



## News Release

### *Not Waiting in the Wings: ExpressJet Airlines Flies Under Its Own Banner*

Updated October 8, 2007—When ExpressJet Airlines Chief Executive Officer Jim Ream stepped out of a jet at LA/Ontario International Airport in February, he announced flight service beginning in April. The public got its first look at the livery of ExpressJet, with the airline's new paint scheme and interior upgrades. The fleet of 50-seat Embraer ERJ-145 jets would soon fly from Los Angeles/Ontario, Sacramento, San Diego, Austin, San Antonio and New Orleans, to a growing list of cities. Ream arrived in Ontario to formally open ticket sales. ExpressJet was new, but definitely not a start-up.

"ExpressJet Airlines operated as one of the world's most reliable regional airlines for more than 10 years on behalf of Continental," Ream said. "Today, we are building on the foundation of our experience and strong base of relationships, to expand beyond our past. We are pleased to begin serving 24 cities under our own banner, as ExpressJet Airlines."

Ream said that ExpressJet Airlines will continue to serve more than 150 destinations across North America and the Caribbean with world-class Continental Express service. ExpressJet branded flying will concentrate on markets that are the right size for its 50-seat jets, with convenient airports, growing local economies and that lack non-stop flights to the markets it will serve.

"We are pleased to offer our brand of flying to more customers," Ream said on opening day. "ExpressJet is diversifying its services, but will not depart from the principles of customer service and reliability that allowed us to complete over 3 million departures in the past 10 years."

Since its inception, ExpressJet focused on efficiency, professionalism and running an exceptional regional jet service as Continental Express. Several of ExpressJet's executive management worked their way up as airline maintenance technicians and crewmembers learning the business from the inside. They concentrate intently on the details of running a successful operation. That focus drives ExpressJet to continually find ways to streamline operations, as they did in 2002, retiring all turboprop aircraft to focus exclusively on a faster and smoother all-jet fleet. Attention to detail also earned ExpressJet "Regional Airline of the Year" honors from *Air Transport World*. This focus expanded to a new partner in June 2007 with the addition of service for Delta Air Lines in the Western U.S.

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“We recognize that to operate at the level of service and financial performance that earned us a spot on *Fortune* Magazine’s “Most Admired Airlines” list two years running, we must diversify and expand our operations beyond an exclusive focus on Continental Express,” Ream said.

With over 75% of its all-jet fleet committed to capacity purchase agreements, allocating 25% into markets that offer more strategic control and a greater potential for future growth is the right mix for ExpressJet.

Part of that diversification and expansion meant starting service under its own brand, deploying some of the youngest aircraft in the airline’s current fleet. It included upgrading their in-flight service, with valet carry-on bag service; free XM® Satellite Radio; redesigned and more comfortable cushioned leather seats, and complimentary, recognized brand-name snacks, as well as full-service meal options on longer flights. Another part involved turning inward-focused operations into moneymaking businesses serving third-party customers.

A wholly owned subsidiary, ExpressJet Services, LLC, and Airlines’ own Training Services division were certified by the Federal Aviation Administration (FAA), allowing ExpressJet to provide maintenance and training to other airlines or aviation businesses.

“We have operated a first-class maintenance organization since 1995, and maintained a fleet of 274 aircraft. That gave us a wealth of expertise that we thought would be valuable to customers ranging from a single, private-aircraft owner to an entire corporate or commercial fleet,” Ream said.

Boasting one of the fastest and most consistent turnaround times in the industry, with a 99 percent maintenance reliability rating, helped ExpressJet Services attract new partners and new revenue streams.

Soon after ExpressJet Services earned FAA certification to provide third-party services, three major European manufacturers of thrust reversers, nacelles and composite airline parts designated ExpressJet Services their North American maintenance repair partner. ExpressJet Services also earned the internationally recognized Aerospace Standard (AS 9110) and International Standards Organization (ISO 9001) certification, acknowledging its stringent Quality Management System for aircraft inspection, alteration and repair, aircraft sheet metal/composite repair, thrust reverser repair and overhaul.

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Similarly, as ExpressJet grew rapidly in its first decade to operate a fleet of 274 aircraft, it trained more than 3,800 pilots, 3,000 flight attendants, 4,000 ground personnel and more than 1,800 maintenance technicians.

“We knew what it took to have crews well trained and ready to go, because we were making that happen more than 1,300 times a day,” Ream said.

ExpressJet Training Services gained FAA certification to provide third-party training to the corporate and commercial aviation industry. It is also recognized by the American Society for Training and Development.

Today the airline’s flight simulators, automated classrooms and Cabin Emergency Evacuation Trainer deliver cutting-edge training to third-party customers as well as its own personnel.

In December 2006, ExpressJet entered the corporate aviation market, creating a new division, ExpressJet Corporate Aviation, to provide charter service for corporations, aircraft brokers, hospitality companies, sports teams, schools and others. Currently, ExpressJet Corporate Aviation operates a fleet of nine aircraft and has provided service to some of the world’s most famous rock bands and some of the most cutting edge airlines under short-term agreements.

Corporate customers have responded enthusiastically to ExpressJet’s corporate charter service. Clients appreciate the ability to fly newer, cleaner, more reliable jets with a first-class amenity package on schedules they determine.

“ExpressJet Corporate Aviation gives them everything they would want in a company plane without the expense of buying and maintaining it,” Ream says.

Asked why ExpressJet chose to launch from Ontario, rather than the larger LAX, Ream explains that Ontario is typical of the 24 airports ExpressJet selected across the country. “They are mid-sized, conveniently located airports that are also located in the right-size markets for ExpressJet’s 50-seat jets.”

Immediate gate availability at the Los Angeles/Ontario International airport allowed ExpressJet to get up and running quickly.

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Ontario's facility focuses on providing a convenient air travel alternative to LAX and gave ExpressJet a warm welcome. Its city leaders were eager to gain a new fleet of planes under experienced management. ExpressJet's entry will grow LA/Ontario's regional airport service from 20 destinations to 34, and expand its own capacity to serve passengers by another 10 percent. From there, Sacramento, San Diego, Austin, San Antonio and New Orleans, ExpressJet will primarily serve business customers in the breadbasket states. Routes across the West, Midwest and South bring needed non-stop flights to Omaha, Boise, Tulsa, Oklahoma City, El Paso and more than a dozen others

"ExpressJet Airlines has always been 'ready for prime-time,' and it has been no secret to those who follow the industry," Ream said. "But the thing about success, particularly in the airline industry, is that the only way to keep it is to keep changing."

For more information, visit [www.expressjet.com](http://www.expressjet.com).