



PHL PNE
PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

2024 ANNUAL REPORT

PURPOSE. PREPARATION. PROGRESS.



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PURPOSE:

AS WE LOOK TOWARD THE FUTURE, OUR COMMITMENT TO OUR PURPOSE OF PROUDLY CONNECTING PHILADELPHIA WITH THE WORLD IS CLEARER THAN EVER.

ABOUT PHL AND PNE

The City of Philadelphia Department of Aviation owns and operates Philadelphia International Airport (PHL) and Northeast Philadelphia Airport (PNE). PHL is a large hub airport serving more than 30 million passengers annually with 29 airlines and over 440 daily departures to 130+ nonstop destinations. Located seven miles from downtown Philadelphia, the airport is easily accessible and convenient to many tourist sites, business centers and cultural hubs. PNE is Pennsylvania's busiest general aviation airport and the third-most-active airport in Pennsylvania. Situated on 1,150 acres in the Northeast part of Philadelphia, PNE averages 160 based aircraft, dominated by single-engine and multiengine aircraft, jets and helicopters. Its fixed-base operator, Atlantic Aviation, offers a variety of services to private and corporate-owned aircraft.

LETTER FROM THE MAYOR



Philadelphia is a city of opportunity, innovation, and connection – and nowhere is that more evident than at Philadelphia International Airport and Northeast Philadelphia Airport.

Under the direction of CEO Atif Saeed and his dedicated team, these vital gateways not only connect travelers to destinations near and far but are also leading economic engines for our city and the Commonwealth, creating thousands of jobs and opportunities for our communities. Our airports are fostering real, meaningful growth that strengthens our local economy and provides new pathways to success and small business growth for our region.

The team at the Department of Aviation is making significant improvements across the airport system. Investments in facilities, cargo capabilities, job creation, and expanded flight options are not only enhancing the passenger experience but also strengthening PHL's role as a global hub.

As we look ahead, Philadelphia is set to shine as we host numerous events this year and prepare for monumental celebrations in 2026. PHL will serve as the front door for millions of visitors arriving from around the world to celebrate America's 250th birthday. During their stay, we will highlight everything Philadelphia has to offer – from our cultural attractions and historic landmarks to vibrant neighborhoods and a world-class food scene that begins right at the airport, which is home to more than 100 dining options, including many Philadelphia favorites. Our commitment is to ensure every visitor in 2026 has an unforgettable Philadelphia experience.

Thank you to everyone who plays a role in helping our airports deliver excellence. Together, we'll ensure Philadelphia is a world-class destination and the safest, cleanest, greenest big city with access to economic opportunity for all.

Cherelle L. Parker

Mayor Cherelle L. Parker
City of Philadelphia



LETTER FROM THE CEO



Purpose. Preparation. Progress.

As I reflect on 2024, I am incredibly proud of the strides made by the City of Philadelphia Department of Aviation in fulfilling our purpose – proudly connecting Philadelphia with the world. Through strategic investments and creative, thoughtful planning, we are in a position of strength as we continue to enhance airport operations in preparation for an even brighter future. This year has been one of remarkable progress, fueled by our commitment to innovation, growth and an exceptional guest experience.

In 2024, we expanded our global reach with new nonstop service to more European destinations, the Caribbean and Central America. Major events, including WrestleMania XL and special flights to the Eagle's season opener in São Paulo, brought energy and excitement to the airport and the city, and our programs garnered industry awards.

Enhancing the guest experience remains our top priority. With the launch of PHL WORKS, every airport employee is now equipped with the tools and training to proudly deliver excellent service. We continue to enhance our terminals with the tastes of Philadelphia, and our Wingmate program for non-ticketed guests makes the airport more accessible and welcoming than ever.

Always investing in our future, renovated restrooms, upgraded SEPTA platforms, a new Pavement & Grounds building and a new Custodial Operations Center provide better facilities for travelers and employees alike. Sustainability remains a priority, with improvements in our carbon rankings and PHL having the first project in Pennsylvania to earn an Envision Award for sustainability.

Looking ahead, we are continuing preparations for a landmark 2026 with the spotlight on Philadelphia. Our investments today will ensure we are ready to provide a world-class welcome.

I am grateful to our dedicated employees, partners and stakeholders who have made this progress possible. Together, we are building on our purpose, staying prepared for the opportunities ahead and driving meaningful progress for the airport and everyone we serve.

Atif Saeed

Atif Saeed, CEO
Department of Aviation

PREPARATION: A STRATEGIC PLAN TO WELCOME THE WORLD

Our strategy involves thoughtful preparation and a focus on shaping the future.

The Department of Aviation launched a Strategic Plan to enhance enterprise-wide collaboration and prioritize key programs and initiatives for milestone years of 2025 and 2026. With 2026 marking a pivotal year for our city – celebrating America’s 250th birthday and hosting global events like the FIFA World Cup, the MLB All-Star Game and other major happenings – this plan ensures our airport is ready to welcome the world. Centered around four key focus areas, our leadership has set clear goals, outlined the steps needed to achieve them and will consistently track and share progress.

This includes:

- Modernizing Infrastructure: Delivering a \$500M landside, terminal and airfield modernization program by the end of 2025, including refreshed gate holdrooms, exterior upgrades, landscaping and improved wayfinding signage
- Expanding Local Flavor: Enhancing the “Founded in Philly” concessions program by Q4 2025 with diverse locally loved brands
- Enhancing Guest Experience: Launching a PHL and PNE 2026 visitor welcome program to ensure a world-class arrival experience

2026 STRATEGIC PLAN

OUR VISION

We are a World-Class Global Gateway of Choice

OUR MISSION

Proudly Connecting Philadelphia with the World

PHL VALUES

PEOPLE FIRST

Our employees, stakeholders and passengers

RESPECT

To our customers and our environment

INTEGRITY

We hold ourselves responsible for what we do, say and think

DIVERSITY

Purposefully inclusive and accepting of all

EXCELLENCE

We hold ourselves to the highest of standards of service, innovation and efficiency

FOCUS AREAS



Improve Conditions of Current Facilities



Elevate Airport Experience



Enhance Business Opportunities



Build for the Future

PHL/PNE LEADERSHIP



Api Appulingam
Chief Development Officer



Tracy Borda
Chief Financial Officer



Keith Brune
Chief Operating Officer



Allen Mehta
Chief Information Officer



Dr. Jamaine Mungo
Chief Information Security Officer



Atif Saeed
Chief Executive Officer



Cassie Schmid
Chief Strategy Officer



Kate Sullivan
Chief Commercial Officer



Delicsha Wilds
Chief Administrative Officer

PHL FUNDING DETAILS

PHL and PNE are owned and operated by the City of Philadelphia. The airport system operates as an enterprise fund without the use of local tax dollars. The Aviation Fund is self-supporting, using aircraft landing fees, terminal building rentals, concession revenue and other facility charges to fund annual expenses. The airport's capital program is funded by airport revenue bonds issued by the city, federal and state grants, passenger facility charges (PFCs) and operating revenues.



A YEAR OF PROGRESS

STATE OF THE AIRPORT

In September 2024, the Department of Aviation held its inaugural State of the Airport event with the theme “Recap, Renew and Reimagine!,” featuring remarks from Mayor Cherelle L. Parker and Council President Kenyatta Johnson and a keynote address from American Airlines Executive Vice President Nate Gatten, who highlighted American’s long-standing partnership with PHL. Hundreds of elected officials, stakeholders and business and community leaders gathered to learn about our recent accomplishments, plans for 2026 and beyond and the incredible impact of the airport across the Greater Philadelphia region.



NEW ECONOMIC IMPACT STUDY

Our airports are more than just transportation hubs – they are a catalyst for driving progress and growth across the Greater Philadelphia region. According to an economic impact study conducted by Econsult Solutions, PHL and PNE have an annual economic impact of \$18.7 billion in the four-state, 11-county surrounding region, supporting 102,600 jobs and resulting in \$6.1 billion in earnings. View the full Economic Impact Study at phl.org/newsroom/regional-economic-impact.

