Port of Portland

PDX 2045 Planning Advisory Committee

Meeting 11

January 22, 2026

Meeting goals

- Share updated engagement results
- Share and discuss three alternative development paths, including a new option for the IAF
- Share and discuss the process of moving from planning alternatives to a recommended development plan
- Discuss next steps for the PAC and the upcoming meeting schedule

Agenda (revised)

Time	Topic
5:30 PM	Welcome, Meeting Goals, Project Updates
5:40 PM	What's New at PDX
5:45 PM	Customer Experience Program
5:55 PM	Public Comment
6:00 PM	What We Heard
6:10 PM	New International Arrivals Facility Alternative, Part 1
6:30 PM	Break
6:40 PM	New International Arrivals Facility Alternative, Part 2
7:00 PM	Alternatives Prioritization
7:25 PM	Integrated Alternatives
7:55 PM	PAC Next Steps
8:00 PM	Adjourn

PAC 10 recap

Alternatives integration

- Presented potential development paths
- Gathered feedback and discussed preferred development paths

Ongoing engagement

- Reviewed PDX-related community engagement venues
- Gathered input on how to shape the future of the PDX Community Advisory Committee based on PAC members' experiences

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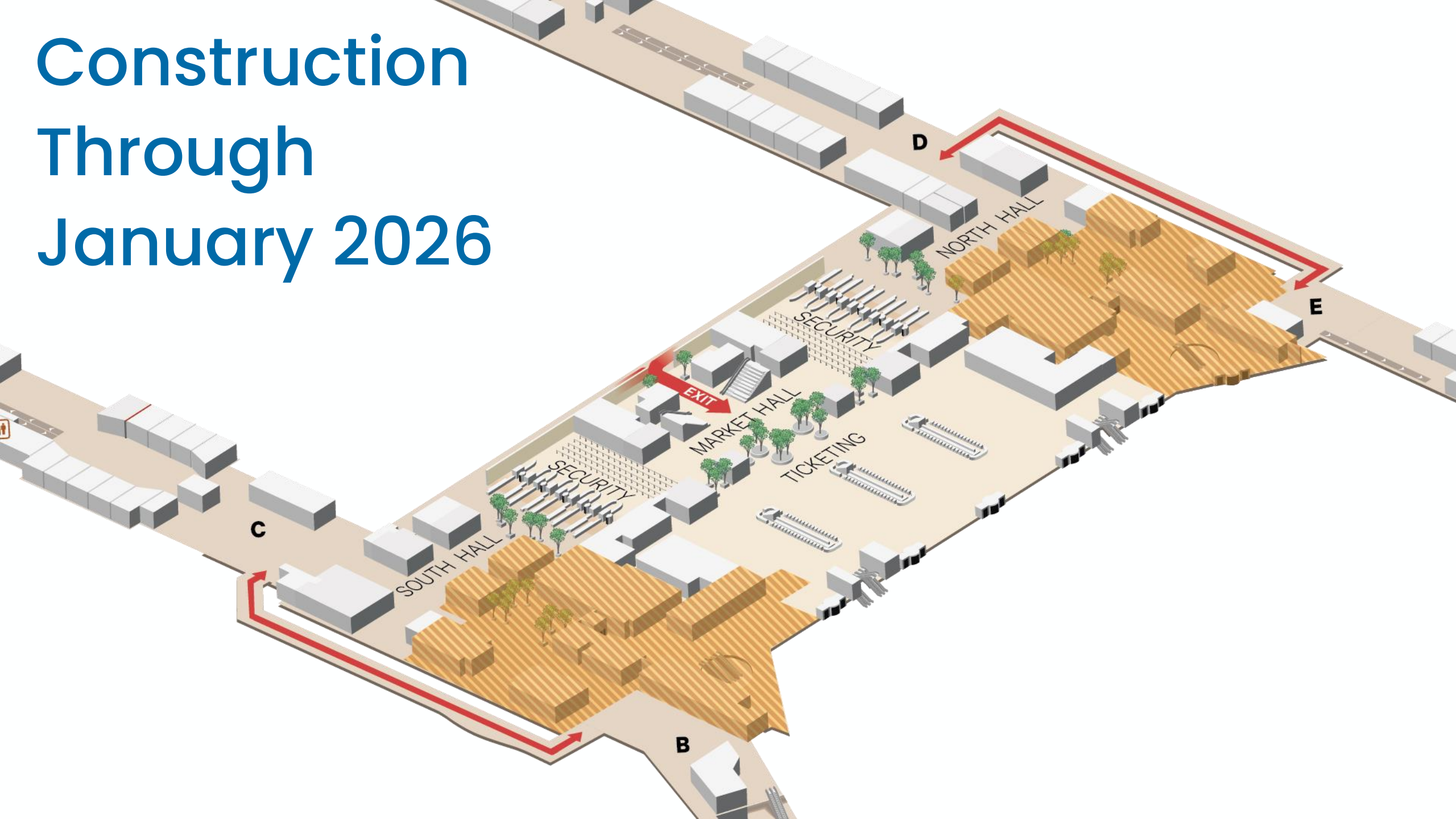
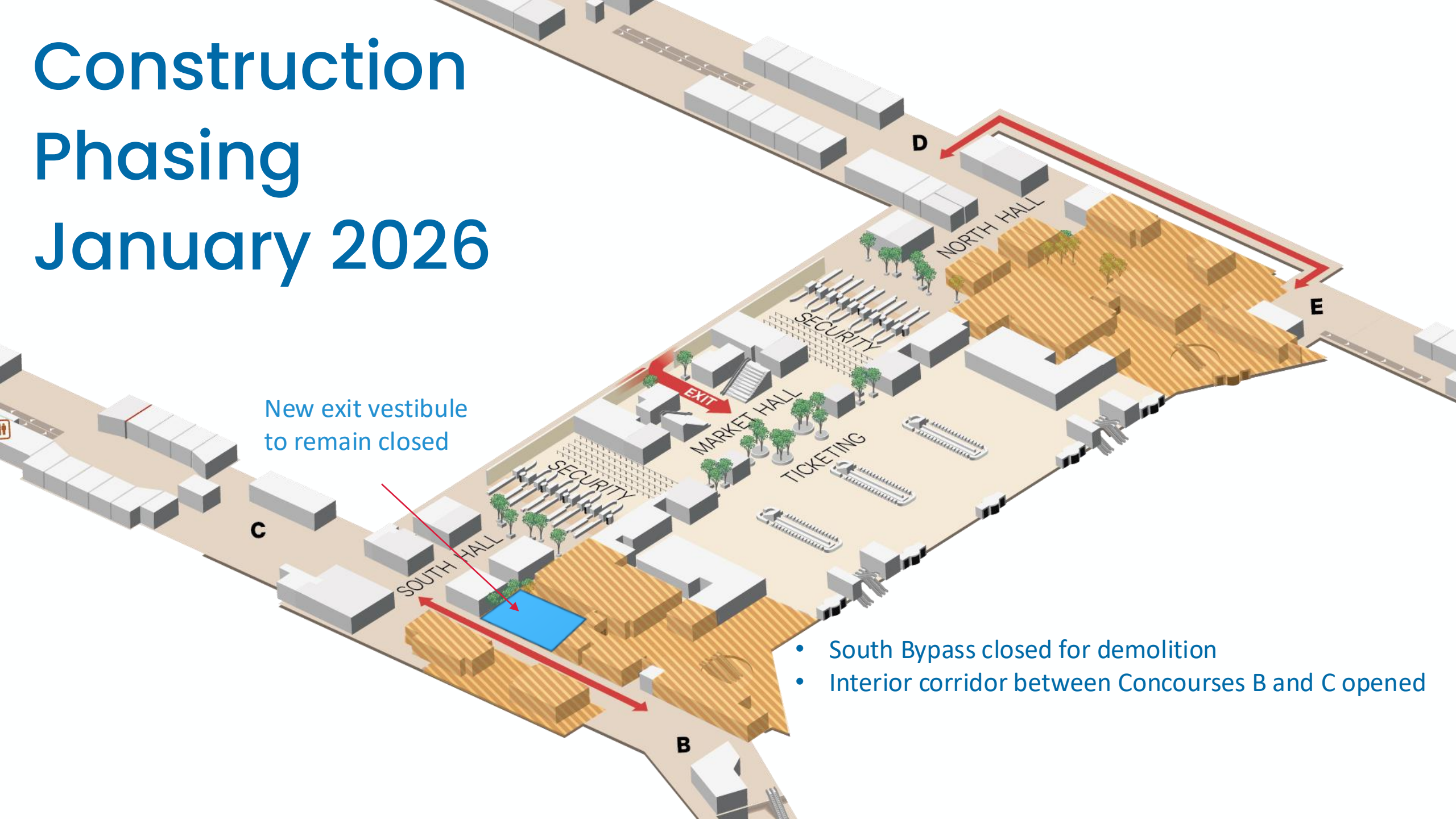
What's New at PDX?

Construction Through January 2026



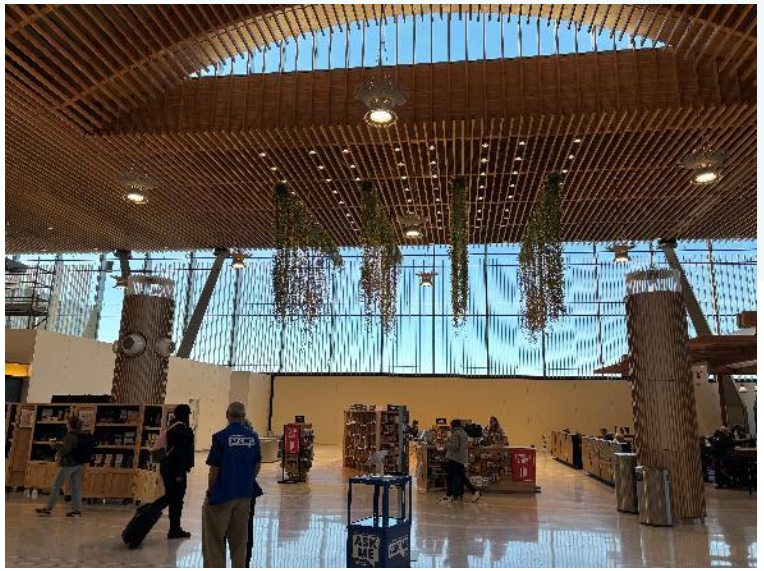
Construction Phasing January 2026

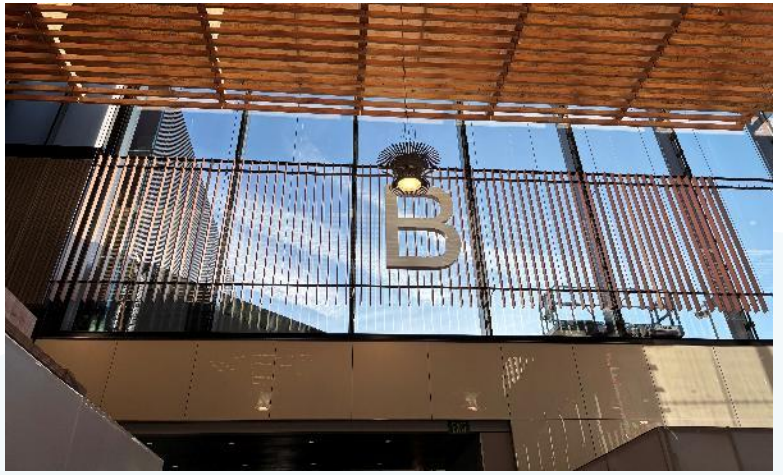


New exit vestibule to remain closed

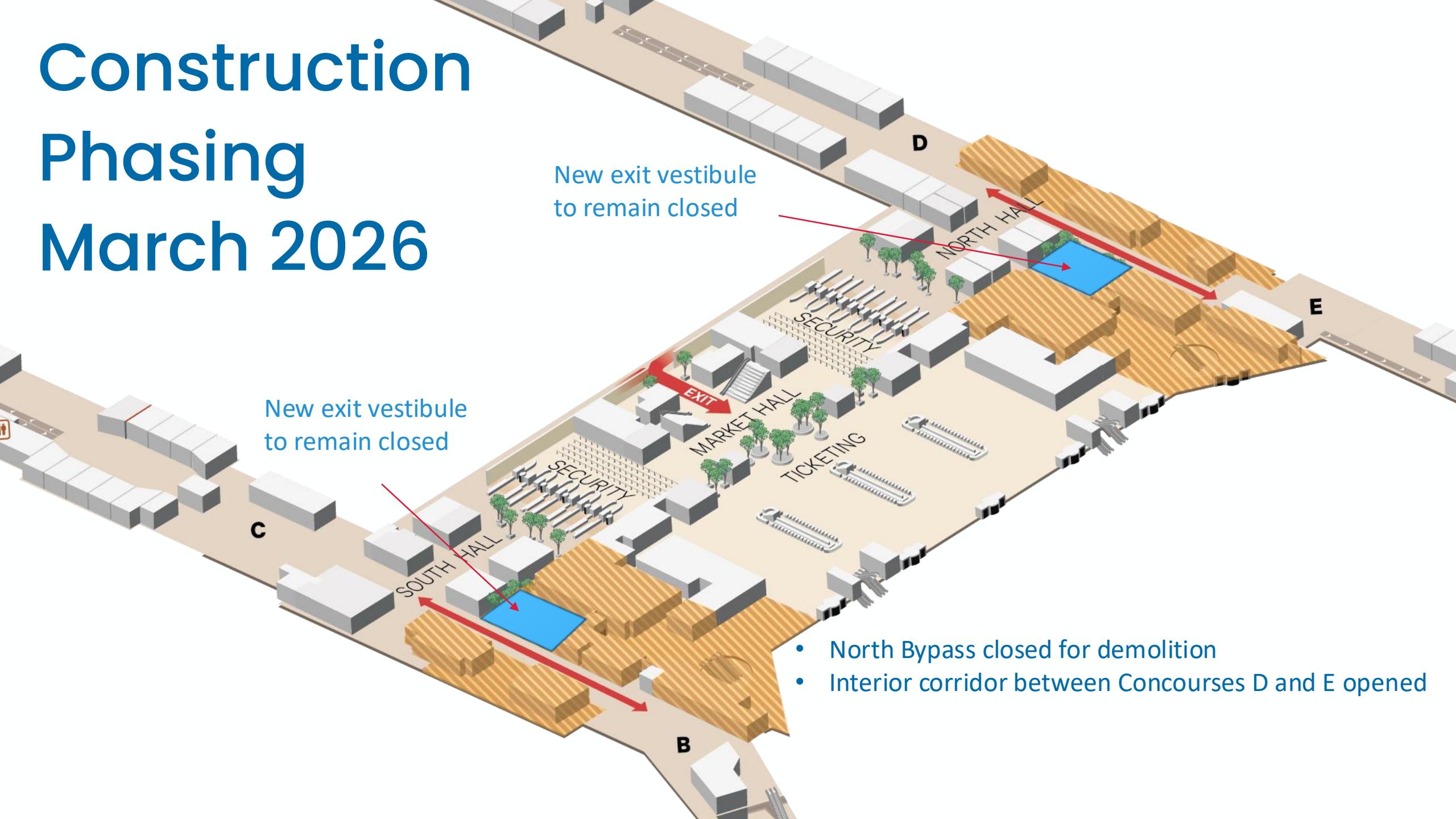
- South Bypass closed for demolition
- Interior corridor between Concourses B and C opened

