



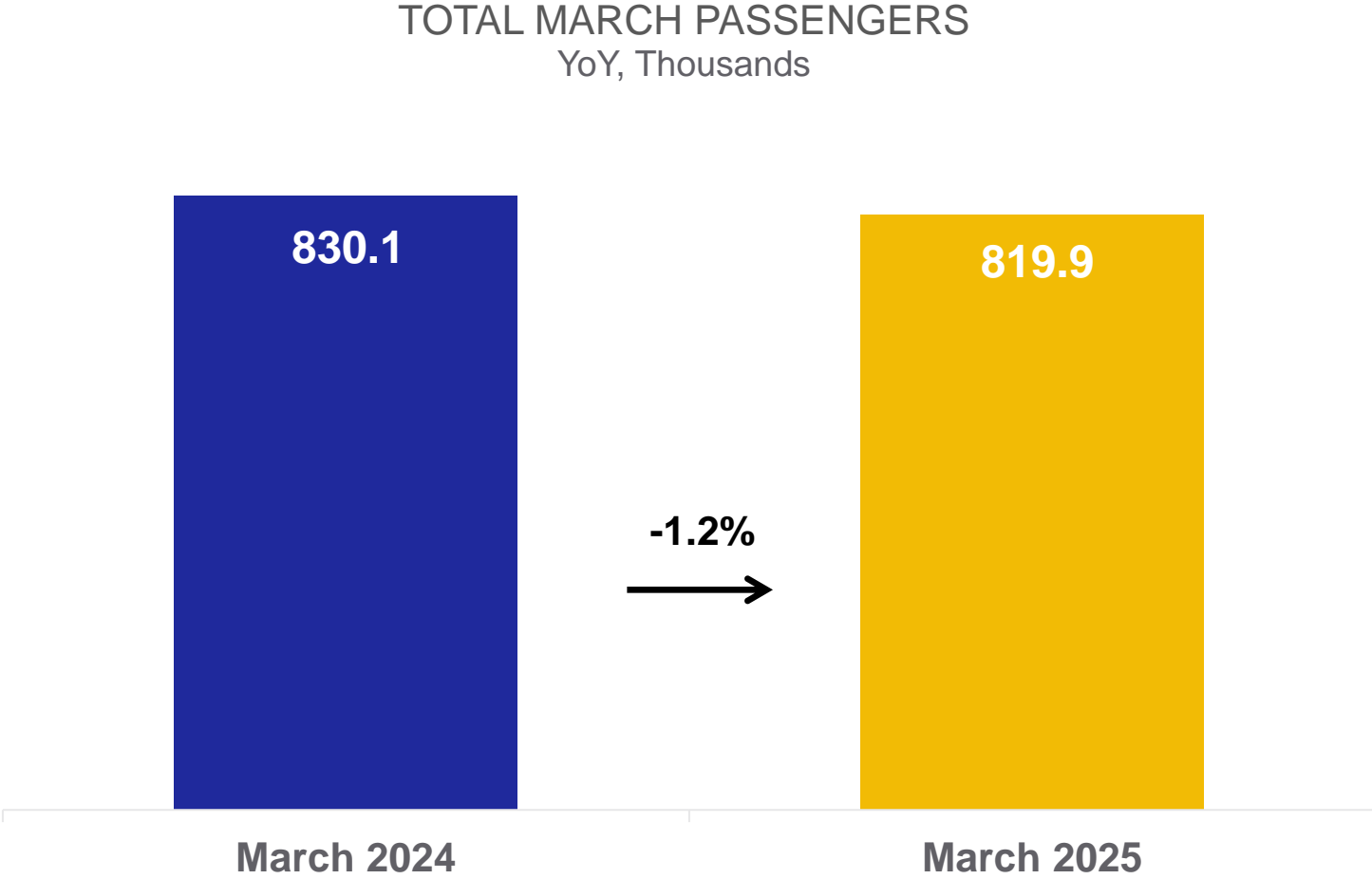
ALLEGHENY COUNTY AIRPORT AUTHORITY

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PITTSBURGH INTERNATIONAL AIRPORT  
ALLEGHENY COUNTY AIRPORT



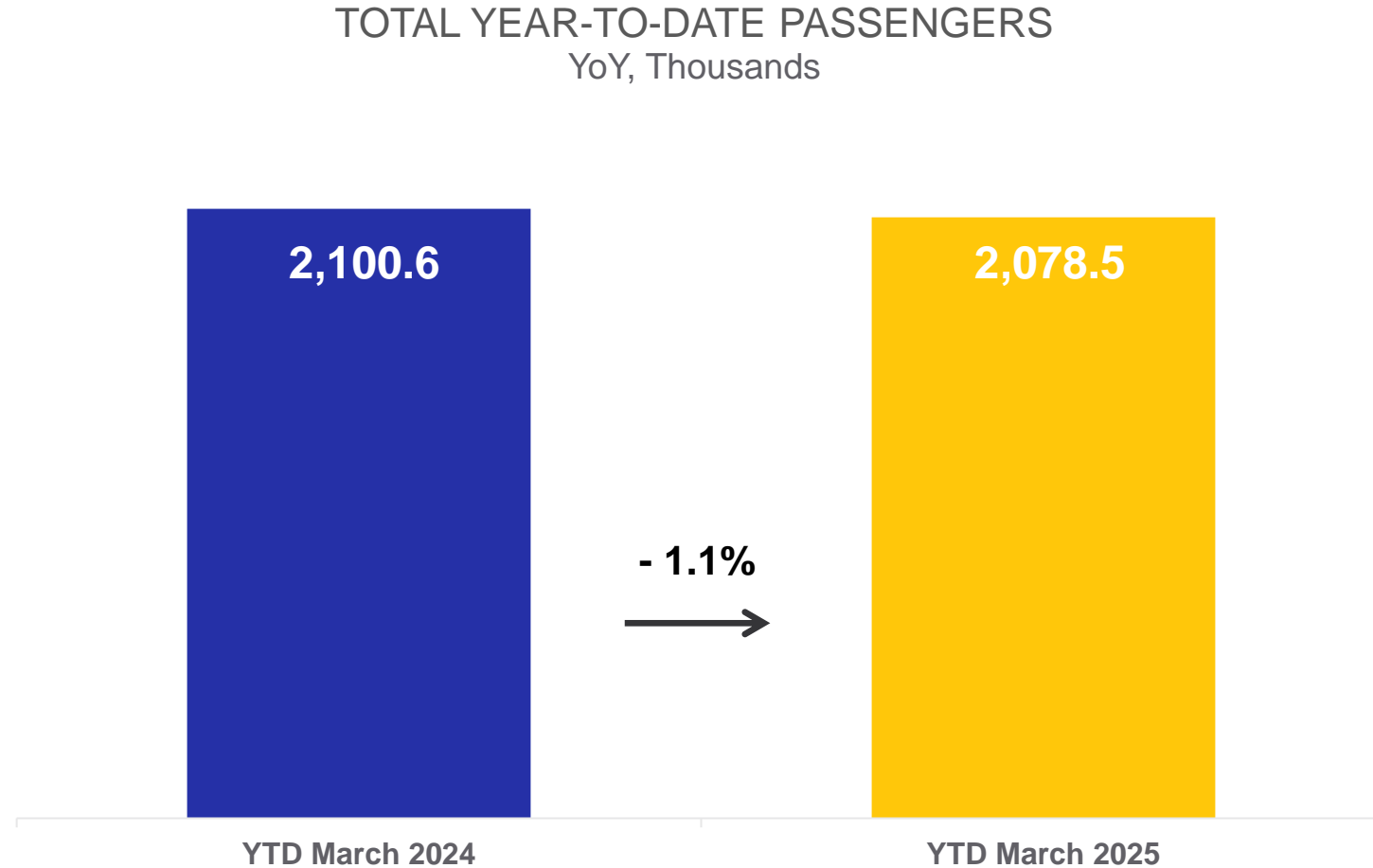
# Passenger traffic saw a year-over-year decline of 1.2% in March, attributed to Easter moving to April



