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PDX Opens Post-Security Pet Relief Area

As part of Portland International Airport's ongoing efforts to provide a top-notch customer service experience, PDX opened a new post-security Pet Relief Area today.

Located on the south end of the Concourse Connector, which connects the north and south sides of the airport, this space allows a convenient post-security location that is not immediately adjacent to any shops, restaurants or waiting areas.

"The opening of this space helps us enhance our level of customer service," said Daren Griffin, director of airport operations. "We've provided a post-security facility for service animals and their traveling companions that not only meets a federal requirement, but is situated so as to ensure a pleasant experience for all travelers—those with animals and those without."



The pet relief area, while designed and intended for service animals, may also be used by the many

people traveling through the airports with their pets. As a reminder, in the interest of pet safety and passenger comfort, non-service animals should remain in their carriers at all times while in the terminal.

Oregon Guide Dogs for the Blind trainers LaCrisha Kaufman and "Jiminy" (left) and LaniJo Bachmann and "Veron" check out the new PDX Pet Relief Area. [Photo credit: Port of Portland]

The pet relief area is equipped with a swath of artificial grass topped with a fire hydrant, refuse bags, a sink and a bench. The space is ADA/wheelchair accessible and includes a tactile map, a counter for luggage and passenger possessions, and cheerful graphics.

Changes and improvements at the airport continue as PDX undertakes *PDXNext*, a suite of major airport improvement projects aimed at providing awarding-winning comfort and convenience for travelers, operational efficiency, and safety and security. In 2016, PDX won *Travel + Leisure's* "America's Best Airport" award for the fourth consecutive year.

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