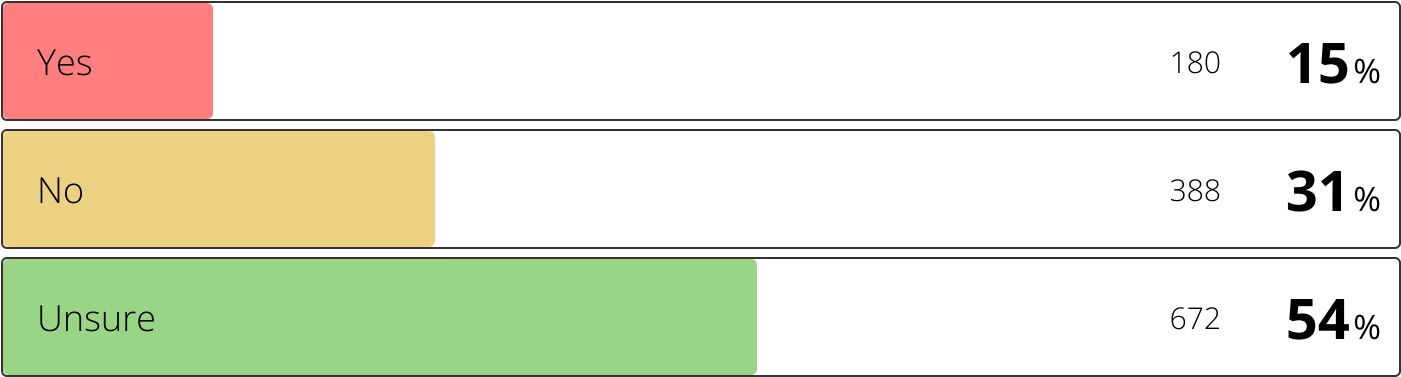
Have you ever wanted to use the Fatigue policy but were concerned you would be subject to discipline?



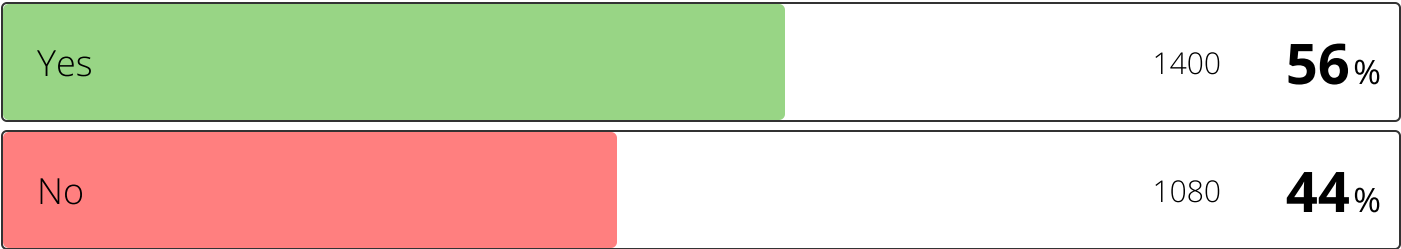
Have you ever submitted an Aviation Safety Action Program (ASAP) report?



Did your ASAP report stop any potential discipline?



