



PITTSBURGH
INTERNATIONAL AIRPORT



FIRST TIME FLYER GUIDE

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Welcome to PIT

Allegheny County Airport Authority, which manages Pittsburgh International Airport and Allegheny County Airport, is committed to increasing air service, improving customer service and inspiring growth in the Pittsburgh region.

Pittsburgh International Airport serves more than 8 million passengers annually on 15 carriers. During the past two years, the airport has increased its nonstop destinations 80 percent to include 68 markets. J.D. Power ranked Pittsburgh International in its Top 10 medium-size airports in its 2015 North American Airport Satisfaction Study. Travel + Leisure and Conde Nast both named Pittsburgh International a Top 10 Domestic Airport in 2016. In addition, TripAdvisor ranked Pittsburgh International Airport a Travelers' Choice Favorite for Shopping in 2016.

Travel Terminology

Airside Terminal - airport building where flights arrive and depart

Arrivals Public Curb - when entering airport follow signage for "Arrivals" if picking up a passenger from an arriving flight

Boarding Pass - document provided by an airline during check-in, giving a passenger permission to board the airplane

Carry-On Luggage - small luggage that can be carried on the plane

Checked Luggage - luggage that is checked in at the ticket counter to be stored beneath the plane

Concourse - area that provides access to airplanes through gates. PIT has 4 concourses (A, B, C, D) located in the Airside Terminal

Confirmation Number - number to confirm the purchase of a ticket, also needed during the time of check-in at the ticket counter

Departures Public Curb - when entering airport follow signage for "Departures" if dropping off a passenger for a departing flight

FIDS (Flight Information Display System) - electronic display boards through the airport terminal providing flight information on arrivals and departures

Gate - waiting area for passengers before boarding their flight in the Airside Terminal

Landside Terminal - airport building which consists of baggage claim, parking, TSA security

Nonstop flights - flights where there is no stop between the origin and destination

Ticket Counter - airline counters where you can check in your bags and where you are issued a boarding pass for your flight

TSA (Transportation Security Administration) - agency of the U.S Department of Homeland Security that has authority over the security of the traveling public

Airline/Airport Contacts

Air Canada	1.888-247.2262	
Allegiant	1.702.403.1269	https://www.allegiantair.com/
American Airlines	1.800.433.7300	https://www.aa.com/
Condor	1.866.960.7915	http://www.condor.com/
Delta Air Lines	1.800.221.1212	https://www.delta.com/
Frontier	1.801.401.9000	https://www.flyfrontier.com/
JetBlue	1.800.538.2583	http://www.jetblue.com
OneJet	1.844.663.5381	http://onejet.com/
Porter	1.888.619.8622	https://www.flyporter.com/
Southern Airways	1.844.878.6247	https://iflysouthern.com/
Southwest Airlines	1.800.435.9792	https://www.southwest.com/
United Airlines	1.800.241.6522	http://www.united.com/
WOW	1.888.209.3170	https://wowair.us/
Airport Information	412-472-3525	http://www.flypittsburgh.com
Airport Lost & Found	412-472-3525	
Parking	412.472.5050	http://www.pitairport.com/transportation
TSA	1.866.289.9673	http://www.tsa.gov/
Wheelchair Assistance	412.472.5853	

Frequently Asked Questions

Q: How early should I arrive for my flight?

A: We suggest that you arrive at least 90 minutes before a domestic flight and 2 hours before an international flight

Q: Can I escort a person with special needs or a minor?

A: This would require a gate pass which you could request on the day of the flight at the ticket counter. Only airlines are permitted to issue these. Please contact your airline for more information.

Q: What can I do while waiting for my flight?

A: Feel free to take advantage of our AIRMALL featuring many nationally known stores and offers many amenities

Booking Your Flight

When it is time to book your flight you have a few options. It is highly recommended to book your flight through the specific airline by going to their website or www.flypittsburgh.com. Other options include travel agent sites such as Kyak, Expedia, and CheapoAir. Keep in mind that not all airlines participate in these travel sites and will not be found such as Southwest, Frontier, Allegiant.

