

Hopworks Urban Brewery and Waffle Window Land at PDX

After much anticipation, Hopworks Urban Brewery (pictured below) is officially open on Concourse E! In addition to a menu well-stocked with pizza, burgers and sandwiches, Hopworks PDX features six taps of all Hopworks beer and an additional tap for the house cider. They also sell cans to go and plan to sell bottles in the future. If you haven't stopped by, the full-service pub is open 4 a.m. to 9 p.m. every day.

Also new to the airport: Waffle Window (pictured right). Whether you want savory, sweet or gluten-free, our newest food cart will tempt your tastebuds with their namesake meal, as well as BBQ, grilled cheese and chicken sandwiches, salads, and five varieties of mac and cheese. Stomach still growling? Look for our next cart, Cubo de Cuba, coming in February.



Customer Compliments

“ The staff and the customer service are the best I've experienced at an airport in the U.S. One example: I lost my driver's license going through the TSA checkpoint and figured it was long lost when I landed. A week later, I was surprised to receive a letter stating it was found and to call Lost & Found so they could mail it to me. Thanks PDX! ”

Brenda L., San Francisco, Calif.

#PDXPeople, Teams Take Home Big Awards

If you work at PDX, you already know you're part of a winning team – after all, we've taken home the title of America's Best Airport six years in a row. This month, we're honoring even more of the folks who make this place great.



Port of Portland Police

Members of our Port Police team were recently honored with an award from the FBI recognizing their work on a stolen gun investigation. Using various investigative methods including surveillance video technology, multiple search warrants were executed and the suspect was arrested, leading to the recovery of five firearms. Great work to keep PDX safe by all involved!



Jean "Sunshine" Mark – Kenny & Zuke's Delicatessen

Her nickname says it all: "Sunshine" approaches every day and every shift with a smile on her face and a positive attitude, engaging with guests and making them feel welcomed and appreciated. She's even been known to buy a uniformed military guest their meal – paying for it out of her own pocket – and thanking them for their service. For all this and more, Sunshine was honored as SSP America's Employee of the Year – that's No. 1 out of a team of nearly 6,000 across the country!



Team PDX – Transportation Security Administration

Our TSA team has a strong track record of accomplishments, and this year was no exception. They won 17 out of 32 awards for our region at the TSA Honorary Awards Ceremony in Washington, D.C., which recognizes dedicated team members who have distinguished themselves with extraordinary professional achievements. More specifically, #PDXPeople received awards in four categories: Core Values Award (Pam Trotter and Kim Thai-Krakowski), Passenger Support Specialist of the Year (Hamish Hinton), Canine Handler of the Year (Elysa Wilson and K9 Fany), and Coordination Center Employee of the Year (Janean Cantwell).



Karyn Barr – Portland Airport Fire & Rescue

Karyn Barr recently brought home the Chief Brian J. Pugh Award of Excellence and was honored as Firefighter of the Year in recognition of her outstanding leadership, compassion and service to others. Karyn is committed to training her team – from a "Stop the Bleed" program on the use of tourniquets to using NARCAN with opioid overdose patients – knowledge that will undoubtedly save many lives. She also coordinated the department's Adopt-a-Family program and led the department's breast cancer awareness efforts.



During the government shutdown, PDX concessionaires and airlines stepped up to support our federal workers by providing three meals a day – all free of charge – for those working without pay. Thanks to everyone who gave generously, and to those who continued to provide extraordinary customer service in trying times. For more on how the PDX family pulled together, read Teresa Larman's opinion piece in *The Oregonian* at bit.ly/PDXFamilyLarman.



Our Make the Connection working committee helped fill the holiday season with surprise and delight. Equipped with goodies from PDX concessionaires including cookies, kids' coloring books and coupons for free hot cocoa, thousands of passengers felt the good tidings.

Did You Know?

Sun Country Airlines continues to grow at PDX, with new seasonal routes to Nashville, Tenn., St. Louis, Mo. and San Antonio, Texas. This brings their total nonstop offerings from Portland to nine.

The Airport Exit shortcut – the loop you would use to turn around before you reach the terminal – is now closed! Don't worry, you still have options for turning around before getting all the way to the terminal, including Frontage Road or the road that passes below the air traffic control tower. In the coming years, we'll be building on that land to improve ground transportation for all with on-site rental car operations and 2,300 additional long-term parking spaces.

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PDX Family Flourishes with Seven New Musicians

In just five short months on the job, PDX customer relations supervisor Jill McPherson has already been inundated with emails from local musicians seeking entry into our airport music program. After auditioning 14 potential entertainers, Jill whittled the selection down to seven talented artists based on quality, versatility, availability, personality and presentation: Anthony Cadiz, CJ Hawley, Paul Herman, Nora Meier, Chris Pitoyo, Jordan Richard and David Seamon.



Chris Pitoyo (pictured left) already had a history with PDX; he served as a volunteer back in 2005. While working at Quiznos – where Flying Elephants Delicatessen now resides – he would use lunch breaks to jump on the piano and play. The PDX music program supervisor at the time approached

and asked if he'd perform regularly...and the rest is history. Chris' return to the program was driven by nostalgia and a love of interacting with new people and learning their stories. "Music brings



people together," Chris stated. "Whether someone's traveling for work, vacation, maybe a family event, I hope that my music can bring joy to those who travel through PDX."

With the start of 2019, the new performers have been steadily making their PDX debuts. Keep an eye out for Anthony Cadiz

(pictured above), an Alaska Airlines customer service agent who moonlights as a ukulele player, and Jordan Richard, a downtown street busker who came to PDX in part to escape the chill of another winter spent performing outdoors.

Launched in 2002 after the harrowing events of 9/11, the PDX music program started with a single piano in the terminal to soothe passengers' hearts. Since then, the program has grown to more than 30 entertainers that perform nearly 200 hours of live music each week, cultivating our airport's relaxing ambiance and customer-focused spirit.



Timbers Get PDX Homecoming

Though the Portland Timbers faced a defeat at the end of a long season, die-hard fans packed PDX's upper roadway to welcome them back to the Rose City, and a giant thank you goes out to all those who worked hard to make the reception a success.

As Cory Dolich, Timbers' senior VP of business operations and marketing, said, "We know there was a lot of work, condensed into a very small window, that went into organizing this event and making it run so smoothly. Everyone at PDX is so easy to work with, and it's been an absolute pleasure having the chance to connect with all of you on these types of projects."

PDXAMINER

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