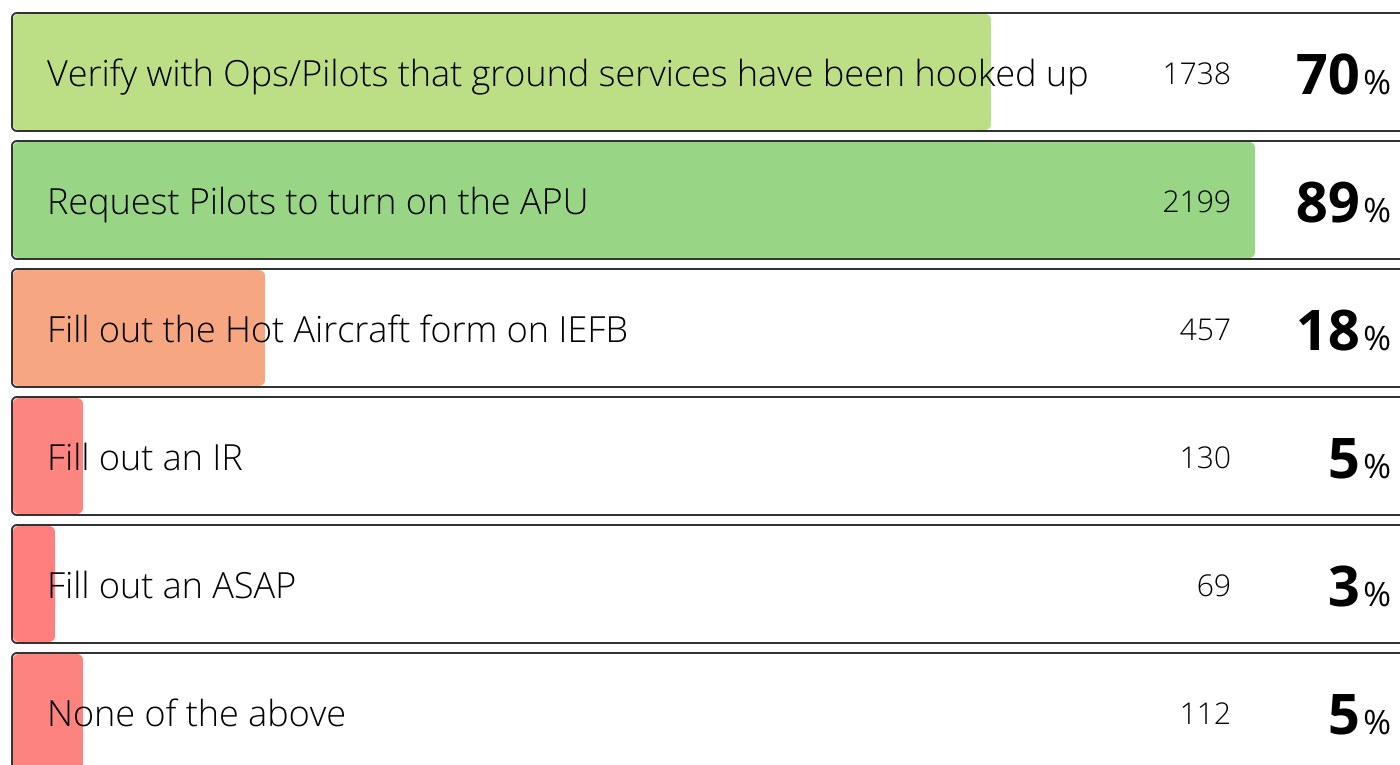
Have you experienced an exploding can incident during the summer of 2024?



