

## Rising Stars Shine at PDX Excellence in Service Awards



On March 7, we celebrated 164 “rising stars,” who not only exceed our expectations for customer service, but also help make us America’s Best Airport for six years in a row. 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.

Those who didn’t attend can still get a taste of the spectacular event. Check out our #PDXPeople “bloopers reel,” a heartfelt thank you video from our federal partners and a full set of photos capturing the festivities at [bit.ly/PDXRisingStars19](http://bit.ly/PDXRisingStars19).

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**“Taimoor Mirza (Delta Air Lines) takes the time to make every customer feel like they’re family.”**

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**“Norman Abel (Uber) sets a great example for other TNC drivers.”**

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**“Holly Barrick (Portland Roasting Coffee) treats every customer like an old friend.”**

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**“At any time and for any call, Xuan Dao (Made in Oregon) is there to help.”**

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**“Mariby Silva (Travellex) is always willing to help anyone, whether it’s for our business or not.”**

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**“Passengers remember Hannah Antal (TSA) when they see her smiling face at the checkpoint.”**

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**“Blake Barnes (Port of Portland) maintains a positive outlook while balancing the needs of the roadway.”**

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**“Samantha Crumpton (Avis Budget Group) comes to work ready to give her absolute best.”**

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**“Paula Hilbert (Bags Inc.) often gives up her time to help passengers, even when it’s beyond her shift.”**



## AtYourGate Makes Concessions More Convenient

With limited time for breaks, why waste it standing in line? With AtYourGate, our new app-based delivery service, you get the great PDX food and shopping you love with the convenience you need.

PDX is the first airport location where AtYourGate will offer three options: order via the app and pick up yourself (no delivery fee), deliver now (within an hour) or schedule delivery (up to 24 hours in advance). There are lots of delivery locations throughout the terminal; just pick the one that's most convenient for you.

Employees get a discounted delivery fee of \$2.99 per use, and a 10 percent employee discount from select concessionaires – you'll just need to show your PDX badge upon delivery. Bonus: Team up with coworkers to place a group order and you'll pay just one delivery fee! Download the app at [atyourgate.com](http://atyourgate.com).



## Airport Experience News Honors PDX Concessions Program



Our Concessions Development team recently received Airport Experience News' Best Concessions Program Design award for the large airport division. The award was well-deserved – there's been a tremendous effort over the past five years to redevelop the concessions program, bring in new storefronts, new seating areas and more – all while reflecting our community and showcasing a true sense of place.



Congratulations are in order for our Port Police Blues Brothers (and Sisters!) who braved freezing temperatures for the annual Polar Plunge at nearby Broughton Beach. The team, which also included law enforcement colleagues, family and friends, achieved their fundraising goal with a total of \$2,500 raised for Special Olympics Oregon.



## Coffee with a Cop Coming April 3



Our Port Police team is holding their next "Coffee with a Cop" event on Wednesday, April 3 at 8 a.m. at Portland Roasting near the D/E exit lane (pre-security). Stop by, meet our officers and enjoy a cup of coffee...on them!

Can't make the morning session? Look for the team over at Dutch Bros. PDX, 8169 NE Air Cargo Road, from 4 to 6 p.m.

Coffee with a Cop is a nationally recognized initiative where the police and community can interact in a neutral and relaxed atmosphere to provide for real conversations about issues that matter. There is no agenda other than a warm welcome.

## Meet Our New Airport Duty Managers

So...have you met our new PDX airport duty managers? Given that they're all long-time employees, there's a high likelihood you have, though you might not be familiar with this new role. The team of six – Brian Burk, Dean Dodge, Debbie Brooks, Brian Sweeney, Josh Nichols and Kelly Dougan – is taking on new responsibilities when it comes to overseeing safe airport operations, ensuring federal compliance and supervising the team of 12 airport operations specialists, among other things.



## Did You Know?

Once again, USA Today readers ranked PDX concessions among the very best in the nation. Congratulations to Deschutes Brewery for making the 10Best Readers' Choice list for best airport bars and Tender Loving Empire for best local merchandise and, when it comes to best airport dining, PDX made a repeat appearance on the overall list.

## Subscribe to PDXaminer online

Go to [bit.ly/pdxaminer](http://bit.ly/pdxaminer), fill out the simple registration form, selecting "News for Airport Employees" from the list of topics, and hit submit.

# PDX Goes Green for Earth Month



## Give Up Disposable Cups, Get Coffee and Coupon

This April, our Waste Minimization Team is challenging you to give up disposable coffee cups and rewarding you with a coupon and free coffee! Single-use cups aren't recyclable or compostable, so making the switch to reusable reduces landfill waste, cuts carbon emissions and saves energy and other resources.

Don't currently have a reusable cup? They'll give you a \$10 coupon toward your cup purchase at any participating PDX concessionaire – just email [lesswaste@portofportland.com](mailto:lesswaste@portofportland.com) for your coupon, good throughout the month of April. Then, on Monday, April 22, join the team for an Earth Day celebration in the terminal and learn about the environmental impacts of coffee. Be sure to bring your new cup along for a free fill!