Pittsburgh International Airport has over 65 non stop destinations and you can view the destination of each airline here http://www.pitairport.com/route_map.

What you need when booking a flight

- Name of individual who will be flying
- Contact Information of individual who will be flying
- Destination
- Dates of trip
- Number of travelers
- Seat location
- Credit card information
- Check if need wheelchair assistance

Packing Your Luggage

- Contents (liquids 6oz, sharp objects, weapons) liquid rules
- Prohibited items <https://www.tsa.gov/travel/security-screening/prohibited-items>
- Liquid Rules <https://www.tsa.gov/travel/security-screening/liquids-rule>
- Permitted carry on and checked luggage size per <http://www.ebags.com/BuyingGuides/luggage-and-travel/carry-on-luggage-size>

Carry-On Bag

3.4 ounces (100 ml) or smaller sized containers that fit in 1 quart-sized, resealable bag may go in carry-on and through checkpoint security.



Checked Bag

Containers that are larger than 3.4 ounces (100ml) regardless of amount inside must be in checked baggage.



TSA Travel Checklist

Before Packing

- Liquids, gels and aerosols packed in carry-on must follow the 3-1-1 liquids rule:
 - 3.4 ounces or less per container
 - 1 quart size, clear, plastic zip top bag (all liquids must fit in bag)
 - 1 bag per passenger
- Review the prohibited items list for both carry-on and checked baggage.
- If purchasing a baggage lock, be sure to look for those that are TSA recognized
- Tape a card with your name and contact information on your electronics

When Packing

- Pack items in layers (shoes one layer, clothes one layer, electronics one layer, etc.)
- Firearms are only allowed in checked baggage and must be unloaded, placed in a locked, hard-sided container and declared to your airline.
- All fireworks contain explosive materials and are not permitted in checked or carry-on baggage.
- Pack large electronics in top layer of carry-on for screening accessibility
- Place your 3-1-1 bag with liquids, gels and aerosols in the front pocket of your carry-on for accessibility.
- If traveling with a pet, be sure to bring a leash so carriers can be properly stored.

Parking Options

Parking at Pittsburgh International Airport is easy, close by and the best value. For the leisure traveler going on a week-long vacation, we recommend extended or long term parking. The extended lot is the best value and has 24/7 shuttle service to and from the landside terminal. For the traveler flying out for a one-or-two night trip, long term parking is the best value and is close to the landside terminal via the moving walkway.

Reserve Parking

Pittsburgh International Airport now offers travelers the opportunity to save on parking by booking through our new online service. Get a space guaranteed prior to your arrival at the airport as well as the opportunity to save through exclusive online deals and upgrades. Go to FlyPittsburgh.com, Parking Information, Reserved Parking.

Short-term

- \$1.00 / 1st hour, \$4.00 / ea. Addl Hr, \$24.00 / daily max.
- Garage Parking at the terminal
- 2,100 spaces
- Approach from Airport Entrance or after passing Landside Terminal
- Easy access to indoor, climate-controlled Moving Walkway
- Enter the Landside Terminal on the Transit Level
- Fully-lighted garage
- Patrolled by Allegheny County Police
- Disabled access
- Daily and hourly parking
- Rapid exit

Long-term

- \$3.00 / ea. Addl. Hr, \$14.00 / daily max
- Quick access to moving walkway
- 3,750 spaces
- Approach from Airport Entrance or after passing Landside Terminal
- Easy access to indoor, climate-controlled Moving Walkway
- Enter the Landside Terminal on the Transit Level
- Paved and fully-lighted lot
- Equipped with security surveillance cameras
- Patrolled by Allegheny County Police
- Disabled access
- Daily and hourly parking
- Ten-exit plaza

