



## HERE, THERE & EVERYWHERE

All summer long, we're celebrating our commitment to local flavors, street pricing and exceptional customer service 365 days a year. On Friday, June 7, we'll kick off an airport-wide series of unique experiences and tasting events with Starbucks, followed by Blue Star Donuts on Friday, June 21. In the months to follow, watch for giveaways of lanyards, collectible pins and t-shirts that truly capture the spirit of our airport, our region and our global connections. Summer is a busy time – take a quick break and stop by for samples and swag!

### Customer Compliments

A customer had already gone through security when she stopped Hali of At Your Gate and inquired about the location of Blue Star Donuts. When Hali explained that Blue Star is located pre-security, the customer was naturally disappointed. But, instead of giving up, Hali generously offered to help with her donut purchase. The offer was accepted and, as the traveler said,

**“Hali went out of her way and above and beyond to make sure I received Blue Star Donuts. She was very accommodating, had a friendly attitude, and is a wonderful employee and asset to At Your Gate.”**



# Students Get Insider Experience at Airline Events

When it comes to keeping a plane in the air, it takes more than just a pilot. Local students recently had the chance to go behind-the-scenes at PDX, learning more about airport operations and how air traffic controllers, engineers, mechanics, dispatchers and many more work together to keep planes flying high.

**Alaska Airlines Aviation Day** is structured like a career fair, and the more than 1,000 participants are free to choose the activities and lectures they want to attend throughout the day. Among the options? Conduct an airplane preflight with a pilot; tour several military aircraft; test skills with Horizon Airlines mechanics; meet FAA air traffic controllers, Port police and firefighters; experience a mock aircraft evacuation; and check out a drone command center. The event also provides an opportunity for Scouts to earn their aviation merit badge. Check out a video from this year's event at [bit.ly/PDXAviationDay2019](https://bit.ly/PDXAviationDay2019).

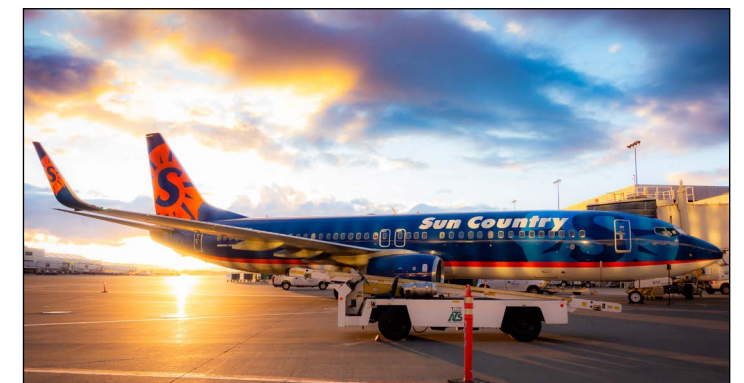


**Southwest Airlines Adopt-a-Pilot Day** is also intended to inspire the next generation of aviation enthusiasts. The program pairs fifth-grade classes with Southwest pilots who volunteer their time to visit classrooms and mentor students. Meanwhile, students track the pilot's journey while they're on the road. This year, Adopt-a-Pilot activities doubled in size, with Captain Chris Barber hosting students at PDX on two separate days. As one pilot in the program said, "It's rewarding to inspire students to broaden horizons, set goals and achieve dreams. Many of these kids have never been to an airport or flown on a plane, so this gives them a chance to experience the action first hand." Learn more at [southwest.com/adoptapilot](https://southwest.com/adoptapilot).



## Airport Achieves Highest Satisfaction Ratings in PDX History

Even with record-setting passenger numbers, the PDX experience just keeps getting better. Our 2018 passenger surveys show overall satisfaction hitting the highest levels in history at 83%, 4 points above 2017 results. This includes getting to the airport, checking in, security, the terminal facility, gate area, food/retail, bag claim and leaving the airport. Of particular note are our customer service stats, which show 88% satisfaction for both retail and food and beverage concessions for the first quarter of 2019. This is notable given that PDX employees are serving 5 million more passengers annually since 2013, an increase of more than 13,000 people per day.



## Did You Know?

Sun Country Airlines recently announced new nonstop service from Portland to San Diego, launching on Thursday, Oct. 3. The service will begin with roundtrips on Thursday and Sunday, increasing to four times a week on Sunday, Nov. 10 with the addition of Monday and Wednesday.

### Subscribe to PDXaminer online

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

## Oregon Federal Security Director Selected



If you pay attention to the overhead announcements in the terminal, you might have heard a new voice: Federal Security Director Stephen Taber, who now oversees all Transportation Security Administration operations in Oregon. Taber is no stranger to PDX, having worked here for 10 of his more than 15 years with TSA.