\$18.7B
ECONOMIC
IMPACT

102,600
JOBS SUPPORTED

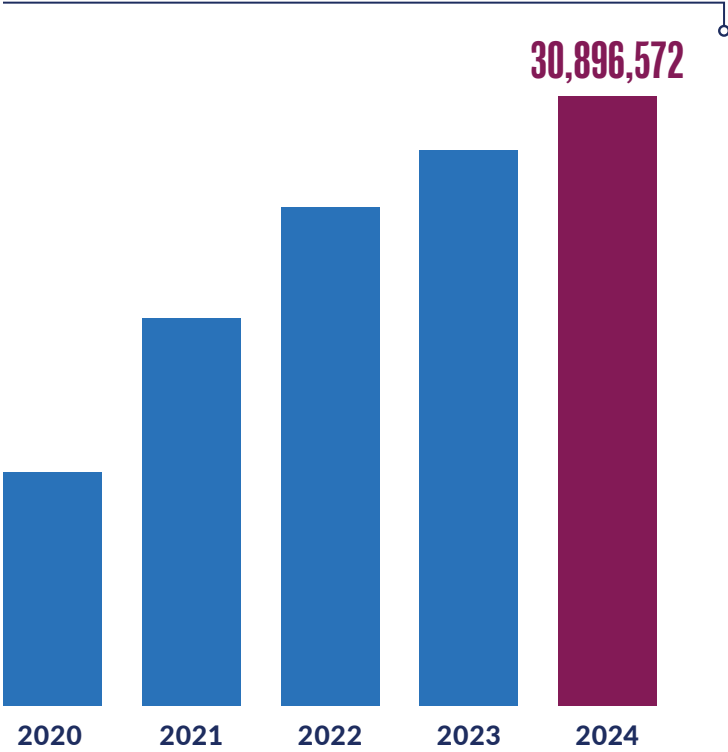
\$6.1B
IN
EARNINGS

PASSENGER VOLUME

Last year, the airport welcomed 30.9 million passengers, an increase of nearly 10% from 2023. As American Airlines’ primary transatlantic hub, PHL serves as a key gateway for travelers across the U.S. embarking on international journeys. With continued expansions of airline service offerings by our airline partners – both domestic and international – PHL remains the convenient gateway of choice for the Philadelphia metropolitan region.



PASSENGER GROWTH





MORE THAN
130
NONSTOP
DESTINATIONS

AIR SERVICE A YEAR OF NONSTOP GROWTH

Expanded Routes to Europe and Latin America Boost Passenger Volume

Last year, PHL welcomed 30.9 million guests – nearly a 10% increase from 2023 and the airport’s highest total since 2019. Travelers enjoyed new nonstop destinations, including Naples, Italy; Nice, France (a first-time destination for American Airlines); Copenhagen, Denmark; Bridgetown, Barbados; and Liberia/Guanacaste, Costa Rica.

PHL also played a role in a special moment for sports fans, as some passengers took advantage of American Airlines’ special nonstop flight to São Paulo, Brazil, for the Eagles’ season-opening game against the Green Bay Packers in September 2024.

Looking ahead, PHL will welcome a new airline partner, Aeroméxico, in June 2025, offering daily year-round nonstop service to Mexico City. Summer 2025 will also see the return of nonstop service to Naples, Nice and Copenhagen as well as new daily flights to Milan, Italy; Edinburgh, Scotland; Hyannis, Massachusetts (Cape Cod); Omaha, Nebraska; and Des Moines, Iowa.

Edinburgh, Scotland



Milan-Malpensa, Italy



NONSTOP DESTINATIONS SERVED BY PHL

DOMESTIC

ABE	Allentown, PA*	GSP	Greenville/Spartanburg, SC
ACK	Nantucket, MA	HHH	Hilton Head Island, SC
ACY	Atlantic City, NJ*	HYA	Hyannis, MA†
ALB	Albany, NY	IAD	Washington-Dulles, VA
ART	Watertown, NY	IAH	Houston-Intercontinental, TX
ATL	Atlanta, GA	ILG	Wilmington, DE*
AUS	Austin, TX	ILM	Wilmington, NC
AVL	Asheville/Hendersonville, NC	IND	Indianapolis, IN
AVP	Wilkes-Barre/Scranton, PA*	JAX	Jacksonville, FL
BDL	Hartford, CT	LAS	Las Vegas, NV
BGR	Bangor, ME	LAX	Los Angeles, CA
BHM	Birmingham, AL	LEX	Lexington, KY
BNA	Nashville, TN	LGA	New York-La Guardia, NY ^{oo}
BOS	Boston, MA	MCI	Kansas City, MO
BTV	Burlington, VT	MCO	Orlando, FL
BUF	Buffalo, NY	MDT	Harrisburg, PA
CAE	Columbia, SC	MDW	Chicago-Midway, IL
CHS	Charleston, SC	MEM	Memphis, TN
CLE	Cleveland, OH	MHT	Manchester, NH
CLT	Charlotte-Douglas, NC	MIA	Miami, FL
CMH	Columbus, OH	MKE	Milwaukee, WI
CVG	Cincinnati/Covington, KY	MSN	Madison, WI
DAL	Dallas-Love, TX	MSP	Minneapolis/Saint Paul, MN
DAY	Dayton, OH	MSY	New Orleans, LA
DCA	Washington-National, DC	MVY	Martha's Vineyard, MA
DEN	Denver, CO	MYR	Myrtle Beach, SC
DFW	Dallas/Fort Worth, TX	OMA	Omaha, NE†
DSM	Des Moines, IA†	ORD	Chicago-O'Hare, IL
DTW	Detroit, MI	ORF	Norfolk, VA
ECP	Panama City, FL	PBG	Plattsburgh, NY ^{oo}
EYW	Key West, FL	PBI	West Palm Beach, FL
FLL	Fort Lauderdale, FL		
GRR	Grand Rapids, MI		
GSO	Greensboro, NC		

*Destinations served by American Airlines Landline

†Starts June 2025

††Starts May 2025

^{*}Service ends June 4, 2025

^{oo}Service ends April 30, 2025

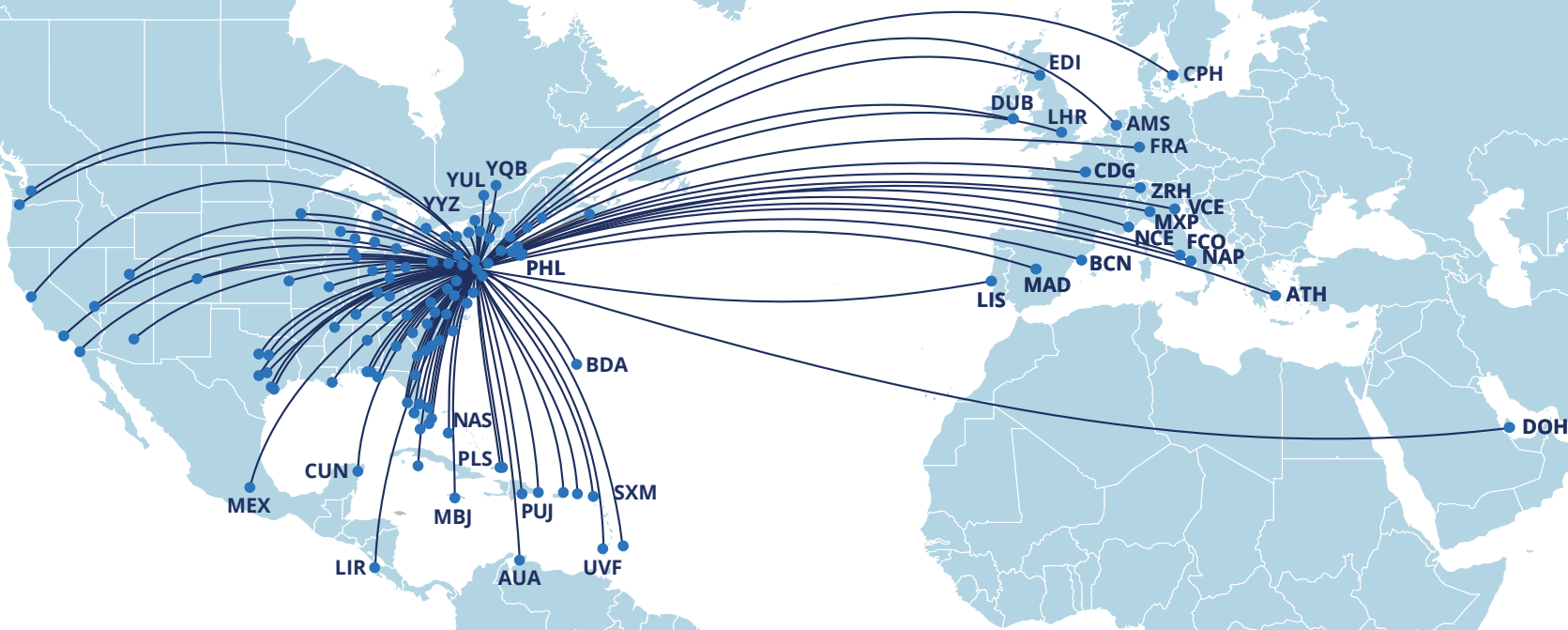
Note: Excludes Augusta (AGS), which is served during the Masters tournament