Extended

- First hour free, second hour \$2.00, After 2 hours \$8 / daily
- Lowest airport parking rates
- 7,350 spaces
- Approach from Airport Entrance or after passing Landside Terminal
- Free, continuous shuttle service to/from landside Terminal on luxury, air conditioned busses
- Sixteen heated shuttle stop shelters
- Paved and fully-lighted lot
- Equipped with security surveillance cameras
- Patrolled by Allegheny County Police
- Disabled access
- Daily parking only

Parking Instructions

- Enter parking lot, grab the ticket, SAVE TICKET, and pay on the way out with cash or card.
- Smart carts are available for \$5.00 for oversized or heavy luggage
- Shuttle pickup locations, note closest pole to spot, grab ticket when entering, pay when exiting. Hold on to your ticket!
- Passenger dropped off- follow signs for "Departures" entering on 3rd floor ticketing level

Ticketing/ Check in

Before the flight, you are also required to check in, which acknowledges you are still planning to make the trip. Depending on the airline and the options you selected, you may be able to choose a seat at check in. As part of this process, you receive a boarding pass, a document that proves that you have purchased a ticket. Along with purchasing your ticket, you can also check-in online. Rather than printing a boarding pass, you are now given the option to have a digital version of your boarding pass texted to you. You can then use your phone to scan the QR code from the boarding pass at the security checkpoint and at the gate before boarding the plane.

Alternatively, you can purchase your tickets and check in by phone. If you have not purchased tickets and/or checked in online or by phone, you will need to begin at the ticketing counter on the 3rd level of PIT. You can purchase your ticket, check-in, and receive your boarding pass at the ticket counter. If you have "checked" baggage (luggage to be stowed in the airplane), the ticket agent will weigh this (it generally has to be under 50 lbs. or so) and tag it to make sure it ends up on your flight. The agent may receive your bags at that point or direct you to a nearby drop-off station. When you approach the ticket counter you will need your checked bags, identification (license or passport) and your flight confirmation number. The ticket agent then will issue you a boarding pass.

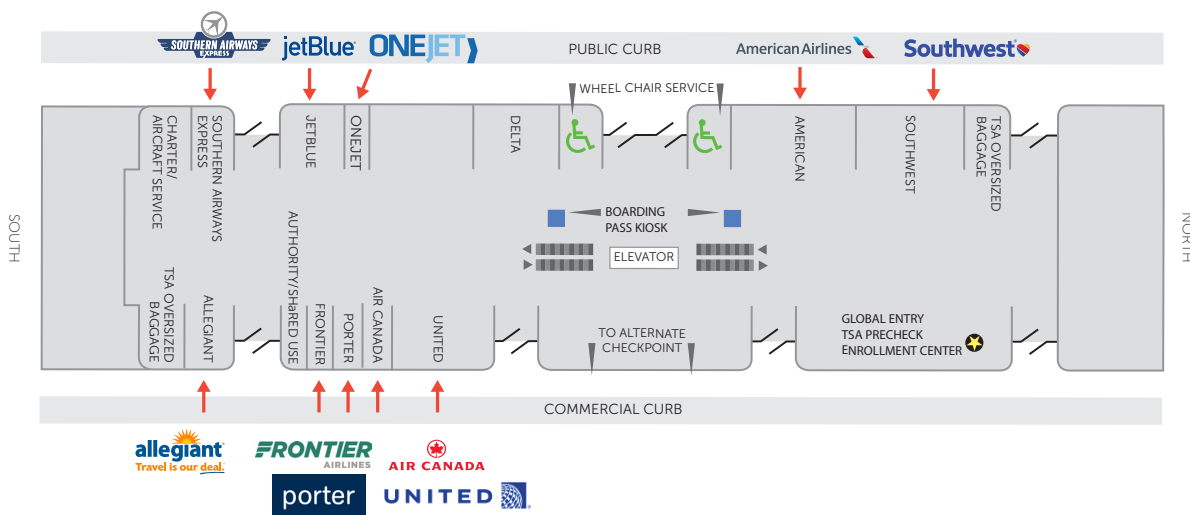
What you need to bring to ticket counter

- Identification (driver's license/passport)
- People 18 years and younger do not need ID
- Checked luggage
- Confirmation number received through email
- Agents will issue a boarding pass, similar to the example below.

