Serving Up Success:
Annual Banquet Honors Airport Superstars

The seventh annual Make the Connection Banquet celebrated 144 superstars from 85 companies who consistently go above and beyond to help PDX travelers. The names of this year’s honorees are listed in an insert to this issue – please thank them for their dedication to continuously improving the customer experience at America’s Best Airport. See a slideshow of photos from the event at bit.ly/PDXBanquet17.

Customer Compliments

“At PDX, the vacation continues at the airport! Local food, drinks and entertainment abound, and the people who work here are NICE. The carpet is a national treasure. The Wi-Fi is free. And, for traveling mamas, there’s a spacious lactation room. Small but mighty, and embracing all things local, PDX makes traveling a true pleasure.”

Nique F., Berkeley, California
2017 Superstar Recipients

At Portland International Airport’s Seventh Annual Make the Connection Banquet, we celebrated the following individuals who exceeded our PDXpectations for customer service and helped make PDX the best airport in the country.

**Airlines**
- Natalya Kosareva
- Air Canada
- Sarah O’Malley
- Alaska Airlines
- David Monger
- Alaska Airlines
- Ron Brooker
- American Airlines
- Tim Justice
- American Airlines
- Tina Nguyen
- American Airlines
- Jill Johnson
- Delta Air Lines
- Frank Segura
- Delta Air Lines
- Greg Zahm
- Delta Air Lines
- Debbie Whiting
- Hawaiian Airlines
- Kristofer Norton
- Horizon Air
- Teresita Campos
- Horizon Air
- Preston Odle
- Horizon Air
- Wendy Hudson
- Horizon Air
- Corey Scluz
- JetBlue Airways
- Lori Dorman
- PenAir
- Trina Hola
- Southwest Airlines
- Fernando Dailelio
- Fonseca
- SouthWest Airlines
- Vincent Namauelg
- SouthWest Airlines
- Lacey Grotte
- Spirit Airlines
- Tatiana Stanberry
- Sun Country Airlines

**Commercial Transportation**
- Abubakar Ahmed
- Green Cab
- Tim Moss
- Lake Oswego Airporter
- Fayesa Hayato
- Safe Airport Shuttle
- Mathew Phelps
- Uber

**Concessions – Food & Beverage**
- Hai Thi Cam Vo
- Bambuza
- Marilyn Sigler
- Beaches Restaurant
- Tanner Martin
- Burgerville
- Lauren Anderson
- Café Yum
- Randy Delaughter
- Capers Café
- Brian Langford
- Capers Café
- James Barfield
- Capers Market
- Claire Versav
- Flying Elephants Delicatessen
- Gaura Allen
- Henry's Tavern
- Greg Bartholmew
- Henry's Tavern
- Joshua Ochoa
- Henry's Tavern

**Concessions – Retail**
- Sara Hawkins
- cc McKenzie
- Melissa Squire
- Columbia Sportswear
- Amanda Maxwell
- House Spirits Distillery
- Vince Delacy
- InMotion Entertainment
- Gary Fong
- Made in Oregon
- Victor Curtis
- Metalmiths Sterling
- Carl Smith
- NIKE
- Casey Cahill
- Pendleton Woolen Mills
- Gabe Golden
- Powell's Books
- Skylar Clark
- Soundbalance
- Daniel Chase
- The Paradies Shops
- Yvonne Case
- The Paradies Shops
- Robyn Biluye
- Timberline Lodge
- Khonaw Qader Zada
- World Duty Free
- Tina Crawford
- World Duty Free
- Cindy Schmidt
- World Duty Free
- Amanda Wyman
- Kehl
- Lauren Stanley
- Vino Volo

**Port Services**
- Janae Ruffalo
- Port of Portland Bagging
- L&F
- Julia Schultz
- Port of Portland Call Center
- Bruce McCollum
- Port of Portland Entertainer
- Peter Hallenius
- Port of Portland Fire
- Lani Hill
- Port of Portland Fire
- Sheila Washington
- Port of Portland Maintena
- Sgt. TJ Eriksen
- Port of Portland Police
- Sgt. Jeremy Horne
- Port of Portland Police
- Marcelline Norman
- Port of Portland Volunteer
- Heidi Geller
- Port of Portland Volunteer
- Wallace Horne
- Port of Portland Volunteer
- John McIntire
- Port of Portland Parking Control
- Randy Thompson
- Port of Portland Airport Operations
- Brian Burka
- Port of Portland Airport Operations

**Federal Agencies**
- Francesca Becker
- TSA
- Pamela Trotter
- TSA
- Hamish Hinton
- TSA
- Kim Thai-Krakowski
- TSA
- Naomi Charboneau
- CBP

**Ground Transportation & Parking**
- Pavel Durshepek
- SP+ Shuttle
- Michele DeBartolo
- SP+ Shuttle
- Tammy Van Horn
- SP+ Shuttle
- Vasily Lozovinsky
- SP+ Shuttle
- Keaneu Rodriguez
- Standard Ground Transportation
- Richard Say
- Standard Parking
- Quay Samawi
- Standard Parking
- Sam Sause
- Standard Valet

**Support Services**
- Brittany Mullins
- Airport Terminal Services
- George Lopez
- Airport Terminal Services
- Carl Lehman
- HSS Inc.
- Kathrin Neumann
- HSS Inc.
- Gase Mulitalo
- Huntleigh USA
- Robert Spruell
- Huntleigh USA
- Mulugeta Woldu
- Huntleigh USA
- Tony Diep
- PHC Northwest
- Bweh Doh Wah
- PHC Northwest
- Julie Wadsworth
- PHC Northwest
- Bonnie Wagoner
- Portland Airline Consortium
- Steve Hayes
- Portland Airline Consortium
- Roberta Taube
- USO
- Rick Dwyer
- USO
Durable Dishes Land at PDX Food Carts

For many of us, PDX feels like home. And starting this month, we’re kicking that homely experience up a notch – providing real dishes and silverware to those who dine at the food carts in the Oregon Market.

