Meeting Summary
PDX 2045 Planning Advisory Committee Meeting 5

January 15, 2025; 6:00 PM – 8:00 PM
Port of Portland HQ, Chinook Room (8th floor) and Zoom

Attendees:

PAC Members

☒ Aidan Simpson
☒ Allyssa Bromley
☒ Angela DeHaven
☒ Anne Sweet
☐ Brian Kuzera
☒ Caleb Powell
☒ David Duncan
☒ David Van't Hof
☒ Heather King
☒ Jennie Heidrick
☒ Kathy Bareno
☐ Keith Miller
☒ Laura Young
☒ Mark Luna
☒ Maryhelen Kincaid
☒ Matthew Hodson
☒ Mychal Hornbeck
☐ Pete DeVasto
☒ Philip Rowe
☐ Phuong Truong
☐ Roger Gonzalez
☒ Stephanie Barnes
☒ Steven Lowe
☒ Tsering Sherpa
☐ Xavier Phanthongphay

Port of Portland

Aaron Ray
Arainnia Armendariz
Jeff Broderick
Jennifer Rabby
Mina Mora-Gonzalez
Sean Loughran
Symeon Walker

Consultant Team

Bridger Wineman, EnviroIssues
Gavin Duncan, InterVISTAS
Cadence Purdy, EnviroIssues
Cameron Modjeski, Ricondo
Jenna Johnstone, Ricondo
Julie Gueho, JMG Consulting
Suzanne Donaldson, Donaldson Consulting

Other attendees

David Williams

Welcome and introduction

- Suzanne Donaldson welcomed Planning Advisory Committee (PAC) members to their fifth meeting and introduced the meeting goals.
- The project team held a make-up session to conduct the passenger journey exercise with PAC members who were not present at the Jan. 15 PAC meeting. A summary of the make-up sessions is included at the end of this document.

What's new at PDX

- Aaron Ray shared an update on the airport.
- 750,000 travelers passed through the terminal during the holidays: 8 percent above 2023 levels.
- PDX has deployed automated live wait times for checkpoints (standard and pre-check).
- A new art gallery is now open by Loyal Legion. New concessions now open include Sizzle Pie and Oven and Shaker.
- New Allegiant service to Fresno, CA; Indianapolis, IN; Cincinnati, OH; and Flint, MI will start in May 2025.
- Alaska Airlines will start "banking" operations at PDX, meaning there will be more connecting traffic at PDX and nonstop service across the country, as well as return to interregional services including Eugene and Medford, OR. Alaska Airlines is also starting new service between PDX and Houston, TX.
- *Q: When is the Powell's pop-up opening?*
    - The pop-up is already open; Powell's will open a permanent store sometime next year when the Phase 2 portion of the terminal opens.

Airfield planning exercise recap

- Bridger Wineman provided a recap of October's airfield planning exercise so that participants could see what other groups identified in the make-up sessions.
- All PAC groups approached the exercise in a thoughtful way; recommendations included:
    - Place cargo in the SW Quad and/or where the existing Crosswind Runway is located (assuming it is removed in the future).
    - Remove crosswind runway.
    - Most groups recommended varying mixes of extending concourses, including C, D, and E. One group recommended adding a satellite terminal west of the existing terminal.
    - Some of the groups recommended analysis evaluating congestion for the taxiway between the C and D concourses if they were lengthened.
- Jennifer Rabby shared the results of the airfield planning exercise completed by over 100 Port of Portland staff at a recent Development Services Division meeting. Recommendations from staff were very similar to recommendations from the PAC.
- The project team is evaluating different scenarios and will ask similar questions to the public to gather feedback, gain additional perspective on evaluation measures, and potentially discover new ideas.

Facility requirements

- Cameron Modjeski covered how the project team develops facility requirements for airport facilities.

