



ALLEGHENY COUNTY AIRPORT AUTHORITY

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PITTSBURGH INTERNATIONAL AIRPORT  
ALLEGHENY COUNTY AIRPORT



# Connecting Pittsburgh With the World

Air Service Update

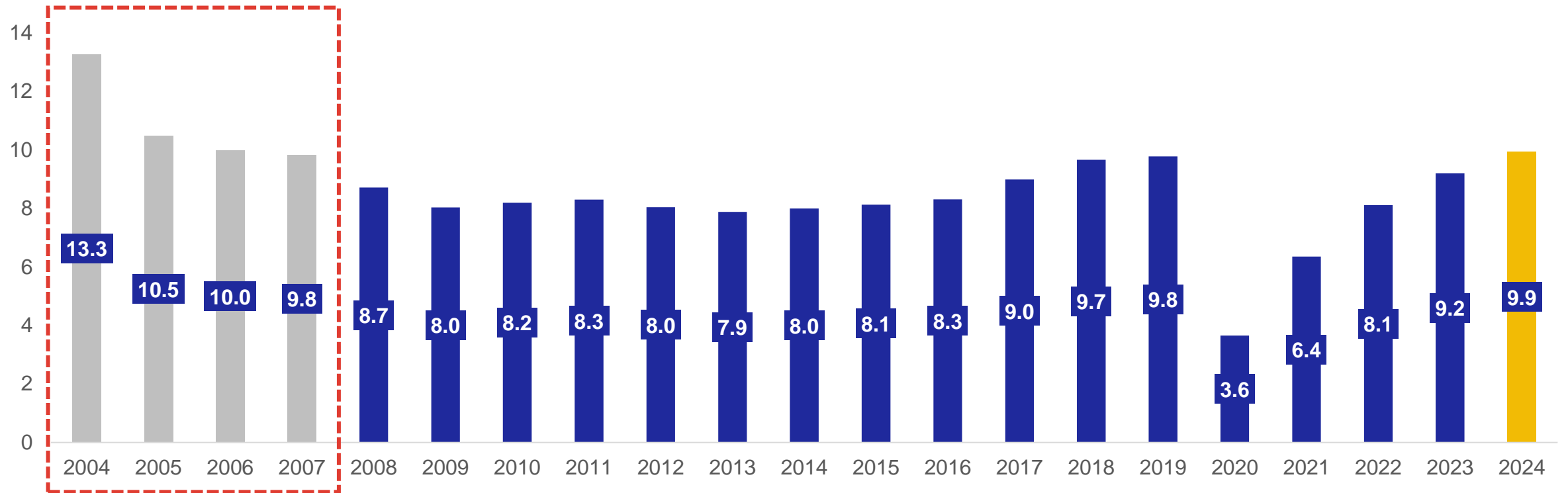
1/17/2025



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# Passenger traffic in 2024 has reached its highest level since 2006

TOTAL ANNUAL PASSENGERS  
(in Millions)