South node



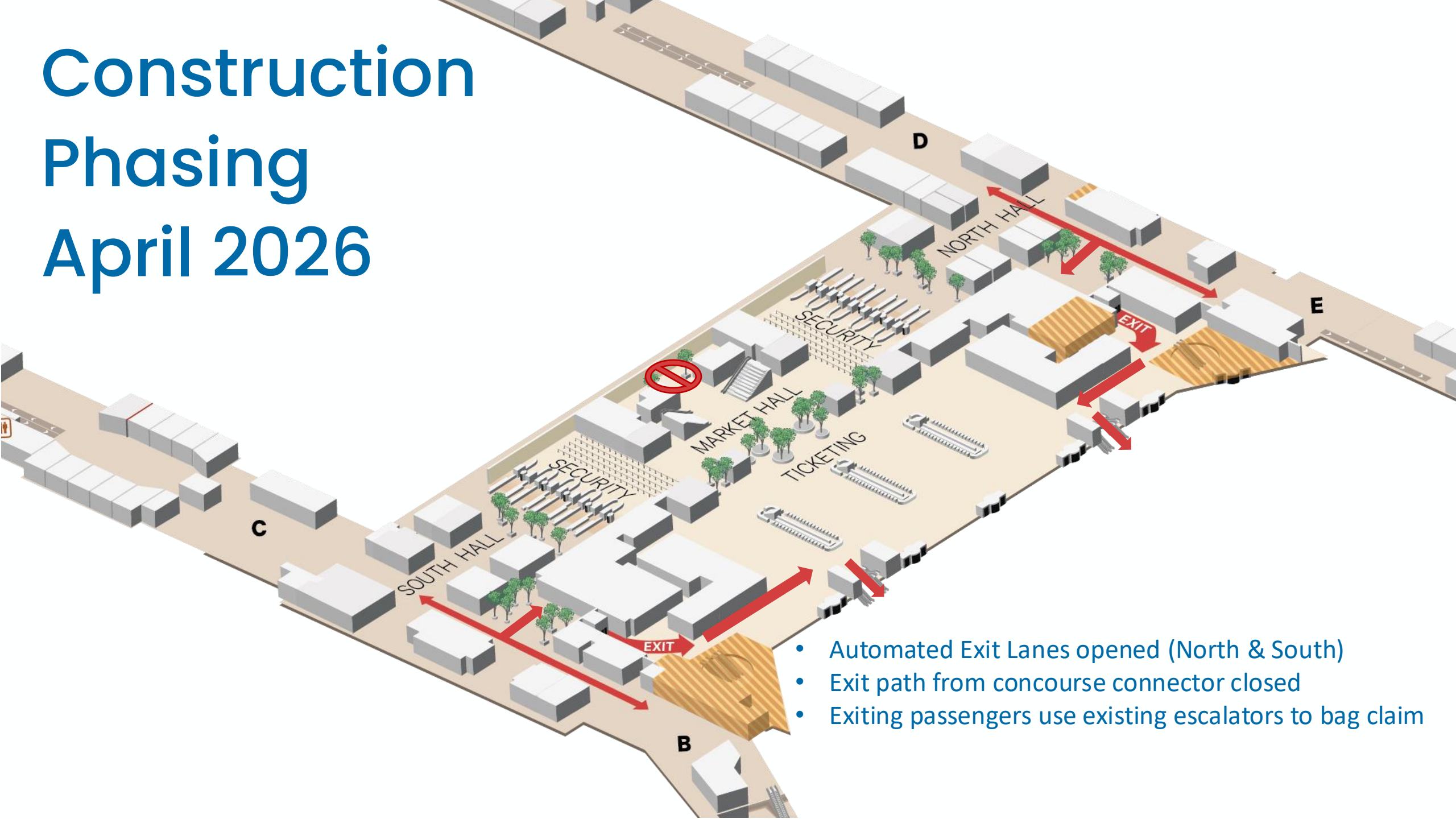


Construction Phasing March 2026



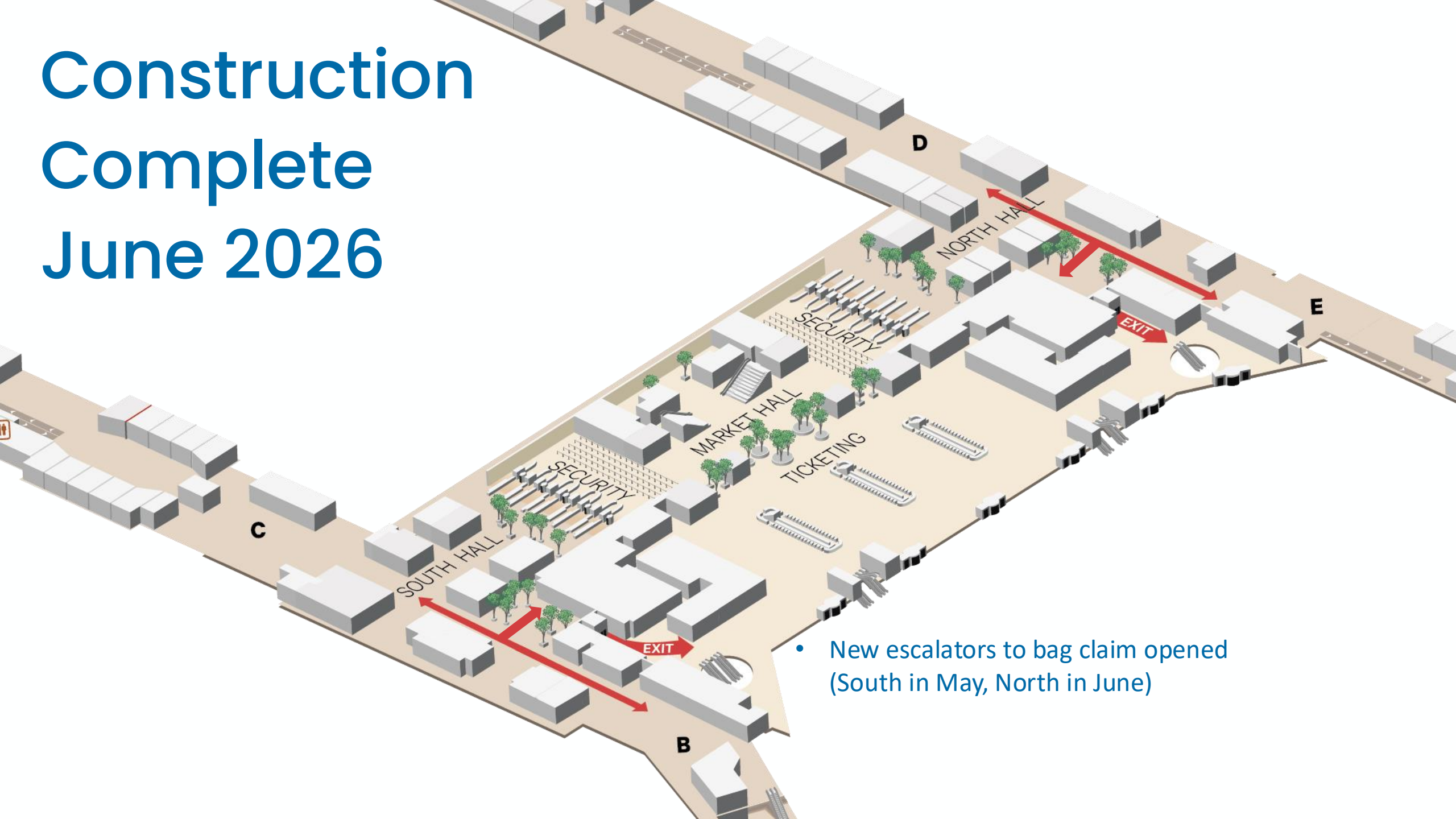
- North Bypass closed for demolition
- Interior corridor between Concourses D and E opened

Construction Phasing April 2026



- Automated Exit Lanes opened (North & South)
- Exit path from concourse connector closed
- Exiting passengers use existing escalators to bag claim

Construction Complete June 2026



- New escalators to bag claim opened (South in May, North in June)

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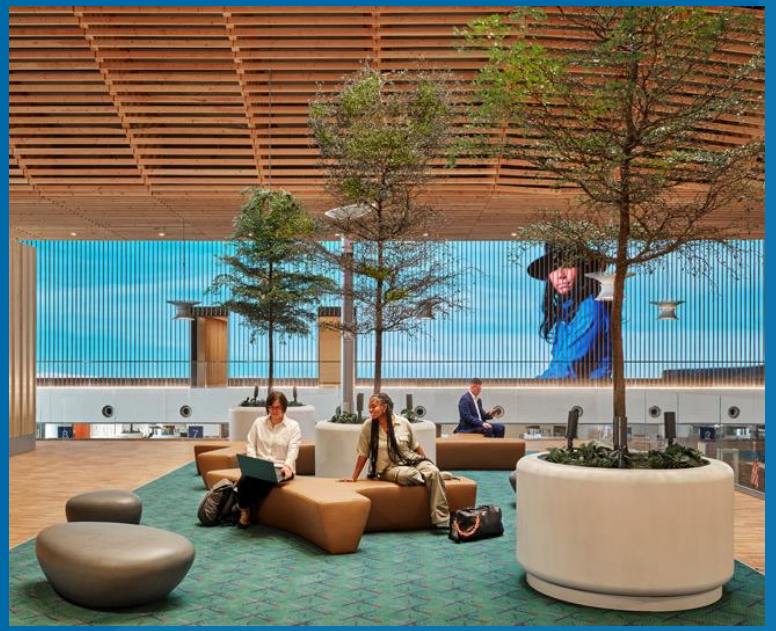
Customer Experience Overview

Meg Rarick

Customer Experience Manager

Customer experience is defined as all the interactions our customers have with PDX.



PDX Experience Pillars

People

We put people first.

People are always our first priority. Every journey is unique, and we are obsessed with making PDX a welcoming space for all. Whether travelers are just getting going, making a connection, or finally there – they can feel the thought we put into their experience.

Place

We're a reflection of the region.

Our community takes pride in PDX because it genuinely feels like our shared neighborhood. Friendly folks, easy to get around, unique to where we live, and packed with familiar shops, restaurants, artists, and musicians – PDX is deeply connected to the region, and every connection makes magic.

Purpose

We get a little better every day.

From best-in-class, welcoming experiences for travelers to economic opportunities for everyone in our region, PDX excels in the Big Deals and the small details. When you're here, you can feel the difference. We're not just moving you through, we want you to be moved throughout.

Focus Areas

Employee Experience

- Onboarding
- Rewards & Recognition
- Values
- Employee Communications
- Employee Website
- Metrics
- Employee Events
- Framework
- Employee Amenities

Insights

- Customer Experience Scorecard
- Qualitative Research
- Survey Program
- Review Analysis
- Personas
- Social Media Listening

Brand

- Amenities
- Events
- Partnerships
- Accessibility
- Brand Guardian
- Marketing Campaign Support
- Light Program
- Tours
- Community Outreach
- Music program

Customer Service

- Response Process
- Brand Voice
- Customer Experience System

Service Design

- Prioritization Framework
- Customer Journey Maps
- Service Design Blueprints
- Test & Learn Initiatives
- Workshops
- New Amenities & Experiences

Questions?

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Public Comment

Public comment

Public comment is available for those in person and on Zoom

- Comment is limited to **3 minutes per person**, within the agenda time
- Additional comments may be sent to **info@pdx2045.org**
- The team may respond to comments in the meeting summary

In-person attendees: Please sign-up to comment at the welcome table

Zoom attendees:

- Add your **full name** to the Q&A box if you want to comment
- The facilitator will call your name when it is your turn to speak
- When your name is called, there will be a brief pause as Zoom temporarily assigns you as a “Panelist”
- Please **unmute your audio** and **start video** before speaking

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What We Heard

Open House 2 survey results update

Who we heard from

96% Use PDX to travel

34% Live near PDX

20% Work at PDX or Cascade Station

8% Port employee

8% Consultant/contractor

2% Committee member

166

Total respondents

Note: percentages do not add up to 100% because respondents could select multiple categories.

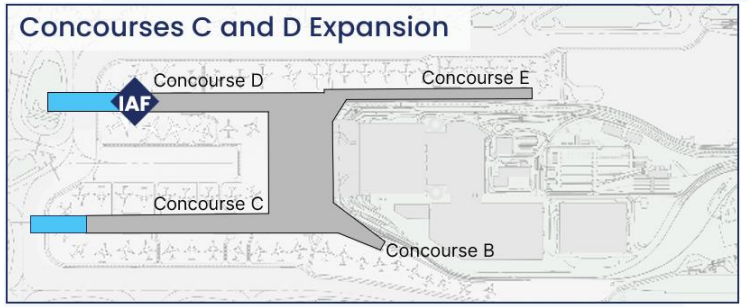
Open House 2 survey results update

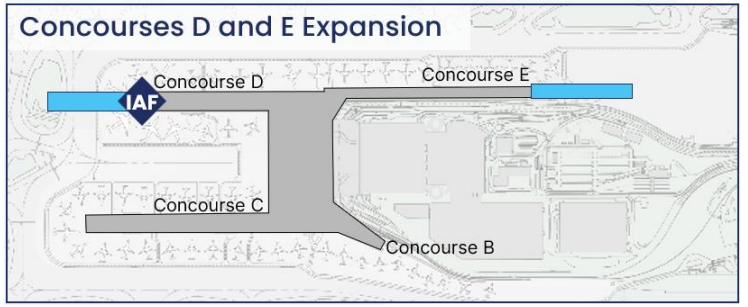
Airfield

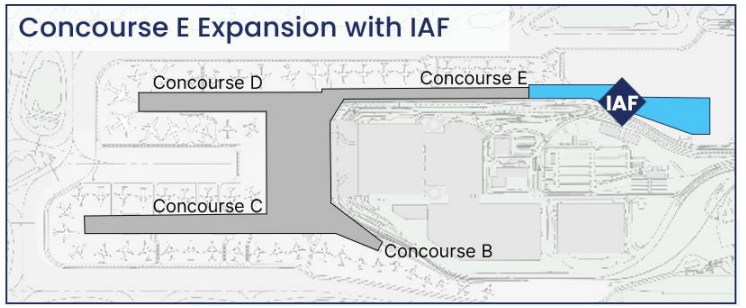
Most respondents indicated support for closing the Crosswind Runway.

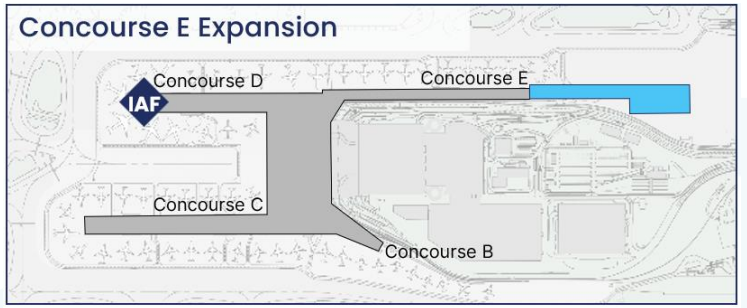
Terminal

Rank	Terminal Alternative
1	Concourse C and D Expansion
2	Concourse D and E Expansion
3	Concourse E Expansion with IAF
4	Concourse E Expansion









Open House 2 survey results update

Passenger pick-up and drop-off curb

Rank	Curb Alternative
1	Relocate Valet Parking Service
2	Time-Limited Parking in the P1 Short-Term Garage
3	Transportation Plaza Rideshare App Drop-Off
4	Pick-Up and Drop-Off in P1 Short-Term Garage
5	Pick-Up and Drop-Off at Rental Car Center
6	Pick-Up and Drop-Off East of the Terminal
7	Remote Pick-Up and Drop-Off

Parking

Rank	Parking Alternative
1	Parking Garage Within Walking Distance of the Terminal
2	Parking Facilities with Shuttle Access
3	Remote Parking at Regional Locations

57% of respondents said they would **not** use a regional parking location.

Shared Prosperity Working Group

Airfield

- Opportunity to improve airfield connectivity and aircraft movements
- Removing crosswind runway could change the types of aircraft using the parallel runways
- Consider changes to noise exposure around the airport

Terminal

- Consider accessibility and walking distance
- Consider space needs for foot, equipment, and cart travel between gates
- PDX culture - one entry to the airport is special to the community
- Consider how communities will be impacted from increased international travel
- More capacity = more jobs

Shared Prosperity Working Group

Curbside

- Decrease walk distances where possible
- Prioritize locations that are easy to find
- Address idling with Uber/Lyft drop-off opportunities to decrease emissions
- Uber/Lyft curbside drop-off provides a better experience for customers and drivers
- Use AI and other tools to understand current use patterns, but also be mindful of AI perception with the public

Parking

- Mix of close-in parking options and economy spots with shuttles
- Busing is less desirable because of unknown wait times
- Consider travel distance for airport employees and avoid long (unpaid) commute times
- Reduce idling and recirculation
- New parking requires air quality permitting; prioritize using spaces that already exist

Cargo, General Aviation, and Support Facilities

- Provide sufficient parking for airport employees and consider changes to commute/on-site travel times

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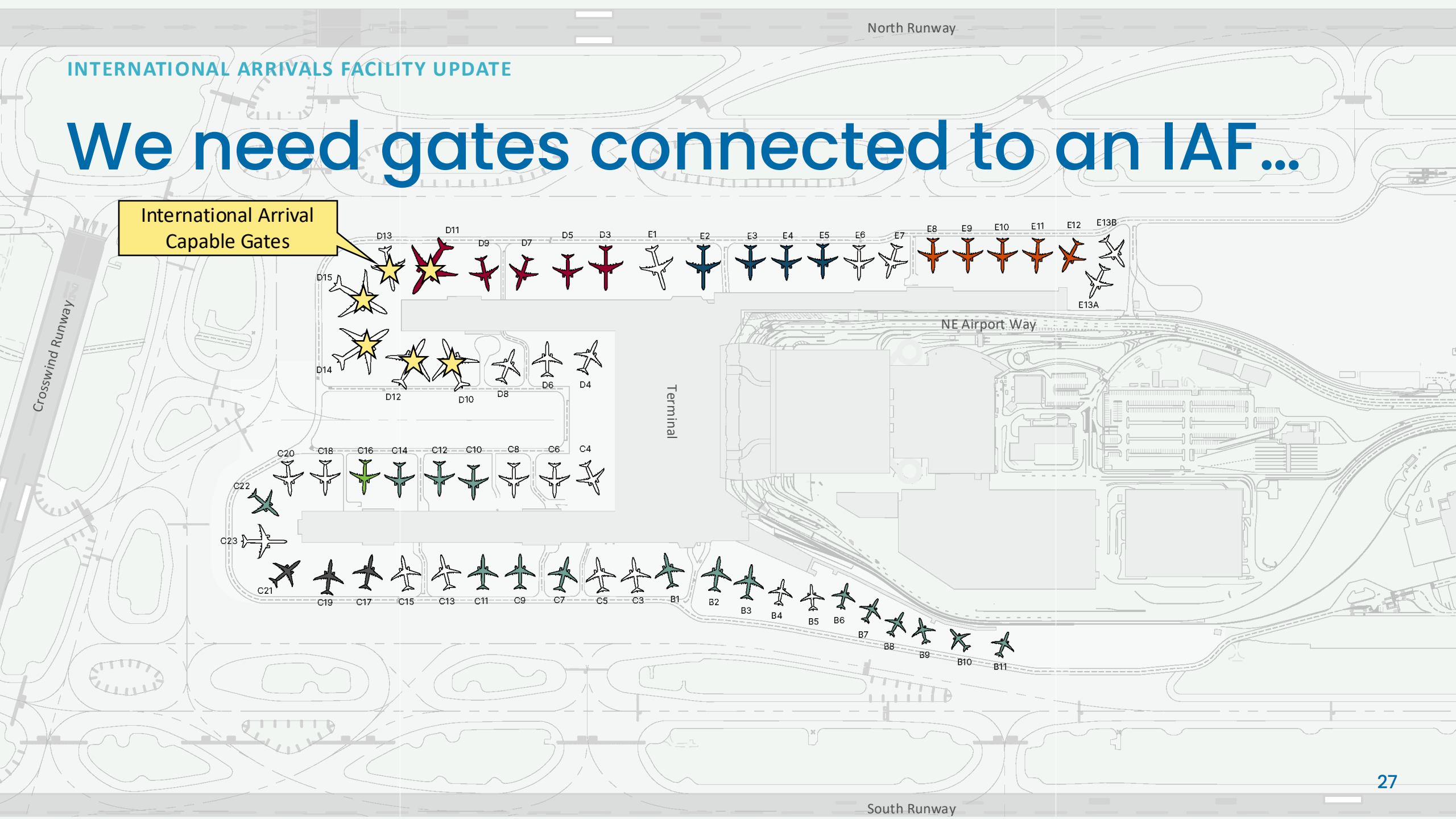
International Arrivals Facility Update

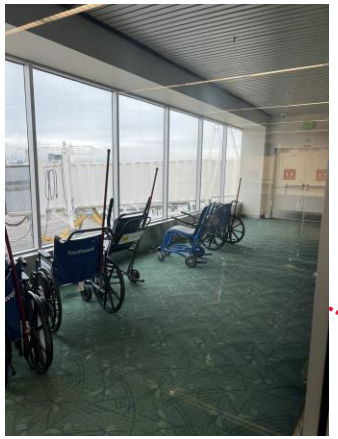
International Arrivals Facility (IAF) review:

What do we need to accommodate international activity at PDX?