Flight PITTSBURGH AIR	Destination Las Vegas, NV	Passenger Doe/Jane	Flight Number PA1234
Flight Doe/Jane		Passenger Doe / Jane	
Gate C56	Departure 3:15 PM 25-Jan 2017	Boarding Zone D3	Seat 24C
			Departure 3:15
Tracking 2 207 365 3958 3309 0	Data 00 178 D	Options 1st Class	Options First Class

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Ticketing Map

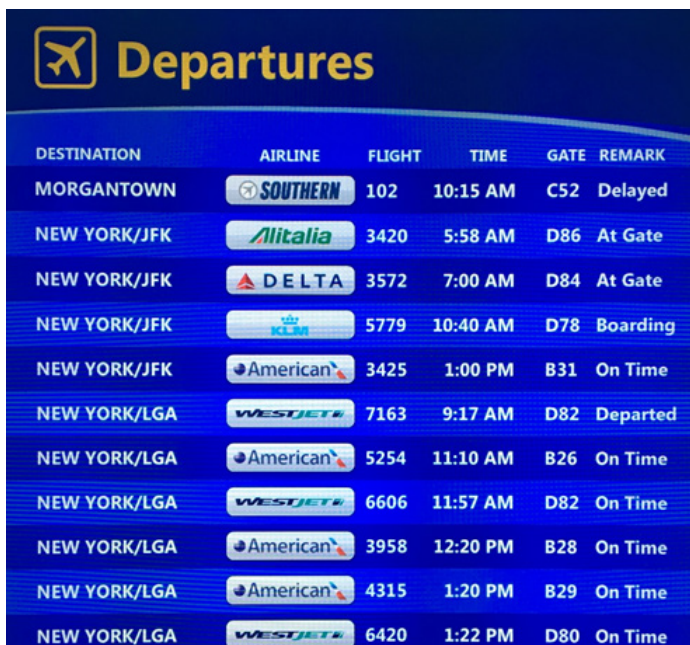


Check in Options:

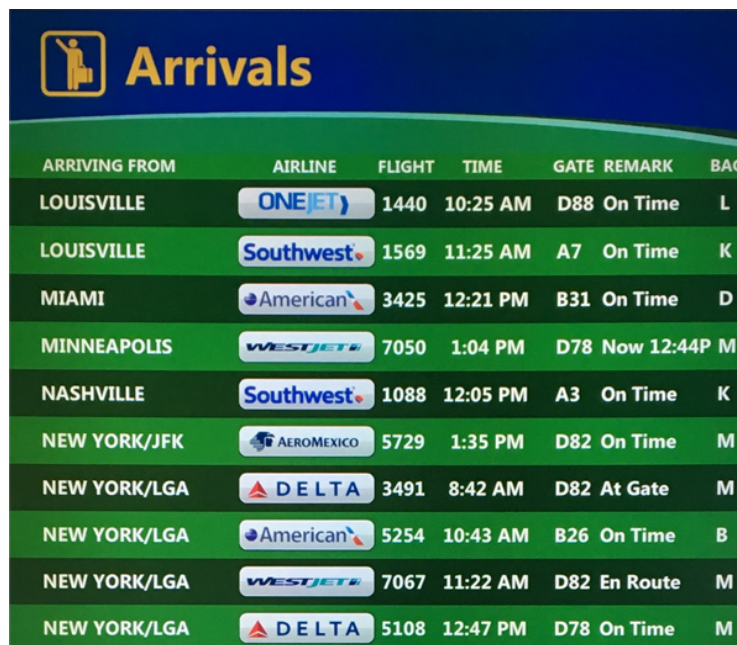
- Live agent check-in, kiosk, or online
- With baggage – live agent (boarding pass printing/ baggage check in)
- Without baggage- live agent (boarding pass printing or online check in- airline will email you 24 hours prior to departure time)

Reading FIDS (Flight Information Display System)

FIDS display both accurate and up to date arrival and departure flight information. You will see these monitors throughout the airport keeping you up to date on your flight status and directing you to specific areas of the airport where your flight departs, arrives, and where you can pick up your luggage.