(Source: Cirium schedule data - via Campbell Hill)

INTERNATIONAL

AMS	Amsterdam, Netherlands
ATH	Athens, Greece
AUA	Aruba, Aruba
BCN	Barcelona, Spain
BDA	Bermuda, Bermuda
BGI	Bridgetown, Barbados
CDG	Paris-De Gaulle, France
CPH	Copenhagen, Denmark
CUN	Cancun, Mexico
DOH	Doha, Qatar
DUB	Dublin, Ireland
EDI	Edinburgh, United Kingdom††
FCO	Rome-Da Vinci, Italy
FRA	Frankfurt, Germany
GCM	Grand Cayman, Cayman Islands
LHR	London-Heathrow, United Kingdom
LIR	Guanacaste, Costa Rica
LIS	Lisbon, Portugal
MAD	Madrid, Spain
MBJ	Montego Bay, Jamaica
MEX	Mexico City, Mexico†
MLX	Milan-Malpensa, Italy††
NAP	Naples, Italy
NAS	Nassau, Bahamas
NCE	Nice, France
PLS	Providenciales, Turks and Caicos Islands
PUJ	Punta Cana, Dominican Republic
SDQ	Santo Domingo, Dominican Republic
SXM	St. Maarten, Sint Maarten
UVF	St. Lucia, Saint Lucia
VCE	Venice, Italy
YHZ	Halifax, Canada
YQB	Quebec, Canada
YUL	Montreal-Trudeau, Canada
YYZ	Toronto, Canada
ZRH	Zurich, Switzerland

NONSTOP DESTINATIONS



NEW INTERNATIONAL DESTINATIONS ADDED IN 2024:

Naples, Italy
 Nice, France
 (a first-time destination
 for American Airlines)
 Copenhagen, Denmark
 Bridgetown, Barbados
 Liberia/Guanacaste, Costa Rica

NEW DESTINATIONS IN NORTH AMERICA ADDED IN 2024:

American Airlines/Landline
 Wilkes-Barre/Scranton (AVP)
 Wilmington (ILG)
 American Airlines
 San Antonio (SAT)
 Fayetteville/Springdale (XNA)
 Frontier Airlines
 Chicago (ORD)
 Norfolk (ORF)
 Pittsburgh (PIT)
 United Airlines
 Washington-Dulles (IAD)

NEW DESTINATIONS ANNOUNCED TO BEGIN IN 2025

American Airlines
 Des Moines, IA (DSM)
 Edinburgh, Scotland (EDI)
 Milan, Italy (MXP)
 Hyannis, MA (HYA)
 Omaha, NE (OMA)
 Frontier Airlines
 Austin (AUS)
 Los Angeles (LAX)
 Spirit Airlines
 Charlotte (CLT)
 Aeroméxico (AM) – New Carrier
 Mexico City, Mexico (MEX)

AIRLINE PARTNERS

MAINLINE AIR CARRIERS



INTERNATIONAL AIR CARRIERS



Starting June 2025



Operating on behalf of Lufthansa

REGIONAL AIR CARRIERS



CARGO CARRIERS



ELEVATING THE CUSTOMER JOURNEY FROM CURB TO CLOUD

Our team is committed to delivering a seamless and welcoming experience at every step of the journey – from curb to cloud. Whether arriving or departing, we go the extra mile to ensure every guest encounters the vibrancy of Philadelphia through our world-class amenities, exceptional service and enhancements that make travel easier and more enjoyable.

AN AIRPORT-WIDE FOCUS ON CUSTOMER SERVICE

Whether it's through expanded global service or a steadfast dedication to guest experience, we are setting the stage for 2026 and beyond. In 2024, the Guest Experience (GX) Stakeholder Council launched PHL WORKS – a new customer service vision and culture for service excellence that kicked off with an airport-wide employee pep rally and drumlines through the terminals.

Chaired by Department of Aviation Chief Strategy Officer Cassie Schmid and American Airlines Vice President of Philadelphia Hub Operations Lakshman Amaranayaka, PHL's GX Stakeholder Council brings together representatives from all business partners at PHL, including federal agencies, airlines, merchants, service providers and other tenants.



*Lakshman Amaranayaka, Co-Chair
of PHL's GX Stakeholder Council*



PHL WORKS PEP RALLY

The new PHL WORKS service vision strives to encourage all employees to elevate the airport experience through an airport-wide customer service training program. Each letter in WORKS – Welcoming, Ownership, Respectful, Knowledgeable, Seeks to Connect – represents a behavior that employees should strive to uphold.

In August 2024, a five-minute PHL WORKS video was included as part of the Airport's training process for all employees seeking a new badge or renewing a badge. By the end of 2024, there were more than 4,800 views.

FURRY FRIENDS EASE TRAVEL

Launched at PHL in partnership with the Alliance of Therapy Dogs in 2019, the Wagging Tails Brigade (WTB) has brought tremendous "pawsitivity" to PHL's travelers and airport staff.



MEET THE INFORMATION NAVIGATORS CUSTOMER CARE TEAM

With their easily-recognizable blue jackets, the Customer Care Team is a new Guest Experience initiative to further elevate the airport experience and overall satisfaction. The team proactively offers passengers assistance throughout PHL's terminals, from general guidance and directions to airline gates to handling wheelchairs and language assistance requests. This boots-on-the-ground team ensures that every interaction makes guests feel welcomed, valued and appreciated and is also on hand to promptly identify and report any facility-related issues requiring attention.

PARTNERING TO SMOOTH GLOBAL ENTRY

Philadelphia International Airport and U.S. Customs and Border Protection (CBP) continue to partner to assist pre-approved, low-risk travelers with expedited Global Entry clearance upon arrival in the United States, making hundreds of appointments available.



“I SPEAK” PINS AND GLOBO LANGUAGE TECHNOLOGY

In preparation for welcoming the world, PHL continues to focus on providing more international translation services. Employees are taking part by wearing “I Speak” badges to share their language fluency, and in partnership with the City, the airport made GLOBO phone translation technology available in all terminals at all information counters.

WINGMATE GUEST PASSES

The Wingmate guest pass allows non-ticketed guests to apply for a one-day pass to access PHL's terminals, post-security. This allows family members to assist loved ones to the gate, surprise friends and family members at their arrival or enjoy PHL's robust concessions and arts programs. The program is expanding in 2025 to be available for use at nearly all of PHL's checkpoints. Learn more at phl.org/wingmate.

