jetBlue

JFK AGR TEAM OVERVIEW

Prepared by

Objectives.

All About The Move

Introduction to operational demands of the AGR team. A brief overview of move times, locations and parking layouts with various considerations.

Equipment: Ground Service Equipment

Identify the equipment trends, operational impact and future state for servicing.

Meet The Team: Roles & Responsibilities

Review of staffing; the needs, the functions, training and development. Team structure including current state and ideal state for alignment to SOPs and operational demands.

JFK AGR TEAM: ALL ABOUT THE MOVE

PARKING AND LAYOUT

TERMINAL 5

Pre Construction

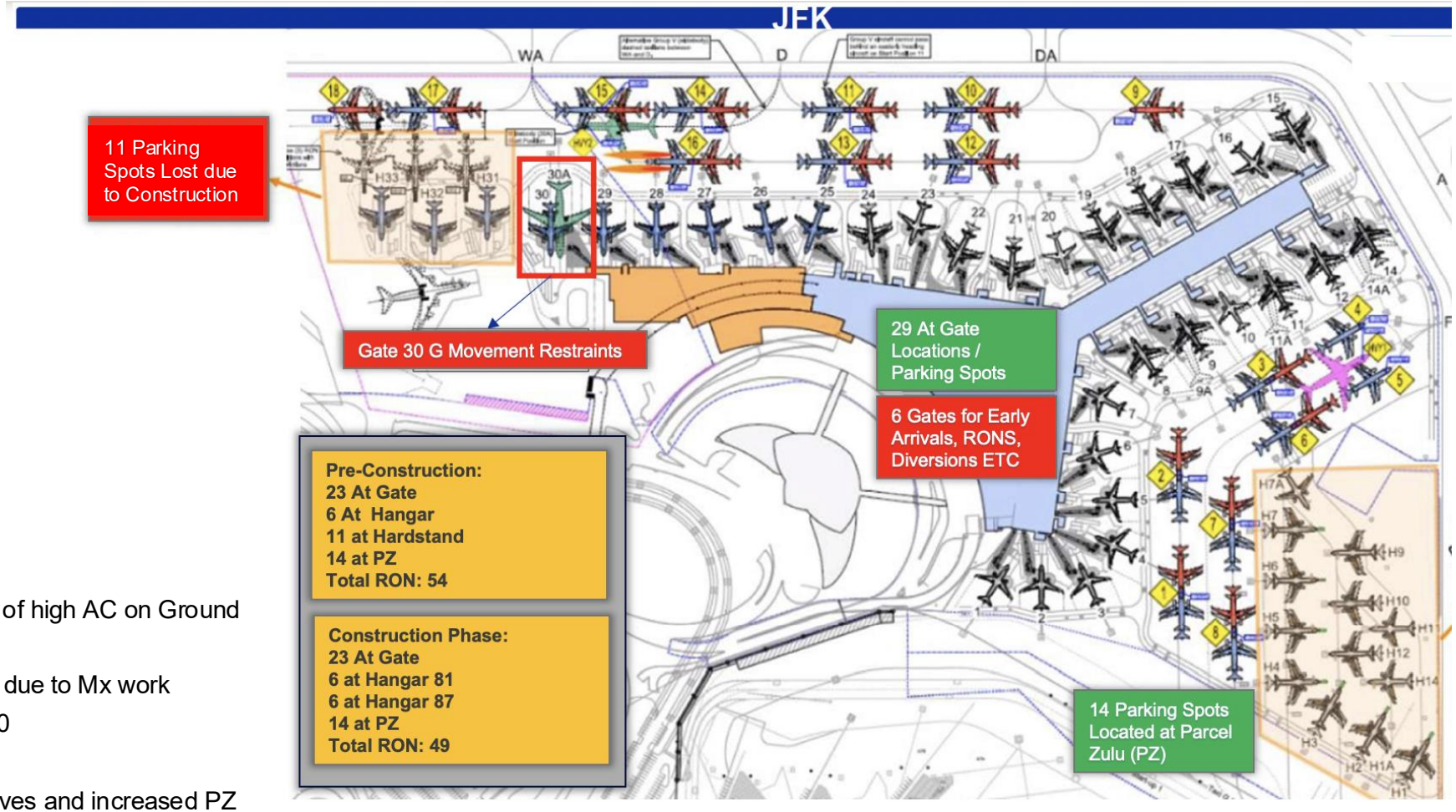
- 29 Gates | 14 PZ Spots
- 11 High Side Spots
- 6 Hangar Spots

