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Delta's Relocation to LAX Terminals 2 and 3 Scheduled for May 12-17 in First Step of Planned \$1.9 Billion Delta Sky Way at LAX

*Modernization of Terminals 2 and 3 is part of Delta's significant investments in infrastructure, product and the customer experience;
Delta customers immediately benefit from relocated operations alongside partner airlines, less congestion and customer experience upgrades*

LOS ANGELES, March 21, 2017 – Delta Air Lines (NYSE: DAL) and Los Angeles World Airports (LAWA) will orchestrate one of the largest terminal moves in the history of commercial aviation when Delta relocates from Terminals 5 and 6 to Terminals 2 and 3 at Los Angeles International Airport (LAX) in May, and Delta customers will reap the benefits from day one.

The move, scheduled to start on May 12, will impact 21 airlines during a one-week period and is a precursor to the Delta Sky Way at LAX, Delta's \$1.9 billion plan to modernize, upgrade and connect Terminals 2, 3 and the Tom Bradley International Terminal (TBIT) at LAX over the next seven years.

"Delta is betting big on Los Angeles with a \$1.9 billion plan for Terminals 2 and 3 at LAX, representing the second-largest infrastructure investment in the region," said Ranjan Goswami, Delta's Vice President – Sales, West. "Our relocation to Terminals 2 and 3 is a major milestone for LAX and an even bigger step forward for the future of LA as we continue work on the Delta Sky Way at LAX."

"Delta's move is one more element of LAX's massive modernization effort which continues the transformation of the airport and will improve the guest experience," said Commission President Sean Burton. "While moving 21 airlines over three nights is a monumental task, Delta and the LAWA team have been planning and preparing for months to ensure a smooth transition."

Terminals 2 and 3 offer immediate benefits for Delta customers

Following the move, Delta customers will enjoy:

- Faster and more convenient connections to flights operated by Delta's joint venture and SkyTeam partners in Terminals 2, 3 and TBIT via an airside bus that prevents customers from having to leave and re-enter the secure area
- Less ramp congestion upon arriving and departing LAX
- \$332 million in recently completed upgrades at Terminal 2
- New location closer to the LAX entrance for faster and easier access into and out of the airport
- New concessions in Terminals 2 and 3, including popular spots like Shake Shack and Angel City Brewery

Delta will have 23 gates at LAX immediately following the move and will operate alongside many of its airline partners, including Aeromexico, Virgin Atlantic and WestJet. Later, a secure connection to TBIT will enable seamless access to additional partners, including Air France-KLM, Alitalia, China Eastern, China Southern, Korean Air and Virgin Australia. The new space will provide all the amenities Delta's customers have come to expect at LAX, including a private Delta One check-in lounge, new state-of-the-art Delta Sky Clubs, and an integrated in-line baggage system. Once completed, the facility will offer convenient passenger flows, more gate-area seating, and a world-class concession program featuring local chefs and restaurants in partnership with Westfield Corporation.

LAWA's Board of Airport Commissioners [approved](#) a terminal facilities lease and license agreement in July 2016 and the Los Angeles City Council [unanimously approved](#) in August to enable Delta's relocation to Terminals 2 and 3.

Delta has invested billions of dollars in products, services and technology to enhance the customer experience, including massive investments in airport infrastructure across its network. These investments include more than \$7 billion in airport projects since 2006, and along with its airport partners Delta will be involved in an additional \$12 billion worth of facilities infrastructure projects in coming years, including improvements at several of its key hubs in Atlanta, Los Angeles, New York, Salt Lake City and Seattle.

Communication is key to a successful move

The relocation will begin the night of May 12 and will continue with additional overnight moves on May 14 and May 16, with a scheduled completion of May 17. Delta flights will operate from as many as four terminals (2, 3, 5 and 6) on certain days of the move, so the airline will be in constant communication with customers, providing real-time information on departure and arrival terminals and gates through the Fly Delta app, text messages, emails and additional channels.

"We don't take lightly the responsibility of caring for our customers and employees before, during and after the move," said Goswami. "A relocation of this scale is unprecedented, so we're putting all our resources into planning, preparing, communicating and executing this move as flawlessly as possible."

