



THE STANDARD

Going Further for the ACAA Community

RAISING THE ROOF

On April 13, the Terminal Modernization Program reached an important milestone with the installation of the first steel roof raft high atop the new structure. This raft is one of many that will make up the new terminal's rolling rooftop, evoking the rolling hills of western Pennsylvania.

As the project nears its midpoint, ACAA celebrated with a ceremonial "topping out" event on May 4. A longstanding construction tradition, "topping out" celebrates the placement of the last beam making up a structure's frame and is a major building milestone for any project. The public gathering included airlines, community officials, union officials and ACAA leadership.

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A Message from THE CEO



Welcome to *The Standard*, our new monthly newsletter for all in-terminal badge holders at Pittsburgh International Airport (PIT) and Allegheny County Airport (AGC). We created this newsletter to keep you updated on all the latest changes happening at our airports. As we continue to work on building a new, smarter airport, we want to make sure that you, a vital part of our airport community, are always in the know.

Putting people first, focusing on the safety and security of everyone who walks through our campuses, is what makes us successful. When we go the

extra mile for our passengers and for each other, we demonstrate who we are as an organization. A few weeks ago, we made it official with our new "PIT/AGC Standard," which can be summed up in four words: *Going Further for All*.

That's why we call this newsletter *The Standard*. Each month, we will highlight how teams throughout the airport are going further for our passengers, our business partners, our community and each other. *The Standard* will report news on the latest developments at PIT and AGC, including important construction milestones and operational preparations that ensure we're ready once the new airport opens. You'll also receive news from our concessions and airline partners, and we'll recognize the people throughout our community who are going further to create the future of travel and doing it right here at PIT and AGC.

If you have feedback or questions, please contact us at thestandard@flypittsburgh.com.

By going further for all, you demonstrate to everyone who visits our airports exactly what makes Pittsburgh and western PA so special. Thank you for all you do.

Sincerely,
Christina A. Cassotis
CEO, Allegheny County Airport Authority



PLANNING FOR SUCCESS: Operational Readiness and Transition

ORAT

When Newark Liberty International Airport opened a new terminal this year, the debut of the new facility was overshadowed by hours-long delays caused by a power outage. Frustrated travelers reacted to flight delays caused by ground crews unable to operate new systems. It was a fiasco. These issues led the news coverage, damaged the airport's brand and dwarfed what was hoped to be a positive experience for passengers.

Leadership at Pittsburgh International Airport is determined to not let anything similar happen when we open our new terminal.

Using a process called Operational Readiness and Transition (ORAT), work is well underway to ensure everyone working at the airport is ready, informed and trained for a seamless opening day.

Over the past several years, ORAT team members have worked with airport stakeholders to identify and define systems and processes for the new terminal. They have mapped overlapping duties and responsibilities, allowing for a disciplined approach to ensure that everyone knows who does what and when.

The team also provides timely communications and facilitates meetings with airport stakeholders to minimize construction impacts to the traveling public and overall airport operations. They will continue to partner with stakeholders to keep them informed and provide forums for stakeholder input.

"ORAT's goal is to make sure that everyone who works at PIT understands

their roles and responsibilities once the new terminal opens," said Chief Operations Officer Travis McNichols. "They have developed a plan to give each team member the support they need to ensure a smooth transition to the new facilities."

Over the lifespan of TMP's construction, ORAT will have the task of training all airport employees on every aspect of working in the new terminal, including where to park, where their equipment will be located and how to use it. Following training, ORAT will oversee the testing and commissioning of the equipment and systems. Once commissioned as 'good-to-go' ORAT will conduct trials and practice periods for each team, covering all standard operating procedures and equipment manuals. This phase will underscore one important idea: Trial/Practice/Repeat. All of this ensures that our equipment, systems, procedures — and most importantly, people — are ready for opening day.

David Kellner, Vice President of Facilities and Infrastructure, sums it up, saying: "ORAT is not a project management team. It's a coordination team whose goal is to help PIT and partners be successful as they prepare to do their jobs in the new terminal."

While the ORAT team was established to monitor and help coordinate the transition to the new facility, all of us will be involved in making it happen, and that will be at the core of our success. It will take all of us to be committed to excellence to go further for all.



Safety Feature: JUICE JACKING

Safety Spotlight

You may have heard the term "juice jacking," an often-unnoticed threat from cyber criminals that has been recently spotlighted by law enforcement. With this form of cyber attack, hackers steal data or install malware on smartphones or other devices while they are being charged through public USB ports. Like many airports and transportation hubs, we are taking precautions to protect our passengers and employees from the threat of juice jacking.

Based on advice from cybersecurity experts, we have removed all USB ports that could pose a threat to

passengers and employees, including two stations at baggage claim between the car rental desks and two stations each in the A, B and D concourses.

