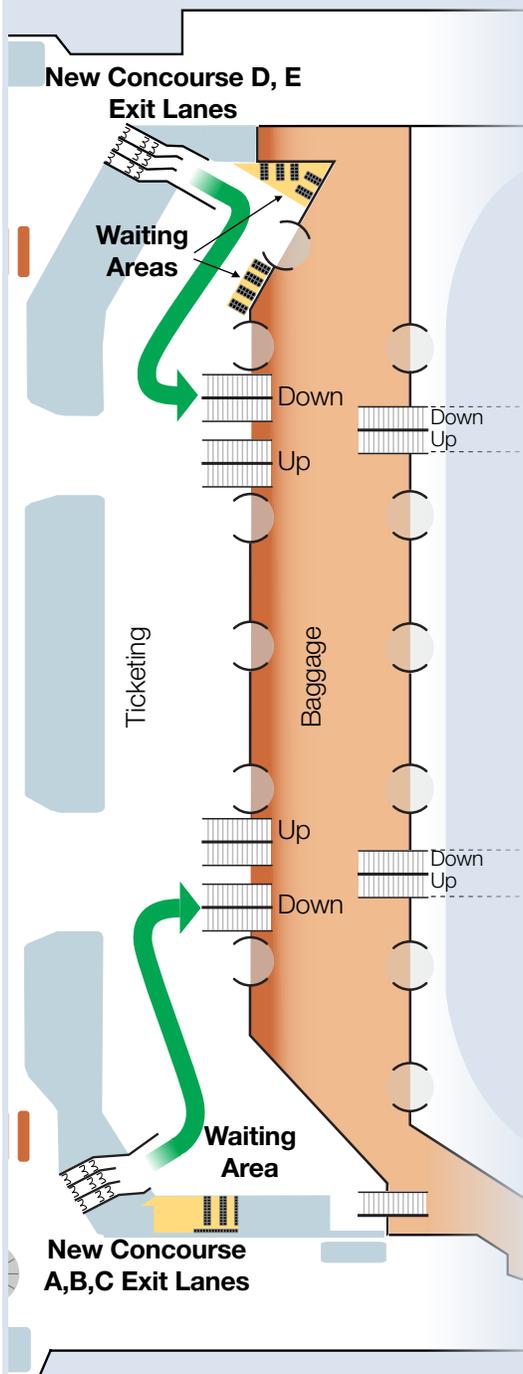


## New exit lanes enhance security, customer experience

The biggest passenger circulation change at PDX since baggage screening moved out of the ticket lobby is currently underway and will go live in December. Here's what you need to know about our new exit lanes to keep traffic moving smoothly.



**What happens in Vegas, doesn't stay in Vegas.** If you've traveled through the McCarran International Airport, you've seen a version of the technology that's headed to PDX: An exit lane breach control system that enables airports to maximize the flow of travelers through the terminals while maintaining high safety standards. The one-way exit corridor guides the flow of arriving passengers to the public side of the airport without the need for staffed security personnel and is loaded with smart technology including doors that lock and alert police in an emergency; safety features to ensure no one gets stuck; and floor sensors for dropped items. PDX is the first airport in the nation to implement the current version of this security system.

**Meeters/greeters, meet espresso.** When you exit the concourses, you will be greeted by friends, family...and great coffee. Starbucks will serve meeters/greeters waiting on travelers from A/B/C; those at D/E will have easy access to Portland Roasting. In addition to new concessions, meters/greeters will also enjoy waiting areas in the ticket lobby that are filled with natural light and monitors that display flight arrival times.

**Watch out for escalators!** You may have noticed the reversal of several escalators between the ticket lobby, baggage claim and the pedestrian tunnels. This is a ripple effect from the main change – to ensure that the first escalator D/E travelers reach when exiting the airport is heading down to baggage claim. In the future, the hope is to add escalators at the north and south ends of the ticket lobby so that the flow of traffic goes directly into baggage claim.

*Continued on page 2*

## New exit lanes opening

Continued from page 1

**We did the research and planned ahead.** All of these changes were made after extensive research with a team of engineers who studied airport volumes and traffic patterns. While they determined that our volumes don't require an exit lane breach control system with three lanes just yet, it made sense to plan for the future. Since the lanes operate independently, if one is out for service, the other two can stay in use. The new exits also create more space at the checkpoint for future TSA lanes.

