

Annual Banquet Recognizes PDX Superstars

The sixth annual Make the Connection Banquet celebrated the superstars who exceeded our PDXpectations for customer service, helping us take home the top score among large airports in this year's J.D. Power North American Airport Satisfaction Study. The names of this year's honorees are listed in an insert to this issue – congratulations to all! See the full slideshow of photos from the festivities at bit.ly/PDXBanquet16.



Customer Compliments

“I'm sitting in JFK after a long night on the cold floor. I miss you, PDX. I miss your comfortable accommodations and your kind staff. I miss your appreciation for beer, coffee, souvenirs and things to read. I miss your street pricing without sales tax. I miss your signs to navigate the building. I'll be in two other airports before I come home, but I bet I'll still love you the best.”

Rachel B., Salem



2016 Superstar Recipients

At Portland International Airport's Sixth 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

Elva Guzman
Alaska Airlines

Brenda Johnston
Alaska Airlines

Jessica Rodriguez-Aguinaga
Alaska Airlines

Jill Johnson
Delta Air Lines

Taimoor Mirza
Delta Air Lines

Ian Richer
Delta Air Lines

Ximena Esparza
Envoy Air

Sue Judkins
Envoy Air

Colleen Laguana
Envoy Air (American Airlines)

Robert Megel
Envoy Air (American Airlines)

Erica Pua
Envoy Air (American Airlines)

Shelly Sumpter
Envoy Air (American Airlines)

Kim Mariano
Frontier Airlines

Debbie Leitz
Hawaiian Airlines

Ernest Mardones
Horizon Air

Frankie Torres
Horizon Air

Sue Wood
Horizon Air

Michael Porter
Jetblue Airways

Kathy Ustick
PenAir

Erin O'Connor
Seaport Airlines

Mark Bargerone
Southwest Airlines

Greg Scott
Southwest Airlines

Cindy Vogel
Southwest Airlines

Jennifer Jolley
Spirit Airlines

Christopher Higgins
United Airlines

Doug Kohler
United Airlines

Brian Kostock
United Airlines

Rachel Ham
Virgin America

Lillyana Diaz
Volaris

Commercial Transportation

Samir Abdulmajid
Alexander Town Car Service

Felix Roldán, Jr.
Caravan Airport Transportation

Allen Anderson
Hampton Inn & Suites
Portland/Vancouver

Chris Killough
Lucky Limousine &
Towncar Service

Grant Thurston
NW Navigator Luxury Coaches

Mihail Karkhu
Portland Taxi Cab Company

Concessions – Food & Beverage

Thuy T. Nguyen
Bambuza

Kevin Nguyen
Bangkok Xpress

Jasmine Pritchett
Beaches

Jacob Summers
Beaches

Tanner Martin
Burgerville

Kelsi Mill
Café Yumm

Anita Hardy
Capers Café

Tiffany Hathaway
Capers Café

Dana Brown
Flying Elephants Delicatessen

Briana Davis
Henry's Tavern

TJ Wilson
Henry's Tavern

Nai Taing Pakoo
Hissho Sushi

Lindsey Alber
HMS Host (Rogue, Rose's)

Robert Conyers
HMS Host (Rogue, Rose's)

Emily Hoffman
HMS Host (Starbucks)

Tekebra Stringfellow-Davy
HMS Host (Starbucks)

Heather Watkins
McDonald's

Alexander Maggs
MOD Pizza

Natasia Flint
Mo's Chowder

Emily Chin
Panda Express

Lissett Garcia
Petite Provence

Sarah Martin
Potbelly

Norma Johnson
Sandovals

James Ramirez
Sandovals

Jeffrey Brockway
SSP America (Laurelwood)

Carol Delano
SSP America (Laurelwood)

Sathan Renner
SSP America (Laurelwood)

Felix Aguilar
Stanfords

Joy Glasen
Stanfords

Jamie Miller
Stephanie, Inc. (Coffee People)

Bill Ward
Stephanie, Inc. (Coffee People)

Melissa Hegarty
The Country Cat
Pebbles Vongkoth
The Country Cat

Concessions – Retail

Kathie Johnson
cc McKenzie
Bridget Stalheim
cc McKenzie
Michelle Frost
Columbia Sportswear
Natalie Vierra
Columbia Sportswear
Emily Nelson
House Spirits Distillery
Kalani Hiramoto
InMotion
Dana Wales
Made in Oregon
Adrienne Nelson
Made in Oregon C
Laalaa Soliai
Made in Oregon D
Rachel Hayward
Metalsmiths
Alberto Brugato
Nike

