



United # 1 for December On-time Performance

For the fifth time in 2009, United claimed the top spot in the monthly industry Arrival (A :14) rankings among the five major domestic network carriers. This was achieved despite the highest December load factor ever of 83% and an East Coast blizzard that left Washington Dulles with its highest snowfall in nearly 100 years on Dec. 19. Through focusing on the basics, as measured by U.S. Department of Transportation rankings, United is regaining industry-leading reliability.

Domestic United First® Seat Upgrades

Steady progress continues on improving the condition of domestic cabins. Last fall United announced it would begin installing new cushions and leather seat covers on all domestic United First® seats to build on the tremendous success of our all-leather former Ted A320s. Those planes saw a 20-point jump in customer satisfaction scores. New cushions and covers now have been installed on about half our domestic aircraft as part of the comprehensive Cabin Cleanliness, Condition and Workability program. Customer satisfaction scores for the refurbished planes – which include new carpeting in high-traffic areas -- are higher across the board. Starting February, we also will begin upgrading 35 of our mainline B757s to the newest design.

Leading the Way in Denver

In 2009, 50 million customers passed through Denver. With 41 percent of the total capacity at the Denver International Airport, United continues to be the largest carrier in Denver with almost three times more flights, seats and cities than any other carrier. Internationally, we resumed nonstop service between Denver and London Heathrow in 2009. That flight will return again this summer along with the non-stop service between Denver and Anchorage, Alaska.

Carrier	United	Frontier	Southwest
Cities Served	118	55	43
Departures	407	166	128
Seats	37,444	13,340	17,536

New International Service

March 28 — Brussels, Belgium
April 18 — Bahrain (via Kuwait)
May 2 — Accra, Ghana and Lagos, Nigeria

United will inaugurate its first-ever service to Africa this spring with one daily, same-plane service from Washington to Accra, Ghana and Lagos, Nigeria. We also will extend our existing daily Washington-Kuwait flight to include Bahrain, and will offer a new non-stop flight between Chicago and Brussels, Belgium. Introduction of all of the new services is subject to government approval.

Seasonal Anchorage Service begins in May

New seasonal nonstop service to Anchorage begins May 22 with once-weekly Saturday flights to/from Chicago. Between June 9 -- Aug. 30, this service will increase to daily roundtrip flights linking Anchorage with Chicago, Denver and San Francisco. A second roundtrip flight will operate between Chicago and Anchorage on Saturdays. Between Sept. 4 — Sept. 25, service returns to Saturday-only roundtrip service between Anchorage and Chicago. United's Anchorage service is timed for convenient connections to and from dozens of cities throughout the continental U. S., Hawaii, eastern Canada, Mexico and the Caribbean.

London Customers can Check in at Paddington Station

New customer self-service check-in units are now available at Paddington Railway Station in London -- the first train station in the United Kingdom to offer these state-of-the-art facilities. Located near the platforms used by Heathrow Express, the new units have easy-to-use touch screens and will make traveling to and from the airport more convenient and efficient for United customers by allowing them to view flight information and print their ticket before arriving at the airport.