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### Important Contact Information

**TWU Local 556:**  
214-640-4300

**MCO Inflight Office:**  
407-825-7655

**Inflight Crew Scheduling:**  
800-447-9291

**Inflight Attendance & Leave:**  
214-792-5500

**After Hours Base Manager (NOC):**  
800-447-9291  
Option 3  
Option 4

## Domicile Basics

### Welcome to Orlando!

Welcome to MCO - the **HAPPIEST BASE ON EARTH!** Southwest Airlines began service to Orlando International Airport in 1996, offering 12 daily non-stop departures. Demand continued to increase and in 2001, the Inflight Crew Base was opened with about 200 pilots and 350 Flight Attendants. Today, MCO is home to 1200+ Flight Attendants, and offers non-stop service to 51 different markets... including Montego Bay, Jamaica! MCO also has a "sister" base in FLL, which opened as one of SWAs first

Satellite Bases in 2017.

Southwest Airlines operates out of Terminal A, utilizing Gates 101-110 and 120-129.

#### Known Crew Member (KCM)

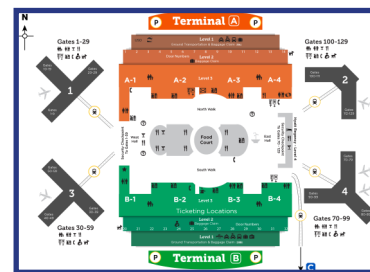
If you are facing the TSA Checkpoint, go to the left (towards the exit by Starbucks) and you will see the KCM sign guiding you to the entrance.

#### KCM TIPS:

- KCM can be used by Crew Members, whether they are working or traveling for pleasure (DOMESTIC ONLY!).
- You can go through KCM out of uniform, but remember that you will

need 3 forms of valid ID. Also, if you are selected for additional screening, you will be subject to the TSA liquid restrictions.

**WELCOME! WE'RE GLAD TO HAVE YOU IN ORLANDO!**



## Inflight Crew Lounge Information

The MCO Inflight Lounge is located below Gate 120. The elevator is located adjacent to Starbucks, next to the InMotion store. Once inside the elevator, enter the access code found in your IEFB and select the 1<sup>st</sup> floor. When you get off the elevator, turn right

and the lounge will be at the end of the hall. Wave your SWA ID to gain entry.

#### \*\*\* IMPORTANT \*\*\*

Our lounge is a SIDA secured location. Your SWA ID **MUST** be displayed at waist level or above at all times while in the secured areas. If you

have a family member you'd like to bring to the lounge, please call the Base to have them escorted. When returning to the terminal via the elevator, it is mandatory to enter the access code and select the 2<sup>nd</sup> floor.

**PHONE: 407-825-7655**



# Inflight Crew Lounge Information

**LOCATION:** Below Gate 120 on the 1<sup>st</sup> Floor. Access via elevator with a secure code.

**HOURS:** Daily 0500-2000

**PHONE:** 407-825-7655

**EMAIL:** InflightBase-MCO-DG@wnco.com

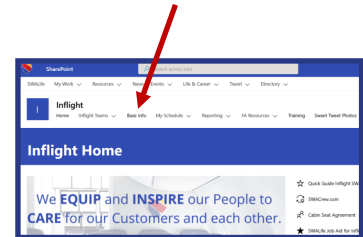
**MAIL CODE:** MCO 9FA

**RECURRENT TRAINING (RT):** Located outside of the main airport in the Peoples Department building. You will need to swipe your badge for access to the building.

**RT LOCATION:**  
9955 AirTran Blvd.  
Orlando, FL 32827

MCO Based Information can be found on:

**SWALife > My Work > Inflight > Base Info > MCO**



## Important Union Resources

**Critical Incident and Stress Management (CISM):**  
214-640-4380

**Professional Standards:**  
888-322-3735

**Flight Attendant Drug and Alcohol Program (FADAP):**  
855-333-2327

**TWU Website:**  
www.twu556.org

The website has a bunch of resources, including Local news, important Union documents and valuable education resources.

**TWU 556 App:**  
Available for Apple and Android

The App has a Chat feature to connect to the Union Office Team, a searchable Contract, duty-day calculator, and more!