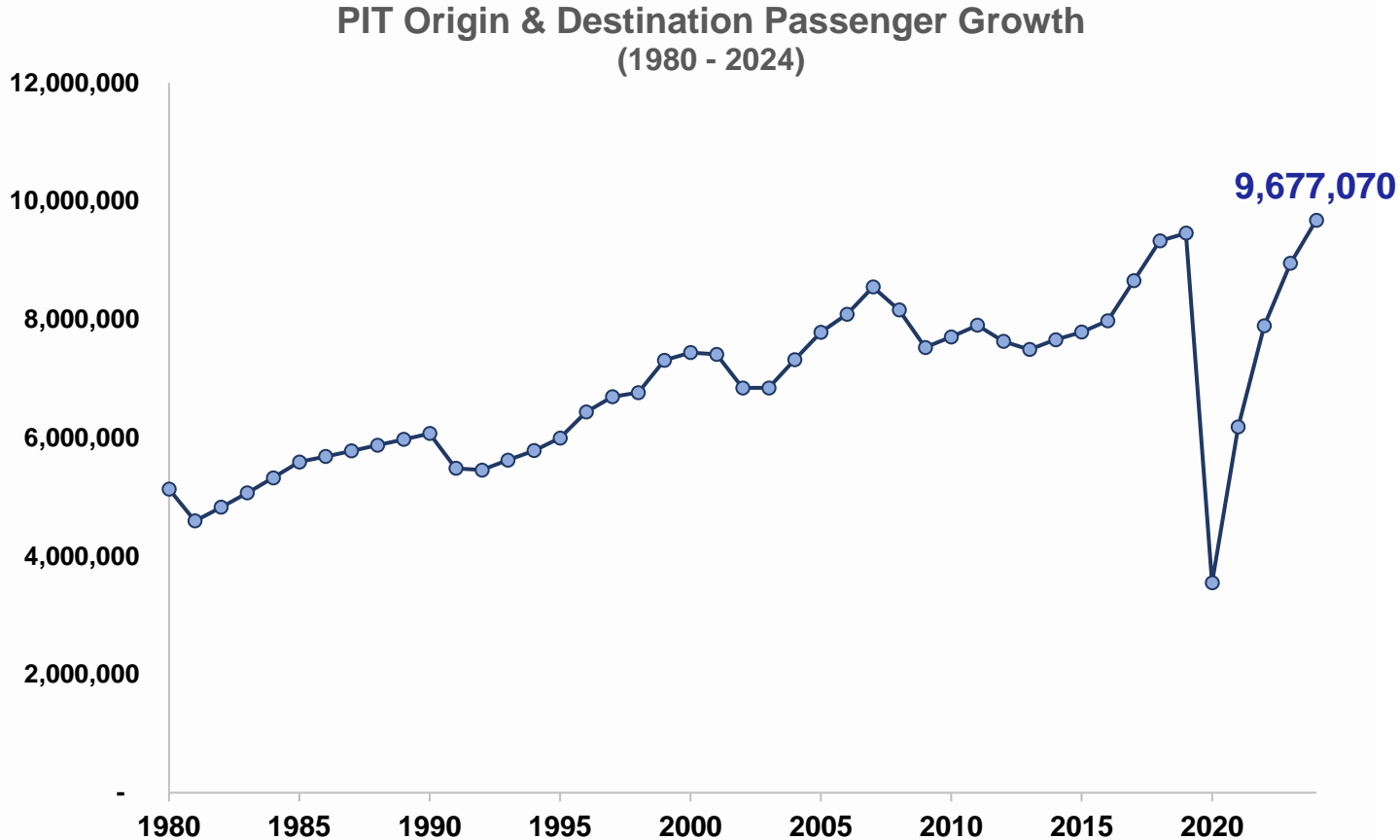


US Airways De-Hubbing Period

SOURCE: Allegheny County Airport Authority



# PIT achieved its highest ever O&D passenger numbers in 2024



Approximately 9.7 million passengers directly flew into or out of PIT in 2024

PIT has grown to 61 destinations thanks to a robust airline portfolio

4 ULCCs – Allegiant, Frontier, Spirit, Sun Country

3 LCCs – Breeze, JetBlue, Southwest

3 International – Air Canada, British Airways, Icelandair

SOURCE: Allegheny County Airport Authority

# JetBlue will launch service on April 30 to New York JFK from PIT



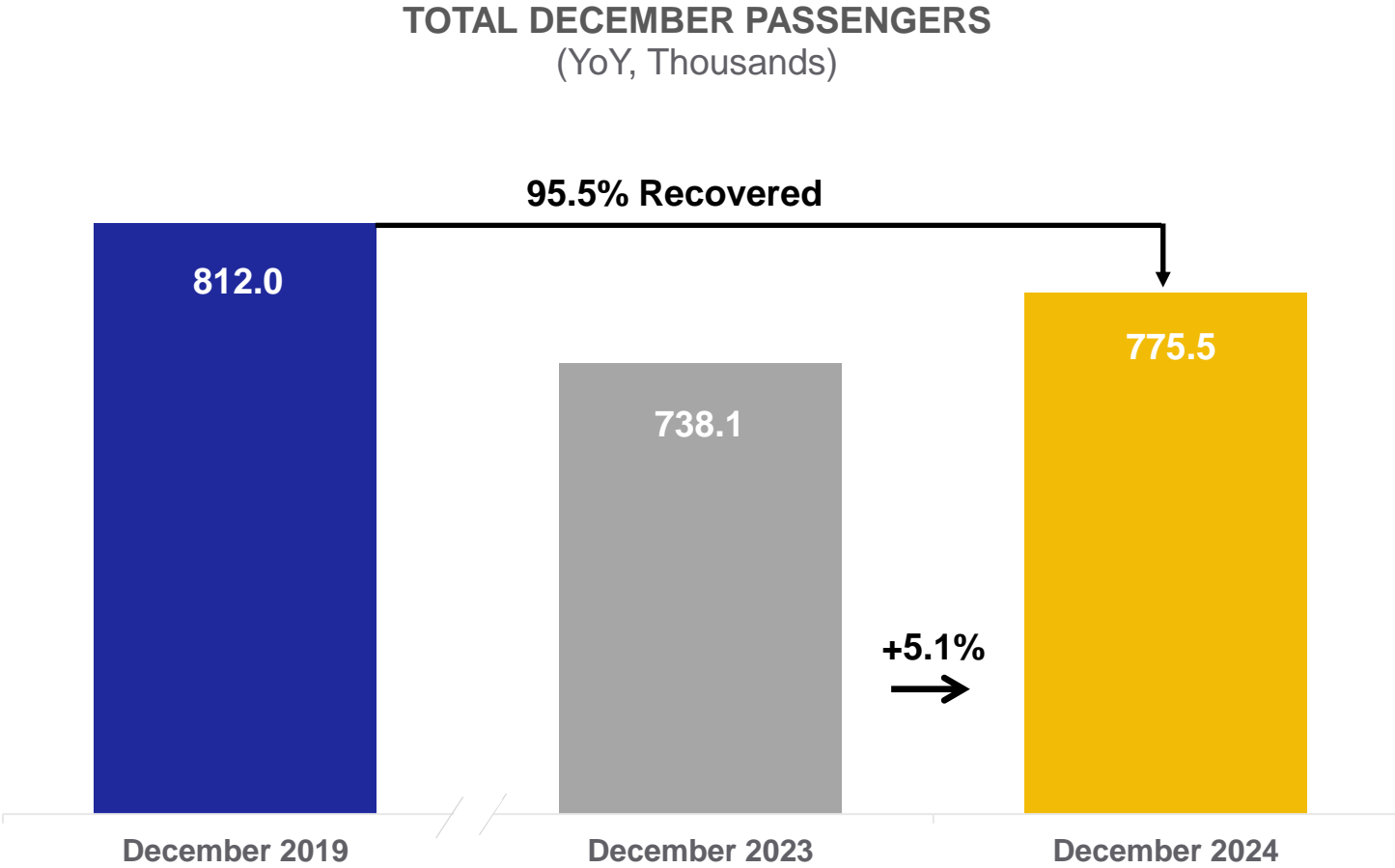
## Service will launch with one daily departure

- Depart PIT: 7:00 am
- Arrive JFK: 8:30 am
- Depart JFK: 10:15 pm
- Arrive PIT: 11:59 pm

