



A message from

Brett Hart

President



United Team -

Our path to building the biggest and best airline in the world runs right through Chicago – and not just because we are headquartered here. Put simply, United’s decision to make a big investment in Chicago has paid off. Our business at ORD is solidly profitable. Our ORD operation is the most dependable and resilient of any airline. And, we have been competing for and winning over Chicago-based travelers. Your hard work made this possible and it’s something each of you should be proud of.

Another important benefit of this strategy was last month’s internal announcement that United expects to be awarded up to six additional gates at O’Hare starting this fall based on the Chicago Department of Aviation’s (CDA) preliminary assessment of the airport’s gate reallocation process. This process, which is dictated by the airport’s 2018 Use and Lease Agreement (the AULA) that AA signed, ensures that airlines that fly the most get the most gates.

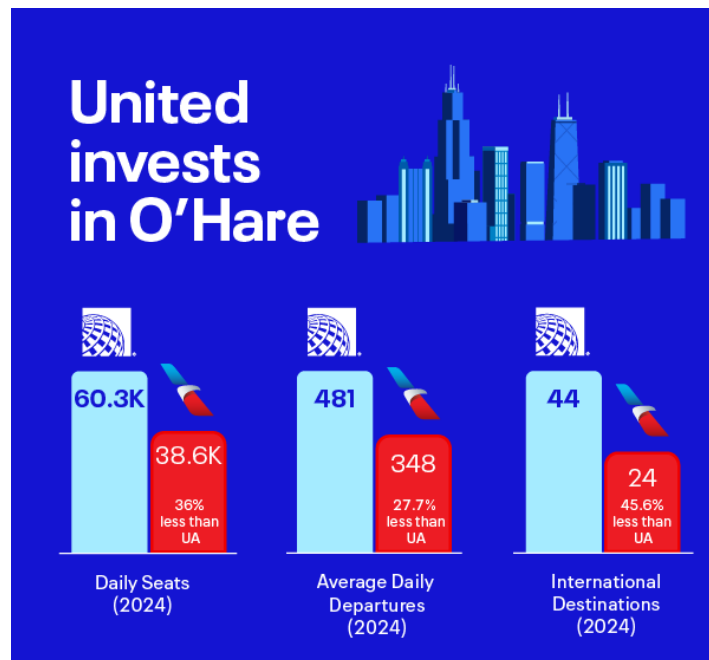
Last week, American Airlines filed a lawsuit to block the City from moving forward with this gate reallocation process and prevent United from being awarded the gates we earned. We unequivocally reject American’s efforts to block the City’s process. In fact, we plan to take steps to protect our interests and utilize these new gates to benefit our customers.

It’s clear that American has been neglecting Chicago for years and this meritless attempt to stop the City’s process from moving forward is merely a last-ditch effort to compensate for American’s well-documented lack of investment in their customers, O’Hare airport and the Chicago community.

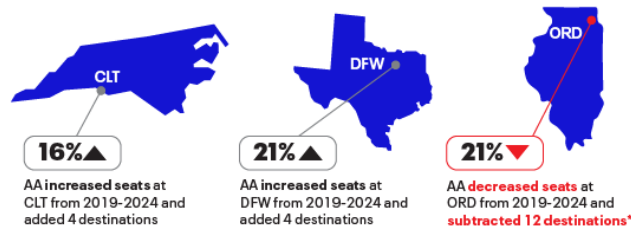
Over the past several years, United has made significant investments in growing our operation, our fleet and our team at O’Hare. Thanks to our fast-growing mainline fleet, we’re flying more seats from Chicago than we have in 20 years. We have recently hired more than 2,000 new local employees, bringing our total number in the Chicagoland area to more than 18,000. And, we expect to hire

5,400 more by 2027. United offers more flights to more destinations (200) than any other airline in Chicago, expanding our network with nonstop access to new destinations like Athens, Barcelona and more.

While United made big investments in Chicago, American focused its growth in its hometown of [Dallas](#) and in Charlotte, flying more seats and adding more destinations from those cities while shrinking its ORD operation. Last year, United flew nearly 60% more seats at O’Hare than American. The numbers speak for themselves.



...while American Airlines invests elsewhere.



*A destination is defined as any location with 10 or more flights in a given year. Source: OAG

United last year operated 52% of total O'Hare departures but only had 48% of the gates. On the other hand, American has underutilized its 64 gates at O'Hare since 2019 – focusing their investments on its 93 gates in Charlotte and 133 gates in Dallas. In fact, for the past three years, American has occupied 41% of O'Hare's gates while only operating 37% of the airport's departures. During the same period, American invested heavily to protect their dominance in Charlotte and Dallas, operating 87% and 84% of departures at those airports last year, respectively.

Chicago is one of the most competitive aviation markets and one of the largest metropolitan areas in the country, but O'Hare isn't keeping up with airports in other cities. For instance, airports in Dallas and Charlotte, driven largely by American's investments there, have overtaken O'Hare in total destinations, daily departures, daily departing seats and overall aircraft size among other metrics. United is committed to grow our operation in Chicago and determined to reverse those trends. That's why we're prepared to challenge any effort to obstruct, delay or deny our growth at our hometown airport.

United's future in Chicago is brighter than ever. We're going to continue to invest in our people and our O'Hare operation in ways that benefit our customers, our employees and our business – but we also take pride in knowing how good these investments are for Chicago. When we succeed here, we're creating good-paying union jobs and bringing economic opportunity from around the world to our hometown, nonstop. I am excited to continue working with all of you as we fulfill our incredible potential and big ambitions right here in Chicago.

Brett



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