



55 Matchette Rd
Clinton, Pa 15026
724-695-1110

September 17, 2024

To our valued customers,

As everyone is aware the business world has changed immensely since the Covid-19 outbreak.

One would have thought we would have worked out all the issues arising from those days. Unfortunately, it seems there are many lingering effects that are influencing the day-to-day operations in the transportation industry and specifically in the Pittsburgh market.

We are still seeing businesses having issues obtaining the necessary employees needed to maintain normal operations.

Here at the airport, staffing issues and changing hours have made it increasingly difficult to recover freight for same day delivery. When we can't get freight recovered by 10:00 or later, it makes it virtually impossible to deliver on the same day east of Monroeville. Even with modest traffic it takes 1.5 hours to get to areas east of there. Traffic in all areas is heavier and harder to get around. When you couple that with the companies now closing earlier, for various reasons, the delivery window has shrunk, gone are the days of delivering by 17:00. In addition, we are seeing more and more companies with early afternoon closing of shipping departments, causing drivers in some cases to drive by a delivery to ensure the pickup is made.

AGX has been committed to finding solutions to assist in meeting the needs of our customers. We have started basing trucks in Greensburg and Indiana to assist with the early pickup times. We started running more routes leaving the PIT terminal early AM into various areas. We have added additional drivers to assist in the other regions serviced from our PIT terminal. There is, however, a limited number of drivers you can add and still afford to operate.

AGX has been working over the last several months to revamp our delivery footprint based on the changes that have been occurring. As a result, we are putting out a new point / service guide. In it you will notice points that were the same day, now marked 2nd day. AGX will continue to make every effort to deliver those points on the same day but can no longer guarantee it will happen. Those second day points will go out for delivery the next morning, in most cases.

All points marked same or second day, would remain as pickup same day. In order to give you time to make adjustments, this will go into effect on October 14, 2024.

AGX feels this will improve our overall service and provide more consistency moving forward. Hopefully, as we see the business models moving back to the hours, we were all accustomed to dealing with we can update the services accordingly. If you have any questions, concerns, or comments, please contact Mike, Patrick or Jimmy. We will continue to work with all customers with the common goal of customer service and satisfaction.

Thank you for your understanding and business.

**Michael Snyder
Patrick Hobbs
James Dailey
Air Ground Xpress**