American Airlines has served the New York market for more than 80 years. With a keen understanding of the needs of New York passengers, it offers them a global route network augmented by its oneWorld® Alliance membership and joint business partnerships; its state-of-the art international terminal at JFK International Airport; AAdvantage, the industry’s first frequent flyer program; and its long-standing commitment to the Greater New York community.

American and American Eagle, its regional jet subsidiary, currently offer nonstop service to 63 destinations with 237 daily flights from all four New York area airports, including:
- 107 departures from LaGuardia
- 108 departures from JFK
- 17 departures from Newark
- 5 departures from White Plains/Westchester County

American currently offers service from New York to 31 destinations beyond the U.S., including London, Paris, Rome, Zurich, Brussels, Tokyo and Buenos Aires.
- American now offers non-stop flights to Barcelona, Manchester, Madrid, Milan and Rio de Janeiro from New York.
- On February 18, 2011, American began daily nonstop service from JFK to Tokyo International Airport at Haneda (HND). The new service complements two daily flights that American’s oneWorld partner, Japan Airlines (JAL), operate between Tokyo (Haneda) and the U.S., which gives oneWorld more daily nonstop U.S.-Haneda flights than any other aviation alliance.
- American offers a host of opportunities for connections with international routes from New York, thanks to flights arriving at its JFK Terminal every day from an average of 25 North American cities.
- American is the strongest airline from New York to the Caribbean and Latin America, both through direct flights from New York and connecting flights through Miami.
- In April 2011, American launches daily nonstop service from JFK to Budapest, Hungary, and increases its schedule from 7 to 11 flights per week from JFK to Barcelona.

American and American Eagle have significantly stepped up their U.S. domestic service from New York.
- Ten new unique domestic destinations have been added including Austin, Columbus, St. Louis, Cincinnati, Fort Lauderdale, Indianapolis, Norfolk, Atlanta, Charlotte, Cincinnati, Indianapolis and Minneapolis/St. Paul.
- As of January 1, 2011, American and American Eagle added 14 routes with a total of 32 daily departures. For several of its flights, Eagle is using CRJ–700 Bombardier regional jets, which offer a First Class cabin.
In the year ended June 30, 2010, American and American Eagle carried nearly 13 million people to and from JFK, LaGuardia and Newark airports.

- American currently offers daily 17 nonstop flights from Greater New York to California.
- American has approximately 30 daily flights from its four Greater New York airports to Chicago’s O’Hare Airport, and more than 20 daily flights to Dallas-Fort Worth.

On October 1, 2010, with approval of antitrust immunity from the U.S. Department of Transportation (DOT), American Airlines, British Airways and Iberia launched an enhanced relationship for flying between North America and Europe. This enables passengers to benefit from:

- Combined route networks that offer seamless service to approximately 433 destinations, in 105 countries with 5,178 daily departures worldwide.
- More travel choices across coordinated route networks and cheaper fares.
- Greater convenience through coordinated schedules and combined online-booking.
- Expanded opportunities to earn and redeem frequent flyer miles and elite tier benefits on flights worldwide and continued reciprocal airport lounge access.
- Superior customer experience and service integration with easier booking and check-in. Transfer Support Centers also facilitate re-booking, security fast-tracking and boarding when passengers miss connecting flights.

On November 10, 2010, the U.S. Department of Transportation granted approval to the request by American Airlines and Japan Airlines for antitrust immunity and plans for an enhanced relationship between North America and Asia.

- The two carriers launched their enhanced relationship on April 1, 2011.
- It provides enhanced travel options and experiences for passengers of both American Airlines and Japan Airlines.

In addition, American’s agreement with JetBlue Airways, launched in July 2010 and expanded in November 2010, gives American’s passengers 18 new destinations from New York’s JFK airport, plus certain reciprocal frequent flyer privileges.

- These JetBlue domestic markets include Baltimore, Nantucket; Denver; New Orleans; Portland, ME; Salt Lake City; Burlington; Houston; West Palm Beach; Richmond; Sarasota; Buffalo; Washington Dulles; Portland, OR; Syracuse; Jacksonville, FL; Phoenix; and Fort Meyers.
- JetBlue’s passengers benefit from connections with American’s flights from New York as well as from Boston to 15 international destinations.
- American and JetBlue have announced the launch of a reciprocal frequent flyer agreement and an expansion of their commercial agreement to include one new American Airlines international market and nine new JetBlue domestic markets from the East Coast.
American Airlines provides New York travelers with a convenient, comfortable and rewarding travel experience.

- American operates more than 40 Admirals Clubs® lounges in airports worldwide, including four in New York, with two at JFK, and one each at Newark and LaGuardia. Conference rooms are available for booking at many locations for both members and non-members. American also operates five Flagship Lounges in the U.S. and London, including one at JFK.
- In a first for the airline industry, American’s agents in eight cities, including LaGuardia and JFK airports, now have the ability to print boarding passes for passengers throughout the ticketing area. This ability is made possible by a state-of-the-art, hand-held wireless device called YADA, which stands for Your Assistance Delivered Anywhere. This functionality complements YADA’s existing ability to print baggage tags. YADA can also check flights, provide connecting information and pull up maps of other airports.