SOURCE: Allegheny County Airport Authority



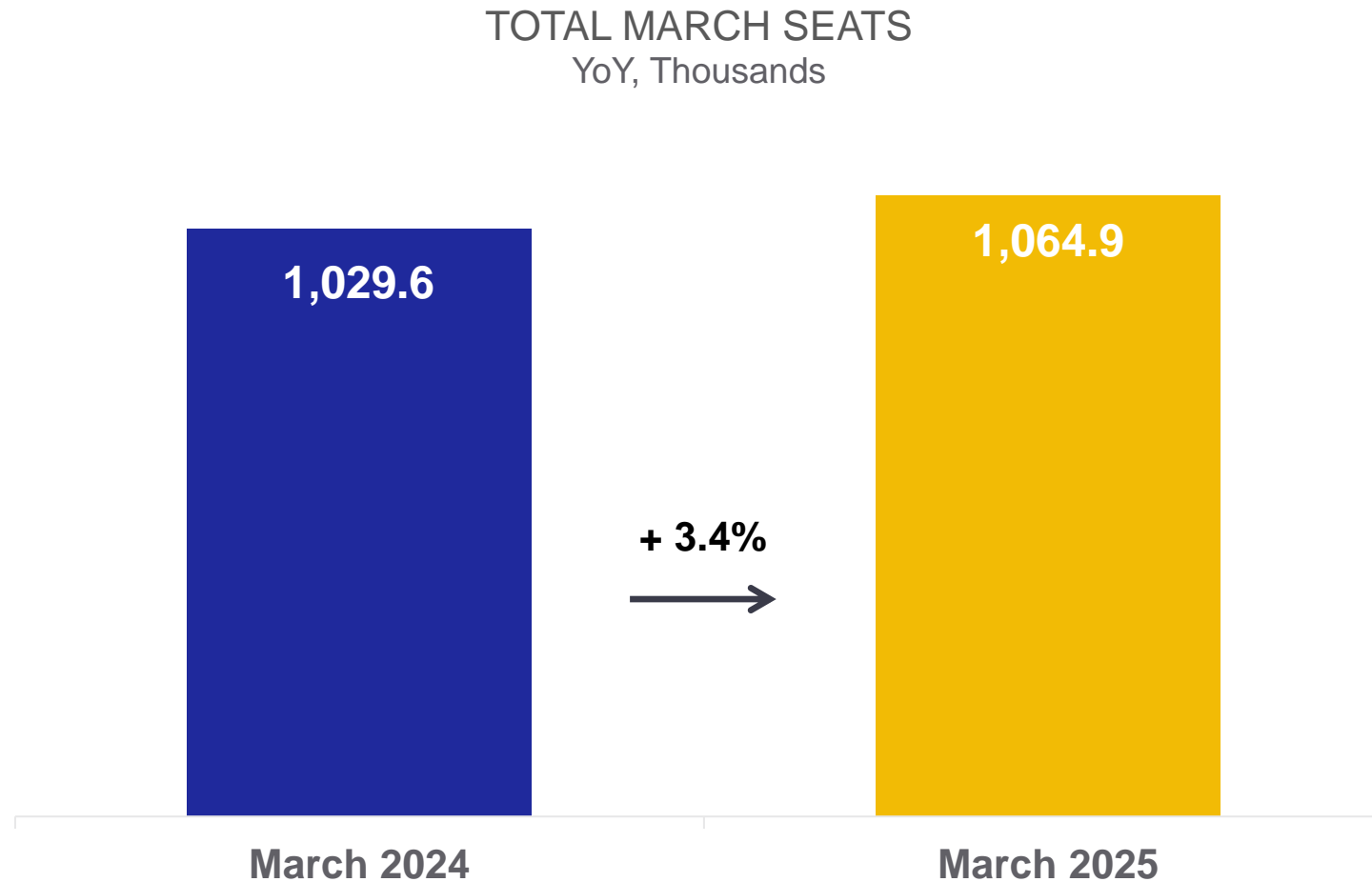
# Year-to-date, PIT has accommodated more than 2 million passengers



SOURCE: Allegheny County Airport Authority



# In March 2025, airline capacity saw a 3.4% increase, coinciding with the busy Spring Break season

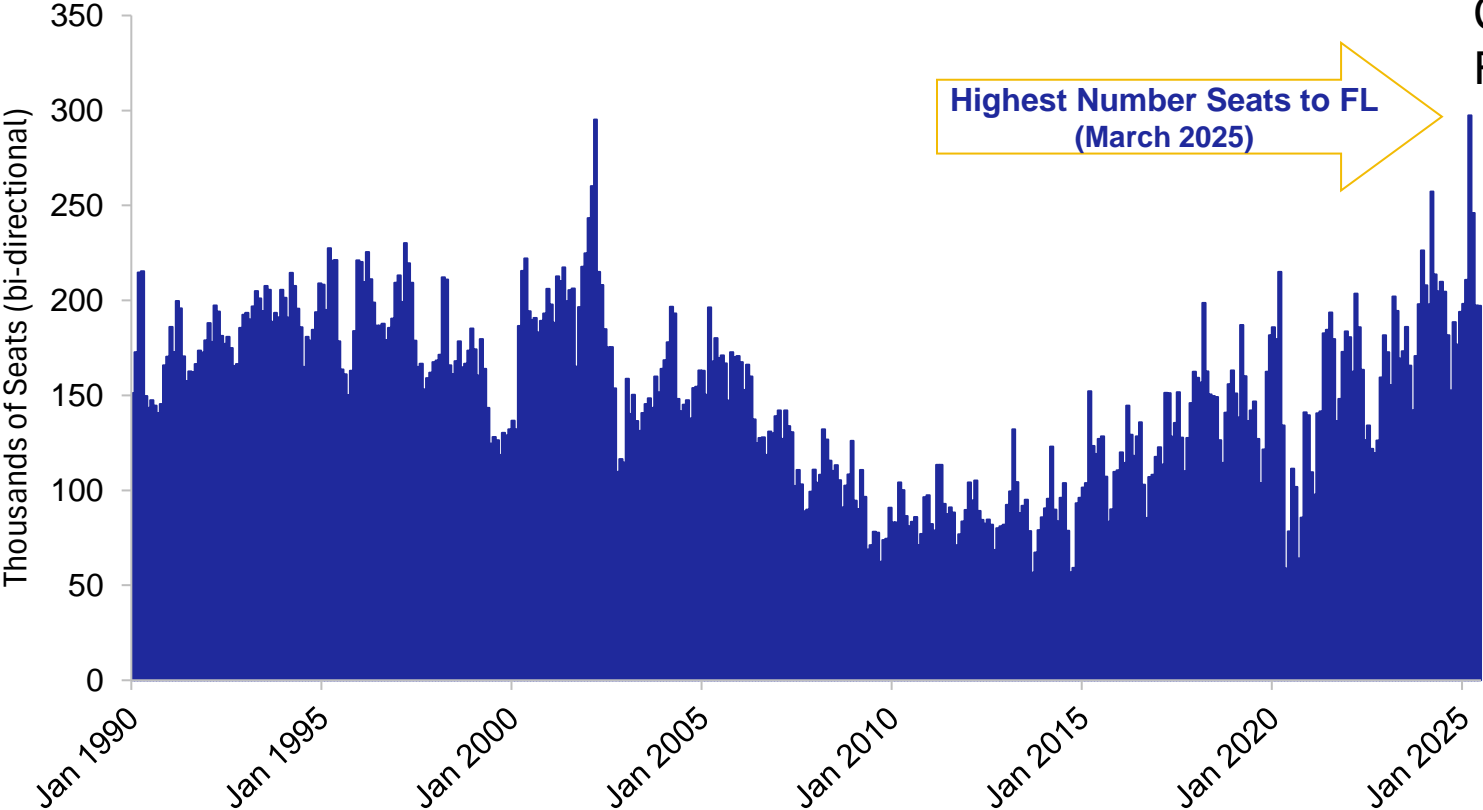


SOURCE: Cirium DiiO Mi



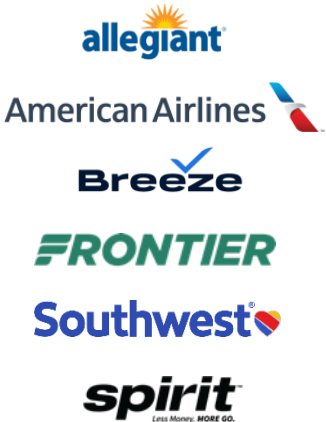
# PIT continues to break records – March 2025 had the highest capacity ever offered to Florida

