



THE SECRETARY OF TRANSPORTATION
WASHINGTON, DC 20590

August 18, 2022

Robin Hayes
Chief Executive Officer
JetBlue Airways

Dear Mr. Hayes:

As we approach an increase in air travel for the Labor Day holiday, I want to reiterate what you have heard me say often: Americans expect when they purchase an airline ticket they will arrive at their destination safely, reliably, and affordably.

After everything the aviation sector and your employees have been through during the COVID pandemic, we all celebrate the increased demand for air travel that we are now seeing. We appreciate the collaborative steps that have taken place in the aftermath of the difficult Memorial Day holiday to reduce delays and cancelations, including trimming schedules to better match actual capacity, stepped-up hiring initiatives with more competitive compensation, and new attention to customer service capacity. The Department also recognizes that it is not reasonable to expect 100% adherence to published schedules by carriers, due to bad weather, equipment failures, air traffic control issues, and sudden crew illness.

Still, the level of disruption Americans have experienced this summer is unacceptable. In the first six months of 2022, roughly 24% of the domestic flights of U.S. airlines have been delayed and 3.2% have been canceled. As you know, these aren't just numbers, these are missed birthday parties, graduations, time with loved ones and important meetings.

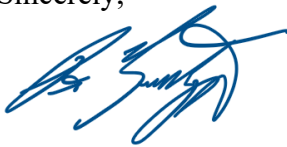
When passengers do experience cancelations and delays, they deserve clear and transparent information on the services that your airline will provide, to address the expenses and inconveniences resulting from these disruptions. As you know, this information is required to be available through your airline's Customer Service Plan.

To ensure the traveling public has easy access to this information, the Department is creating an interactive dashboard that provides air travelers with a single venue where they can locate easy-to-read, comparative summary information on the services or amenities that each of the large U.S. airlines provide when the cause of a cancelation or delay was due to circumstances within the airline's control. The information on this dashboard, which will be displayed by September 2, 2022, on the Department's Aviation Consumer Protection website, will be based on commitments that airlines have made to consumers in their Customer Service Plans. The Department also intends to provide direct links to airlines' Customer Service Plans from its website.

As you know, the Department is currently collecting comments on a proposed rule to clarify passengers' access to refunds when they experience flight delays or cancellations. We are also contemplating options for rulemaking that would further expand the rights of airline passengers who experience disruptions. I urge you to take this opportunity to assess your Customer Service Plan to ensure that it guarantees adequate amenities and services to help passengers with expenses and inconveniences due to delays and cancellations. The Department asks that airlines, at a minimum, provide meal vouchers for delays of 3 hours or more and lodging accommodations for passengers who must wait overnight at an airport because of disruptions within the carrier's control. Regardless of the cause of the delays or cancellations, the Department expects airlines to provide timely and responsive customer service during and after periods of flight disruptions.

When Americans experience first-rate service on U.S. airlines, the entire aviation sector and the American economy are better off. I look forward to continuing our work together to ensure passengers can confidently expect the positive air travel experience they deserve. I have sent similar letters to the other nine largest marketing U.S. air carriers.

Sincerely,

A handwritten signature in blue ink, appearing to read "Pete Buttigieg", with a stylized flourish at the end.

Pete Buttigieg