



December 6, 2005

DR DAVID GORDON
851 N HOLLYWOOD WAY
BURBANK CA 91505

Dear Dr. Gordon,

Thank you for taking the time to tell us about your concerns with regard to our aircraft and our flights to Bob Hope Airport in Burbank. We appreciate the opportunity to address your comments and hope that through our correspondence, we may share with you our belief in our airline. Not only are we confident in the safety of our fleet, but with the FAA requirements and checks, we are assured that Burbank is a safe and secure facility.

At JetBlue, we value the safety of our customers, our crewmembers and our aircraft. We feel it would be unsound to use a facility which would not safely accommodate every aircraft we fly. Each airport we use has been carefully chosen for location, ease of flight operations and ability to manage safe and comfortable flights.

With regard to Flight #292 on September 21, the decision to divert to LAX was based on many parameters, including temperature, wind direction, elevation, runway length, contamination (water, ice, etc.) and aircraft length. Considering these variables, during this landing, the runway at LAX provided the aircraft the best suitable situation that would allow for a safe touchdown and rollout on that particular date.

Most single-aisle jet transport aircraft, including the Boeing 717, 737, 757, Airbus A319, A320, A321, and McDonnell Douglas DC-9 and MD-88, are not capable of jettisoning fuel in flight. These aircraft are designed without fuel dumping capabilities because their landing weight is not increased to the point where a runway would not be long enough to allow touchdown and landing rollout with a full load of fuel.

The Airbus A320 aircraft is able to land immediately and safely with fuel tanks full if the situation calls for it. In the case of Flight 292 on September 21, however, there was no urgent need to land, so the pilots worked with local airport authorities and JetBlue's maintenance crew to facilitate the safest possible landing of this flight.



We hope this has answered of your questions with regard to the safety of our aircraft and airports. We have full confidence in our safety programs and the JetBlue people who make sure our flights operate safely.

Sincerely,

A handwritten signature in blue ink that reads "Jan Small".

Jan
Customer Commitment
JetBlue Airways