SCHEDULED SEATS BY MONTH – PIT TO FLORIDA  
January 1990 - June 2025, Thousands of Seats



March realized the highest number of seats to Florida – higher than any month in PIT’s history

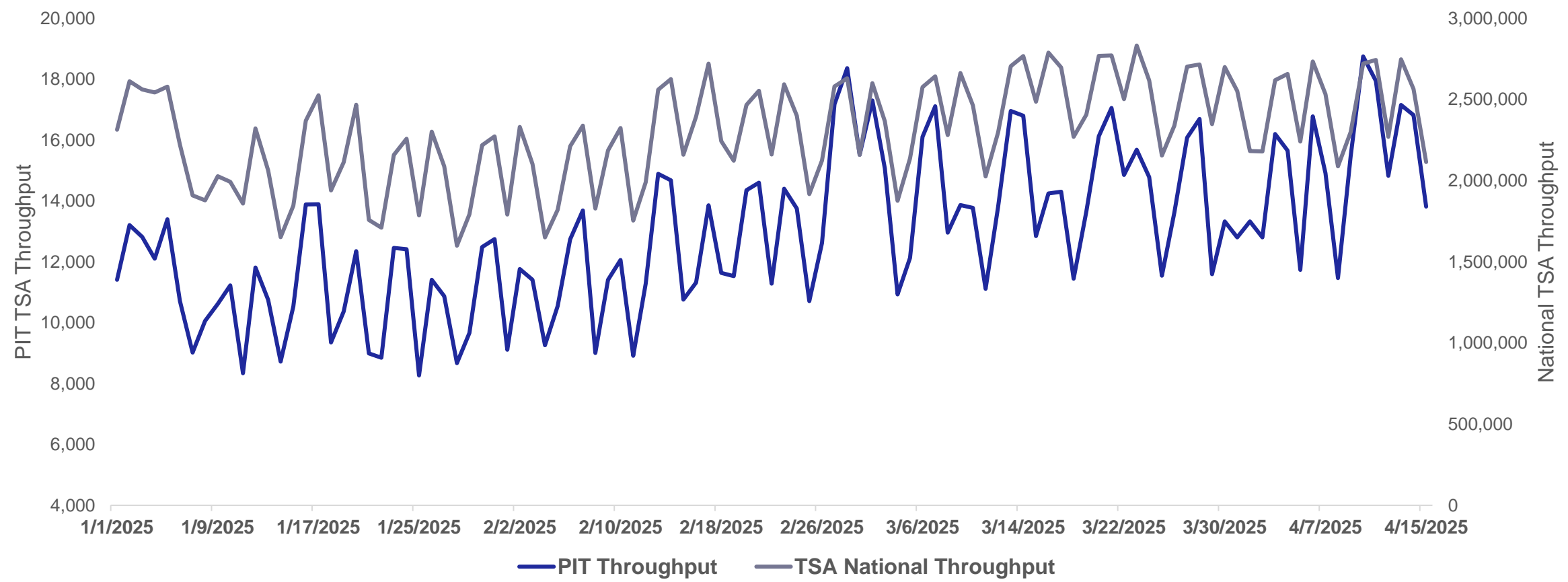
Carriers currently serve 14 destinations in Florida – only 5 had service in 2014



SOURCE: : US DOT T-100 data (Jan 1990-July 2003); Cirium Innovata schedules (Aug 2003-June 2025)

# PIT's TSA throughput aligns with national patterns, highlighting a decrease in leisure air travel

TSA PASSENGER THROUGHPUT PIT VS. NATIONAL  
January 1, 2025 - April 15, 2025

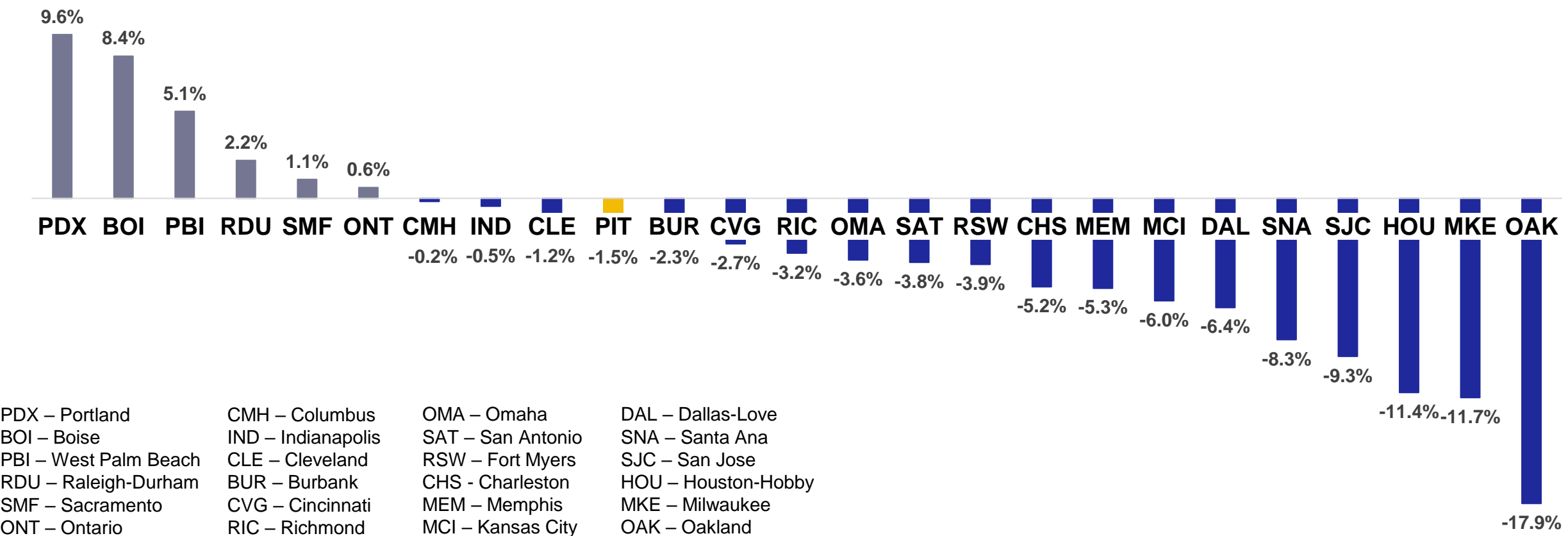


SOURCE:: TSA reported data to PIT; TSA.gov



# Year-to-date air travel demand through February declined at most medium-hub airports

YEAR-OVER-YEAR CHANGE IN TOTAL PASSENGERS AT SELECT MEDIUM HUB AIRPORTS  
Year-to-Date February 2025



SOURCE: Various airport websites



# Airlines are launching or resuming numerous routes from PIT despite a decrease in air travel demand

## March 30

 increased *London-Heathrow* service to daily  
 increased *San Francisco* service to twice daily

## April 1

 resumed *Philadelphia* service

## April 2

 resumed *Destin/Ft. Walton Beach* service

## April 4

 launched daily *Los Angeles* service 




## April 9

 resumed *Las Vegas* and *Myrtle Beach* service

## April 17

 resumed *Reykjavik* service

## May 1

 begins daily *New York-JFK* service   
 launches service to *Greenville-Spartanburg*   
 resumes daily *Montreal* service  
 resumes *Portland, ME* & *Tampa* service

