



December 23, 2014

Ms. Jeanette Camacho
Executive Director
O'Hare Noise Compatibility Commission
P.O. Box 1126
Des Plaines, IL 60017

Dear Ms. Camacho:

We appreciate your outreach regarding United Airlines, Inc.'s continued focus on aircraft fleet improvements. We also sincerely respect the work of the O'Hare Noise Compatibility Commission to steward progress and foster relationships between the businesses and communities invested in the success of O'Hare International Airport (ORD). There are many ways that United is working in partnership with the Federal Aviation Administration (FAA) and Chicago Department of Aviation (CDA) to improve the noise levels around ORD. However, the single most impactful way for United to mitigate noise is through investment in new aircraft, which are quieter and more fuel efficient than existing aircraft.

United's commitment to upgrading our fleet is a significant and well-planned investment. Overall, we have a modern fleet which is the most fuel-efficient among all U.S. network carriers. This year, United took delivery of 67 new aircraft. While these deliveries are ongoing, we will also retire our less fuel-efficient aircraft. United has committed more than \$3 billion to gross capital expenditures and roughly two thirds of that amount has been directly related to improving our fleet in 2014. We will continue to average \$2.8 to \$3 billion in gross capital expenditures each year through 2017. These commitments have enabled us to add new aircraft to our order book. (Please see the attached document for more details.) Although there are potential gains from projects like the Airbus vortex generator proposed in your letter, there are also limitations on the types of aircraft to which it can be applied. We prefer to invest our limited capital in new aircraft that we will fly for 20 or more years, as this will have the greatest impact on noise.

Beyond our aircraft investments, our pilots undergo extensive training and continual recertification in accordance with FAA regulations. The runways used for takeoff and landing at ORD are dictated by wind, weather, air traffic flows and aircraft performance requirements. The O'Hare Fly Quiet Initiative procedures are incorporated into all of our pilot operation manuals and, whenever air traffic conditions and safety permit, United pilots follow noise abatement procedures. United pilots also comply with manufacturers' recommended profiles for takeoff and landing procedures. We are continually evaluating flight operations data to improve efficiencies within the guidance of our aircraft manufacturers.

Improvements in the air traffic control system by the FAA, referred to as the Next Generation Air Transport System (NextGen), provide another significant opportunity for reducing noise. United is poised and ready to take the next steps. The FAA has identified a number of airports to consider the implementation for Optimization of Airspace and Procedures in the Metroplex (OAPM or Metroplex). By optimizing airspace and procedures aircraft fly a consistent, repeatable approach. Instead of multiple, step-down descents with level offs, the aircraft trajectory is a continuous idle descent which results in fuel savings, less emissions and less noise. OAPM was recently implemented in Houston and Denver showing very positive results. We will continue to work with the CDA and the FAA to bring OAPM to O'Hare so Chicago can enjoy the benefits other communities are experiencing.

We value the open dialogue with the O'Hare Noise Compatibility Commission, the FAA and the CDA as we work together to support ORD as an economic engine while ensuring the best environment for the surrounding communities. We will continue to focus on noise mitigation as a priority and look forward to sharing updates with you in the future.

Sincerely,



Charles Duncan
Vice-President
O'Hare Hub

cc: Michael Boland, Chicago Department of Aviation
cc: Farzin Parang

United Fleet Update

2014 New Aircraft

- 35 Boeing Aircraft in our mainline fleet, including five Boeing 737-900ERs, one 787-8 and one 787-9 in Q4 of 2014
- 32 Embraer aircraft for United Express, including 11 Embraer 175s in Q4 of 2014

Recently retired aircraft

- 60 Boeing 757s by the end of this year (this fleet retirement started in 2012)

New Fleet Efficiencies

- As we continue to introduce new fleet types, we are able to implement technological advances targeted at reducing aircraft noise, including the new Airbus A350s that will replace older Boeing 747s and new Boeing 737 MAX 9s that will replace older Airbus A319/320 and Boeing 737NGs across our system. The MAX 9 reduces noise by 40 percent over other narrowbody aircraft.

Dreamliner

- We will continue to maintain a technological advantage over our competitors with the introduction of the Boeing 787 Dreamliner to our fleet. We now have a total of 14 Dreamliners in service. The 787 is the quietest and most efficient aircraft in our fleet with a 15 percent smaller noise footprint to comparable widebody aircraft. Though the aircraft is not yet regularly servicing Chicago, it continues to open new route opportunities that we will consider in the years ahead.