We need gates connected to an IAF…



…the connection must be secure…



Sterile Corridor

Secure connection between gates and the Customs and Border Protection (CBP) primary processing area.

D13

D11

D15

D14

D12

D10

Concourse D – Level 2

International Capable Gates

Gates D10-D15 can accommodate international arrivals due to the connected sterile corridor

…and CBP needs space for inspections…

Primary Inspection

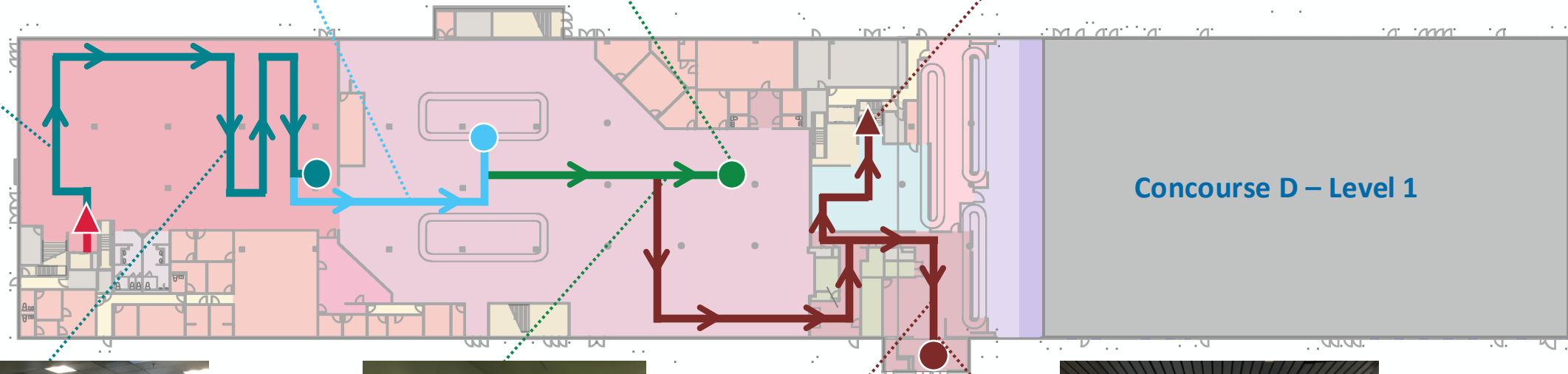
Queueing space for arriving passengers to wait for the next available CBP Officer

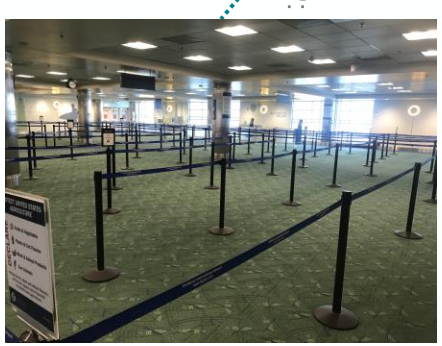
Secondary Inspection

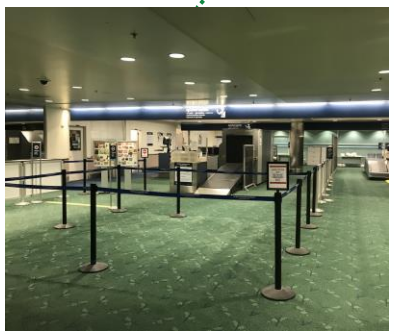
Passengers collect any checked bags and proceed to secondary inspection if directed to do so for additional screening

Connection to the Level 2 Security Checkpoint

Passengers can re-check bags here and then head up to the security checkpoint if connecting to another flight.





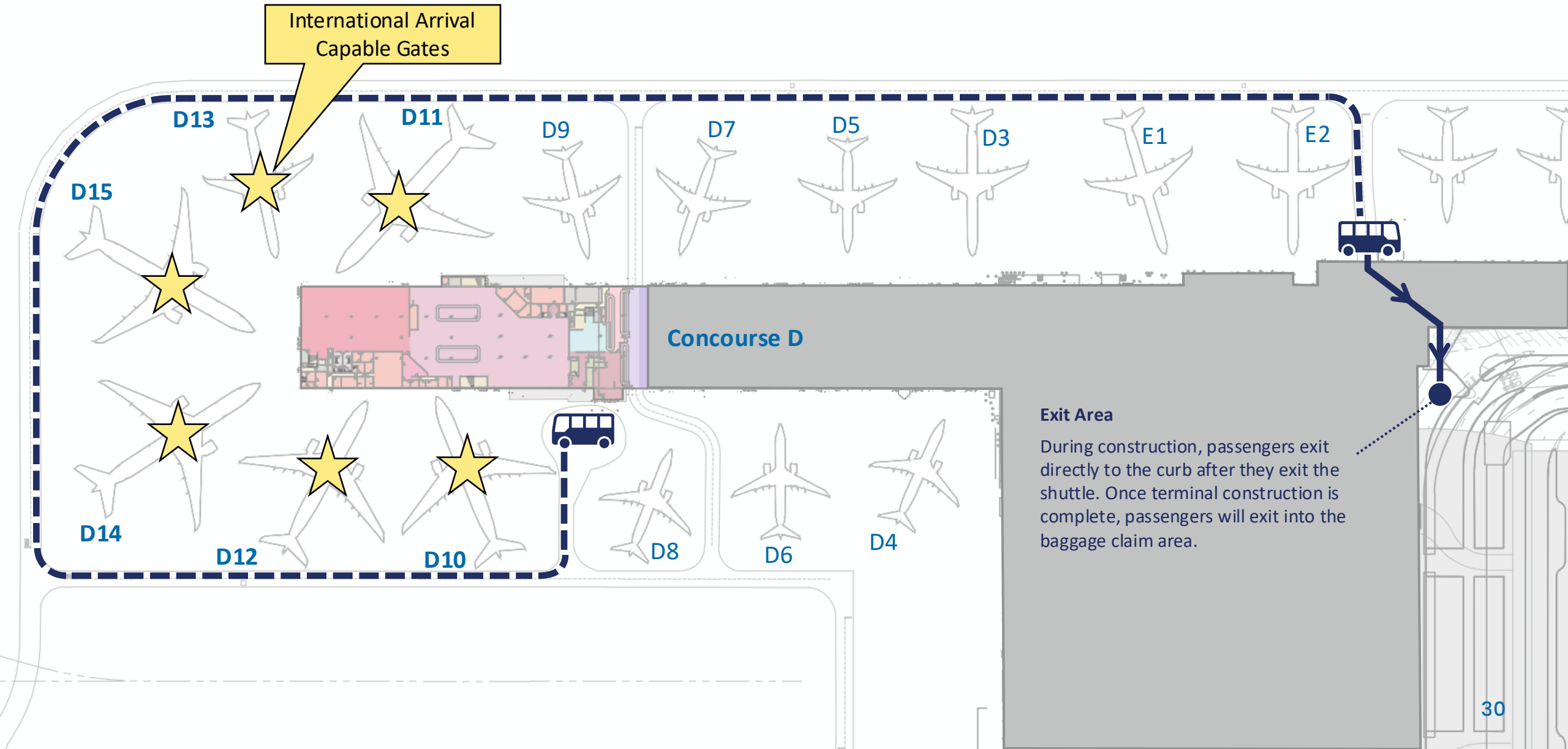


Shuttle Waiting Area

Space for passengers to wait for the next shuttle to take them to the terminal.

CBP = Customs and Border Protection

…and finally, there is a bus ride.



Why is the IAF a priority?

Capacity: Existing facility is undersized and aging, limiting opportunity for additional service

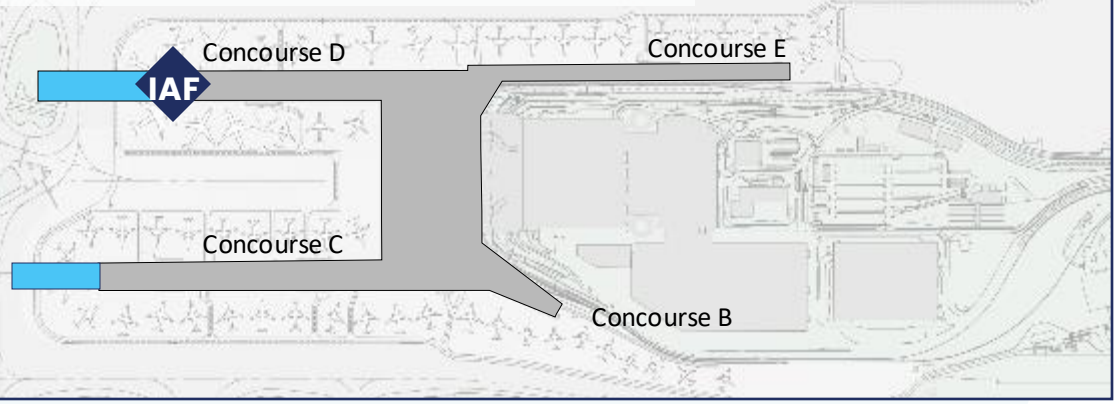
Location: Passenger experience is affected by the busing operation to the landside facilities and an apron level environment

PDX Culture: Does not reflect the local community in a positive manner or match new terminal upgrades

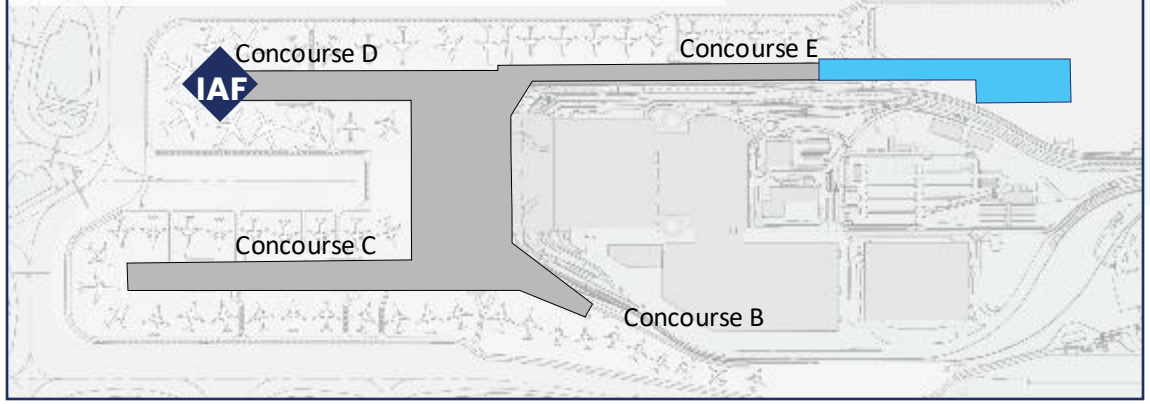
Efficiency: International gates and concourse areas are underutilized

Initial options for an enhanced IAF

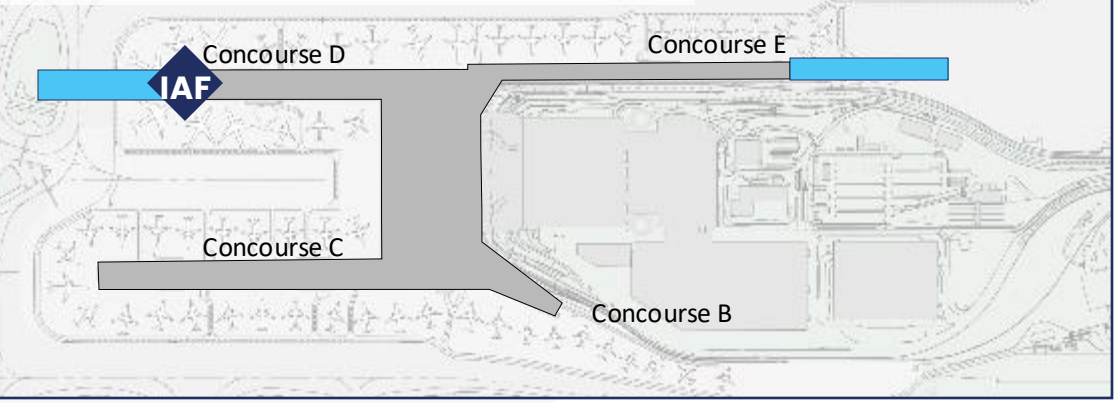
Concourses C and D Expansion



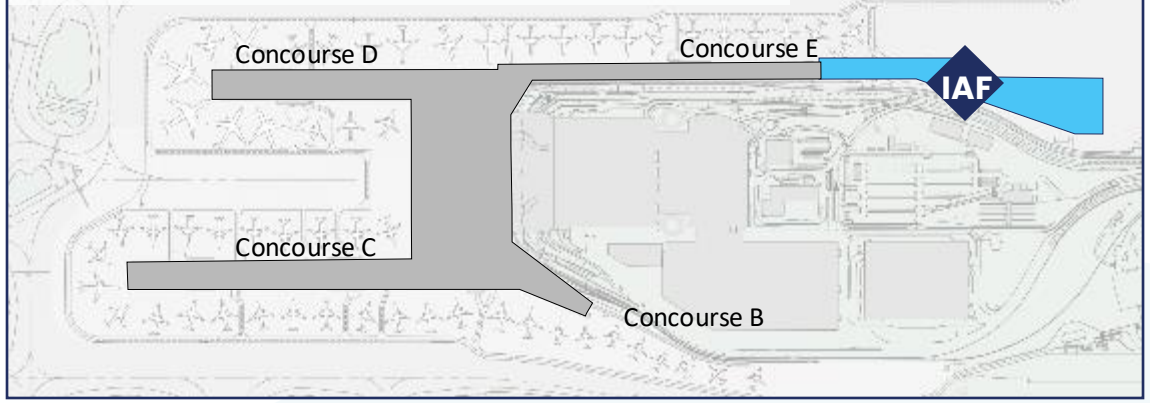
Concourse E Expansion



Concourses D and E Expansion



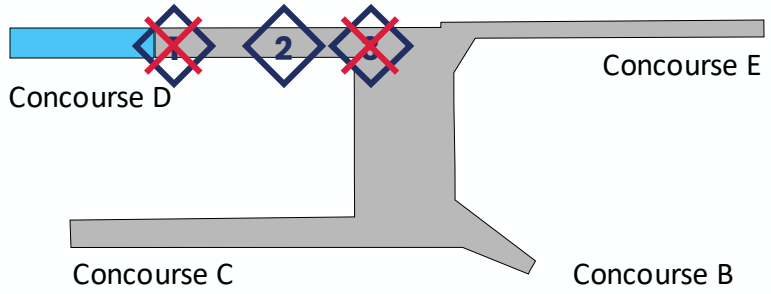
Concourse E Expansion with IAF



IAF = International Arrivals Facility

Refined IAF location options

Concourse D IAF Options

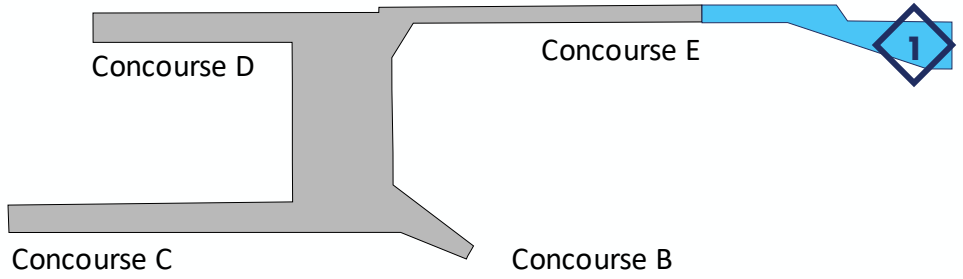


1 **Expand the existing IAF on Concourse D level 1**
Not a preferred alternative as it still requires busing.

2 **IAF in inner portion of Concourse D on level 1 or level 3**

3 **IAF in inner portion of Concourse D / main terminal on level 3**
Anticipate significant integration challenges.

