



Bureau of Planning and Sustainability
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October 20, 2014

Sean Loughran
Aviation Long Range Planning
Port of Portland
7200 NE Airport Way
Portland, OR 97218

Dear Sean,

I am writing on behalf of the Age-Friendly Portland Advisory Council to offer support and assistance to the PDXNext team as it pursues improvements to the quality of passengers' experiences in the airport, from garage to gate.

The Age-Friendly Portland Advisory Council seeks to promote Portland as a great place for older adults to live, work, play, learn and thrive. Through a combination of research and technical expertise, community relationships, and policy support and advocacy, members of the Advisory Council are working individually and collectively with City bureaus, County agencies, businesses and institutions to apply best practices to improve physical design and operations that meet the needs of older adults, and - indeed - all generations.

We view PDXNext as a timely and exciting opportunity to contribute our support and expertise. Thank you for sending me the excellent ACRP (Airport Cooperative Research Program) report, *Impacts of Aging Travelers on Airports*. I have shared the report with my colleagues on the Advisory Council. We are happy to know that the PDXNext coordination team is looking at these report findings as you consider a range of potential improvements to terminal design and operations.

As you know, the report identified the following as the most prevalent issues that older adults face as they travel through an airport:

- Wayfinding - e.g., how easy or difficult it is to navigate through a visually confusing environment
- Fatigue - e.g., long walking distances; handling bags at curbside, check-in and baggage claim; standing or waiting in line
- Technology and equipment - e.g., use of self-service devices and negotiating security checkpoints
- Amenities - e.g., comfort and ease in using restrooms and concession areas



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To complement the findings of this report, our partner organization Elders in Action has a nationally-recognized program that certifies businesses to be "age friendly," and through this program Elders in Action convenes focus groups and provides expert consultation about user experiences to inform and guide proposed modifications and improvements. We believe this assistance would be quite valuable to your design team to ensure that PDX's terminal improvements and operations best meet the needs of older adults travelling through PDX.

Portland is a member of the World Health Organization Global Network of Age-Friendly Cities and Communities, and is a highly respected leader within the AARP National Network of Age-Friendly Communities. The opportunity to advance PDX as a premier age friendly airport is very exciting, and would further elevate Portland's outstanding reputation for innovation and livability for people *of all generations*.

We have a subcommittee of our Advisory Council poised to step up, and we would love an opportunity to further explore how we can contribute to PDXNext.

Best regards,



Deborah Stein
On behalf of the Age-Friendly Portland Advisory Council

