TWU Local 556

Welcome to LAX

It is such a pleasure to welcome you to Los Angeles (LAX) -
The City of Angels!

My name is Angel Figueroa, and I am your Los Angeles Domicile Executive Board Member. I also serve as the Executive Board Member Liaison to Crew Accommodation Board (CAB). Southwest Airlines introduced service to our nineteenth airport in September 1982. Today, LAX offers travelers flight options, including international destinations and Hawaii.

Inflight Lounge

The LAX Inflight Crew Lounge is located on the fourth floor of Terminal 1.5 outside of security. If you need to run to the Lounge quickly, there is a bag room located at Gate 13.

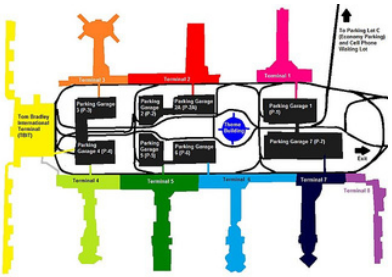
For instructions on accessing the Lounge, or to verify the current access codes, refer to your IEFB, SWALife, or contact the Inflight Office for assistance.

LAX Inflight Lounge:
Hours of Operation
0500-1800 Local Time
Phone: (310) 665-5600
Fax: (310) 665-5601

Base Information:

- SWALife > My Work > Inflight > Domiciles > LAX
- IEFB > MyMobile > Collections > Base & Overnight Information

Email
InflightBase-LAX-DG@wnco.com



The LAX Mail Code is:

LAX9FA

Good to Know

TWU Local 556

Resources

Critical Incident Stress Management (CISM)
(214) 640-4380 available 24/7
cism@twu556.org

Flight Attendant Drug & Alcohol Program (FADAP)
(214) 640-4307 available 24/7
FADAP@twu556.org

Professional Standards
(214) 640-4390
professionalstandards@twu556.org

Crew Scheduling
(214) 792-5477

Inflight Attendance and Leave
(214) 792-5500

Check-in Options

There are multiple options to check-in for a trip in LAX. As contractually mandated, the Crew Lounge has a designated check-in phone and computer. There are also multiple Crew Scheduling Check-In Phones throughout the terminals.

Check-In Phone and Computer Locations

Check -In Phone:
Located in the KCM hallway in Terminal 1.
Check-In Computer:
Located in the computer room near Gate 13.
Inflight Crew Lounge:
Dedicated check-in phone and computers.

The optional CrewHub App is also available for download on your IEFB and/or your personal device. When using the CrewHub App to check in for a pairing, it is a good idea to take a screenshot of your check-in verification code in case something goes awry. Install directions and a user guide can be found in Comply365.

KNOWN CREWMEMBER

KCM Hours of Operation:
T1 0330 - 2100 Local Time
T1.5 0415 - 0045 Local Time

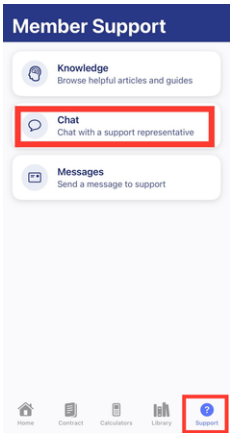
There are two checkpoints in our Terminal at LAX.
Terminal 1: Located in a small hallway to the left of the Main Security Checkpoint.
Terminal 1.5: To the left side of the Main Security Checkpoint below the Sherriff's desk/wall.

KCM TIPS:

- KCM is for Crew Members ONLY, whether they are working or traveling for pleasure. KCM cannot be used if traveling internationally for pleasure.
- KCM can be used both in and out of uniform. However, if out of uniform, an additional picture identification will be required… so be ready with your Crew ID, passport, and third picture ID (such as a driver's license). Also, be aware that if chosen for additional screening while out of uniform, you will be subject to TSA liquid restrictions.
- To review the KCM rules, search "KCM Rules" on your IEFB.

TWU Connect App

The TWU Local 556 App is available from the Apple Store & Google Play Store. You can connect with a Grievance Specialist. The App's Support section has a searchable copy of the Contract, the Q&A document to the Contract, and other useful information.



Call (214) 640-4300 or utilize the TWU Local 556 Chat App.

Office Hours:
Monday - Friday
0800 - 1800 CT
Weekends and holidays
0900 - 1700 CT

Chat App Hours:
Monday - Friday
0800 - 2200 CT
Weekends and holidays
0900 - 1700 CT

Airport Information

TWU Local 556

Employee Parking

There are two Employee Parking Lots for use that are owned by Los Angeles World Airports (LAWA) and operated by ABM Parking. These Employee Parking Lots are only available for those who are based in the LAX domicile. Information and assistance on Employee Parking can be found by speaking to an Inflight Coordinator in the Crew Lounge.

