TWU Local 556

Welcome to DAL

It is such a pleasure to welcome you to Dallas (DAL)!

My name is Kristie Scarbrough, and I am your Dallas Domicile Executive Board Member. The Dallas Love Field served as Southwest's first flight operation in 1971, making this our first Inflight Base in the system! Southwest dominates operations out of LUV field, make this airport central to our operations today.

Inflight Lounge

The DAL Inflight Crew Lounge is located across from Dunkin Donuts through the double doors. For instructions on accessing the elevator and the Lounge, or to verify the current access codes, refer to your IEFB, SWALife, or contact the DAL Inflight Office for assistance. Please note that SWALife has been known to not have the most up-to-date access codes, so be sure to have the Lounge contact information saved in your phone.

DAL Inflight Lounge:
Hours of Operation
0500-1800 Local Time
Phone: (214) 904-5689
Fax: (214) 904-5663

Base Information:

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

Email
InflightBase-DAL-DG@wnco.com



The DAL Mail Code is:

DAL9FA

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 two Check-In phones in DAL. As contractually mandated, the Crew Lounge has a designated Check-In phone and computer.

Check-In Phone and Computer Locations:

Check-In phone 1: Located to the right of the garage parking escalators, in the airport lobby, before the security entrance, next to the ATM.
Check-In phone 2: To the right of the ticket counter behind the grey door.

Inflight Lounge

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:
0415-2230 Local Time
Saturdays only 0415-2100 Local Time

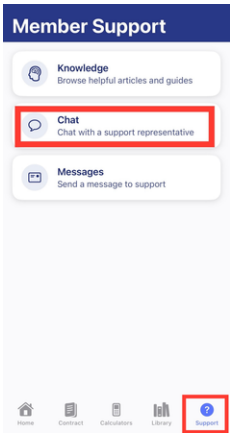
Known Crew Member (KCM) entry point is in main terminal to the left of security. Located at checkpoint exit lane. Look for the usual signs and stay to the left of security as you proceed into the terminal.

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

Love Connection Employee Lot

Employee Parking is available at Love Connection. For assistance in setting up parking at Love Connection, see one of the Base Coordinators to obtain an application.

Southwest Headquarters

Parking is also available at Southwest Headquarters and offers a shuttle service to and from the airport.

Coffee and Food Highlights

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

Whataburger
Campisi's Pizza
Dickey's BBQ
Chick-fil-A
Manchu Wok
Moe's Southwest Grill
Starbucks
Dunkin'
Chili's Too
Jason's Deli
Cantina Laredo
La Madeleine
Brueggers Bagels
Paciugo Gelato

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:

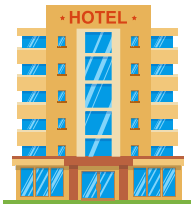
- Don't give out Crew Hotel information to strangers, including passengers
- When signing yourself or Crew in at the hotel, don't announce room numbers
- Do a security sweep of your room
- Make sure your room phone is present and operational
- Use the peephole

Stay safe, Union Family!

Hotels

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

Aloft Love Field
2333 West Mockingbird Lane
(214) 358-7575
(214) 358-7576



Sheraton Suites Market Center
2101 Stemmons Fwy.
(214) 747-3000
(214) 742-5713

Embassy Suites Love Field
3880 West Northwest Highway
(214) 357-4500
(214) 615-2933

Marriott Suites Market Center
2493 N Stemmons Fwy
(214) 905-0050
(214) 589-6150

Doubletree Love Field
3300 West Mockingbird Ln
(214) 357-8500
(214) 366-2670

Hilton Anatole
2201 N Stemmons Fwy
(214) 748-1200
(214) 761-7368

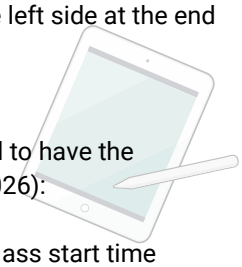
Renaissance Dallas Hotel
2222 N. Stemmons Freeway
(214) 631-2222
(214) 905-3814

Element Dallas Love Field
2333 W. Mockingbird Lane
(214) 358-7575
(214) 358-7576

All the Rest...

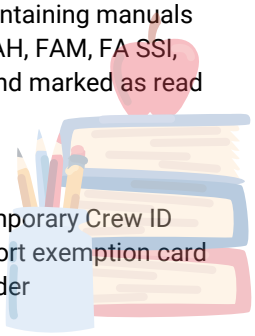
Recurrent Training (RT)

Recurrent Training (RT) is located at Southwest Headquarters, 2175 Research Row, Dallas, TX, 75235. RT is in the LEAD building on campus. Access is off of Harry Hines Blvd. Use your ID to access the gate to enter the campus. When entering the LEAD building take the elevator to the fourth floor. RT is on the left side at the end of the hallway in room 31A.



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

Bag Room and Wi-Fi

DAL bag room is located between the Lil' Love Lounge and the USO. Check your IEFB for the code to access.

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.

CONNECT

Please reach out if you have questions or concerns.

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Dallas Domicile Executive Board Member

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(214) 640-4309

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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.*