- Airports aim for achieving an optimum level-of-service, meaning the facilities are not over-designed or under-provided.
- There is currently a suboptimum level-of-service for international operations at PDX, as passengers must go through U.S. Customs and Border Protection processing when arriving on international flights. Of all the gates at the airport, only 6 gates on Concourse D can accept international arrivals. International departures can depart from any gate.
- There are also sub-optimum levels of service anticipated for gate waiting areas (holdrooms) and outbound baggage systems.
- PDX has 59 gates. The Port leases some gates for exclusive use by individual airlines while other gates remain as common use, meaning can be used by multiple airlines. The decision of designating gates as common use versus exclusive use (leased) depends on many factors. When an airline leases a gate, it enters an agreement with the Port so that the airline effectively pays the cost of operating the gate. Most lease agreements are for 20 years. The cost of leasing a gate is generally based on the size of the waiting area (holdroom).
- The Port is working with all airlines to determine future leasing agreements. There is a balance between airlines wanting to lease gates and use common use gates.
- The PAC looked at 2045 gate requirements, and how they can be met by a mix of adding gates and re-assigning gates. Current gate requirements ranged from 6 to 16 new gates.
- Landside roadways and the MAX line are the main ways to get to and from the airport. Not much can be done to change the existing roadways like I-205, 82nd Avenue and Airport Way.
- Landside facilities are the places passengers use and pass through at PDX before they enter the terminal. These include parking garages, rental car center, travel center, and parking lots.
- Support facilities include those that manage cargo, fixed-based operator facilities for general aviation, and other airline and airport support facilities. The AirTrans Center is close to being fully occupied; we need to accommodate an increase of 50 percent more cargo space by 2045. An additional 10 acres of apron (aircraft parking) is required for general aviation facilities. Existing airport maintenance facilities need to be configured more efficiently.
- *Q: Some airports have entire concourses dedicated to one airline. Doesn't it hurt financially to lease gates like that?*
    - A: The answer varies among airports. For example, in Houston, nearly all of IAH (Houston Intercontinental Airport) gates are leased by United Airlines which makes sense for that market – IAH is happy to have its gates leased, and United likes this arrangement because it makes it hard for other airlines to offer service there. The balance between leased gates and common use gates depends on the airport and the type of operations. Connecting flights at a main hub can justify having most of the gates leased to a few airlines . Keeping some common-use gates at PDX provides flexibility and the possibility for a new airline to serve PDX.
- *Q: Does PDX have common use gates for international flights?*
    - A: Yes. All international arrival gates are common use except one that is leased by Delta. These are the least used gates at PDX. They have a sterile corridor that connects them to the terminal to avoid mixing of passengers coming in from domestic locations versus international locations.
- *Q: What is the leasing cost for gate?*
    - A: It depends on a variety of factors including the amount of space leased, the size of aircraft that the gate can accommodate, the location and nearby amenities of the gate, and the type of lease. The Port will follow up with more specific financial information on this.

- *Q: Is it important for the Port to keep a diverse structure?*
    - A: Yes, this is a central focus of the Port as a diverse structure of gates and airlines directly benefits passengers by giving them more flexibility of choice and lower costs based on market competition. Airlines also have different interests in gate types based on their business models, so it benefits both parties.
- *Q: Does the Port work with international airlines to get more arrivals at the common-use international gates and to lease international gates? Will the airlines be a part of the master planning process?*
    - A: Yes, the Port is working with international airlines and soliciting feedback from U.S. Customs and Border Patrol as a part of this process. The Port is having these discussions with all airlines throughout the master planning process to keep everyone informed since everyone has a different perspective when it comes to facility needs. Airlines pay the costs to operate the terminal, and they get a vote when the Port makes major investments.
- *Q: What is the available capacity for new international operations?*
    - A: Should a new or existing airline decide to start or expand international service at PDX, the Port will absolutely enter discussions with the airline to help them meet their needs for the new service. The Port likely has the current capacity to expand international service depending on the timing of the proposed service; however, as part of the planning process, the Port needs to further evaluate the capacity of the international processing facilities so as not to put undue strain on those facilities.

Public comment

- No public comments were made.

Passenger journey exercise

Project team members walked PAC members through a passenger journey exercise. The PAC worked in groups to consider 18 unique passenger profiles of travelers at PDX. These passenger profiles represented diverse airport trips with varying purposes, destinations, party sizes, transportation methods, times to depart, luggage, waypoints, and special needs and challenges.