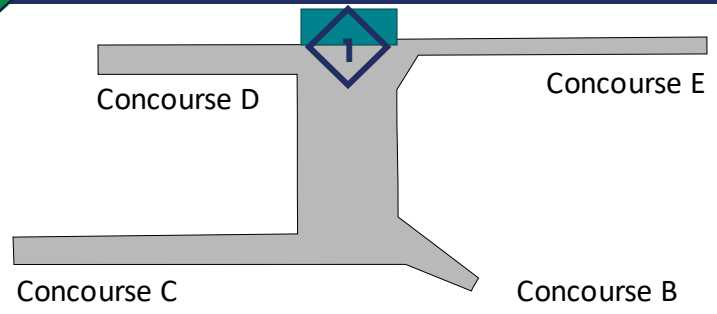
Concourse E IAF Option



1 **IAF in extended outer portion of Concourse E on level 1**

NEW

Central Core IAF Option

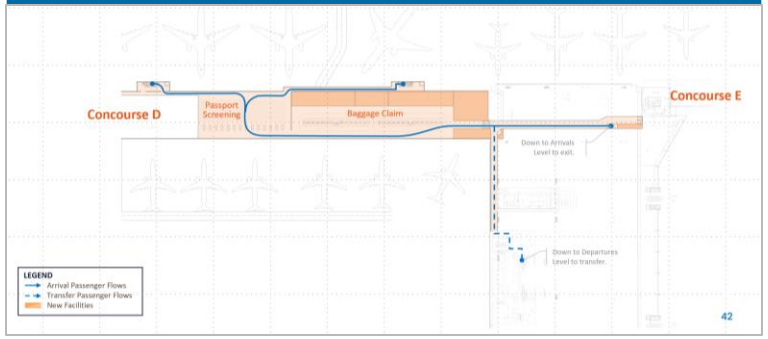


1 **IAF to the north of the main terminal on level 2 or level 3**

IAF = International Arrivals Facility
Level 1 = baggage claim
Level 2 = security checkpoint, gates
Level 3 = art gallery, Lost & Found, lounge spaces

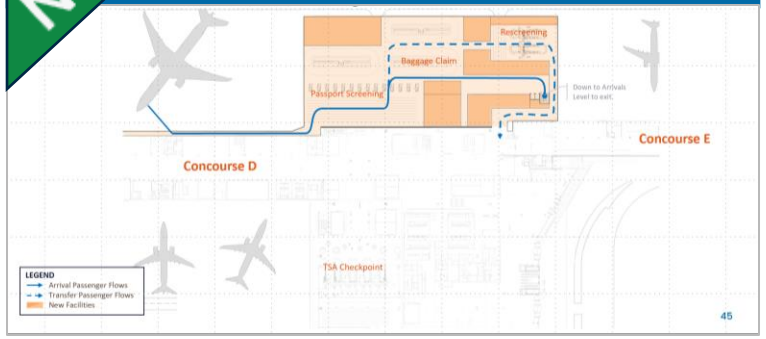
Refined IAF alternatives summary

Concourse D



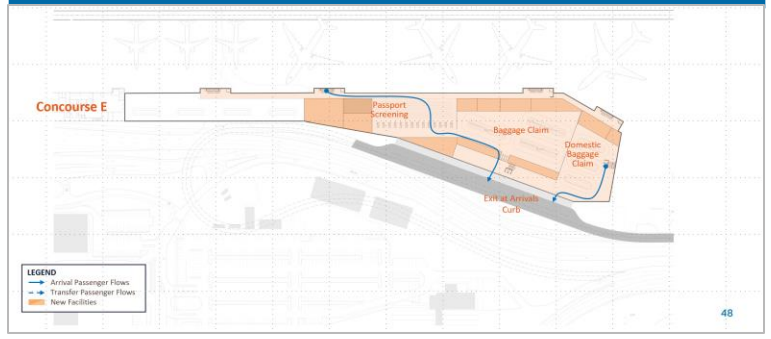
- Option 1 – central connection to level 3 of the main terminal
- Option 2 – baggage claim connection exits to level 1

NEW Central Core



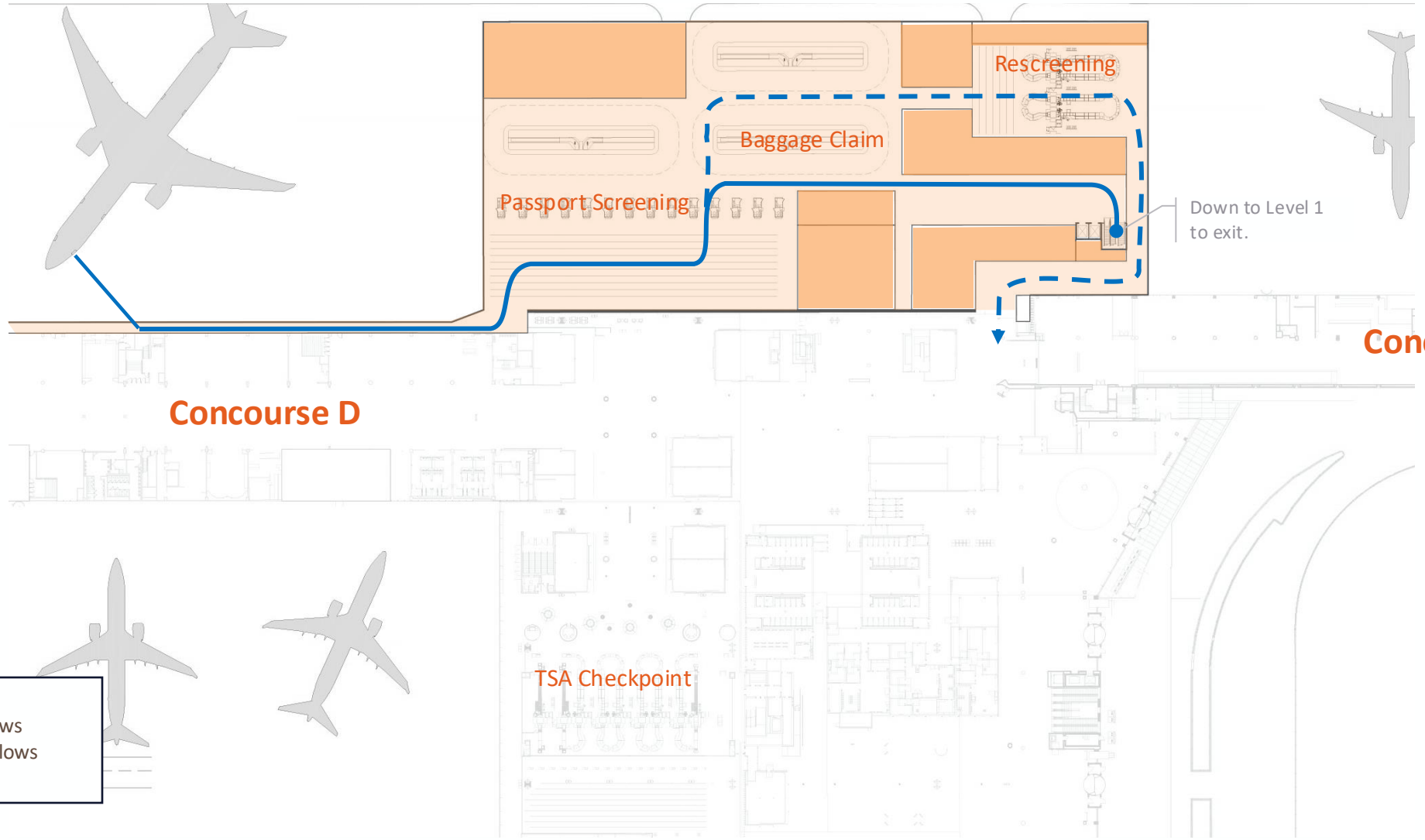
- Option 1 – two story expansion
- Option 2 – three story expansion

Concourse E

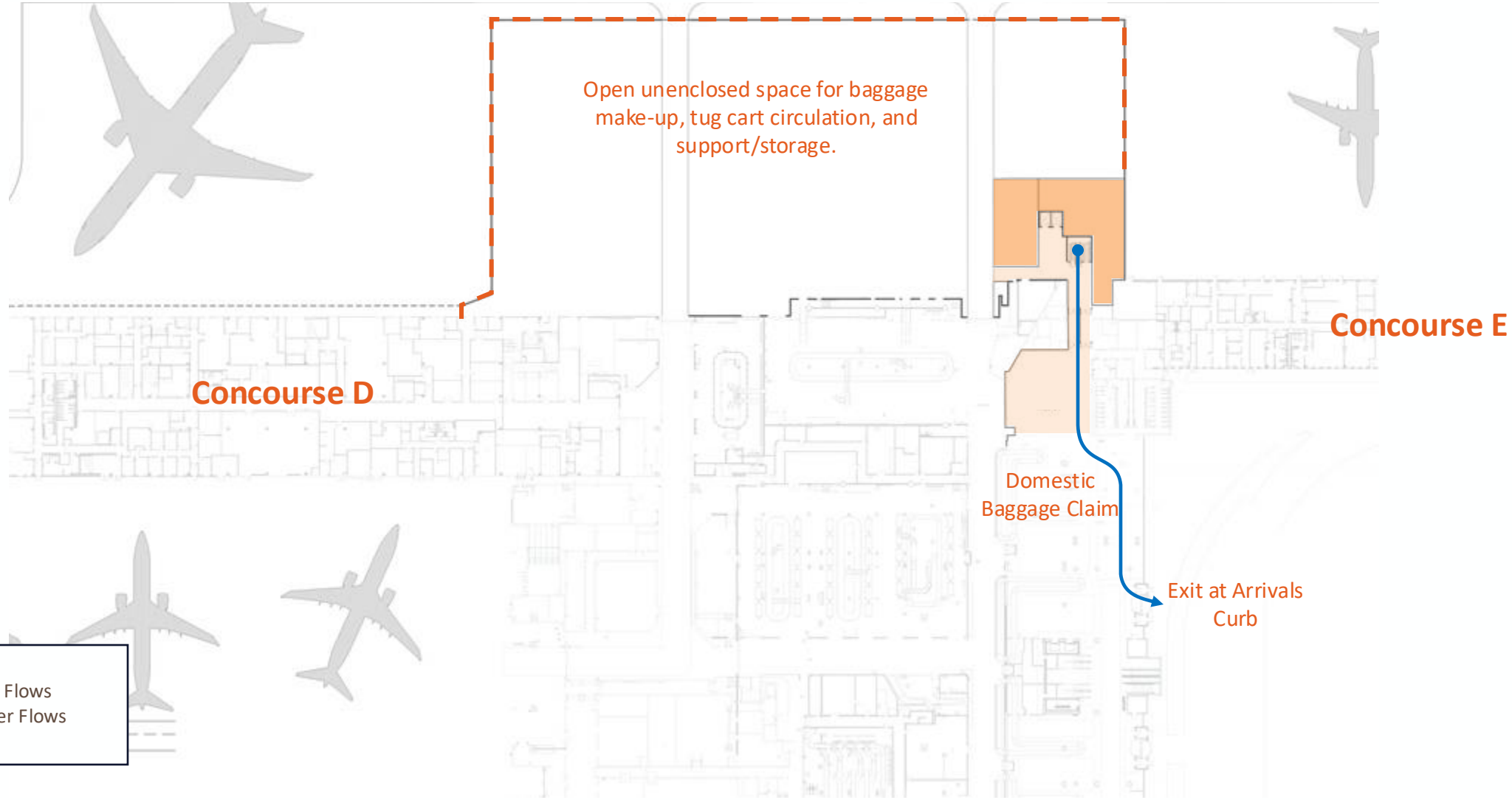


- Option 1 – two story expansion with new curb

Central Core – level 2



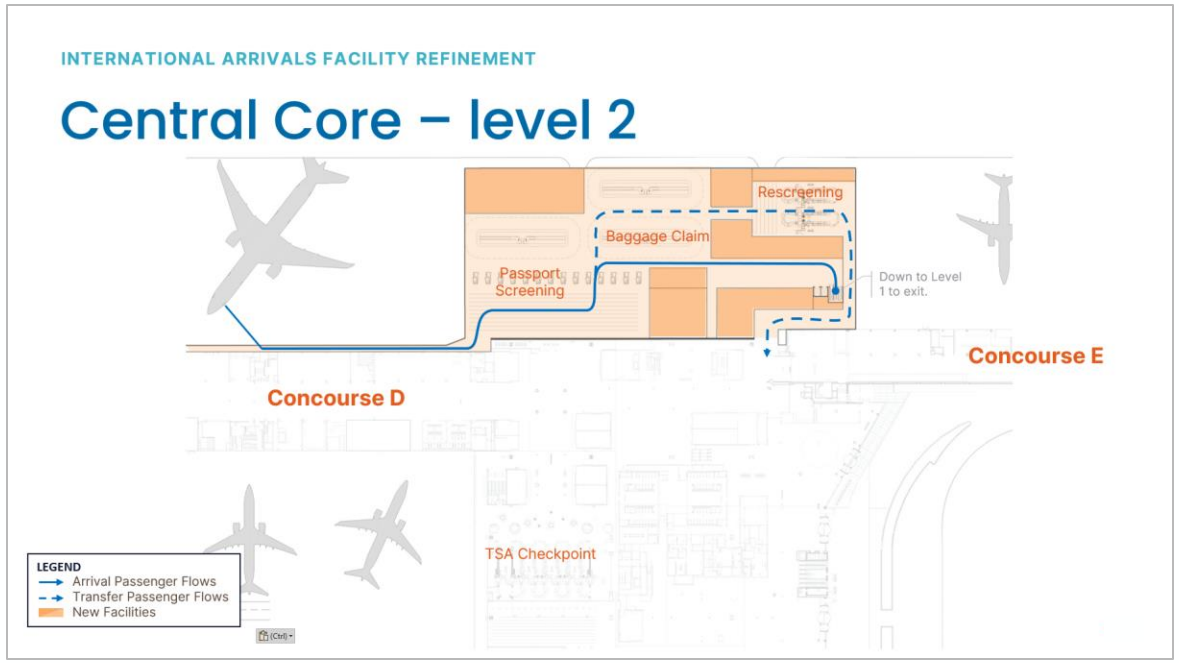
Central Core – level 1

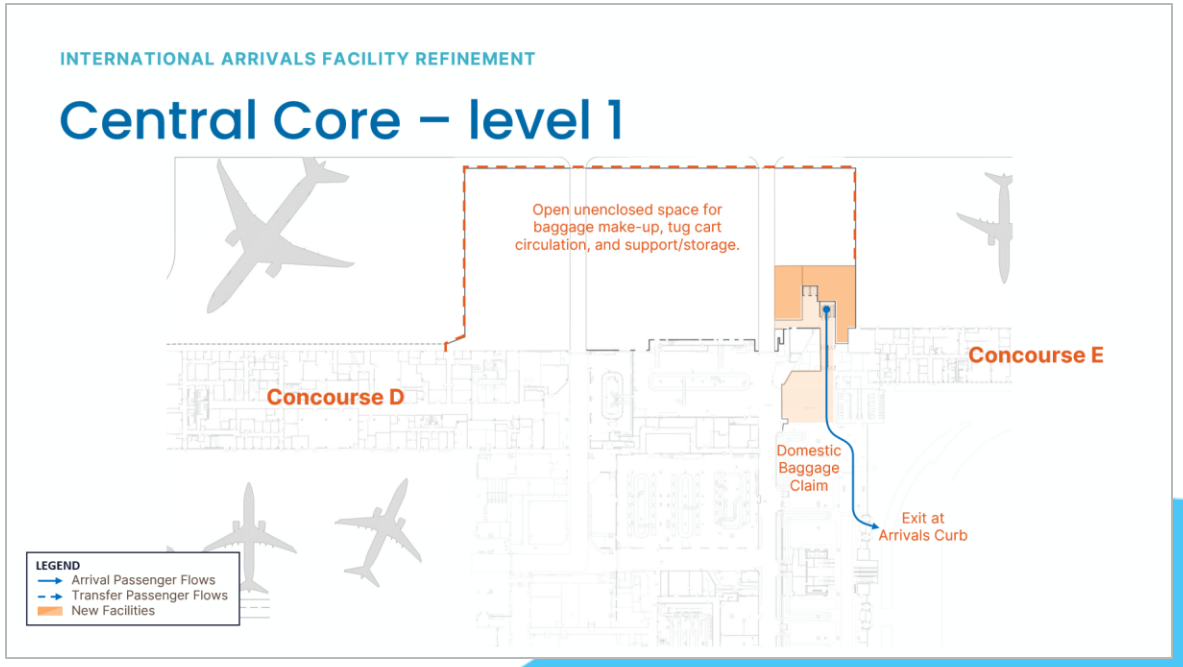


Central Core IAF alternative discussion

What are your thoughts or questions on the Central Core IAF alternative?

Central Core





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Break

Walking distances

IAF to…	Concourse D	Central Core	Concourse E
Arrivals Curb			
Concourse B			
Concourse C			
Concourse D			
Concourse E			
MAX Light Rail			
Rental Car Center			

= fewer than 4 Portland city blocks

= 4 to 12 Portland city blocks

= More than 12 Portland city blocks

Key differentiators

PAC Criteria	Concourse D	Central Core	Concourse E
Passenger experience	Good	Best	Best
Accessibility	Good	Better	Best
Connection to gates/MAX/Rental Car Center	Better	Best	Good
Flexibility to accommodate evolving market	Good	Best	Better
Impact/benefit to existing facilities	Good	Best	Better
Timing of implementation	Good	Best	Good

LEGEND

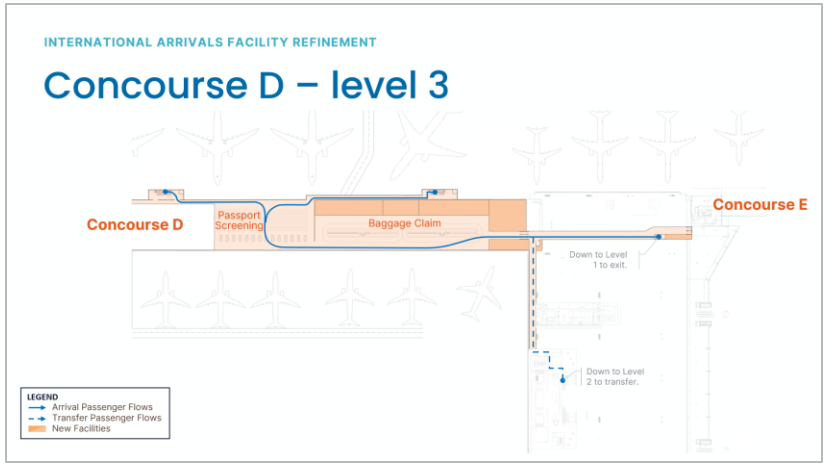
Good — Better — Best

IAF alternatives open discussion

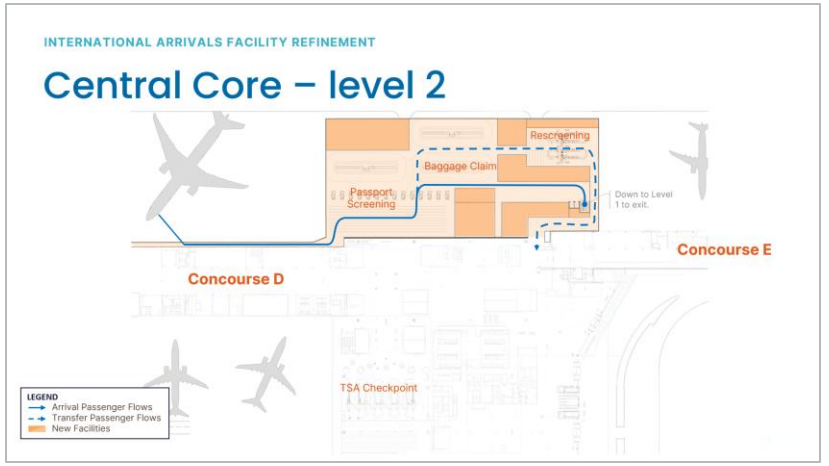
What are your thoughts on all three of the IAF alternatives?

