



Membership Survey Results

Please rate your involvement with TWU Local 556

Not involved at all	1067	47%
Some involvement	1079	47%
Very involved	143	6%

Would you be willing to participate in a community service event, sponsored by your Union, in your domicile?

Yes	456	20%
It depends on if the time and location are convenient	1436	63%
No	394	17%

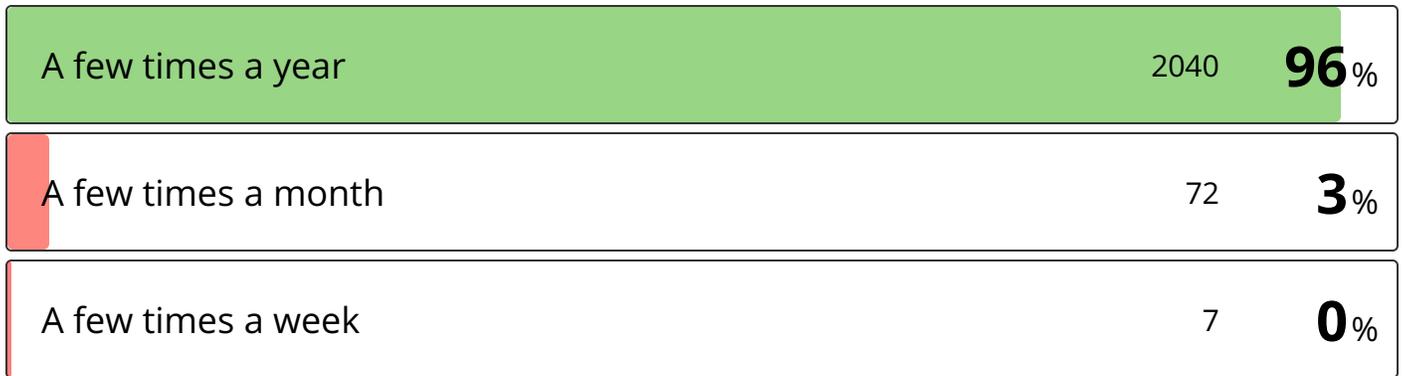
When contacting the Union, please complete the following statement: I usually...

Call the office during normal business hours	1349	59%
Use the chat app feature on TWU Local 556 app	474	21%
Call or text an Executive Board member, Committee Chair or Shop Steward	240	10%
None of the above	225	10%

When contacting the Union, what type of questions do you most frequently ask?

Contract	1888	84%
Discipline/Grievance	145	6%
Leave of absence	79	4%
Health/Safety/Security	65	3%
Emergency situations	60	3%

If applicable, how often do you call the Union office?



Have you utilized the chat app to contact the Union?



I most often get my Union information from:

www.twu556.org	817	36%
TWU Local 556 Facebook page	394	17%
Unity magazine/Galley Gazette	191	8%
My domicile E-Connection or other email notices	843	37%
Glass case/red rack in my base	14	1%

Have you attended a Membership meeting in the last year?

Yes	308	13%
No	1978	87%

Did you attend the meeting in your base?



If you did not attend the meeting in your base or your attended more than one meeting, what city(s) have you attended meetings in the last year?

ATL	30	12%
BWI	23	9%
DAL	53	21%
DEN	29	12%
HOU	14	6%
LAS	30	12%
LAX	16	6%
MCO	19	8%
MDW	27	11%
OAK	17	7%
PHX	28	11%

I don't attend Membership meetings because:

I don't have the time due to flying and/or personal commitments	1064	54%
The location is not convenient	298	15%
I'm a commuter	599	30%
I'm happy with how things are going	48	2%
I trust the people who attend to make the decisions for me	142	7%
None of the above	288	15%

Were you aware we have a Fatigue policy?

Yes	2009	88%
No	277	12%

Have you ever used the Fatigue policy?



Have you ever been injured on the aircraft while working?



What caused your injury? (select all that apply)

Turbulence	432	46%
Trip/Fall/Slip	170	18%
Assisting with carryon bag/rearranging bags	398	42%
Assisting with passenger needs	128	14%
Hard landing	109	12%
Environmental issues (Odor/Fume event)	33	3%
Equipment/Ergonomic issues (Galley Equipment/Jump seats/OHB issues)	202	21%
Other	157	17%

Did you report your injury and seek medical attention?

Reported as OJI and sought medical attention	632	67%
Reported as OJI and did not seek medical attention	85	9%
Not reported as OJI but did seek medical attention	136	14%
Went out on medical leave or utilized sick leave due to injury	115	12%
Did not report and did not seek medical attention	142	15%

At what actual flying time do you feel abbreviated service procedures should be permitted?

Flights under 60 minutes	804	35%
Flights under 45 minutes	1024	45%
Flights under 30 minutes	356	16%
I think abbreviated service procedures should only apply to Hawaiian inter-island flying, as is the current policy	96	4%

Have you ever filed an ASAP?

Yes	980	43%
No	1305	57%

An ASAP report can be used in the following instances:

Passing along safety related information, events or incidences you feel the Company, Union and FAA should have visibility to	85	4%
Self-reporting a possible safety/regulatory violation that was unintentional	670	30%
Both of the above are valid reasons to file an ASAP report	1449	66%

If you have or wanted to file an ASAP report, would you or do you prefer to file:

Online: Via SWALife>Inflight>Tools>ASAP	2041 92%
Calling the ASAP Hotline in order to allow 72 hours to file the report electronically via SWALife	183 8%