



Portland International Airport (PDX) Backgrounder

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Portland International Airport is home to 17 domestic and international passenger airlines offering nonstop service to 65 domestic destinations and 10 international cities. PDX serves nearly 17 million passengers annually. The airport averages some 450 scheduled arrivals and departures daily. International nonstop destinations from PDX include: Amsterdam, Netherlands; Tokyo, Japan; Vancouver, British Columbia; Calgary, Alberta; Toronto, Ontario; Frankfurt, Germany; Reykjavik, Iceland; and Guadalajara, San Jose del Cabo and Puerto Vallarta, Mexico. PDX is one of 16 U.S. metro areas with year-round nonstop service to both Europe and Asia, and is served by six all-cargo air carriers.

About the Port

The Port of Portland owns Portland International Airport, as well as two general aviation airports located in Hillsboro and Troutdale, Oregon. PDX is the 29th largest passenger airport and the 24th largest cargo airport in the United States. PDX's capture region serves a population of more than 3.8 million people in two states.

Economic Impact

A recent economic impact study shows that PDX generated more than 16,000 jobs, \$931 million in income, and \$3.9 billion in business revenue.

Vital Stats (CY 2015):

Passengers: 16,850,952
(domestic and international)

Cargo: 237,805 short tons
(mail and air freight)

Operations: 218,021
(commercial, general aviation and military)

Ease of Access and Connectivity

A convenient public transportation light rail system runs from the city center to the airport. Travel time on Portland's TriMet MAX Red Line from the airport to downtown Portland is 38 minutes. A variety of parking options are available for long-term, short-term and economy needs, with a parking guidance system making it easier for travelers to find a parking space. Electric vehicle charging stations are also available in the short-term parking structure and economy parking lot. For the cycling community, PDX has a secure bike storage area on the lower roadway with several bike racks and route maps. Rapid charger stations and high-voltage power towers are located throughout the terminal to help travelers to stay connected, and charge mobile phones, electronic devices and PCs.

Environmental Stewardship

PDX is a leader in wildlife hazard management, noise management, and waste reduction and recycling. Since the food waste composting program began in 2003, PDX passengers, tenants and employees have diverted more than 2,700 tons of food waste to compost.

PDX won Best "Green" Concessions Concept by Airports Council International-North America in 2013 for its partnership with St. Vincent de Paul, a local nonprofit, donating unsold, ready-to-eat food to residents who need food in the Portland metro area. Last year, the program donated more than 36,722 pounds of high-quality food—equivalent to more than 24,481 meals.

Water refill stations are installed at many of the concourse news & gift stores to reduce waste created by disposable water bottles. In addition, PDX is known for its state-of-the-art system for collecting and managing deicing stormwater runoff. Nearly 90 airport vehicles run on natural gas, or biodiesel B-20.

Nationally Recognized

PDX was voted the best U.S. airport in *Travel+Leisure* World's Best Awards reader poll in 2013, 2014 and 2015. J.D. Power also ranked PDX "Highest in Customer Satisfaction for Large Airports" in 2015. PDX's award-winning concessions program features the best of local, regional and national shops and restaurants. The airport offers travelers 67 shops and restaurants, which are open 365 days a year.

Customer Care

Ongoing customer service initiatives challenge airport employees to continue raising the bar in customer satisfaction. Celebrating more than 20 years of service, the PDX Volunteer Information Program assists nearly 16,000 customers monthly at information booths while the customer information staff talks with more than 10,000 travelers each month.

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