Construction Impact

- 29 Gates | 14 PZ Spots
- 6 H87 Spots available **2000-0800**
- 6 Hangar Spots

Parking Gap and Considerations

- **- 5 Total Spots**
- 6 spots (H87) not available during periods of high AC on Ground Counts 1600 – 2000
- Parking plan not available for PZ planning due to Mx work schedules – release at approximately 2000
- Heavy Tooling/Mx not allowed at H87
- Remote park and clear creates double moves and increased PZ planning for return AC



JFK AGR TEAM: ALL ABOUT THE MOVE

PZ PARKING AND LAYOUT

PZ Safety and Layout Improvements:

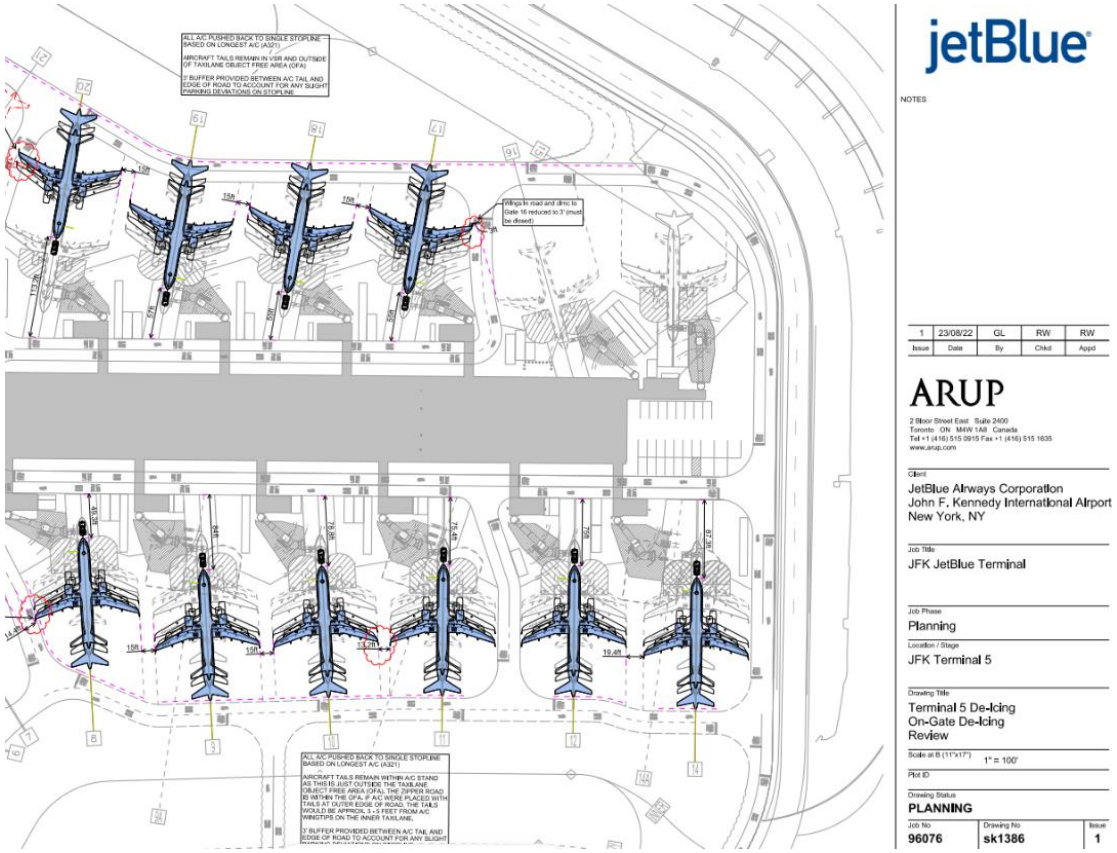
- A full Safety Risk Assessment for the PZ is pending and will be completed.
- Spots 6 and 14 are currently out of use to reduce risk due to maneuverability challenges.
- We are working with our civil engineer to reevaluate the PZ layout.

