



PDX Excellence in Service Awards Shines Light on Rising Stars

On March 13, we celebrated 166 “rising stars,” who not only exceed our expectations for customer service, but also help make us America’s Best Airport. The names of this year’s honorees are listed in an insert to this issue – please thank them for their dedication to continuously improving the customer experience. See a slideshow of photos from the event at bit.ly/PDXRisingStars18.



Customer Compliments

“I love my city airport. It is just way past cool! There are live musicians during the day. The vendors in the stores are nice and helpful. Some of Portland’s premiere restaurants are in the airport. Even if you are not traveling, it’s a great place to go and look around.”

Patricia H., Portland, Ore.



RISING STARS

PDX EXCELLENCE IN SERVICE AWARDS 2018

AIRLINES

Marcela Stia
Aeromexico

Amber Montgomery
Air Canada

Christopher Bjerke
Airport Terminal Services

Joann Francisco
Airport Terminal Services

Rickey Spencer
Airport Terminal Services

Sal Quitoriano
Airport Terminal Services

Tamra Aguon
Airport Terminal Services

Anja O'Neil
Alaska Airlines

April Gandy
Alaska Airlines

Claudia Nelson
Alaska Airlines

Colin Weaver
Alaska Airlines

Holly Liddiard
Alaska Airlines

Martha Deleo
Alaska Airlines

Ray Christie
Alaska Airlines

Rick Ackman
Alaska Airlines

Colleen Laguana
American Airlines

Erica Pua
American Airlines

Robert Megel
American Airlines

Shelly Sumpter
American Airlines

David Fisher
Boutique Air

Chuck Nagorski
Delta Air Lines

Lisa Harbeson
Delta Air Lines

Michelle Halbert
Delta Air Lines

Nikanor Koshiro
Delta Air Lines

Sophia Dormaier
Delta Air Lines

Chris Cruz
Frontier Airlines

Debbie Reyes
Hawaiian Airlines

Brandee Haynes
Horizon Air

Chase Cole
Horizon Air

Jamie Santon
Horizon Air

Kris Vanderpool
Horizon Air

Scott MacCarter
Horizon Air

Tapuni Talimao
Horizon Air

Gabriela Lara Vazquez
JetBlue Airways

Kentaro Katsuta
Portland Airline Cons.