PHL VOLUNTEER NAVIGATOR PROGRAM

The PHL Volunteer Navigator Program is a vital part of PHL's Guest Experience team and will be expanding to help the airport welcome the influx of guests expected in 2025 and 2026. Volunteers assisted more than 170,000 travelers last year – providing guidance, answering questions and offering support to ensure a smooth journey through the airport.

9,785 Hours served by
Volunteer Navigators

176,432 Passengers assisted

21 Dogs and handlers are part
of the Wagging Tails Brigade

500+ Guests assisted with
Global Entry interviews

8,263 Wingmate guest
passes issued

FOUNDED IN PHILLY

PHL is redefining the airport experience – one local flavor at a time – while establishing itself as a destination in its own right. That's why MarketPlace PHL's award-winning PHL Food & Shops concessions program continues to bring the best of Philadelphia's culinary, cultural and retail experience to travelers. In 2024, PHL welcomed three more beloved local brands, bringing the total to 19, with two more – Federal Donuts & Chicken and Oyster House – set to open in 2025.

Other premium additions in 2024 included Rip Curl, Brookstone and Sunglass Hut.



FOUNDED IN PHILLY OPENED IN 2024!



Pictured: La Colombe, Sabrina's Cafe, Elixir

EARNING RECOGNITION BEYOND PHILLY



BUD & MARILYN'S

One of the "7 Best Airport Restaurants in America"
by Best Life



USA TODAY READERS' CHOICE AWARDS, FALL 2024

No. 7: Best sit-down restaurant: Yards Brewing Company

No. 7: Top airport bars in the US: Chickie's & Pete's

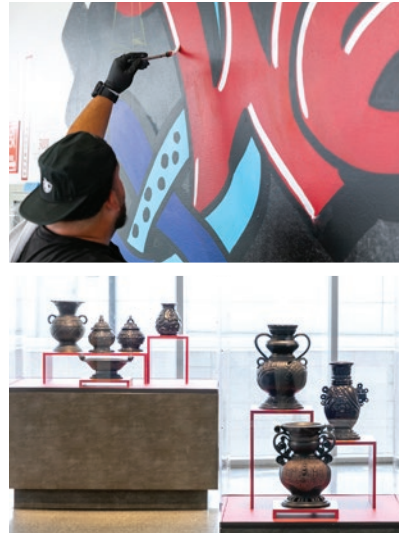


PARK PHL

Park PHL, a new streamlined parking program created to meet the needs of every PHL traveler, offers online booking and more convenient, customer-friendly options, including Park PHL Valet, which provides the convenience of curbside drop-off and pick-up with a secure covered parking spot. Online booking is currently available for valet and the Economy Parking Lot at www.phl.org/parking. Online parking for garages launches in 2025.

CURATING GREAT EXPERIENCES

PHL is also known for its robust art program, with more than 20 galleries and numerous visual arts activations that can be seen throughout all seven terminals. The program presents artwork and collections by Greater Philadelphia-area artists and arts institutions to highlight the region's cultural and historical vibrancy.



WRESTLEMANIA WELCOME SHOWS WHAT PHL CAN DO FOR MAJOR EVENTS

As Philadelphia welcomed its first major event since the pandemic – WWE WrestleMania XL Week – PHL went all in to deliver the ultimate WWE experience. Travelers were welcomed with a replica wrestling ring, Philly-themed WWE Championship Title belts and immersive selfie displays, setting the stage for an unforgettable week of excitement.



COMMUNITY ENGAGEMENT

We're strengthening connections with surrounding neighborhoods and community partners through meaningful engagement and access to resources.

Our community activities play a key role in workforce development. The PHL Community Engagement team welcomed more than 350 students from 15 schools and youth organizations for airport tours, including the first-ever tour designed for technical students interested in trade careers. During these visits, students got a behind-the-scenes look at PHL's daily operations and heard directly from airport professionals about the diverse range of potential career opportunities inspiring the next generation of aviation professionals.

AVIATION ENTHUSIASTS TOUR

PHL hosted its inaugural Aviation Enthusiasts Tour, giving participants a behind-the-scenes look at airport operations. Guests explored the Airport Fire Station Engine 78, Riverwatch Tower and the airfield – gaining insight into the aviation industry.



FLYING EXPERIENCE FOR TRAVELERS WITH AUTISM

In partnership with The Arc of Pennsylvania, Frontier Airlines and MarketPlace PHL, PHL hosted Wings for Autism®. This special program helps families with autistic children become familiar with the airport experience by simulating the travel process without leaving the ground.



PUPPIES IN TRAINING

PHL welcomed 43 puppies-in-training from The Seeing Eye® to help them acclimate to the airport environment. The visit prepared these future guide dogs to confidently assist blind and visually impaired travelers.



COMMUNITY SNAPSHOT

350 STUDENTS
PARTICIPATED IN
AIRPORT TOURS

36 INTERNS
GAINED CAREER
EXPERIENCE

10 CAREER
DAY/COMMUNITY
OUTREACH EVENTS

50 COATS DONATED
TO STUDENTS

250 MEALS PROVIDED
FOR CARING FOR
FRIENDS

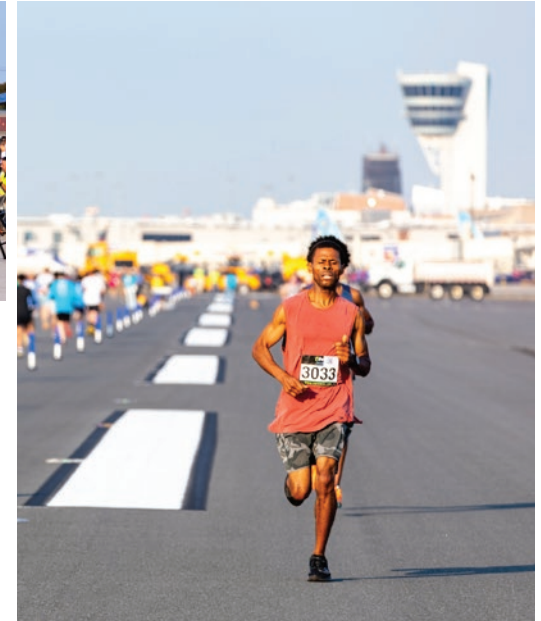


PHL 7TH ANNUAL "RUN THE RUNWAY" 5K

In September, approximately 400 runners and walkers participated in the PHL Airport "Run the Runway" event, raising over \$37,800 for the March of Dimes, Eastwick United CDC and Eastwick Friends and Neighbors Coalition.

GIVING BACK TO LOCAL COMMUNITIES

The Department of Aviation supports local charities by making in-kind donations to programs focusing on education, unsheltered individuals, seniors and the disabled. Through initiatives like the annual coat drive and Angel Tree programs for Penrose Elementary School, PHL staff are making a meaningful impact in the community. Team members participated in various volunteer activities, including preparing meals for local schools and service organizations, assembling garden boxes for the Girls & Boys Club of Chester and serving veterans and their families at the VA Hospital.



AWARDS

American Association of Airport Executives/Northeast Chapter:
"Airfield Project of the Year" – PHL Taxiway P Realignment

Business Traveler:
Among "World's Best Airports for Layovers"

Travel + Leisure:
"Top Five Airports to Fall Asleep In"

Travel+ Leisure:
PHL #6 - "15 Best U.S. Airports for Finding Cheap Flights"

Motherhood Loves Community Awards:
"#2 Best Kid-Friendly Airport in the US"

Airports Council International – North America:
Environmental Honorable Mention Achievement Award, Taxiway J Rehabilitation Project

Airports Council International – North America:
"2024 Excellence in Airport Marketing, Communications and Customer Experience Special Events Award" for WrestleMania XL

Stevie Awards for Women in Business:
Gold Awards for "Communications or PR Campaign of the Year – Travel & Tourism" for The PHL Wingmate Pass and "Marketing Campaign of the Year – Entertainment & Sports" for WrestleMania XL.

