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ADAM B. SCHIFF
MEMBER OF CONGRESS · 28TH DISTRICT, CALIFORNIA

2309 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515

245 EAST OLIVE AVENUE, SUITE 200
BURBANK, CA 91502

@RepAdamSchiff · schiff.house.gov

December 30, 2022

Mr. Bob Jordan
Chief Executive Officer
Southwest Airlines
2702 Love Field Drive
Dallas, TX 75235

Dear Mr. Jordan,

I write today regarding the enormous financial hardships thousands of American families — including my constituents in California — have faced over the holidays due to extraordinary number of flight cancellations by Southwest Airlines.

Many thousands of people have been stranded, had family plans disrupted, been negatively impacted by missing work, or been forced into dangerous situations trying to reach their final destinations. There is no denying that a massive winter storm disrupted air travel across the country, but other airlines have been able to get back on track and rebook their customers. Not Southwest.

As of Wednesday, Southwest was still cancelling up to 62 percent of all flights, or 2,500 flights. Since the Friday before Christmas, more than 14,500 Southwest Airlines flights have been cancelled.

That's unacceptable, and this type of situation must never happen again. Southwest must make amends by not only rebooking customers, but by also providing fair compensation for affected customers for their cancelled flights, incurred expenses like car rentals, hotels and meals, and ruined holidays.

As part of our ongoing oversight efforts and to be able to answer my constituents' concerns, I request your assistance with the following questions:

- Will Southwest provide full monetary refunds to all customers who have been affected by the airline's cancellations, not just those who cannot be rebooked? Many of my constituents were forced to book emergency flights with other airlines at their own cost, so at minimum, their Southwest flights should be refunded.
- Will Southwest provide additional financial compensation to all affected customers, not just for their flights, but for hotels, meals and transportation costs, and other incurred expenses?
- Will Southwest commit to upgrading its outdated systems by the end of the year to ensure a meltdown like this does not happen again?
- Finally, how will Southwest make this right by its workers — many of whom publicly stated their desire to stand up new flights with their crews — and will you commit to working with the appropriate unions to provide just compensation? While much of the focus has been on those whose flights have been cancelled, workers too have faced hardship with ruined Holidays and stranded days.

This has been an unmitigated nightmare for many of my constituents this holiday season. It has also cost families hundreds and thousands of dollars at a time when prices are still rising. Families and impacted individuals must be compensated, and we cannot afford to let this to happen again.

Thank you for your prompt attention to this matter, and I look forward to your response.

Sincerely,

Adam B. Schiff
Member of Congress