Jeffrey Latenser
Southwest Airlines

Jennifer Hankins
Southwest Airlines

Leonis Williams
Southwest Airlines

Steve Stevens
Southwest Airlines

Tara Rector
Southwest Airlines

Sabrauna Hedenberg
Spirit Airlines

Dayna Carhart
United Airlines

Jeff Barrow
United Airlines

Jordan Purvis
United Airlines

Margi Dean
United Airlines

Steve Thompson
United Airlines

Zahra Weliyow
Virgin America

Lillyana Diaz
Volaris

CONCESSIONS - FOOD & BEVERAGE

Phuong Arevalo
Bambuza

Eli Wagoner
Beaches Restaurant

Justin Guenther
Blue Star Donuts

Rachael Messier
Burgerville

Kelsi Mill
Café Yumm

Barbara Champlin
Capers Café et Le Bar

Keng-Yi Lin
Capers Market

Murphy Craig
Flying Elephants
Delicatessen

Coy Vandehey
Henry's Tavern

Flavio Ruelas-Gonzalez
Henry's Tavern

Kieara Kiefel
Henry's Tavern

Hla Soe
Hissho Sushi

Jennie Cordova
HMS Host

Tenzin Ward
HMS Host

Kellie O'Grady
LaTrelle's

Fayellyn Ranuio
LaTrelle's

Lawrence Litan
McDonald's

Dominic Dunn
Mo's Seafood & Chowder

Estrah Lim
Panda Express

Alondra Medel
Petite Provence

Jennifer Klika
Portland Roasting Coffee

Chance Card
Potbelly Sandwich Shop

Brian Howard
SSP America

Lindsay Traver
SSP America

Malia Oswalt
SSP America

Jason Richmond
Stanford's Rest. & Bar

Jenny Harvey
Stanford's Rest. & Bar

Angel-Yany Moreno
The Country Cat

Alfredo Galindo
The Country Cat

Gus Cortes
The Country Cat

CONCESSIONS - SERVICES

Michael Fery
The Barbers

Kennedy Scott
The Dragontree Spa

Erin O'Connor
Travel Oregon

Wendy Pierce
Travelex

COMMERCIAL TRANSPORTATION

Zewdu Mekbib
Ready Ride

Melaku Woldmeskel
Safe Shuttle

Roger Khoury
Willamette Shuttle

CONCESSIONS - RETAIL

Lars Nordkvist
Brookstone

Felicia Debreczeni
cc McKenzie

Logan White
Columbia Sportswear

Kim Kelly
House Spirits Distillery

Cindy Corrie
Made in Oregon

Janet Winters
Made in Oregon

Mallorie Hunter
Nike

Victor Curtis
Pendleton Woolen Mills

Megan Causey
Soundbalance

Elliott Hoffman
Stephanie, Inc.

Lisa Del Gaudio
Tender Loving Empire

Alycia Kirkpatrick
The Paradies Shops

Teresa Red
The Paradies Shops

Kris Weldon
Timberline Lodge

Chris Moore
Vino Volo

Jamie Miller
World Duty Free

Susan Holhos
World Duty Free

Betty McLeod
World Duty Free

FEDERAL AGENCIES

Abigail Stohr
TSA

Charles Anderson
TSA

Hamish Hinton
TSA

Debra Scott
TSA

Heather McCanna
TSA

Joey Rice
TSA

Vladimir Zalozh
TSA

Alberto Segovia
CBP

Jennifer Chemel
CBP

GROUND TRANSPORTATION & PARKING

Addie Melton
SP Plus Corporation

Emellie Freeman
SP Plus Corporation

John Wilson
SP Plus Corporation

Margaret Storagee
SP Plus Corporation

Mila Ishenin
SP Plus Corporation

Tammy Van Horn
SP Plus Corporation

Vitaliy Revutskiy
SP Plus Corporation

PORT SERVICES

Dan Hergert
PDX Music Program

Carlos Arteaga
PDX Volunteer

Dana Christiansen
PDX Volunteer

Patty Christiansen
PDX Volunteer

Francis Evanado
POP

Angie Dahlgren
POP

Kevin Ward
POP

Susie Verbrigghe
POP

Michelle Arrowsmith
POP Comm. Center

Jerry Bailey
POP Operations

Officer Chad Steenvoorden
POP

Officer Jan Childers
POP Police

Dan Weaver
Portland Airport Fire & Rescue

Karyn Barr
Portland Airport Fire & Rescue

Rob Bigelow
Portland Airport Fire & Rescue

RENTAL CAR SERVICES

Abbygail Ahloo
Alamo Rent A Car

Byron Stine
Avis Budget Group

Judith Manuel
Avis Budget Group

Lindsey O'Brien
Avis Budget Group

Mohammad Hachim
Avis Budget Group

Shannon Wheelless
Avis Budget Group

Courtney Blake
Dollar Rent A Car

Dave Mobley
Dollar Rent A Car

Antony Sullivan
Enterprise Rent A Car

Sara Gonzalez
Enterprise Rent A Car

Jacquelyn Campbell
Hertz Rent A Car

Nina Koval
Hertz Rent A Car

Salim Mohammed
Hertz Rent A Car

Gisselle Lara
National Car Rental

Tori Vierra
National Car Rental

Jose Ayala
Thrifty Car Rental

Kendal Swan
Thrifty Car Rental

SUPPORT SERVICES

Amy Lachenmeier
Galt Foundation

Susanne Neumann
HSS, Inc.

Donna Mesa
Huntleigh USA

Gladys Hernandez
Huntleigh USA

Kathleen Curry
Huntleigh USA

Lisabri Ramirez
Huntleigh USA

Mulugeta Woldu
Huntleigh USA

Sebastian Foster
Huntleigh USA

Shelby Howard
Portland Provisions

Alyce Lafave
Relay Resources

Elvia Lara
Relay Resources

Sean Haman
Relay Resources

Shawna Hunt
Sodexo

Ann Dombrowski
USO Northwest

Jeff Ledbetter
USO Northwest

New Quick Turnaround Facility Opens at PDX

Need a clean, fueled-up rental car for exploring Oregon? Our new quick turnaround facility — on your left when departing from the terminal roadway — is home to an operation that's key in helping rental car companies deliver top-notch customer service to airport travelers.

At three times the size of the previous facility, the QTA offers more efficient work space and improves rental car processing operations. At peak shifts, 220 rental car employees can work to clean and fuel 430 cars per hour.

