



## Bangkok Xpress Puts "Firsts" Feat Forward



Bangkok Xpress Thai Food is a story of firsts: the first Thai food restaurant at PDX, the first brick and mortar location for the restaurant, and the first to “graduate” from our food cart program into a traditional airport restaurant location.

Development in an airport environment can be intimidating and expensive for small businesses, and our food cart program helps to create an inclusive atmosphere by lowering the barriers to entry – in this case, for a minority-owned, woman-owned, and certified Airport Concessions Disadvantaged Business Enterprise restaurant.

“When I first heard about PDX having a food cart program, we expressed interest, and one day we were presented with the opportunity,” owner Cheryl Nhun said. “It was such a wonderful



experience for us. We learned so much about the airport culture and met wonderful people. I feel like there was a lot of support from staff. We said if there was ever an opportunity to stay longer, we would. And when that option came up, we jumped at it, and here we are.”

For a restaurateur whose goal is to share her family’s traditional Thai cooking methods with the world, PDX is a perfect fit, though it comes with unique challenges and opportunities.

“My advice for anyone considering starting a business at PDX is to shadow an existing concessionaire,” Cheryl said. “Be open to peaks and valleys with customers as they travel though the airport – it’s very different from anything out on the streets. We are very happy to be here and to share our food, and I hope everyone enjoys it.”

**Looking for more new flavors at PDX? On Tots food cart opens in early October!**

## PDX Heats Up with Fire Extinguisher Training

In honor of Fire Prevention Week, our Portland Airport Fire and Rescue team is offering hands-on fire extinguisher training on Oct. 9, 10 and 11. Attendees will learn basic techniques with a hand-held fire extinguisher – you'll have the chance to extinguish a real fire! Interested in attending? Send an email to [Lani.Hill@portofportland.com](mailto:Lani.Hill@portofportland.com).



## Did You Know?

Bags Inc. has joined the PDX team as the new wheelchair service provider for United Airlines. Huntleigh USA remains the wheelchair service provider for all other airlines.

## Subscribe to PDXaminer online

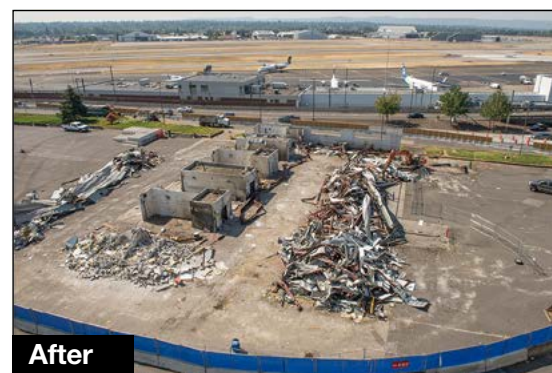
Go to [bit.ly/pdxaminer](http://bit.ly/pdxaminer), fill out the simple registration form, selecting "News for Airport Employees" from the list of topics, and hit submit.

## Out with the Old QTA

In early September, the building we once knew as the Quick Turn-Around facility became a pile of rubble, having been replaced earlier this year by the new, modern QTA to the east. Demolition is being performed at cost to the rental car industry and will also clean up related environmental issues. The demolition makes way for the forthcoming rental car customer service center, a building slated for completion by November 2021 that's part of the PACR project described on the next page.



