



Portland International Airport (PDX)

# Concessions Information Packet

## AIRPORT HIGHLIGHTS

The Port of Portland owns and operates Portland International Airport (PDX) as well as two General Aviation airports located in Hillsboro and Troutdale, Oregon.

The mission of the Port of Portland's Aviation group is to operate, maintain and promote an airport system that satisfies the air transportation needs of its customers by providing competitive cargo and passenger access to regional, national and international markets. Portland International Airport is the 30th largest airport in the United States. The PDX capture region serves a population of more than 4 million people in two states.

### VITAL STATS (CY2017)

Passengers: 19,080,494  
(domestic & international)

Cargo: 260,504 short tons  
(mail & air freight)

Operations: 228,949  
(commercial, general aviation, and military)

PDX offers scheduled nonstop passenger service to 64 domestic destinations and 12 international cities. The airport averages 282 scheduled passenger departures daily during the busiest travel seasons.

Travelers can fly nonstop internationally to 12 destinations from PDX: Tokyo, Japan, Vancouver, Calgary, Toronto, Canada, Amsterdam, Holland Guadalajara, San Jose del Cabo, Puerto Vallarta, and Mexico City, Mexico, Frankfurt, Germany, Reykjavik, Iceland and London, England. Sixteen different scheduled domestic and international passenger airlines now serve PDX.

Portland is also well-served by 10 air cargo carriers.

**Customer Satisfaction and Service.** PDX continually receives high marks for customer satisfaction. The PDX customer information staff interacts with more than 15,000 customers each month at Information Booths, and connects more than 13,000 travelers monthly via the airport paging system.

**Award-winning Concessions.** The PDX Concessions Program, which features the best of the local, regional, and national shops and restaurants, receives national awards annually, winning both the Airport Revenue News and Airports Council International – North America Best Concessions Program Awards for 2017, an industry first. PDX has also won Travel and Leisure Magazine's Best Overall US Airport for 2013, 2014, 2015, 2016, & 2017 and Best Overall Large US Airport by JD Power and Associate for 2016. The airport offers travelers 70 shops, services, and restaurants, which are open seven days a week, 365 days a year.

**Environmental Stewardship.** The Environmental Operations Department is a leader in a variety of programs including wildlife hazard management, water and quality conservation, and waste reduction. PDX has a state-of-the-art deicing system. With 100 vehicles running on alternative fuel, natural gas, or biodiesel B-20, the airport's ground fleet is comprised of over 50% alternative fuel vehicles.

**Ground Transportation.** Portland is only the fifth major metropolitan city in the nation to have a public transportation rail system running from the city center to the airport. Travel time on Portland's MAX Light Rail from the airport to downtown Portland is 38 minutes.

Contact. Kama Simonds, Aviation Media Relations Manager,  
(503) 415-6151.

## PDX Business and Properties

The Business & Properties Department manages Terminal and Rental Car properties at Portland International Airport. The Business and Properties Department is divided into three areas: Concessions Development, Concessions Communications and Operations, and Terminal Building Leasing and Operations.

## Business and Properties Mission

Optimize the current and future value of PDX real estate assets through excellent management and development while maintaining the highest levels of customer service.

## Concessions Operations & Development Vision

- Varied selection of goods and services at competitive prices
- High standards of merchandise quality and customer service
- Environment conducive to successful business
- Balance of local, regional, and national brands, while continuing to feature local/regional businesses and products

These goals are constantly met through our Quality Assurance Programs, Annual Street Pricing Audits, Monthly Manager Meetings and focus on local/regional businesses.

Partnership with our concessionaires is a key component of the program, as these tenants are one of our primary stakeholder groups, and we make every effort to ensure their success because our success ultimately depends on it.

## Currently ...

PDX is home to 64 Food & Beverage, Retail, Passenger Services, Advertising and Rental Car Concessionaires, serving over 81 locations throughout the airport.

