

Pages 1 through 37 redacted for the following reasons:

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Pages 39 through 41 redacted for the following reasons:

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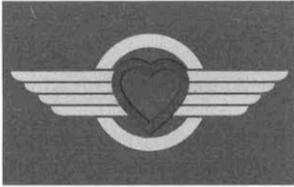
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SOUTHWEST AIRLINES CO.

(b)(6)

Customer Advocacy and  
Communications

Love Field  
P.O. Box 36647  
Dallas, TX 75235-1647  
(b)(6)

March 9, 2007

VIA FEDERAL EXPRESS

(b)(6)

U.S. Department of Transportation  
Office of Inspector General  
201 Mission Street, (b)(6)  
San Francisco, CA 94105

Re: Extended Delay OIG Review

Dear (b)(6) :

As requested, enclosed is a copy of our (b)(4)

(b)(4)

Southwest Airlines Co. considers the enclosed internal documents associated with the above-referenced material to contain commercial information of a privileged or confidential nature and/or other information from personnel, medical, and/or similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy. Accordingly, we maintain that these documents are exempt from public disclosure under 5 U.S.C. §§ 552(b)(4) & (b)(6). The documents covered by this submittal are:

(b)(4)

(b)(6)

Page 2

We appreciate the opportunity to submit this material to your office for review. Thank you for your consideration and cooperation.

Respectfully submitted,

(b)(6)

(b)(6) **Customer Advocacy  
and Communications**

Enclosures

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Pages 86 through 113 redacted for the following reasons:

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Pages 115 through 142 redacted for the following reasons:

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Page 144 redacted for the following reason:

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## TEN-YEAR SUMMARY Selected Consolidated Financial Data

(Dollars in millions, except per share amounts)

	2006	2005	2004	2003 <sup>(1)</sup>
Operating revenues:				
Passenger <sup>(2)</sup>	\$ 8,750	\$ 7,279	\$ 6,280	\$ 5,741
Freight	134	133	117	94
Other <sup>(3)</sup>	202	172	135	102
Total operating revenues	9,086	7,584	6,530	5,937
Operating expenses	8,152	6,859	6,126	5,558
Operating income	934	725	404	379
Other expenses (income), net	144	(54)	65	(225)
Income before income taxes	790	779	339	604
Provision for income taxes	291	295	124	232
Net income	\$ 499	\$ 484	\$ 215	\$ 372
Net income per share, basic	\$ .63	\$ .61	\$ .27	\$ .48
Net income per share, diluted	\$ .61	\$ .60	\$ .27	\$ .46
Cash dividends per common share	\$ .0180	\$ .0180	\$ .0180	\$ .0180
Total assets	\$ 13,460	\$ 14,003	\$ 11,137	\$ 9,693
Long-term debt less current maturities	\$ 1,567	\$ 1,394	\$ 1,700	\$ 1,332
Stockholders' equity	\$ 6,449	\$ 6,875	\$ 5,527	\$ 5,029

## CONSOLIDATED FINANCIAL RATIOS

Return on average total assets	3.6%	3.0%	2.1%	4.0%
Return on average stockholders' equity	7.6%	7.9%	4.1%	7.9%
Operating margin	10.3%	9.6%	6.2%	6.4%
Net margin	5.5%	6.4%	3.3%	6.3%

## CONSOLIDATED OPERATING STATISTICS

Revenue passengers carried	83,814,823	77,893,875	70,502,773	65,873,945
Enplaned passengers	46,276,307	66,379,900	81,066,038	74,719,340
RPMs (000s)	67,691,289	60,223,100	53,418,353	47,943,066
ASMs (000s)	92,663,023	85,172,795	76,861,296	71,790,425
Passenger load factor	73.1%	70.7%	69.5%	66.8%
Average length of passenger haul (miles)	808	775	753	730
Average stage length (miles)	622	607	576	558
Trips flown	1,092,331	1,028,639	981,591	949,882
Average passenger fare <sup>(4)</sup>	\$104.40	\$93.68	\$88.57	\$87.42
Passenger revenue yield per RPM <sup>(5)</sup>	12.93¢	12.09¢	11.76¢	11.97¢
Operating revenue yield per ASM	9.81¢	8.90¢	8.50¢	8.27¢
Operating expenses per ASM	6.80¢	8.05¢	7.97¢	7.74¢
Operating expenses per ASM, excluding fuel	6.49¢	6.48¢	6.57¢	6.59¢
Fuel cost per gallon (average)	153.0¢	103.3¢	82.8¢	72.3¢
Fuel consumed, in gallons (millions)	1,389	1,287	1,201	1,143
Fulltime equivalent Employees at yearend	32,664	31,729	31,011	32,847
Size of fleet at yearend <sup>(1)</sup>	481	445	417	388

(1) Includes leased aircraft

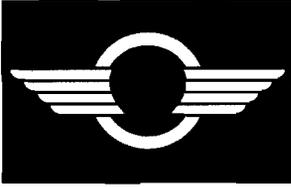
(2) Includes effect of reclassification of revenue reported in 1999 through 1997 related to the sale of flight equipment credits from Other to Passenger due to an accounting change in 2000

(3) Certain figures in 2001 and 2002 include special items related to the September 11, 2001, terrorist attacks and Stabilization Act grant

(4) Certain figures in 2003 include special items related to the Warline Act grant

(5) After cumulative effect of change in accounting principle

# DOCUMENT SEPARATOR



SOUTHWEST AIRLINES CO.

(b)(6)

Love Field  
P.O. Box 36647  
Dallas, TX 75235-1647

(b)(6)

April 2, 2007

VIA FEDERAL EXPRESS

(b)(6)

U.S. Department of Transportation  
Office of Inspector General

(b)(6)

San Francisco, CA 94105

Re: (b)(4)

Dear (b)(6)

(b)(4), (b)(6)

Southwest Airlines Co. considers the enclosed internal documents associated with the above-referenced material to contain commercial information of a privileged or confidential nature and/or other information from personnel, medical, and/or similar files the disclosure of which would constitute a clearly unwarranted invasion of personal privacy. Accordingly, we maintain that these documents are exempt from public disclosure under 5 U.S.C. §§ 552(b)(4) & (b)(6). The documents covered by this submittal are:

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Page 2

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We appreciate the opportunity to submit this material to your office for review. Thank you for your consideration and cooperation.

Respectfully submitted.

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(b)(6) Customer Advocacy  
and Communications

Enclosures

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Page 153 redacted for the following reason:

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(b)(4), (b)(6)

017246M Flight #278 ORF MCO 16 DEC – Unruly Customer

Though I wish there were more pleasant reasons to be writing to you today, we felt it necessary to offer our heartfelt regrets for the unfortunate disruption of your December 16 flight to Orlando. Though the bizarre behavior displayed by one of our Customers is impossible for me to explain, I do want to extend my heartfelt apologies for any apprehension this event may have caused.

Naturally, we don't want this experience to be your last memory of our Company, or for it to affect your feelings about flying with us in the future. In fact, we would consider it a privilege if you gave us another opportunity to leave you with better memories. Of course, your patience and cooperation while the Flight Crew responded to the situation is greatly appreciated, and ensuring your comfort is very important to us. I am confident your next flights onboard our LUV jets will be much more enjoyable, and I am sending a complimentary, roundtrip pass to every person (except, of course, the man who caused the disruption) who was onboard with you to prove just that.

As you would expect, we are looking forward to welcoming you back for more pleasant trips with Southwest Airlines again real soon.

Copy to:

(b)(6)

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