

## **PORTLAND INTERNATIONAL AIRPORT UPDATE**

TO: PDX Community Advisory Committee

FROM: Vince Granato, Chief Project Officer & Dan Pippenger, Chief Operating Officer

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### **BUSINESS UPDATE**

#### **Airport Activity**

Portland International Airport welcomed nearly 650,000 travelers during the December holiday period, spanning from Thurs., Dec. 19 through Mon., Dec. 30. PDX served more than 50,000 travelers daily, with peak travel days occurring the Monday before Christmas (Dec. 23 with 56,300 travelers) and the Monday before New Year's Eve (Dec. 30 with 55,962 travelers).

As projected, PDX ended the calendar year just shy of 20 million annual passengers, serving 19.8 million travelers in 2019 which is essentially the same number of passengers as 2018.

PDX cargo volumes ended the year strong and continue to show strong growth led by Atlas, UPS and Cathay Pacific.

#### **Air Service Updates**

British Airways will offer new nonstop service to London's Heathrow Airport beginning June 1, 2020. The new service will run five days per week with a flight schedule that allows great flexibility for connections to and from Europe and other destinations in the UK. In addition, travelers on partner Alaska Airlines can both earn and redeem miles and points on British Airways, adding further ease and convenience for Portland customers.

The year-round service represents the airport's first scheduled service aboard a Boeing 787 Dreamliner.

2020 will also see new service by airlines already serving PDX including:

- Sun Country Airlines added a seasonal nonstop flight to Cabo San Lucas, Mexico on Dec. 18 to bring the airline's total nonstop offerings from PDX to nine destinations. The new service will be offered twice a week on Wednesdays and Saturdays;
  - Delta Air Lines' nonstop service from PDX to Tokyo's Haneda Airport begins March 28. As part of the airport's winter promotion, travelers can enter to win a pair of round-trip tickets on the new flight (no purchase necessary);
  - On June 3, Sun Country will launch twice weekly nonstop service from PDX to Madison, Wis.;
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- Southwest plans to begin flying seasonal nonstop service from PDX to Nashville, Tenn. starting June 6;
- Alaska Airlines plans to fly nonstop to San Luis Obispo, Calif. starting June 18.

Outside the main passenger terminal, JetSuiteX (JSX) recently announced new service between Portland, Oakland and Seattle's Boeing Field with six daily round-trip flights starting in April. JSX operates Embraer 135 and 145 aircraft and sells its point-to-point flights as public air charters. The California-based airline will begin operations out of Atlantic Aviation on the north side of Airport Way.

Finally, ANA Cargo launched the first ever nonstop freighter service from Tokyo's Narita International Airport to PDX. The service provides access to markets for high tech capital equipment and other products that were previously flying into California, Washington and even Canada, which required trucking all the way to Portland.

## **AIRPORT CONCESSIONS/PROPERTIES**

Over the past five months, a group of Port architects, engineers, construction and development managers have been working closely with ten individual concession teams to design new stores and restaurants for the Concourse E Extension. Each of the ten projects are set to begin construction next month, and opening is anticipated for mid-June along with the grand opening of the Concourse.

The Distributed Antenna System, or DAS, which is owned, operated and managed by Boingo Wireless LLC is also under final design for coverage for the Concourse E Extension, and will begin construction soon. The DAS network improves cellular coverage and capacity at the airport and was launched by Boingo at PDX with a tier one mobile carrier back in December. See below for more on the DAS network and the benefits to customers.

A brand-new minority-owned business called Mike's Backyard Burgers opened in the PDX food cart pod last month, grilling up hamburgers, wings, and sides. Owner Michael Foster has been running the multitude of cafes and cafeterias at OHSU for the past thirty years, yet dreamed of putting all that experience to use with his own business. Typically, PDX requires its food carts to have at least one existing location street-side, but this time we took a chance on creating something brand new as a mentorship opportunity. The cart has been well received so far, and we hope you will give it a try!

