

What Makes PDX So Great?

After our sixth straight win as America's Best Airport, Paddington Westinghouse of the American Society of Airportology paid a visit to our airport to discover what makes PDX so great. Paddington, who bears a striking resemblance to Port of Portland Community Affairs Outreach Manager Jayson Shanafelt, explores the terminal, bumping into a few folks who kindly point him in the right direction.

Check out the full version at bit.ly/PDXPeopleVI or the mini-versions shared on our [Portland International Airport Facebook page](#) and [@flypdx Twitter channel](#) and see how many familiar faces you're able to spot in less than three minutes!



TSA's Elysa Wilson and canine partner Fany were honored with a movie prize pack for their starring roles in our recent video. The dynamic duo has provided friendly "paws on the ground" service at America's Best Airport for seven years and 24 dog years, respectively.



Elephants Delicatessen's Work to End Hunger Honored



The 2018 Best for the World: Changemakers Award recently went to none other than Elephants Delicatessen, honored for their efforts to divert food from the waste stream and help food-insecure communities. All of their deli locations work closely with nearby partner organizations and, at the end of the day, donate approximately 95 percent of their fresh food items.

Fall Program Begins at Hollywood Microcinema



From the Sou'wester Lodge in Sea View to Cascade Locks and the Wild Rivers Coast, the next set of shorts at PDX's Hollywood Theater microcinema takes you around our region without leaving your seat. Hear some insect poetry, meet a shoe repairman, get to know a doorman and learn about the biggest animal on earth. Bonus: If you can't make it over to Concourse C, you can watch all the films online at pdxart.portofportland.online.

Subscribe to PDXaminer online

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

Customer Compliments

"After only three hours of sleep from late night travel preparations and three hours of highway driving, I was feeling a little frazzled by the time we made it to the airport. Okay, I was stressed.

We pulled into the PDX parking lot and quickly ran from our car while flagging down the shuttle driver, in order to make our standby flight. She shuttles us to the airport where we stumble our way through baggage and security while trying to wrangle our bags, a car seat and a four-year-old. We finally make it to our gate to check in and find out that we do get to board standby and our flight is on time. Here comes that beautiful moment when we get to stop, sit and breathe.

As soon as I sit down, I hear a grand piano cutting through the airport chatter accompanied by a voice: "This is the first day of my life..."

I turn to my wife Sloane and signal for her to listen closely. Her eyes light up. We could feel a sense of joy and relaxation come over us as we soaked in the calming melody of hammers, strings and voice.

It's our song. It's what I played for Sloane on my guitar within just a few months of meeting her. The lyrics are engraved inside my wedding band. It was exactly the gift we needed.

I made my way over to the musician after he finished the song. I thanked him for playing and explained to him why it meant so much to us in that little moment. I know what it's like to pour your heart and soul into something, to express your craft, to perform and be vulnerable in front of strangers and wonder if it's reaching anyone's ears – or better yet, their hearts.

*As **Brian Cheney** played that grand piano in the middle of a busy Portland airport terminal with hundreds of passersby, I felt that I just absolutely had to let him know that I found value in what he was doing.*

Take the time to encourage someone today. Never underestimate the power of your words."

*– **Brady Winder**, Roseburg, Ore.*

Did You Know?

Sun Country Airlines recently launched new nonstop service from PDX with flights to Las Vegas, Palm Springs, Honolulu and Phoenix. One-way prices start at \$59 (Las Vegas and Palm Springs), \$69 (Phoenix) and \$169 (Honolulu).



Brady Winder with PDX musician Brian Cheney.



While we can't give you a taste of the actual beer, we can give you a behind-the-scenes look as Hopworks Urban Brewery gets closer to opening at PDX. While the start date isn't yet confirmed, look for their taps to flow with locally sourced, salmon safe hops by mid-December. On the menu? Pizza, burgers, sandwiches and their famous – non-alcoholic and workplace approved – beer pretzels with HUB Pilsner mustard and warm beer cheese sauce.

New Drop Boxes Make Returning Lost Items Easy

We've all had the experience of finding an item at the airport that's been separated from its owner. But if you're on the go, you might not have time to bring it to Lost and Found. Good news...now you don't have to!

We recently installed five lost and found drop boxes throughout the terminal – look for them in the Concourse A service center, at the north and south checkpoints, in baggage claim at the south information booth, and outside the Badging/Lost and Found Office. The process is easy. Drop the item in the box and it will be picked up by an airport operations team member and hand-delivered to Lost and Found. Items will be picked up at 8 a.m. and 2 p.m. Monday through Friday, and on holidays and weekends, they'll be picked up at noon and held at the AOS office.



Urban Gleaners Partnership Helps Feed the Hungry

Think for a moment about the grab-and-go shelves at any major airport, stocked with fresh yogurt parfaits, pre-made sandwiches and deli salads. Now think about that food winding up in the compost bin – or worse yet, a landfill – if not sold in time to meet market standards.

Not wanting to see perfectly good food wasted, our waste minimization team implemented a food donation program in 2013, allowing PDX restaurants to donate unsold, ready-to-eat sandwiches, salads, parfaits, baked goods and produce. Since then, airport businesses have donated nearly 305 tons of food – the equivalent of more than 415,000 meals – to our local nonprofit partner, Urban Gleaners.

Urban Gleaners makes as many as five weekly stops at PDX to pick up food from a common refrigerator and storage area. The donated food goes to the nonprofit's facility for sorting and distribution, then out for delivery to 53 different locations in the metro area, including local food kitchens and school districts in low income areas. Urban Gleaners never charges for food.



If any single airport restaurant was tasked with driving to a food kitchen to deliver a handful of items, it would never be efficient...and it would never happen. Using economy of scale, our waste minimization team can coordinate all PDX restaurants with amazing results.

“Our ongoing partnership with the PDX food donation program greatly expanded the number of people we can reach with good, nutritious food,” said Tracy Oseran, founder of Urban Gleaners. “PDX is one of our largest weekly donors and this holiday season, we’re thankful for your efforts to help alleviate hunger in our community.”



Our PDX Fall Cleanup was a stunning success with about 12,000 pounds of materials collected for reuse and recycling. This time around we saw more than 500 plastic TSA bins, a McDonald's chair and table, lots of wheelchair wheels, refrigerators and display cases, old Winter Wonderland displays and – taking the prize for creepiest finds – three feet and two arms (not real, we hope).

PDXAMINER

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