# **United Airlines**

Tri-Cities Development Council Update

March 2019



# Connecting People. Uniting the World.

Every day, we help unite the world by connecting people to the moments that matter most. This shared purpose drives us to be the best airline for our employees, customers, and people we serve.





### A record-breaking 2018



We flew the most revenue passengers in our history.

**▲6.6% YOY** 159,469,208 passengers



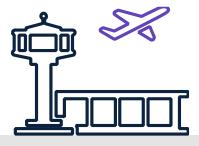
We set a record for the most mainline departures.

**▲ 4.3% YOY** 789,181 departures



We achieved the fewest canceled flights in a year.

▼9.7% YOY
99.21% completion rate



Three of our hubs set on-time records.

Houston IAH
Los Angeles LAX
San Francisco SFO



### Our strategy is built on three core elements



Fly where our customers want to go



Deliver a consistent, reliable travel experience



**Cultivate a culture of caring service** 

## **Building with a growth mindset**



NEW ROUTES
78 domestic, 15 international\*



NEW UNITED POLARIS LOUNGES EWR,ORD,IAH,LAX, SFO and IAD\*



1,000
GATES WITH
BETTER BOARDING



# Our gateway hubs differentiate UA versus competition, and will see continued investment



Optimize hub for serving international traffic, complemented with strong domestic feed

Reinforce patterns in key NYC business markets

a strong east coast hub

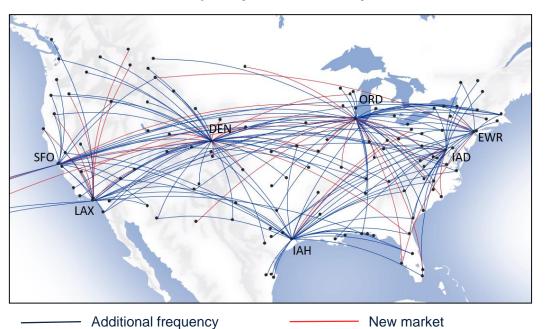
Invest in growth to align with additional gates returning from construction

Explore opportunities for additional growth (i.e. T9)



### 2018 saw over 400 new domestic departures

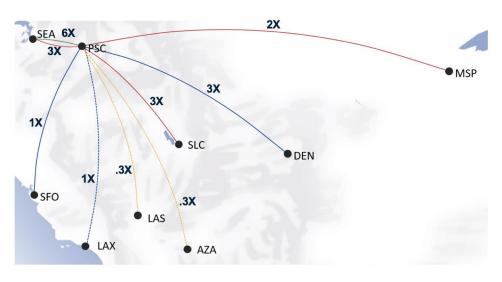




Hub	Deps
DEN	+52
EWR	+13
IAD	+24
IAH	+20
LAX	+23
ORD	+57
SFO	+16



### United offers you 5 daily flights to 3 hubs



#### Blue = UA Red = DL Green = AS Yellow = G4

#### **United vs. Competition**

- UA starts 1X LAX service March 31 2019
- UA added 1 more DEN service, now 3x daily
- UA has 1x Daily SFO service
- UA has over 315 seats per day from PSC



### **United schedule for LAX**

Airline	Orig	Dest	Dep Time	Arr Time
UA	PSC	LAX	3:42P	6:21P
UA	LAX	PSC	1:00P	3:35P



# United should be your carrier of choice to California and the US East of Denver



United connects the Tri-Cities to over 140 destinations with one stop, including 29 onestop domestic destinations that only UA serves



Schedule: Maximum 2-hr Connect, July 2019 Int'l/Hawaii destinations include: LHR, SJD, PVR