We understand that passengers may need to charge their devices while traveling and are working to provide secure solutions. Passengers also can ensure the safety of their devices by purchasing power cords at many of our concessions.

It is our practice to stay on top of the evolving state of cyber crime and take all necessary precautions to ensure the safety and security of our passengers and employees.



We would love your feedback! To provide your thoughts on *The Standard*, scan the QR code to the left to fill out a short, anonymous survey.



Strip-District Favorite, WIGLE WHISKEY, RETURNS TO PIT

Concessions Update

Wigle Whiskey, the Strip District's much-loved small-batch distillery, will be returning to Concourse A, bringing with it a bit of Pittsburgh history. Named for early Pittsburgher Phillip Wigle, a participant in the Whiskey Rebellion of 1791, Wigle Whiskey offers a full menu, and of course tastes of their award-winning spirits.

For early-morning travelers, Wigle will offer a delicious breakfast menu, including steak and eggs or a breakfast sandwich with fried eggs, applewood smoked bacon, and boursin. For lunch or dinner, enjoy elevated gastropub options such as the Buckaroo Burger with Rye BBQ sauce and Tillamook

sharp cheddar, or grilled cheese on Mediterranean sourdough.

Patrons looking to sample Wigle's handcrafted liquors can order them by the glass or enjoy them in specialty cocktails like the "Monhattan" and the "Butterfly Pea G&T."

Wigle Whiskey's tasting room, bar and restaurant offer travelers the authentic sense of place and a chance to experience a Pittsburgh favorite. With its expansive views and delicious food and spirits, Wigle Whiskey in Concourse A offers travelers a taste of the Strip District before or after their visits.



ACAA: A Go-to Partner in Innovation

XBridge Update

Collaboration is key to unlocking innovation, and this idea is core to the relationships PIT is forging with key players in our community and the aviation industry. You may have seen several headlines in past month about the ways we are partnering with innovators to develop the next generation of technological solutions for the aviation industry.

In April, we began working with International Airlines Group Partners (IAG), the parent company of British Airways, Aer Lingus and Iberia Airlines, to test and develop innovations for IAG brands and the industry as a whole. IAG will leverage PIT's xBridge innovation program, which has a proven record of working with both established and startup technology companies.

We also recently co-hosted the Aviation & Robotics Summit with the Pittsburgh

Robotics Network, Innovation Works and Future Travel Experience. This summit brought together aviation leaders from around the world to connect with Pittsburgh-based experts in robotics and AI. Together they discussed the aviation industry's biggest challenges and used human-centered design techniques to brainstorm possible solutions.

Through partnerships like these, ACAA is fostering a community of innovation and collaboration that connects Pittsburgh's deep pool of talent with key players around the world. The network of tech startups, university researchers and established businesses within the region create fertile ground for game-changing advances in aviation. By collaborating with these strategic partners, we are going further for our region, further for our industry and further for all.

AIR SERVICE UPDATES

As passenger numbers hint at a return to pre-pandemic levels, many of our airline partners have responded to increased demand by expanding their services:

APRIL 1
Allegiant resumed Myrtle Beach & Destin service; Spirit resumed service to Myrtle Beach

MAY 1
Air Canada resumed daily Montreal service

MAY 14
British Airways increased service to 6x weekly

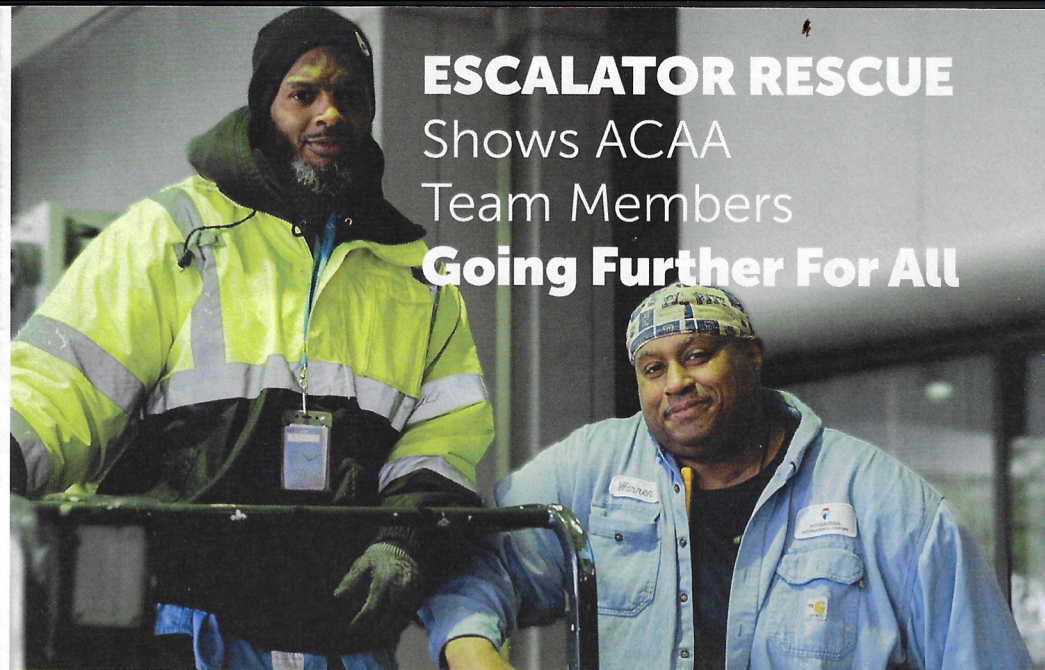
MAY 18
Breeze launched service to Raleigh/Durham and resumed service to Norfolk; Sun Country resumed seasonal service to Minneapolis