ABM - East Lot
9100 Jenny Avenue
Los Angeles, CA 90045

ABM - South Lot
6100 Westchester Parkway
Los Angeles, CA 90045

There is an Employee Parking Shuttle that runs from designated pick up/drop off locations in the parking lot to the Terminal.



Bag Room and Wi-Fi

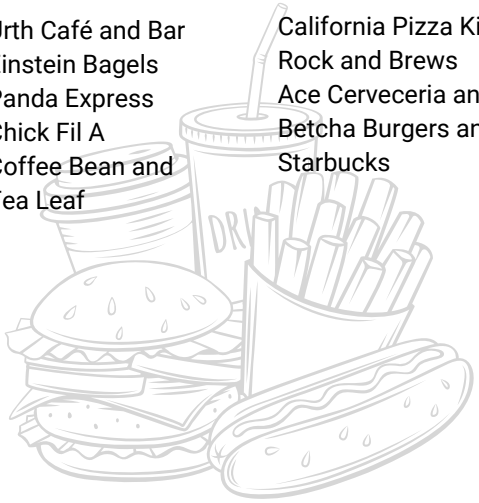
If you need to run to the Lounge quickly, there is a bag room located at Gate 13.

The Inflight Crew Lounge does have free Wi-Fi. That's welcome news for all our Airport Standbys! Please DO NOT share the Wi-Fi code, as it is for the Inflight Department only. Each department has its own specific log-in information, and heavy traffic patterns will trigger a code change. Look for the QR code in the lounge to get the latest connection.

Coffee and Food Highlights

There are plenty of food and beverage options in our Terminal. Keep in mind that restaurants can change, prices can be expensive and lines can be long!

Urth Café and Bar
Einstein Bagels
Panda Express
Chick Fil A
Coffee Bean and Tea Leaf
California Pizza Kitchen
Rock and Brews
Ace Cerveceria and Tacos
Betcha Burgers and Bar
Starbucks



Hotel Safety

As Flight Attendants, we live in a world where personal safety is first and foremost, our own responsibility. When on your overnight, practice these important safety precautions:

- Don't give out Crew Hotel information to strangers, including Passengers
- When signing yourself or Crew in at the hotel, don't announce room numbers
- Do a security sweep of your room
- Make sure your room phone is present and operational
- Use the peephole

Stay safe, Union Family!



All the Rest...

Recurrent Training (RT)

The Recurrent Training (RT) classroom is located outside of Terminal 1 security on the 4th Floor. Take the elevator closest to the Terminal 1 KCM checkpoint to the 4th floor using the secured code (found on SWALife or your IEFB). Go through the double glass doors and the RT classroom is the second door on the right. **IMPORTANT:** When accessing secure locations, such as the Crew Lounge or RT classroom, your SWA Crew badge must be presented at all times by wearing it above your waist.

Remember, for RT, you need to have the following required items (2026):

- Your personal IEFB by class start time.
- IEFB Charged to at least 80%
- Last sync within 24 hours of class start time
- All compliance documents read and complied (i.e., no red badges on comply tab)
- All "view" documents containing manuals (i.e., Bulletin Records, FAH, FAM, FA SSI, FAWRE) must be read and marked as read
- SWA U App Installed
- Working flashlight
- Working wristwatch
- Valid Company ID or temporary Crew ID
- Valid passport or passport exemption card
- mi Order credit card reader

Social Media

TWU Local 556 has a large media presence. We often look at social media as a primary source of information. Follow and join TWU Local 556:

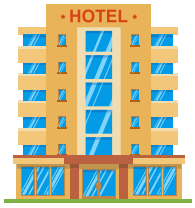
- Facebook Page - TWU Local 556
- Facebook Group - *Official* TWU Local 556 Resource Group
- Instagram - @twulocal556
- X - @twu556

FOLLOW US

Hotels

These Hotels are currently offering special rates for commuting Flight Attendants.

CrewTel-USA
https.//www.crewtel-usa.com
(855) 490-7786



Hilton LAX
(310) 410-4000
5711 W. Century Blvd.

La Quinta Inn & Suites
(310) 645-2200 x6
5249 W. Century Blvd.

CONNECT

Please reach out if you have questions or concerns.



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Los Angeles Domicile Executive Board Member

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(214) 640-4365

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8787 N. Stemmons Freeway
Suite 600
Dallas, TX 75247
(214) 640-4300*
www.twu556.org

**An Officer is always on call for emergencies such as drug and alcohol testing advice, family deaths/critical incidents, severe injuries on the job, and aircraft accidents or incidents at ALL times outside of office and chat hours, including holidays.*