Airports Going Green (AGG):
Honorable Mention Award, Taxiway J Rehabilitation Project

American Council of Engineering Companies
for Metropolitan Washington (ACEC/MW):
2024 Engineering Excellence Honor Award – PHL Taxiway P realignment

Federal Aviation Administration:
"Title VI Program Award" for PHL's successful program and robust language access resources, July 2024

AWARDS TO INDIVIDUALS

Airport Business Magazine:
Top 40 Under 40
Steve Belton, AOC Superintendent

Airport Minority Advisory Council: "Catalyst Award for Airport Design Innovation and Inclusion" for PHL's restroom renovation program
Api Appulingam, CDO

American Association of Airport Executives/Northeast Chapter: "Airport Executive of the Year"
Keith Brune, COO

Asian American Chamber of Commerce of Greater Philadelphia 12th Annual AACCGP Awards: "Impact Award" for her commitment to diversity and inclusion and passion for mentoring young women in STEM
Api Appulingam, CDO

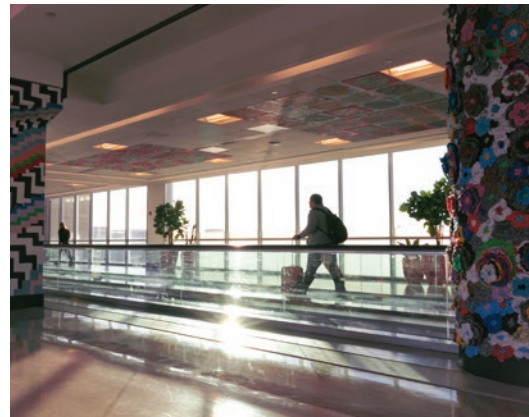
City & State Pennsylvania:
"2024 Trailblazers in Building & Infrastructure"
Atif Saeed, CEO

CISOs Connect:
"Inaugural 2024 A100 Award"
Dr. Jamaine Mungo, CISO

Philadelphia Business Journal:
"2024 Power 100"
Atif Saeed, CEO

Philadelphia Magazine:
"150 Most Influential People in Philly"
Atif Saeed, CEO

Philadelphia Titan 100: Named a "Philadelphia Titan 100" for the second consecutive year.
Allen Mehta, CIO



GRANTS



\$16.3 MILLION

for PHL from the FAA's Airport Improvement Program (AIP) for the Rehabilitate Runway 9R/27L (Construct), Phase I project

\$9.1 MILLION

for PHL from the Bipartisan Infrastructure Law-Airport Infrastructure Grant (BIL-AIG) for the Construct Remain Overnight Apron project

\$20.4 MILLION

for PHL terminal buildings for HVAC and electrical system improvements (BIL-ATP)

\$4.5 MILLION

for PHL from the Bipartisan Infrastructure Law-Airport Infrastructure Grant (BIL-AIG) for the Rehabilitate Taxiway Y (Construct), Phase II project

\$8.5 MILLION

for PHL from the Bipartisan Infrastructure Law-Airport Infrastructure Grant (BIL-AIG) for the Construct Runway 8 End EMAS project

\$221,000

for PHL from the FAA's Supplemental Funding for the Conduct Energy Efficiency Assessment (Net Zero Carbonization Plan)

\$2.5 MILLION

for PNE from the Bipartisan Infrastructure Law-Airport Infrastructure Grant (BIL-AIG) Rehabilitate Taxiway C (Design/Construct), Phase I project

\$1.6 MILLION

for PNE from the FAA's Airport Improvement Program (AIP) for the Rehabilitate Taxiway L (Construct), Phase IV project

STATE GRANT LIST

\$600,000

for PHL from Department of Community and Economic Development Secure Exit Lanes Enhancements

\$156,897

for PNE from PennDOT - AIP Match for the Rehabilitate Taxiway L (Construct), Phase III project

\$600,000

for PHL from PennDOT - AIP Match for the Reconstruct Taxiway S (Construct), Package 1

**Note: Grant agreements in place. List excludes grants offered.*

CAPITAL PROJECTS

The Department of Aviation's multi-year, multi-billion-dollar capital development program is transforming PHL and PNE with critical infrastructure improvements and innovations to the landside, terminal and airfield. These projects enhance customer experience, support operations, promote sustainability and reinforce the airports' role as regional economic drivers.

NEW PAVEMENT & GROUNDS BUILDING

In May 2024, the Department of Aviation opened the new Pavement & Grounds (P&G) Crew Facility on Island Avenue, designed for efficiency and comfort. With dedicated parking, direct airfield access, modern workspaces and amenities like a laundry room and break area, the facility supports crews working long hours in challenging weather conditions.



Chief Operating Officer Keith Brune, Chief Development Officer Api Appulingam, Vice President of Facilities Maintenance Milton Robinson, and P&G Superintendent Ryan Moten cut the ribbon on the gleaming gray-and-blue facility.



NEW CUSTODIAL OPERATIONS CENTER

A new custodial operations center provides frontline staff with updated work spaces, conference rooms, a kitchen, locker space, restrooms and showers.

TINICUM ISLAND ROAD PROJECT IMPROVES TRAFFIC INTERSECTIONS AND MAKES WAY FOR CARGO OPERATIONS

The Tincum Island Road Relocation Project involved moving a one-mile stretch of roadway to make way for expanded air cargo operations. The project brought new traffic signals, lighting and drainage improvements.



SEPTA AIRPORT LINE PLATFORMS

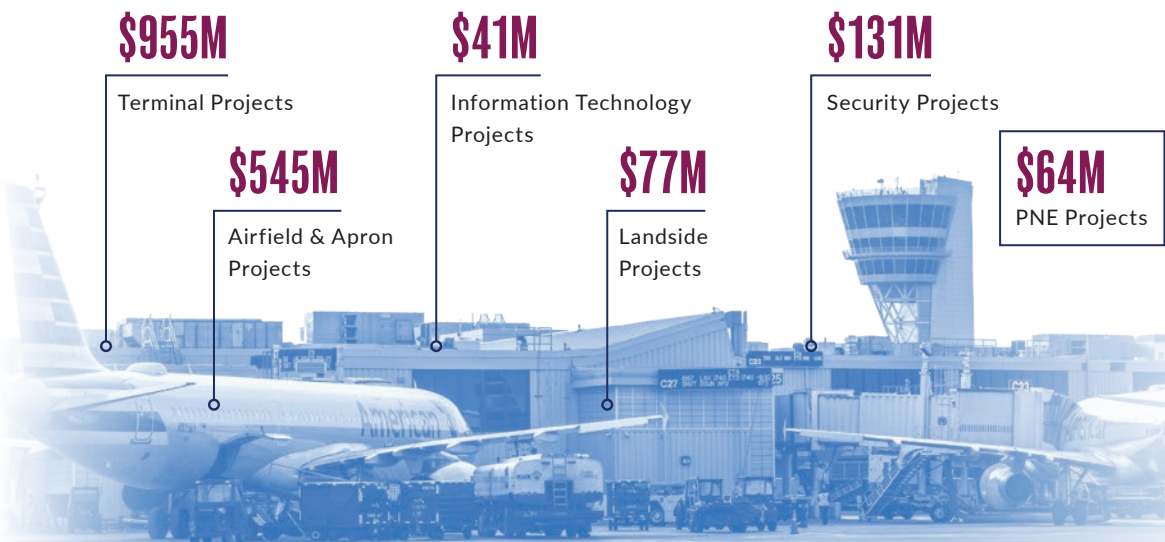
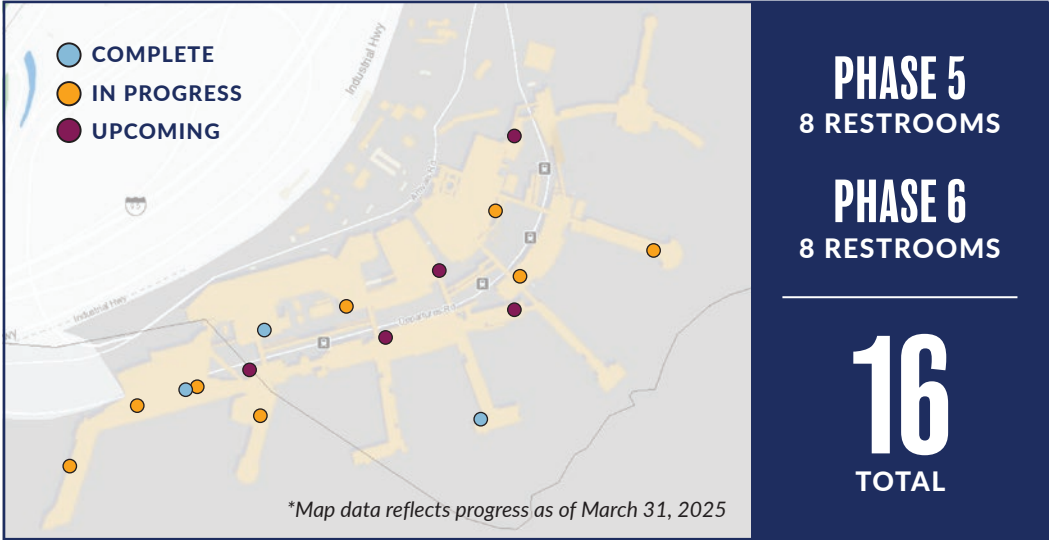
November 2024 marked the completion of the two-year SEPTA Airport Line Platform Upgrade Project. The \$15.5 million project elevates the travel experience for PHL guests. The project included new platforms, overhead canopies and the installation of nearly 700 new LED light fixtures. The Airport Line is a tremendous asset for PHL and will celebrate its 40th anniversary in 2025.