# 32 one-stop destinations that **only United** serves, including internationally

Schedule: Maximum 2-hr Connect, July 2019

#### **Destination**

ACV - Eureka CA

AMA - Amarillo TX

BFF - Scottsbluff, NE

BHM - Birmingham AL

COD - Cody/Yellowstone

COU - Columbia MO

DIK - Dickinson ND

DRO - Durango, CO

EAR – Kearney, NE

EGE – Eagle/Vail CO

GCC - Gillette WY

HSV - Huntsville, AL

HYS - Hays, KS

JAX - Jacksonville FL

JMS - Jamestown ND

LAR - Laramie, WY

#### **Destination**

LBB – Lubbock, TX

LBF - North Platte NE

LHR - London UK

LIT - Little Rock AR

MAF - Midland/ Odessa TX

MEM - Memphis, TN

MSY - New Orleans, LA

PRC – Prescott, AZ

PUB - Pueblo, CO

PVR - Puerto Vallarta MX

RDD - Redding, CA

RKS - Rock Springs WY

SGF – Springfield/Branson MO

SHV - Shreveport, LA

SJD - Cabo San Lucas MEX

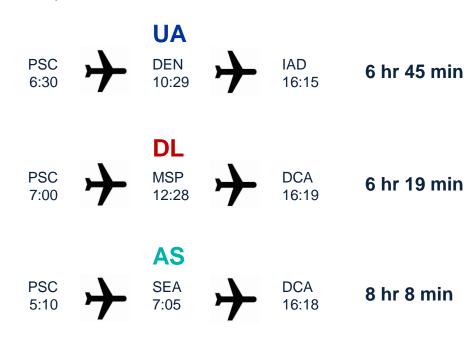
YWG - Winnipeg, CAN



# We have competitive schedules to the Top 10 Eastern Destinations

We can get you to DC at the same time as our competitors

Top 10 Eastern Destinations	PDEW		
ORD	17		
DCA	14		
MCO	14		
ATL	11		
BOS	9		
IAD	7		
DTW	7		
BWI	7		
BNA	6		
JFK	6		





# We have 2 different itineraries to Orlando, in line with our competitors

Mkt Al	Orig	Thru Point	Dest	Dep Time	Cp Arr Time	Cp Dep Time	Arr Time
UA	PSC	DEN	MCO	640	957	1050	1618
UA	PSC	DEN	MCO	1144	1459	1550	2118



### **Expanded Hawaii Service**



#### **DENVER**

Service between Denver (DEN) and Kona (KOA), Lihue (LIH) and Maui (OGG) increased from seasonal to daily yearround service.



#### LOS ANGELES

Service increased between Los Angeles (LAX) and Hilo (ITO), Kona, Maui and Lihue. United is the only airline with nonstop service between LAX and Hilo, on the island of Hawaii.



**CHICAGO** 

Offering the only nonstop service between Chicago and Hawaii, with service to Maui (OGG) increasing to five times per week.



**SAN FRANCISCO** 

Increasing service to Kona, Lihue and Maui.



# We are investing in Customer Experience

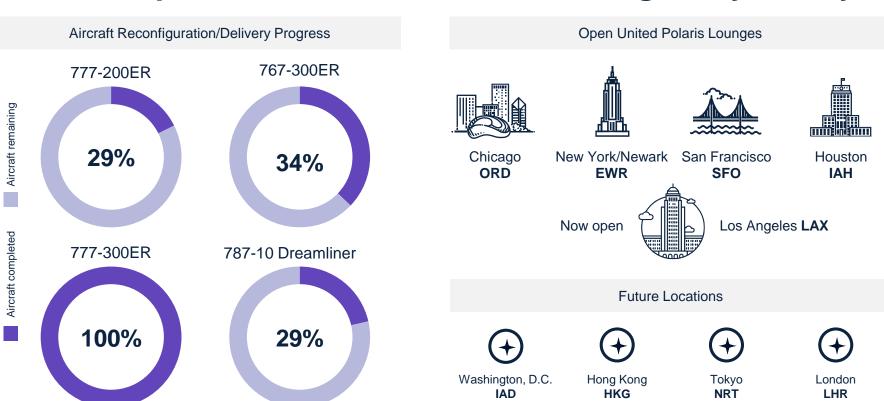
**ONBOARD PRODUCT** 







### One new plane with United Polaris seating every 10 days



4 of 14 delivered

All 18 delivered



## **Experiencing United Polaris onboard today**

United Polaris is available on our 777-300ERs and 787-10s, and on select 767-300ERSs and 777-200ERs

#### Our 777-300ERs configured with United Polaris business class fly mainly to Asia

Map displays routes currently operated on a United Boeing 777-300ER. Subject to change.