Short-Term Layout Options

- Explore configurations using existing deice lines, which offer a cleaner setup but reduce RON capacity.
- Consider all nose-in parking, improving AGR access and reducing movement risks.

Long-Term Strategic Planning

- Potential PZ overhaul, including:
  - Removal of the Icehouse & Repositioning glycol tanks
  - Removal and reorganization of GSE
  - Implementation of marked capture areas for secure GSE storage
  - Evaluate ground surface conditions: hilly terrain and broken concrete require extra tug power. Lighting and line markings need upgrades for night/low-visibility operations.



JFK AGR TEAM: ALL ABOUT THE MOVE

PRE MOVE, POST MOVE AND MOVEMENT IN BETWEEN

Pre-Reposition Tasks:	Time	Applicable Sections
Pre Repo A/C Walkaround (23 pts check)	1 min	GOM 16.5.1
Bypass Pin/Hookup TBL/GPU Hookup	2 mins	GOM 16.8.2/3
Remove Chocks and Cones / PC Air	1 min	GOM 16.8.3
Airstairs to Board (Hardstand)	1 min	
Safety/Security Inspection Walk Thru Log Book Check Required Lights (Beacon/Nav/Position)	2 mins	GOM 16.8.3
APU Startup	2 mins	GOM 16.8.3
Airstairs to Deplane (Hardstand)/Remove Jetblue	3 min	GOM 16.8.3
Raise Craddle/Safety Observer in position/Call for Move	1 min	GOM 16.8.3
	13 mins	

Post-Reposition Tasks:	Time	Applicable Sections
Post Repo A/C Walkaround (23 pts check)	1 min	GOM 16.5.1
Chock Main Gear	1 min	GOM 16.8.5
Airstairs to Board (Hardstand) / Jetbridge	3 min	
Turn off Required Lights (Beacon/Nav/Position) Set Brakes APU Shutdown Sequence	2 mins	GOM 16.8.5
GPU Connection (Disconnect TBL and JB GPU)	1 mins	GOM 16.8.5
Remove Airstairs to Deplane (Hardstand)	1 min	
Remove Bypass pin/ Movement Log/ Clear Circle of Safety	1 min	GOM 16.8.5
	10 mins	

The reposition occurs in three basic parts, the hookup/pre-repo, the move and the disconnect/post-repo.

- The average time for pre-reposition tasks is **13** mins; this is calculated from the time the AGR Team arrives at the nose of the AC.
- Post reposition tasks account for **10** mins.
- **23** mins is attributed to every move that does not include distance travelled.
- The distance travelled and time is based on the dispatched location and field conditions
- Moves are done in a combination of any two locations in this set: PZ, Low (Gates 1-14), High (15-30), H81, H87, IAT
- Move considerations include surface conditions such as rain, sleet or snow otherwise known as contaminated surfaces.
- Additional variables not numerated and uncontrollable are ATC holds, ramp congestion and taxiway reroutes by Kennedy tower.
- External factors also exist in select locations that are reliant on SOP (i.e. two wingwalkers in the back row of PZ, PZ coning and storage, Supervisor presence in remote locations etc.)

JFK AGR TEAM: ALL ABOUT THE MOVE

PRE MOVE, POST MOVE AND MOVEMENT IN BETWEEN

The pre-repo and post repo **23** mins when applied to the time based on distance per repo location yields the following bidirectional move totals with respect to surface conditions:

- Low/PZ to Low/PZ at **~25** mins dry and **~27** mins contaminated
- Low/PZ to High at **~28** mins dry and **~35** mins contaminated
- Low/PZ to H81 at **~30** mins dry and **~43** mins contaminated
- Low/PZ to H87 at **~34** mins dry and **~47** mins contaminated
- High to H81 **~29** at mins dry and **~41** mins contaminated
- High to H87 **~33** at mins dry and **~46** mins contaminated
- IAT to High (Gates 15-30) at **~31** mins dry and **~51** mins contaminated
- Total Move minimum of **25** mins and maximum **33** mins for regular parking locations during dry conditions
- Total Move minimum of **27** mins and maximum **51** mins for regular parking locations during wet/contaminated conditions
- Translates into 2 moves per hour per crew in dry and 1-2 moves wet/contaminated.
- AML 3 month review shows minimums of **18** mins dry and **23** mins contaminated.

