

# A New Look for New York: American Airlines Welcomes Customers to a Reimagined Arrivals and Departures Hall at LaGuardia Airport

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NEW YORK — This week, American Airlines will welcome customers to the new, state-of-the-art Arrivals and Departures Hall at LaGuardia Airport’s Terminal B. The new space will offer a clean, comfortable, efficient experience for travelers and provide an upgraded workplace for thousands of the airline’s New York-area team members.

Innovative facility at Terminal B to reshape customer journey beginning Saturday, June 13

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Beginning Saturday, June 13, the new Terminal B Arrivals and Departures Hall will serve as American’s main arrival and departure facility at LaGuardia Airport (LGA), including ticketing, check-in, security screening and baggage claim. Light and bright in design, it hosts expanded dining and shopping options, along with direct connections to all concourses.

“As more customers take to the skies, American is ready to welcome them to New York in this reimagined facility, launched by New York Gov. Andrew Cuomo and developed in partnership with the Port Authority of New York and New Jersey, and LaGuardia Gateway Partners,” said Jim Moses, Vice President of Northeast Hubs and Gateways for American Airlines. “By centralizing our operation, we can better care for our customers — delivering an intuitive,

seamless experience from curb to gate.”

Scheduled for completion in 2022, the LGA Terminal B redevelopment project is part of a comprehensive \$8.2 billion effort to transform the airport into a modern, unified facility, featuring improved ground transportation access, additional taxiways and best-in-class amenities.

“The opening of the first new Arrivals and Departures Hall is a major milestone in delivering on Governor Cuomo’s vision for a brand new, world-class, 21st century LaGuardia Airport that the region deserves,” said Rick Cotton, Executive Director of the Port Authority of New York and New Jersey. “We thank the contractors, subcontractors and union construction workers who worked thorough the pandemic to deliver this extraordinary building on time and on budget. Today’s opening should be a shining symbol of the region’s potential for a strong economic recovery with the vitality of New York before COVID-19.”

Developed and managed by LaGuardia Gateway Partners, the Terminal B Arrivals and Departures Hall is the latest milestone in the modernization project — connecting customers via pedestrian bridge to gates 40–59 in a new eastern concourse, which opened in December 2018.

“As one of the first tenants in LaGuardia Airport’s history, we’re excited to continue to work with American Airlines as we progress into this new, modern era for LaGuardia’s Terminal B,” said Stewart Steeves, Chief Executive Officer of LaGuardia Gateway Partners. “We look forward to providing an exceptional guest experience for all of American’s NYC passengers.”

Many flights will continue to operate from the B, C and D gates in the original Central Terminal Building. After checking in at the new Arrivals and Departures Hall, customers will be able to reach all B, C and D gates via a temporary walkway.

In response to improving demand for air travel, American plans to fly 55% of its domestic schedule in July 2020 compared to the same period last year. This includes 95% more flights at LGA compared to May 2020.

New ticketing and check-in areas create an intuitive flow from the departures curb to a centralized security checkpoint.

An I love NY sign welcomes arriving customers in the new Arrivals and Departures Hall baggage claim.

High ceilings and custom artwork punctuate the light, bright design of the new Arrivals and Departures Hall.

CARING FOR OUR CUSTOMERS  
AND COMMUNITIES DURING  
COVID-19

American has implemented a multi-layered strategy to give customers more confidence and peace of mind when traveling — ensuring customers have a clean experience at airports and onboard aircraft, are cared for by healthy team members and are safeguarded by requirements for customers and team members to wear face coverings. American continues to evolve and enhance its approach to stop the spread of coronavirus (COVID-19) based on the latest guidance from health experts and government authorities. To read more about American's efforts, visit [aa.com/coronavirus](https://aa.com/coronavirus).

American is also partnering with community organizations to help address the needs of New Yorkers affected by COVID-19. In recognition of the extraordinary care they provide, American and **Hyatt Hotels Corporation** awarded thousands of health care professionals from NYC Health + Hospitals/Elmhurst **three-night complimentary vacations** to help them recharge and reconnect with their loved ones, once they are able to take time for themselves. In April, team members distributed 1,000 **amenity kits** to doctors and nurses from The Mount Sinai Hospital staying in area hotels.

In cooperation with its generous customers, American has raised more than \$3 million to support the **American Red Cross** and volunteers on the frontlines of the COVID-19 pandemic. American has also contributed more than half a million pounds of food to **communities in need** and continues to operate **cargo-only** flights, transporting critical supplies and personal protective equipment.

## About American Airlines Group

American's purpose is to care for people on life's journey. Shares of American Airlines Group Inc. trade on Nasdaq under the ticker symbol AAL and the company's stock is included in the S&P 500. Learn more about what's happening at American by visiting [news.aa.com](https://news.aa.com) and connect with American on Twitter [@AmericanAir](https://twitter.com/AmericanAir) and at [Facebook.com/AmericanAirlines](https://Facebook.com/AmericanAirlines).