

# Get ready, PIT!



*Our journey to a new airport.*

Call to Action! Complete Your ORAT Checklist.

Plus, a Spotlight on Tabletop Drills, ORAT Champions and Boarding Pass/Bag Tag Tests.

Change Overview

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## It's Checklist Time, PIT! Are You Ready?

Day One of our new PIT is just weeks away, and every one of us has a role to play in making it a success. The checklist below represents key things you should know to ensure you're ready. While not every item applies to every PIT employee, the majority of these items have relevance for everyone.

**CALL TO ACTION:** Go through the list below over the next month as you learn more. Then check off each task—as applicable to your role/team—as soon as possible. If you have questions about any items or need help completing a task, **reach out to your ORAT Champion—they're here to support you and help you get ready for Day One.** Then let us know you're ready and we'll make you eligible to win one of our monthly premium giveaway items (details in this edition).

### KNOW

- **where I'm parking on Day One**  
While many PIT employees now have an assigned parking lot location, parking moves will continue in the coming weeks. For those in the Employee (Shuttle) Lot, the key difference on Day One is that shuttle buses will be dedicated exclusively to employees to get to and from the new terminal.
- **how long it takes me to take to get from the parking lot to the new terminal**  
Most employees already have a sense of travel times from pre-Day One moves. It's critical to understand and factor in this transit time to ensure timely arrival at your work location. Travel time to the terminal from your car should be the same or better than it is today, regardless of where you previously parked.
- **where my shuttle pick-up and drop-off locations are**  
While parking lot pick-up and drop-off locations will remain unchanged on Day One, the new terminal drop-off point will move to the Commercial curb.
- **where TSA security for PIT employees is located**  
Employees will have access to a dedicated TSA line equipped with new advanced screening technology to make the process faster and more efficient. For example, the new TSA equipment does not require removal of laptops or technology.
- **where my breakroom is**  
Not every team has a dedicated breakroom, but you should check with your ORAT Champion to see if one is available for you in the new terminal. If so, you should know where it's located.
- **where I clock in and out**  
If your role requires you to clock in/out, you need to know where and how to do that in your new workspace.

### DO

- **check that my PIT identification badge works in the new terminal**  
While not every PIT badge holder needs access to specific doors and other locations in the new terminal, many will. For those employees, we're making arrangements to ensure your badge grants you access where needed (you will be shown those areas on your site walks), but you need to test it well in advance of Day One. Before we open, you will have an opportunity to do that. If your badge doesn't work, let your ORAT Champion know.
- **log on to your necessary computers or technology in the new terminal**  
If your role is based in the new terminal and you're using any technology to do your job, you need to power it up and log on—well in advance of Day One—to ensure everything works. Think any kind of computer terminal in the new terminal, kiosk or podium-based technology. If it has an on/off switch and/or login and password requirements, test it. If it doesn't work, let your ORAT Champion know.
- **participate in site walk through the new terminal**  
Your ORAT Champion should already have scheduled a site walk of the new terminal. If that hasn't yet happened, make this priority #1.
- **locate the dedicated TSA employee security line**  
We want you not only to know where the dedicated employee TSA line is; we want you to experience it firsthand. While access isn't available to the airside terminal before Day One, we want you to know the space. Your site walk(s) includes this opportunity.
- **walk to the shuttle drop-off and pick-up locations at the new terminal**  
Knowing where the shuttle pick-up/drop-off location at the new terminal is one thing; seeing it live and in person is better. On your site walk, it's important to actually go to this location in advance of Day One to help ensure you're ready.

### FEEL

- **ready**  
If you've checked every box in the **KNOW** and **DO** lists above, then from an ORAT perspective, you **should FEEL confident and prepared** to get to work, move through the building and support team members and passengers on Day One of our new PIT.

## LET US KNOW YOU'RE READY!

Send an "I'm ready, PIT!" message to [getreadypit@flypittsburgh.com](mailto:getreadypit@flypittsburgh.com) or complete a hard-copy entry at stations across the PIT terminal by September 24 to qualify for drawing in our premium give-away. And stay tuned for one last **Get ready, PIT!** handout with a final countdown checklist!

ORAT Champion Spotlight: What it means to me



**Evan Gregorious**  
**Menzies Aviation Fueler**

“As an ORAT Champion, I serve as a guide through the changes underway. Not every one of PIT’s 6,600 badged employees can be in the room for every update, so we take what we’ve learned and bring it back to our colleagues. Whether it’s helping someone navigate the new terminal, explaining a process change or just answering a quick question, we’re here to make the transition easier. It’s a smart system—training a few of us deeply so we can share that knowledge broadly—and it gives everyone more confidence as we prepare to bring the new airport to life.”



**Heidi Houser**  
**FuelRod**

“Working in the airport, people ask me all kinds of questions—where to go, what’s changing, what’s new. Being an ORAT Champion gives me the knowledge to answer with confidence and to share updates with others in concessions and across the terminal. The site walks, meetings and constant communication have been a great experience and keep us prepared for opening day. For me, it’s exciting to see everything come together, and it feels good knowing I can help both team members and passengers navigate the changes with ease.”



**Matthew Kopec**  
**Southern Airways Express Agent**

“I see my role as the bridge between conversations and the people who need to act on them. As an ORAT Champion, we receive information, and it’s on us to relay it clearly, fill in any gaps, and help our colleagues feel prepared for what’s ahead. We get to connect the unknowns, spot potential challenges early and smooth them out before they become issues. That makes the transition to the new terminal much more efficient and less stressful. It’s about giving people confidence in the process and helping them focus on doing their jobs well.”



Tabletop Drill Boosts Readiness with “What could go wrong?” Scenarios

Ensuring Day One readiness across the entire PIT campus has involved a series of tabletop drills, where employees work through scenario-based responses tailored to their specific areas of responsibility. On August 5, more than 80 participants gathered to work through “What could go wrong?”

Using real-world examples of airport challenges from across the world, ORAT crafted scenarios that mirrored issues airports have faced elsewhere. Each scenario stretched teams beyond routine responses—requiring participants to think on their feet, develop action plans and adapt as new information emerged.

The goal wasn’t just to have a plan on paper, but to build the confidence and flexibility needed to manage unexpected disruptions in real time. Everyone rose to the challenge, demonstrating strong preparedness and the ability to adapt—critical skills as we move toward advanced and integrated trials in the weeks ahead. For dates and details, visit [Getreadypit.com](http://Getreadypit.com).

“What could go wrong?” Tabletop Drill



More than 80 PIT employees took part in the August 5 integrated tabletop drill, marking a key step in preparing for our integrated trial in September.

First Bag Tag and Boarding Pass Generated Ahead of Airline Agent Trial

In August, JetBlue became the first airline to install a ticket counter at the new terminal, marking a key milestone in our journey to Day One readiness. With this installation, we successfully generated the first test boarding pass and bag tag in the new terminal.

The JetBlue ticket counters and those at Delta were used by employees from both airlines in the August 20 Advanced Trial, where volunteers validated connection between the new baggage handling system and airline systems in check-in, bag room and baggage retrieval scenarios. As additional airline ticket counters are installed and tested, PIT is preparing to conduct the airline agent basic trial on September 19.

Ticketing Counters Installed



Four new JetBlue ticket check-in ticketing stations were installed in early August. Contrasted with the night lights of our new Constellation Light ceiling, there’s a real air of excitement at PIT.

- Key Dates**  
**September 13:** ACAA Team Member Friends & Family Day  
**September 20:** Public Trial of our New Airport Experience  
**October 3:** Transformed PIT Opening Gala  
**October 11:** Transformed PIT Community Open House