JetBlue Accessibility Plan

Progress Report 2025

General

This report outlines the progress JetBlue has made during the second year of its Accessibility Plan.

JetBlue has a process for receiving and responding to feedback, including feedback on how services are delivered to persons with disabilities. The team designated to receive feedback is Customer Accessibility. The Senior Analyst Customer Accessibility, Analyst Customer Accessibility and Analyst Customer Accessibility Data are the individuals designated to receive feedback.

Our Accessibility Plan and a description of our accessibility feedback process are available in the following alternate formats: print, large print, braille, audio format, electronic format compatible with adaptive technology, or other agreed-upon formats.

Customers can provide accessibility feedback (including feedback on this plan) or request an alternate format of our Accessibility Plan or description of our feedback process in a number of ways, including by:

By email

AccessibilityFeedbackCanada@jetblue.com

By phone

1.800.JETBLUE or 801.449.2525

By Relay

711

By Chat

From your mobile device go to jetblue.com/contact-us and select Apple, Android, or WhatsApp to start the conversation or use the Chat with us option to chat in your browser

By mail

Customer Accessibility
JetBlue
6322 S 3000 E
G10
Salt Lake City, UT 84121
USA

- When using any of these methods please let the crewmember know you are providing feedback for the Canada Accessibility Plan. Feedback can be provided anonymously.

- Feedback that is not submitted anonymously will be acknowledged by the way it is received and could receive a full response at a later date.

Information and Communication Technologies

- JetBlue plans to identify and resolve barriers found in our websites, mobile applications, networks, and telecommunication and computer systems used by customers and crewmembers.
- In 2024 and 2025, on a bi-weekly basis, the Customer Accessibility team met with impacted stakeholders to ensure website accessibility compliance.
- JetBlue has installed additional accessible kiosks in multiple stations including JFK and BOS.

Communication, other than ICT

- We work to address communication-related barriers and improve accessibility for those who require alternative communication styles.
- In 2024, YVR airport has implemented sign language gate announcements during each departure.
- JetBlue's Crewmember Resource Group, BlueAbilities, offers a sign language training session quarterly.
- In 2024, a full gate announcement review was conducted with applicable stakeholders to improve accessibility for our customers with disabilities.

The Procurement of Goods, Services, and Facilities

- We work to eliminate accessibility barriers to procurement and encourage the use of a diverse range of business partners. When interacting with business partners, we communicate our accessibility expectations and requirements. We require that our business partners providing services within covered airports be compliant with the Air Carrier Access Act (ACAA) and, notably for YVR (Vancouver), currently the only airport we serve in Canada, the Accessible Canada Act (ACA).
- In 2024, on a monthly ongoing basis, our internal teams review Service Level Agreements (contracts with outside business partners who provide services for JetBlue customers) for opportunities to provide clarification on JetBlue accessibility expectations and requirements.

- In 2024, JFK and BOS utilize elevator lifts to assist with the safe handling of customer assistive devices. We have invested in modified baggage carts in many stations to support this safe handling of assistive devices.

The Design and Delivery of Programs and Services

- By addressing the design and delivery of program and service-related barriers, we aim to ensure persons with disabilities have meaningful options.
- In 2024, periodic audits were conducted to identify ways to improve systems, processes, and curriculums
- JetBlue's Customer Accessibility team reviewed manuals and job aids used when developing or revising programs and consistently promotes involving persons with disabilities early in the process.

Transportation

At certain JetBlue locations some arriving customers may need to go from one terminal to another to take their connecting flight.

- We ensure that all of our transportation services we provide in YVR through crewmembers and our business partners are committed to complying with the Canadian Transportation Act.
- We provide continuous engagement with our business partners to keep current on what challenges they are seeing and how we may work together to improve service.

The Built Environment

JetBlue addresses barriers related to the built environment to help ensure that people using our facilities and aircraft have safe access. JetBlue serves YVR (Vancouver). You may view YVR's accessibility page for more built environment information.

- As of 2025, all JetBlue crewmembers in YVR have been cross-trained to assist customers who require wheelchair assistance throughout the airport.
- Crewmembers have been trained as Complaints Resolution Officials (CRO) and proficient in the requirements of the United States Department of Transportation Air Carrier Access Act 14 CFR Part 382 and the Canada Transportation Act.

Provision of CTA accessibility-related regulations

JetBlue is subject to regulations under subsection 170 (1) of the Canada Transportation Act. This includes the Accessible Transportation for Person with Disabilities Regulations (ATPDR), and the Air Transportation Regulations, Part VII. We created our Accessibility

Plan to comply with these regulations, although the accessibility-related initiatives that we comply and participate in go beyond the scope of the regulatory requirements.

Feedback

From 2023-2025, we have not yet received any feedback via AccessibilityFeedbackCanada@jetblue.com or feedback via phone, chat or mail. JetBlue welcomes feedback and has solicited feedback through our external and internal consultation processes.

Consultations

Our approach focused on identifying accessibility barriers experienced by persons living with different types of disabilities.

The information we gathered helped us develop our Accessibility Plan. As part of our approach, we:

- In 2024 through group discussions with our Blue Abilities Crewmember Resource Group (CRG), with crewmembers who identify as persons with disabilities and/or allies of those with disabilities, we consulted and garnered feedback on policies and procedures.
- In Q3 2024, through virtual meetings, we consulted with our external Advisory Board comprised of accessibility advocates with unique perspectives based on their individual disabilities including leaders of organizations such as My Blind Spot and Psychiatric Service Dog Partners. We are in the process of scheduling the 2025 consultation with our advisory board.
- From 2022-2025, JetBlue has consulted with Open Doors Organization (ODO) through in-person and virtual meetings, on disability awareness training for our crewmembers and regulations all from the perspective of the disability community. Additionally, we have worked together to provide in person sessions on training for assistive device stowage and partnered using Service Animal Forms Portal (SAFP) with the goal of safe and seamless travel for customers traveling with service animals.
- JetBlue attends the Universal Access in Aviation (UAIA) event hosted by ODO to collaborate with the aviation industry, including travelers with disabilities, to identify challenges and best practice solutions to improve accessibility in air travel.
- These diverse perspectives and feedback on barriers faced during air travel helped us to formulate actions on our accessibility plan.

Conclusion

At JetBlue we are motivated to provide a safe, accessible, and dignified air travel experience to all customers regardless of their disability status. Our first Accessibility Plan represented the steps we envision taking while we continuously look for other opportunities to remove barriers and consistently provide the unique JetBlue Experience for customers with disabilities. After consulting with persons with disabilities from both inside and outside JetBlue we recognize our customers choose our service when visiting friends and relatives, taking a business trip, a vacation, or traveling for other personal reasons such as medical care or a job interview.
This plan is subject to change based on the dynamic nature of air travel or circumstances outside JetBlue's control.