

David Nevins

FOUNDER AND PRESIDENT,
NEVINS & ASSOCIATES, BALTIMORE

As founder and president of Nevins & Associates, a strategic communications company, David Nevins knows the importance of time all too well, and that's why he chooses Southwest Airlines when his travel needs take him to the sky.

It's an easy, four-hour door-to-door trip between David's Maryland home and his second home in Florida. "I step off the plane relaxed and ready to work, play a round of golf, or enjoy dinner with my wife, Susie," David says. He can't help but attribute some of the ease of his trips to the fact that his A-List status in Southwest's Rapid Rewards Frequent Flyer program lets him breeze through the security lines. And as his business has grown, so have the flights at his home airport, Baltimore-Washington International. In fact, the Airline's extensive network is David's No. 1 reason for choosing it. "Southwest goes where I need to be," he says. "Southwest is the next best thing to having my own plane."

Like Southwest, David's philosophy is to forge long-term relationships with his customers and not nickel-and-dime them. "Southwest is the most profitable airline and the most generous, with benefits like Bags Fly Free, No Change Fees, and the Companion Pass," he says. "It just works!" He often references Southwest during speaking engagements about customer service.

When he's not serving his customers, David can be found out in his community. He currently serves as the president of The Center Club, and he was formerly the chairman of the University System of Maryland.

"Southwest Employees have the ability to put a smile on a Customer's face," David says. He recalls his New Orleans-to-Baltimore flight after Super Bowl XLVII, when the Flight Crew wore purple and sang the Ravens' fight song with the entire plane. "It was a once-in-a-lifetime experience that didn't end when the game was over."

David, we know time is your most valuable resource. Thank you for choosing to spend it on Southwest!

—Ana Schwager

PRIZE FLIGHT
Traveling SWA
is always a
win for David.

