



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
Heather Robinson
Frontier Airlines
Carol Schulz
Alaska Airlines
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 Wilkins
Hawaiian Airlines
Kristofer Norton
Horizon Air
Teresita Campos
Horizon Air
Preston Odle
Horizon Air
Wendy Hudson
Horizon Air
Corey Scelza
JetBlue Airways
Lori Dorman
PenAir
Trina Hola
Southwest Airlines
Fernando Daiello
Fonseca
Southwest Airlines
Vincent Namauleg
Southwest Airlines
Lacey Grotte
Spirit Airlines
Tatiana Stanberry
Sun Country Airlines

Melissa Tompkins
United Airlines
Corey Harrell
United Airlines
Drew Benson
United Airlines
Rob Grassi
Virgin America Airlines
Maria Elena Gomez
Volaris

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 Yumm
Randy Delaughter
Capers Café
Brian Langford
Capers Café
James Barfield
Capers Market
Claire Versaw
Flying Elephants Delicatessen
Gaura Allen
Henry's Tavern
Greg Bartholmew
Henry's Tavern
Joshua Ochoa
Henry's Tavern

Nuem Bawei
Hissho Sushi
Tamra Blakeley
HMS Host
Ricardo Rodriguez
HMS Host
Jessica Robinson
HMS Host
Kelly Allison
LaTrelle's
Alex Rounds
LaTrelle's
Yushan Constantino
McDonald's
Teresa De'Haro Silva
McDonald's
Julie Baweja
Moberi
Ronald Sullivan
MOD Pizza
Chris Cooper
Mo's Chowder
Anh Nguyen
Panda Express
Jesse Martinez
Petite Provence
Rebekah Sears
Portland Roasting Coffee
Joshua McLaughlin
Portland Roasting Coffee
Carmen Smith
Potbelly Sandwich Shop
Leticia Ruiz
Sandoval's
Daniel Herman
SSP America
Joshua Hobby
SSP America
Taylor Beach
SSP America
Desi Haugen
Stanford's
Juan Venegas
Stanford's
Linna Im
The Country Cat
Angel Cortez
The Country Cat

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
Metalsmiths 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 Bilyeu
Timberline Lodge
Khonaw Qader Zada
World Duty Free
Tina Crawford
World Duty Free
Cindy Schmidt
World Duty Free
Amanda Wyman
Kiehls
Lauren Stanley
Vino Volo

Concessions – Services

Michael Fery Jr.
The Barbers
Kate Pope
The Dragontree Spa
Kim Johnson
Smarte Carte
James Lowder
Travel Oregon
Seth Pickens
Travelex

Federal Agencies

Francesca Becker
TSA
Pamela Trotter
TSA
Hamish Hinton
TSA

Kim Thai-Krakowski
TSA
Naomi Charboneau
CBP

Ground Transportation & Parking

Pavel Durshpek
SP+ Shuttle
Michele DeBartolo
SP+ Shuttle
Tammy Van Horn
SP+ Shuttle
Vasily Lozovinskiy
SP+ Shuttle
Keaneu Rodriguez
Standard Ground Transportation
Richard Say
Standard Parking
Qusay Samawi
Standard Parking
Sam Sause
Standard Valet

Port Services

Janae Ruffalo
Port of Portland Badging/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 Maintenance
Sgt. TJ Eriksen
Port of Portland Police
Sgt. Jeremy Hepp
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 Burk
Port of Portland Airport Operations

Rental Car Services

Nancy Parker
Avis Budget Group
Leilani Miyake
Avis Budget Group
Alyssa Gagnon
Avis Budget Group
Kori Newton
Dollar Rent A Car
Courtney Blake
Dollar Rent A Car
Sharlene Guyuw
Dollar Rent A Car
Michilene Vanderpool
National Car Rental
Al Smith
Alamo Rent A Car
Deanna Mercer
Enterprise Rent-a-Car
Earline Huntley
Hertz Rent A Car
Lisa Childers
Hertz Rent A Car
Salim Mohammed
Hertz Rent A Car
Nikkia Clark
Thrifty Car Rental

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 homey 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.



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



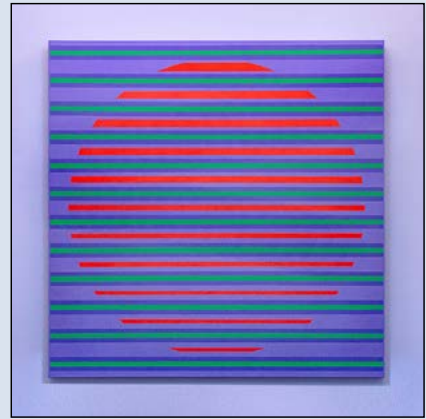
Esque Studio, Concourse D/E intersection

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.



Luminus Nature, Concourse A



Ellen McFadden, Baggage Claim

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, or 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.



LESS WASTE MORE WORLD™
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PDXAMINER

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