Do you have a favorite?

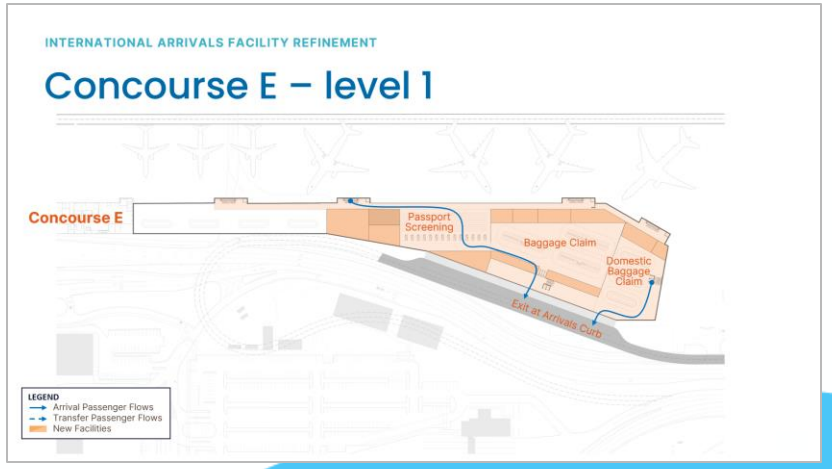
Concourse D



Central Core



Concourse E



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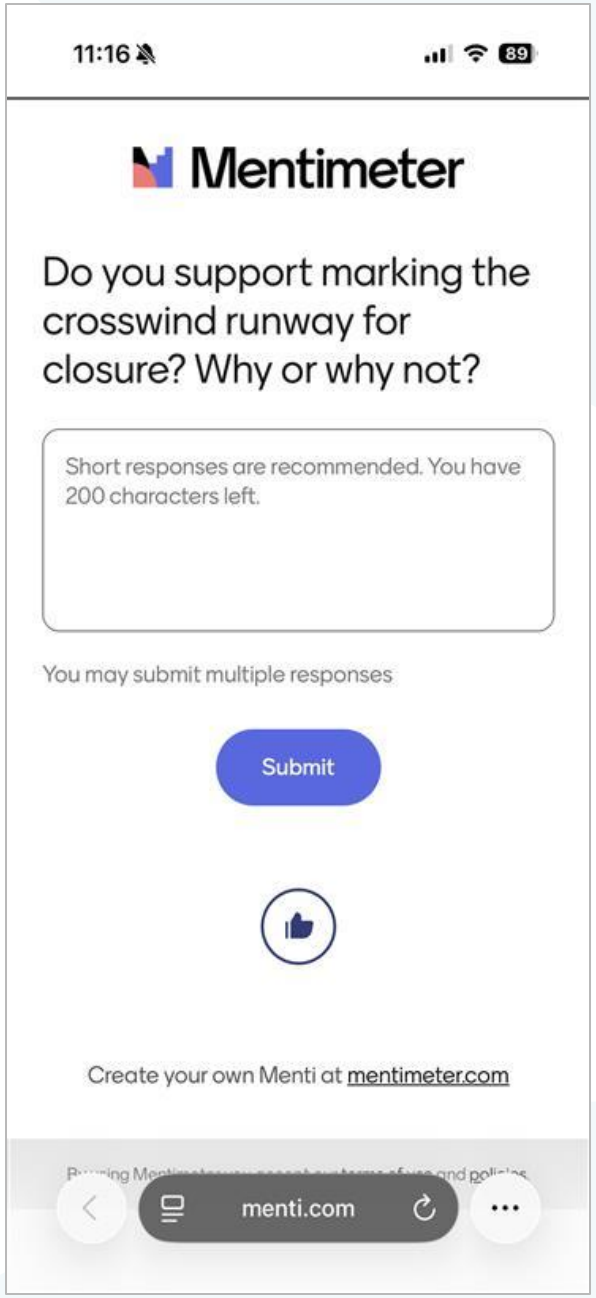
Alternatives Prioritization

Interactive exercise – open discussion

- We will review alternatives the team is no longer prioritizing in the Master Plan
  - If you reviewed the optional pre-meeting materials, this will look familiar
- We will ask PAC members to **fill out on online poll** to help the discussion
  - Ask questions as we go along!
  - Reminder: please wait for a mic before speaking so those online can hear you

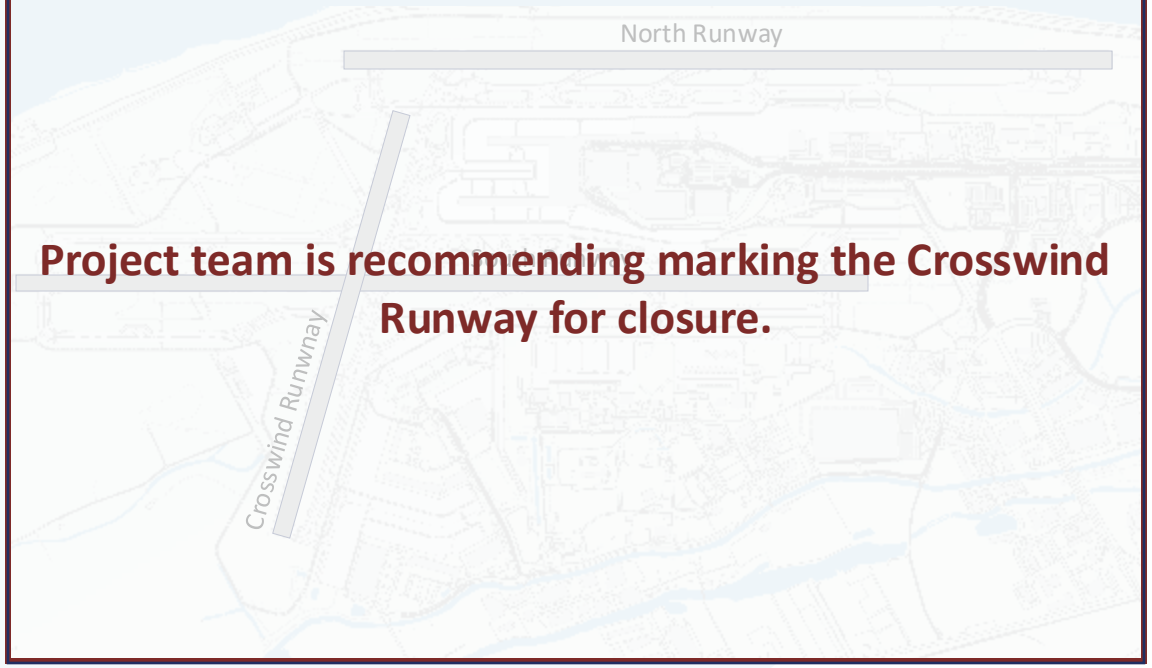
Interactive exercise

- PAC members only are invited to join the online poll.
- To access the online poll, refer to the printout on your table or the email you received earlier today.



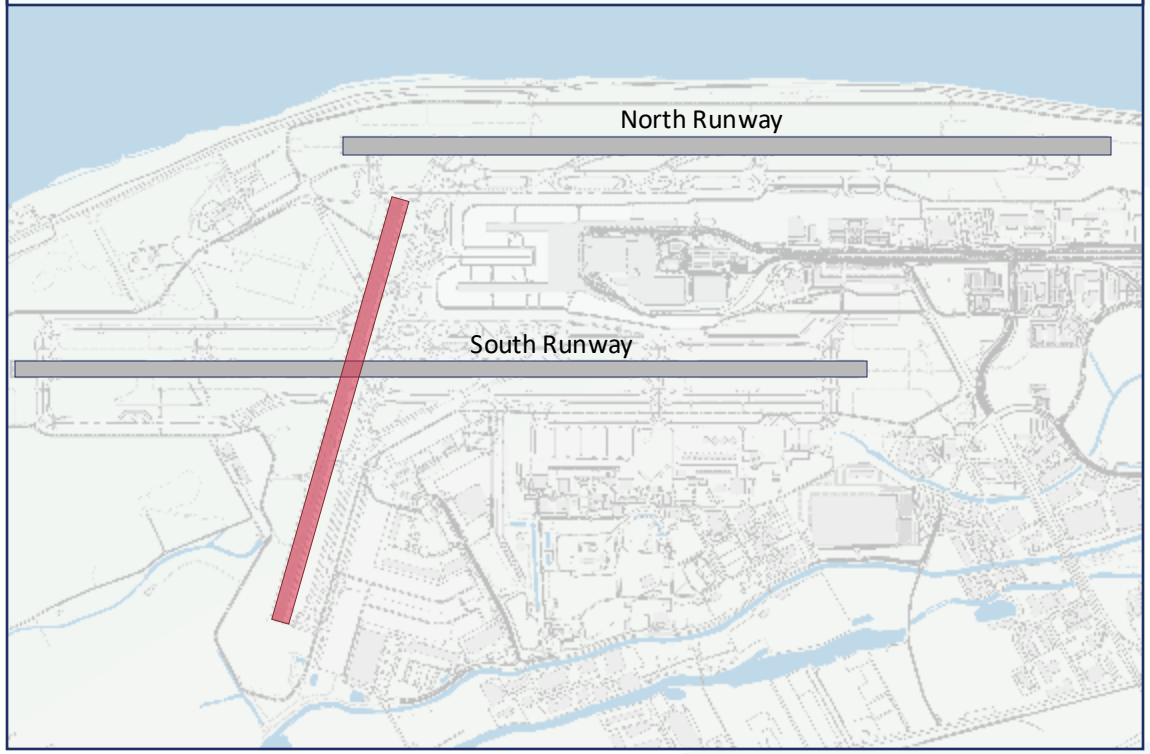
Airfield alternatives

Keep the Crosswind Runway



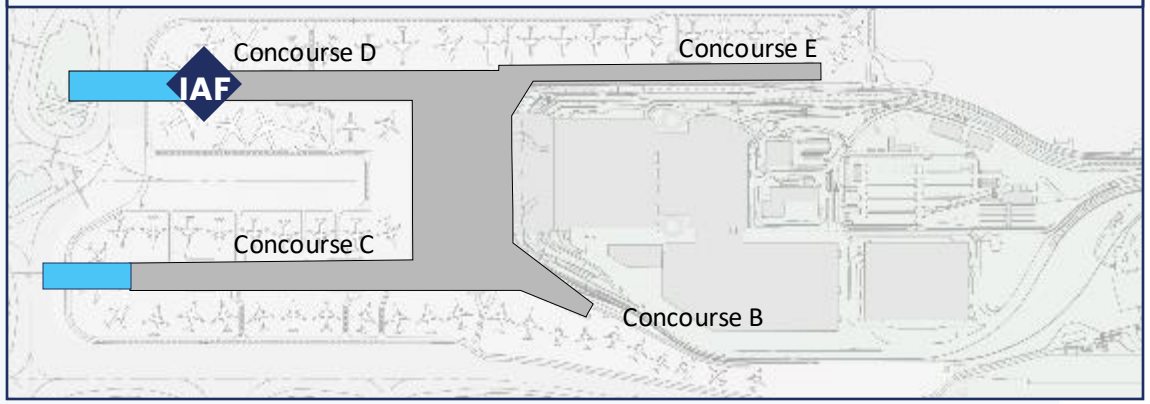
Project team is recommending marking the Crosswind Runway for closure.

Remove the Crosswind Runway



Terminal alternatives

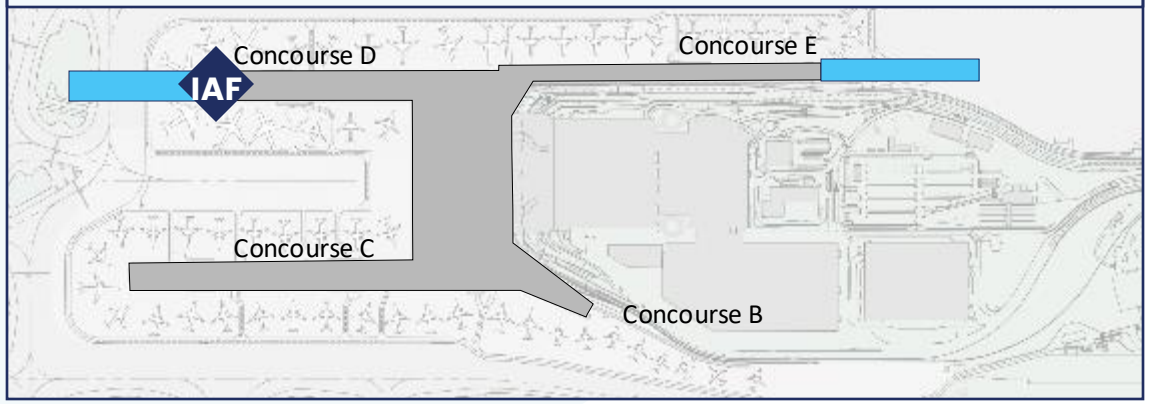
Concourses C and D Expansion



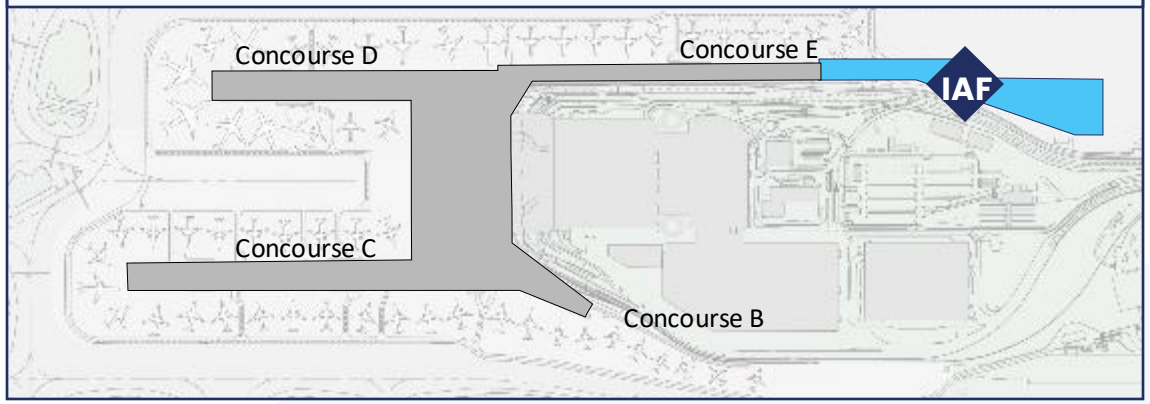
Concourse E Expansion

If the Port commits to a new curbside, check-in, and bag claim at Concourse E within the next 10 years, it makes operational and fiscal sense to build the extension with the IAF.

Concourses D and E Expansion



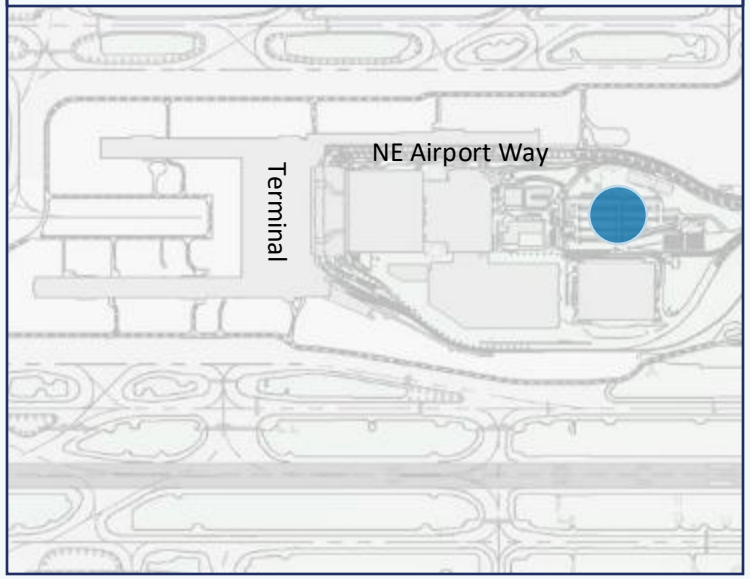
Concourse E Expansion with IAF



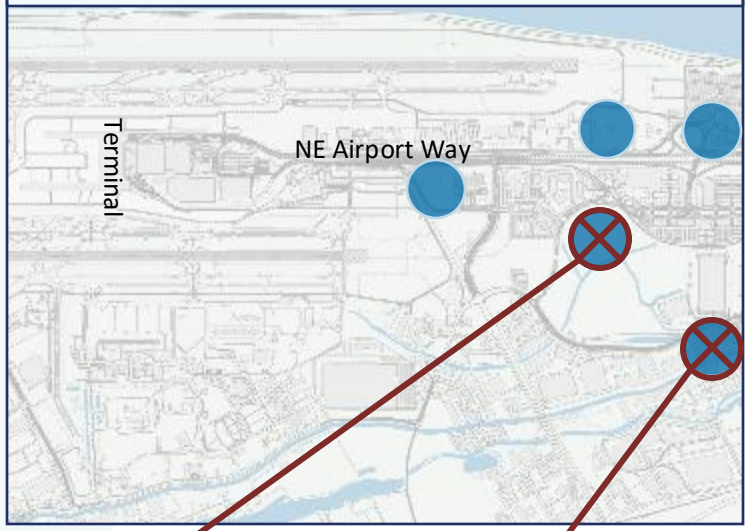
IAF = International Arrivals Facility

Parking alternatives

Close-in, Walkable Site



On-Airport Sites with Shuttle Access



Reserved for Rental Car Storage

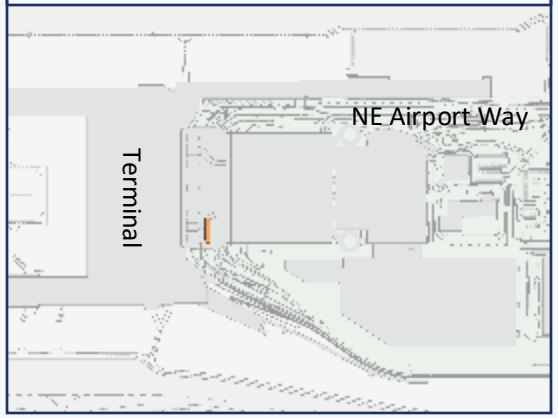
Capacity likely not needed within planning period.