There's a lot of change happening, so expect wayfinding signage and even designated staff to help with directions

and ensure travelers get where they need to go throughout December. If you have questions, contact the Aviation Public Safety and Security team at 503.415.6491.

### Known Crew Member Closures Coming Soon

In order to maintain security, the current exit lanes will need to be sealed off and rebuilt after these moves, which will impact existing Known Crew Member lanes. Expect temporary closures for three to four week periods as construction is underway, but know that one Known Crew Member lane will always remain open.

### We Asked, You Answered:

## What's your most memorable PDX moment?

A few months back, we asked some of our TSA team members about the strangest things they've seen at PDX. Now we're asking more of our PDXperts for their most notable airport memories!



"I once spotted a very tall man – his height must have been around 7 feet! – wearing a bright neon blue onesie and walking on the moving platform. He definitely caught everyone's attention."

**Sergio Jimenez,**  
*The Dragontree Spa*



"I saw a guy driving into the long-term garage who became very confused and wound up driving out the wrong direction into oncoming traffic. It was scary and definitely memorable."

**Michael Palm,**  
*SP+ Parking*



"We were having an incredibly busy day at the restaurant and then got hit with an order for 230 sandwiches to feed passengers on a delayed flight. We worked really hard to get the job done, but it was a tough day that I definitely won't forget."

**Ariel Guerrero,**  
*Beaches*



"A child with cognitive impairment sat at the front of my bus and wanted to play at being my supervisor. I let him give me orders and, when we arrived at the terminal, his grandmother asked for a photo of the two of us to commemorate his 'first job.'"

**Tammy Van Horn,**  
*SP+ Parking*

## Did you know?

Your unused or nearly expired airline miles are worth more than you think! When you donate airline miles to Make-A-Wish, you help grant wishes to children with life-threatening medical conditions. Each year, the Oregon chapter uses 40 million donated airline miles to

send about 180 wish kids and their families on travel-related wishes. With your help, they can bring hope and joy to local families who are going through the toughest times in their lives. Learn more at

[oregon.wish.org/content/wishes-in-flight](http://oregon.wish.org/content/wishes-in-flight).

**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.

# PenAir Restores Klamath Falls Service



PenAir recently kicked off new nonstop service from Portland to Klamath Falls, the first flights serving that community since June 2014. The effort to restart service in Klamath Falls was complicated by the need to re-federalize the Crater Lake – Klamath Regional Airport in order for TSA to be able to provide passenger screening services. PenAir was ready with an announcement of service as soon as the TSA confirmed they were returning to Klamath Falls. Thanks to everyone who helped restore this critical transportation!

## Peet's Coffee & Tea Now Open in Baggage Claim



Coming off a plane, you usually have three priorities: 1. Find a bathroom. 2. Pick up your luggage. 3. Rehydrate. The new location of Peet's Coffee & Tea makes the last two easy – they're now conveniently located in baggage claim and open for business! Stay tuned for more new concessions, including even more coffee options, opening through the end of the year.

