TWU Local 556

Welcome to DEN

It is such a pleasure to welcome you to Denver (DEN) -
The Mile High City!

My name is Xander Ricker, and I am the Denver Domicile Executive Board Member. Southwest Airlines began service to DEN in 2006; the Inflight base opened Fall of 2012 and is currently one of the largest Inflight Bases in the system! Southwest Airlines operates out of Terminal C, carrying a large number of Passengers to both domestic and international destinations.

Inflight Lounge

The DEN Inflight Lounge is located in the C Concourse. Take the elevator next to gate C61 (near the Customer Service Desk) to the Third Floor. Upon exiting the elevator, turn left, swipe your Employee badge, and enter the Crew Lounge through the double glass doors.

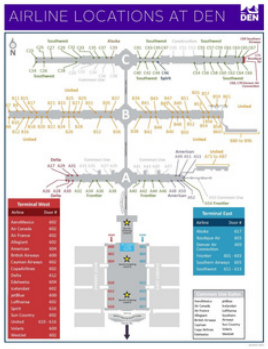
Be sure to have the Lounge contact information saved in your phone, should you need assistance.

DEN Inflight Lounge:
Hours of Operation
0500-1800 Local Time
Phone: (303) 214-2340
Fax: (303) 214-2349

Base Information:

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

Email
InflightBase-DEN-DG@wnco.com



The DEN Mail Code is:

DEN9FA

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 DEN. 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

There are several white courtesy telephones in the Main Terminal. To check-in, dial 5665 and follow the Scheduling prompts. However, due to construction barricades, many of these phones are inaccessible.

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:
South Checkpoint 0000-2400 Local Time
West Checkpoint 0330-2100 Local Time

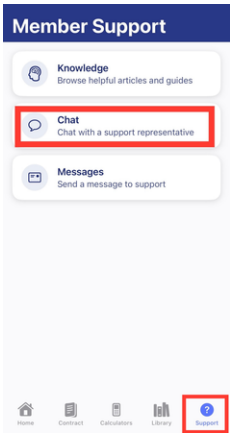
Known Crew Member (KCM) can be found in two locations: South Security Checkpoint - Door East of the checkpoint and West Security Checkpoint - sixth floor, upstairs from shuttle drop off. Look for the usual signs and stay to the left of security as you proceed into the terminal.

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

Parking cards are required for entry into the Landside Employee Parking Lot. You will need an Employee Verification Letter on Company letterhead from the DEN Inflight Base office (one of the Base coordinators can help you in the lounge). Bring your SWA employee ID, license plate information, Employment Verification letter, and payment to the Permit Office located on Level 1, on the East side of the Jeppesen Terminal between the hours of 0800-1700, Monday through Friday, excluding City recognized holidays. The Permit Office will provide a map to the Employee Lot. Buses will pick up/drop off throughout the Employee Lot at designated stations every 10 minutes. At the Jeppesen Terminal, the buses pick up/drop off on the lower level below the Westin Hotel, which is located at the south end of the terminal. Exit the doors in the center of the terminal on the South end and take the escalators down to the lowest level, make a U-turn, and head straight back to the pick up/drop off location. Due to the location of the Employee Lot, please allow 20 minutes to get from your car to the KCM access points.

SIDA FOR AIRSIDE PARKING
Flight Attendants who have a DEN SIDA badge may park in the Airside Employee Lot in addition to the Landside Lot. Only Flight Attendants who are based in DEN are eligible to apply for a DEN SIDA badge. Please see Base Coordinators for information on how to apply for a SIDA badge and how to access and use the Airside Parking Lot. NOTE: Airside Parking is only for working Crew Members. You need to park at Landside when traveling for personal reasons, including commuting and flying to a company training event.



Coffee and Food Highlights

There is no shortage of food options in DEN. Not all options are listed, and you should find whatever your taste is in the mood for here.

Auntie Anne's Pretzels
Aviano Coffee
Bar Dough
Barista Bot Robotic
Big Bowl Chinese & Sushi
ChoLon Modern Asian
Coors Silver Bullet Bar
Dazbog Coffee
Einstein Bros Bagels
Grab & Go marketplace
Great Divide Brewing
La Casita
Little Man Ice Cream
Marczyk Fine Foods
McDonald's
Modern Market
Mr. Oso
Root Down
SmashBurger
Starbucks
Superfruit Republic
Tapas Sky Bar
Teatulia Tea & Coffee
Coffee Bean & Tea Leag
The Magic Pan
Timberline Grille
Villa Pizza

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.

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!

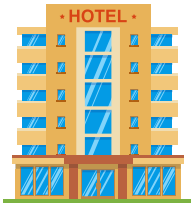
All the Rest...

Hotels

Most hotels in the area offer some type of crew rate. Contact them for more information.

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

- Westin Denver International Airport
  (720) 342-9000
- Days Inn & Suites by Wyndham
  (303) 800-3178
- Spark by Hilton Denver
  (303) 373-1600
- Holiday Inn Express & Suites
  (303) 373-4100
- DoubleTree by Hilton
  (303) 574-1300
- Hyatt Place Denver Airport
  (303) 373-1000
- Courtyard by Marriott Denver Airport
  (303) 371-0300
- SpringHill Suites by Marriott Denver Airport
  (303) 371-0303
- Fairfield Inn & Suites by Marriott Denver Airport
  (303) 373-1600
- Embassy Suites by Hilton Denver International Airport
  (303) 574-3000



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

Recurrent Training (RT)

Currently, Denver Recurrent Training (RT) is held in Terminal C, level 6 of the Mezzanine. Effective March 2025, it will be held at an off-site location. Information on the new location will be in your IEFB under Base Information.

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

CONNECT

Please reach out if you have questions or concerns.



Xander Ricker
Denver Domicile Executive Board Member

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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.*