Remote Regional Parking Sites

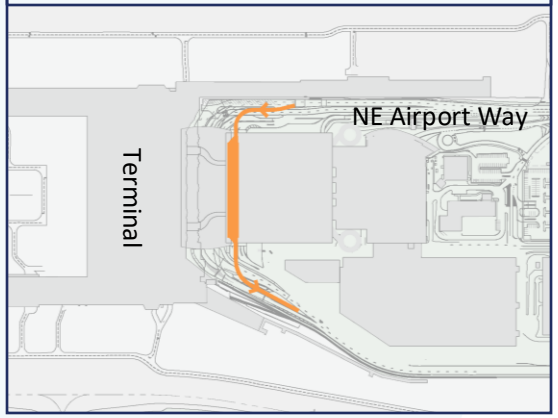
Approximately 57% of respondents indicated they would not use a regional parking location, with 22% indicating they would use a remote parking facility. The planning team is confident that we can solve the parking needs with on-airport site solutions through the planning period.

Curbside alternatives

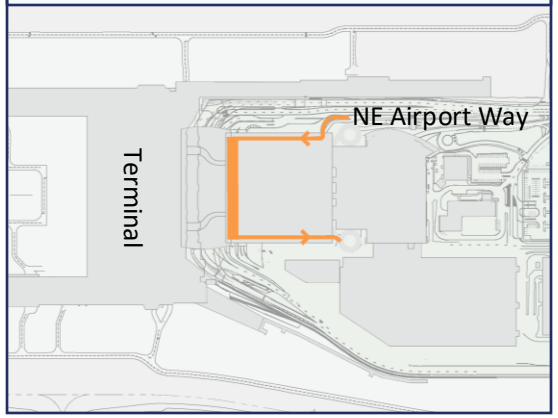
Relocate Valet



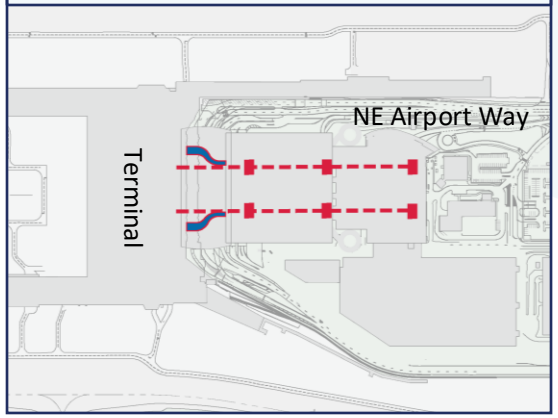
New P1 Level 4 Curb



P1 Short-Term Parking



Limit Crosswalk Use



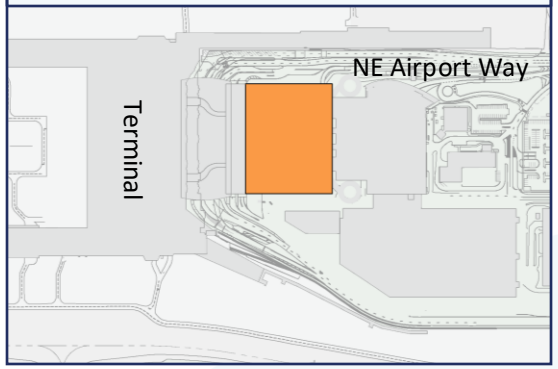
New Rental Car Curb

Remote curbside operations introduce more operational challenges than the other curbside alternatives with fewer potential benefits.

New East Curb

Remote curbside operations introduce more operational challenges than the other curbside alternatives with fewer potential benefits.

All TNCs use the Transportation Plaza



Remote Economy Lot Curb

Remote curbside operations introduce more operational challenges than the other curbside alternatives with fewer potential benefits.

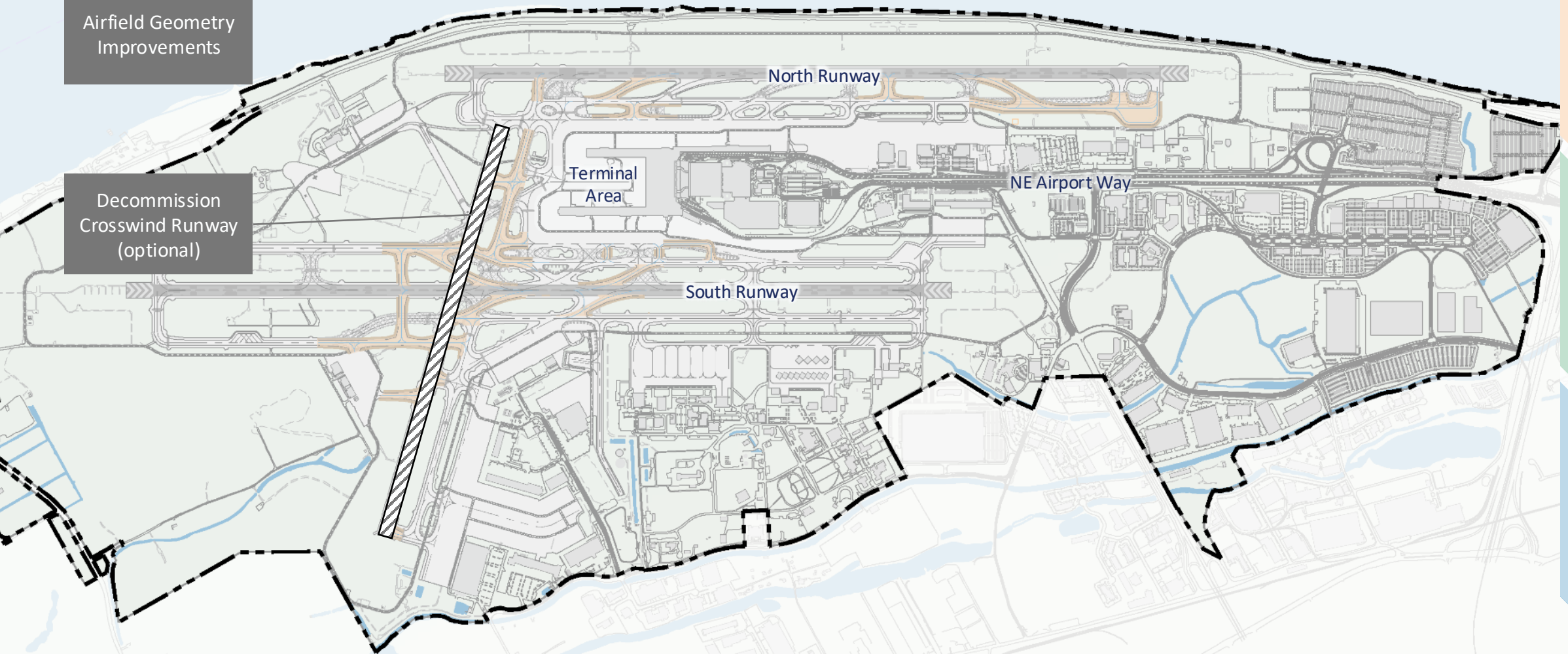
Port of Portland

Integrated Alternative 1

Integrated Alternative 1

Airfield Geometry Improvements

Decommission Crosswind Runway (optional)



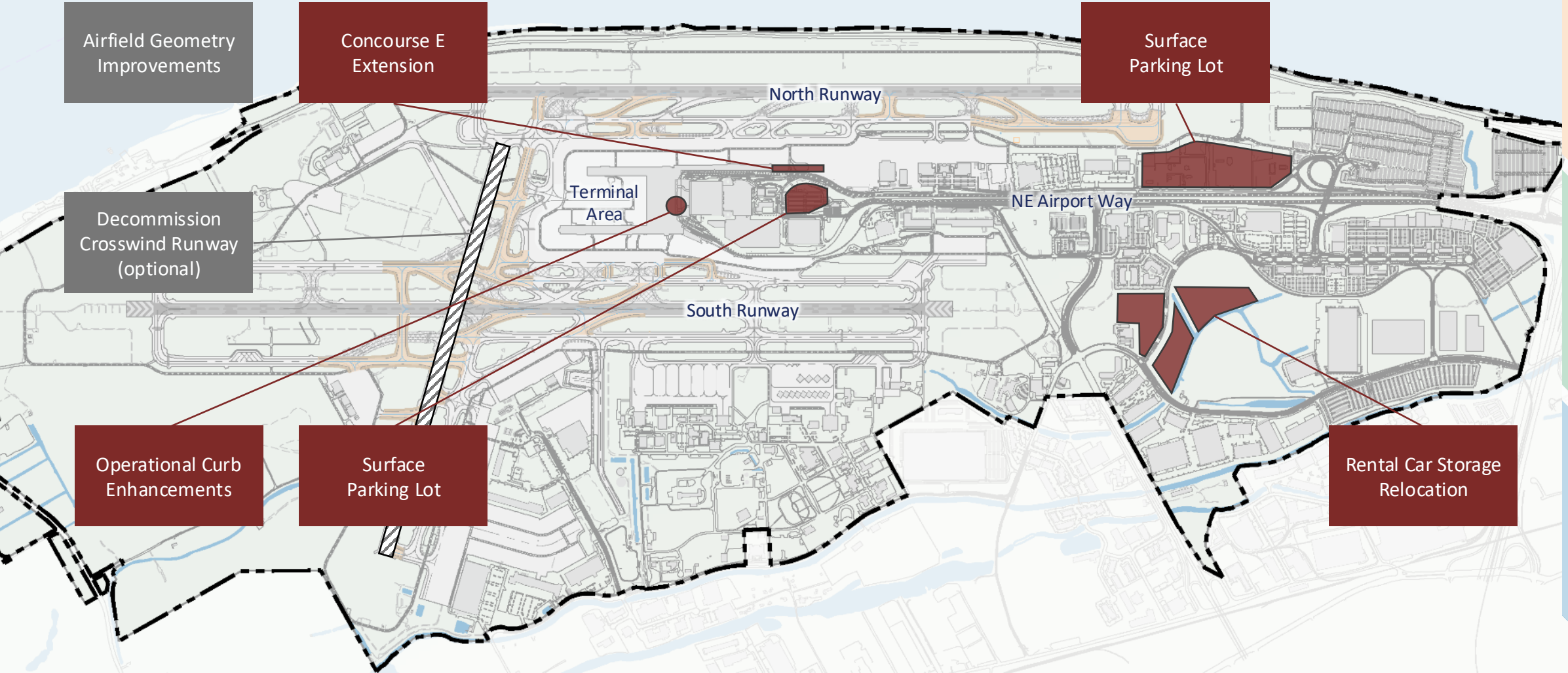
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 1



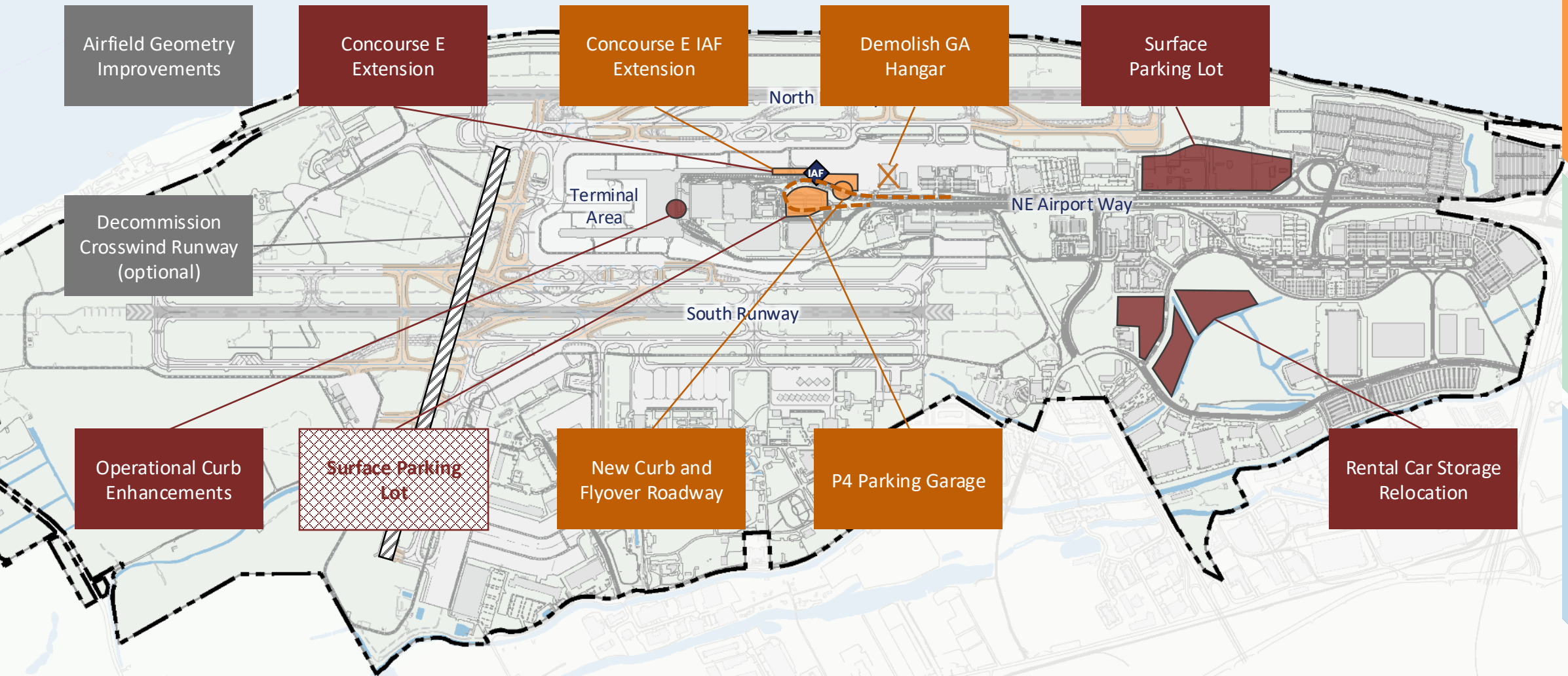
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 1



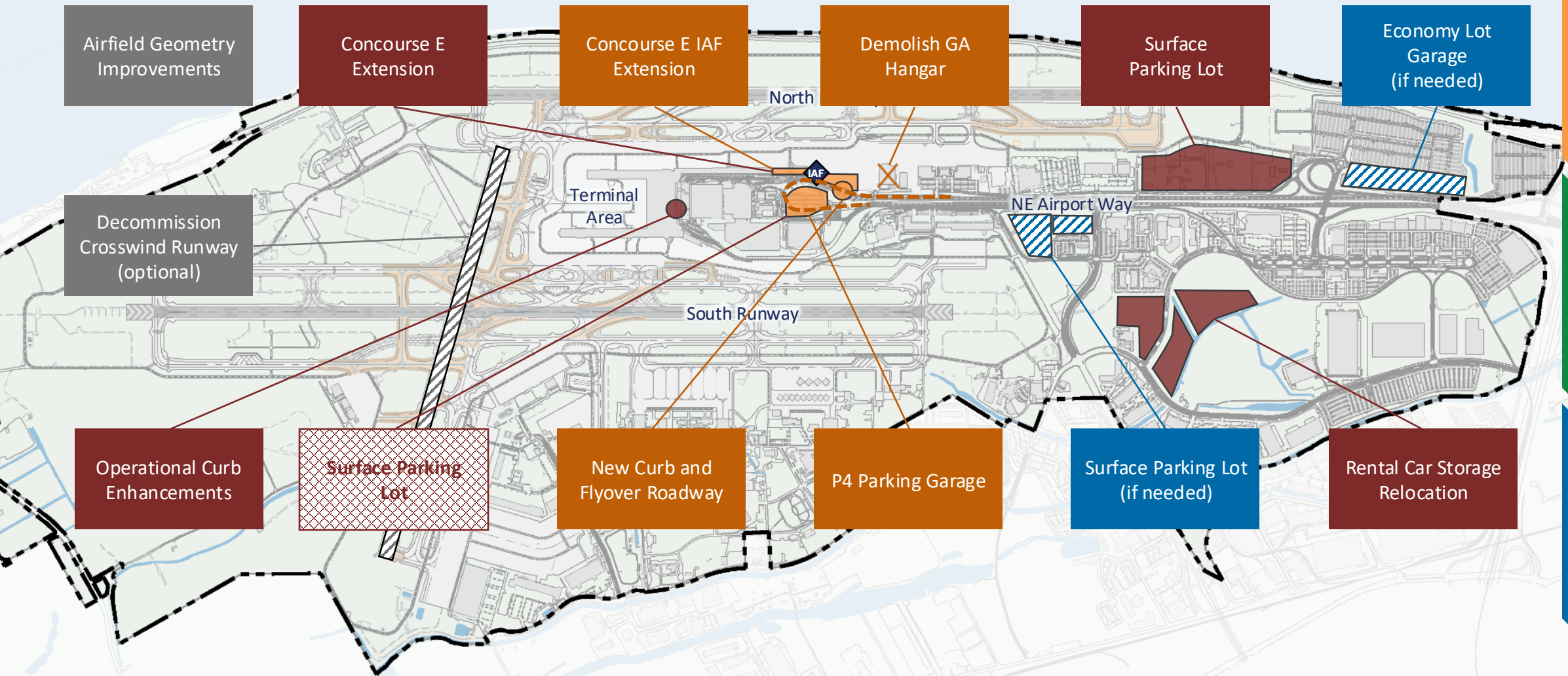
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 1