## May 2

 resumes *Norfolk/Virginia Beach* & *San Diego*

## May 15

 increases *Seattle* service to twice daily  
 resumes *Myrtle Beach* service

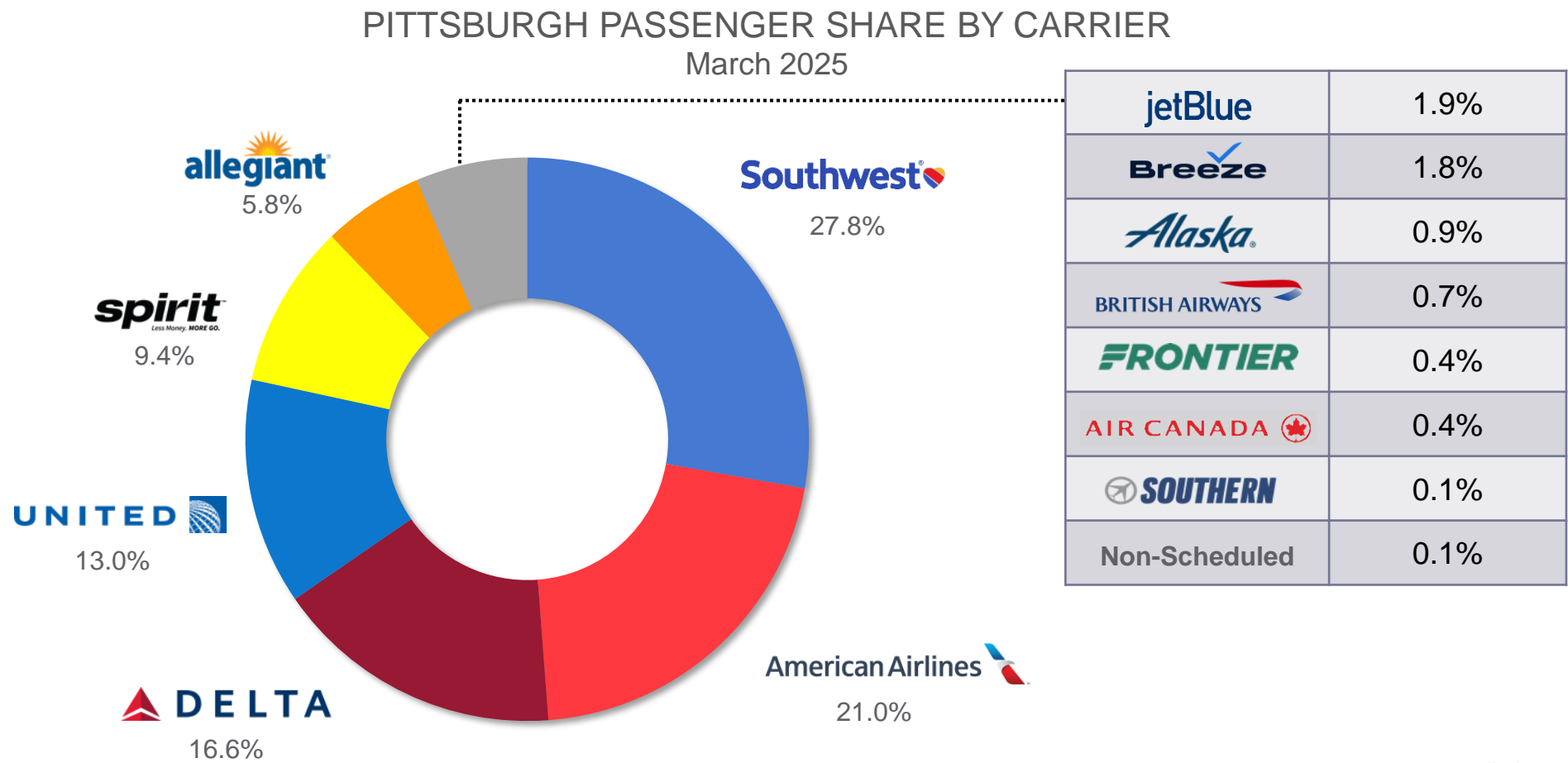
## May 23

 resumes *Austin* service

## May 29

 resumes *Minneapolis/St. Paul* service

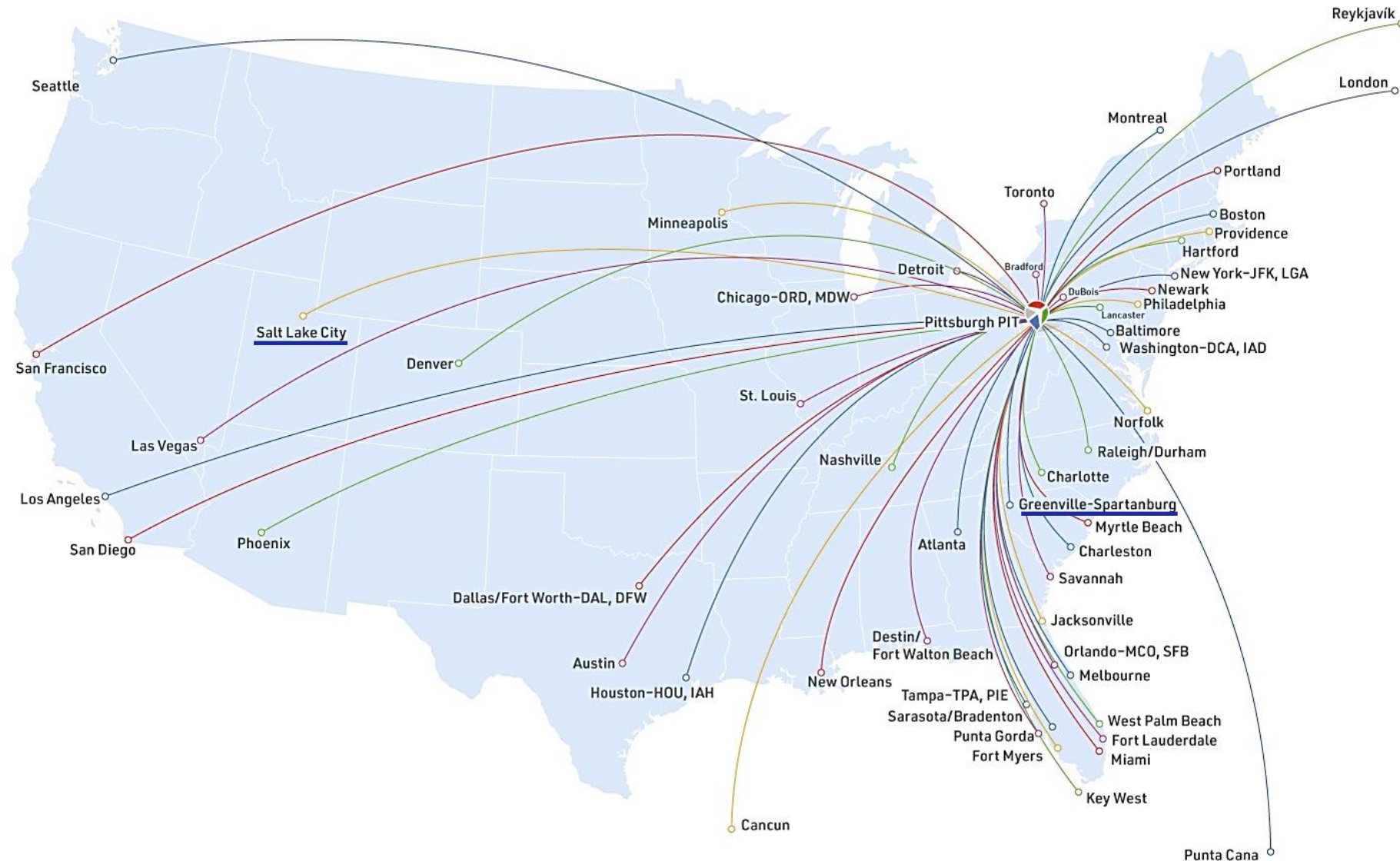
# Southwest remains the top airline by market share at PIT with 6.3% more scheduled capacity year over year



