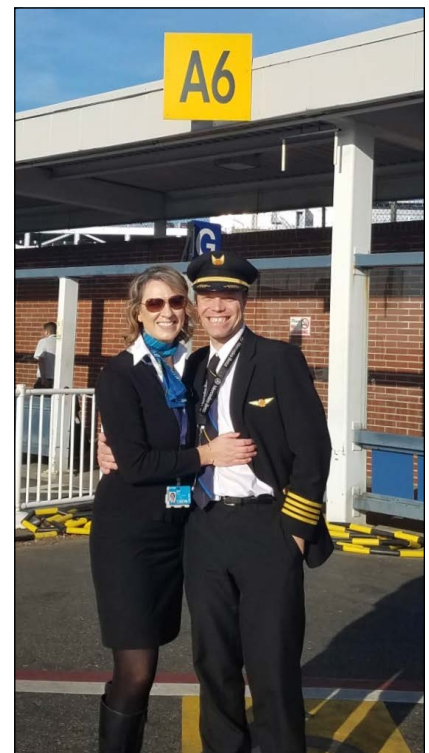
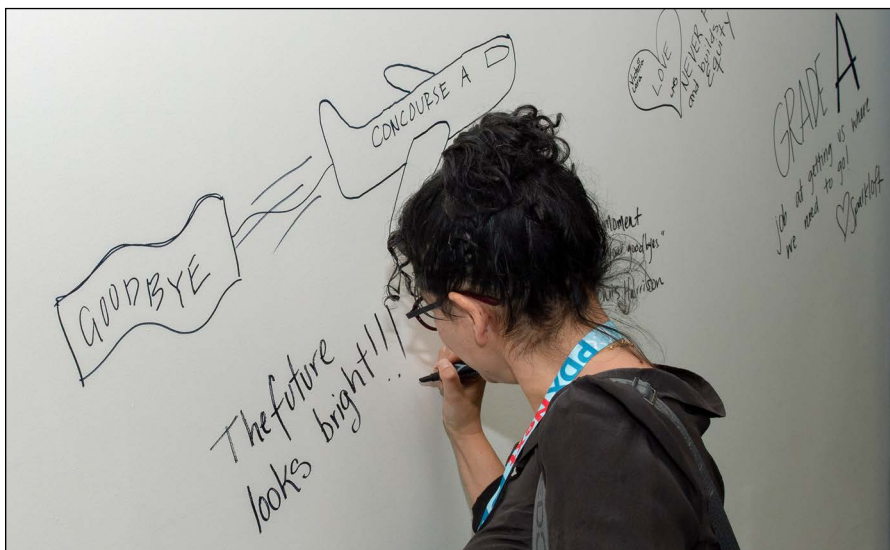
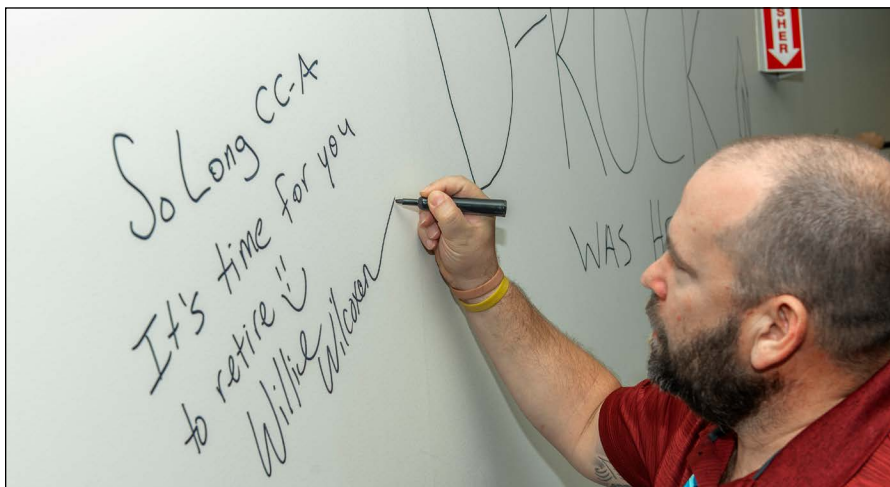


Writing's On the Wall:

Saying Goodbye to Concourse A

When Concourse A closed forever in mid-November, it didn't happen without a proper send-off. Employees from Alaska and Horizon Airlines, as well as partners from ZGF Architects, Hoffman Skanska construction and others hard at work on designing and building the bright and beautiful new Concourse B gathered to write their goodbyes in permanent marker. Among the fond farewells? "Grade A job of getting us where we needed to go," "So long A – it's time for you to retire," and "The future looks bright!"

In the coming years, there will be many more milestones and every PDX employee will have an opportunity to join in the fun, get a behind-the-scenes look and celebrate memorable moments. In fact, we'll specifically need your insight and experience to "test drive" new construction – from concourses to concessions – when the time comes. Follow along at pdxnext.com.



One especially fond farewell story: Horizon Captain Eric Nelson met his wife Rena, a Horizon flight attendant, right at Gate A6. Though the gate may be gone forever, we gifted them the yellow sign to keep their love – and their special memory – going strong.

