

NEWS RELEASE

# Farewell Gate 35X: American Airlines Welcomes Customers to a New Regional Concourse at Ronald Reagan Washington National Airport

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New 14-gate concourse transforms the travel experience, offering customers a more seamless journey to and from the nation's capital

- American transitions regional flight operations from Gate 35X to new 14-gate concourse at Reagan National Airport (DCA).
- New concourse offers a one-to-one replacement of remote hardstand gates with new indoor gate areas, climate-controlled jet bridges and customer amenities.
- Up to 85 daily departures scheduled from Gates 46-59 in the new concourse this summer.

This morning, American Airlines began welcoming customers to a new, state-of-the-art 14-gate regional concourse at Ronald Reagan Washington National Airport (DCA), designed to replace Gate 35X. The new concourse, constructed by the Metropolitan Washington Airports Authority (MWAA) as part of a \$1 billion initiative to transform the customer experience at DCA, provides customers a range of new amenities while offering a more seamless connection to the National Capital Region.

"The dreaded Gate 35X is no more! American's new regional concourse at Reagan National Airport is fantastic news for our customers," said Robert Isom, president of American Airlines. "When fully complete, the investments made in partnership with MWAA will finally enable American to deliver a convenient, accessible, world-class product befitting the gateway to our nation's capital."

Fourteen spacious new boarding areas replace the cramped and dated waiting room for Gate 35X.

Floor-to-ceiling windows with views of Washington, D.C. and a range of new seating options with integrated power provide customers more room to relax and recharge before their flight.

The new concourse incorporates more than 850 new seats in a range of styles and configurations for improved customer comfort.

#### A FINAL FAREWELL TO GATE 35X

Since Terminal B/C opened in 1997, Gate 35X has served as the primary gateway for millions of customers traveling to and from the nation's capital on flights operated by American's regional partners. At its peak, more than 6,000 customers a day passed through its cramped corridors and onto buses before boarding a flight parked at one of 14 remote hardstand gates.

Before the coronavirus (COVID-19) pandemic, operations from Gate 35X accounted for 16% of all customer traffic and 30% of all departures from DCA. But due to schedule reductions driven by COVID-19, Gate 35X was temporarily closed for most of 2020. As a result, airport partners were able to accelerate portions of construction — completing key components of the new concourse early.

Gate 35X was reactivated to support an increase in flight activity earlier this year. To commemorate the last of more than 250,000 departures from Gate 35X, American, Piedmont and PSA Airlines team members joined together last night to send off flight 5482 as it departed for Albany, New York (ALB).

#### TRANSFORMING THE CUSTOMER JOURNEY

Comprised of 14 spacious gate areas and enclosed jet bridges connected to DCA's existing Terminal B/C, the 225,000 square-foot regional concourse offers a completely new experience for customers as they return to the skies.

"The opening of the new concourse is the culmination of years of work by thousands of employees who overcame numerous challenges and the seismic changes of a global pandemic to deliver a world-class passenger experience at Washington, D.C.'s airports," said John E. Potter, president and chief executive officer of the Airports Authority. "The airport's \$1 billion investment to transform the traveler experience inside the terminals at the gates and along the roadways will bring a new era of travel to American Airlines' customers, who can now board regional jet aircraft from jet bridges instead of through Gate 35X."

Customers departing on regional flights from Gates 46-59 are now able to relax and recharge in one of 850 new seats while enjoying panoramic views of the Washington, D.C., skyline. Additionally, customers can take advantage of new amenities, including four public restrooms, two mother's care rooms and an indoor pet relief area. When complete, the new concourse will also include more than 10 new shopping and dining options and a new 14,000 square-foot Admirals Club — currently scheduled to open in 2022.

Behind the scenes, more than 20,000 square-feet of space on the ramp level will serve as home to American's wholly-owned regional subsidiaries Piedmont and PSA Airlines — providing team members new break areas, workspaces and locker rooms. A new baggage handling system will help expedite the luggage off-load and transfer process, further enhancing the overall customer experience.

#### RESTORING SERVICE TO THE NATION'S CAPITAL

In **response to increasing demand**, American plans to operate up to 180 peak day departures from DCA this summer — restoring service to more than 15 markets served before the pandemic, including Hilton Head, South Carolina (HHH); Traverse City, Michigan (TVC); and Asheville, North Carolina (AVL). To accommodate regional flights, up to 85 daily departures are scheduled to operate from the new concourse this summer.

As demand for air travel returns, American plans to provide service on larger regional aircraft operating to and from DCA — adding seat capacity without increasing the number of scheduled flights. Long-term, American intends to operate regional flights with the 65-seat Bombardier CRJ-700, the 76-seat CRJ-900 and the Embraer E175, offering customers a premium two-cabin experience.

For more information and to learn more about the new concourse, visit [flyreagan.com/projectjourney](https://flyreagan.com/projectjourney).

### About American Airlines Group

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