PHL'S BIGGEST PHASE OF ITS RESTROOM RENOVATION PROGRAM GETS UNDERWAY

In preparation for 2026, PHL continues major restroom upgrades across terminals. Phase 4 introduced the airport's first adult changing room and lactation suite, new service animal relief areas and a smart restroom technology pilot. Phases 5-8 will construct 29 restrooms, add three new public restroom sets and enhance accessibility with additional lactation suites, service animal relief areas and assisted changing rooms. By mid-2025, eight new restrooms (Phase 5) will open with an additional eight (Phase 6) to be completed by the end of 2026.



NEW/UPGRADED RESTROOMS SLATED FOR OPENING 2025/2026



CAPITAL PROJECTS BY THE NUMBERS:

\$191.5M

INVESTED IN CAPITAL
PROJECTS (2024)

6,377

LINEAR FEET OF
ROADWAY RELOCATED

46,484

PLANTINGS PLACED

1,915

LINEAR FEET OF
SEPTA PLATFORM
REHABILITATED

9

INDUSTRY
RECOGNITIONS

RESILIENT OPERATIONS



First Envision Sustainable Infrastructure Verification in Pennsylvania Awarded at PHL

The Department of Aviation achieved Envision verification for two of its airfield projects in 2024: Taxiway J Rehabilitation and Taxiway U&Y Rehabilitation. They are the first two Envision-verified projects in the state, and PHL is among only 12 airports to make this achievement. Envision is a comprehensive sustainability framework and rating system administered by the Institute for Sustainable Infrastructure. These projects incorporated sustainability into design and construction with an emphasis on the use of recycled paving materials, a reduction in pavement and improvement in natural stormwater drainage. These

projects also upgraded airfield lighting from incandescent to LED bulbs, reducing energy usage by 55% on Taxiway J and 30% on Taxiway U&Y.

Engineering has partnered with Sustainability to develop a robust Envision review process and guidance for project teams in the development of resilient infrastructure. All airfield and landside projects adhere to these new sustainable design standards.



PNE – LEVEL 2 ACCREDITATION



PHL – LEVEL 3 ACCREDITATION



TRACKING AND REDUCING OUR CARBON EMISSIONS

PHL and PNE continue efforts to monitor and mitigate emissions through the Airport Carbon Accreditation program. PHL achieved Level 3 accreditation by conducting a comprehensive inventory of Scope 3 emissions – produced by carriers, concessions, passengers and other stakeholders – and reinforcing its commitment to reducing tenant emissions. PNE reached Level 2 accreditation, certifying three years of carbon emission inventories and committing to ongoing reductions.

SUSTAINABILITY COMMITTEE FOR AIRLINES & CARGO CARRIERS

In 2024, the Department of Aviation kicked off a new forum to bring together airlines, cargo carriers and department staff to stay informed, share goals and foster collaboration to make our airports more sustainable.

WASTE MANAGEMENT PLAN

In collaboration with the custodial team, MarketPlace PHL and American Airlines, PHL's airport waste streams from passengers, concessions and airlines were assessed. In 2025, this group will launch a Waste Diversion Plan to reduce waste, expand recycling and move toward the Zero Waste goal with initiatives like the food donation program, which diverts unsold concessions food to Philabundance.



EARTH DAY AWARDS

The Earth Day Awards program honors individuals and organizations that demonstrate exceptional commitment to responsible practices across airport operations. The 2024 award winners were: **Lee Sutanto** for leadership in integrating sustainability into the Envision-verified Taxiway J Rehabilitation; **Cassandra Williams** (pictured above with CEO Atif Saeed) for spearheading the development of PHL's Environmental, Social and Governance (ESG) report; and **Southwest Airlines** for fully electrifying its ground support equipment fleet at PHL.

NORTHEAST PHILADELPHIA AIRPORT

PNE is a general aviation airport, meaning it has no commercial flights but is the third-most-active airport in Pennsylvania behind PHL and PIT. Its fixed-base operator, Atlantic Aviation, offers a variety of services to private and corporate-owned aircraft, and the FAA operates an air traffic control tower onsite for its two runways.

PNE has 163 based aircraft, the majority of which are single-engine and multi-engine aircraft, jets and helicopters.

PNE is estimated to have a \$477 million economic impact and support 2,800 jobs. Its quality airfield systems, large runways, control tower and support services make it an airport of choice

for many global corporations that use PNE on a regular basis for their corporate jets.

Operations encompass business, personal, instructional and commercial flying and manufacturing, including:

- **The AIM facility** (Aviation Institute of Maintenance)
- **Four flight schools** – Legacy Aviation, Tailwinds Flight Education, ATP, and GQ Aviation
- **Home of the U.S. operations of Leonardo Helicopters US (LHD)** – Employing more than 700 manufacturing advanced technology for aerospace, defense, and security



In 2025, PNE will begin a major reconstruction of its Administration Building to create a new and improved facility and working environment. Every facet of the building, from its architectural integrity to its complex electrical, mechanical and security systems, will be enhanced, with the department aiming for LEED Gold certification.

122,186

FLIGHT MOVEMENTS

334

DAILY TAKE-OFFS
AND LANDINGS

163

BASED
AIRCRAFT

2

RUNWAYS

85

T-HANGARS

9

CORPORATE
HANGARS

4

FLIGHT
SCHOOLS

FOSTERING GROWTH THROUGH OPPORTUNITY

GROWING THE WORKFORCE

The Bridge Program is a workforce development strategy developed to nurture, retain and attract talent by establishing pipelines and pathways to fill positions. Using targeted partnerships to create and cultivate internal and external pipelines, the program provides training and development resources to equip participants with the necessary skills to advance their careers, change career paths or enter the workforce. All participants receive on-the-job training, mentors, supplemental/continuing education, and professional development to prepare them for success.

