

## Latest Passenger Amenity has Kids Jumping for Joy

A new PDX Kids' Play Area, perfect for tiring out tykes before their flight, opened this winter near Gate D7. Designed for children ages one to six, the play area features parent seating, shoe cubbies, sculpted foam play elements and a soft safety flooring system. Crawl through a log tunnel, cross over the bridge or jump in the pilot seat, the No. 1 rule of the new space is to simply have fun!



### Customer Compliments

“ I love PDX – it's a great place to spend time before your flight with lots to do and see. But I have a special appreciation for **Michael Palm**, the parking area hero. I was parked in short-term parking for more than a week during freezing cold temperatures and was trying to get home before an ice storm hit. When I got to my car, it wouldn't start! I called the emergency number, Michael came out, gave the battery a jump start and even provided great conversation. I'll be extra confident the next time I park and fly knowing Michael is there if I need him. ”

Jennifer R., Portland, Oregon

# Foodies Rejoice!

## New, Remodeled Concessions Take Flight at PDX

The new year started with a bang as PDX welcomed a cadre of new concessions covering everything from deli to donuts. In this issue of PDXaminer, we're featuring the permanent location of the popular **Capers Farm-to-Table Market**; old-fashioned bagels, soups and sandwiches at **Kenny & Zuke's Delicatessen & Market**; a selection of wines from the Pacific Northwest and beyond at **Vino Volo**; the latest in mobile accessories, entertainment devices and hardware at a remodeled **Soundbalance**; baked goods, breakfast sandwiches and beverages at two new **Starbucks** locations; and beloved brioche-based treats from the artisan **Blue Star Donuts**, whose Cointreau concoction is guaranteed to clear TSA checkpoints.



Blue Star Donuts, Oregon Market (pre-security)



Soundbalance, Concourse C



Kenny & Zuke's Delicatessen and Market, South Lobby



Starbucks, South Ticket Lobby



Vino Volo, Concourse C



Starbucks, Concourse C



Capers Farm-to-Table, North Lobby

### Did you know?

PHC Northwest is changing its name! The organization responsible for keeping PDX neat and tidy is undergoing a brand overhaul, and the people you see cleaning the concourses and bathrooms will soon have new uniforms. Fear not – the staff members aren't changing and neither is the great service they provide. Stay tuned for more information, including the new name, in the March PDXaminer!

### Did you know?

Boutique Air recently launched new service between Pendleton Regional Airport and PDX with three daily round-trip flights. The airline operates a modern fleet of both Swiss-made Pilatus PC-12 aircraft and Beechcraft King Air 350 aircraft, and features amenities like reclining leather seats that are designed to make the flying experience as comfortable as it gets.

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# PDX Team Honored with TSA Partnership Award



The PDX Operations team – represented here by Daren Griffin (center) and Vince Granato (right) – recently accepted a 2016 Transportation Security Administration Honorary Partnership Award. This award is the only honor that recognizes those outside of TSA.

As Michael Irwin (left), TSA's Federal Security Director for Oregon, said, "As in all preceding years, Oregon once again was honored with the highest number of national award winners as a testament to the phenomenal talent we are lucky to have representing the agency in our state, and in the case of the Partnership Award, the outstanding relationship we have with the Port of Portland."

Anyone who works at PDX knows that the Port and TSA are aligned with a passion to provide the best service and security possible to our community. Thanks to both teams for their work to make PDX the best airport in America!

## K-9 Officer Remembered for Powerful Nose, Personal Bond

PDX lost a beloved member of our team recently – Coco, a trained explosives detection dog handled by Officer George Ortega, died unexpectedly due to a tumor next to his heart. The eight-year-old German shepherd was regularly seen in and around PDX, keeping the airport safe from unwanted hazards. Coco was trained to check aircraft, luggage, cars, freight, roadways and just about any place in the terminal to locate suspicious odors, which could mean the presence of dangerous explosives.


In the many years they worked and lived together, Officer Ortega and Coco formed a strong bond. It is an immense responsibility for a handler to care for such a valuable asset, even during off hours, and Coco's camaraderie will be sorely missed. Officer Ortega will continue on as a K-9 officer and will soon receive a new partner with which to continue ensuring the safety and security of our airport.




PDXAMINER

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