SOURCE: Allegheny County Airport Authority  
NOTE: Values are rounded

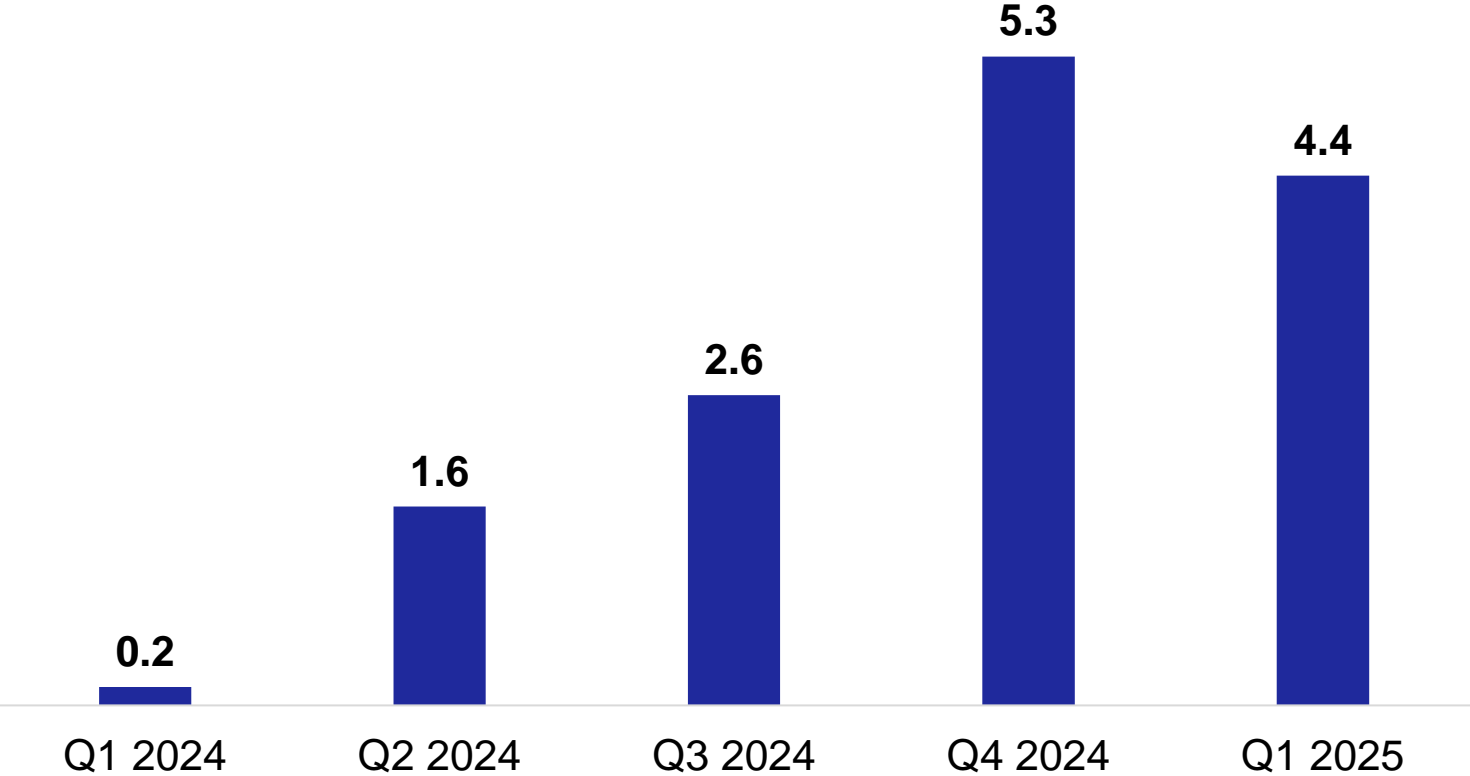


# PIT nonstop service has grown to 62 destinations since April 2024, with recent additions to SLC and GSP



# UPS handled 99.7% of all mail at PIT in Q1 2025 following the start of its new USPS contract in October 2024

UPS SHARE OF ALL MAIL CARRIED AT PIT  
Q1 2024 - Q1 2025, Millions

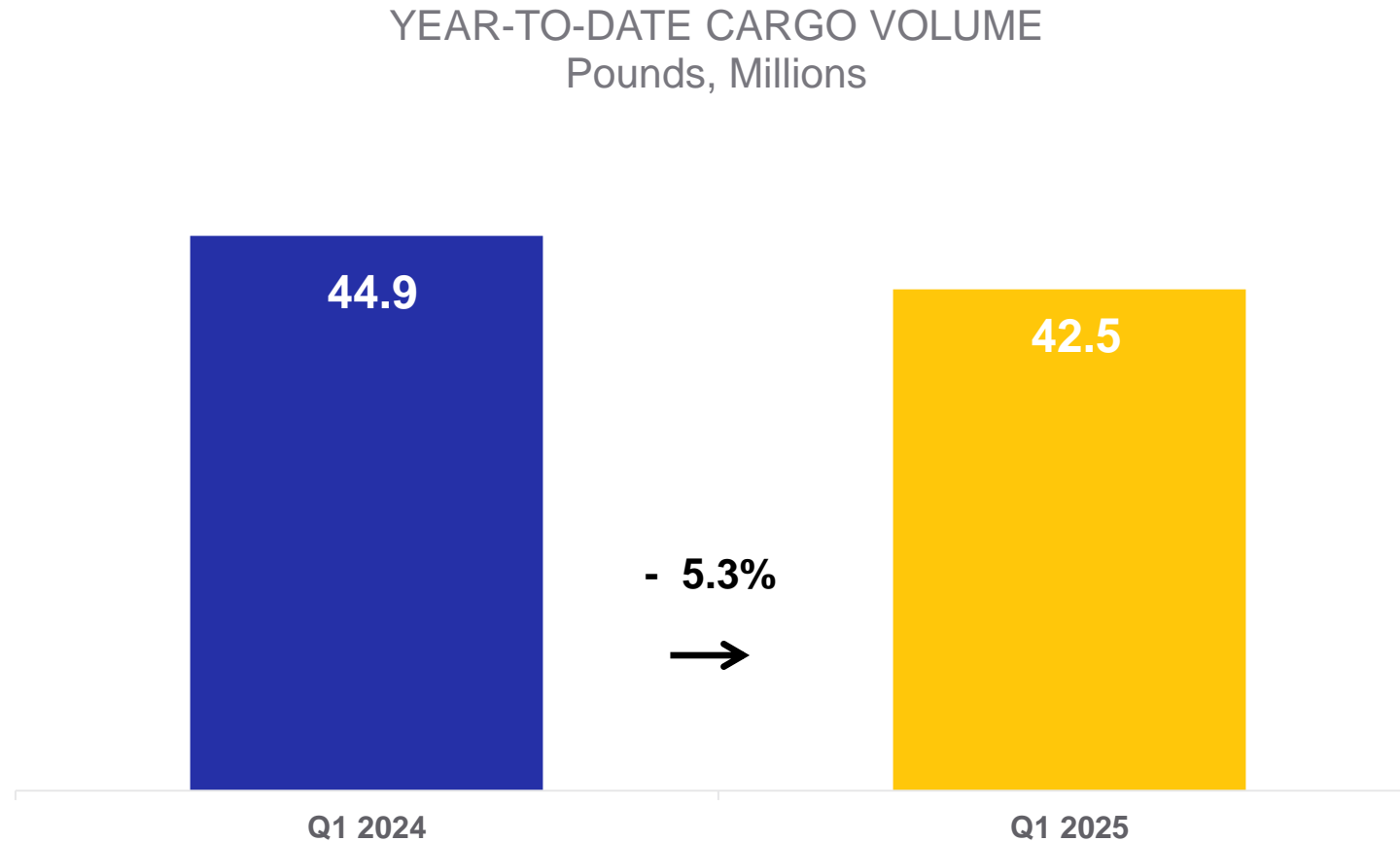


UPS typically operates 14 weekly departures at PIT utilizing a variety of aircraft, including the MD11, A300, B767 and B757

