



PDX USO Doubles in Size to Serve Local Families



Renderings showcase the expanded USO space at PDX. See it for yourself and congratulate the team at the grand opening ceremony on Friday, May 11 at 11 a.m.

For deploying and transitioning military members and their families, the USO Northwest's Portland Center at PDX plays a vital role in easing the stress of separation. Now, with a significantly expanded footprint, the center expects to be able to serve 5,000 additional service members and their dependents each year.

The space, which has grown from 650 sq. ft. to 1,245 sq. ft., now includes a children's playroom, expanded lounge and an expanded storage area. They've also added a United Through Reading room, which offers service members who are deploying the opportunity to be video-recorded reading storybooks to the children in their lives, creating positive emotional connections and a love of reading.

The USO-NW Portland Center is open from 5 a.m. to 9 p.m. seven days a week and is located pre-security on the mezzanine level of PDX.

More PDX Additions Coming Soon

Our USO isn't the only PDX space getting a makeover. Look for American footwear and clothing company Johnston & Murphy to open in early May (Concourse D), with Oregon craft beer pioneers Deschutes Brewery opening in early June, and "former food cart favorite, now dedicated restaurant" Bangkok Express opening this summer (Concourse D and Clocktower Plaza, respectively).

Customer Compliments

“ Airports are stressful, but PDX makes everything so much easier. If it's your first time here, everything is laid out nicely, and the airport is really clean. Plenty of open space, food options that are reasonably priced, and even a pianist near the gate that makes everything more peaceful. If you have a layover, try to find something that lands here; you won't regret it. ”

Brandon L., Arcadia, Calif.

PDX Job Fair Coming May 2

Know someone who's looking for a job? PDX employers are expecting to fill more than 100 new full-time, part-time and seasonal positions...so we're holding a job fair!

On Wednesday, May 2, interested applicants will have the chance to meet hiring employers, ask questions and learn more about what it's like to work at America's Best Airport.

Look for the event to take place in the St. Helens Conference room from 9 a.m. to 1 p.m. You can also encourage friends and family to apply online 24/7 at jobs.pdx.com.



Dutch Bros Now Open Near PDX



Dutch Bros – the latest tenant at the PDX Travel Center – is now open and ready to meet all your beverage needs. While lobby hours are 5 a.m. to 11 p.m., those who work late night and early morning hours will be pleased to know there's a 24-hour drive thru where you can pick up a 9-1-1, Cake Batter Mocha, White Zombie Latte, Unicorn Blood Rebel or any other item on their expansive drink menu. You'll find it at the intersection of Northeast 82nd and Air Cargo Road.

Prize Wheel Rolls Out May 7-11

Starting Monday, May 7, we're taking the Make the Connection prize wheel out for a spin. Don't miss your chance to win some great prizes, including \$5 and \$10 gift cards awarded each day. This time around the focus is on providing support to passengers with special needs, with questions about our visual paging system, service animals, TSA Cares and more.



Monday, May 7, 9-11 a.m.	Carousel 2 (South bag claim)
Tuesday, May 8, noon-2 p.m.	TSA D/E checkpoint (pre-security)
Wednesday, May 9, 4-6 p.m.	Lactation room (A/B/C lobby)
Thursday, May 10, 10 a.m.-noon	Pet relief area (Concourse Connector)
Friday, May 11, 1-3 p.m.	Information booth (North bag claim)

Airport Receives High Satisfaction Ratings, Takes Home Big Awards

According to our 2017 passenger surveys, the PDX experience keeps getting better, with overall satisfaction hitting the highest levels in history at 79 percent. This includes getting to the airport, checking in, security, the terminal facility, gate area, food/retail, bag claim and leaving the airport.

When it comes to customer service we achieved 86 percent satisfaction, which means about nine out of 10 people believe we're giving them an amazing airport experience. Food/beverage and retail numbers are also up, with 83 and 86 percent, respectively. This translates to a 17 point (food/beverage) and 19 point (retail) increase over the last five years – a phenomenal effort by our PDX team!

A big reason why our customers are satisfied with their experience at PDX? The quality and variety of our offerings. Awards recently handed out by Airport Revenue News included category honors for Kenny & Zuke's and the Hollywood Theatre at PDX; Best Chef-Driven, Local or Regional Restaurant award for Country Cat; and Best New Specialty Retail Concept for Timberline. Congrats to all our honorees!



Timberline General Manager Brandon Gass accepts an Airport Revenue News award.

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Installation Inspired by Willamette Valley Wines Lands on Concourse C

The Willamette Valley Visitors Association will launch an original Oregon Wine Country experience at PDX in May to celebrate Oregon Wine Month. The massive pinot noir bottle contains a world of miniatures, enticing travelers to take a closer look at what Oregon Wine Country has to offer. The creative, immersive display promises to educate, inspire and entertain travelers on the go, and offers a chance to win a trip to the Willamette Valley. As a reminder, PDX travelers can always fly their cases of pinot noir, sauvignon blanc or zinfandel home for free on Alaska Airlines – details at oregonwinesflyfree.org.



PDX Opens Post-Security Powell's Location

If your friends and family have ever mourned the loss of a post-security location of the world's largest new and used bookstore, be sure to tell them the good news – Powell's is back in action with a kiosk on Concourse B. The space is well stocked with plenty of popular titles, including Amy Gentry's "Good As Gone," which comes with the highest recommendation of the PDX bookseller and fellow author, Mo Daviau (pictured).



Airport Tenants: Bring your unwanted business-related items to the

SPRING CLEANUP



Thursday, May 10, 8 a.m. - 3 p.m.

ACCEPTED: Dry, non-hazardous items including electronics, appliances, desks, chairs, display units

NOT ACCEPTED: Hazardous materials including paint, oils, light bulbs or batteries

Materials will be disassembled and recycled, or donated to local community organizations for reuse.

Questions: Contact lesswaste@portofportland.com or 503-415-6245

PDXAMINER

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Possibility. In every direction.