Shelly Jacobs
Paradies (Your NW Travel Mart)
Patty Loop
Paradies (Your NW Travel Mart)
Mika McIvor
Pendleton
Katelynn Raetzman
Soundbalance

Leta Emter
WDFG (The Market)
Katia Norris
WDFG (The Market)
Beatriz Serrano
WDFG
Paul Tamlyn
WDFG

Concessions – Services

Doyle Wolters
Smarte Carte
Tina Corcoran
The Barbers
Veronica Lundberg
The Dragontree Spa
Francisco Evanado Jr II
Travel Oregon
Wendy Pierce
Travelex

Federal Agencies

Daniel Patzlaff
CBP
Craig Sanford
CBP
Tianna Maslowski
TSA
Aarin McCarthy
TSA
Kim Thai-Krakowski
TSA

Ground Transportation & Parking

Sabrina Valencia
Standard Ground Transportation
Kattie Gaines
Standard Parking
Sarah Haigwood
Standard Parking
Alvin Barger
Standard Transportation
Josh Calloway
Standard Transportation
Dan Pulsifer
Standard Transportation
Nawal Mursal
Standard Valet

Port Services

Melissa McCluney
Port of Portland
Airport Operations
Glenn Woodman
Port of Portland
Airport Operations
Jacquelyn Chase
Port of Portland
Badging/L&F
Sara Smith
Port of Portland Call Center
Bill Krieger
Port of Portland Entertainers
Dan Gates
Port of Portland Fire
Brent Beagley
Port of Portland
Maintenance
Matt Craft
Port of Portland
Parking Control
Adam Doran
Port of Portland Police
Lance Guenther
Port of Portland Police
Ed Beck

Port of Portland Volunteers

Richard Carhart
Port of Portland Volunteers
Marilyn Matusch
Port of Portland Volunteers

Rental Car Services

Barry Whittlesey
Alamo Rent A Car
Joel Boline
Avis Budget Group
Anthony Milillo
Avis Budget Group
Kiran Randhawa
Avis Budget Group
Kimberly Cantu
Dollar Rent A Car
Bob Raynor
Dollar Rent A Car
Brian Teller
Enterprise Rent-A-Car
Svitlana Aday
Hertz Rent A Car
Salim Dahir
Hertz Rent A Car
Salim Mohammed
Hertz Rent A Car
Michilene Vanderpool
National Car Rental
Kimberly Eckardt
Thrifty Car Rental
Cesar Rivas
Thrifty Car Rental

Support Services

Denise Castillo
Huntleigh, USA
Gladys Hernandez
Huntleigh, USA
Francisco Pimentel
Huntleigh, USA
Elvia Lara
PHC Janitorial
Law Say
PHC Janitorial
Liem Tran
PHC Janitorial
Frank Crowder
USO
Luther Johnson
USO
Debbie Tunison
USO

Just the Facts:

PDX VIPS and Entertainers

April is Volunteer Month, the perfect time to get to know our PDX VIPs and entertainers. Here are seven things you might not know about the popular programs.

- 1.** The VIP program launched in 1993 with just 13 volunteers. Today there are 142 active volunteers, including Bob Edwards who started in the first year of the program.
- 2.** Four performers have been with us since the beginning of the entertainment program in 2001 – Marvin Case, John English, Bill Fischer and Kay Robbins.
- 3.** VIPs help travelers 365 days a year, from 5 a.m. to 11 p.m., contributing a total of 23,000 hours annually.
- 4.** With more than 60 three-hour performances each week, our entertainers provide more than 10,000 hours of beautiful music each year.
- 5.** Our oldest VIPs are 93-year-old Mary Jane Hall and 92-year-old Ellen Riseley.



- 6.** PDX entertainers include 12 pianists, seven guitarists and eight vocalists. Instruments include a steel drum, marimba, pan flute, accordion, ukulele and kazoo.
- 7.** All of our VIPs and entertainers love being appreciated by airport staff. Please be sure to thank them for their service!

Runway Ready: PDX Welcomes Earth Day “Trashion”

Public artist and environmental advocate Nancy Judd creates couture fashion sculptures made from trash to stimulate conversation, action and education about sustainable living. And now, after working with high profile clients including Delta Air Lines, Nancy is bringing her innovative “trashion” to PDX.

On Earth Day – Friday, April 22 – Nancy will display her latest site-specific public art just past the ABC checkpoint and will be on hand, along with our waste minimization team, to answer any questions. On the following Monday, the piece will be moved to the baggage claim level.