## Celebrating Customer Service...with Prizes!



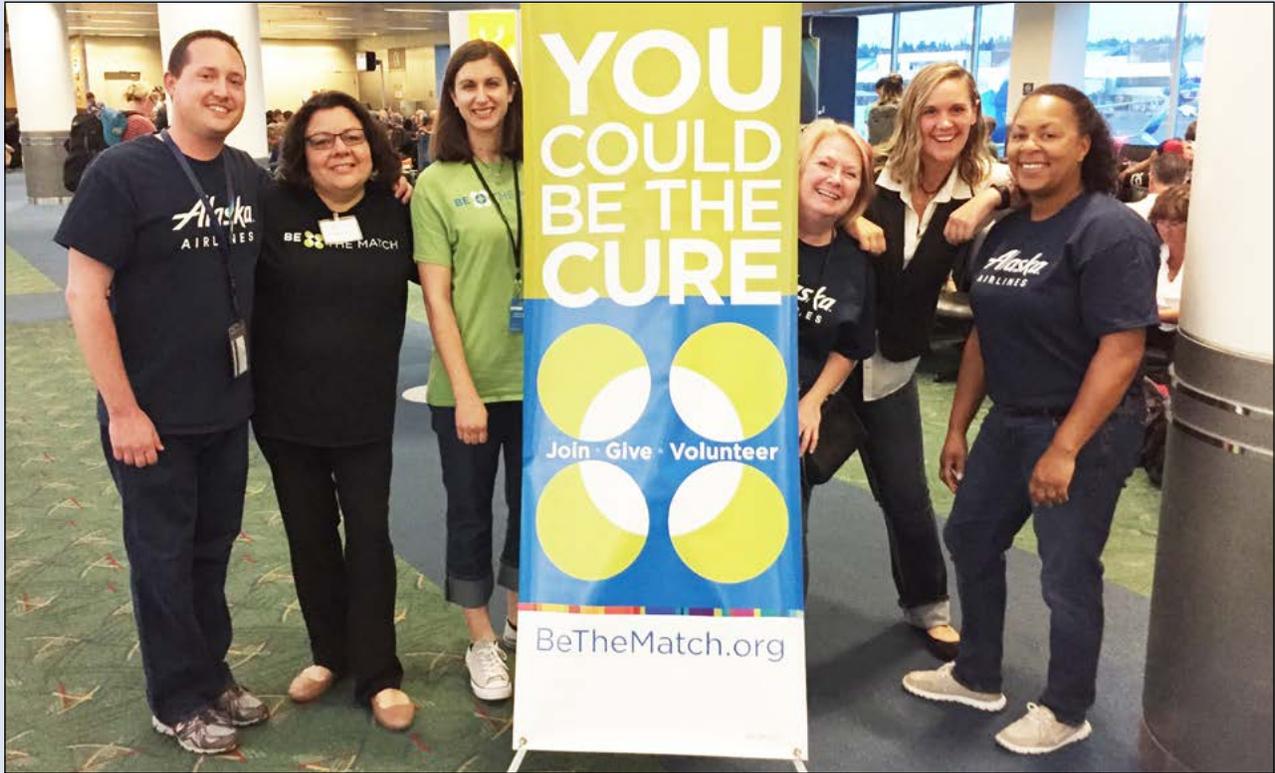
At PDX, we strive to make every passenger experience, roadway to runway, the best it can be. With approximately 10,000 employees and more than 80 different businesses making up our airport, we work together to ensure customer service is a top priority and an integral part of our culture. To say thank you for this ongoing commitment, we rolled out the Make the Connection prize wheel at the end of October, giving employees the chance to win great prizes, including several \$20 gift cards. Thank you for being part of our incredible PDX team!

## Customer Compliments

“I've traveled all over the world, and during my first visit to Portland, I was very impressed by this airport. Let me count the ways: 1. Friendly TSA who take pride in their job and crack jokes to ease travel stress. 2. Free and powerful Wi-Fi. 3. Many options for coffee, including Stumptown. 4. Food court with plenty of seating and lots of cool dining options. 5. A full barber shop and massage spa!”

Daniel C., Danville, California

# PDX is Perfect Match for Bone Marrow Drive



Thanks to help from our Alaska Airlines team, the Be The Match Foundation recently registered 53 potentially life-saving bone marrow donors in just eight hours at PDX. The second annual Be The Match Bone Marrow Donor Drive was an emotionally rewarding event for all involved, with numerous travelers approaching the team to tell them how donors have saved their life or the lives of their loved ones. Special thanks to project lead Chris Benson and everyone who helped make the drive a success. Stay tuned for details on next year's event!

## Did you know?

Thanks to the help of concessionaires and partners, we achieved Zero Waste at the PDX Runway Run! Together we achieved a 95.3 percent diversion rate, well above the 90 percent required to meet Zero Waste goals. Success was due to pre-planning and consultation with concessionaires to provide the most efficient and recyclable materials possible; volunteers dedicated to sorting materials into separate waste stream; and efficient reuse of equipment including signage and fencing. This proves that, with coordination and commitment, any large-scale event can be Zero Waste!



## Upcoming Events

**11/3:** Cathay Pacific Cargo Inaugural Flight

**11/7:** PDX Clean-Up

**11/14:** Delta's London Day Celebration

**pdxaminer**

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