

2024 DEPARTMENT OF AVIATION WINS

PHL KEY STATS

30M Passengers
In 2024

150+ Shops &
Restaurants

120+ Non-Stop
Destinations

30+ International
Destinations

ECONOMIC IMPACT OF PHL & PNE



\$6.1B
Earnings



102,000
Jobs Supported



\$18.7B
Economic Impact

Employment at PHL PNE

700+
DOA Employees

300
Employees with
10+ Years of Service

76%
Minority Employees

54%
Women in Leadership



FINANCE



Bond Rating Upgrades:

Successfully achieved
upgrades in bond ratings



Grants Awarded:

Secured multiple grants to fund
various operational and capital
improvement initiatives

OPERATIONS

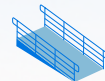
24/7

Expanded operations to 24/7 with the addition
of **seven staff**, increasing airport safety

Completed major construction projects:



**Rehabilitation
of Taxiway**



10
New ADA
Ramps



1,700
Linear Feet of
Replaced Sidewalk

PNE was the **3rd** busiest airport in Pennsylvania

DEVELOPMENT



Achieved **ISI Envision Verification**
for Taxiway J and U&Y Rehabilitation



Received ACI-NA **Environmental
Achievement Award**



Completed
Restroom Renovation



Completed **Pavement
& Grounds Crew Facility**



Completed **SEPTA
Platform Rehabilitation**



Opened new **Custodial
Operations Center**
in Terminal A-East

COMMERCIAL



Introduced **three new local brand locations**, bringing the total to 19



Passenger activity up 10.8% year over year with notable air service additions



Launched Park PHL programs: online prebooking for the Economy Lot and Valet Parking



Oversaw facility changes, including **Chase Lounge construction** and **Frontier's operational expansion**

ADMINISTRATION



Gave **Employee Engagement Survey Tours**, reaching over 600 employees



Conducted **Change Your Altitude Series** workshops



Expanded Airport Empowerment Groups (AEGs) with two new groups

BRIDGE:

36 Interns

Hosted **iX2024 Summer Internship Program**

AIRPORT CONCESSIONS DISADVANTAGED BUSINESS ENTERPRISE
ACADEMY

Launched the second **ACDBE Academy**

BUSINESS OPPORTUNITY FORUM **2024**

Held the **12th Annual Business Opportunity Forum**

HUMAN RESOURCES

250 Interested Citizens

Hosted recruitment fairs, welcoming approximately

Streamlined the hiring process

173 New Hires

WORKFORCE DEVELOPMENT

Reskilling program for **custodial staff**

11 Hired Apprentices

from the School District's Career Technical Education Programs

STRATEGY



WrestleMania Campaign: Launched a WrestleMania welcome campaign with themed decor and a pep rally

22,000 Press Mentions

Expanded media and social outreach, resulting in 22,000 press mentions

Gained an average of **2,000 new followers** across main social channels:



Facebook +9%



Instagram +14%



LinkedIn +38%

PHL
Information Navigators
CUSTOMER CARE TEAM

Newly established **Information Navigators Customer Care Team** members are dedicated to delivering exceptional service to guests throughout their journey by:

- **Helping passengers** in need of assistance
- **Engaging with the PHL Airport community**
- **Identifying and addressing** facility-related issues through **work order submissions**



INFORMATION

PHL
CHAT

Launched AI Chatbot to over 120 staff members

2GB ⚡

Switched ISP providers moved from 800 MB-1 GB to **2 GB**



Migrated Data Center from IP1 to IP2