Phase 1

Phase 2

Phase 3

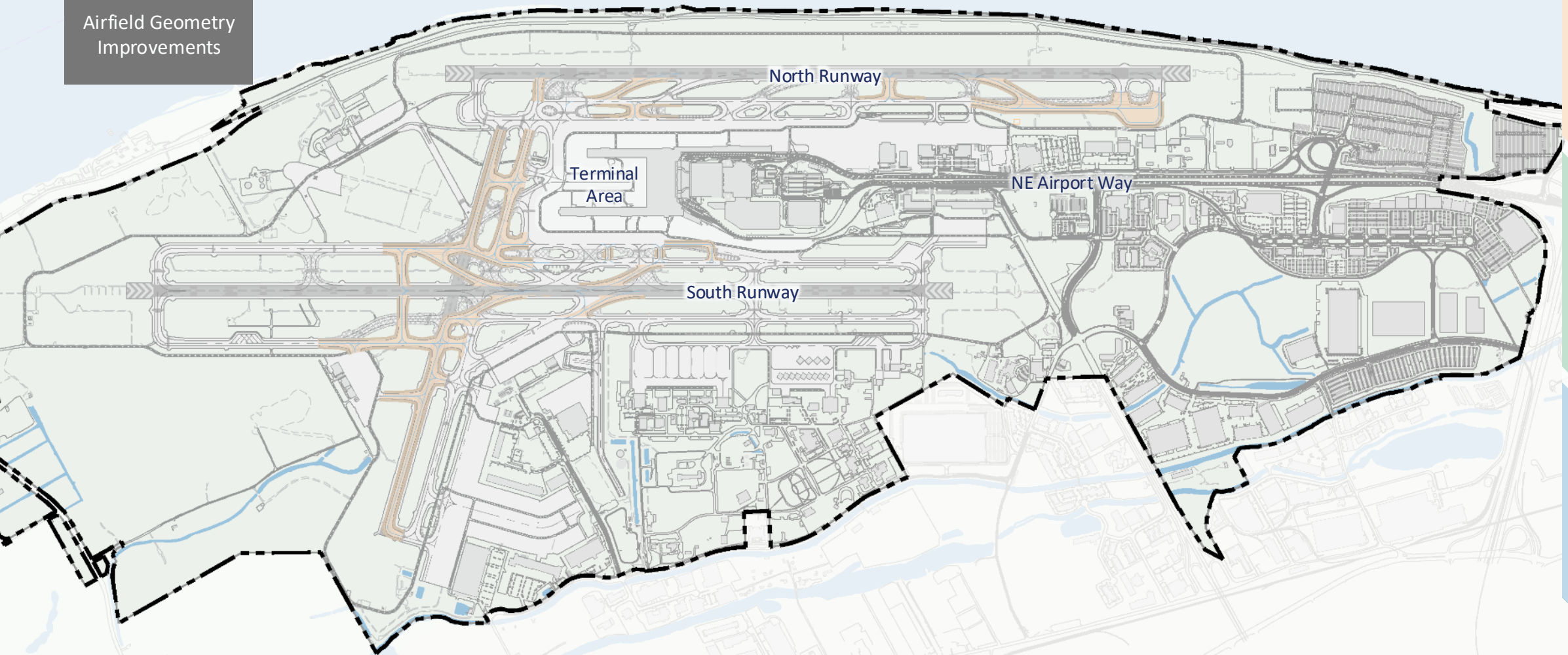
Phase 4

Port of Portland

Integrated Alternative 2

Integrated Alternative 2

Airfield Geometry Improvements



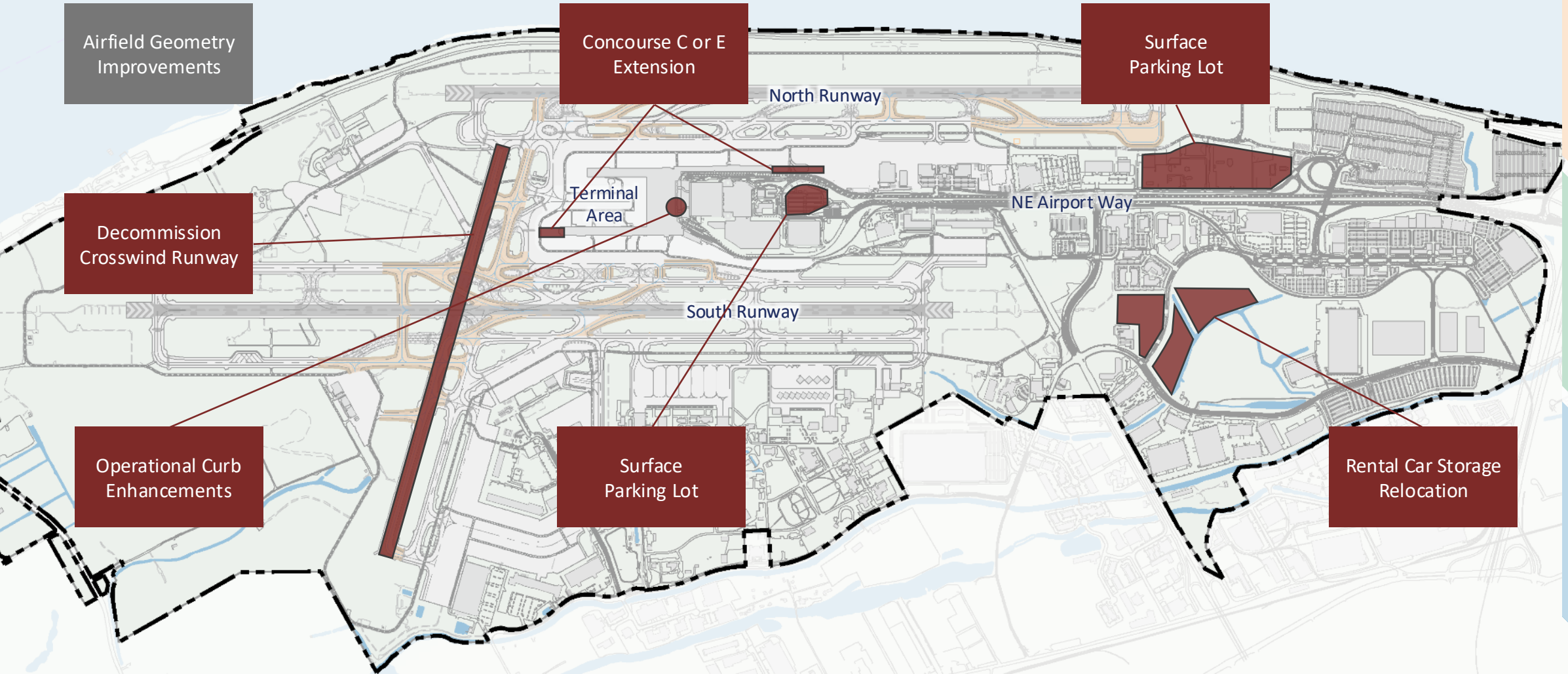
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 2



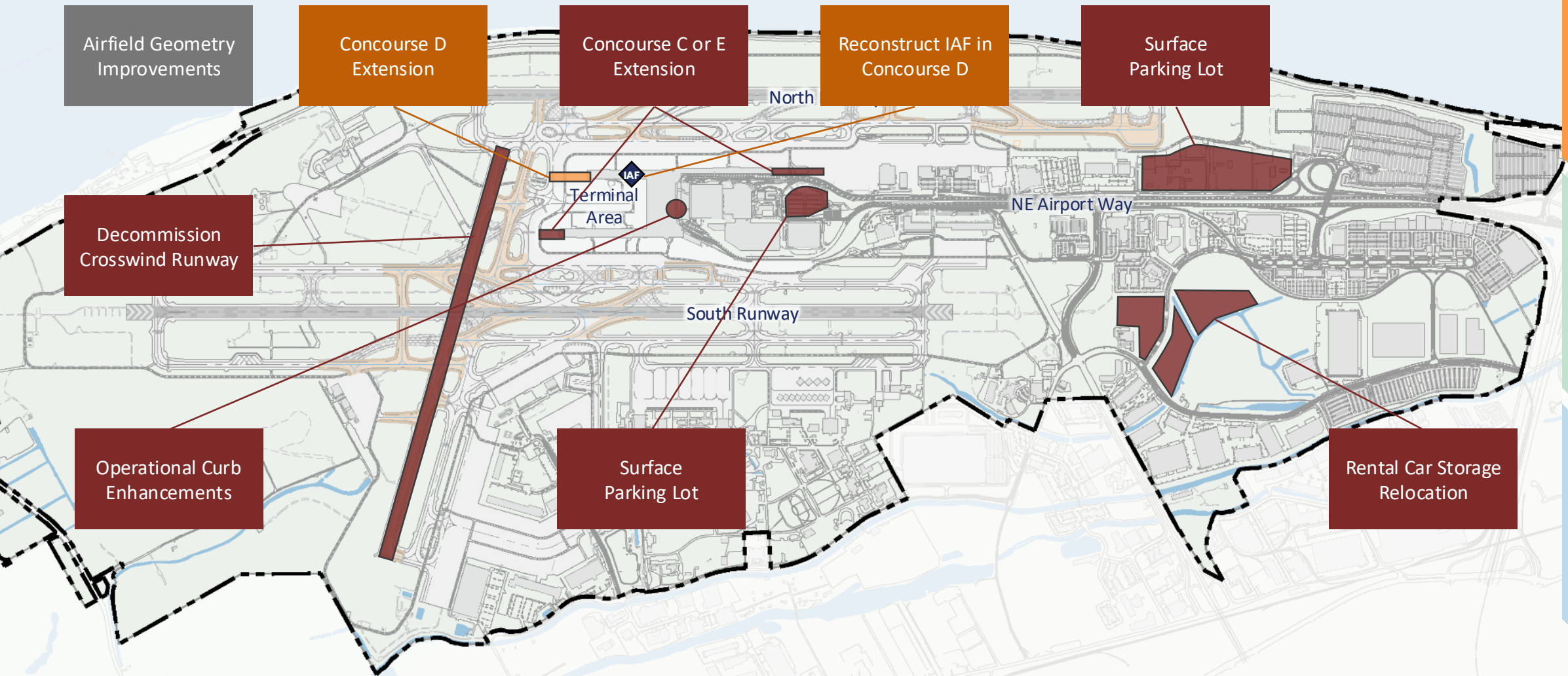
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 2



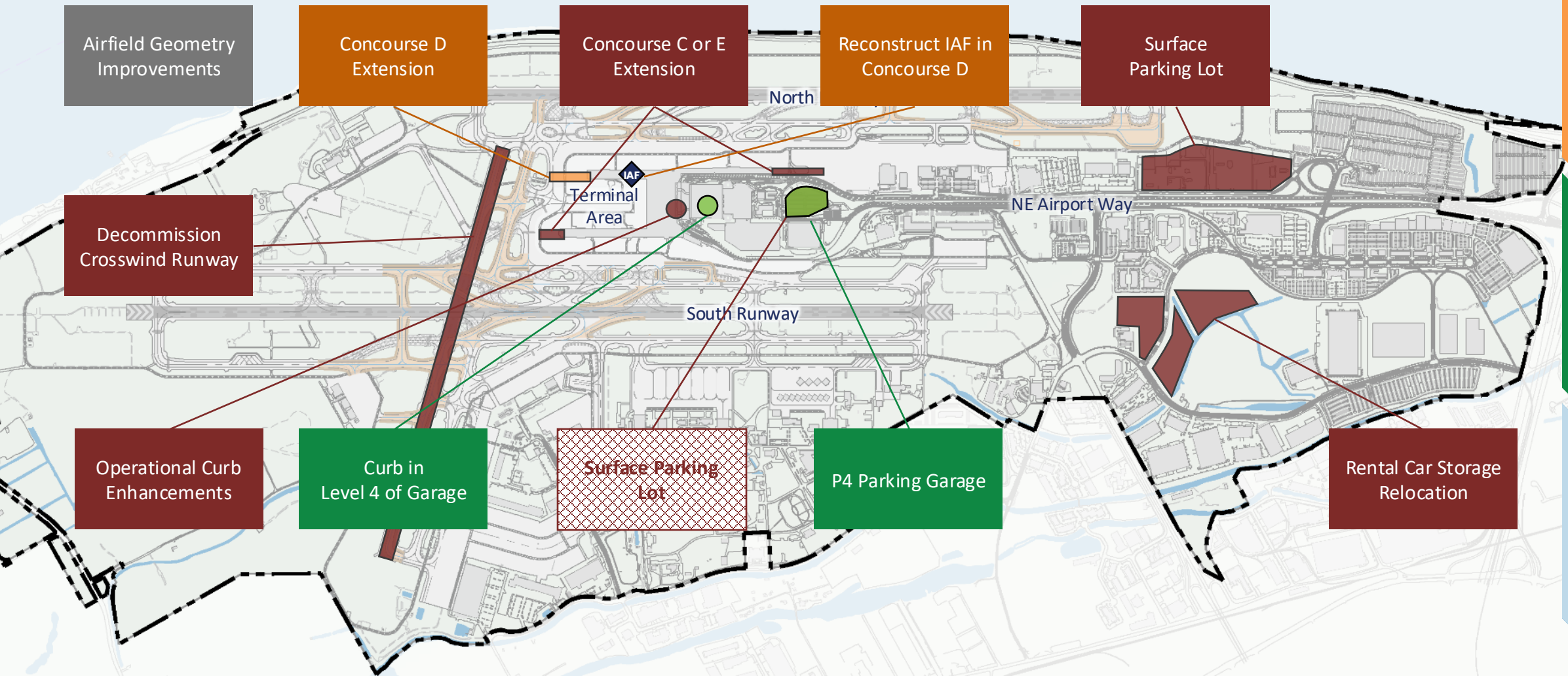
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 2



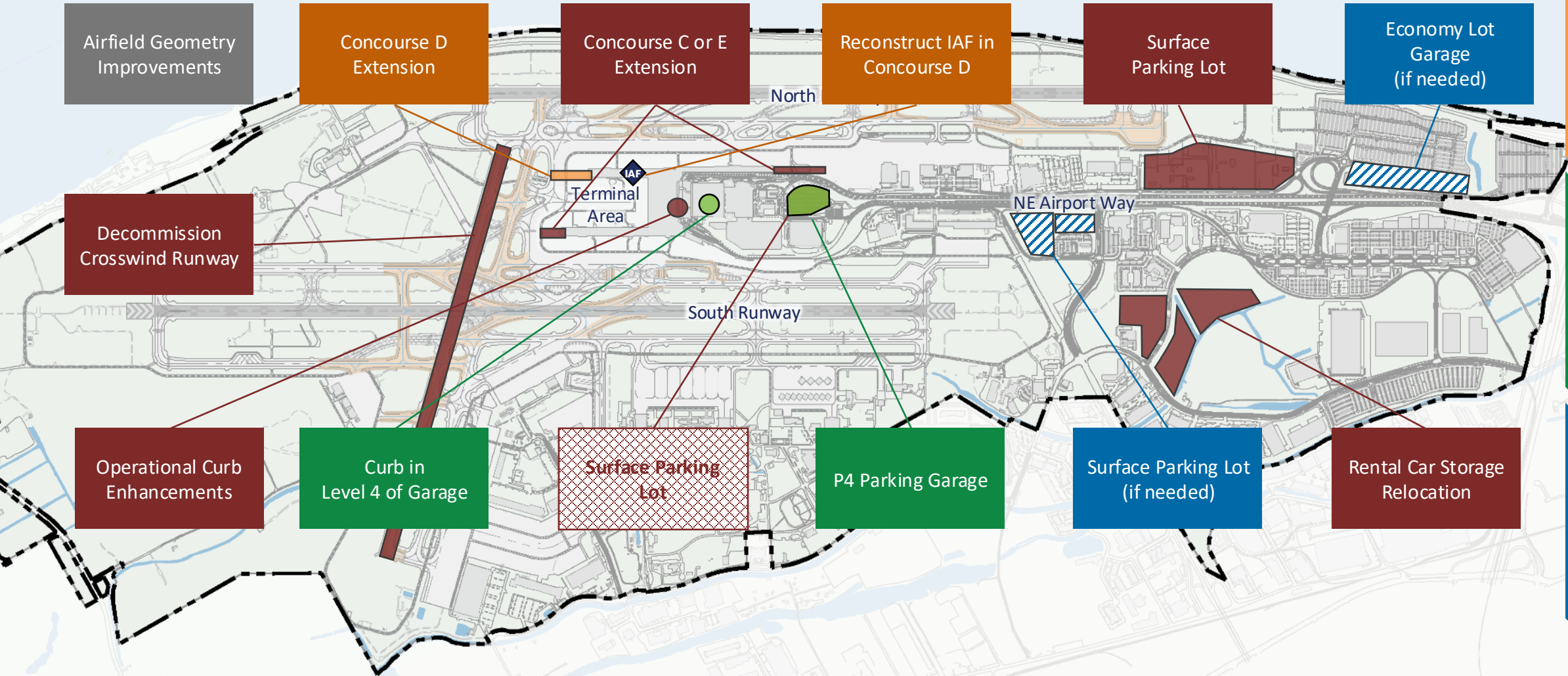
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 2