### \$10 OFF COUPON CELEBRATE EARTH DAY AND MAKE THE SWITCH TO REUSABLE!

Up to \$10 off a durable, reusable coffee mug from any participating vendor within PDX.  
Not valid at non-participating vendors or at locations outside PDX.

Only one coupon per employee. Name, badge number, and company are required. Must be redeemed by April 30, 2019.

EMPLOYEE NAME: \_\_\_\_\_

EMPLOYEE #: \_\_\_\_\_



## Sort It and Win Starts Now!

Our annual Sort It and Win recycling and composting reward program 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 or sees you in the waste area, 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, paper towels or plastic bags.
- 2. Only glass bottles and jars in the glass bin.** Broken dishes, cardboard boxes and plastic bags don't go in this recycling bin.
- 3. Single-use items are trash.** Straws, single-use creamers, condiment packs, utensils and cold cups are too small to be recycled or made with a mix of materials that can't be separated during the recycling process. Plus, they're often contaminated with food products.



## Did You Know?

Spread the word about our upcoming TSA Pre-Check enrollment event, happening now through April 26 in the PDX baggage claim near carousel 2. Hours are Monday through Friday, 9 a.m. to 5 p.m. with a break at noon for lunch — fill out the application in advance at [identogo.com/tsa-precheck](http://identogo.com/tsa-precheck).