DESTINATION	AIRLINE	FLIGHT	TIME	GATE	REMARK
MORGANTOWN	SOUTHERN	102	10:15 AM	C52	Delayed
NEW YORK/JFK	Alitalia	3420	5:58 AM	D86	At Gate
NEW YORK/JFK	DELTA	3572	7:00 AM	D84	At Gate
NEW YORK/JFK	CLM	5779	10:40 AM	D78	Boarding
NEW YORK/JFK	American	3425	1:00 PM	B31	On Time
NEW YORK/LGA	WESTJET	7163	9:17 AM	D82	Departed
NEW YORK/LGA	American	5254	11:10 AM	B26	On Time
NEW YORK/LGA	WESTJET	6606	11:57 AM	D82	On Time
NEW YORK/LGA	American	3958	12:20 PM	B28	On Time
NEW YORK/LGA	American	4315	1:20 PM	B29	On Time
NEW YORK/LGA	WESTJET	6420	1:22 PM	D80	On Time



ARRIVING FROM	AIRLINE	FLIGHT	TIME	GATE	REMARK	BAG
LOUISVILLE	ONEJET	1440	10:25 AM	D88	On Time	L
LOUISVILLE	Southwest	1569	11:25 AM	A7	On Time	K
MIAMI	American	3425	12:21 PM	B31	On Time	D
MINNEAPOLIS	WESTJET	7050	1:04 PM	D78	Now 12:44P	M
NASHVILLE	Southwest	1088	12:05 PM	A3	On Time	K
NEW YORK/JFK	AEROMEXICO	5729	1:35 PM	D82	On Time	M
NEW YORK/LGA	DELTA	3491	8:42 AM	D82	At Gate	M
NEW YORK/LGA	American	5254	10:43 AM	B26	On Time	B
NEW YORK/LGA	WESTJET	7067	11:22 AM	D82	En Route	M
NEW YORK/LGA	DELTA	5108	12:47 PM	D78	On Time	M

Departure FIDS Include: Destination, airline, flight number, time of departure, gate the flight is departing from, and status of flight (on time, delayed, cancelled)

Arrivals FIDS Include: Location flight is arriving from, airline, flight number, time of arrival, gate flight arrived in, and baggage claim carousel where you can pick up your baggage

Before Leaving for the Airport

- Give yourself enough time to arrive at the airport early
- Wear easily removable shoes
- Passengers with a disability or medical condition may call ahead to the TSA Cares toll free helpline at (855) 787-2227.

Before Entering the Checkpoint

- Have your ID and boarding pass out for inspection.

At Checkpoint

- Remove the 3-1-1 liquids bag and place it in the bin.
- Ensure pockets are empty (keys, tissues, currency, wallets, cellphones, ect.) and remove bulky jewelry (valuable items can be placed in your carry-on).
- Remove your shoes and place them directly on the X-ray belt.
- Remove computers and large electronics from carry-on and place in the bin alone (video game consols, remote control toys, etc.)
- Remember to check the bins and collect all belongings after going through screening.

When arriving at the security checkpoint, hand your boarding pass and ID to the TSA officer for review. You will then proceed through the screening process. You will need to remove your shoes, items from your pockets, jackets, and take computers out of their cases. All belongings need to go through the scanners.

Passenger Support

Screening Assistance

TSA Cares is a helpline that provides travelers with disabilities, medical conditions and other special circumstances additional assistance during the security screening process.

Call 72 hours prior to traveling with questions about screening policies, procedures and what to expect at the security checkpoint.