# Portland International Airport CONCESSIONS PROGRAM

## FOOD & BEVERAGE CONCEPTS

Name	Description	Location	Concept
Bambuza Vietnam Kitchen	Asian-themed menu items that is full of flavor, healthy and convenient.	Concourse C	Local
Beaches	Unique, local casual dining with a tropical theme serving a variety of appetizers, sushi, soups & salads, pizzas, burgers & sandwiches, and dinners.	Pre-Security/ Clocktower Plaza	Local
Beach Shack	Quick service restaurant offering a variety of soups, salads, burgers, wraps and desserts.	Pre-Security/ Clocktower Plaza	Local
Blue Star Doughnuts	Famous world-wide! Gourmet donuts made from a classic brioche recipe that originated in the south of France. Donuts for grown-ups.	Pre-Security/ Clocktower Plaza	Local
Burgerville	Northwest local ingredients in a quick service setting.	Concourse D	Regional
Café Yumm!	Offering a wide range of dietary needs including vegetarian, vegan, gluten-free, trans-fat free, sugar-free, and whole foods focused, and locally sourced, anti-biotic-free and organic diets.	Concourse C	Regional
Capers Café	"Northwest Parisian" café and full-service bar.	South Lobby	Local
Capers Farm to Table Market	Offering healthful grab-and-go fare, a wine bar and a meats and cheese deli.	North Lobby	Local
Country Cat	A farm-to-table local restaurant that reflects the values, tastes and lifestyles of today's Northwest customers.	North Lobby	Local
Flying Elephants Deli	Sandwiches, soups, salads and baked goods made from scratch daily	Pre-Security/ Clocktower Plaza	Local
Food Cart Pod	Enjoy a taste of the city's active food cart scene at Portland International Airport. Food cart operators rotate based on concept.	Pre-Security/ Clocktower Plaza	Local
Henry's Tavern	Locally targeted menus with great tasting, fresh from scratch cooking. Features a full bar as well as 32 hand-selected local, regional and specialty beers on tap with innovative modern tavern fare.	Concourse C	Regional
Hissho Sushi	Sushi prepared fresh daily. Includes vegetarian and vegan selections.	Concourse D	National
Kenny & Zuke's Delicatessen	Some of the finest artisan-made Deli fare that this country and tradition has to offer including whole wheat bagels.	South Lobby	Local
Laurelwood	Full service restaurant featuring gourmet burgers, NW themed entrée's, a full bar, and a selection of locally grown craft beers	2 Locations	Local

## Portland International Airport **CONCESSIONS PROGRAM**

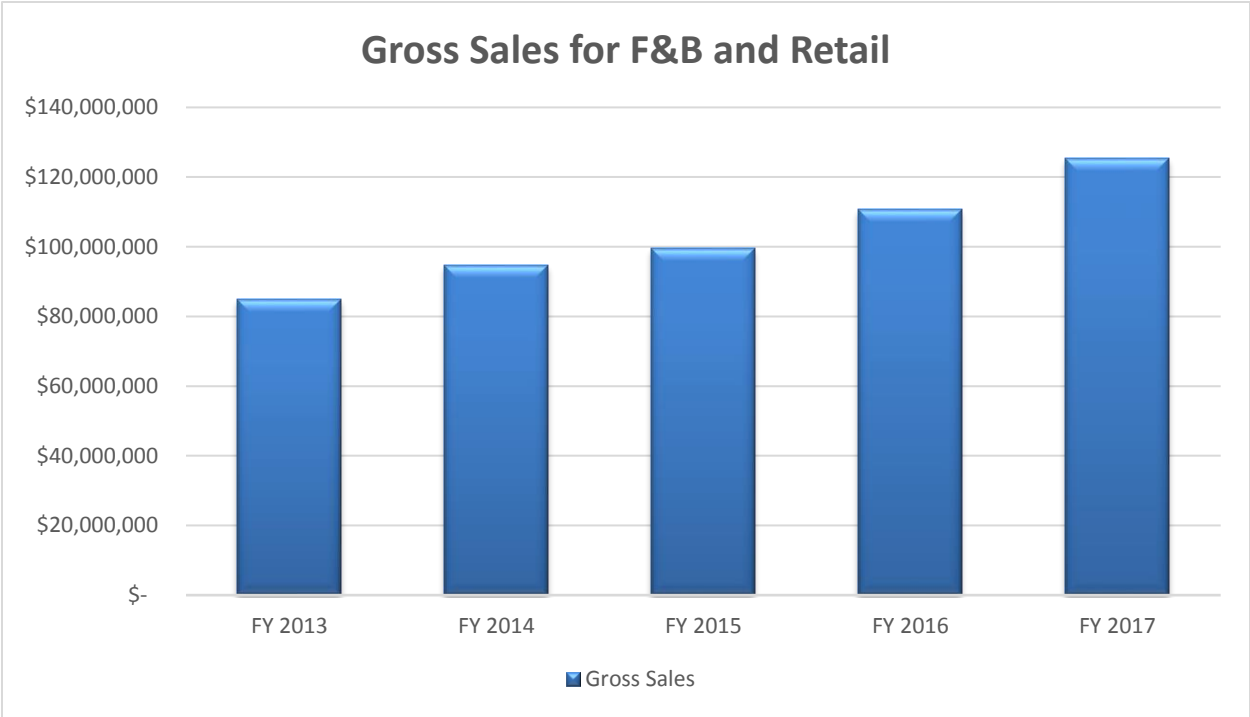
McDonald's	Iconic quick service hamburgers and more	Concourse C	Global
MOD Pizza	Fresh-made Pizza and salads at family-friendly prices. Made to order by team members who feel like family.	Concourse C	National
Mo's Seafood	An Oregon icon for over 65 years features a quick-service version of its Oregon coast, fresh seafood and famous chowder.	Concourse C	Regional
Panda Express	Asian-inspired cuisine in a fast casual environment	Pre-Security/ Clocktower Plaza	National
Peet's Coffee	Since 1966, Peet's Coffee & Tea has offered superior coffees and teas by sourcing the best quality coffee beans and tea leaves in the world.	2 Locations	National
Petite Provence	French-inspired cuisine and baking in a fast casual environment	Pre-Security/ Clocktower Plaza	Local
Portland Roasting	Portland Roasting Company creates the highest quality roasted coffee beans that are both USDA certified organic and certified organic by the Oregon Tilth.	3 Locations	Local
Potbelly Sandwiches	A neighborhood sandwich shop offering toasty warm sandwiches, signature salads and other fresh menu items.	Concourse C	National
Rogue Ales	Specialty ales and unique burgers and other entrees	Concourse D	Regional
Rose's Deli	A Portland tradition serving fresh and delicious NY style deli and bakery items	Concourse D	Local
Stanford's	A NW tradition featuring steaks, seafood, chicken and burgers cooked to perfection	Pre-Security/ Clocktower Plaza	Regional
Starbucks Coffee	Gourmet coffees and coffee drinks	3 Locations	Global
Stumptown Coffee	Stumptown Coffee Roasters offers the highest quality fresh roasted coffee.	South Lobby	Regional
Tamale Boy	Tamale Boy is a delicious, healthy, and affordable alternative to the usual Mexican fare in Portland.	Concourse D	Local

