



PIT conducts successful first public trial

PIT held its first public trial Saturday morning, Sept. 20. The trial brought in participants of almost all ages to test airline ticketing, baggage check, the baggage handling system and baggage claim processes and operations.

Much like the Sept. 2 advanced trial, participants were first provided a script that directed them as departing passengers. After visiting airline check-in counters, participants changed roles to become arriving passengers, moving to pick up their luggage at baggage claim carousels.

What separated the first public trial from the second advanced trial were the number of participants — One element that separated the first public trial from the second advanced trial was the number of participants — over 300 community volunteers and over 100 ACAA, ORAT and airline partner team members participated. Additionally, participants were allowed to move throughout the terminal without guidance from ORAT team members to create a real-world passenger experience that yielded a more realistic trial.

Trials like the Sept. 20 public trial are a way to test how the new terminal will function once passengers use it. Participants are used to simulate real passenger journeys so we can find gaps, make improvements and ensure PIT is ready for Day One.

Thank you to all ACAA team members, airlines and airport partners who participated in making the trial a huge success. [Click here to view photo highlights](#) from Saturday's public trial, and [visit Blue Sky News for a video recap](#).