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## JetBlue Pilot Gateway Programs: Creative Approaches to Pilot Sourcing

Nancy Shane Ph.D.

Manager - Pilot Gateway Programs, JetBlue Airways, nancy.shane@jetblue.com

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jetBlue®

# Pilot Gateway Programs

## Sourcing Initiatives and Solutions

Nancy Shane Hocking | Manager Pilot Gateway Programs



OUR MISSION  
(ENDURING)

# INSPIRE HUMANITY

OUR VISION  
(5-10 YEARS)

Become the most caring travel provider in the world.

LONG-TERM DIRECTION TO ACHIEVE OUR MISSION

STRATEGIC OBJECTIVES  
(EVOLVE OVER TIME)

EXPAND AND DIFFERENTIATE OUR OFFERING

STRENGTHEN OUR CARING CULTURE

DEEPEN OUR HOSPITALITY EXPERTISE

BUILD THE PLATFORM FOR GROWTH

THE MAIN PILLARS OF OUR STRATEGY

OUR VALUES

**SAFETY**

**CARING**

**INTEGRITY**

**PASSION**

**FUN**

THE BEDROCK OF OUR CULTURE



**22,000+**  
CREWMEMBERS

**102** 

BlueCities and counting!

**TRUE BLUE** |  **MOSAIC**



Personal TV at every seat with **36+ channels** of DIRECTV® and **100+ channels** of XM Radio®



The most **legroom** in Coach. (Based on average seat pitch.)

**INSPIRING HUMANITY**



**Fly-Fi**

The fastest **FREE** WiFi in the sky.

**CUSTOMER BILL OF RIGHTS**

When things don't go as planned, we are here for you!

**JETBLUE FLEET:**

**245** Total Aircraft, **34** with Mint, **100%** equipped with Fly-Fi®



**55** A321



**130** A320



**60** E190

**SIXTH**

largest airline in the U.S.

**AWARDS** 

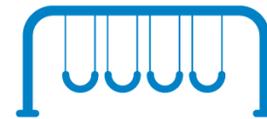
Best Airline, Top Customer Satisfaction, Best Place to Work

**181,000**

Crewmember volunteer hours logged in 2017 (over 675K since 2011)

**27**

Playgrounds built



**2,554**

Organizations supported in 2017

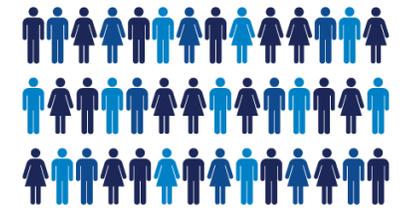
jetBlue FOR **GOOD**



NASDAQ: **JBLU**



**1,000**   
**DAILY FLIGHTS**



**40** MILLION CUSTOMERS ANNUALLY



Unlimited brand name snacks and soft drinks.