## RETAIL CONCEPTS

Name	Description	Location	Concept
Brookstone	Travel necessities, gifts, and personal electronics	Pre-Security/ Clocktower Plaza	National
cc McKenzie	Women's fashion apparel and footwear	2 Locations	Regional
Columbia Sportswear	Featuring jackets, sportswear, footwear and equipment designed for the NW traveler	Pre-Security/ Clocktower Plaza	National
House Spirits Distillery	Hand Crafted Spirits and related merchandise	Concourse C	Regional
InMotion Entertainment	Featuring personal electronics, accessories, and a selection of movies for your trip.	Concourse D	National
Kiehl's	Healthy & sustainable skin and body care products.	South Lobby	National
Made In Oregon	Featuring Oregon-focused gifts, travel necessities, and NW beer and wine	2 Locations	Regional
Metalsmiths Sterling	High quality, hand-crafted modern jewelry, featuring a landscape of different and unique gemstones	Concourse C	National
Nike Store	A Portland icon, featuring athletic footwear and clothing	Pre-Security/ Clocktower Plaza	Global
Pendleton	Family-owned for over 140 years. Featuring authentic Pendleton clothing, blankets, gifts and more	Pre-Security/ Clocktower Plaza	National
Powell's Books	Legendary Portland bookseller offering a complete line of new and used books as well as gift items	Pre-Security/ Clocktower Plaza	Regional
Rich's News	Offering grab-and-go foods, travel necessities and magazines, reflective of this Portland icon	Concourse C	Local
SoundBalance	Mobile business hardware, entertainment devices, and accessories	Concourse C	National
Tender Loving Empire	Store featuring a variety of local, handmade, artisan goods	Concourse D	Regional
The Market	A travel shop offering healthy gourmet grab-and-go foods and travel necessities	2 Locations	National

