

## JetBlue announces plan to reliably deliver the JetBlue experience

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### JetBlue launches plan to reliably deliver the JetBlue experience

JetBlue has announced a series of investments that will set up the airline to reliably deliver the JetBlue experience during what is expected to be a record-breaking summer. JetBlue's broad and comprehensive plan includes a reduction of its summer schedule, focus on hiring and training, efforts to reduce customer support call volume and hold times, proactive aircraft maintenance efforts, and facilities/infrastructure readiness.

"We want customers who love the JetBlue experience to have confidence we will deliver it to them this summer," said Joanna Geraghty, president and chief operating officer, JetBlue. "We let our crewmembers and our customers down in April, and we must perform better. The investments we're making will help reduce delays and cancellations during the busiest travel period."

As the aviation industry has rebounded from the historic impact of COVID-19, airlines have faced ongoing challenges this year from the Omicron wave, staffing ramp up, attrition, weather events, and air traffic control delays. JetBlue's plan builds more flexibility into its schedule and crew staffing to recover from these events, and ensures its facilities and technology are equipped to handle increased demand, especially in New York where the airline is growing nearly 50 percent as part of its Northeast Alliance (NEA) with American Airlines.

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