The sculpture is a rain gear outfit that represents the theme “Less Waste, More World” and addresses air quality, water resources, energy, natural resources and waste minimization. Materials include disposable coffee cups, parking garage tickets, scrap electrical wire, and plant material from the Living Machine in the Port of Portland headquarters building. For a closer look at Nancy’s previous creations, visit recyclerunway.com.



Get to Know Abby Carey, Concessions Development Manager

Abby Carey’s face should be familiar; she has manned the PDX prize wheel, planned our customer service events and, most recently, helped select the 11 newest PDX concessions. We talked with Abby about her new role as the Port of Portland’s concessions development manager and the one meal she never gets tired of eating.



What most excites you about your new role?

As a Portland native, I feel a tremendous responsibility to continue reflecting the city’s distinctive culture as authentically as possible through PDX’s food, beverage, retail and service offerings.

What’s the best part of working at PDX?

I enjoy being part of the enormous community of common effort that makes up PDX. That teamwork and camaraderie truly drives me forward every day.

What can you share about yourself that might surprise your PDX colleagues?

Most people are surprised to learn that I’m an extreme introvert, but I wear an extrovert disguise at work. My diet consists almost entirely of vegetarian burritos. I’m a video gamer, and I love horror movies, political humor, bird watching and all creative outlets.

MOD Pizza Steps Up to the Plate



When traveling, it's easy to assume that your order needs to be placed "to go." But more often than not, food is eaten in the terminal, not on the plane.

At MOD Pizza PDX, this ordering predicament was causing pizza boxes to quickly fill up the garbage receptacles on Concourse C. Plates seemed like a wise alternative, so Port of Portland property manager Walt Marchbanks and MOD teamed up with Asean Corporation. Together they produced a custom die for a branded 12-inch plate made from sugar cane fiber, a renewable resource.

The immediate impact was impressive. Before the plate project, approximately 27,772 pounds of pizza boxes were going to the landfill each year – the equivalent of nine Honda Civics. After plates were in use, it dropped to 19,763 – a yearly savings of 8,099 pounds of waste.

"At MOD, we're all about peoples' stories and the journeys that have led them to where they are today," Justin Cole, MOD general manager, said. "We want to impact the environment in a positive way so it can join us on our journey as well. When you eat at MOD, please be sure to pick the plate!"

Taking the Plunge



The Port Police team braved the (very!) chilly waters at Broughton Beach for the annual Polar Plunge, which benefits Special Olympics Oregon. Pictured above are participants Detective **Jan Childers** and Officers **Brian Cotter**, **Erin Flinn** and **Skip Baker**. Not pictured but deserving of special thanks are Officer **Tom McNurney** and **Lindsay Childers**.

Breaking Ground



Port of Portland representatives joined Atlantic Aviation CEO Lou Pepper (center) to break ground on a new business aviation terminal at PDX that will accommodate growing demand across the region. The new campus features a 12,000 square foot terminal with upgraded amenities and 60,000 square feet of new hangar space to store and maintain large business aircraft.

Subscribe to PDXaminer online. Go to portofportland.com/PDXaminer.aspx; then click on "Sign Up Now." Fill out the simple registration form, selecting "News for Airport Employees" from the list of topics.

Bring Your Child to Work Day 2016



Jump-start your child's career aspirations or consider a career change yourself!

Learn about the many different careers at Portland International Airport and with airport partners. Meet staff from the Federal Aviation Administration, Transportation Security Administration, airlines serving PDX and Port of Portland operations.

Thursday, April 28 10:30 a.m. – 1 p.m.

St. Helens A & B Conference Rooms in the PDX Conference Center

WHO SHOULD ATTEND:

- **Children ages 12-18**
(Accompanied by their parent who works for the Port or PDX)
- **Anyone interested in learning about Port and PDX careers**

Questions?
Contact Jean at 503-415-6437 or
jean.siemens@portofportland.com

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Flybys

A warm welcome to **Michael Miskel**, SeaPort Airlines' new station manager who comes to PDX from San Diego!

Did You Know?

Starting Monday, April 11 through Friday, April 22, a TSA mobile Pre✓® application center will open pre-security at the south end of baggage claim. Walk-ins are welcome, but applicants can also pre-enroll at tsa.gov.

Congratulations are in order for House Spirits Distillery, recently honored as one of the best airport shops for local merchandise by readers of *USA Today* and 10Best!

Upcoming Events

4/11: PDX Citizens Academy Registration Opens

4/20: Quarterly Customer Service Luncheon

4/22: PDX Earth Day Celebration

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