



JetBlue currently has 13 A320's with a 14th aircraft being delivered in May. We will have 21 brand new A320's at years end. We plan to receive approximately 10 new aircraft each year or about one every 5 weeks and currently have over 70 on order. Each aircraft operates about 13.5 hours per day with an all coach configuration of 162 leather seats with a width of 18 inches and a 32-inch pitch. We offer 24 channels of live TV in each seat back with no charge to our customers. We serve our customers snacks and a full range of beverages including beer and liquor.

We use David R. Bornemann's suite of products, CrewTrac, CrewMenu, CrewQual, Oasis, Eagle, FliteTrac, and CrewVoice. CrewQual in conjunction with the Airline Training Management System (ATMS) is used to maintain our pilot and flight attendant training and qualification records for FAA compliance. The current status of each flight, with actual times transmitted periodically via ACARS, including out/off, on/in times, is automatically updated in FliteTrac. We use Mercury's NOVA and NOVA OnLine for our planning and preferential bidding processes. Our IT crew is in the process of making Bornemann's CrewMenu (a view and print only version of CrewTrac) available via the Internet, which will provide our crewmembers with real time schedule information.

Our reservations center is located in Salt Lake City using the Open Skies reservation system. One-way fares range from \$49 - \$249. Nearly 40% of our reservations are electronically ticketed over the Internet with assigned seating. Our Captains may authorize the use of all cockpit jumpseats. Our cabin jumpseat policy allows crewmembers from other U.S. Part 121 Air Carriers to use our two cabin jumpseats. Our People Department Crew recruit people that must be able to demonstrate a **Passion** for taking **Care** of our customers with **Integrity** while have **Fun** and doing it all **Safely**, our five core values. Our pilots and flight attendants receive training at the Airbus training facility in Miami, Florida. Each pilot is issued a laptop during his/her initial training to help facilitate our paperless airline concept. JFK is our hub of operations and only crew base with a staff of 176 management and line pilots and 305 management and line flight attendants. JetBlue has approximately 1,400 employees system wide.

We currently serve the following Blue Cities: BUF, ROC, BTV, FLL, TPA, MCO, PBI, RSW, ONT, OAK, and SLC. We commence service to the following three new Blue Cities in May: SYR, SEA and DEN. Crew meals are served to our crews flying our West Coast trips.

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