**JetBlue will provide excellent connectivity to numerous Caribbean destinations via JFK**

**JetBlue last served the PIT-JFK route in 2013**

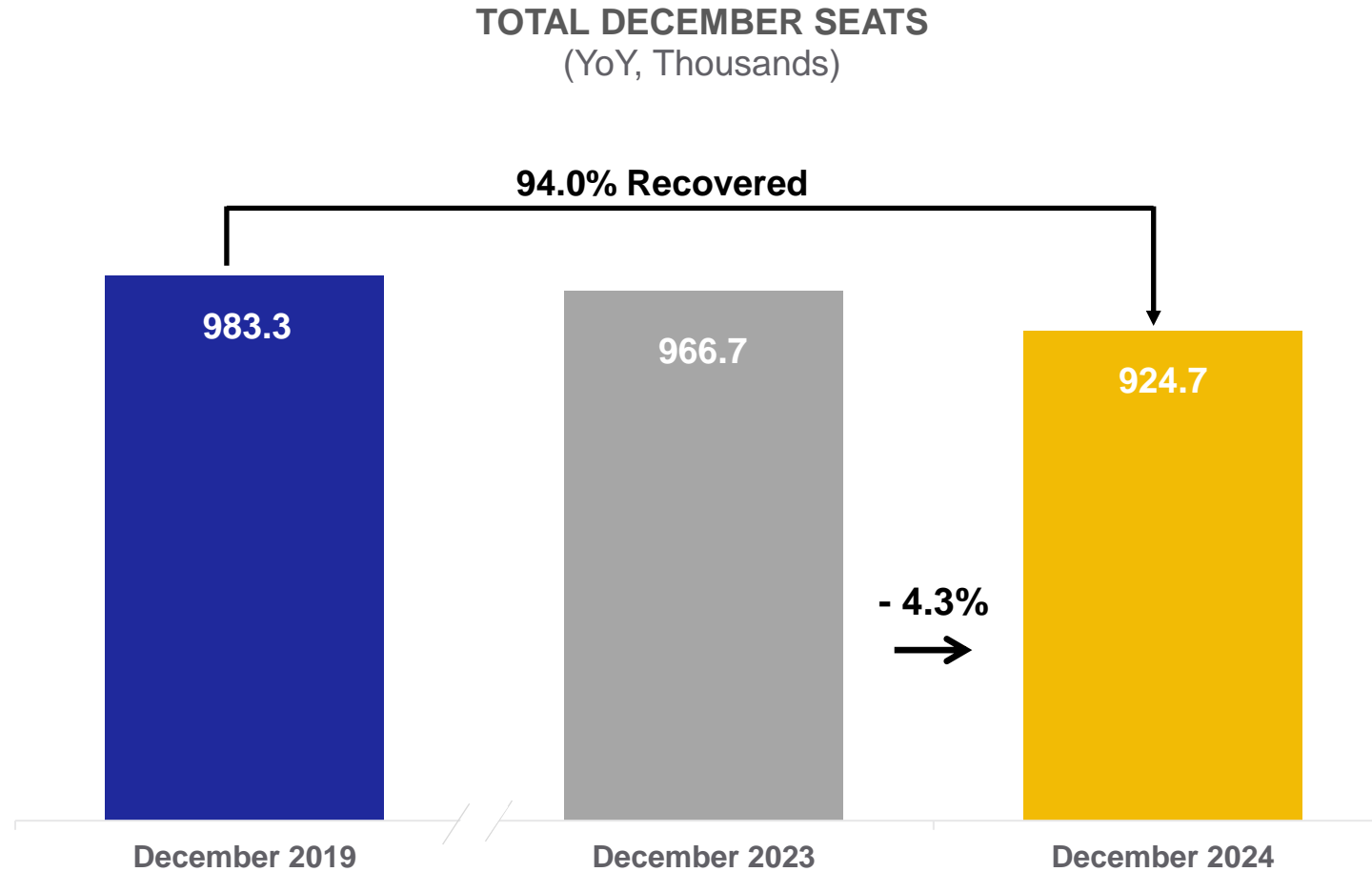
# December 2024 passenger traffic was the busiest December since 2019



