

**Demographics**

D1. What is your age?

Under 40	3%
40-54	42%
55-59	49%
Over 60	6%

D2. What is your Year of Hire?

1988-1993	26%
1994-1996	23%
1997-2004	27%
2005+	24%

D3. Which fleet do you fly?

A300	16%
MD11	22%
747	13%
757/767	48%

D4. Which seat do you fly?

Captain	46%
First Officer	54%

D5. Where are you domiciled?

ANC	21%	83
MIA	7%	79
ONT	8%	89
SDF	64%	78

D6. What types of lines are you normally awarded?

Hard Line	64%
VTO	16%
Reserve	20%

D7. Which do you currently fly the most, international or domestic?

International	55%
Domestic	45%

D8. Do you normally work in the Training Center?

Yes	2%
No	98%

D9. Are you a Commuter or do you live in Domicile?

Commuter	56%
Non-Commuter	44%

D10. [IF D9 = COMMUTER, n = 1,223] How do you primarily get to work?

Drive personal vehicle	9%
Jump seat on UPS	51%
Jump seat on another carrier	13%
Bid for commercial tickets	22%
Other [SPECIFY]	6%

D11. [IF D9 = COMMUTER, n = 1,223] How long does it typically take you to commute roundtrip from your domicile? [OPEN END NUMERIC RESPONSE]

1-2 hours	9%
3-6 hours	32%
7-12 hours	30%
13-23 hours	20%
24 hours +	9%

D12. Gender [Male, Female]

Male	95%
Female	5%

**Introductory Question**

Q1. Which one of the following best describes your current work life at UPS?

- 1% *Very satisfactory*: nothing needs to change
- 35% *Somewhat Satisfactory*: a few things need to be changed
- 34% *Mixed*: about half is good, half is bad
- 26% *Somewhat Unsatisfactory*: significant changes are needed
- 4% *Very Unsatisfactory*: everything needs to change

Q2. How would you rate UPS' overall commitment to safety?

- 3% Excellent
- 18% Good
- 34% Average
- 30% Below average
- 16% Poor

**Fatigue Questions**

Now you are going to see a series of statements. After you have read each statement, you will indicate whether you agree or disagree with that statement and how strongly you feel about that agreement or disagreement. You may also choose a response that indicates that you neither agree nor disagree with the statement or that you don't know enough about that particular issue to offer a response. Please read each statement carefully and indicate your response with the radio buttons that appear beside each question.

	Strongly Agree	Somewhat Agree	Neither	Somewhat Disagree	Strongly Disagree	Unsure
UPS manages fatigue threats, and prevents and mitigates fatigue risk in order to ensure safe flight operations. (Q3)	0%	3%	6%	28%	62%	1%
IPA crew members themselves are personally responsible to ensure that they are adequately rested and fit for flight duty. (Q4)	39%	40%	7%	9%	4%	1%
UPS mitigates fatigue risk when trends or threats associated with schedules, pairings, or trips are identified to them. (Q5)	1%	2%	5%	21%	68%	3%
UPS encourages crewmembers, in a non-punitive manner, to report fatigue risk that they encounter or see. (Q6)	1%	4%	7%	26%	58%	3%
Fatigue prevention and mitigating the effects of fatigue are joint responsibilities of UPS and IPA crew members. (Q7)	63%	26%	3%	4%	3%	1%
UPS provides adequate fatigue training in new hire orientations, and annually in recurrent training. (Q8)	1%	4%	13%	24%	54%	5%
The UPS Fatigue Risk Management Plan (FRMP) and training have helped me to recognize the threats of fatigue in myself and co-workers. (Q9)	1%	8%	20%	22%	46%	3%
UPS values safety over making service. (Q10)	1%	7%	8%	29%	54%	1%
UPS honors an IPA crew member's self-assessment and self-removal from duty because of fatigue, without coercion, retribution or punitive action. (Q11)	1%	6%	7%	29%	52%	5%
UPS Fatigue Event Reports adequately protect the privacy of the crew member submitting the report. (Q12)	2%	8%	19%	14%	22%	36%

Q13. How familiar would you say you are with the UPS Fatigue Risk Management Plan (FRMP)?

- 13% Very familiar
- 42% Somewhat familiar
- 29% Not very familiar
- 16% Not familiar at all

Q14. [ASK Q14 ONLY IF Q13 = 1-3, n = 1,842, OTHERWISE GO TO Q15] How much confidence would you say you have in the UPS Fatigue Risk Management Plan (FRMP)?

- 0% A great deal of confidence
- 9% Some confidence
- 47% Not very much confidence
- 34% No confidence at all
- 9% Unsure – don't know enough about the plan to evaluate it

Q15. How effective would you say UPS is in addressing fatigue issues within their control such as creating schedules, rescheduling, rest, duty limitations and utilization of reserve crew members?