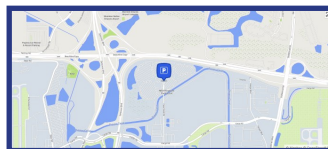


## Employee Parking

MCO Employee Parking is available for **\$34/month and is payroll deducted**. A parking tag is required to access this lot. To sign up, please speak with a Base Coordinator and they can provide assistance.

### EMPLOYEE PARKING LOT ADDRESS:

8200 Casa Verde Rd.  
Orlando, FL 32827



### OFF-AIRPORT PARKING OPTIONS

**Park, Bark and Fly**  
**\$60.00/month.**

**PHONE:** 407-855-5899

**ADDRESS:**  
6050 S. Semoran Blvd.  
Orlando, FL. 32812

**WEBSITE:** <https://www.parkbarkandfly.com/>



**Wally Park**  
**\$75.00/month**

**PHONE:** 407-513-4696

**ADDRESS:**  
5601 Butler National Dr.  
Orlando, FL 32812

**WEBSITE:** <https://www.wallypark.com/orlando/>



There are other parking options in the airport area, but these are the most popular.

### AIRPORT PARKING SAFETY:

Oftentimes, checking-in and finishing a trip means being in the parking lot when it's dark. Please keep safety in mind when leaving/returning to your car. Here are some helpful reminders.

- Park as close to a light source as possible.
- Stay aware of your surroundings by removing earbuds and putting away your cell phone.
- When you get in your car automatically lock your doors.

**Stay safe, Union Family!**

## Check-In Options

- ♦ **Pre-Security:** A check-in phone is located behind the 3<sup>rd</sup> Floor Ticket Counter and before Starbucks.
- ♦ **Inflight Lounge:** A check-in phone and computers are available.
- ♦ **CrewHub App:** This optional download for your IEFB has the ability to check you in when on airport property. When using this app to check in, it is advisable to take a screenshot of your check-in confirmation number.

## Hotels With Airline Crew Rates

The following hotels have been recommended by commuters and offer an airline discount (dependent on availability). Keep in mind that **pricing may change without notice** and availability is subject to change, especially during peak travel season.

**NOTE:** These hotels are not affiliated in any way with TWU Local 556.

### CrewTel-USA

<https://www.crewtel-usa.com>

### Springhill Suites by Marriott

#### \$79 plus tax

If room or rate is not available on the Crewtel website or app, call the hotel directly and mention "Crewtel".

855-490-7786

#### Address:

5828 Hazeltine National Drive  
Orlando, FL 32822

#### Wingate by Wyndham

**\$85 out the door (approx.)**

407-826-5258

#### Address:

5750 Hazeltine National Drive

Orlando, FL 32822

#### Ramada Suites by Wyndham

**\$85 out the door (approx.)**

407-641-5484

#### Address:

7500 Augusta National Drive  
Orlando, FL 32822

#### AIRPORT SHUTTLE

Shuttle pick up and drop off for MCO hotels is located on the ground level, space A-4.



**CrewTel-USA**



## MCO Airport Food

In MCO, we have access to two different food courts. Please keep in mind that our airport is incredibly busy and lines can be long!

### Main Terminal:

- McDonalds
- Auntie Anne's/Cinnabon

- Firehouse Subs
- Chilis Too
- Moe's
- Panda Express
- Sbarro

### Southwest Terminal - Airside 2, Gates 100-129:

- McDonalds

- Auntie Anne's
- Chipotle
- Asian Chao
- Green Leafs/Bananas
- Jersey Mikes
- Villa Italian Kitchen

### Starbucks

Recently, Starbucks in the airport has started mobile pick-up. Be mindful of which Starbucks location you select... we have several options in the airport!



## Flight Attendants and Facebook

Social Media (particularly Facebook) is an incredibly popular way for Flight Attendants to get answers to questions and keep in touch with our Crewmates. Here are some popular Facebook Groups amongst our Co-Hearts.

### The Florida Connection

Group for all pertinent Union and local news and information.

### The Sunshine of SWA-MCO

Trip Trade/Giveaway (TT/GA) posting group for all your scheduled adjustment needs.