Disruptions Ahead for MAX Red Line Service

Heads up! Starting in mid-January and lasting for about three weeks, MAX Red Line service from the Mt. Hood station to the PDX station (one stop) will be disrupted as we demolish Concourse A. Those **heading to PDX** will get off the Red Line at Mt. Hood station and catch a bus to the south end of the lower roadway. Those **departing from PDX** will take a bus from the south end of the lower roadway to the Mt. Hood station to catch the Red Line. Buses will run approximately every 10 minutes, so please plan to leave a little extra time for your commute.



Customer Compliments

“ I recently left my credit card at Stumptown and, as the very last passengers boarded my flight, the flight attendant appeared and handed me my card. I know it’s not difficult for someone who works at the airport to figure out what flight a traveler is on from the name on the credit card...but what makes me love PDX is that the people who work here would care enough to go through the trouble.”

Karen P., Beaverton, Ore

Did You Know?

The Starbucks location on Concourse C is now open 24/7! This change helps better assist travelers previously served on Concourse A, and means essential personnel and construction workers can get hot food – think breakfast sandwiches and paninis – any time they need a bite.



On Our Walls: Honoring the Vibrant Life and Work of Carola Penn

Five dynamic, lustrous landscapes by leading NW artist Carola Penn are now on view pre-security in the north baggage claim at PDX. Penn graduated from Pacific Northwest College of Art in 1986 and her paintings of Portland depict the city’s development over the years. The exhibition, aptly titled Woodlands, depicts quiet places in our region: the pond at Laurelhurst Park, the Lacamas Lake trail and intimate scenes of the Yale Valley Forest. Penn passed away earlier this year at age 74 – her significant contributions to the regional creative community will be celebrated and cherished for years to come.



The PDX Fall Cleanup was our biggest to date, seeing drop-offs from as far away as Cascade Station. From in-store tortilla displays to mannequin parts, tables and chairs, nonprofits had the opportunity to take away needed supplies for reuse before the Waste Minimization team delivered leftovers to the landfill. As a reminder, airport employees are always invited to “shop” the giant, free garage sale – mark your calendar now for next spring!

Did You Know?

While weather experts aren’t expecting an unusually cold or warm winter this year, there’s an easy way to keep an active eye on the airfield. Head to pdx.com/conditions to see what’s happening out there – you can even sign up for email or text alerts from the “Useful Links” section.

Subscribe to PDXaminer online

Go to go.pdx.com/PDXaminerSubscribe, fill out the simple registration form, selecting “News for Airport Employees” from the list of topics, and hit submit.

Survey: Share Your Thoughts on Working at PDX

When you think about working at PDX, do you feel like you’re part of one big family? Knowledgeable about what’s happening around you? Recognized when you go above and beyond? In the next year, we’ll be reviewing and refreshing our airport-wide customer service program, but we can’t do it without your help.

Please take a few minutes and tell us how you feel about working at the airport, the types of rewards and recognition that make you feel appreciated, and how you’d like to receive airport news and information. Your feedback will help us know what’s working, what could be improved and how we can continue to deliver the best-in-class customer service our travelers know and love. Take it now at go.pdx.com/EmployeeSurvey or stop by any of our prize wheel events!

Tuesday, Dec. 3

11 a.m.-1 p.m., Mezzanine level near PDX Conference Center

Wednesday, Dec. 4

9-11 a.m., Concourse E near Gate E1
3-5 p.m., South Bag Claim near Carousel 2

Thursday, Dec. 5

6-8 p.m., Concourse Connector near pet relief area

Friday, Dec. 6

10 a.m.-noon, A/B/C checkpoint near Kenny & Zuke’s



Important PDX Badging Changes Coming Soon



The new year will bring some notable changes for PDX badgeholders. Here's what you need to know about training, renewals and that little letter E.

Your PDX security badge is required to work at the airport. It's as simple as that: If you show up without your PDX badge, the Badging Office won't be issuing temporaries...and you won't be working that day. Also, unless approved by the airport security coordinator, new PDX hires can't start their job until they're fully badged and ready to go.

Renew your badge annually. No matter what color PDX badge you carry, your badge now needs to be renewed every year. However, you can start the renewal process up to 60 days before it expires.

Escorts are designated with an E. Some PDX employees with a red badge will also have a special E icon, noting that they've been authorized by their company and have passed special training to serve as an escort. This means that if you don't have an E icon or you are a grey badgeholder, you will not be allowed to escort.

New training videos are coming! With all of these changes on the horizon, we'll also be updating our training videos to make sure information is current. The next time you renew, look forward to a refreshed experience.

TSA Honors #PDXPeople

The Transportation Security Administration recently recognized the agency's highest performers and teams of 2019 and several #PDXPeople received top honors.

One of the top winners was Steven Bird who took home the first ever Blogger Bob award, a tribute to TSA blogger Curtis "Bob" Burns who passed away in 2018. Bird was honored for his partnerships with airline industry, cargo, mass transit and rail companies, work with nonprofits,

commitment to improving the travel experience for people with special needs, and participation in the Portland TSA color guard.

Also honored from PDX were Brian Bean, Intelligence Analyst of the Year; Heather McCanna, Passenger Support Specialist of the Year; and Bradley Weinkauf, Unsung Hero, as well as Oregon Federal Security Director Stephen Taber and Assistant Federal Security Director Kathleen McDonald.



In November, ANA Cargo launched nonstop freighter service from Tokyo's Narita International Airport to PDX, the result of more than 17 months of market visits and meetings with Port of Portland officials. This service provides better access for high tech equipment and other products that were previously flown into California, Washington and even Canada, and required trucking to Portland.

PDXAMINER

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