Phase 1

Phase 2

Phase 3

Phase 4

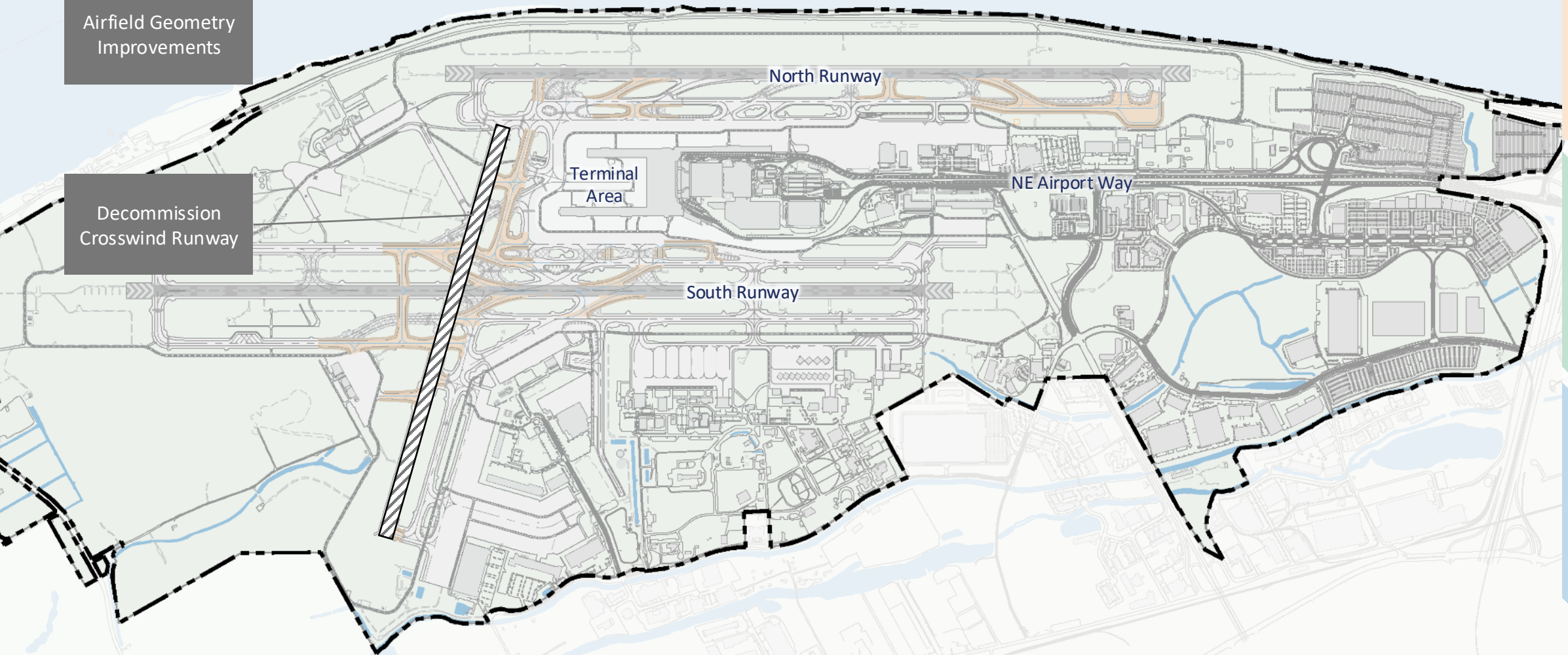
Port of Portland

Integrated Alternative 3

Integrated Alternative 3

Airfield Geometry Improvements

Decommission Crosswind Runway



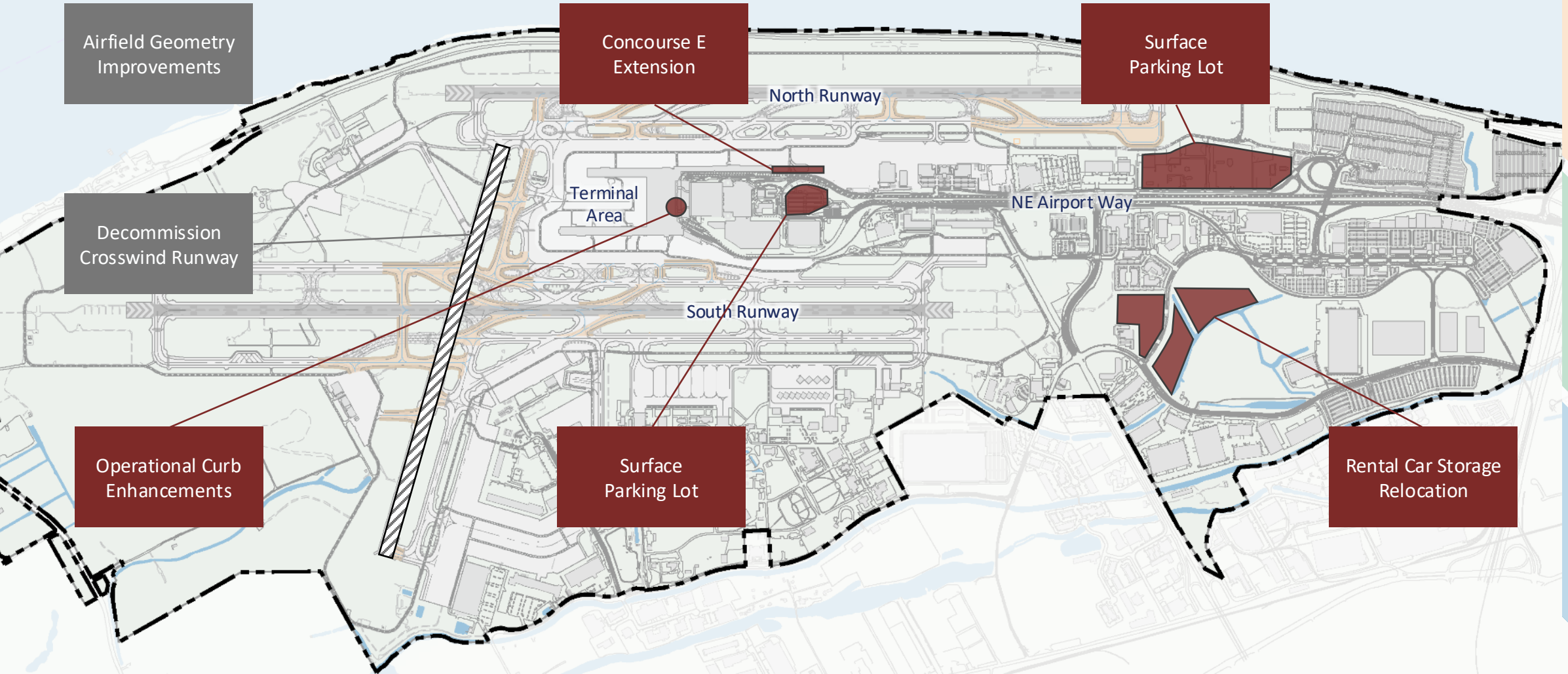
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 3



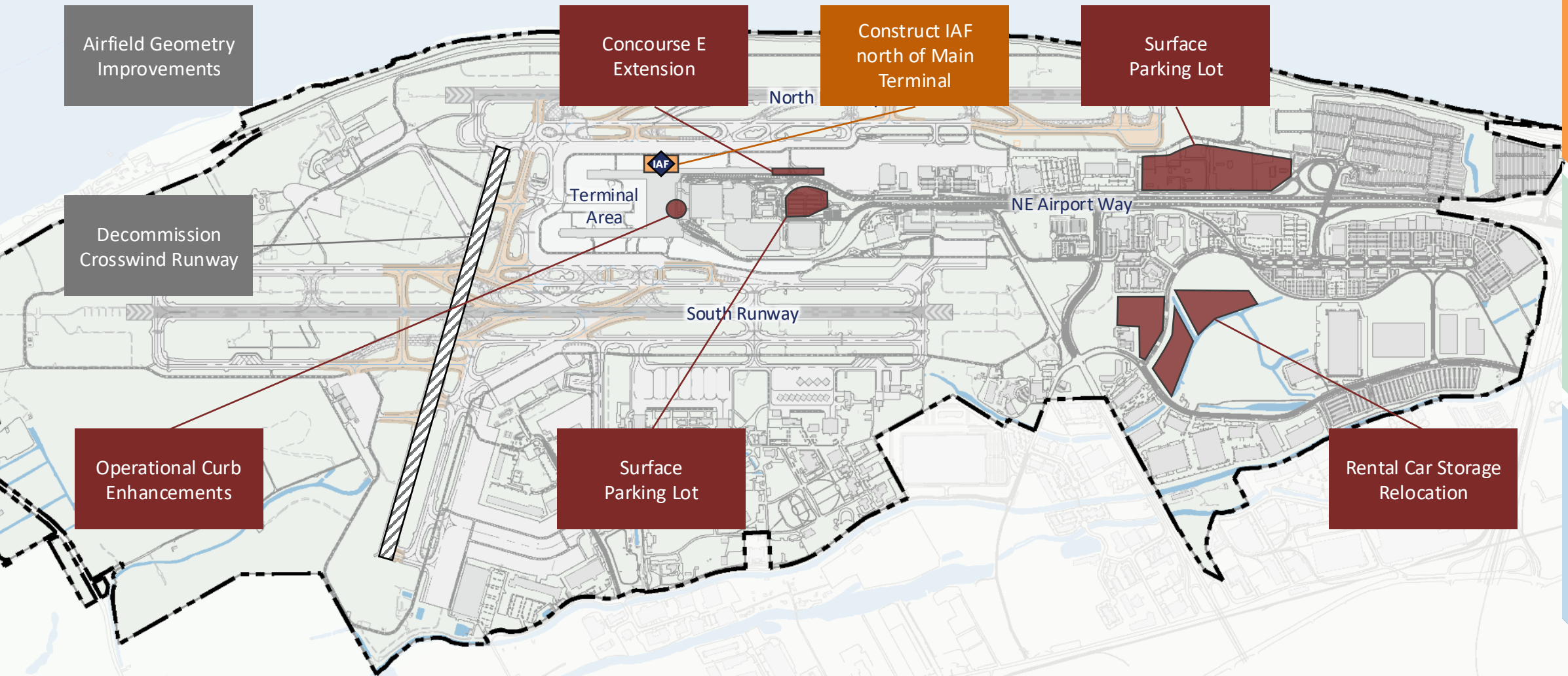
Phase 1

Phase 2

Phase 3

Phase 4

Integrated Alternative 3



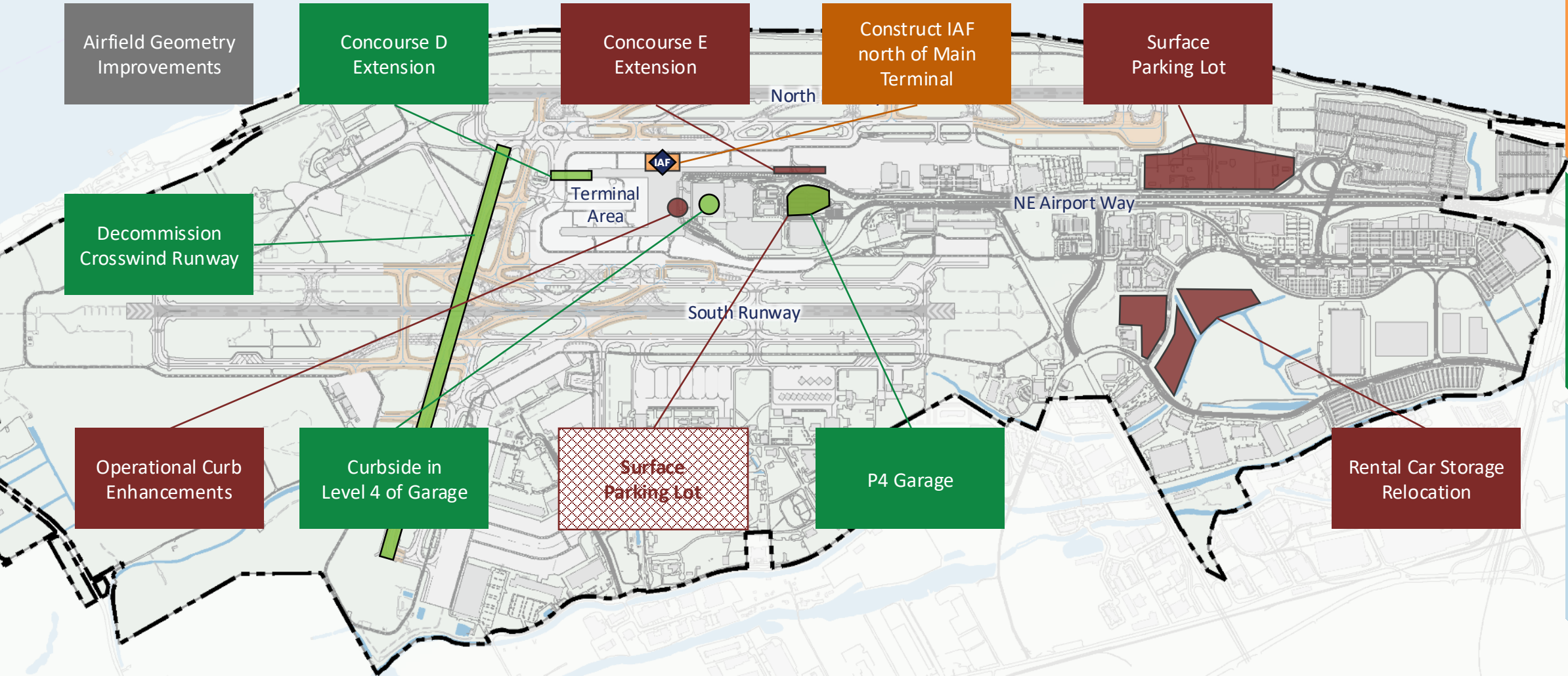
Phase 1

Phase 2

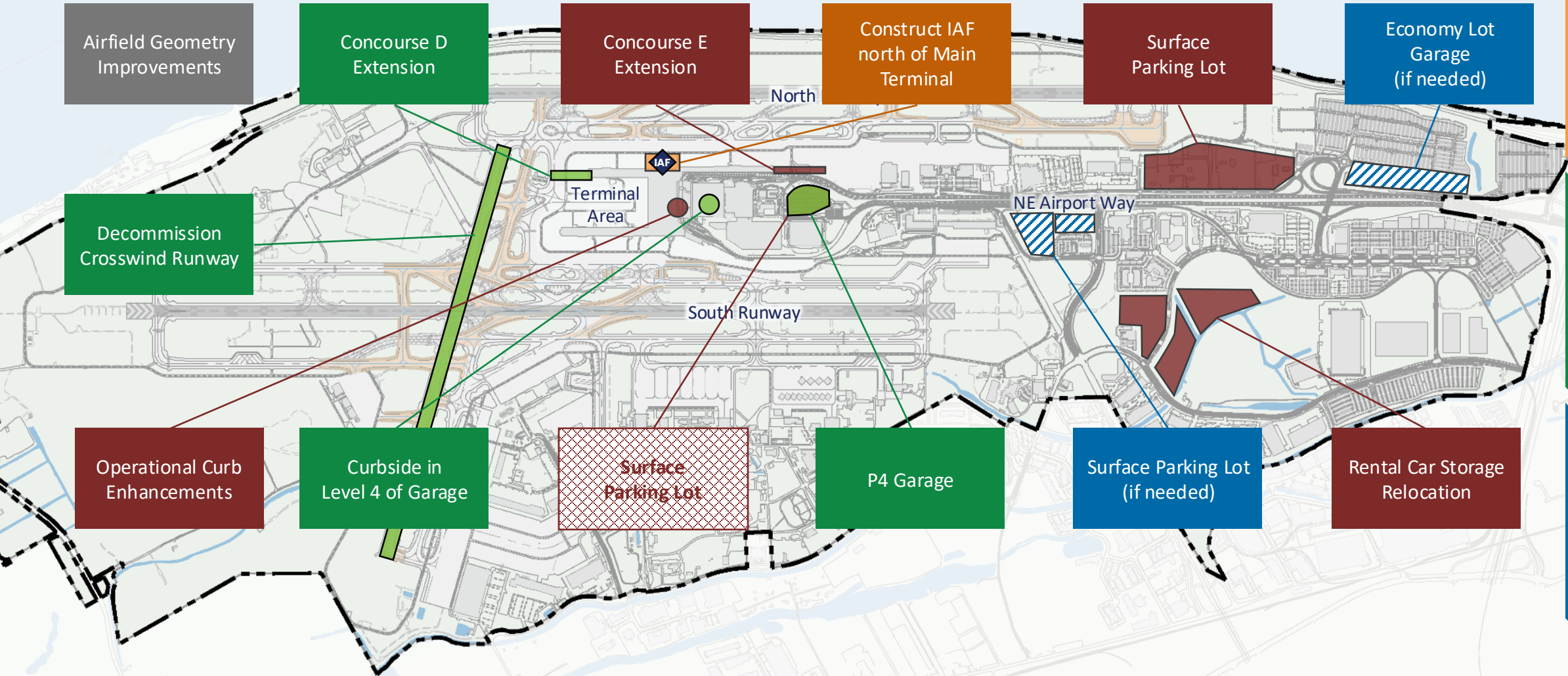
Phase 3

Phase 4

Integrated Alternative 3



Integrated Alternative 3



Phase 1

Phase 2

Phase 3

Phase 4

Port of Portland

Next Steps

NEXT STEPS

Work plan

PAC meeting	Meeting topics	Date
1	Welcome and background	May 20, 2024
2	Baseline forecast and preliminary facilities requirements	July 16, 2024
3	Facility tour	Sept 19, 2024
4	Functional area alternatives and requirements	Oct 21, 2024
5	Functional area alternatives and requirements	Jan 15, 2025
6	Functional area alternatives and requirements	Mar 17, 2025
7	Functional area alternatives and requirements	May 19, 2025
8	Landside requirements and consolidated alternatives	July 15, 2025
9	Cargo, GA, support facility requirements and consolidated alternatives	Sept 16, 2025
10	Integrated alternatives and ongoing engagement	Nov 12, 2025
11	Continued evaluation of integrated alternatives	Jan 22, 2026
> 12	Recommended development plan	Mar 19, 2026
	Wrap-up party in the terminal	April/May 2026

Port of Portland

Thank you for your participation!

Please take our meeting evaluation survey

bit.ly/48A8dEJ