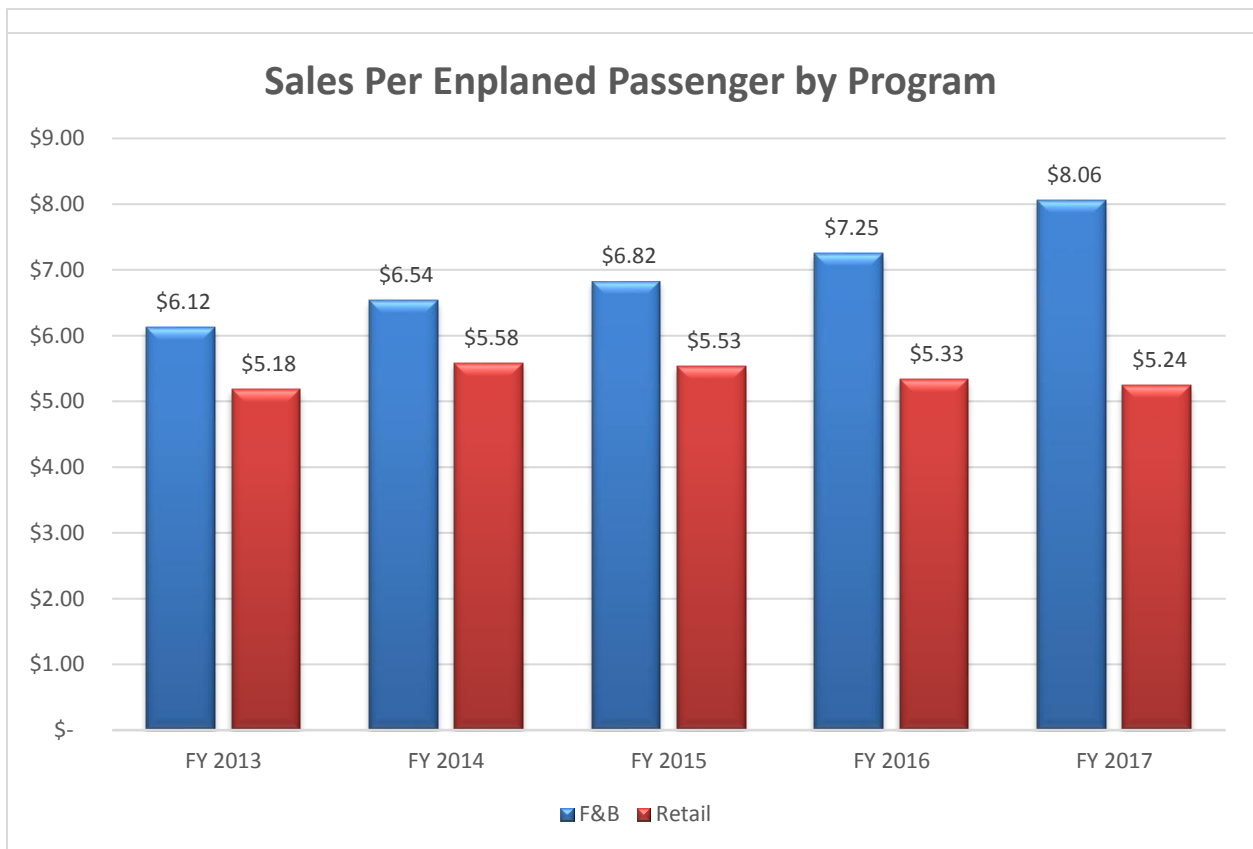
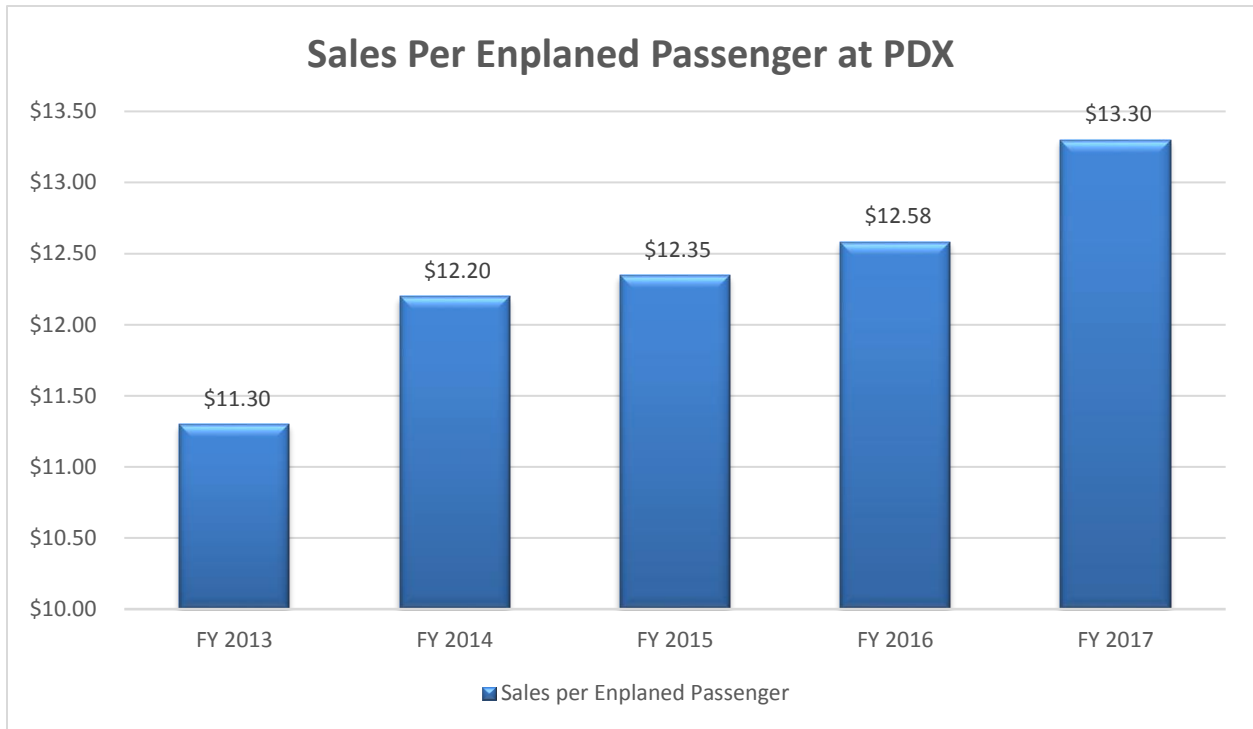
## Portland International Airport **CONCESSIONS PROGRAM**