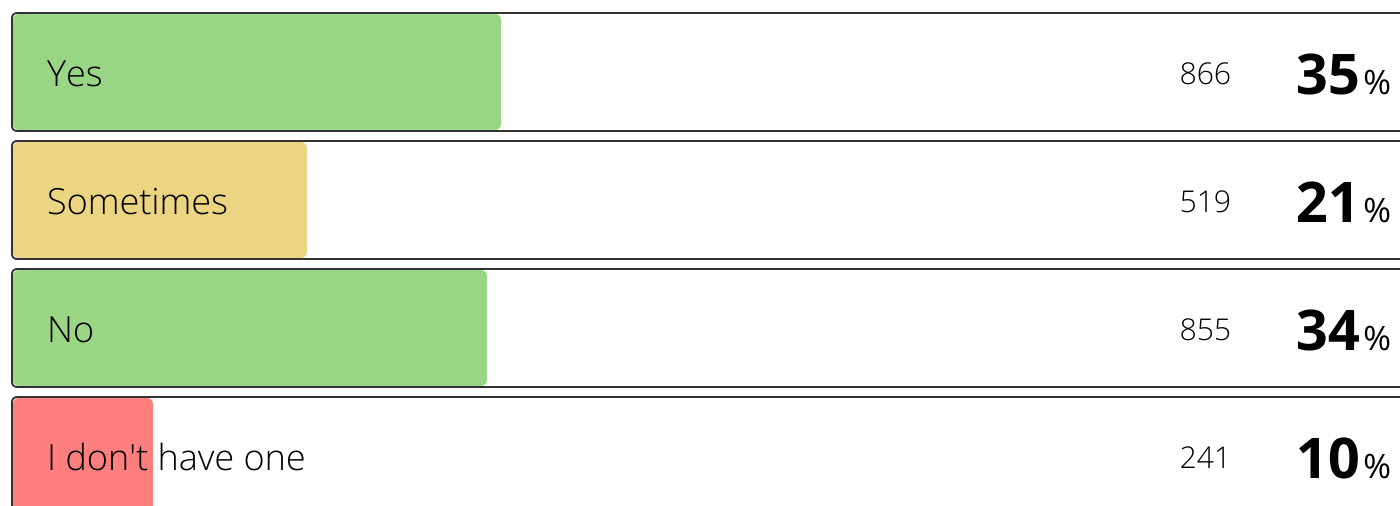
If you reported it, how? (select all that apply)

ASAP	139	10%
IR	229	16%
SRS	83	6%
Reported to base leader	66	5%
Did not report the incident	1079	77%

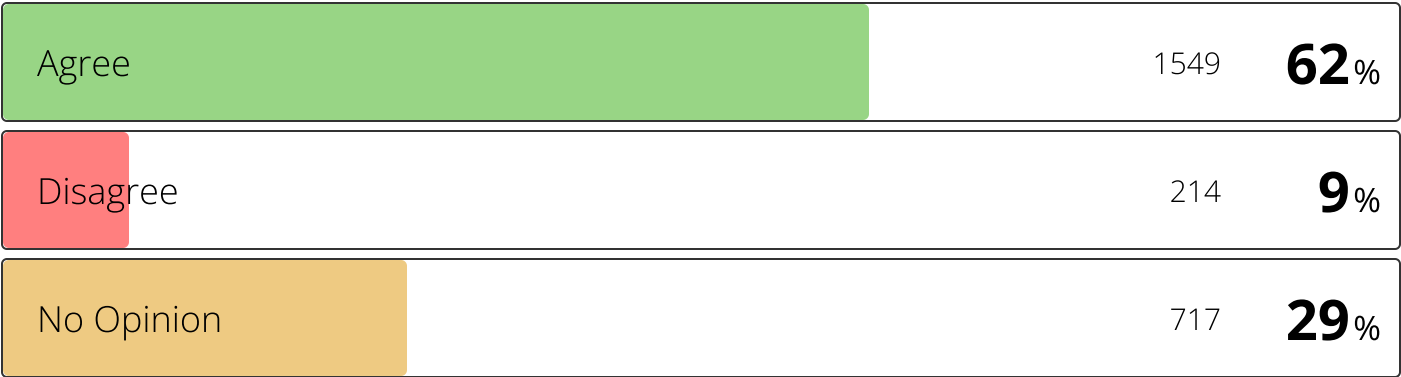
What steps are you taking if you find the airplane is too hot or too cold for boarding? (Select all that apply)



Do you wear your TWU Local 556 Union Pin on your uniform?



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



I use my voice by: (select all that apply)

I attend Union Membership Meetings virtually	506	20%
I attend Union Membership Meetings in person	186	8%
I'm an active Shop Steward	108	4%
I'm a TWU Local 556 Committee Member	136	5%
I assist my DEBM when asked (e.g., lounge mobilizations)	141	6%
I vote on Tentative Agreements and side-letters	2062	83%
I vote during elections (Officer, delegate, etc.)	1961	79%
Emailing the Executive Board, DEBM, or Committees	377	15%
Other	271	11%