There are 4 focus points under the Bridge Program:

1. CAREER MAPPING
2. UPSKILLING
3. RESKILLING
4. APPRENTICESHIPS

A new and expanded recruitment strategy includes targeted marketing and communications, a speedier and more efficient hiring process through mass hiring events and special trades and custodial recruitment events in partnership with the city.



10 ENTRY-LEVEL SKILLED
TRADES EMPLOYEES
enrolled in the Bridge Reskilling
track to move to the next level

130 JOB CANDIDATES
attended our first Trades
Recruitment Fair

11 CAREER AND TECHNICAL
EDUCATION HIGH
SCHOOL STUDENTS AND
RECENT GRADUATES
started apprenticeships in areas
such as: Building Maintenance,
Electrical, Electronics, PNE and
Pavement and Grounds

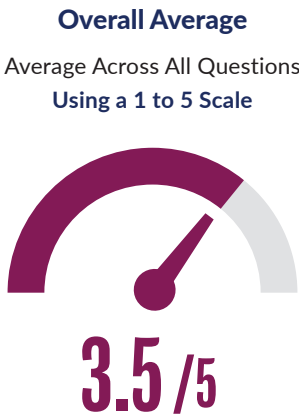
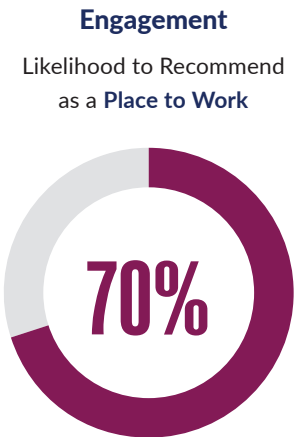
51 CAREER TECHNICAL
EDUCATION/COMMUNITY
COLLEGE STUDENTS
attended our first skilled trade
tours at the airport as part of
community relations programs

STRENGTHENING EMPLOYEE ENGAGEMENT

Our employees spoke, and we're listening! The Department conducted an extensive Employee Engagement Survey utilizing a third party in the second half of 2023. Throughout 2024, using insights learned from the survey, we launched an enterprise-wide initiative to create a workplace where every voice is heard, contributions are valued and employees feel empowered to make a positive impact.

The survey highlighted three key areas for improvement across the organization:

1. Communications and Teamwork
2. Employee Retention, Recruitment and Staffing
3. Feedback and Recognition



A core element of our engagement strategy is the **Employee Engagement Roadshow series**, designed to keep employees informed on action items and progress from the survey. More than 600 employees attended one of 19 meetings to discuss the survey results.

Our goal is to increase our overall Employee Engagement Score by fostering a more involved and supportive workplace. To achieve this, we are strengthening internal communications, streamlining hiring processes and enhancing employee recognition efforts. By encouraging active participation and leveraging the unique strengths of our **Airport Empowerment Groups**, we are working to boost morale and improve productivity and retention across the organization.



FOSTERING BUSINESS DEVELOPMENT

We’re focused on building capacity for emerging firms and those wanting to learn how to do business with the airports. Recognizing that there are many barriers to entry to participate in aviation industry opportunities, we are supporting businesses with education and business development support.

Business Opportunity Forum: This forum was held in October 2024 with over 400 attendees, including 300 from for-profit businesses, 70% of which were minority- or woman-owned enterprises. Themed “Boarding Pass to 2026 and Beyond,” the event focused on future airport contracting opportunities.

“Change your Altitude” Capacity Building Workshops: These workshops provide important how-to information and the opportunity for attendees to network with representatives from the airports’ Procurement team; Business Diversity team; Capital Development Group team; key stakeholders; and prime contractors.

Airport Concessions Academy: This program is a multi-session education series that provides first-hand knowledge and guidance for firms, including small regional firms interested in PHL’s concessions program. Participants learn everything from how to pitch their ideas to how to work with banks to finance their business.

Small Business Enterprise (SBE) Program: Aimed at supporting small business participation in airport contracting opportunities, the department implemented SBE and ACSBE verification programs in May 2024, automatically including all Pennsylvania Unified Certification Program DBEs and ACDBEs in PHL’s SBE database.

2024 PARTICIPATION GOALS

PHL Office of Economic Opportunity (OEO) Program

32%
FY24 GOAL

27%
FY24 ACHIEVED

PHL Federal Disadvantaged Business Enterprise (DBE) Program

\$8,291,423

18.8%
FY24 GOAL

11.8%
FY24 ACHIEVED

PHL Federal Airport Concessions DBE (ACDBE)

21.6%
FY24 GOAL

40%
FY24 ACHIEVED

PHL ACDBE Marketplace Storefront Concessions

\$115 MILLION

35%
FY24 GOAL

49%
FY24 ACHIEVED

FINANCIAL SUMMARY

IMPROVING OUR FINANCIAL POSITION

Fitch Ratings and Moody's Ratings both upgraded the airports' revenue bonds. In August 2024, Fitch Ratings announced an "A+" upgrade less than a year after its last outlook change to "positive." In October 2024, Moody's Ratings upgraded PHL PNE's bonds to A1 from A2 with a stable outlook.

These upgrades followed the upgrade to "A+" from Standard & Poor's in June 2023. The airport system has approximately \$1.4 billion outstanding in revenue bonds.

CITY OF PHILADELPHIA AVIATION FUND STATEMENTS OF NET POSITION

(Amounts expressed in thousands)

	FISCAL YEAR 2024	FISCAL YEAR 2023	DOLLAR INCREASE (DECREASE)	PERCENTAGE INCREASE (DECREASE)
Current assets	\$ 604,003	\$ 554,741	\$ 49,263	8.9%
Non-current assets	984,999	929,328	55,671	6.0%
Capital assets, net	2,380,558	2,318,310	62,248	2.7%
Total assets	3,969,561	3,802,379	167,182	4.4%
Deferred outflows	21,671	23,127	(1,455)	(6.3)%
Current liabilities	578,018	382,872	195,146	51.0%
Non-current liabilities	1,655,164	1,882,222	(227,059)	(12.1)%
Total liabilities	2,233,181	2,265,094	(31,913)	(1.4)%
Deferred inflows	203,257	185,547	17,710	9.5%
Net position:				
Net investment in capital assets	999,716	915,280	84,437	9.2%
Restricted for capital projects	169,709	131,784	37,926	28.8%
Restricted for debt service	172,392	168,691	3,701	2.2%
Unrestricted	212,976	159,109	53,867	33.9%
Total net position	\$ 1,554,794	\$ 1,374,864	\$ 179,930	13.1%

CITY OF PHILADELPHIA AVIATION FUND STATEMENTS OF REVENUES, EXPENSES AND CHANGES IN NET POSITION

(Amounts expressed in thousands)

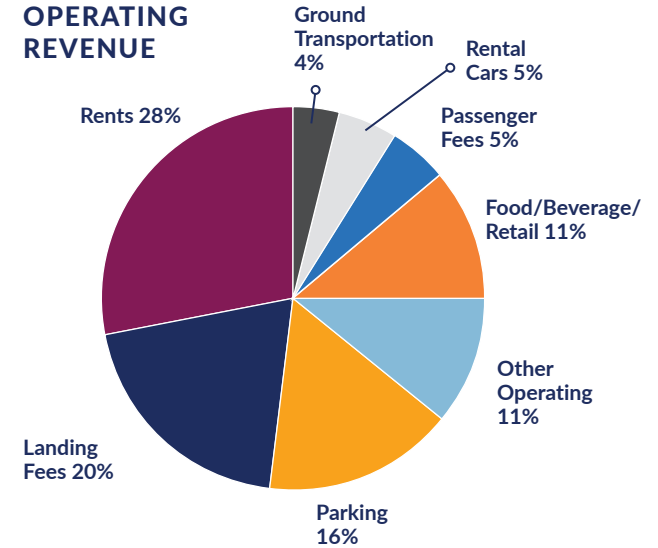
	FISCAL YEAR 2024	FISCAL YEAR 2023	DOLLAR INCREASE (DECREASE)	PERCENTAGE INCREASE (DECREASE)
Operating revenues	\$ 419,565	\$ 395,988	\$ 23,578	6.0%
Less: Operating expenses	(401,231)	(367,541)	(33,690)	9.2%
Operating gain (loss)	18,334	28,447	(10,113)	(35.5)%
Non-operating revenue, net	112,934	135,982	(23,049)	(16.9)%
Income before capital contributions	131,268	164,428	(33,161)	(20.2)%
Capital contributions	48,662	44,637	4,025	9.0%
Changes in net position	179,930	209,065	(29,135)	(13.9)%
Net position beginning of year	1,374,864	1,165,798	209,065	17.9%
Prior period adjustments	-	-	-	-
Net position end of year	\$ 1,554,794	\$ 1,374,864	\$ 179,930	13.1%