The Shoeshine on Concourse C has transitioned from a sub-contractor of The Barbers to their own agreement directly with the Port, which will become effective on February 1. Jackson Shine Co. is a minority-owned and family operated business. Long-time father/daughter team Lowell and Helene Jackson will be refreshing their shoe shine space with new paint, signage, and adding some additional amenities as they continue to grow.

The Starbucks location on Concourse C is now open 24/7. This change helps better assist travelers previously served on Concourse A and means employees and construction workers can get hot food and coffee any time.

## PLANNING AND CONSTRUCTION UPDATE

### **PDX Next Program**

PDX Next is the Port of Portland's program to deliver a convenient, comfortable, uniquely PDX experience for travelers and employees now and into the future.

### Announcing the PDX Next Central Project Office

The transformative projects of PDX Next collectively represent one of the largest investments in our airport's history, and we're now entering a new phase: Airline funding is secured and we're starting to affect customers directly. In reviewing similar airport redevelopment projects, clarity and agility in decision-making are critical, and clear accountability for on-time, on-scope and on-budget project delivery is imperative. For this reason, we created a new division – a PDX Next Central Project Office led by a PDX Next Chief Project Officer that reports directly to Curtis Robinhold. Vince Granato transitioned into this new role effective Sunday, Dec. 1.

### Concourse E Extension (TBAL)



*Workers are installing 350,000 pounds of glass to bring you more Pacific Northwest light.*

Construction work on the roof membrane and insulation is complete, along with final paving. Curtainwall glazing continues on both the north and south sides of the building, and exterior and interior framing work is ongoing.

United Airlines relocated into their new space at the north end of ticket lobby in November 2019.

This project is on track for completion in June 2020.

#### Concourse B Remodel (TCORE)

With the permanent closure of Concourse A, Horizon Air flight operations moved to the west end of Concourse C on November 13, 2019. The temporary ground-load facilities on Concourse C are performing well. Additionally, Concourse B design work is complete and phasing plans have been developed.

Coordination with TriMet regarding impacts to the terminal light rail platform are ongoing. There will be limited closures of the airport terminal station associated with the demolition of Concourse A – and with steel erection and construction of the north façade of new Concourse B. Current closure dates are March 1 – March 28 (all hours, all days), April 26-May 22 (overnight only 9pm-5am), and June 1-July 26 (all hours, all days). The Port is working closely with TriMet to provide a light rail/bus connection to the terminal for those periods when the terminal station is closed and on communications planning to prepare travelers and PDX employees.

Demolition of Concourse A and construction work on Concourse B will proceed this spring, with the newly redeveloped and expanded Concourse B on track to open mid-2021.

#### PDX Parking Additions and Consolidated Rental Car Facility (PACR)

The new exit toll plaza at PDX opened on November 11, 2019, getting us one step closer to a flexible transportation hub with 2,400 close-in parking spots and bringing nearly all car rentals on-site. The new exit plaza is performing well. Construction of the new exit ramp from the future PACR garage can be seen near the new exit toll plaza. Later in 2020, customers may also see some adjustments to signage and striping on Airport Way to improve wayfinding to parking garages.

#### Rental Car Center (RCC)

The Rental Car Center project includes construction and occupancy of upper floors for:

- TSA Administration (Second Floor)
- Police (Third Floor)
- Badging, Information/Paging, Communications Center, Emergency Operation Center, Aviation
- Security, Airport Operation Supervisors, TSA's TOCC (Fourth Floor)

Construction on the RCC will begin in earnest in 2020.

### New main terminal (TCORE)

Final approval for Phase 2 of the TCORE project was received from the airlines in August 2019, confirming the entire project scope: construction of the western expansion including extending the expansion into the concourses, installation of a new roof over the entire facility, upgrading Concourse B, demolishing Concourse A, replacement of the existing post-security concession nodes, upgrade of the ticket lobby and installation of new circulation corridors from the ticket lobby to bag claim.

A construction phasing plan has been developed to coordinate between operational efficiencies, passenger experience, and construction safety and efficiency. Enabling work for the new main terminal will begin in 2020, with the new facility on track to open in 2025.