SOURCE: Allegheny County Airport Authority



# Total seat capacity declined year-over-year due to adjustments made by several carriers

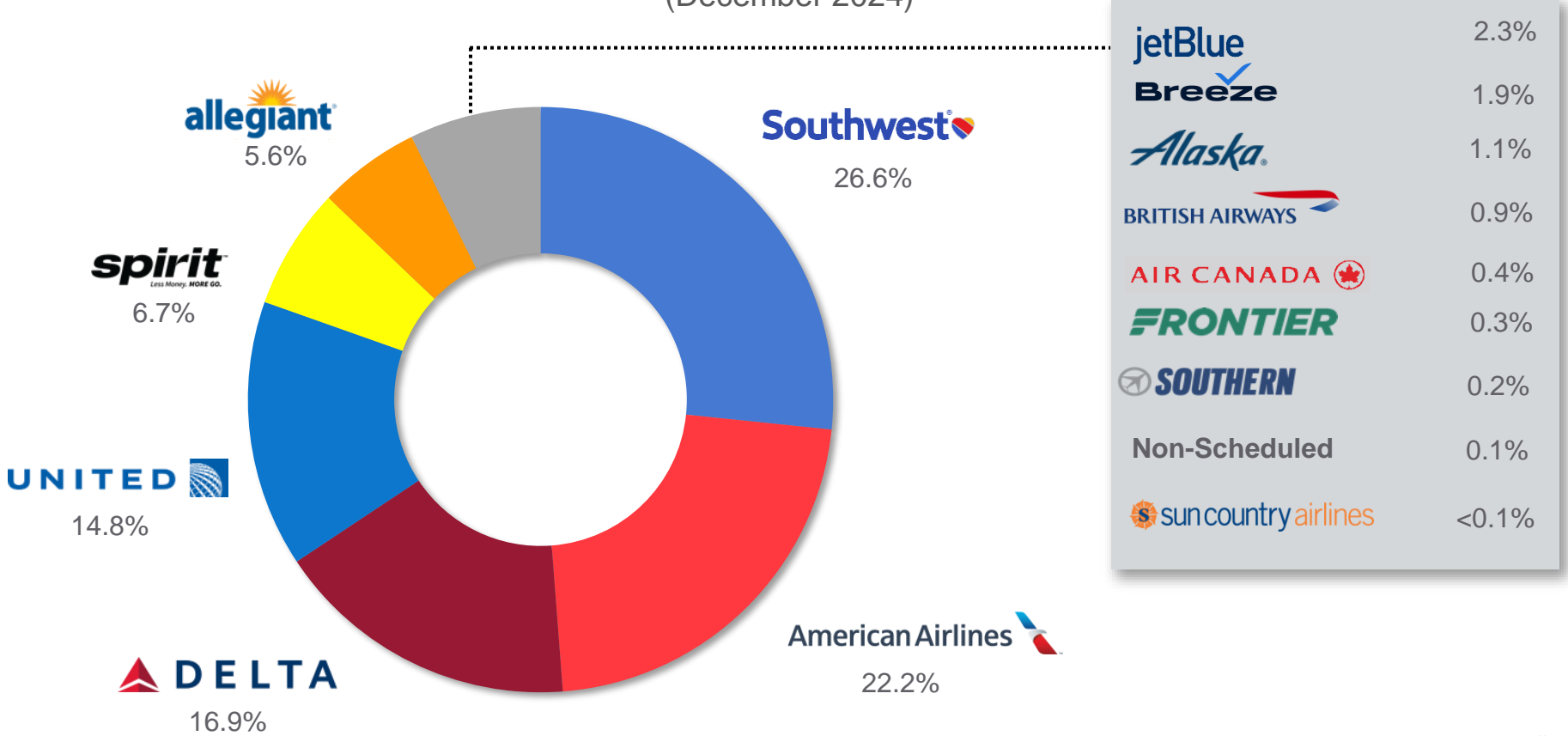


SOURCE: Cirium DiiO Mi



# Southwest continues to hold the leading market share position at PIT

PITTSBURGH PASSENGER SHARE BY CARRIER  
(December 2024)