In 2024, UPS handled over 57M pounds of cargo and nearly 10M pounds of mail

In Q1 2025 UPS carried over 4.4M pounds of mail, nearly 100% of all mail carried at PIT

# Q1 2025 cargo volumes decreased 5.3% compared to Q1 2024, attributed to broader trends in global air freight

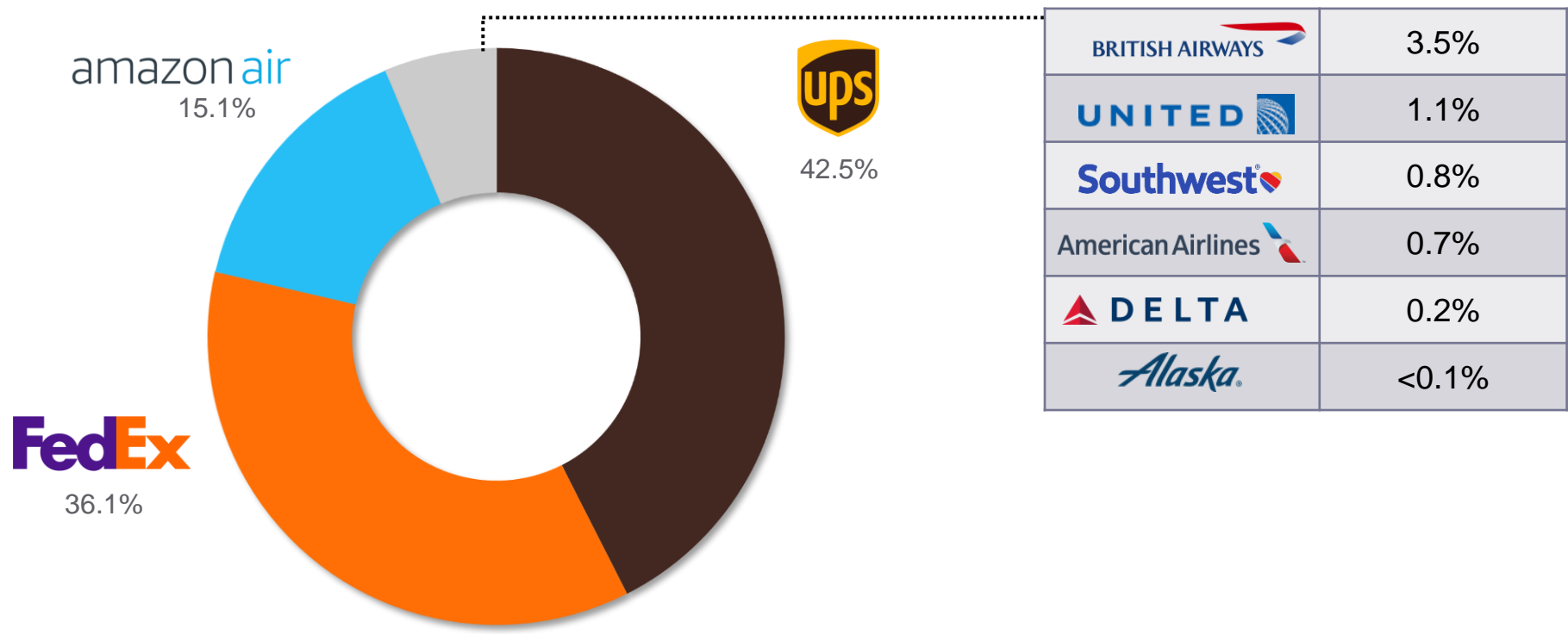


SOURCE: Allegheny County Airport Authority



# In 2025, UPS claimed the largest share of cargo operations at PIT, driven by its mail contract

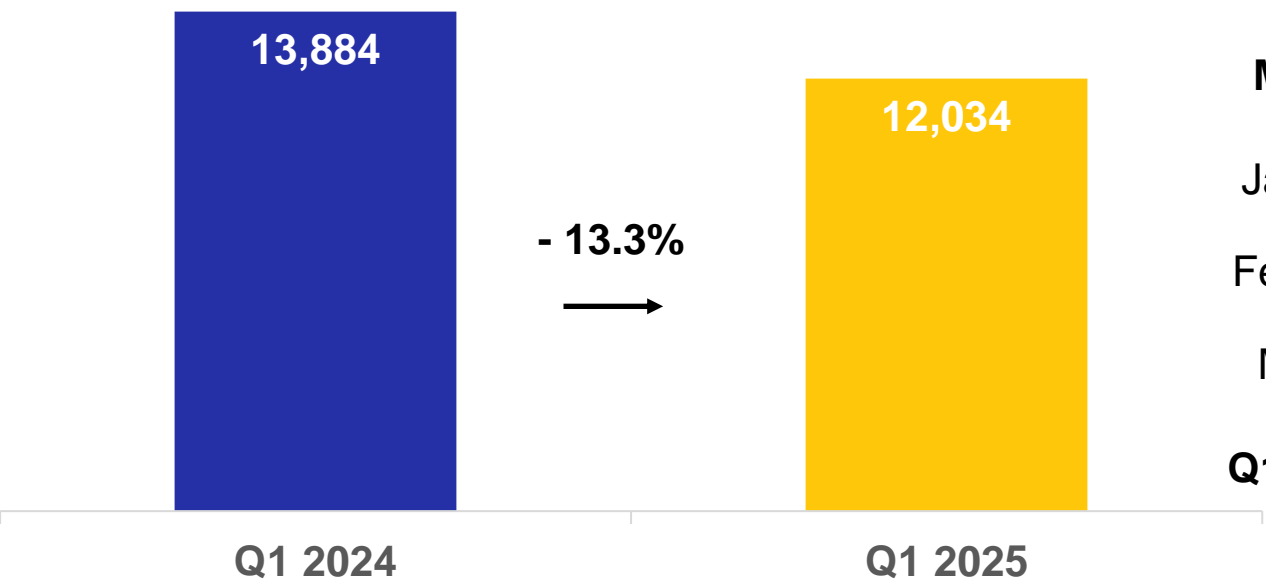
PITTSBURGH CARGO SHARE BY CARRIER  
Year-to-Date March 2025



SOURCE: Allegheny County Airport Authority  
NOTE: Values are rounded

# Q1 2025 air traffic is 13.3% lower year-over-year

QUARTERLY COMPARISON – Q1 2024 VS Q1 2025



AGC Q1 2025 OPERATIONS

Month	2024	2025	+/-	% Change
January	3,174	3,093	-81	↓ -2.6%
February	5,572	3,601	-1,971	↓ -35.4%
March	5,138	5,340	+202	↑ +4.0%
Q1 Totals	13,884	12,034	-1,850	↓ -13.3%

Source: FAA

# Creating a Culture of Resiliency

5/1/2025



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PITTSBURGH INTERNATIONAL AIRPORT  
ALLEGHENY COUNTY AIRPORT

# The culmination of a 10-year path building resiliency

**CNN** World

**Global travel disruption after Heathrow Airport shuts down over power outage caused by fire**

**The Washington Post**

**London's Heathrow Airport closes after substation fire, upending global travel**

**CNBC** MARKETS BUSINESS INVESTING TECH POLITICS VIDEO INVESTING CLUB PRO LIVESTREAM

**Travel chaos as London's Heathrow remains closed. Here's what airlines are telling passengers**

**The New York Times**

## ***How Pittsburgh's Airport Makes Power to Avoid Heathrow-Like Outages***

Pittsburgh International Airport avoids power outages and reduces its energy costs by generating electricity on site using natural gas and solar panels.



