TWU Local 556

Welcome to HOU

Welcome to H-Town, the Big Heart city!

My name is Edward Marq, and I am your Houston Domicile Executive Board Member. When Herb Kelleher added HOU to his triangle on a cocktail napkin in 1967, Southwest Airlines began its relationship with Houston Hobby Airport. On June 18, 1971, Southwest Airlines began service with flights between DAL-SAT, and 12 roundtrips between DAL-HOU for the low price of $20 each way. Today, SWA offers up to 173 daily departures to 69 cities, including international destinations. On April 1, 1987, SWA opened it's second and third Inflight Domiciles (HOU and PHX). Today, our base is 1700+ strong… and growing.

Inflight Lounge

The HOU Inflight Lounge is located to the right of the food court next to the shoeshine stand.

You'll find an access door, and you can take the elevator or the stairs to the 3rd floor.
Then go down the hallway, the Inflight Crew Lounge is straight ahead. For instructions on accessing the elevator and the Lounge, or to verify the current access codes, refer to your IEFB.

HOU Inflight Lounge:
0500-1800 Local Time
Phone: (713) 845-2250
Fax: (714) 845-2250

Base Information:

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

Email
InflightBase-HOU-DG@wnco.com



The HOU Mail Code is:

HOU9FA

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 HOU. 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:

Main Level - A check-in phone is located to the left of the ticket counter in the hallway to the CSS office.

Inflight Lounge - Computers and a check-in phone is available for your use.

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:
0330-2230 Local Time

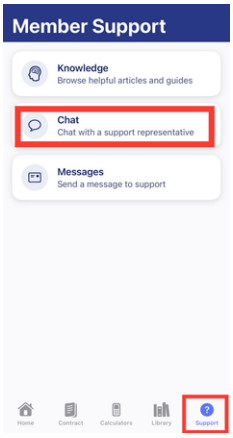
KCM checkpoint is located to the right of the TSA PreCheck line.

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

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Employee Parking

You will need a hang-tag to access the employee lanes and parking areas which can be obtained from the coordinator's desk in the Inflight Lounge.

Those who have selected the paid parking option have access to the rooftop area of the red garage connected to the airport. The sensors will automatically read your tag and raise the gate arm. If any issues arise, you can manually scan the tag using the machine.

As you approach the airport, the road splits into arrivals, departures, rental cars, and parking garages on the left. The employee parking lane is on the far right. Follow the signs for employee parking, which will lead you straight ahead, then up the ramp on the left to the rooftop. Once on the rooftop, make a U-turn; the access gate to employee parking will be on your left, leading to another ramp into the red garage.

From the rooftop, you can take any elevator down to the second floor, where you can cross the road directly to the security checkpoint. Alternatively, you can take the elevator to the first floor, which will take you to baggage claim, allowing you to avoid crossing the road. From there, take the escalator up to the second floor, arriving directly in front of security.

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!

Coffee and Food Highlights

Houston Hobby is currently undergoing a multi-phase development plan, and we have some permanent food options and some that are temporary.

Central Concourse (Gate 20-51)

Buffalo Wild Wings Gate 23
Dunkin Donuts Gate 27
Fat Cat Creamery Gate 27
Peet's Gate 40
Gastro Hub Gate 41
Starbucks Gate 45
Velvet Taco Gate 46

Main Food Court

Pick Up Stix
Pink's Pizza
Latrelle's Tex Mex
Wendy's Main Food Court

West Concourse (Gate 1-5)

Chick Fil A Gate 1
Starbucks Gate 1
The Spot Gate 1

Dining Options coming this year include, Jersey Mikes, Dish Society,Landry's Seafood House, SpindleTap Brewery, Common Bond Bakery, Killen's Barbeque, Yard House, Pei Wei, Throughgood Coffee, and The Rustic.

Bag Room and Wi-Fi

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.

Houston does not have an additional bag room, luggage can be placed in the Inflight Lounge..

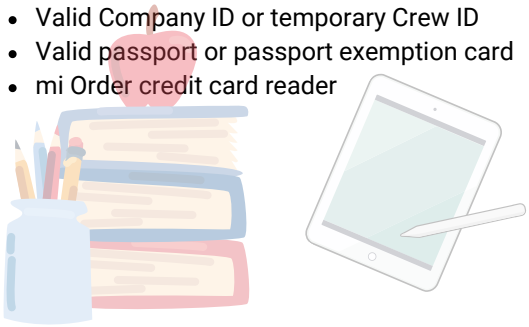
All the Rest...

Recurrent Training (RT)

The Recurrent Training classroom is located on the third floor, down the hall from the Inflight Lounge. Go past the atrium that overlooks the food court, then make a right and a left down the hallway. Signs will direct you to the RT classroom.

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:

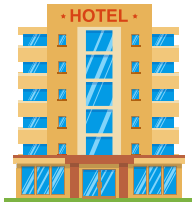
- Facebook Page - TWU Local 556
- Facebook Group - *Official* TWU Local 556 Resource Group
- Instagram - @twulocal556
- X - @twu556

FOLLOW US

Hotels

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

Marriott South at Hobby
(713) 943-7979
DoubleTree Hotel
(713) 645-3000
Holiday Inn
(713) 946-8900
Hampton Inn
(713) 614-6400
Hilton Garden Inn
(346) 268-7603
Courtyard by Marriott
(713) 910-1700
Springhill Suites
(713) 943-1713



CONNECT

Please reach out if you have questions or concerns.



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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.*