



Fast Fact Friday

Fourth Quarter Record Improvement

Friday, September 26, 2025

Q1: “What is the Fourth Quarter Record Improvement Bonus?”

The Fourth Quarter Record Improvement Bonus says that a Flight Attendant who is active the entire quarter, accrues no more than one (1) attendance point in the quarter, and finishes the quarter with four (4) or fewer points, will begin the new year with zero (0) attendance points.

Example: I am active for all of October, November, and December. During the quarter, the only attendance points I accrue is for a Failure to Report (FTR), which is one (1) point. At the end of the quarter, I have four (4) attendance points. I will start the new year (January) with zero (0) points!

The Fourth Quarter Record Improvement Bonus is an incredible way to reduce your attendance points bank total very quickly!

Q2: “What is the December Record Improvement Bonus?”

The December Record Improvement Bonus says that a Flight Attendant who is active for the entire month and has perfect attendance, will have an additional one (1) point removed from their attendance points total. This bonus point will be on top of any other Record Improvement and can be “banked”.

Example: I am active the entire Fourth Quarter and have Perfect Attendance for the quarter. At the end of the quarter, I have three (3) points. First, the Fourth Quarter Record Improvement Bonus would be applied and reduce my attendance points to zero (0). On top of that, I had perfect attendance in December, so my points bank would be reduced by an additional point, taking it to a negative one (-1).

Q3: “Are those the only two Record Improvement options for the Fourth Quarter?”

Perfect Attendance During a Quarter and No Chargeable Occurrences During a Quarter would also be applicable. The record improvement which provides the best adjustment will be applied.

Q4: “What does ‘active’ and ‘inactive’ mean?”

Many people confuse the terms “active” and “inactive”. Active does not mean that the Flight Attendant is actively working, it means they are actively on the Flight Attendant Seniority List and able to work if they want or are needed to.

Example 1: I give away all of my flying for October and have a clear screen. I am still on “active” status, even though I have no scheduled flying. Giving away all of my assignments does not affect my eligibility for record improvement.

Example 2: I had an emergency at home and called my Inflight Supervisor who pulled me “Leave No Pay” (LVN) in October. On those days of absence (coded “LVN”), I am “inactive”. For record improvement purposes, these days where I’m “inactive” would make me ineligible for applicable record improvements.

Fast Fact Friday

Fourth Quarter Record Improvement

Q5: "How do I find my attendance points total?"

The easiest way to find out your attendance points total is by emailing Inflight Attendance and Leave from your wnco email account.

InflightAandL@wnco.com

The other way to find your attendance points total is by speaking to an Inflight Base Admin or Supervisor.

Bonus Question: "Why can't we see our attendance points total electronically, like on CWA or CrewHub?"

The TWU Local 556 Pink Contract Negotiating Team continues to have discussions with Southwest Airlines Management about making our attendance points totals available to Flight Attendants via electronic means. While the parties will have to come to a final agreement, we are actively working towards making this an option for our Members.

