



Tender Loving Empire Rocks Concourse D

When you're planning a grand opening party at America's Best Airport, what band could be better suited for the celebration than the aptly-named Portland pop duo, The Domestics? Thanks to the founders of Tender Loving Empire, travelers boarding flights both domestic and international enjoyed

the tunes in the terminal, performed in honor of TLE's new PDX location and the company's 10th anniversary. Also of note was the announcement of TLE's nationwide sweepstakes which features a trip to Portland plus \$2,000 worth of gift cards and prizes. To enter, head to woobox.com/ro8kj8.

Fried Chicken Bites Back at Cackalack's

Want to spice up your working hours at PDX? Be sure to stop by the Oregon Market for some Nashville-style hot chicken at our newest food cart...Cackalack's Hot Chicken Shack! This fried chicken isn't messing around – you'll get cayenne and habanero in each bite, and the heat scale ranges from naked to XXX. Stop by and set your mouth on fire with flavor!



Customer Compliments

“After 50+ hours of international travel, two canceled flights and missed connections, I was totally exhausted. Max Unger of Dollar Rent A Car took great care of me, helping me find a competitive price for my rental car and ensuring I had the correct car for traveling Oregon mountain roads. Thanks to him, my experience in Oregon was so much better!”

Caitie K., Eugene, Ore.

PDX Team Gets Top Honor at ACI-NA Concessions Awards



Airports Council International-North America recently announced PDX as the winner of the Richard A. Griesbach Award of Excellence, the highest honor in their 2017 Airport Concessions Awards. The award recognizes the most innovative and outstanding airport concessions program, noting that we've "worked to incorporate local flavor that represents regional businesses in the community of Portland while providing a supportive

and professional atmosphere to ensure success for all business partners."

This wasn't the only award for our airport – the Country Cat Dinnerhouse & Bar took first place for Best New Local Concept and PDX came in third for Best "Green" Concessions Practice. Thank you for everything you do each and every day to help PDX earn this incredible industry recognition!

6 Tips for Communicating with People in Crisis

Did you know that 90 percent of mental health emergencies are associated with anxiety disorders? Anxiety disorders are also increased in an airport environment, whether that's due to a fear of flying, panic attacks, PTSD or even detoxing from substance use. Here are 10 tips to help you stay safe when assisting a person in crisis.

1. Remain calm and maintain an even tone in your speech.
2. Reassure the person that they are safe and allow them to move, walk or pace. Be respectful.
3. Be an active listener and ask open-ended questions that can provide information. For example, do they have medication and can they access it? Are they traveling with an escort?
4. Do not participate in their delusion. State that you believe they are experiencing it, but you are not.
5. If someone is having a panic attack, ask them if this has ever happened before and how they handled it. If this hasn't happened before, call for medical assistance.
6. Do not compromise your own safety! Call PDX Dispatch (503-460-4000) or 9-1-1:
 - a. If the person presents a possible danger to themselves or another person
 - b. If the person is involved in behavior that is against the law
 - c. If the person is engaged in behavior that disrupts business activities or interferes with the lawful activities of others
 - d. If you have a concern that the person is gravely disabled by a mental health issue

Interested in learning more about how to communicate with someone in crisis? Join **Linda Maddy**, Crisis Intervention Team Coordinator at the State of Oregon Department of Public Safety Standards and Training, and Lieutenant **Scott Creager** of the Port of Portland Police Department for a lunch-and-learn presentation on Thursday, June 8 from 11 a.m. to noon in the St. Helens A conference room.

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.

PDX Lifesavers Receive Special Thanks for Service



Two years ago, Sam went into cardiac arrest at the airport. Today, he's welcoming his third child into the world, thanks to the lifesaving skills of our Portland Airport Fire and Rescue team. Check out this photo from Sam's recent visit to the fire station where he's pictured in the middle of our A-shift crew. Thanks to everyone whose fast action and skill gave this story a happy ending!

Alaska Welcomes Students for Aviation Day

On Saturday, May 20, Alaska Airlines' Aviation Day Portland gave nearly 1,000 local students the opportunity to explore how flights are planned, scheduled and executed; build a glider with a volunteer from Pearson Field Education Center; check out an F-15 and tour the cockpit of a Boeing 737; visit a drone command center; and meet with representatives from the U.S. Air Force, Federal Aviation Administration, Alaska and Horizon airlines, Port of Portland and many more. Thanks to all who participated in this special event and helped create a path to careers in aviation and aerospace!



Triennial Exercise Provides Opportunity for Practice



On Tuesday, May 23, airport first responders and partner agencies tested their ability to respond to an active shooter event at PDX with a full-scale exercise. Thanks to the participants and volunteer actors who played both PDX employees and passengers. Your participation helped make this an important learning experience for all. See more photos from the exercise at bit.ly/PDXTriennial2017.

Did You Know?

Alaska Airlines is bringing four new markets to customers in the Rose City. New seasonal service will connect PDX with Philadelphia (May 22); Milwaukee, Wisconsin (June 5); and Baltimore (June 6). New nonstop service between Portland and Albuquerque will start Aug. 18 and operate year-round.

Have you spotted the new touchscreen directories located at the head of our four concourses? These helpful tools provide information about shops and dining – along with restroom and ATM/Travellex locations – and include helpful icons like a knife and fork, cocktail glass, GF (gluten free), V (vegan), gift and dollar sign so travelers can get answers to their questions at a glance. The next time you're passing by, take a moment to familiarize yourself with their many features!



London Calling: PDX Creates New Connection Across the Pond



On Friday, May 26, Delta Air Lines and Virgin Atlantic kicked off new nonstop service from PDX to London-Heathrow, bringing a British invasion right to the Rose City. The inaugural event featured a DJ spinning UK

hits, afternoon tea with scones and finger sandwiches from Capers Café, and a classic red telephone box for London-inspired selfies.

Veoci Replaces PASSUR at PDX

Do you regularly use PASSUR to keep an eye on what's happening at PDX and out on the airfield? If so, get ready for Veoci, your go-to place to see:

- Bulletins from Airport Operations
- NOTAMS (Notices to Airmen), the official way that airports notify the aviation community of “need to know” information
- The status of individual runways (open or closed)
- Whether we're in a low visibility program

Veoci also has weather information, a current radar picture and offers the ability to post messages to airport tenants in case of emergency. There's no login or password required; information is viewable for everyone. Check out the new tool and sign up to receive email or text updates at pdx.com/conditions.



Flybys

Welcome to two new American Airlines transfers from Phoenix – ticket counter agents **Elaine (Ellie) Tyrell** and **Shakeel Medlock** – and welcome back to ticket counter agent **Bonnie Anthony**. American also added **Sandy Daniels** in a station support/administrative role. Happy to have all of you on the PDX team!

PDXAMINER


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Possibility. In every direction.