Low/PZ to Hangar 81				
	(Bidirectional Avg)			Distance Total
Move Grain (Non Contaminated)	Required Speed (MPH)	Distance	Time	Time
Gate	**5 GOM 16.8.4**	.03 miles	22secs	
Ramp	**10 GOM 16.8.4**	.29 miles	1min 44secs	
Taxiway	**20 GOM 16.8.4**	1.5 miles	4min 30secs	6min 32secs
Move Grain (Contaminated)	Required Speed	Distance	Time	
Gate	**3 GOM 16.8.4**	.03 miles	36secs	
Ramp	**5 GOM 16.8.4**	.29 miles	3min 29secs	
Taxiway	**5 GOM 16.8.4**	1.5 miles	18 min	22min 5secs
All Turns	**3 GOM 16.8.4**			

IAT to High				
	(Bidirectional Avg)			Distance Total
Move Grain (Non Contaminated)	Required Speed (MPH)	Distance	Time	Time
Gate	**5 GOM 16.8.4**	.03 miles	22secs	
Ramp	**10 GOM 16.8.4**	.29 miles	1min 44secs	
Taxiway	**20 GOM 16.8.4**	2.00 miles	6min	8min 2 secs
Move Grain (Contaminated)	Required Speed	Distance	Time	
Gate	**3 GOM 16.8.4**	.03 miles	36secs	
Ramp	**5 GOM 16.8.4**	.29 miles	3min 29secs	
Taxiway	**5 GOM 16.8.4**	2.00 miles	24min	28min 5 secs
All Turns	**3 GOM 16.8.4**			

IAT to Hangar 81				
				Distance Total
Move Grain (Non Contaminated)	Required Speed (MPH)	Distance	Time	Time
Gate	**5 GOM 16.8.4**	.03 miles	22secs	
Ramp	**10 GOM 16.8.4**	.29 miles	1min 44secs	
Taxiway	**20 GOM 16.8.4**	2.20 miles	6min 36secs	8mins 32 secs
Move Grain (Contaminated)	Required Speed	Distance	Time	
Gate	**3 GOM 16.8.4**	.03 miles	36secs	
Ramp	**5 GOM 16.8.4**	.29 miles	3min 29secs	
Taxiway	**5 GOM 16.8.4**	2.20 miles	26min 24secs	28mins 26secs
All Turns	**3 GOM 16.8.4**			

