

From the Jumpseat - Town Hall Virtual Event

May 13, 2024

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Town Hall Virtual Event

Monday May 13, 2024 at 1100 MST

To access the live event, click [HERE](#) or use the link below. please use the link above. You will need to use your Frontier SSO credentials to sign in.

<https://vimeo.com/953165652/6e16ee78f6?share=copy>

Q: How does the company handle gate agent complaints?

A: The Customer Care department receives all complaints and passes them along to the appropriate team; in the case of Gate Agents, to the Airport Customer Service (ACS) team. These complaints are taken very seriously and are addressed accordingly by the appropriate ACS Leadership.

Q: Can we revisit the labeling of the first two Bins for the first-row customers only?

A: As a company, we are looking to relocate that emergency equipment (which is currently stored in the FWD overhead bins) to dedicated position(s) in the FWD galley. This is called the EERP (Emergency Equipment Relocation Project). However, it is still in progress, as we want to ensure we minimize disruption to the existing storage spaces available in the FWD galley. To that end, we've already blocked the positions that the equipment will eventually be removed to.

For more information, please stay tuned for updates on the EERP. They will be communicated out as soon as we know more from Materials Engineering!

Q: For our customers that have status in our airline, are we looking at ways to thank them onboard and offering an elevated onboard experience?

A: Yes! We are currently exploring several technological enhancements that will provide Flight Attendants with the ability to recognize our status-holding customers. Stay tuned for more to come.

Q: With Frontier trying to attract more business customers, will we follow suit with offering Wi-Fi or other amenities on our aircraft to attract that customer base?

A: Our Marketing and Customer Experience teams are frequently performing cost-benefit analyses for additional customer amenities, including Wi-Fi. As onboard Wi-Fi technology continues to progress, the team will continue analyzing the benefits of offering this feature in the future.

Q: Social media influencer flew with us a couple of months ago filming a positive story about Frontier. Who would be the point of contact to submit that YouTube video/review to for positive marketing/branding purposes?

A: You can send this type of content to your Base Supervisor, who will share it internally amongst our Marketing, Social Media, and Corporate Communications teams.

Q: Will each new base have a catering station?

A: We are consistently assessing how well we can meet the needs of every flight with adequate catering. Especially considering the way we are updating and changing our route model, this is something we are always checking on constantly.

Whenever we open a new base, it is on our mind, but it's not actually always required that we open a new kitchen, because we try to examine what other stations upline that the aircraft will touch before it arrives at the new base. (A good example is CLE...it's a base, but not a Catering station, because most of the outbound flights hit an upline FL Catering station (MCO, FLL, MIA, TPA, RSW, etc.) within 1-2 segments of the CLE outbound flight.

But...that can change. And it has! CLE has a ton of new routes, so to continue using them as an example, we will be adding Catering in CLE before the end of '24. For our future base openings (like SJU), we are also looking seriously at the possibility of adding Catering.

Q: Are we still planning to take delivery of the A32XLR?

A: The short answer is yes; we do still have A321XLR aircraft on order. However, Airbus is currently working on redesigning the aircraft's Rear Center Fuel Tank to meet FAA and EASA safety requirements, which has delayed the expected delivery date.

Q: Is Frontier considering a relaxed tattoo policy?

A: We are always looking for ways to improve the Image & Style Guide, and we have some exciting changes coming very soon! However, currently, there are no plans to implement a more relaxed tattoo policy.

Q: Is Frontier considering Petite size Uniform pieces?

A: Yes! We are working with HPI to create smaller sizes in select uniform pieces, as well as additional Tall sizes in select pieces.