The new durable dishware is part of a three-month pilot project made possible by a grant from the Oregon Department of Environmental Quality. The project’s overall goal is to reduce waste from single-use containers – along the way we also hope to identify barriers and opportunities, and calculate both cost implications and waste diversion rates. When the pilot is complete in June, we’ll evaluate the results to see if a permanent program might be viable in the future.

Want to be part of the pilot? It’s easy to get involved:

1. **Place your order.** Food cart employees will ask if you’d like to ‘dine-in.’
2. **Enjoy your food.** If you can’t finish it all, don’t worry – you can return to ask for a to-go box.
3. **Drop off your dishes.** Look for carts with bus tubs by the trash and recycling stations. Just leave food waste on the dishes; we’ll take care of composting!
4. **No need to wash up.** PHC will monitor the carts, clean the dishes and return them to the food cart kitchens.
5. **Tell us what you think!** Send your feedback to lesswaste@portofportland.com.

Did you know?

PDX has a TSA Cares team, created to assist those with medical disabilities or special circumstances that require extra assistance at the checkpoint. One of the team members, Francesca Becker, was recently profiled by Oregon Business magazine for the important role she plays and why “See Something, Say Something” is so critical for airport safety. Watch her short video profile at [bit.ly/PDXFrancescaBecker](http://bit.ly/PDXFrancescaBecker).

Did you know?

With 1.5 million more travelers – an increase of 4,000 per day – and 15 new concessions, you might expect PDX customer service survey results to slip a little for 2016. After all, it wouldn’t be surprising if 18.3 million people through the terminal caused some stress! But the data doesn’t lie – in a testament to our extraordinary team, the number of travelers who described themselves as “highly satisfied” with our customer service actually increased this year, hitting an impressive 84 percent satisfaction. Even better, the results for individual teams – airlines, TSA checkpoint, terminal staff, food, retail, gate staff and rental cars – stayed the same or increased as well. Thanks for all you do to keep PDX customers content in a time of growth and expansion!
Fun in the Sun Awaits Travelers in Orlando

Whether you’re heading to Florida for business or pleasure, PDX has you covered! Alaska Airlines recently kicked off daily nonstop service between PDX and Orlando, the only nonstop serving this family-friendly destination. Flights are on a Boeing 737 aircraft and depart PDX daily at 6:40 a.m., arriving at 3:15 p.m. local time.

PDX Pirates Plunge for a Good Cause

“Shiver me timbers!” That was the rallying cry for the PDX Pirates, who jumped into the chilly Columbia River for the annual Special Olympics Polar Plunge. The safety swashbucklers included staff from the Port of Portland Police, U.S. Customs and Border Protection, the Department of Homeland Security, the FBI and Oregon State Police, and raised an impressive $2,200 for a great cause and even took home top honors in the costume contest. A shout-out also goes to the Portland Airport Fire and Rescue team that helped provide support for the Broughton Beach event.

Bike Path and Parking Changes Ahead

In preparation for the Concourse E Extension construction project, changes to the bike path route leading to the terminal will take place in early April. The path will continue to safely lead bikers to the terminal, though will jog out onto the roadway. Bikers will be separated from traffic by jersey barriers. A big change, though: secure bike parking will relocate from the lower to the upper roadway at the north end of the airport.

Subscribe to PDXaminer online. Go to http://www2.portofportland.com/Inside/PDXaminer; then click on “Sign Up Now.” Fill out the simple registration form, selecting “News for Airport Employees” from the list of topics.
On Our Walls: Art @ PDX

A quick walk through the terminal turns up several recent art installations. At the intersection of Concourse D/E, don’t miss Esque Studio’s elegant, modern glass designs. Andi Kovel and Justin Parker, the artists behind the work, were recently named to Time Magazine’s “Design 100,” and their work has been seen everywhere from Anthropologie and Design Within Reach to W Hotels.

Want to learn more about the many artists on display at PDX? Visit our PDX Art Blog at pdxart.portofportland.online.

Volunteers Needed: Play a Role in PDX Emergency Exercise

On Tuesday, May 23, airport first responders and partner agencies will test their ability to respond to an active shooter event…and they need your help! In order to make the full-scale exercise as realistic as possible, we’re looking for volunteer actors to play both PDX employees and passengers. The exercise runs from 12 to 5 p.m. – plan on three hours for registration, preparation and exercise play. For more information, visit pdxpassenger pdxemployeeactor doattend.com

FOOD WASTE: SORT IT AND WIN!

Starting April 1, employees seen sorting food waste properly can win a gift card!

- Food waste doesn’t belong in the garbage.
- Place food waste in the composting containers.

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