JFK AGR TEAM: ALL ABOUT THE MOVE

OPERATIONAL REPO DEMANDS

Move Frequency: Weekly

94 AVG PEAK
84 AVG OFF-PEAK
109 HIGHEST
56 LOWEST

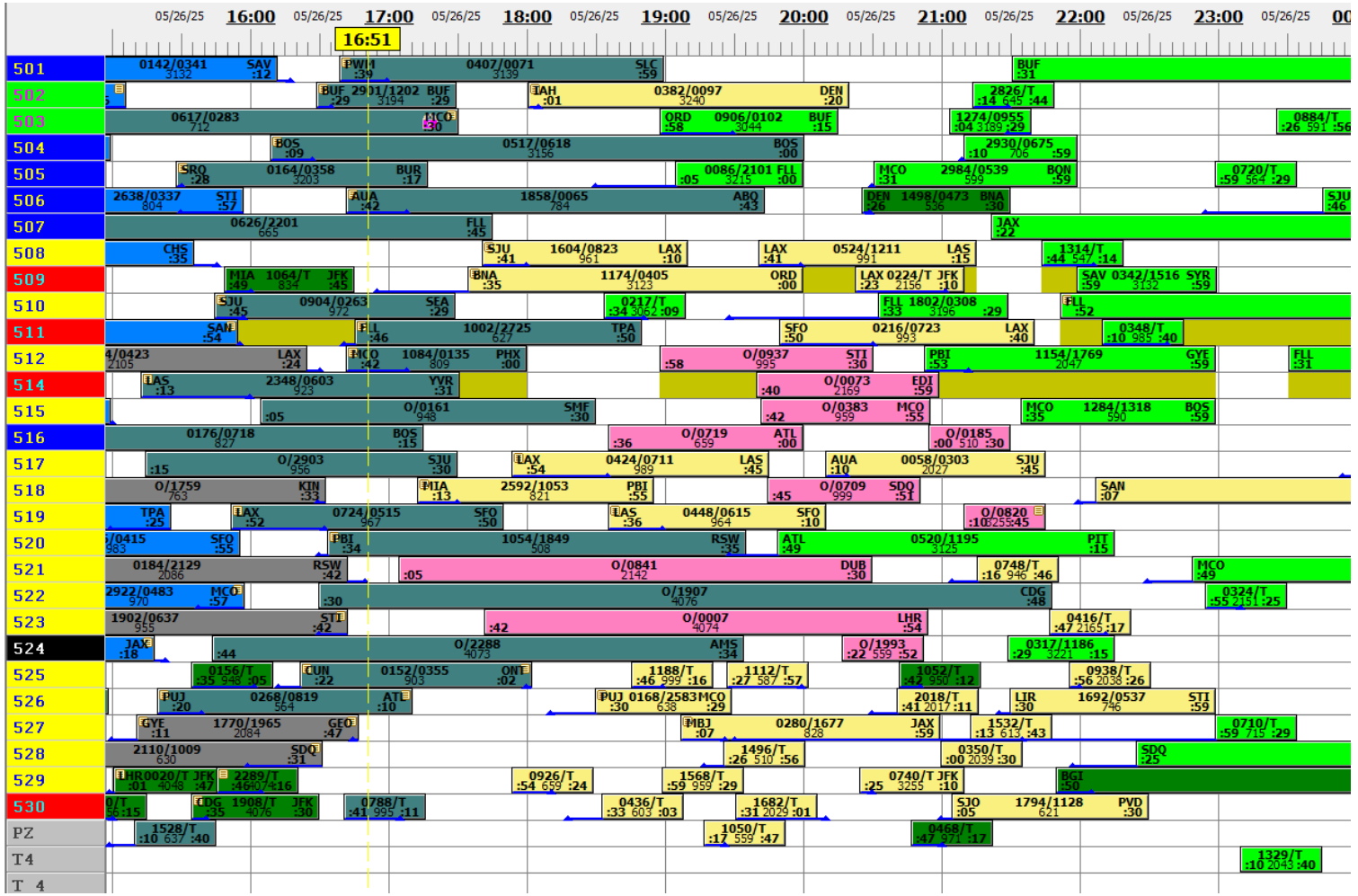
Daily Peak Averages

88 SUN
88 MON
95 TUES
85 WED
93 THURS
81 FRI
100 SAT

24 average remote moves daily

Highest move counts per hour recorded in the 0800 and 1900 banks. Moves include gate to gate, gate to PZ, and gate to H81/87 – H87 Open/Closure impact

AML Review: Move demand peaks at 7-8 moves per hour however this creates a manpower demand of up to 8 TBLs due to move distances and overlapping repo times.



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JFK AGR TEAM: EQUIPMENT (GSE)

EQUIPMENT RELIABILITY

GSE Totals

- 11 TBLS; 10 Full Service, 1 Demo 180 Douglas
- AVG TBL(s) In Service – 6

OOS Events

- 270 OOS TBL events (2025)*
- 350 OOS events (2024)*
- AVG OOS per event - 8 Days
- TBL1 & TBL7 most frequent
- TBL11 OOS damage event/long term OOS

New Equipment

- TBL14 – June/July 2025
- TBL 15 circa AUG 2025
- TBL 16 – TBD

Part availability issues – douglas no longer manufactured, longer OOS times.

Weather Impact: Rain and Snow conditions create OOS events due to poor sensor response.

Unlevel Surfaces at PZ cause no clamp cradle issues at PZ4, PZ11

Ditches at PZ 1, 09, 10, 12 & 14 require additional torque to remove AC, often requiring crews to rock in a fwd/reverse motion.

