

## Heroes of the Heart | Previous Recipients

2023 – People Department  
2022 – Crew Planning & Analytics  
2021 – Customer Experience  
2020 – Network Planning  
2019 – Airport Affairs  
2018 – Emergency Response Team  
2017 – SWAU Coordination & Scheduling  
2016 – Diversity & Inclusion  
2015 – Governmental Affairs  
2014 – Flight Simulation Technicians  
2013 – Meteorology  
2012 – Engineering  
2011 – Headquarters Distribution Services  
2010 – Investor Relations  
2009 – Corporate Facilities  
2008 – Graphic Design and Creative Services  
2007 – Internal Customer Care  
2006 – Legislative Awareness  
2005 – Schedule Planning  
2004 – People Benefits  
2003 – Fuel Management  
2002 – Finance Payroll  
2001 – Pass Bureau  
2000 – Revenue Management and Pricing  
1999 – Maintenance Control  
1998 – Systems (Technology)  
1997 – Reservations Administrative Support Staff  
1996 – Customer Service Coordinators and Flight Information Agents  
1995 – Crew Planning, Scheduling, and Payroll  
1994 – Technical Services  
1993 – Station Coordinators