# PDXAMINER

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# RISING STARS

PDX EXCELLENCE IN SERVICE AWARDS 2019

## AIRLINES

**Jennifer Zumpano**  
Air Canada

**Christopher Cruz**  
Airport Terminal Services

**Erin Etchison**  
Airport Terminal Services

**Brett Fisher Jr.**  
Airport Terminal Services

**Consuelo Hernandez Rodriguez**  
Airport Terminal Services

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American Airlines

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American Airlines

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Boutique Air

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Delta Air Lines

**Taimoor Mirza**  
Delta Air Lines

**Charles Nagorski**  
Delta Air Lines

**Ian Richer**  
Delta Air Lines

**Wesley Wright**  
Delta Air Lines

**Serena Leatherwood**  
Frontier Airlines

**Sky Ke**  
Hawaiian Airlines

**Teresa Arellano**  
Horizon Air

**Sandra Brunt**  
Horizon Air

**Kimberly Ellis**  
Horizon Air

**Preston Fosback**  
Horizon Air

**Harumi Schuster**  
Horizon Air

**Corrin Stevenson**  
Horizon Air

**Travis Igaki-Aribon**  
JetBlue Airways

**Anna Arroyo**  
Southwest Airlines

**Justin Marasco**  
Southwest Airlines

**Karl Noceda**  
Southwest Airlines

**Michael Rutherford**  
Southwest Airlines

**Gary Wilmoth**  
Southwest Airlines

**Marielle Sabo**  
Spirit Airlines

**Nancy Humphrey**  
United Airlines

**Eric Morales**  
United Airlines

**Tina Rivera**  
United Airlines

**Gisselle Roark**  
United Airlines

**Michael Valenzuela**  
United Airlines

**Susan Weyer**  
United Airlines

**Lillyana Diaz**  
Volaris

## CONCESSIONS - FOOD & BEVERAGE

**Hoa Vuong**  
Bambuza

**Khemthit Pitsnukahn**  
Bangkok Xpress

**Sergio Alvarez**  
Beaches Restaurant

**Cherrylynn Go**  
Blue Star Donuts

**Luis Brennan**  
Burgerville

**Rebecca Finerty**  
Café Yumm

**Desiree Mihalak**  
Capers Café et Le Bar

**Gabriel Law**  
Capers Market

**Elle Larson**  
Flying Elephants Deli

**Elizabeth Nunez**  
Henry's Tavern

**Alarick Perez**  
Henry's Tavern

**Lesly Vera Campuzano**  
Henry's Tavern

**Dal Piang**  
Hissho Sushi

**Molli Utti**  
HMS Host

**Jamie Lambert**  
HMS Host

**Nathaniel Ballard**  
LaTrelle's

**Lesley Dobbins**  
LaTrelle's

**John Brawand**  
McDonald's

**Ivo Lopez-Felix Jr.**  
MOD Pizza

**Adam Koehne**  
Mo's Seafood & Chowder

**Mohammad Hussein**  
Panda Express

**Holly Barrick**  
Portland Roasting Coffee

**Laima Lapinskaite**  
Portland Roasting Coffee

**Xavier Masalihit**  
Potbelly

**Terry Goff**  
SSP America

**Patrick Harkins**  
SSP America

**Matthew Lacey**  
SSP America

**Collin Stumbaugh**  
SSP America

**Felix Aguilar**  
Stanford's Restaurant & Bar

**Brian Osuna**  
Stanford's Restaurant & Bar

**Gustavo Cortez Moranchel**  
The Country Cat

**Chelsea Lysne**  
The Country Cat

## CONCESSIONS - SERVICES

**Sergio Jimenez**  
The Dragontree Spa

**James Lowder**  
Travel Oregon

**Mariby Silva**  
Travelex

## COMMERCIAL TRANSPORTATION

**Norman Abel**  
Uber

**Kocher Algaff**  
US Airport Shuttle

## CONCESSIONS - RETAIL

**Robin Granlund**  
cc McKenzie

**James Pasley**  
Columbia Sportswear

**Nathaniel Wilson**  
House Spirits Distillery

**Gavin Neal**  
Hudson Group

**Alma Sanchez Alvez**  
Hudson Group

**Randy Thomas**  
InMotion/Soundbalance

**Alisha Brandon**  
Johnston & Murphy

**Xuan Dao**  
Made in Oregon

**Amber Kingsley**  
Metalsmiths Sterling

**Nicholas Simkins**  
Nike

**Rachel Rose**  
Pendleton

**Elliott Hoffman**  
Stephanie, Inc.

**Victoria Hernandez**  
Tender Loving Empire

**Tony Davis**  
The Paradies Shops

**Howard Johnson**  
The Paradies Shops

**Jessica Rousseau**  
Timberline Lodge

**Emily List**  
Vino Volo

## FEDERAL AGENCIES

**Hannah Antal**  
TSA

**Mark Boomhower**  
TSA

**Steve Braun**  
TSA

**Linda Cooper**  
TSA

**Heather McCanna**  
TSA

**Christopher McLaughlin**  
TSA

**Shane Ganier**  
CBP

**Michael Patterson**  
CBP

**Robert Samuel**  
CBP

## GROUND TRANSPORTATION & PARKING

**Vern Baxter**  
SP Plus Corporation

**Nikolay Chernyshev**  
SP Plus Corporation

**Daniel Joseph**  
SP Plus Corporation

**Joe Lamb**  
SP Plus Corporation

**Karen Matthews**  
SP Plus Corporation

**Stepan Polyak**  
SP Plus Corporation

**Estefany Ramos**  
SP Plus Corporation

**Vernon Long**  
PDX Volunteer

**Martin McLain**  
PDX Volunteer

**Terry Walters**  
PDX Volunteer

**Blake Barnes**  
Port of Portland

**Tina Byrd**  
Port of Portland

**Brian Cheney**  
Port of Portland

**Tim Gould**  
Port of Portland

**Kim McCoy**  
Port of Portland

**Matt Rosales**  
Port of Portland

**Andrew Sowders**  
Port of Portland

**Anne Elliott**  
Port of Portland

**Micah Aldridge**  
Port of Portland Comm.  
Center

**Sean Michael**  
Port of Portland  
Operations

**Randy Thompson**  
Port of Portland  
Operations

**Suzette Pump**  
Port of Portland Police

**Traci Stannard**  
Port of Portland Police

**David Armstrong**  
Portland Airport Fire &  
Rescue

**Karen Christensen**  
Port of Portland Fire &  
Rescue

## RENTAL CAR SERVICES

**Michael Catoire**  
Alamo Rent A Car

**Samantha Crumpton**  
Avis Budget Group

**Felicia Temple**  
Avis Budget Group

**Inna Tsikhonska**  
Avis Budget Group

**Xena Xiong**  
Avis Budget Group

**Steve Stephen**  
Dollar Car Rental

**Diedre Uehara**  
Dollar Car Rental

**Kailey Dayton**  
Enterprise Rent A Car

**Deanna Mercer**  
Enterprise Rent A Car

**Kyle Conley**  
Hertz Rent A Car

**Jack Hueston**  
Hertz Rent A Car

**Salim Mohammed**  
Hertz Rent A Car

**Jeanette Rodriguez**  
National Car Rental

**Tori Vierra**  
National Car Rental

**Nikkia Clark**  
Thrifty Car Rental

**Brandon Leesahavivat**  
Thrifty Car Rental

## SUPPORT SERVICES

**Tina Ramos**  
ABM Aviation

**Paula Hilbert**  
Bags Inc.

**Robert Spruell**  
Bags Inc.

**Lisa Midlam**  
HSS, Inc.

**Tsehainesh Beraki**  
Huntleigh USA

**Sterling Broadnax**  
Huntleigh USA

**Nichole Coon**  
Huntleigh USA

**Svetlana Kulikova**  
Huntleigh USA

**Katie Spenner**  
Huntleigh USA

**Mulugeta Woldu**  
Huntleigh USA

**Shelby Howard**  
Portland Provisions

**Frank Estocapio**  
Relay Resources

**Olga Kushniryuk**  
Relay Resources

**Chad Richards**  
Relay Resources

**Fred Crowder**  
USO Northwest

**Jim Dooley**  
USO Northwest