While in small groups, PAC members discussed the journey of each profile through various waypoints from arriving to the airport area to departing on a flight, and responded to the following prompts:

- What amenities do you want in each facility you use or travel through?
- What are your travel needs between each waypoint?
- What would make this experience better for you and why?

PAC members shared the following reflections from the exercise:

What amenities do you want in each facility you use or travel through?

- International flights
    - Information on the length of time to travel from customs to gate and the steps of the process.
- Parking

    - Communicate parking options and information for departing passengers (i.e. valet, short-term, long-term), and how to help people determine which way is most efficient for their priorities (cost/time).
    - Information on where to park for easiest access to Federal Inspection Services, where the express bus drops off.
    - More accessible parking spaces close to elevators and family parking.
    - Luggage carts available in the garage and other points of entry to the terminal.
- Wayfinding
    - Live checkpoint waits times for online/mobile access.
    - Clear information and signage on gate assignments, baggage claim, airline-specific curbside signage, signage on how to find a VIP, elevators, rest areas, and the B Concourse bypass tunnel. Make sure signs make sense and names are generic (i.e. "Train").
    - Make the path to the transportation plaza clearer, especially from baggage claim.
    - Include a "Welcome to Portland" art piece.
    - Provide clear signage on next steps to get to boarding areas.
    - "You are here" kiosks with maps, steps, times, and information to complete customs requirements.
    - Clear, easy pathways, skybridges to provide ease of navigation for families.
    - PDX Wi-Fi.
- Check-in
    - Expedited service option.
    - Seating.
    - Staff to assist with oversized luggage check-in.
    - Clear signage for airlines at the departure board.
    - Automated check in kiosks and automated bags drop-off.
- Security
    - Expedited process for people with children.
    - Security line for family groups, include big carts (for items that go through scanner).
    - TSA CLEAR lines.
    - Clear path for flow.
    - Seating to wait for family/large groups after security.
- Concourses/Gates
    - Well-maintained pet relief area.
    - "Reset" areas that include seating and ledges for car seats and other luggage.
    - Quick, grab-and-go snacks and drinks.
    - Comfortable seats, space, nicer areas to sit.
    - Group seating area, large enough holdroom to reinstate large groups.
    - Private areas for business meetings.
    - Large bathrooms with space for luggage and large parties.
    - Working water fountains and cell phone chargers.
- Accessibility
    - More family-friendly policies.
    - VIP volunteers to assist with pushing wheelchairs, carrying luggage, watching luggage as travelers use restrooms. Staff trained to assist with mental health, medical emergencies, disabilities, grieving travelers, etc.
    - Short distance to gate, moving walkways, motorized scooters to borrow.
    - Include accessibility options as resources when booking flight tickets (i.e. to book a VIP).

- Boarding
    - Clear lines to board.
    - Option to pre-board with family.

What are your travel needs between each waypoint?

- Easy access, natural navigation, moving walkways, and easier directions to elevators.
- Free and accessible luggage carts and motorized chairs.
- Federal Inspection Services (FIS).
    - Easy access to amenities and restrooms.
    - No bus.
- Quick parking facilities.
- Restrooms.
- Charging stations.
- Signage
    - Clear signage on the process, amenities, locations, and estimated times for various parts of process.
    - Dynamic signage indicating which flight is being processed.
- Staff
    - Training for employees on disabilities, mental health, and de-escalation.
    - Assigned staff at the gate to watch personal belongings if someone must go to the bathroom.
    - Volunteers to help with luggage.
- Wi-Fi access for translations, international travelers may not have phones that work abroad.
- Families/Large groups
    - Play areas for kids.
    - Ways to keep the kids entertained.
    - Ways to get the group to move easily through the waypoints – more recomposure furniture/facilities.
    - Bigger baggage claim area and re-organization spaces.
    - Temporary curbside parking to help get out all kids/luggage.
- Post-security concessions.
- Snacks, coffee shop or cafe near baggage claim.
- Option for curbside check-in assistance.
- More quiet spaces.