REVENUES BY SOURCE

(Amounts expressed in thousands)

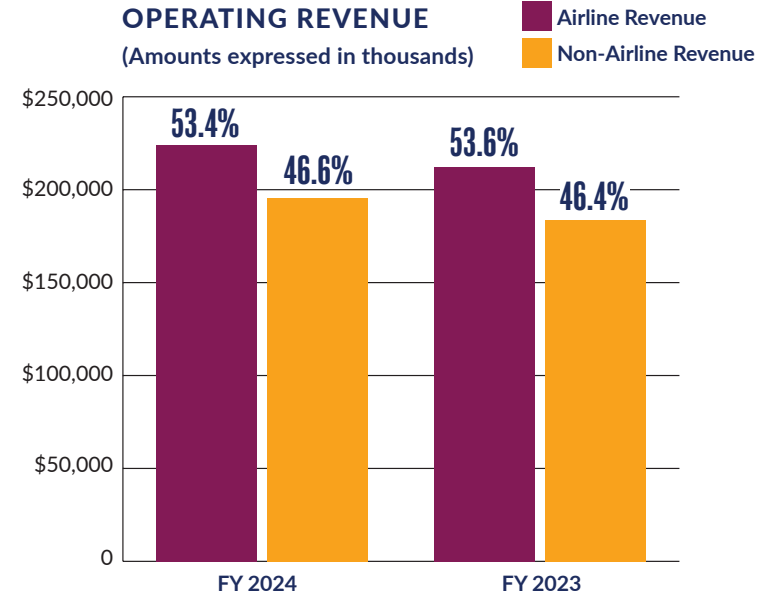
	FISCAL YEAR 2024	FISCAL YEAR 2023	DOLLAR INCREASE (DECREASE)	PERCENTAGE INCREASE (DECREASE)
Operating revenues				
Rents	\$ 117,253	\$ 97,367	\$ 19,885	20.4%
Landing fees	85,424	85,050	374	0.4%
Passenger fees	21,489	29,913	(8,424)	(28.2)%
Total airline revenues	224,166	212,331	11,835	5.6%
Parking	65,488	67,321	(1,833)	(2.7)%
Food/Beverage/Retail	44,519	40,110	4,409	11.0%
Rental cars	22,704	22,152	552	2.5%
Ground transportation	16,152	13,685	2,467	18.0%
Other operating	46,536	40,390	6,147	15.2%
Total non-airline revenues	195,399	183,657	11,743	6.4%
Total operating revenue	419,565	395,988	23,578	6.0%
Non-operating revenue				
Passenger facility charges	58,978	53,393	5,586	10.5%
Customer facility charges	28,026	20,498	7,526	36.7%
Interest Income	67,570	37,194	30,376	81.7%
Lease Interest Revenue	6,086	3,397	2,689	79.2%
Operating grants	4,670	75,823	(71,154)	(93.8)%
Other non-operating	2,331	(39)	2,370	6,032.5%
Total non-operating revenue	167,660	190,266	(22,606)	(11.9)%
Total revenue	\$ 587,225	\$ 586,254	\$ 972	0.2%

OPERATING REVENUE



OPERATING REVENUE

(Amounts expressed in thousands)



EXPENSES BY SOURCE

(Amounts expressed in thousands)

	FISCAL YEAR 2024	FISCAL YEAR 2023	DOLLAR INCREASE (DECREASE)	PERCENTAGE INCREASE (DECREASE)
Operating expenses				
Personnel services	\$ 90,045	\$ 77,026	\$ 13,019	16.9%
Employee benefits	39,015	30,882	8,133	26.3%
Purchase of services	136,467	125,459	11,007	8.8%
Materials & supplies/equipment	9,060	6,991	2,067	29.6%
Other operating	7,607	5,720	1,886	33.0%
Depreciation	119,037	121,462	(2,424)	(2.0)%
Total operating expenses	401,231	367,541	33,689	9.2%
Non-operating expenses				
Debt service interest	54,726	54,284	442	0.8%
Other non-operating	-	-	-	-
Total non-operating expenses	54,726	54,284	442	0.8%
Total expenses	\$ 455,957	\$ 421,825	\$ 34,132	8.1%

STATEMENT OF REVENUES, EXPENSES AND CHANGES IN NET POSITION

(Unaudited)

	FISCAL YEAR 2024
OPERATING REVENUES:	
Airline revenues	
Rents	\$ 117,252,653
Landing fees	85,423,931
International arrival fees	21,489,398
Total airline revenues	224,165,982
NON-AIRLINE REVENUES:	
Concessions	155,476,850
Other rents	29,540,039
Utilities and other fees	2,798,985
Other operating revenues	7,583,607
Total non-airline revenues	195,399,481
Total operating revenues	419,565,463
OPERATING EXPENSES:	
Personal services	90,045,014
Purchase of services	136,467,056
Materials and supplies	9,059,524
Employee benefits	39,015,377
Indemnities and taxes	7,606,652
Depreciation and amortization	119,037,434
Total operating expenses	401,231,057
Operating income	18,334,406
NON-OPERATING REVENUES (EXPENSES):	
Federal, state and local grants	4,669,655
Investment earnings	67,569,999
Lease interest revenue	6,085,768
Interest expense	(54,726,235)
Passenger facility charges	58,978,009
Customer facility charges	28,025,520
Gain/(Loss) on disposal of capital assets	112,394
Gain/(Loss) on lease terminations	(95,677)
Other revenue/(expense)	2,314,352
Total non-operating revenues (expenses)	112,933,785
Income before capital contributions	131,268,191
CAPITAL CONTRIBUTIONS:	
Federal, state and local grants	48,662,111
Contributed assets	-
Total capital contributions	48,662,111
Transfers	
Transfers (out)/in	-
Total transfers	-
Change in net position	179,930,302
Net position beginning of period	1,374,863,696
Net position end of period	\$ 1,554,793,998

CELEBRATING EVENTS AND MILESTONES



JANUARY-FEBRUARY 2025

NFL Playoffs and Super Bowl
Festivities at PHL

FEBRUARY 2025

Wingmate Guest Pass Expansion

MARCH 2025

Restroom Renovation Program
Phase 5-8 Kickoff Opening

PHL Philadelphia Union
Partnership Celebration

APRIL 2025

SEPTA Platform 40th Anniversary

PHL Volunteer Appreciation
Ceremony

MAY 2025

Truist Championship PGA Tour

American Airlines Launches New
Service to Edinburgh and Milan

JUNE 2025

PHL WORKS One Year Anniversary
Airport Pep Rally

PHL 85th Anniversary

PNE 80th Anniversary

JUNE-JULY 2025

FIFA Club World Cup

Aeroméxico Launches Service
to Mexico City

SEPTEMBER 2025

State of the Airport

OCTOBER-NOVEMBER 2025

Homecoming 250: Navy & Marine
Corps Anniversaries





PROUDLY CONNECTING PHILADELPHIA WITH THE WORLD

PHL PNE

PHILADELPHIA INTERNATIONAL AIRPORT
NORTHEAST PHILADELPHIA AIRPORT

PHL.ORG |      