TWU Local 556

Welcome to AUS

Welcome to the ATX!

We are glad you are here, whether you are passing through Austin (AUS) or have arrived at your final vacancy destination. As you become familiar with your new Domicile and local surroundings, you may find there are some commonplace things that you need to know.

My name is Allison Quiñones, and I am your TWU Local 556 Austin (AUS) Domicile Executive Board Member. Consider me as a local resource for questions that arise, situations that happen, and just general information you are looking for.

I have put together a Welcome to AUS Letter. Click on the button below to access and download this to your device. I have touched on several areas to help you acclimate to your new work home.

Inflight Lounge

Tentative Opening: March 15

The AUS Inflight/Flight Ops Lounge is located upstairs across from Gate 16 and Second Bar & Kitchen. You can take an elevator under the stairs up. It is a badged entry. For detailed instructions for lounge entry, see Crew Hub or your IEFB.

Austin Airport Contacts

Airport Operations Lost & Found:
(512) 530-6943

Ground Ops Sup:
(512) 530-4050

Baggage Services:
(512) 530-4000

AUS Inflight Lounge:
Hours of Operation: 0500-1800 Local Time
Phone: (945) 396-2717

After Hours: Contact the Inflight NOC Chiefs (800) 447-9291, option 3 > 8.

InflightBase-AUS-DG@wnco.com



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 AUS. While the lounge is under construction, the main form of check-in will be through CrewHub on either your IEFB or personal device upon arrival on airport property.

A check-in phone is located in the ticket counter office right beyond the ticket counter. The doorway is to the left of our ticket counter between SWA and Delta.

Once the lounge is opened on March 15, computers will be available.

KNOWN CREWMEMBER

KCM Hours of Operation:
0400-1930 Local Time

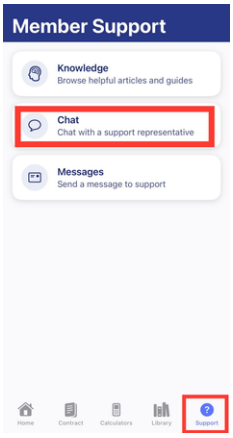
KCM is located at Checkpoint 1. Follow signs to the far right side of security. Entry is through a side door next to oversized baggage drop off.

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

SWA Parking is at an offsite location.

Fast Park & Relax
2300 Spirit of Texas Dr
Del Valle, TX 78617

You will need a Passholder Keyring with a unique QR code to access the lot. This can be acquired through the Base and is the company provided parking option. To enter the facility, drive up to the cashier booth and scan your keyring/QR code for entry. A Guest Ambassador will direct you to your parking space.

The shuttle driver will meet you at your car, you will receive a locator card for your parking space, and the shuttle will take you to the airport. It will take an estimated 15 minutes to get from your car to the airport.

Upon arrival back in AUS, the shuttle will pick you up downstairs outside of baggage claim on the second island at pillar #1. The FPR shuttle will arrive every 3-5 minutes. If you're returning between 1:00am-7:00am, please call (512) 385-8877 to alert staff.

The shuttle will return you directly to your vehicle. Follow the signs to the exit lanes and scan your Keyring QR code for exit. It is also recommended to take a picture of your QR Code and keep on your phone for expedited entrance/exit, as well.

If you lose your keyring, please email swmonthly@thefastpark.com

Other Options with Discounts:
Parking Spot East & West (see Perkspot on SWALife for discount codes)

Hotel Information

These hotels offer discounts for commuting flight attendants using SWA Discount Codes

Hilton Austin Airport
(512) 385-6767

Hyatt Place Airport
(512) 272-5001

Aloft
(512) 987-7848

Atwell Suites Austin Airport By IHG
(512) 386-7600

Cambria Hotel
(512) 574-4874

Courtyard by Marriott Austin Airport
(512) 386-7464

South Congress Hotel
(512) 920-6405

CrewTel is also available in AUS.

Coffee and Food Highlights

There is no shortage of food options in AUS. Most food venues offer a 10 percent discount.

- Salt Lick (Offering a ~$10 Loaded Brisket Baked Potato)
- Starbucks
- Flyrite
- East Side Pies
- TacoDeli
- Thurman's Burgers
- Peached Tortilla
- Haymaker
- Thundercloud Subs
- Juiceland
- Mad Greens
- Second Kitchen
- Hut's Hamburgers
- 24 Diner
- Jo's Coffee
- Earl Campbell's Truck
- Salvation Pizza
- Noble Pig Sandwich Co
- Kome Sushi
- Jugo
- Amy's Ice Cream
- Medici
- Berry's Austin
- Einstein Bagels
- Zocalo Cafe

All the Rest...

Recurrent Training (RT)

RT for March and the foreseeable future will be held in DAL at the LEAD Center. It will be an AUS-specific class, although held in DAL. See RBF 2026-15 for more details. Hotels and DHs will be provided.

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 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

CONNECT

Please reach out if you have questions or concerns.

Allison Quinones
AUS Domicile Executive Board Member

aquinones@twu556.org
(214) 640-4369

TWU Local 556
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.*