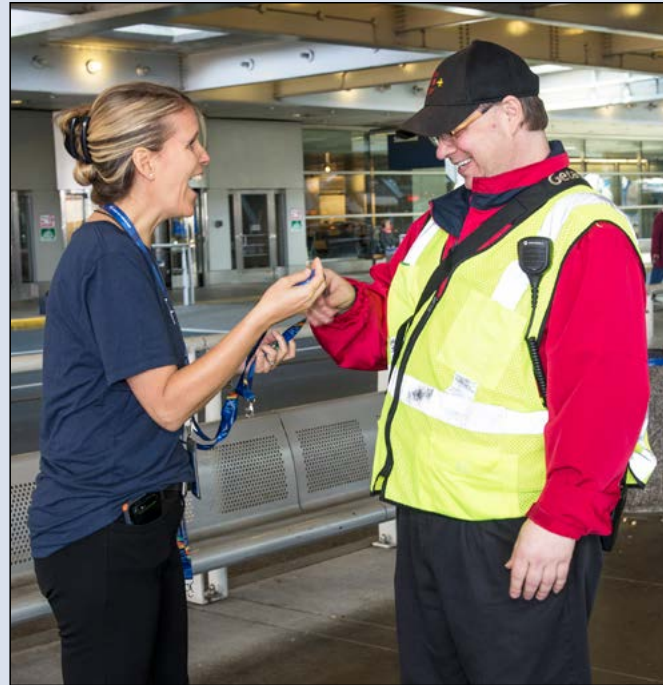
Before



After

## Celebrating #PDXPeople

Breakfast burritos. Ice cream. Custom M&Ms. These are just a few of the tasty treats handed out in honor of our sixth year as America's Best Airport, thanks to hard work and outstanding customer service from all of you. But far more priceless than free food were the looks on the faces of our #PDXPeople. For a full set of photos from the PDXVI events, head over to [bit.ly/PDXVIPeople](http://bit.ly/PDXVIPeople).



## Port Police Go #PDXPink for Breast Cancer Awareness

For the month of October, our police officers have added a touch of pink to their navy uniforms in honor of Breast Cancer Awareness Month. Be on the lookout for arm patches and vehicle decals in support of the Pink Patch Project, a campaign designed to bring attention to the benefits of early detection and intervention in the fight against breast cancer. Help spread the word by tagging @flypdx and #pdxpink!



## Customer Compliments

“When you arrive at PDX, it's a feeling of being at home. It's comfortable, everything smells good, people are friendly and, if you have any questions, there's always someone there to help. Everyone should experience a little bit of PDX in their life!”

Gina R., Vancouver, Wash.

## Did You Know?

This year we're on track to have nearly 20 million passengers, our sixth year of record traffic at PDX. In good news, we're also hitting new highs for both airport (82 percent) and customer service (88 percent) satisfaction. Another fun fact: Food and beverage has stepped up to be the third overall driver of satisfaction. After five years of steadily rising scores, it's great to see the airport's investment in this area positively shaping perceptions.

# PDXNEXT

## UPDATE

PDXNext is the name we've given to a series of large construction projects that will make the airport better for travelers, airlines and employees. These strategic improvement projects, occurring now through 2025, represent a more than \$2 billion investment in the airport.

### Building the Future of Ground Transportation



Work toward shaping the future of ground transportation at PDX is now underway with the Parking Additions and Consolidated Rental Car facility (PACR). This project contains the consolidated rental car operations, a supporting rental car customer service center and additional public long-term parking spaces.

Travelers overwhelmingly prefer to walk from gate to rental car rather than ride a courtesy shuttle. This facility will meet that need. When complete, 100 percent of rental car operations will be on site and easily accessible from the terminal.

Additionally, rental cars will transition out of P1 and P2, freeing up the first and second floors. We can then consider other potential uses that remove activity from the terminal roadway.

Finally, this facility adds approximately 2,300 additional long-term parking spaces, helping alleviate the shortage of long-term parking travelers often encounter mid-week.

All elements at the airport must be able to accommodate growth for the whole system to function efficiently, and PACR is key to making this happen.

#### Stay in the know on PDXNext.

Scan this QR code with your phone's camera to sign up for future updates. Register by Wednesday, Oct. 31 and you could win a PDXVI t-shirt!



### Increasing Accessibility for All

We're currently working with a variety of community partners to ensure equitable access and targeted universal design are integrated into PDXNext's Terminal Core project. We've held several assessment meetings, which include a tour of specific elements in the terminal, a brief presentation on PDXNext, and a questionnaire and discussion about accessibility needs. Community partners include Basic Rights Oregon, State of Oregon Disabilities Commission, Autism Society of Oregon, AARP and Disability Rights 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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