**SAFETY • CARING • INTEGRITY • PASSION • FUN**

# Pilot Gateway Programs



jetBlue® [ PILOT  
GATEWAY  
PROGRAMS



# Our Innovative Approaches

Transition Gateway ~ University Gateway ~ Gateway Select

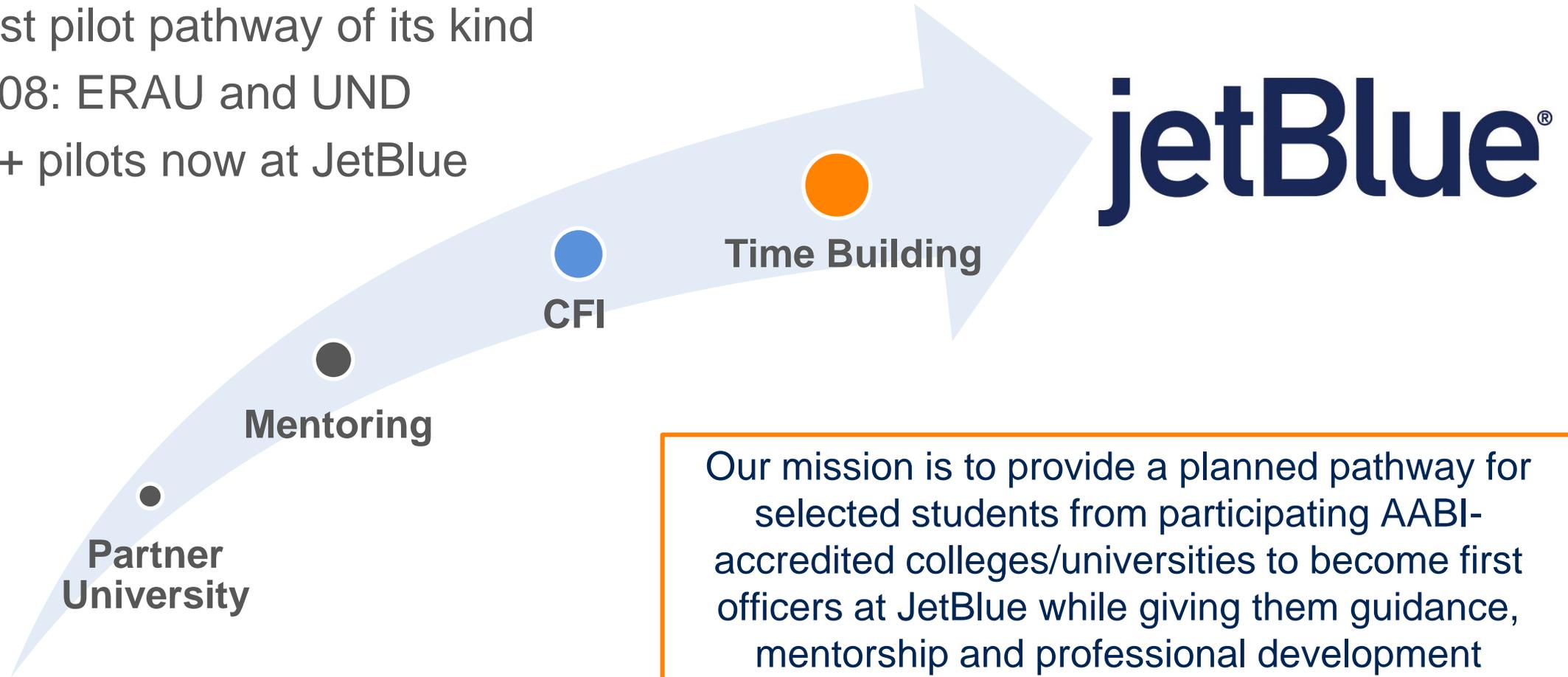
# Transition Gateway

- Current crewmembers
- Culture and values
- Mentorship
- Support



# University Gateway

- First pilot pathway of its kind
- 2008: ERAU and UND
- 50+ pilots now at JetBlue



Our mission is to provide a planned pathway for selected students from participating AABI-accredited colleges/universities to become first officers at JetBlue while giving them guidance, mentorship and professional development opportunities along the way

# Gateway Select

**Is your dream to become a pilot?  
JetBlue is looking for you**

¿Sueñas con ser piloto?  
JetBlue te está buscando

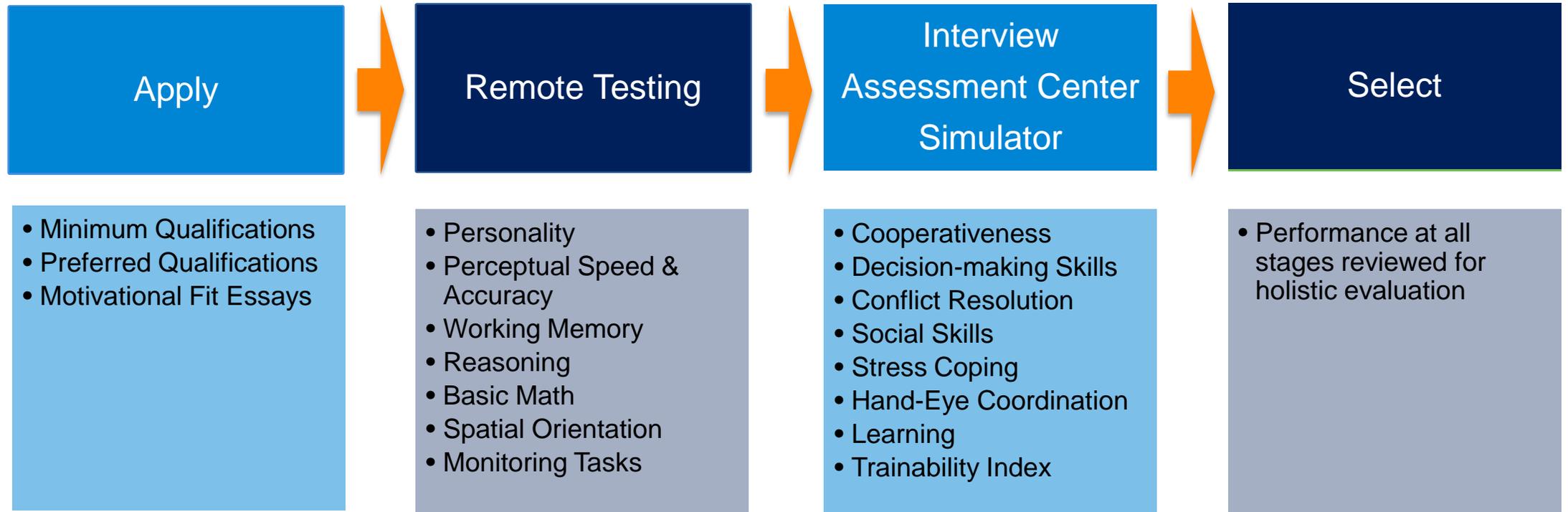
**Your cockpit seat awaits**

JetBlue Wants to Hire, Then Train a  
New Generation of Pilots

**A**spiring pilots, rejoice. JetBlue has launched  
a program to select and train everyday folks  
to fly a commercial jet.

**JetBlue Wants to Train  
You to Be a Pilot**

# A Rigorous Program Requires Rigorous Selection



Applied	Assessment	Onsite Invited	Onsite Complete	Offered*	Waitlist (Talent Pool)
2390	1037	242	207	68	47

\*Offered list is different from the number who have started because some declined

# Gateway Select Structure

Phase I	• Core Academics & Core Flying Skills
Phase II	• Basic Flying Skills
Private Pilot	• Private Pilot Certificate Module
Phase III	• Intermediate Training
Phase IV	• Advanced Training
Bridge Course	• Instrument, Commercial, CFI/CFII
CAE	• Employment as Flight Instructor
JetBlue	• Initial Training as JetBlue First Officer

**Program Length: ~3.5 Years**

**Through our creative  
pilot sourcing initiatives,  
JetBlue is ensuring that  
our flight decks are  
adequately staffed with  
safe, qualified and  
quality pilots**

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Thank You