# UNITED

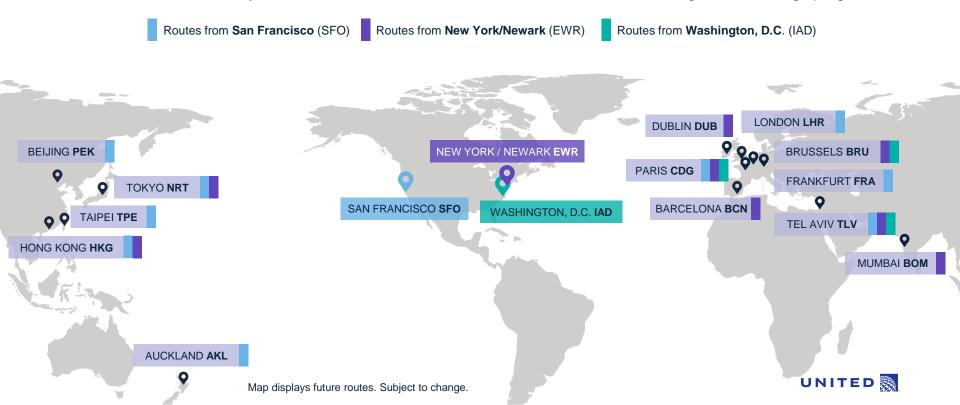
# Premium Plus





### United® Premium Plus: 2019 launch routes

United® Premium Plus will be available on all of our 787-10s, and on select 777-300ERs and 777-200ERs. Our planes configured with United® Premium Plus will fly around the world from San Francisco, New York/Newark and Washington, D.C. starting Spring 2019.



## **United Premium Plus Product Offering**



Improved width, pitch, recline, and leg rest



Group 2 boarding priority



Premium headphones, blanket and pillow



Limited amenity kit



Tray meal service similar to domestic First offering; complimentary liquor



### Delivering on our commitment to caring Customer Service in 2019



#### free live tv

to stream sports games and 100 channels

Available on 211 aircraft benefitting 29 million passengers this year



# #1 most downloaded airline mobile app

making it much easier to manage travel

Up-to-the-minute info at every step of a customer's journey



### new planes

more reliable and efficient

Plus new updates in 2019 to make our planes even more comfortable

#### training our front line

By the end of January 2019, every one of our 90,000 United employees will have completed training in the core4 service principles that guide every interaction with our customers: **safe, caring, dependable and efficient.** 

### putting our money where our mouth is

There are now two ways every United employee earns bonuses:

- 1) beating our competitors with the best on-time departure performance
- 2) improving customer satisfaction