### MAX Red Line

TriMet has been planning an extension and improvements to the MAX Red Line to provide better connections and more reliable service. On July 22, TriMet received official approval from the Federal Transit Administration to enter the Small Starts project development phase. This is the first official acknowledgement from the federal government that the Red Line project is eligible for Small Starts funding. The next important step in the federal funding process is obtaining a “project rating” that is not expected until next year.

In the meantime, TriMet has selected the Parametrix design team for the next phase of work and proposals on the Construction Manager/General Contractor (CM/GC) are due this week. A CM/GC is expected to be approved by the TriMet board in December.

## **SUSTAINABILITY UPDATE**

### Social Equity

Port departmental staff are currently researching ways to implement the equity outcomes they have identified in their five-year general departmental equity plans. These include increasing small business utilization, managing recruitment, retention and promotion with an equity lens, and prioritizing outreach activities that build community capacity.

The Port has recently welcomed Joy Fowler as our Diversity and Inclusion Program Manager. Joy will be working with Steve Nakana to continue to drive implementation of our internal social equity work. The Port recently convened an all-employee Town Hall to discuss progress being made with our DEI program, and Curtis Robinhold reflected on the CAC’s role in kickstarting the initial efforts to address social equity at the Port.

### Port Again Honored Among Healthiest Employers in Nation

After taking home first place honors as Oregon’s Healthiest Employer (500-1,499 employees), the Port also learned that it is in the top tier of healthiest employers in the nation. For 2019, the Port landed at #13 on the Healthiest 100 Workplaces in America list, which recognizes companies for their extraordinary commitment to employee health and exceptional corporate wellness programming. More than 1,000 award applicants

were evaluated across six key categories: culture and leadership commitment, foundational components, strategic planning, marketing and communications, programming and interventions, and reporting and analytics.

### Sustainability at Work Achievement

Once again, the Port Headquarters maintained the highest level of certification for the City of Portland's Sustainability at Work program. Certified businesses must demonstrate a commitment to sustainability through efforts in recycling and compost, energy and water efficiencies, sustainable transportation and community engagement

## **OTHER**

### **Technology, Enhancing Travel**

#### Better, Faster Wi-Fi.

While there was (and remains) no charge to access the airport-wide public Wi-Fi, the Port recognized there was room for service improvement. As such, PDX recently upgraded the airport-wide public Wi-Fi. Travelers should see better Wi-Fi connectivity now and faster internet speeds throughout the airport terminal, including in the pedestrian tunnels between baggage claim and the rental car facility.

#### Fewer Dropped Calls.

Throughout the past few years, travelers have reported cell phone calls disconnecting more than they would expect when they are at PDX. Enter Boingo, the company that has installed a neutral host distributed antenna system (DAS) in the airport, designed to boost cellular coverage on smartphones. When using cellular data to stream, browse or make a phone call, the DAS network works behind the scenes to eliminate "dead zones" for improved connectivity across voice and data applications as travelers move through the airport.

#### Parking

An enhanced parking guidance system being installed in the Short-Term Garage uses red and green lights to guide drivers to available spots and tells drivers how many parking spots are available on each level, and in each row. Further, can't remember where you parked? Download the Park Assist app for your smartphone, search for or scroll to the Portland Airport, and then enter your license plate number and you'll receive a map pinpointing the location of your vehicle in the garage!

#### Restroom feedback

Need more T.P.? The airport's restrooms now have signage that directs customers to send a text message, scan a QR code, visit a website, or call and leave a message to share feedback about restroom conditions. The feedback is routed directly to the airport's janitorial supervisors for action, which allows PDX to continually improve the passenger experience.

### Help is a text message away

If you need assistance during your passage through PDX between the hours of 6 a.m. and 11:30 p.m. (7 days/week), text us. Customers can send questions via text message to the customer service team at 503-460-4324. We're here to help!

### Food for the flight.

Since the app-based delivery service AtYourGate launched at PDX in March 2019, they have delivered more than 6,000 orders to PDX travelers. Travelers can select products from more than 15 different shops and restaurants, pay through the app and have items delivered to their airport location. Download the app for your smartphone and check the airport's website for a full list of participating establishments.

