

# American Airlines to Improve Customer Experience at New York's LaGuardia Airport with Terminal Move

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All American flights will operate from Terminal B starting Dec. 9

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FORT WORTH, Texas – American Airlines customers will enjoy an improved experience at New York's LaGuardia Airport (LGA) starting Dec. 9, when the carrier consolidates its operations to one terminal.

Upon the move, all American flights from LGA will be located in Terminal B. Since Dec. 2013, flights have been split between Terminals B and C. This consolidated operation means all customers will check in at Terminal B and American will operate flights from each of the terminal's four concourses.

"Moving our entire operation under one roof will not only make travel easier for our customers traveling to, from and through LaGuardia but our team members will enjoy upgraded spaces and be better able to work together," said Loretta Bove, managing director – LGA Hub Operations. "Customers will know exactly which terminal to check in to, they won't have to travel far for their connections and Admirals Club members can enjoy our upgraded club featuring one of the best views of New York City."

To ensure smooth travels for passengers, American's customer assistance representatives will be stationed throughout Terminal B to guide customers and answer questions. Customers are encouraged to check the American app or **aa.com** for the most up to date flight information.

The terminal move at LGA is just another example of the customer experience improvements American is bringing

to hubs across its network. Earlier this week, Philadelphia International Airport's Terminal B debuted new food and dining options. Additionally, American is in the process of building five new gates at its Chicago O'Hare hub and is investing more than \$1.6 billion to improve the experience at Los Angeles International Airport.

American operates more than 170 daily flights to 41 destinations in the United States and Canada from LGA. In addition, the American Airlines Shuttle offers business travelers frequent and convenient access between LGA and Boston (BOS) and Washington Reagan National Airport (DCA) with dedicated check-in areas, departure gates and baggage carousels at each airport.

With nearly 6,000 team members who live and work in New York, American proudly supports a variety of community and civic programs important to the city, including City Year New York, PENCIL and The Stephen Siller Tunnel to Towers Foundation.

## About American Airlines Group

American Airlines and American Eagle offer an average of nearly 6,700 flights per day to nearly 350 destinations in more than 50 countries. American has hubs in Charlotte, Chicago, Dallas/Fort Worth, Los Angeles, Miami, New York, Philadelphia, Phoenix, and Washington, D.C. American is a founding member of the **oneworld** alliance, whose members and members-elect serve nearly 1,000 destinations with 14,250 daily flights to 150 countries. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL. In 2015, its stock joined the S&P 500 index. Connect with American on Twitter **@AmericanAir** and at **Facebook.com/AmericanAirlines**