# We are investing in Customer Experience

AIRPORT EXPERIENCE





**New Security Checkpoint** 



**New Holdrooms** 



**New United Club** 



New Baggage Claim



# **Completed LAX Redevelopment**

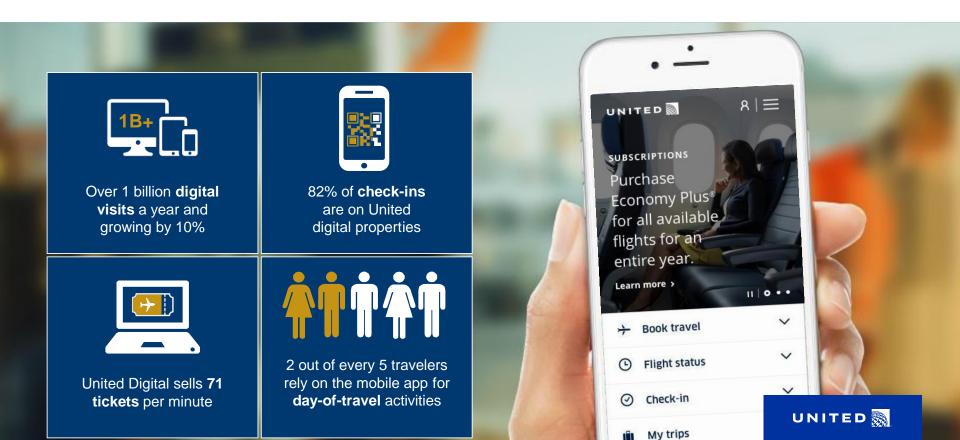


# We are investing in Customer Experience

DIGITAL EXPERIENCE



### Digital is essential to our customers...



## ... and to our employees

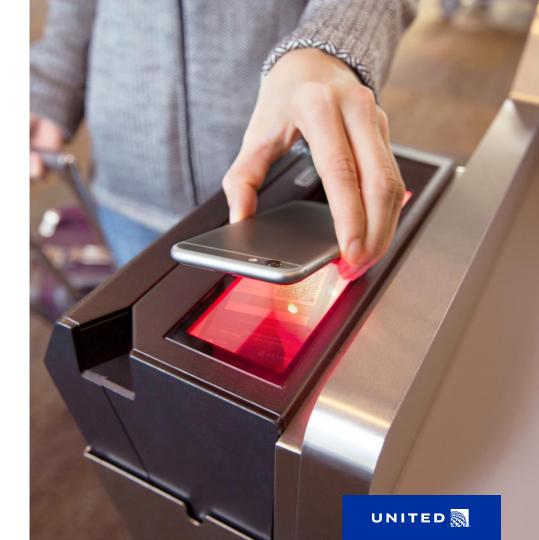


# 19 partner carrier boarding passes now available in the United app

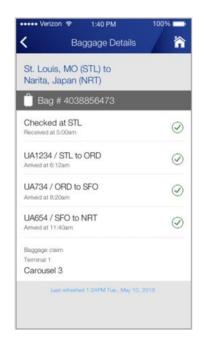
#### Available now:

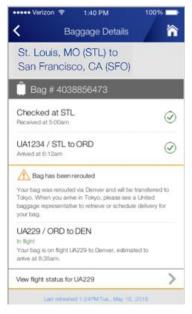
- Adria Airways
- Aegean Airlines
- Air Canada
- Air New Zealand
- •ANA
- Asiana Airlines
- Austrian Airlines
- Azul Brazilian Airlines
- Brussels Airlines

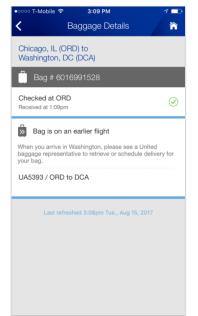
- Cape Air
- Croatia Airlines
- •EVA Airways
- •LOT Polish Airlines
- •Lufthansa
- Scandinavian Airlines
- Shenzhen Airlines
- •SWISS
- •THAI Airways
- Turkish Airlines



# We are providing peace-of-mind to customers checking bags

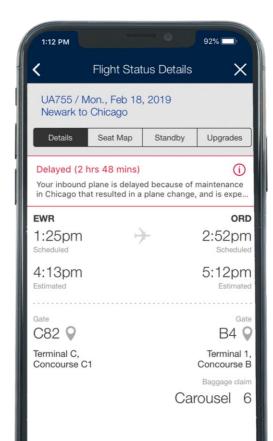






- Clear messaging to customers gives instructions when bags are on a different flight
- Project enabled by success of employees scanning all bags

## Keeping our customers in the loop about delays





### **EVERY FLIGHT** HAS A STORY.

Giving customers clear and concise details about the weather, mechanical or operational issues keeping them from taking off on time.

A team of "Storytellers" in our Network Operations Center writes the stories for each impacted flight.

#### **INITIAL LAUNCH IN HOUSTON**

Overall Customer Satisfaction **\( \Delta 12 \) points**Communication Effectiveness **\( \Delta 19 \) points** 



# THANK YOU