"This move furthers our progress towards our vision of a Gold Standard Airport," said Los Angeles World Airports Chief Executive Officer Deborah Flint. "The coordination and cooperation amongst the airlines involved has been impressive and mirrors the importance that we all place on the guest experience at LAX. The immediate result is more efficient airline operations amongst partner carriers, and facility improvements that will be made in Terminals 2 and 3."

In February, Delta released the latest version of the Fly Delta app featuring a completely interactive and integrated wayfinder map for LAX. Additionally, LAWA will update terminal information in real time at www.laxishappening.com and through social media using the hashtag #LAXontheMove. Delta and LAWA will also have hundreds of employees stationed throughout the impacted terminals to assist customers with wayfinding. Customers are strongly encouraged to arrive early and to check their terminal and gate information before arrival to the airport using the Fly Delta app and digital signage in the terminals.

Ahead of the move, Delta is holding customer and partner town halls, raising public awareness through out-of-home advertising in and around the airport, and meeting frequently with all airport stakeholders, including impacted airlines. Delta is also working closely with ground transportation operators and rideshare services to ensure drivers are aware of the move and is creating digital banners for Waze to remind customers to check their terminal on the Fly Delta app. Learn more at delta.com/skywayatlax.

Delta in Los Angeles

Since 2009, Delta has been the fastest-growing carrier at LAX, and the LAX relocation will create a better experience for customers by easing ramp and gate congestion and allowing Delta to co-locate with its airline partners. In April, the airline will launch daily nonstop service to Washington-Reagan Airport – becoming the only airline to offer flat-bed seats in the front cabin on that route – and Delta's joint venture partner Virgin Australia will begin service five days per week to Melbourne on a Boeing 777-300ER. Virgin Atlantic will launch a third daily round-trip flight on a Boeing 787-9 between LAX and London-Heathrow beginning this summer. In 2016, the airline launched five daily flights from LAX to Denver International Airport, a key route for business travelers in Los Angeles; expanded the Delta Shuttle to include Los Angeles-Seattle and Seattle-San Francisco in addition to Los Angeles-San Francisco; increased service to both New York-JFK and Seattle to 10 daily flights; added a third daily flight to Boston; and launched Aspen service in December.

Delta's 4,000 LA-based employees are deeply integrated into the community, working with dozens of organizations and supporting causes that are near and dear to the hearts of Angelenos, including AIDS Walk Los Angeles, Children's Hospital Los Angeles, Covenant House California, Habitat for Humanity of Greater Los Angeles, Junior Achievement of Southern California, KaBOOM!, LA Regional Food Bank, and The Motion Picture and Television Fund, among many others.

About Delta

Delta Air Lines serves more than 180 million customers each year. In 2017, Delta was named to Fortune's top 50 Most Admired Companies in addition to being named the most admired airline for the sixth time in seven years. Additionally, Delta has ranked No.1 in the Business Travel News Annual Airline survey for an unprecedented six consecutive years. With an industry-leading [global network](#), Delta and the [Delta Connection](#) carriers offer service to 323 destinations in 57 countries on six continents. Headquartered in Atlanta, Delta employs more than 80,000 employees worldwide and operates a mainline fleet of more than 800 aircraft. The airline is a founding member of the [SkyTeam](#) global alliance and participates in the industry's leading transatlantic [joint venture](#) with [Air France-KLM](#) and [Alitalia](#) as well as a joint venture with [Virgin Atlantic](#). Including its worldwide alliance partners, Delta offers customers more than 15,000 daily flights, with key hubs and markets including [Amsterdam](#), [Atlanta](#), [Boston](#), [Detroit](#), [Los Angeles](#), [Minneapolis/St. Paul](#), [New York-JFK and LaGuardia](#), [London-Heathrow](#), [Paris-Charles de Gaulle](#), [Salt Lake City](#), [Seattle](#) and [Tokyo-Narita](#). Delta has invested billions of dollars in airport facilities, global products and services, and technology to enhance the customer experience in the air and on the ground. Additional information is available on the [Delta News Hub](#), as well as [delta.com](#), Twitter [@DeltaNewsHub](#), [Google.com/+Delta](#), and [Facebook.com/delta](#).

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