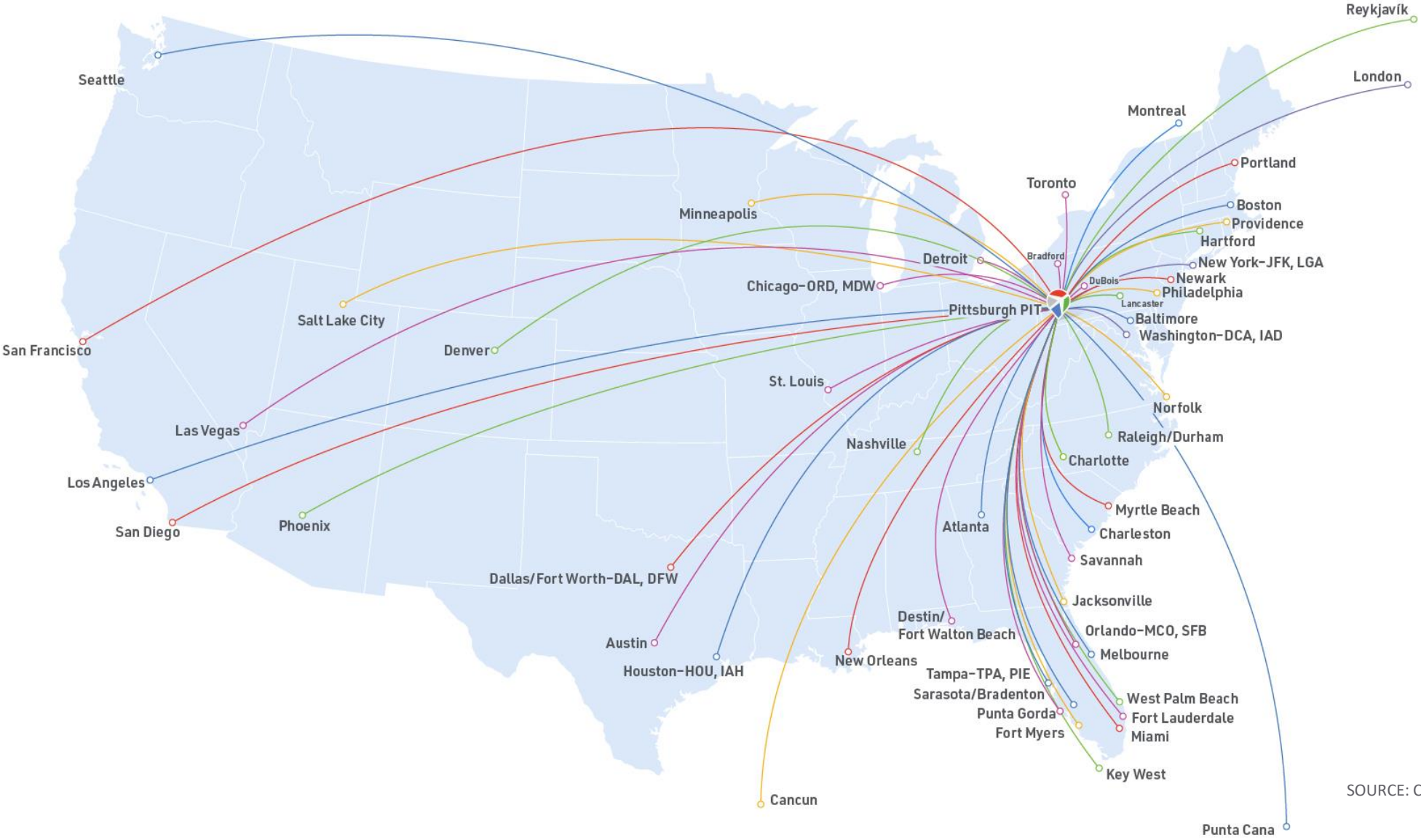


SOURCE: Allegheny County Airport Authority  
NOTE: Values are rounded



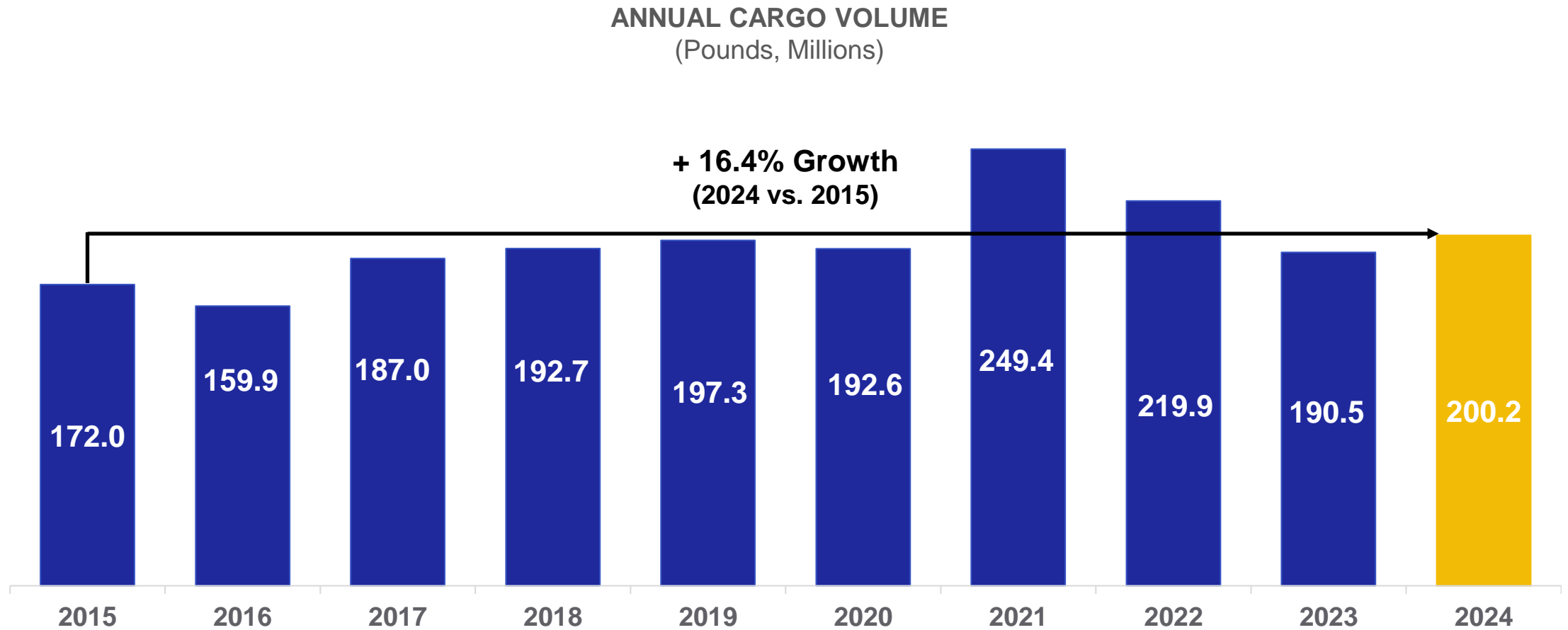


# PIT currently has nonstop service to 61 destinations with 134 peak-day departures



SOURCE: Cirium Innovata Schedules

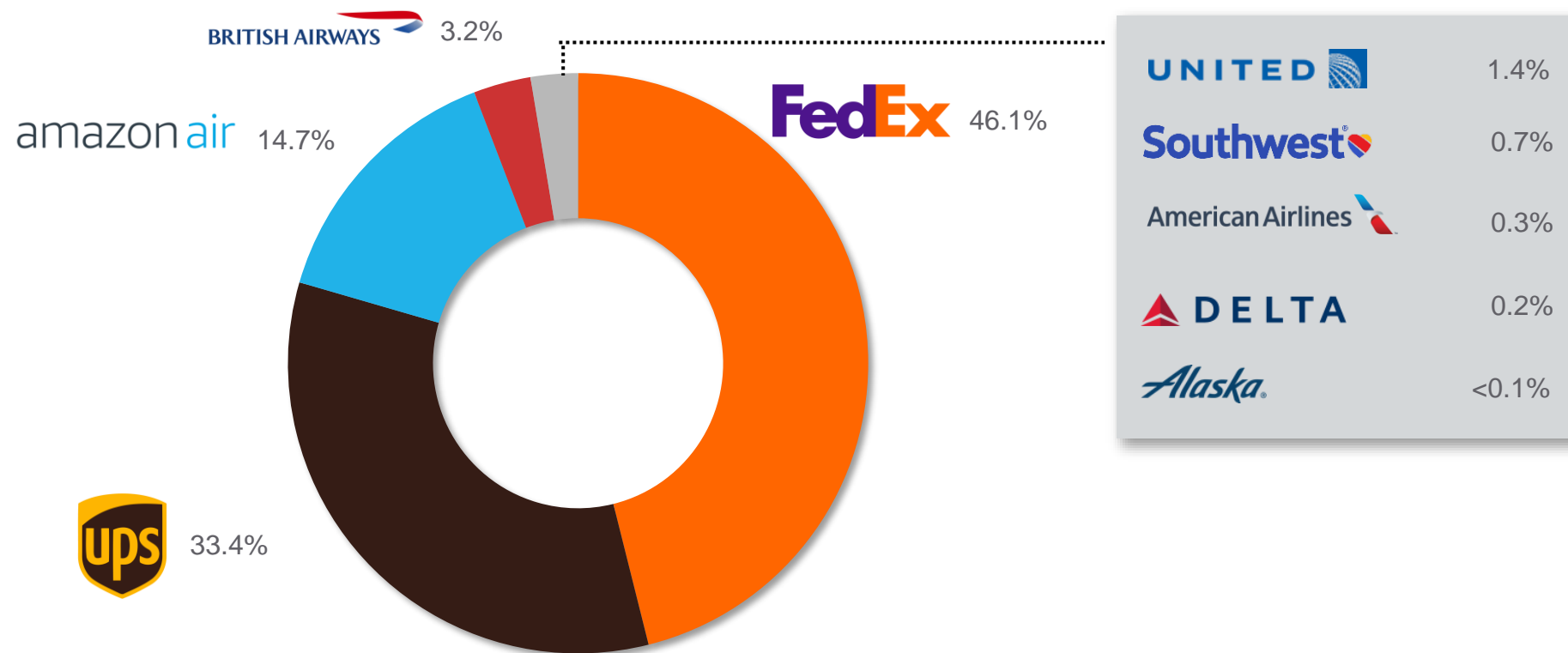
# Air cargo at PIT increased in 2024 by over 16% compared to 2015 and has surpassed 2019 levels