Service Update For	Status	Reason	Created	Time of OOS	Repair
TBL5	Out Of Service	Acceleration Issue	1/3/2025 3:36	1/3/2025 6:35	41147
TBL11	Out Of Service	Other	1/3/2025 16:09	1/3/2025 15:52	41165
TBL1	Out Of Service	Acceleration Issue	1/3/2025 20:51	1/3/2025 20:47	41166
TBL10	Out Of Service	Hydraulic Leak	1/3/2025 20:52	1/3/2025 20:51	41167
TBL6	Out Of Service	Hydraulic Leak	1/6/2025 21:28	1/6/2025 21:26	41250
TBL10	Out Of Service	Hydraulic Leak	1/6/2025 21:28	1/6/2025 21:28	41251
TBL3	Out Of Service	Other	1/8/2025 21:31	1/8/2025 21:29	41331
TBL11	Out Of Service	Other	1/10/2025 8:58	1/10/2025 8:56	N/A
TBL8	Out Of Service	Brake Issue	1/12/2025 6:29	1/12/2025 5:48	41435
TBL5	Out Of Service	Acceleration Issue	1/12/2025 6:53	1/12/2025 6:52	41447
TBL10	Out Of Service	Hydraulic Leak	1/13/2025 22:04	1/13/2025 22:00	41497
TBL8	Out Of Service	Other	1/14/2025 14:57	1/14/2025 14:57	N/A
TBL11	Out Of Service	Other	1/14/2025 14:59	1/14/2025 14:57	N/A
TBL3	Out Of Service	Acceleration Issue	1/15/2025 0:49	1/15/2025 3:48	41530
TBL7	Out Of Service	Cradle Issue	1/16/2025 10:08	1/16/2025 10:06	41567
TBL4	Out Of Service	Other	1/18/2025 14:12	1/18/2025 14:06	41611
TBL12	Out Of Service	Cradle Issue	1/18/2025 17:14	1/18/2025 20:12	41617
TBL10	Out Of Service	Hydraulic Leak	1/19/2025 9:46	1/19/2025 9:45	41638
TBL7	Out Of Service	Other	1/20/2025 6:53	1/20/2025 6:48	41654
TBL12	Out Of Service	Other	1/20/2025 6:55	1/20/2025 6:53	41655
TBL4	Out Of Service	Other	1/20/2025 11:19	1/20/2025 3:14	41658
TBL10	Out Of Service	Other	1/23/2025 12:14	1/23/2025 12:06	41727
TBL6	Out Of Service	Other	1/24/2025 14:54	1/24/2025 14:53	NA

**Based on reported OOS events; gate calls or intermittent OOS not tracked (i.e., oversteer alarm, failed latch/cradle, cold start)*

JFK AGR TEAM: EQUIPMENT (GSE)

EQUIPMENT DEMAND BASED ON THE OPERATION

Simultaneous Move Analysis

- During peak repo hours and international arrivals we operate 6 gates and 1 hardstand overflow
- 7-8 moves created by a combination of international moves, gate move and remote parking moves occurring with move overlap based on arrival time and GO offload completion.
- Sample simultaneous move set and time based on AML

Move 1 AC 554	Repo Time 2038 - 2117
Move 2 AC 3077	Repo Time 2105 - 2133
Move 3 AC 955	Repo Time 2103 - 2214
Move 4 AC 805	Repo Time 2117 - 2200
Move 5 AC 2188	Repo Time 2140 - 2213
Move 6 AC 587	Repo Time 2148 - 2318
Move 7 AC 658	Repo Time 2150 - 2209
Move 8 AC 964	Repo Time 2155 - 2237
Move 9 AC 969	Repo Time 2223 - 2244

While operating 6 TBLs, the moves caused 2 TBLs to conduct back-to-back moves with limited time spacing. The highlighted moves were conducted in less than minimum required repo times.

Optimal spacing (considering move dispatch time to next assignment hookup) would require the use of 8 TBLs without accounting for any moves that were deferred based on move priority.