- 0% Very effective
- 4% Somewhat effective
- 38% Not very effective
- 57% Not effective at all
- 1% Unsure

Q16. How effective would you say you are in addressing fatigue issues within your control?

- 20% Very effective
- 71% Somewhat effective
- 7% Not very effective
- 1% Not effective at all
- 1% Unsure

Q16-1. As a front-line employee, do you feel you are a critical part of the safety process, to include the UPS Safety Management System (SMS)?

- 39% Yes, definitely
- 27% Yes, probably
- 17% No, probably not
- 9% No, definitely not
- 8% Unsure

Now you are going to see another series of statements. As before, you will indicate whether you agree or disagree with the statement and how strongly you feel about that agreement or disagreement. You may also choose a response that indicates you neither agree nor disagree with the statement or that you don't know enough about that particular issue to offer a response. Please read each statement carefully and indicate your response with the radio buttons that appear beside each question.

	Strongly Agree	Somewhat Agree	Neither	Somewhat Disagree	Strongly Disagree	Unsure
IPA crew members are more likely to call in sick rather than removing themselves from duty due to fatigue. (Q17)	53%	32%	7%	1%	2%	5%
It is not uncommon to fly with another crew member who exhibits signs of fatigue. (Q18)	62%	31%	4%	2%	1%	0%
Calling in fatigued will invite adverse scrutiny from UPS. (Q19)	58%	30%	5%	2%	1%	3%
Calling in sick will invite adverse scrutiny from UPS. (Q20)	42%	38%	8%	8%	2%	1%
I sometimes feel pressured by UPS to fly while fatigued. (Q21)	35%	38%	17%	5%	3%	2%
I sometimes feel pressured by UPS to fly while sick. (Q22)	19%	26%	21%	16%	17%	1%
The UPS culture encourages you to call in fatigued when you are fatigued. (Q23)	1%	2%	5%	23%	68%	1%
Schedules would improve, from a fatigue/safety standpoint, if there were an effective IPA and UPS partnership in creating the pairings and lines. (Q24)	69%	26%	2%	1%	1%	2%
Current UPS scheduling practices take into account fundamentals of human physiology including the latest science on circadian rhythms and fatigue. (Q25)	1%	1%	2%	14%	80%	2%
The on-board rest facilities on the B747-400 are adequate for in-flight rest. (Q26)	40%	23%	7%	3%	1%	26%
The on-board rest facilities on the MD-11 are adequate for in-flight rest. (Q27)	10%	37%	12%	14%	8%	19%
The on-board rest facilities on the B767 are adequate for in-flight rest. (Q28)	1%	0%	1%	2%	93%	3%
Adequate sleep rooms are available for crew members throughout the UPS system. (Q29)	1%	10%	8%	25%	53%	3%
The sleep rooms in the Louisville domicile are adequate for mitigating fatigue.. (Q30)	16%	43%	11%	18%	8%	4%

Q31. [IF Q29 = DISAGREE, n = 1,717] You previously indicated that you felt adequate sleep rooms were not available throughout the UPS system. Being as specific as you can, please identify those gateways where you would most like to see improvements in sleep facilities. You may indicate using city names or 3-letter IATA airport codes.

48%	PHL/ KPHL/ Philadelphia
46%	EWR/ KEWR/ Newark
41%	ONT/ KONT/ Ontario
34%	RFD/ KRFD/ Rockford
25%	SDF/ KSDF/ Louisville
22%	CGN/ Cologne
19%	DFW/ KDFW
17%	SZX/ Shenzen
16%	ANC/ Anchorage
12%	MIA/ KMIA
7%	JFK/ KJFK
7%	PVG
7%	PHX/ KPHX/ Phoenix
7%	DEN/ KDEN
6%	IAH/ KIAH
5%	BDL/ KBDL
5%	MCO/ KMCO
4%	HKG/ Hong Kong
4%	ICN
4%	SAT
4%	BFI
4%	MHT/ KMHT
4%	OAK/ KOAK
4%	SLC
3%	ORD
3%	DSM
2%	CAE/ KCAE
2%	MSP/ KMSP
2%	BOG
2%	TPE
2%	GUA
2%	MHR
2%	PDX/ KPDX
31%	Other (less than 1% mentioned)

Q32. From the following list of possible factors contributing to fatigue at UPS, please select the top five factors in your own mind with #1 being the factor that contributes the most, #2 being the next contributing factor, and so on until you have chosen your top five (5) factors. Remember you will only identify five (5) factors. If you feel some other factor that is not listed deserves to be considered, you may enter it next to the label "OTHER." [RANDOMIZE RESPONSES, EXCEPT "OTHER [SPECIFY]" AND UNSURE]