MAY 25
Breeze launches service to Islip & Jacksonville

JUNE 2
Breeze begins service to Portland, ME

We are also thrilled to celebrate with Breeze Airways, which recently surpassed the 100,000 passenger milestone at PIT. Congratulations!

PIT is proud of the strong relationships we have with our airline partners and their growing investment in the Pittsburgh market.



ESCALATOR RESCUE Shows ACAA Team Members Going Further For All

Going Further for All Recognition

On Friday, April 7, electricians Van Davis and Warnie Goodwin (pictured above, l-r) showed how airport staff can and do go further for all. In this case, Warnie and Van served as first responders for two passengers who had fallen on a PIT escalator.

When a man and woman fell on the Airside transit Level 2 escalator, Warnie and Van jumped into action — first shutting off the escalator to prevent added injury, next calling first responders all the while helping the injured passengers until the first responders arrived.

Warnie and Van worked together to stabilize the more severely injured passenger, holding him steady and in place and applying pressure to his injuries. While waiting for EMTs to arrive they went even further, making sure they kept the couple calm, distracted them from the pain (as much as possible) and reassured them that ACAA medical help was on the way.

Another colleague made sure that their tools and workstation were secured, ensuring the safety of our airport.

"Our team members literally go further for all every day, but this takes their commitment to the Standard to a whole new level and reinforces the critical importance of our dual imperatives of safety and security," said Rusty Hottenfeller, the team's supervisor. "Their quick and decisive action showed what it means to put the passenger first while ensuring each other's safety."

This incident demonstrates the mutual support our team members share, with each person having a role to play in securing the situation. The team's swift response prevented the incident from worsening and fully supported those involved. Goodwin and Davis have been nominated for ACAA's new Going Further for All Award, recognizing individuals who demonstrate exceptional commitment to their duties.

PIT Commemorates MENTAL HEALTH AWARENESS MONTH

Mental Health Campaign

You likely have noticed the nine standalone digital display boards throughout the landside and airside terminals featuring our ongoing mental health awareness campaign. Developed in partnership with local non-profit organization Staunton Farm Foundation, the campaign originally launched in July 2022 to inspire conversations about mental health and combat stigmas that make it difficult to discuss the issue and seek help.

In recognition of Mental Health Awareness Month this May, we have updated the content and our plan for the program's continued expansion. To date, more than 15 partners, including prominent community members like National Alliance of Mental Illness, University of Pittsburgh, Jasiri X of 1Hood Media, Young Adult Survivors United, UpStreet, and several members of the Pittsburgh Penguins have contributed to the campaign. The digital displays are refreshed regularly to maintain relevance and engagement for frequent travelers. The content will soon be moving online for 24/7 access to our content providers and their vital resources.

Each partner shared their own personal message, covering topics like first-hand experiences with mental health challenges, physical coping techniques, such as breathing exercises, or local resources for anyone dealing with depression or suicidal thoughts.

These experiences touch everyone at some point in their lives, sometimes even when they are traveling, which is why ACAA continues to prioritize



mental health awareness for our passengers and our community.

Given the large number of travelers and team members that visit the airport each day, this campaign is well positioned to create a positive impact on our community and connect individuals who may be struggling with their mental health to important resources and support.

If you or someone you know is having a mental health emergency, you can call or text 988 to connect with mental health professionals through the 988 Suicide and Crisis Lifeline. When calling 988, veterans can press "1" at the first prompt to connect directly to the Veterans Crisis Lifeline that serves our nation's Veterans, service members, National Guard and Reserve members and those who support them. Veterans who prefer to use texting should continue to text the Veterans Crisis Lifeline short code: 838255.