The Oregonian News	An Oregon icon travel shop featuring books, magazines, newspapers and more	2 Locations	Regional
The Real Mother Goose	An award-winning gallery showcasing hand-crafted jewelry, art glass, and ceramics	Pre-Security/ Clocktower Plaza	Regional
Timberline	Featuring a handpicked line of locally sourced, hand crafts goods, jewelry, and clothing inspired by the original Timberline Lodge.	Concourse D	Regional
Your Northwest Travel Mart	A uniquely Oregon travel shop offering gourmet grab-and-go foods and travel necessities	5 Locations	Regional
Vino Volo	Hand selected wines from around the world served by a community of passionate wine lovers who believe that enjoying and learning about wine should be a fun and lifelong journey.	Concourse C	National



**FOOD & BEVERAGE/RETAIL PROGRAM STATISTICS**

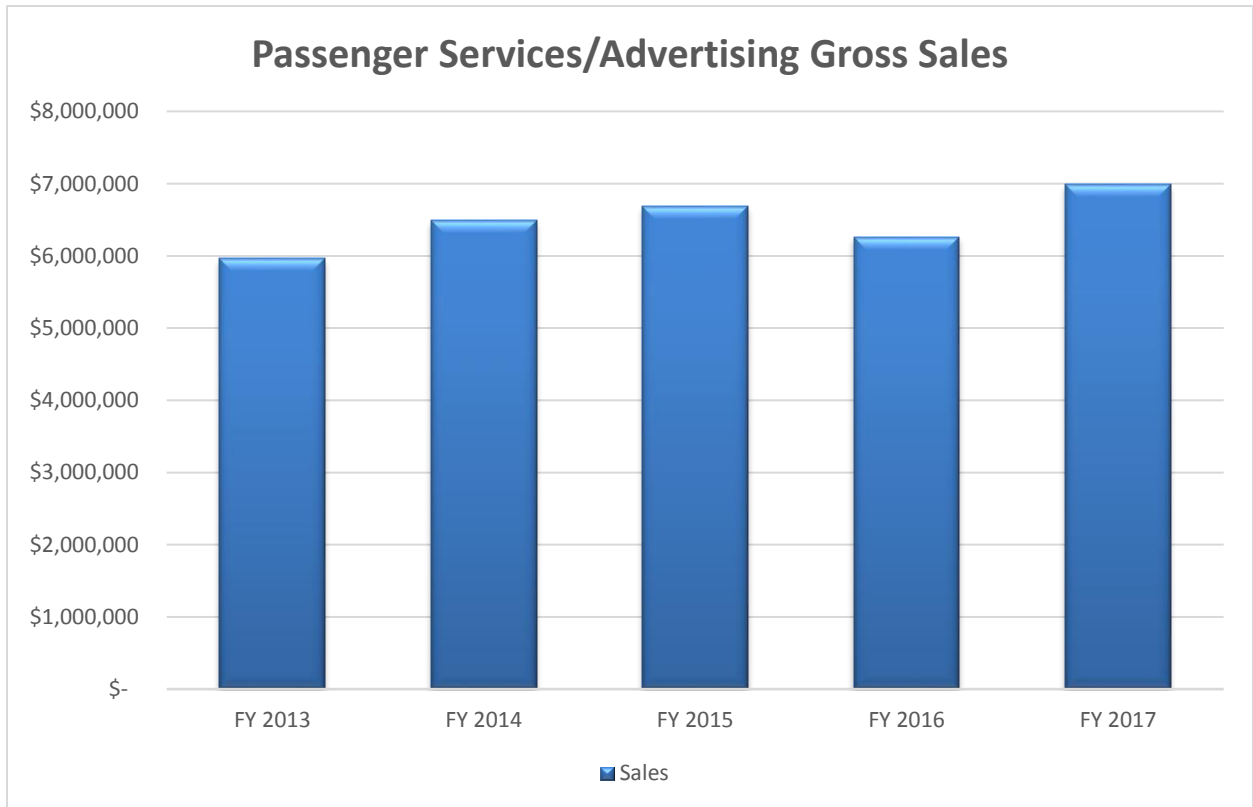




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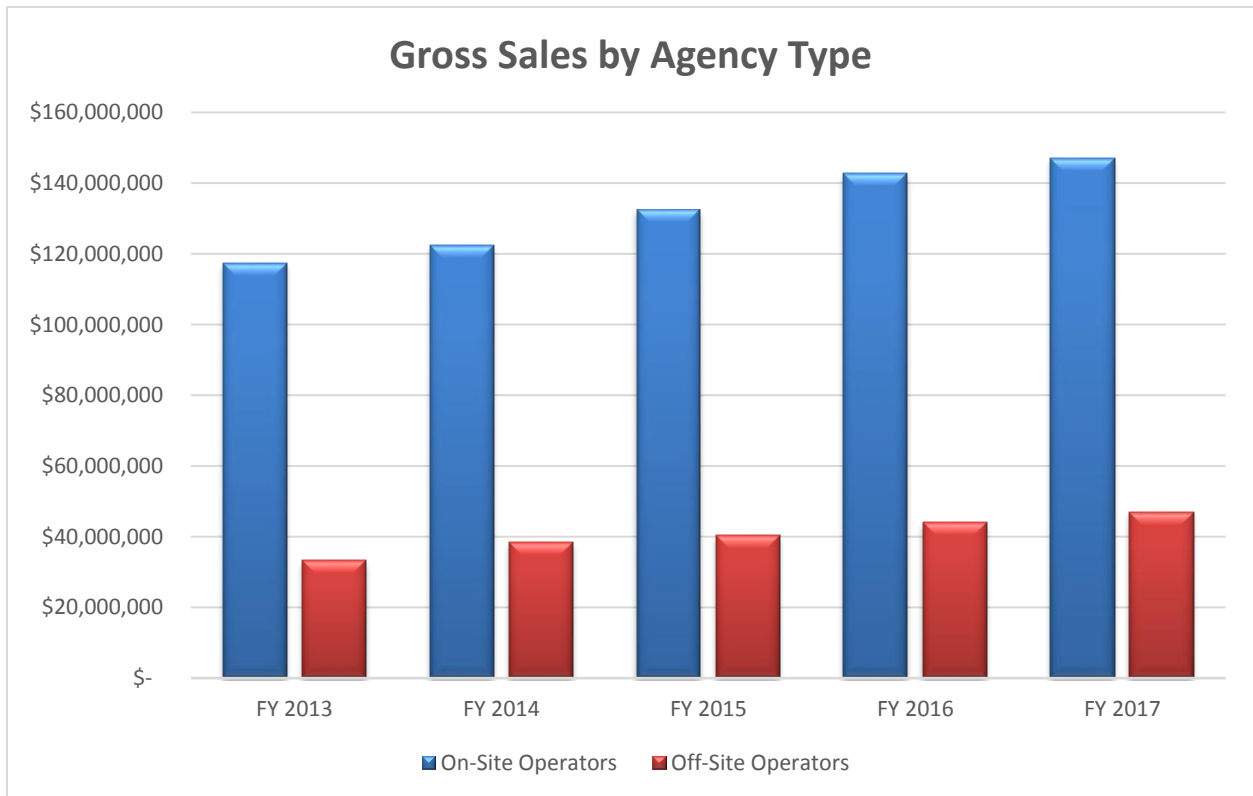
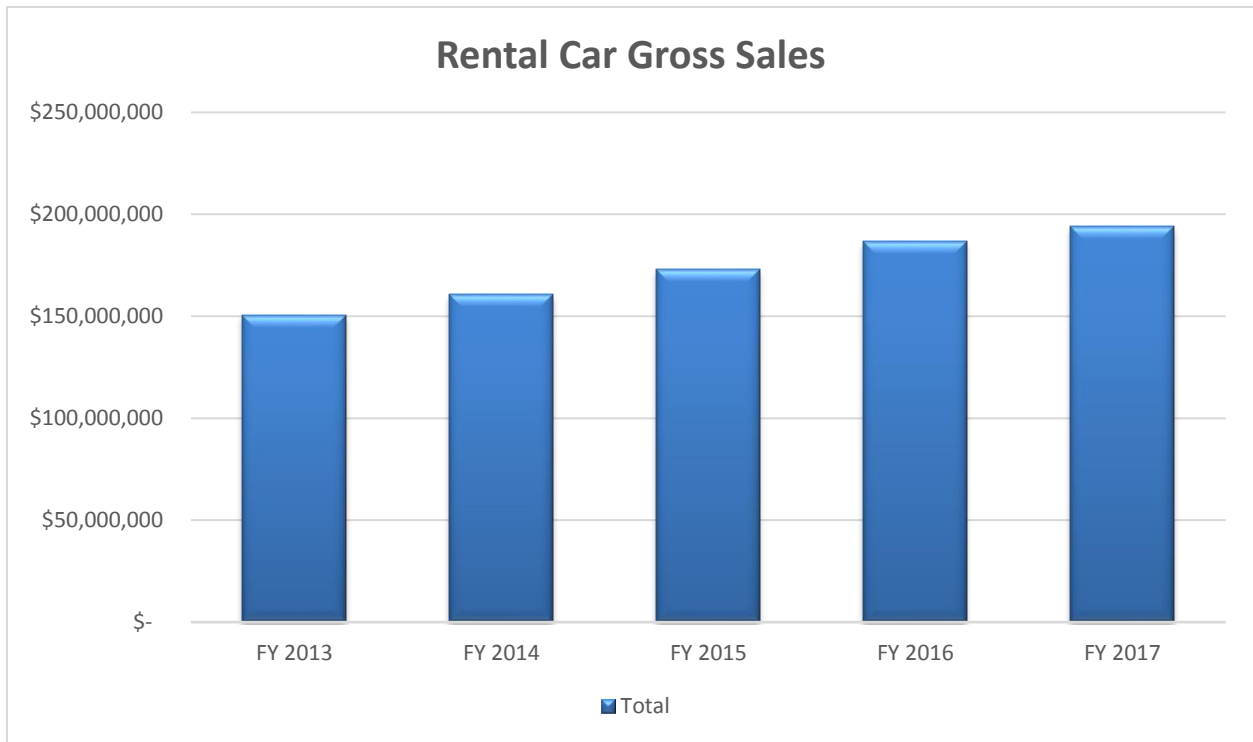
## ADVERTISING / PASSENGER SERVICES