	RANK #1	RANK #2	RANK #3	RANK #4	RANK #5	NOT TOP5
Pairing construction	27%	20%	18%	11%	7%	17%
Line construction	12%	18%	14%	14%	11%	32%
Length of duty period	5%	9%	14%	14%	13%	45%
Number of legs during duty period	4%	9%	14%	14%	11%	48%
Added leg to schedule	0%	1%	1%	3%	3%	91%
Operational reschedules	1%	2%	2%	4%	7%	84%
24-hour layovers	10%	11%	8%	8%	7%	56%
Weather delays	0%	0%	1%	1%	1%	97%
Mechanical delays	0%	0%	1%	1%	1%	97%
Commuting	0%	0%	0%	1%	1%	97%
Hotel issues	0%	1%	2%	4%	6%	87%
Inadequate sleep rooms	0%	0%	1%	2%	3%	94%
Inadequate off-duty rest	1%	1%	2%	3%	4%	88%
Day-flying and night-flying (Circadian flip) in consecutive duty periods	16%	17%	14%	11%	10%	32%
Crew member mismanagement of off-duty time	0%	0%	1%	1%	2%	96%
Flying the back side of the clock	21%	21%	21%	21%	21%	44%
Other [SPECIFY]	2%	1%	1%	1%	3%	
TOTAL	100%	100%	100%	100%	100%	

Q33. During your career with UPS, have you ever called in fatigued?

- 40% Yes
- 59% No
- 1% Unsure

Q34. [IF Q33 = YES, n = 877] How many times within the past 12 months have you personally called in fatigued? [OPEN END NUMERIC RESPONSE]

- 71% 0
- 21% 1
- 6% 2
- 2% 3 or more



Q35. During your career with UPS, have you ever felt fatigued on duty but did not call in fatigued?

95% Yes  
3% No  
2% Unsure

Q36. [IF Q35 = YES, n = 2,095] Being as specific as you can, why did you not call in fatigued when you felt fatigued on duty? [OPEN END]

23% Fear of retribution/Punitive action by the company/Get suspended  
17% Calling fatigued brings scrutiny/questioning by management  
16% Due to multiple leg/Need to finish the flight scheduled  
16% It's hard to know you're fatigued until it's too late/end of the flight/after airborne  
13% It could cause harassment/pressured by the management/company  
10% It could cause loss of pay/sick bank penalty  
8% Not worth the hassle (i.e. paper works, report etc.)  
7% It is already part of the job/responsibility  
6% I can still manage to fly/thought I could make it  
6% It could cause scheduling problem  
5% Did not want to cause service failures  
4% Prefer calling if sick instead of fatigued  
4% Did not want my name highlighted in negative way/spotlight myself to the company as a trouble-maker  
3% Not having enough sleep/rest/Body clock flip-flops  
2% Backlash from the company  
2% I just mitigate fatigue  
2% Other crew/reserve crew members covered the trip  
12% Other [responses 1% or less]

Q37. [IF Q35 = UNSURE, n =44] Why did you say you were unsure about calling in fatigued when you may have felt fatigued on duty? [OPEN END]

25% Just tired  
25% I was unsure/ Felt that I'm fine/could make it  
20% Didn't recognize it was fatigue  
9% It is part of the job/ Already expected  
5% Lack of sleep  
5% There's a thin line between tired and fatigued  
20% Other  
7% Don't Know/ Refused

Q38. If you have any additional comments about the fatigue issue that you feel were not addressed in this survey, you may enter them here. [OPEN END WITH OPTION OF “NONE/NOTHING” AS A PUNCH BENEATH THE OPEN-END VERBATIM BOX.]

15%	Scheduling delays/changes/rescheduling
13%	Line construction/purity/pairing construction
12%	No safety culture at UPS
8%	UPS more concerned about cost, profit or service
8%	UPS management does not care/no integrity/management structure
6%	Circadian rhythms
6%	Should provide more rest periods
5%	Sick calls/no one calls in fatigued/it is discourage
5%	Harassment/Retribution if sick time used or fatigue called/threaten discipline
5%	24-hour layovers
4%	Nature of backside of the clock flying
4%	Better FRMP( Fatigues Risk Management Plan)/Address fatigue concerns
3%	Cargo cut out/Part 117/Exclusion from new rules
3%	No sleep facilities at gateways/no adequate rest rooms
3%	Utilizing IROs on International flights
3%	Reserve Duty/reserve day-to-nights/reserve turnouts
3%	Hotel issues/hotels inadequate for rest/hotel noise interruptions
2%	B767 rest facilities are inadequate
2%	UPS culture punitive/fear
13%	Other [responses 1% or less]
36%	None/Nothing