"I have been lucky to work with the best TSA team in the country at America's Best Airport, and it's an honor to be selected for this role," Taber said. "I have also had the pleasure to work and partner with outstanding stakeholders who genuinely care about the passenger experience. PDX is a very special place because of its people, and I and the rest of our TSA team will work tirelessly to protect all of you, our communities and the world travelers who visit our beautiful Pacific Northwest."



## Did You Know?

Taking home a bottle of locally distilled spirits just got easier for PDX travelers. A new kiosk featuring Westward Whiskey is officially open on Concourse D near Gate D9.



## Take a Ride with Our Wildlife Team

KATU TV's Go Green team recently spent some time exploring the airport with PDX Wildlife staff. From pond netting to compatible use planning, learn more about the unique challenges of wildlife management and find out how we use science-based approaches to reduce our overall impact to birds. See the story at [bit.ly/PDXWildlifeKATU](https://bit.ly/PDXWildlifeKATU).



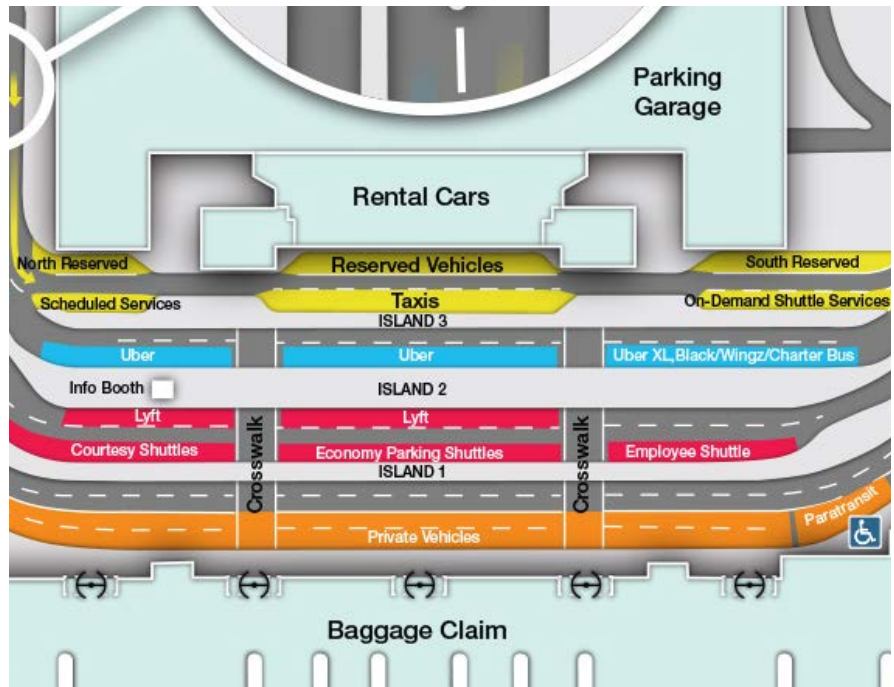
## Zielke Honored with Oregon Tourism Award

Travel Oregon recently held their annual awards, recognizing those who enhance travel and tourism experiences across the state. This year, their top honor – the Oregon Governor's Tourism Award – went to David Zielke, Director of Air Service Development, recognized for his leadership and commitment to overseeing recruitment and retention of air service for PDX.

As a member of our International Air Service Committee, David was instrumental in securing the Northwest Airlines/Delta nonstop service to Tokyo in 2003 and the Northwest/Delta nonstop service to Amsterdam in 2008. Thanks in part to his hard work, PDX now offers nonstop service to 63 cities domestically and 11 cities internationally including Vancouver B.C., Calgary, Guadalajara, London, Toronto, Frankfurt, Reykjavik, San Jose del Cabo and Puerto Vallarta.

## Rideshare Changes Improve Roadway Experience

Spread the word: Uber and Lyft recently kicked off pilot ride match pick-up programs at PDX, a service akin to a taxi line. The passenger orders their ride from the app and receives a one-time code, then proceeds to the specific side of Island 2, lower level, for either Uber or Lyft. They stand in line for the next car and, when they get to the front of the line, provide the driver with their unique code. Drivers are then matched to travelers in the moment, which eliminates time spent on the curb looking for a specific car or license plate. PDX is the first airport nationwide for the Uber PIN rollout, and the second airport to use Lyft's code-based option.



## 6 Signs to Help Spot Trafficking

We're heading into vacation season, but it's not just holiday travelers who fly on planes. Airports can also be hubs for human trafficking and air travel can be used to move victims. Here are six signs that may indicate a passenger is being trafficked:

1. Dressed inappropriately for their route of travel
2. Few or no personal items
3. Can't provide details of their departure location, destination or flight information
4. Communication seems scripted or inconsistent
5. Can't move freely and are being closely watched or followed
6. Afraid to discuss themselves and defer attempts at conversation

Even if you spot several of these signs, it doesn't necessarily mean someone is being trafficked. Please don't confront suspected traffickers or attempt to rescue suspected victims – call 503.460.4000 to alert airport authorities.

# PDXAMINER

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