### Official TWU Local 556 Facebook Group

Education Group that provides searchable content for TWU Local 556 Members. Find answers to frequently asked Contract questions. This is the **ONLY** Official Facebook Group for TWU Local 556.

### TWU Local 556 Facebook Page

Official Local 556 news and communication resource.

**NOTE:** Carefully read through the SWA Social Media Policy and remember to post responsibly when using Facebook and other public platforms.

# Getting Around Orlando

## TRANSPORTATION NETWORK COMPANIES (RIDESHARE)

Lyft, Uber and Wingz pick up at Terminal A and B at the ends of the arrivals curb (Level 2). All ride-sharing services drop off at the MCO Airport at the Level 3 Departures curb for Terminal A and B.

## LYNX (BUS)

The Lynx public bus system can be found in Terminal A on Level 1 (Ground Transportation), spaces

A38-A41. Cost is \$2 for each destination. Connecting service to shopping and residential areas is also available.

[www.golynx.com](http://www.golynx.com)

## SUNRAIL (TRAIN)

The SunRail commuter train system currently offers quick and efficient transportation over 49 miles with 16 stations. Dependent on where you are travelling, tickets range from \$2 - 5 one way.

SunRail riders will connect with the train using the bus link to the Sand

Lake Road SunRail Station.

[www.sunrail.com](http://www.sunrail.com)

## I-RIDE TROLLEY

The convenient I-RIDE Trolley runs on and around the International Drive Resort Area. Offering two different lines (red and green), this hop-on/hop-off service is both fun and economical. You can purchase a single ride fare (\$2) or multi-day unlimited passes.

Note: Tickets are not sold on the trolleys, so you must plan ahead.

[www.internationaldriveorlando.com](http://www.internationaldriveorlando.com)



# Things To Do in Orlando

When “Orlando” is brought up in conversation, everybody automatically thinks of Walt Disney World. With four theme parks (Magic Kingdom, EPCOT, Hollywood Studios and Animal Kingdom) and two water parks (Typhoon Lagoon and Blizzard Beach), there is a lot of fun to be had! But Orlando is so much more than mouse ears and Harry Potter. If you aren’t feeling like a Dole Whip and roller coasters, venture out and see some of the other places Orlando and the surrounding areas have to offer. You won’t be disappointed.

## Indian River Lagoon

If you’re feeling like outdoor activities, check out the Indian River Lagoon. Spanning between Jensen Beach and the Hobe Sound, this 16.2 mile

“trail” offers multiple launch sites for kayaking, stand up-paddle boarding, fishing, picnicking and more. If you’re feeling extra adventurous, you can rent clear-bottomed paddle boards and hang out with the manatees.

## Ybor City

Located in Tampa (a drive of a little over an hour) is the historic Ybor City, otherwise known as Cigar City. This historic Latin quarter and former center of cigar manufacturing offers exquisite eats, coffee sipping, cigar shopping and a plethora of adult entertainment when the sun sets. So, whether you’re looking for the perfect Cuban sandwich, desire to try your hand at breaking the codes to an escape room, want to laugh at the Improv club, or are ready

to dance the night away in one of the many clubs... Ybor City has a lot to offer.

## Florida Keys

Snorkeling... fishing... scuba diving... exquisite seafood... and KEY LIME PIE. If you’re looking for a complete experience, look no further than the Florida Keys. A 2.5 - 3 hour drive from Orlando, the Keys offers a wide-range of family friendly activities and relaxation. It’s also the home to the first UNDERWATER state park in the United States, John Pennenkamp Coral Reef State Park. Take a glass-bottomed boat tour or try your hand at snorkeling/scuba diving. It’s an

[www.pennenkamppark.com](http://www.pennenkamppark.com)

Introducing your MCO  
Domicile Executive Board  
Member, Drew Shy!

Drew was elected to the TWU Local 556 Executive Board as the MCO DEBM in April 2021. While this is his first term as a Board Member, Drew is a multi-term elected Shop Steward and a long time Union activist. If you have any questions or are looking to get involved in Union work for the MCO base, please don’t hesitate to reach out!

### Contact Information:

[dshy@twu556.org](mailto:dshy@twu556.org) -or-  
[MCO-DEBM@twu556.org](mailto:MCO-DEBM@twu556.org)

214-640-4311