Passenger Support Specialists

Travelers requiring special accommodations or concerned about the security screening process at the airport may ask a TSA officer or supervisor for a passenger support specialist who can provide on-the-spot assistance.

TSA Cares Contacts

(855) 787-2227

[Tsa.gov](https://www.tsa.gov)

Contact Center

Weekdays:

8 a.m. to 11 p.m. ET

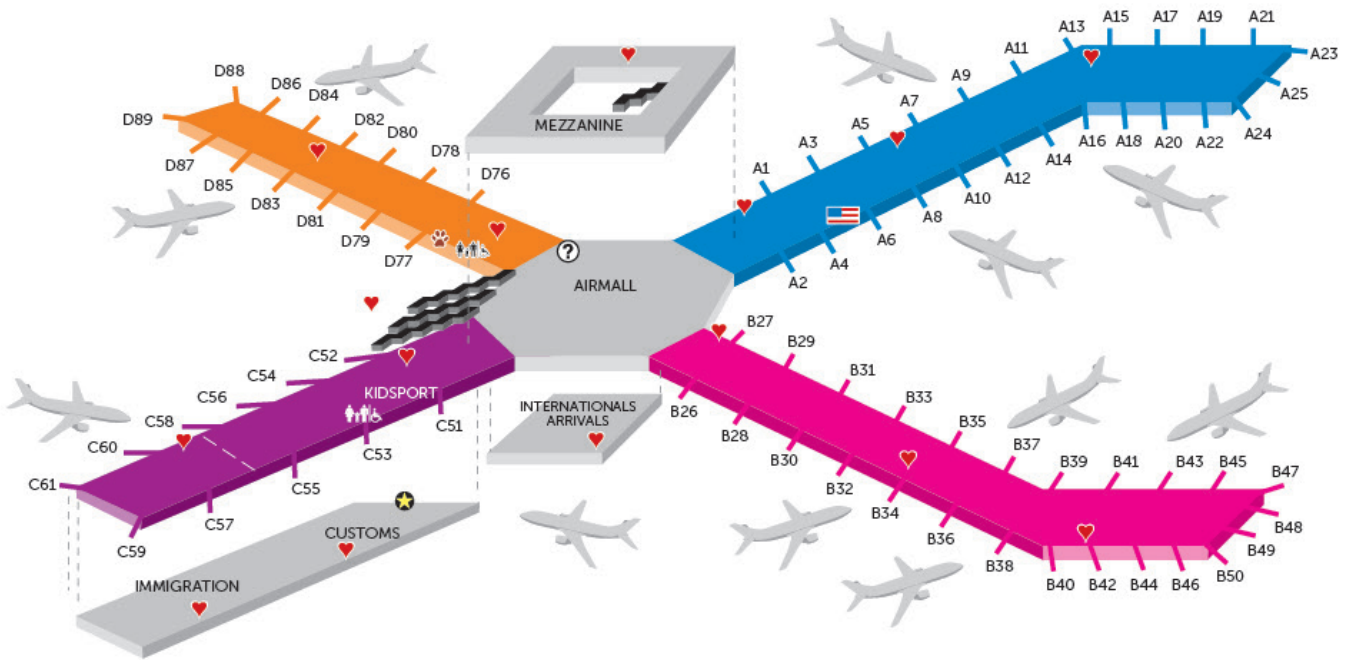
Weekends/Holiday

9 a.m. to 8 p.m. ET

Airline Gates

Airlines	Gates
Air Canada	A18
Allegiant	C51, C53, C55
American Airlines	B26, B40
Condor	C59
Delta Air Lines	D76, D78, D80, D82, D83, D84
JetBlue	D79
Frontier	C56
OneJet	D88
Porter	C58

Terminal Map



For more information about the First Time Flyers Program, contact Elise Farris at 412-472-5674 or efarris@flypittsburgh.com.

