

September 30, 2022

JFK Update

Earlier this month, we shared an update about our operations at JFK and detailed our efforts to advocate for additional slots that would allow us to grow the station as well as our ask of the FAA to update its assessment of JFK's overall capacity, given all the good work that has been done there from an infrastructure investment perspective. Our discussions with FAA have been constructive. It's clear they are serious about operational improvements in the NY/NJ region, including JFK and EWR, which is important for all our customers.

However, it's also clear that process to add additional capacity at JFK will take some time.

Given our current, too-small-to-be-competitive schedule out of JFK — coupled with the start of the Winter season where more airlines will operate their slots as they resume JFK flying — United has made the difficult decision to temporarily suspend service at JFK.

We know this news is especially tough for the 100 employees who work at JFK today. We held a series of in-person meetings earlier today to ensure our team knows that no one is losing their job and that we're going to work hard to make their transition to other nearby stations as smooth as possible.

Importantly, the significance of JFK to our operation hasn't changed - we think New York customers deserve more choices, and robust United service to JFK is good for our customers, our employees and our airline. As a result, we will continue our pursuit of a bigger and more desirable schedule for our customers and be ready to seize those opportunities if and when they surface.

Our temporary JFK suspension is effective with the last inbound flights October 29 and we're working with customers who have tickets after that date to make new arrangements.

Our JFK team deserves thanks from all of us for taking care of our customers and building a United operation there. We're all eager to see them return to JFK as soon as possible.