Name	Description	Location
Lamar Advertising	Airport advertising agency for local and regional vendors	Throughout Terminal
The Barbers	Old fashioned barbershop and massage parlor	Pre-Security/ Clocktower Plaza
DragonTree Spa	Full service spa and health services and products	Concourse C
Wi-Mac-Tel	Communications company offering payphone and calling card services	Throughout Terminal
ReturnKey Systems Inc./ Mail Safe Express Inc.	In-Checkpoint shipping service for TSA Prohibited Items	Inside N/S Security Checkpoints
Smarte Carte	Airport baggage cart rentals	Throughout Terminal
Travelex	Provider of currency exchange and international payment processing services.	Baggage Claim and Concourse D
US Bank	ATM's throughout the Airport	9 ATM's
Hollywood Theatre	A free, 17-seat micro-cinema featuring short films by Oregon filmmakers	Concourse C



## RENTAL CAR COMPANIES

Name	Description	Location
<b>On-Airport Rental Car Companies</b>		
Avis	International predominantly corporate and upscale leisure traveler's car rental agency operating out of large airports and cities	Rental Car Center and Garage
Dollar	International business and leisure car rental agency operating in many large airport and cities	Rental Car Center and Garage
Enterprise	International business and leisure car rental agency operating in many large airport and cities	Rental Car Center and Garage
Hertz	International predominantly corporate and upscale leisure traveler's car rental agency operating out of large airports and cities	Rental Car Center and Garage
National	North American car rental agency, with diverse customer base, operating out many airports and cities	Rental Car Center and Garage
<b>Off-Airport Rental Car Companies</b>		
Airport Van Rental	North American business and leisure car rental agency that specializes in van rentals operating in many large airports and cities.	Off-Site Location
Alamo	International car rental agency with strong focus on international travels operating in many large airports and cities	Limited Service Kiosk and Off-Site Location
Budget	International predominately leisure and cost-conscious traveler's car rental agency operating in many large airports and cities	Limited Service Kiosk and Off-Site Location
Payless Car Rental	North American car rental agency with a diverse customer base operating in many airports and cities	Off-Site Location
Thrifty	North American business and leisure car rental agency operating in many large airport and cities	Limited Service Kiosk and Off-Site Location