Travel Agents

Company

A Dream Trip 4 U
 Allison Park Travel
 Ambassador Travel
 Atlas Travel
 BCD Travel
 Complete Travel Service LLC
 CTS International Travel
 Greater Pittsburgh Travel
 Gulliver's Travels, Inc.
 Holiday Travel
 Hyde Travel
 Lenzner Tour and Travel
 Mars Travel Service
 McMullen Travel
 Next Stop Vacation
 Our Laughing Place Travel
 Port of Call Travel
 Professional Travel Inc.
 Ready Set Getaway
 Sharon Battle Travel
 Sunbeam Travel
 TammyLynn Travel, A Magical Moments Vacations Co.
 The Travel Touch, Inc.
 Travel Junction
 Travel Leaders
 Travel Savers
 Travel Sharks Ltd
 Traveler Services Company
 Underwood Travel Associates

Phone

(724) 234-2033
 (844) 340-7228
 (412) 366-7200
 (412) 261-0248
 (412) 928-7500
 (724) 452-8000
 (412) 371-8444
 (412) 331-2244
 (412) 441-3131
 (800) 775-7111
 (412) 741-5750
 (800) 334-9937
 (724) 625-3571
 (724) 458-6170
 (412) 961-4854
 (724) 222-5970
 (724) 834-3883
 (412) 241-8692
 (412) 498-4256
 (412) 373-2172
 (724) 776-5477
 877-335-3668
 724.776.0022
 (724) 266-5715
 (412) 221-6772
 (724) 627-6799
 (412) 422-8844
 (610) 296-4440
 (724) 743-0870

Address

118 Alana Dr, Saxonburg, PA 16056
 4719 PA-8, Allison Park, PA 15101
 1409 Duncan Ave, Pittsburgh, PA 15237
 400 5th Ave # 1, Pittsburgh, PA 15219
 Foster Plaza 10, 680 Andersen Dr, Pittsburgh, PA 15220
 134 C South Main St, Zelenople, PA 16063
 308 Dewey Ave, Pittsburgh, PA 15218
 250 Clever Road, Suite 300 Mckees Rocks, PA 15136
 460 South Graham Street Pittsburgh, PA 15232
 500 Grant Street Pittsburgh, PA 15219
 634 Beaver Street Sewickley, PA 15143
 254 Monroeville Mall, Monroeville, PA 15146
 128 Grand Ave. Mars, Pa. 16046
 224 South Broad Street Grove City, Pennsylvania 16127
 Station St. Pittsburgh, PA
 1083 North Main Street Washington, PA 15301
 518 Pellis Rd, Greensburg, PA 15601
 1601 Penn Ave Ste 6000, Pittsburgh, PA 15221
 105 Southfield Ct Pittsburgh, PA
 421 Cavitt Ave, Trafford, PA 15085
 Cranberry TWP, PA 16066
 2447 Tiffin Avenue #196 - Findlay, OH 45840
 178 Mary Reed Rd Baden, PA 15005
 192 Ohio River Blvd, Ambridge, PA 15003
 1580 McLaughlin Run Rd #110, Pittsburgh, PA 15241
 230 Bill George Dr, #101, Waynesburg, PA 15370
 1642 Denniston Street, Suite 2 Pittsburgh, PA 15217
 1117 Lancaster Ave, Berwyn, PA 19312,
 370 Southpointe Blvd, Canonsburg, PA 15317

Saxonburg
 Allison Park
 McCandless
 Downtown
 Green Tree
 Zelenople
 Edgewood
 Mckees Rocks
 Shadyside
 Downtown
 Sewickley
 Monroeville
 Mars
 Grove City
 East Liberty
 Washington
 Greensburg
 Churchill
 Ross
 Trafford
 Cranberry
 Ohio
 Mars
 Ambridge
 Upper St. Clair
 Waynesburg
 Squirrel Hill
 Berwyn
 Cannonsburg



PITTSBURGH
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Pittsburgh International Airport
Landside Terminal, 4th Floor Mezz.
PO Box 12370
Pittsburgh, PA 15231-0370

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