Designed to minimize its impact on our water resources, the facility has an on-site well and a highly efficient reclaim system designed to reuse car wash water and capture more than 2 million gallons of harvested rainwater, allowing the QTA's car washes to operate without the use of any municipal water. Additionally, LED lighting is used throughout the building, and an adaptive monitoring system is in place which will help manage energy usage based on time of day and time of year.

The QTA is the first large infrastructure project completed under PDXNext, a suite of capital projects that will make the airport better for travelers and employees. These planning and construction projects, occurring now through 2025, will allow PDX to modernize infrastructure and meet the growing needs of the people using the airport.



Quick Turnaround Facility By The Numbers

2.83 million – gallons of rainwater to be harvested annually from the top deck

316,000 – the size of the facility in square feet, including the upper and lower levels

840 – vehicles can be stored on the second-floor deck

430 – cars can be fueled/cleaned per hour

220 – employees working in the building at peak shift

175 – vehicles can queue for fueling

72 – fueling positions

16 – individual car wash bays



1993



2018

Did You Know?

25 years ago, we launched the PDX Volunteer Information Program. With big smiles, kind hearts and distinctive blue cardigans, this amazing team has been helping travelers get to their destinations ever since. A special shout out to Susan Hangartner (1993 photo, top row, center) and Cynthia Saxton for their work to launch and grow this program over the decades!



Last month, our Portland Airport Fire & Rescue firefighters jumped into action to assist in the community after a blaze began at an auto scrapyard. Thanks to the team for lending both skills and equipment to the response.

TriMet Red Line Adds Late Night Trips

In early March, TriMet made a notable change – increasing late night service on the MAX Red Line and creating a more convenient connection to work and travel. Here's what you should know:

- The last train from Beaverton Transit Center to PDX now leaves Beaverton about half an hour later, at 10:41 p.m.
- The last train from PDX to Hillsboro

now leaves the airport about half an hour later, at 12:18 a.m.

- New trips from Rose Quarter Transit Center to PDX depart at 11:33 p.m., 12:08 a.m. and around 12:40 a.m.
- New trips from PDX to Gateway Transit Center, continuing to Ruby Junction/East 197th Ave., depart at 12:24 a.m., 12:56 a.m. and 1:24 a.m.



Sort It and Win!

Our annual Sort It and Win recycling and composting contest starts now and continues through the end of June with prizes of \$5, \$10 and \$20 gift cards. If our waste minimization team drops by your kitchen, here are three tips to help ensure you take home a prize.

- 1. Compost is for food waste only!** This includes processed food and chicken bones, but not napkins and paper towels.

- 2. Receipt paper is not recyclable.** It's made from thermal paper containing the chemical BPA. BPA allows for inkless printing, but means receipts have to go in the landfill.

- 3. Minimize single use items.** Most single-use items – think straws, single use creamers or condiment packs, disposable silverware and cold cups – are made with a mixture of plastic materials which cannot be separated during the recycling process. They are also typically contaminated with food products, making them unrecyclable.

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On Our Walls: Art @ PDX



Portland artist **James Allen** painstakingly transforms vintage books into sculptures brimming with carefully chosen words, phrases and images. He begins with a discarded book often found at a used bookstore. He then carefully cuts through layers of illustrations and images, page by page, to allow a new visual story to emerge from inside each classic book. Twenty-three of his book excavations are currently on view post-security in Concourse A.



Now on view pre-security in North Baggage Claim is a reclaimed and salvaged wood relief sculpture titled *The World Between* by Portland artist **James Florschutz**, a sculptor with a career spanning 47 years in art and design. Creating mixed media sculptures from the discarded debris of our society, Florschutz believes that the materials have their own distinctive language and histories that tell unique stories to reveal insight into our culture's perception of the environment.




Congratulations to our Airport Police Pony Express team who braved freezing temperatures for the annual Polar Plunge at nearby Broughton Beach. The team, which also included representatives from the FBI, State of Oregon and Oregon State Police, as well as family and friends, surpassed their fundraising goal with a total of \$2,650 collected for Special Olympics Oregon.

PDXAMINER

Production Team: **Kelley Bonsall, Brian Burk, Steve Cowden, Steve Johnson, Jerry McCarthy, Jayson Shanafelt and Kama Simonds**

Editor: **Lise Harwin, lise.harwin@portofportland.com, 503.415.6060**

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Possibility. In every direction.