### Rideshare

During peak times, PDX can see more than 500 rideshare pickups per hour. In May, PDX designated specific areas for each rideshare brand. At the same time, Lyft and Uber implemented programs where customers use their apps to request a ride and are given a code. The traveler takes the code to the designated Uber or Lyft area and is matched with the next available car, making it faster to catch rideshares from the airport.

### Mobile Passport

For international travelers, the addition of Mobile Passport has simplified or eliminated some of the paperwork when you return to PDX from an international trip. While the app doesn't replace your passport, it saves time in line and improves passenger processing for everyone.

### Oregon DMV Shares Alternatives Ahead of Real ID Licensing Launch

Oregon Department of Motor Vehicles (DMV) officials recently launched a yearlong campaign aimed at getting Oregonians to get prepared now to avoid long lines next year when obtaining a driver's license that meets the standards of the federal REAL ID law. Compliant licenses will be available in Oregon in July 2020 and demand could be great, as federal airport screeners will no longer accept non-REAL ID licenses from travelers starting in October 2020. But before you panic about the tight timeline, know that screeners will still accept passports and some other forms of federal ID.

DMV has developed an interactive web tool to help people determine whether they need a REAL ID, and what documents will be required when applications are accepted in July 2020. It's available at [www.oregon.gov/realid](http://www.oregon.gov/realid).

Residents in Washington state can head to their Department of Licensing today to get a REAL ID-compliant license. In Washington, they're called an Enhanced Driver's License or Enhanced ID. One thing to be aware of: Most states have a star in the top corner of their REAL ID licenses, but not Washington. But if you have an Enhanced ID, it will work next October.

### New Commissioners

On November 20, the Oregon Senate approved Gov. Kate Brown's appointments of Katherine Lam and Meg Niemi to the Port of Portland Commission.

Katherine Lam is president and co-owner of Bambuza Hospitality Group, which operates Bambuza Vietnam Kitchen at Portland International Airport, with a second location arriving when the airport's Concourse E extension is complete in summer 2020. Bambuza also has locations at Sea-Tac Airport and throughout the Portland metro region.

Lam is actively involved in the community, where she mentors high school students in the culinary arts program at David Douglas High School and helps fundraise for local schools. She earned a bachelor's degree in international business at Pacific Lutheran University and holds an MBA from Marylhurst University.

"It's a great honor to serve the Port of Portland in this capacity," said Lam. "Portland has an award-winning international airport with an exciting expansion ahead of it. I look forward to building on that momentum to create a prosperous future for the Port and our community."

Meg Niemi has spent more than 13 years as president of SEIU Local 49, which has 15,000 members who work in healthcare and property and airport services throughout Oregon and Southwest Washington. Niemi has served in a variety of roles for SEIU and other labor unions for the last 25 years.

Niemi received a bachelor's degree in political science from Pitzer College in Claremont, California. Niemi has a family with deep roots in the marine trade. Her grandfather was a union shipbuilder in Astoria, and her stepfather was an ILWU-represented longshoreman on the Columbia River. Niemi also serves on the Prosper Portland 2015-2020 Strategic Plan Steering Committee and is a certified ski instructor and wildland firefighter.

"I'm honored to join the Commission for the Port of Portland," Niemi shared. "We have an incredible opportunity for Oregon's economy and the Port of Portland to reflect the community it serves and value the workforce that makes it all possible. Together, we can navigate a path forward that strengthens and lifts everyone."

Lam replaces Commissioner Tom Chamberlain, while Niemi replaces Commissioner Gary Young. Other members of the Commission are: Alice Cuprill-Comas, Commission president, executive vice president and general counsel at Oregon Health & Science University; Linda Pearce, Commission treasurer, and CFO of Tillamook County Creamery Association; Robert Levy, Commission secretary, and self-employed farmer operating both Windy River and L&L Farms in Hermiston; Tom Tsuruta, former adjunct professor at Marylhurst University; Pat McDonald, vice president of human resources and director of the Intel Talent Organization at Intel Corporation; and Michael Alexander, retired Urban League of Portland president and CEO, and seasoned healthcare-industry leader.