American’s state-of-the-art Terminal 8 at JFK Airport will meet Greater New York’s future travel needs.
- This $1.3 billion facility, with nearly 1.5 million square feet, opened in August 2007. It is world-class in every respect with features designed to provide outstanding service for both domestic and international travelers. American’s JFK Terminal 8 offers:
  - Thirty-six gates – 27 for jet operations, 19 of which can support international flights – and nine for regional jets.
  - A dramatic, 88,600 square-foot ticketing lobby in the Main Terminal, with a 65-foot ceiling and 84 ticketing positions.
  - Ten security checkpoint lanes that can process 1,800 passengers per hour.
  - An Admirals Club area in Concourse C of approximately 14,000 square feet, a second Admirals Club in Concourse B with 11,200 square feet, plus a Flagship Lounge with 7,000 square feet, for premium passengers, also in Concourse B.
  - A U.S. Customs and Immigration facility with 36 immigration positions and 10 customs positions is capable of processing more than 1,600 passengers per hour.

American is investing approximately $30 million in LaGuardia and JFK terminal improvements.
- The LaGuardia renovations will include refurbishing the LaGuardia Admirals Club location and the interior of Concourse D with all new ceilings, lighting, terrazzo flooring, wall panels and flight information displays to give the concourse a fresher, more open and brighter feel.
- A new double escalator gives passengers easier access to baggage claim.
- Once Concourse D is completed, the company anticipates undertaking similar renovations in its Concourse C gate areas.
- At JFK, American recently completed a 3,000 square foot expansion of its Concourse C Admirals Club, along with reconfiguration and refurbishment of the club, which was opened in 2005.
American Airlines’ New York-area passengers benefit from:

• The one world Alliance, of which American Airlines is a founding member. one world brings together some of the best and biggest names in the airline business - American Airlines, British Airways, Cathay Pacific, Finnair, Iberia, Japan Airlines, LAN, Malév Hungarian Airlines, Qantas and Royal Jordanian. Among them, these airlines serve nearly approximately 700 destinations in more than 150 countries and territories.

• The AAdvantage® program, the world’s first frequent-flyer program. AAdvantage members earn mileage credits by flying on American Airlines, American Eagle, AmericanConnection® and one world carriers, as well as on other airline participants. Members also earn mileage credits when using affiliated credit/debit cards or by purchasing products/services from participating car rental and hotel companies, retailers and a wide variety of service providers.

• PriorityAAccessSM, which are an array of enhancements that provides greater ease at check in, security and boarding for AAdvantage Elite Status members, First and Business Class travelers, AAirpass customers, one world Alliance Emerald, Sapphire and Ruby members; and passengers traveling on full-fare Economy Class Tickets.

• Five Star Service from American Airlines at 14 airports worldwide, including JFK and LaGuardia Airports. Five Star Service offers a choice of arrival, departure or connection assistance, each with personal, one-on-one assistance from curbside to boarding and everywhere in between.

American Airlines plays a key role in New York’s economy and generating approximately $10.1 billion in economic activity in New York State, including $1.6 billion in direct spending.

• AMR spent $569 million in 2010 in payroll, including salaries and benefits, for its Greater New York-based employees.

• In 2010 AMR paid $134 million in rental and landing fees in Greater New York.

• AMR spent approximately $1.6 billion in total direct expenses in 2010, including salaries, goods and services, charitable contributions and taxes in the New York marketplace during 2010.

• American’s presence supports nearly 96,000 jobs in the New York metro area. This occurs through our impact on local suppliers, consumer spending by employees, passenger spending, taxation, eased business transactions and a strong environment for business growth.

American is committed to the Greater New York community, which more than 11,000 active AMR employees and retirees call home.

• American provides sponsorships and in-kind giving to many organizations serving in the Greater New York community, including Citymeals-on-Wheels, Elton John AIDS Foundation, Roundabout Theatre Company (American Airlines Theatre), The New York Pops, Lincoln Center Theater, New York City Ballet, American Ballet Theater, New York City Opera and Harlem Stage.

• American supports New York City’s Ladders for Leaders, which exposes students to different careers and encourages them to attend college, providing select participants with round-trip airfare to visit colleges outside of New York City.
• American highly values its relationships with New York’s Hispanic communities, with which it has been closely involved for more than 28 years.
  - American is the official airline of New York’s Puerto Rico and Bronx Dominican Day parades, offering college scholarships in connection with these events.
  - American provides cargo space on its planes to Caribbean and Latin American locations for disaster relief efforts and transports physicians and medical supplies to these locations when there are emergency needs.
  - American is also active in the Hispanic Federation, which comprises 81 Hispanic health and human services agencies in New York, New Jersey and Connecticut.
• Other international groups and events in New York also receive support from American Airlines including the Japanese American Association of New York, the Japanese Chamber of Commerce, the Flushing Chinese Business Association and the West Indian/American Day parade.
• American’s employees work closely with health professionals – sometimes in other countries – to ensure that children are transported to medical facilities in New York and throughout the country.
  - Since the establishment of American’s “Miles for Kids in Need” program, hundreds of children have been flown to New York City hospitals for critical care that is not available in their communities.
• American also supports New York-related activities and events that are affiliated with national organizations including St. Jude Children’s Hospital, the Make-a-Wish Foundation, the Cystic Fibrosis Foundation, the Susan G. Komen Foundation and Special Olympics, among others.

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