SOURCE: Allegheny County Airport Authority

# FedEx, UPS and Amazon maintain the bulk share of cargo at PIT

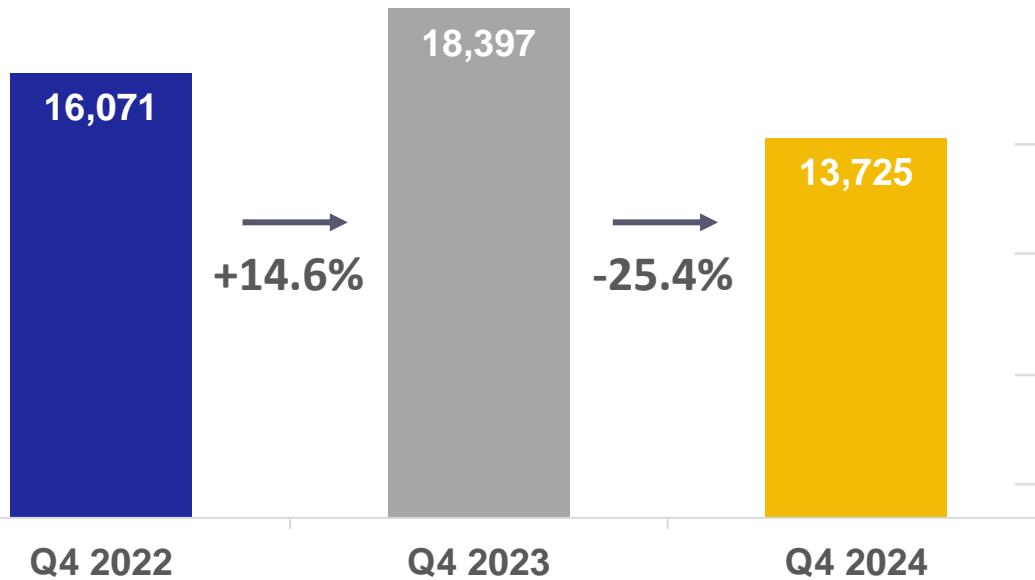
PITTSBURGH CARGO SHARE BY CARRIER  
(CY 2024)



SOURCE: Allegheny County Airport Authority  
NOTE: Values are rounded

# Due to the ATP flight school closure, AGC air traffic in the fourth quarter of 2024 saw a 25% decrease

Q4 Totals 2022-2024



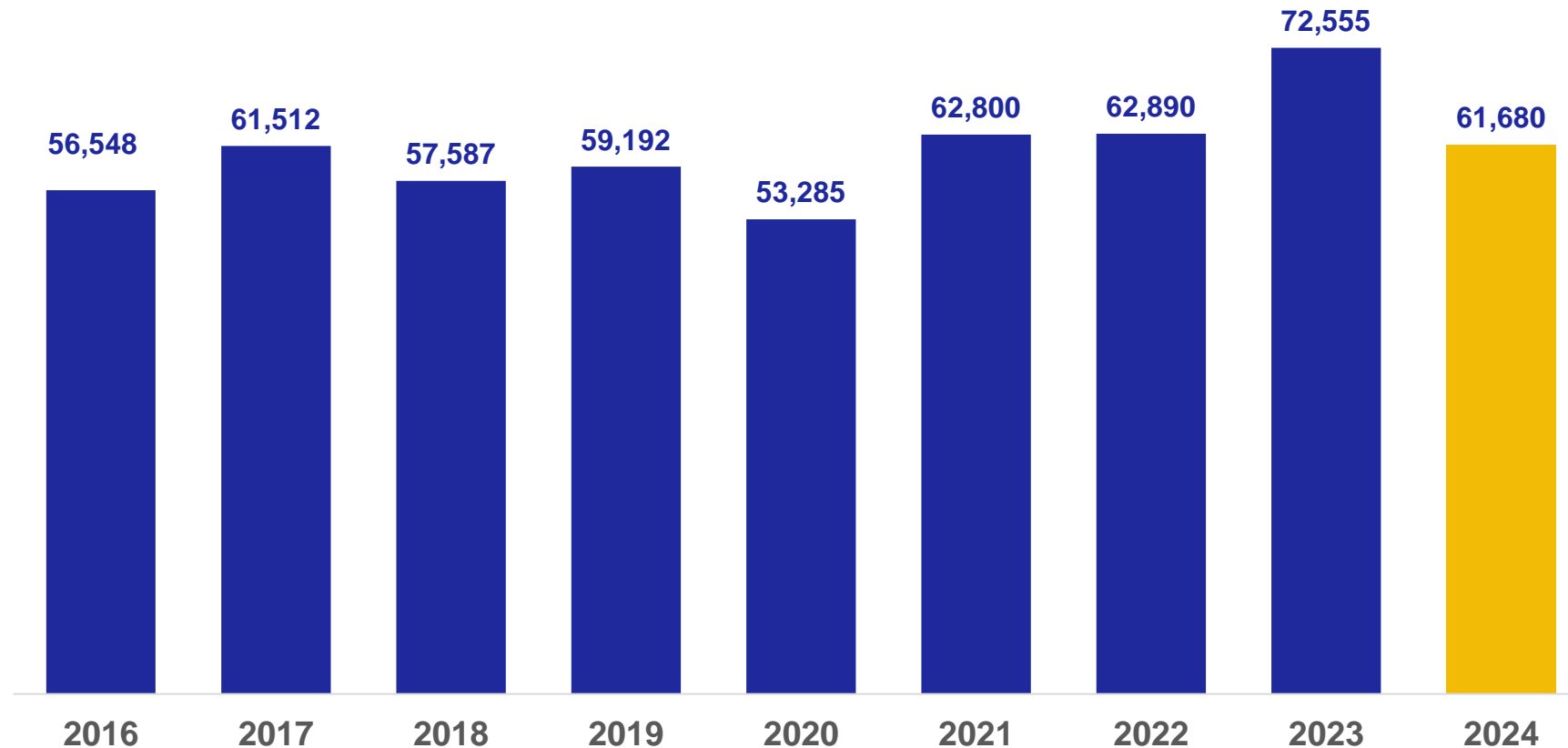
AGC Q4 2024 Operations

Month	2022	2023	2024	+/-	% Change (24 vs. 23)
October	6,419	7,472	5,763	-1,709	↓ -22.9%
November	5,281	6,313	4,283	-2,030	↓ -32.2%
December	4,371	4,612	3,679	-933	↓ -20.2%
<b>Q4 2024 Totals</b>	<b>16,071</b>	<b>18,397</b>	<b>13,725</b>	<b>-4,672</b>	<b>↓ -25.4%</b>