What would make this experience better for you and why?

- More knowledge about parking options is needed. Many do not know about valet and how much it costs, for example.
- Familiarity with the process and information to aid transparency.
- Support each traveler's accessibility needs and provide more information about options.
- Ideally, there would be daycare where you can drop off kids and then park.
- Oversized luggage drop off signage and ease of access.
- Pre-book TSA like at SEA.
- Have more social media-friendly art installations.
- Rentable work cubicles. Workspaces with charging stations. Make sure outlets function.
- Minimizing walking distances and improve access to baggage carts.
- More smoking areas.
- Wayfinding including signs and touchscreen maps in concession areas.

- Signage at appropriate height.
- Pet relief area availability.
- Areas designed for large groups to congregate.

PAC members had the following recommendations to improve the airport based on their own user experience:

- More seating in the terminal and seating to put on shoes, etc.
- Clear signage on where to place trays post-security.
- Brighter lights and paint in baggage claim.
- More working outlets.
- More MAX seating, live-time MAX departure boards. Add transit-station facilities for buses.
- Good "booth" restaurants.
- Street pricing (food costs the same outside of airport as inside).
- Book buying places.
- Refresh concourses C and D.
- Include skylights and big concourses, big windows to watch planes.
- Designated areas for large groups to organize themselves and wait at each concourse.
- More accessible parking spaces near each elevator set.
- A single point for oversized luggage check-in.
- More water bottle filling stations.
- More welcoming 'PDX' when arriving from international bus to the pick-up area in the terminal. Currently, it is a depressing, dull area that should be dedicated to visitor assistance. Better, nicer FIS facilities and no bus.
- More accessibility options for people with limited mobility.
- Clear signage with directions.
- Clearer rental parking signage.
- More areas for travelers and people dropping them off to hang out before security.
- Information on website/app on ways to navigate PDX when you have accessibility needs.
- Future robo taxi drop-off!
- Option to access a motorized wheelchair (like at a grocery store).
- For international travel: please no bus! We want a connected international experience.
- Love the kid spaces and would like to see more.
- More mixed-use gate areas.
    - More seating in gate areas.
    - Tables.
    - More bar-height work seating.
    - Semi-reclining holdroom chairs.
- Premium airport lounge/terminal like LAX.
- Wider walking areas.

Community engagement preview

- Bridger Wineman presented an overview of community the engagement approach for PDX 2045, including overall principles of engagement, engagement milestones, and engagement activities. The project team is developing an engagement and communication toolbox and ramping up to conduct public engagement in 2025. Apart from the PAC, which is engaging on

the project, the team is also currently conducting stakeholder interviews with community leaders.
- The PAC provided feedback on public engagement by reviewing a draft engagement table and sharing examples of good engagement they have experienced from past projects, sharing barriers to engagement, and suggesting meeting locations/venues for engagement.

Examples of good engagement
- Touring the airport.
- PDX Drag Queens – very welcoming, strong values-led project.

Removing barriers to participation
- Provide gift cards to PDX vendors to engagement participants.
- Offer Zoom interviews.
- Offer engagement options for those short on time.
- Low-commitment engagement options.
- Free food.
- Good graphics.
- Good translations.
- Free transportation.
- Wayfinding maps.
- Proximity of events.
- Complexity of questions.

Recommended Venues/Locations
- Columbia River Economic Development Council.
- Travel advisor conferences.
- Go to more urban areas.
- Kelso, Gorge.
- Get to smaller local events not just big ones.
- PDX passenger survey.
- Locations close to communities.
- Include virtual options.
- Table at free events like farmers markets, libraries, etc.
- Timbers and Thorns events.

Engagement ideas at PDX
- Allow for the public to rate accessibility along the way at each point through mobile software – phone app/kiosk.
- In-person surveys/interviews with airport travelers.
- Meet with wheelchair users for a tour of PDX and feedback on the experience.
- Post-travel survey with a QR code.