# Portland International Airport CONCESSIONS PROGRAM

## PDX MAP & TRAFFIC INFORMATION

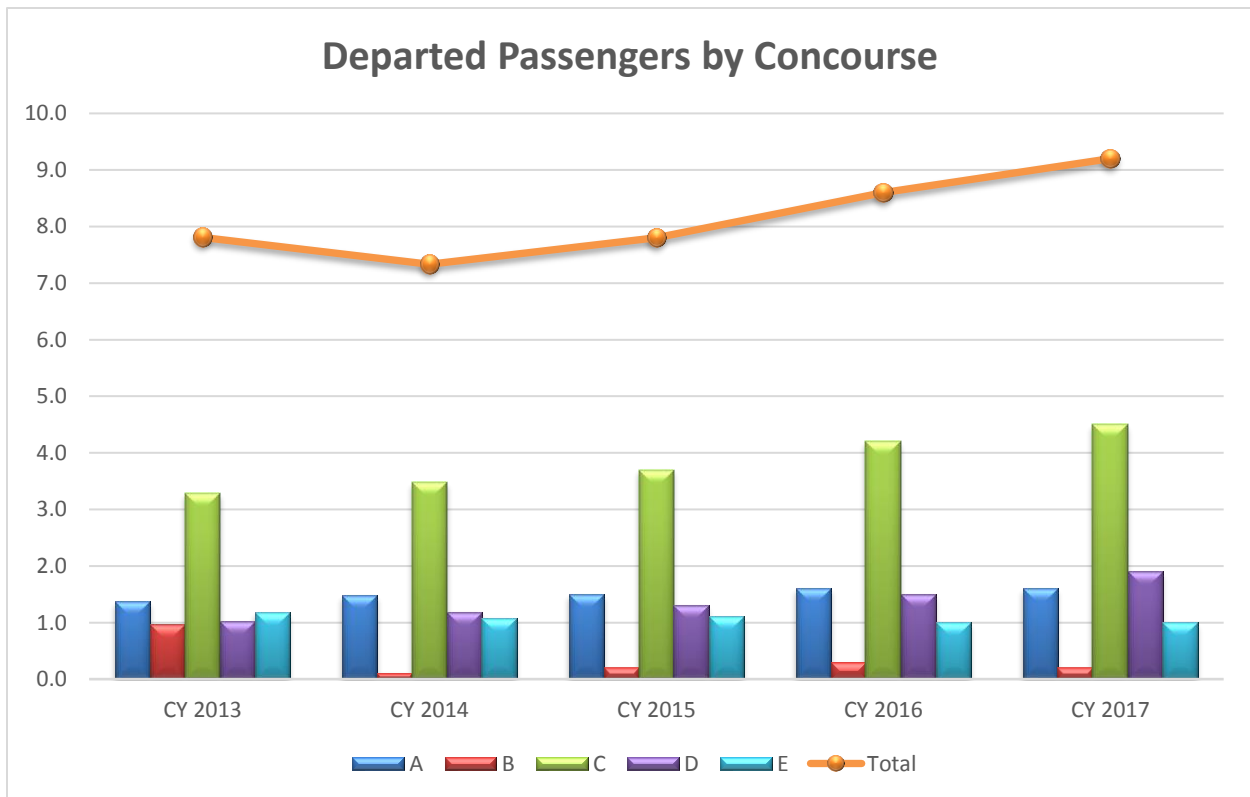


Calendar Year 2017 Departed Passengers by Concourse:

A	1,580,556	17%
B	255,095	3%
C	4,779,290	50%
D	1,908,608	20%
E	1,014,923	10%

**Total: 9.5 Million**

## PDX DEPARTED PASSENGER DEMOGRAPHICS



## PDX Passenger Demographics for CY 2017

- 74% leisure and 26% business
- \$93,000 median income
- 51% of passengers are age 25-54
- More than 70% of PDX visitors buy food or drink
- More than 16% buy a retail item

	Departing Passengers	Meeters/Greeters
<b>Average Time Spent in Airport</b>	70 minutes	44 minutes
<b>Average Daily Traffic</b>	52,275 people	5,400 people

There are approximately 20.6 meeters/greeters for every 100 departing passengers.