SOURCE: FAA

# AGC realized in 2024 its fourth consecutive year with over 60,000 annual airport operations

Total AGC Air Traffic: Calendar Years 2016 to 2024



SOURCE: FAA



# Transforming PIT

Modernizing Our Airport

1/17/2025



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# We have launched into a new year after achieving so many milestones in 2024



State-of-the-art baggage handling system fully installed and continuously tested

Topping-off of the MMC's 4,300-space parking structure

Final piece of 102,500 square feet of architectural glass placed in new terminal

Constellation lights powered and fully turned on

Roadway system leading visitors to the new 811,000 square-foot terminal fully paved and drivable

# This month alone will bring us even closer to the opening of a transformed PIT



Garage wayfinding signage and state-of-the-art parking guidance system installation continues

262,000 square-foot terminal high-roof finished

Freight elevator construction progresses toward site team usability

Customer Service Building's new, more efficient air handling units placed



# Reimagining PIT

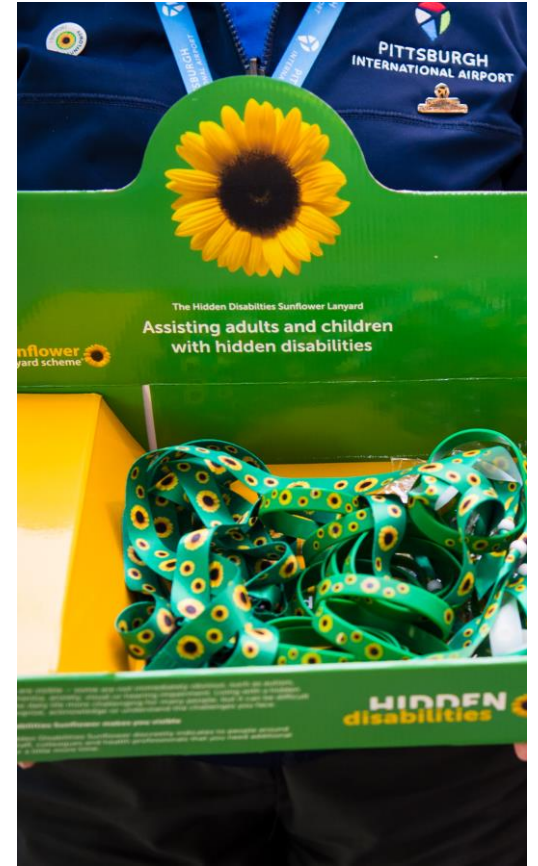
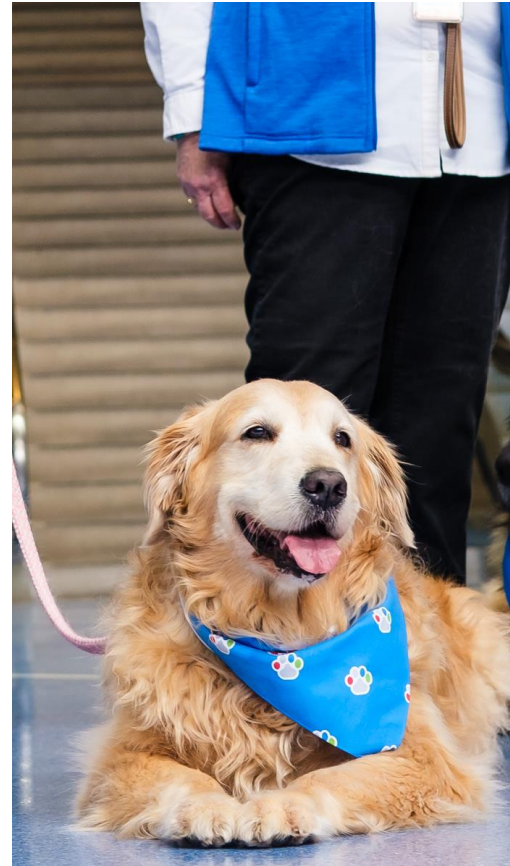
From Accessibility to Universal Access

1/17/2025

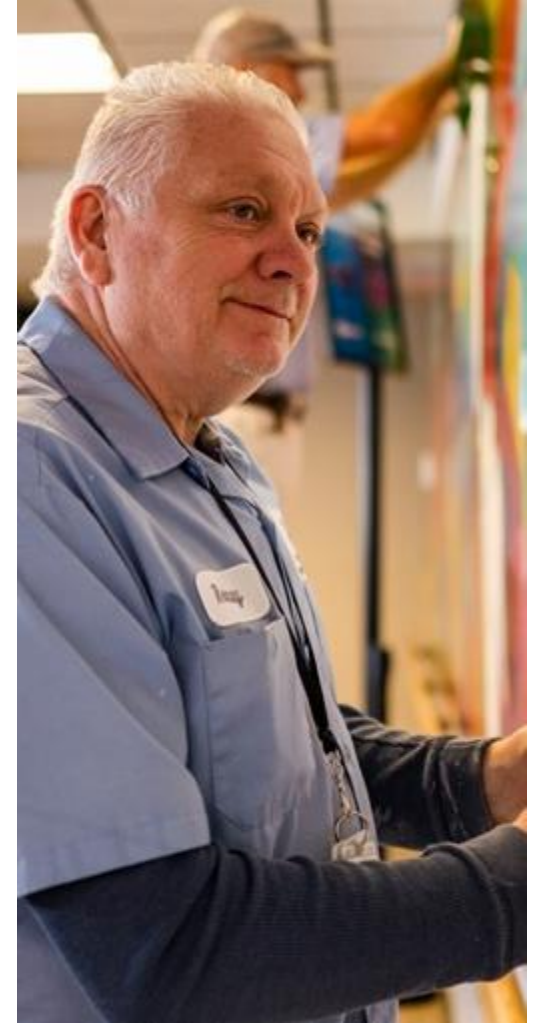


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# We are building on an already solid foundation as a leader in airport accessibility



# All PIT visitors, partners and team members are entitled to a welcoming airport experience



# Our Experience & Design team is the only one of its kind – laser-focused on creating an exceptional visitor experience

**I have what I need**

**Exploratory**  
I'm ready to see what else the airport has to offer

**Assured**  
I know how to make the most of the airport

**Confused**  
I can only focus on what is right in front of me

**Considerations For Avatars**

## Special Assistance Traveler

**Gates**  
Escalating needs congest wait areas

## Design Considerations

**How did they get here themselves?**

- They have more time than they expected (delayed flight, fast security line)
- Intentional trip to the airport to shop, dine, etc.