By **Niraj Chokshi**

March 29, 2025

When Christina Cassotis, the chief executive of Pittsburgh International Airport, heard about the power outage that forced London's Heathrow Airport to suspend operations last week, she thought of the workers who were frantically trying to manage the chaos.

But when an outage hits closer to home, she has a more restrained response: Keep calm and carry on.



# Resiliency noun

*re·sil·ien·cy (ri-'zil-yən(t)-sē)*

*An ability to recover from or adjust easily to adversity or change.*

“

Airports are more than transportation hubs. Airports are economic engines, critical-response platforms and globally connected civic infrastructure.

At PIT, we've been building a team and facilities that can adapt in real time, operate through disruption and put people first even when things go wrong.

”

**Christina Cassotis**

# Resiliency in our workforce – adapting and redefining what it means to be an airport



# Resiliency in our finances – operating no matter what the future holds



**Fitch**Ratings

**Fitch Rates Allegheny County  
Airport Authority, PA's Revenue  
Bonds 'A'; Outlook Stable**

**businesswire**  
A BUSINESS WIRE COMPANY

**KBRA Assigns A+ Rating, Stable Outlook to  
Allegheny County Airport Authority (Pittsburgh  
International Airport) Airport Revenue Bonds, Series  
2025A (AMT) and Airport Revenue Bonds Series  
2025B (Federally Taxable)**

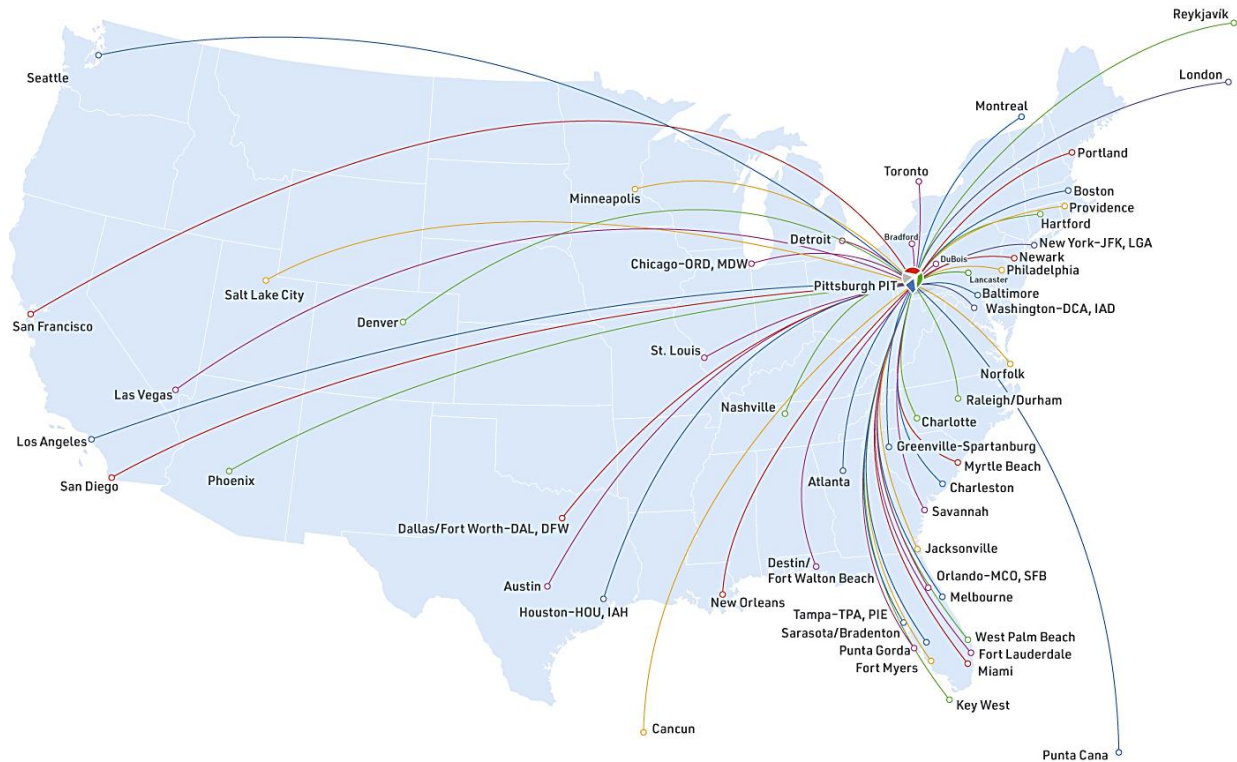
**THE BOND BUYER**

**Pittsburgh airport enters home  
stretch of construction**

# Resiliency in our infrastructure – serving as the catalyst that puts the assets of the region to work



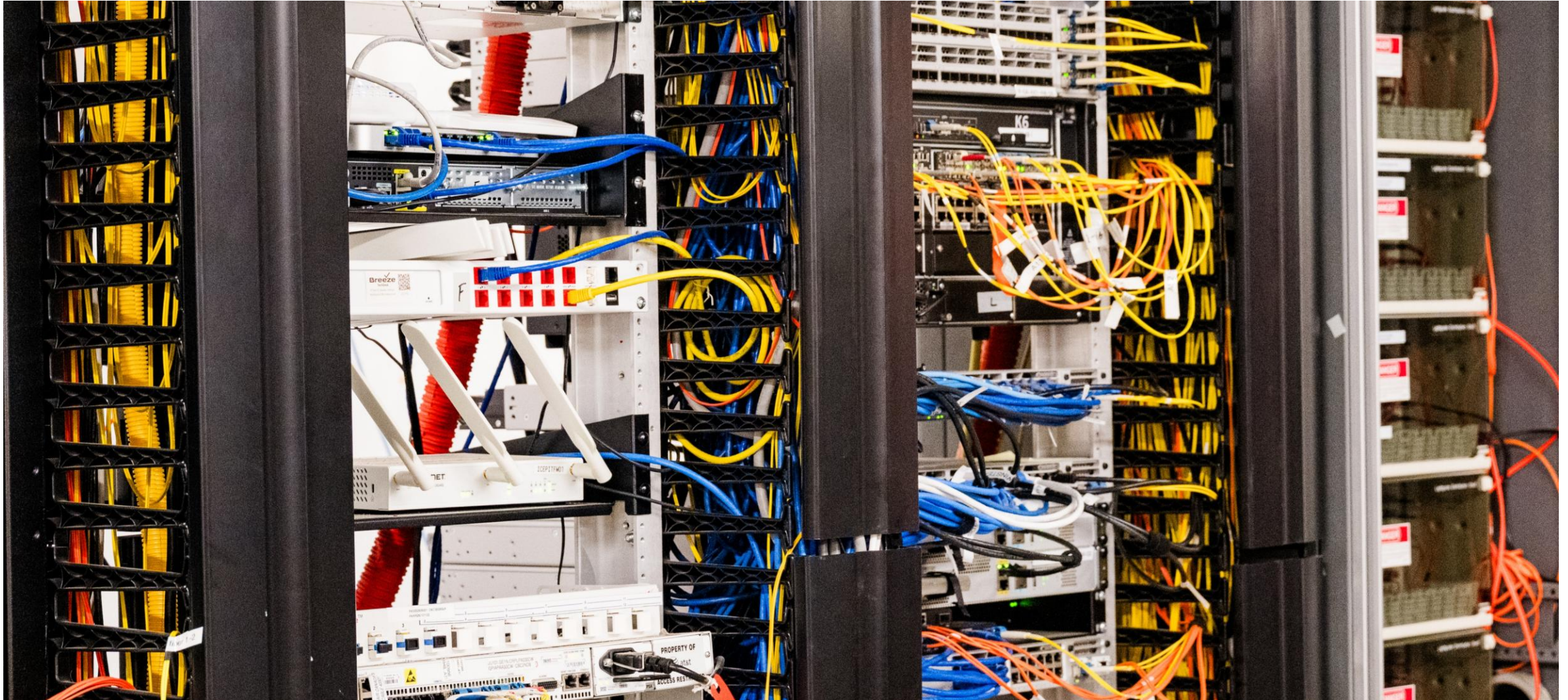
# Resiliency in our facilities – building for our partners



