

Southwest Airlines Co.  
Steve Sisneros  
Managing Director  
Airport Affairs  
214-792-4745



September 11, 2019

Mr. Ray Adams  
President, Burbank-Glendale-Pasadena Airport Authority  
2627 Hollywood Way  
Burbank, CA 91505

Dear Mr. Adams:

Thank you for your correspondence to Gary Kelly. I appreciate the opportunity to respond on his behalf.

As you may know, the FAA provides routing instructions to airspace users through published procedures and air traffic control facilities. Pilots are required to comply with those instructions. Please know that Southwest Airlines' flights to, from and in the vicinity of both the Hollywood Burbank and Van Nuys Airports are conducted in accordance with FAA procedures and protocols that are designed, first and foremost, in the interest of safety. Accordingly, it is our obligation to follow those procedures and protocols.

Southwest Airlines also prides itself on being recognized as an industry leader in our efforts to minimize negative environmental impact on local communities, and we strive to be a "good neighbor" in each and every community we serve. Our modern fleet of Boeing 737 aircraft is among the quietest, and we continuously upgrade with new technology as it becomes available.

Again, thank you for sharing your concerns with us. We appreciate the opportunity to work with the Burbank-Glendale-Pasadena Airport Authority.

Sincerely,

A handwritten signature in black ink, appearing to read "Steve Sisneros". The signature is stylized and cursive.

Steve Sisneros

Copy: The Honorable Emily Gabel-Luddy, Mayor, City of Burbank  
The Honorable Ara Najarian, Mayor, City of Glendale  
The Honorable Terry Tornek, Mayor, City of Pasadena  
Commissioners, Burbank-Glendale-Pasadena Airport Authority