**What is important to them?**

- A positive atmosphere
- A "no compromises" attitude
- Novelty
- Variety
- Intrigue

**How did they get here themselves?**

- Lack of familiarity with PIT, air travel or English language
- Traveling with a new stressor (a newborn, a broken leg, etc.)

**What is important to them?**

- Stress reduction
- A preview of what is ahead
- Models for how other people behave
- Clear signals at key points
- Convenient, quick fix

**FAILED ATTEMPTS TO REACH PASSENGERS**

- Make announcement clear and intelligible
- Rethink audio announcements. Consider support with visual aids.
- Consider scheduling announcements to avoid overlapping from different sources

**ESCALATING WAIT TIMES**

- Create clear signage
- Elevate seating to draw passengers to the core and decongest the gate

**Gates are where passengers compete to fulfill flight readiness needs**

"One thing I would improve is possibly more plugs. It's not always easy to charge your phone or your laptop."  
65- Leisure Traveler

**Crowded areas bring about chaotic climate**

"It can be a very stressful experience when you have people with special needs and unaccompanied minors standing around the gate area prior to boarding... So overall, it's a chaotic experience."  
Special Assistance Traveler

**Design Considerations**

- Create inclusive accommodations within seating areas for special assistance passengers
- Ensure all passengers can have the same experience (access to outlets, personal space, privacy, etc.)
- Passengers with strollers, wheelchairs should be able to sit comfortably with their companions
- Elevate seating to draw passengers to the core and decongest the gate
- Build in passenger necessities into all seating areas (i.e., outlets, visibility to info screen, space for luggage)
- Offer diverse seating that accommodates various passenger activities (working alone, eating together, etc.)

**Crowded gate obstructs concourse traffic**

# We first had to redefine our guiding principles for universal access



Ease  
Mobility



Eliminate  
Physical  
Strain



Reduce  
Stressors  
& Stimuli



Embrace  
Cognitive  
Diversity



Accessibility  
Within  
Reach



Consider  
Caregivers



Support  
Personal  
Device Use

# We leveraged our modernization to fuel our progress toward universal access



INCREASED SEATING AND REST AREA OPTIONS



RAISED CROSSWALKS WITH IMPROVED LIGHTING



ACCESSIBLE-HEIGHT TICKETING COUNTERS



OUTDOOR AREAS AND BIOPHILIC ELEMENTS

# Wayfinding and messaging is a critical element in creating universal access



HIGH-CONTRAST AND ACCESSIBLE-HEIGHT SIGNAGE

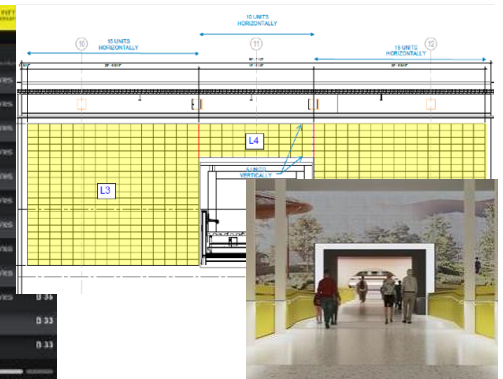


DIGITAL (VISUAL AND AUDIO) MESSAGING AND WAYFINDING



INTUITIVE DESIGN ELEMENTS AND ENVIRONMENTAL REFERENCE POINTS

Departures										05:20 AM March 26, 2024	
Time	Destination	Flight	Status	Remarks	Gate	Time	Destination	Flight	Status	Remarks	
04:44 AM	Orlando	Southwest	Departed		A 13	06:33 AM	Detroit	Delta	Cancelled	Weather-related cancellation	
05:00 AM	Miami	American	Delayed to 05:10 AM	Weather	B 32	06:38 AM	Boston	Delta	Boarding in 10 minutes		
05:00 AM	Charlotte	American	Departed		A 8	06:15 AM	Nashville	Southwest	Boarding in 20 minutes		
05:20 AM	Orlando	Spain	Gate Closing		B 27	06:15 AM	Charlotte	American	Boarding in 20 minutes		
05:30 AM	Raleigh-Durham	American	Boarding		B 24	06:28 AM	New York LaGuardia	Delta	Boarding in 30 minutes		
05:30 AM	Tampa	Southwest	Boarding		A 11	06:28 AM	San Francisco	United	Boarding in 30 minutes		
05:36 AM	New York JFK	American	Boarding		B 37	06:24 AM	Washington Reagan	American	Boarding in 34 minutes	Weather-related delay	
05:45 AM	Denver	Southwest	Boarding		A 15	06:30 AM	Baltimore	Southwest	Boarding in 40 minutes		
05:47 AM	New York LaGuardia	American	Boarding		B 29	06:32 AM	Dallas Fort Worth	American	Boarding in 42 minutes		
05:50 AM	Fl. Myers	Spirit	Boarding		B 44	06:35 AM	Chicago O'Hare	United	Boarding in 45 minutes		
06:00 AM	Atlanta	Delta	Boarding in 10 minutes		D 19	06:37 AM	Chicago O'Hare	American	Boarding in 47 minutes		
06:00 AM	Boston	JetBlue	Boarding in 10 minutes		B 21	07:15 AM	Fl. LaxairBale	Spirit	On Time		
06:00 AM	Washington Dudies	United	Delayed to 06:25 AM	Weather	A 12	07:23 AM	Minneapolis	Delta	On Time		



MODERNIZED ELECTRONIC VIDEO INFORMATION DISPLAY SYSTEMS

# A transformed PIT will be custom built with universal access in mind



**Artwork** enhances restroom locations, making them more welcoming and easier to find

**Each concourse** will feature:

- Nursing room
- Adult changing room/table



NOTE > THE CONCOURSE D NURSING ROOM AND ADULT CHANGING ROOM/TABLE ARE NOW ACCESSIBLE



We will continue to iterate as we strive for universal access at PIT





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