554	1052	CUN	2031	T5	25	T5	2	1359	KIN	2225	2125		3	2029	2038	2101
3077	422	NAS	2107	T5	3	PZ	7A	905	ORD	1030			12	2053	2105	2123
969	290	SAN	2114	T5	9	Hangar	5	1123	LAX	1000			12	2221	2223	2228
955	1168	PUJ	2101	T5	27	T5	22	787	SXM	0710	0610		8	2058	2103	2130
805	1692	LIR	2117	T5	28	PZ	10	318	BOS	1200			5	2104	2117	2145
2188	2074	LAX	2125	T5	18	PZ	8	523	LAX	0801			12	2135	2140	2153
587	882	UVF	2132	T5	25	T5	1	403	SJU	0530	0430		1	2116	2148	2215
658	356	PLS	2132	T5	29	T5	19	519	ATL	0610	0510		6	2114	2150	2157
964	1216	SFO	2153	T5	23	PZ	12	415	SFO	1459			3	2140	2155	2215
627	1112	CUR	2157	T5	27	Hangar	1	1495	CUN	0951			8	2228	2231	2241

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JFK AGR TEAM: MANPOWER

JFK AGR TEAM STRUCTURE: LEADERSHIP, LIAISON & MTC

LEADERS: Supervisors

- 9 Supervisors spread across 3 Shifts
- required by SOPs to be present at PZ for movement in the back row (PZ9-14),
- present H87 for movement in or out
- Oversee safe movement at the gates
- Ensure move CM compliance to assigned moves by the MTC
- Review AML and oversee MTC assignments for best planning practices
- Coordinate brakes with the MTC
- Review Staffing and monitor equipment
- Admin procedures including DR3 audits and compliance checks
- Flight Delay Recaps and other duties as assigned

LEADERS: Liaisons – Part of the Frontline Headcount

- Facilitate AGR Classroom Training, ramp familiarization and DR3
- OJT training on classroom topics
- Jetbridge training
- TBL OJT
- Training recaps and coaching on strengths and weaknesses
- Operate TBL with trainee pairs as part of the operational manpower

MTC – Part of the Frontline Headcount

- Assign/dispatch moves
- Update AML and record E-CS 121
- Coordinate with MX and Ops regarding OOS, Emergency landings and RON Parking Plans
- Coordinate with Sups on brakes and manpower needs

MANPOWER: LEADERSHIP

- 2 MGRS
- 9 SUPERVISORS
- 3 FT LIAISONS*
- 1 PT LIAISON*

MANPOWER: FRONTLINE

- 3 FT MTC*
- 3 RELIEF MTC*
- 38 FT CMs
- 7 PT CMs

APPROVED | OPEN

- 10 SUP | 1 OPEN
- 56 FT | 9 OPEN
- 9 PT | 2 OPEN

**Please note these positions are not budgeted and originate from the FT/PT headcount*

JFK AGR TEAM: MANPOWER

JFK AGR TEAM STRUCTURE: FUTURE STATE OPERATING CONSIDERATIONS

Staffing & Coordination: MTC Supervisor Role Creation

- Increased planning visibility strengthens the case for adjusted staffing levels.
- Propose assigning a dedicated supervisor to Move Team coordination role, similar to AO and GO Maple supervisors.

  15 – 6 MTC, 9 Operational
- MTC Sup to oversee planning. RON planning is complex and ongoing from 1500 into the overnight.
- Close coordination with Maintenance is essential. Establishing a strong working relationship with the Maintenance Lead is recommended and will be more achievable with dedicated AGR supervisors in place coordinating.
- Removing the requirement for a supervisor to be stationed at PZ or Building 87 in the SOPs:

  Instead, implement a “High Risk Training” certification for crewmembers to manage these areas.

  Qualified and Certified personnel would be “signed off” to own PZ/87 throughout their shift.

Staffing & Coordination: Liaison Basics

- Remove Liaisons from frontline headcounts and make them nonoperational
- Increase focus on training and develop a recurrent proficiency checklist in all areas (TBL, safe driving, jetbridge, PZ)
- Incorporate supervisor checks and balance with dual signoffs – Liaison and Sup must approve of proficiency level
- Move Log with set count and move review of high risk areas.