# Resiliency in our design – creating flexibility for growth



# Resiliency from the inside out – creating a technology ecosystem to reinforce security and efficiency



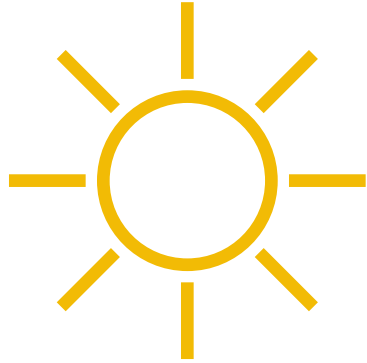
# Resiliency requires practice, preparation and planning



# Investing in and designing services enabling resiliency for our passengers



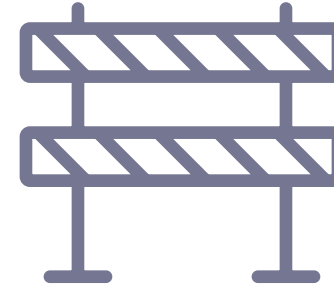
# Supporting passengers in unexpected moments



## BRIGHT SPOTS

PIT Ambassadors provide  
compassion and care

100 Ambassadors strong



## CHALLENGES

Lack of tools and resources

Outdated info support systems

No self-service for lost and found

Overloaded customer service reps

# A focus on passenger-first service design

## DISCOVER

## Observations and interview with passengers & staff

## Review data from Salesforce

## DEFINE

Held workshops with the team to go over key findings and define the problems to solve

## DESIGN

## Co-created future-state experiences

Blueprinted the future-state and identified required capabilities

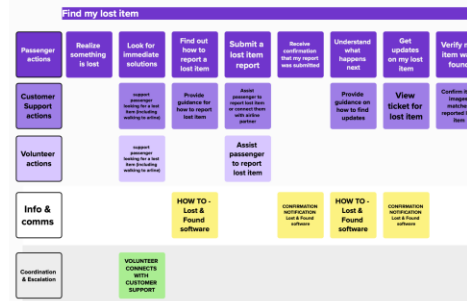
## TEST & LEARN

Planned the first version (MVP) and how to test it

## IMPLEMENT

Teamed up with Customer Experience, IT, and others to put the plan into action

Created a plan to measure how well it's working



**EXP - Volunteer Communication and Support**

Overview | List | Board | Timeline | Dashboard | Workload | Calendar | Workflow | Messages | Files

+ Add task

#	Name	Assignee	Due date
8	Internal Eds Review of Test Plan	Bryanna Ellis	Dec 6, 2024
Add task...			
<b>&gt; Device Experiment</b>			
1	Co-create devices service blueprint	Kristine	Jan 31
2	Print Materials	Bryanna Ellis	Dec 11, 2024
3	Create survey	Lies Sheddesi	Dec 10, 2024
4	Talk to Joann about SAP pass		Dec 6, 2024
5	Touchbase with Elise/April before experiment 1 tz	Bryanna Ellis	Dec 9, 2024
6	Chatbot ready for testing 3 O 2 tz	Bryanna Ellis	Dec 10, 2024
7	Devices Prepped and Programmed 7 tz	Bryanna Ellis	Dec 10, 2024



# Driving passenger resiliency through *We Got You*



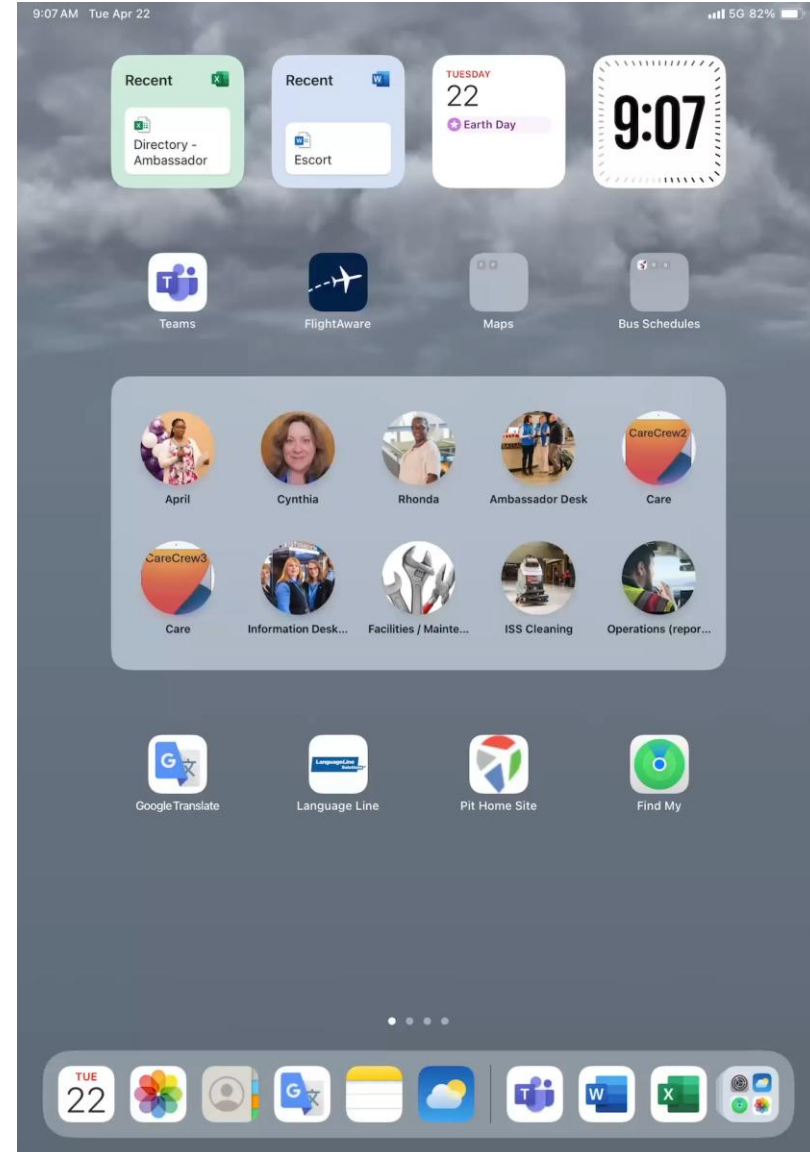
Ambassadors empowered through expanded resources



New *Lost & Found* software for passengers



Upgraded chatbot for faster access to information



PIT's transformation is nearly 90% complete – on schedule for arrival this fall





## Building toward the transformed PIT

- **Tree column painting**
- Departures level high ceiling installation
- Security checkpoint equipment and finishing
- Digital display fitting at the Sky Bridge
- Terrazzo flooring applied in the Sky Bridge
- Holdroom modernization
- Restroom renovation
- Arrivals level feature ceiling installation



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## April

## May

## June

**Security checkpoint equipment installation**

**Fire alarm integration testing begins**

Pre-security green terrace landscaping crane mobilizes

Post-security escalator installation continues

Exterior metal panel installation complete

Customer service building roof and metal panel installation

**Departures high ceiling complete**

**Terrazzo flooring in terminal complete**

Arrivals ceiling complete

Post-security stretched ceiling installation

Freight elevators available for construction

Energization of power throughout parking structure

Technology room installations

**Elevator and escalator installations complete**

**Parking structure technology installation and testing**

Ticketing counter installation

Baggage handling system testing continues

Security checkpoint installation complete

Elevator installation in parking structure

Rental car fit-outs continue

# Thank You

5/1/2025



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