Engagement ideas
- Distribute flyers to apartment complexes for their community boards, Starbucks.
- Host community events to get small group input, include free food/snacks and gift cards.
- Survey non-travelers to learn barriers, offer free flights to share experience.
- Go to community events.
- Outreach to Russian, Ukrainian, Latino communities via churches, community centers, and info boards.
- Neighborhood organizations and newsletters.

- Engage with the new Portland City Council.
- Engage with the colleges, especially PSU. Use message boards in dorms. Students travel a lot, and many students are not local. Reach out to OSU and UO.
- Reach out to large corporations like Nike and Intel.
- Reach out to surrounding cities in the region.

PAC Next Steps

- The next PAC meeting will be scheduled soon, likely March 2025.
- Bridger and Suzanne will reach out to all PAC members individually to find meeting dates with the best availability.
- The next PAC meeting will cover functional area alternatives and requirements.

Meeting Summary
PDX 2045 Planning Advisory Committee Meeting 5 Make-Up Session

February 4, 2025; 10:00 AM – 12:00 PM
Port of Portland HQ, Crater Lake Conference Room and MS Teams

PAC Members: Brian Kuzera, Keith Miller, Pete DeVasto
Port of Portland: Aaron Ray and Jennifer Rabby

Discussion Summary

Aaron Ray and Jennifer Rabby provided the same presentation to the attendees that was shared at the PAC Meeting 5, including a recap of the Airfield Planning Exercise, a summary of facility requirements for the terminal, an overview of landside and support facilities, an introduction to the passenger journey exercise, and an overview of upcoming public engagement efforts.

Questions and discussion topics raised during the discussion of facility requirements included:

- *Comment: Alaska Airlines has recently released a hubbing schedule for PDX. With that in mind, if the third parallel runway was put in and spaced sufficiently that all three parallel runways could operate independently even in inclement weather, it would be the only airport with that capability on the west coast.*
- The Port has made use of the modeling work underway for PDX 2045 to confirm that Alaska's new schedule can be accommodated, even with the current gate closures for TCORE. A hubbing operation like this is something that was anticipated in the model, so this was the forecast work already underway. Even with this change in schedule/operations, the need for a third parallel runway is still a long way off – at the end of the planning period (2045) or beyond. The current Master Plan does have a third parallel runway shown, and we would likely keep it as a planned future corridor.
- The crosswind runway (Runway 3-21) cannot operate independently since it crosses the South Runway. FAA will not fund work on the crosswind runway in the future. The project team is still

looking at whether a shortened version of the crosswind runway would provide any capacity benefits; it would primarily be used for arrivals of small cargo planes (box haulers).
- *Comment: We need to keep the alignment of the third parallel runway in mind so that we do not waste money on cargo infrastructure.*
- It matters how we put the third parallel runway on paper – as a "planned" facility where we would keep the area clear or as an "ultimate" facility where we might make some interim investments (temporary buildings, buildings that could be relocated) until we need to construct the third parallel runway.

Input on the passenger journey exercise was captured on the recording worksheets. Feedback included:

What amenities do you want in each facility you use or travel through?

- International flights
  - Adaptive signage for international flights/arrivals.
  - Coordinate with airlines to determine language spoken by flight crew and provide a brief to give to the flight crews with information about PDX.
  - Bathrooms in customs.
- MAX Platforms
  - Clear information on how to buy a transit ticket.
- Shuttle bus – Island
  - Coming from the economy lot, it should make less frequent stops and travel around car traffic.
  - Right now, it is scary to cross traffic, and unsafe for kids. The Port allows for drop off at the curb. Could this option be better communicated?
  - Set up a hotline to call airport before shuttle arrives and get a VIP ready to meet passengers. TSA Cares allows reservations.
- Wayfinding
  - Clear signage on TSA.
  - Include symbols and a key.
  - Include signs with 10+ different languages and a call button to get help or ask a question.
  - Digital boards with gate and concourse signage, departure times.
- Check-in
  - Making it easier to know the upcoming security checkpoint rules ahead of time.
- Concourses/Gates
  - Snacks and drinks that are kid and budget friendly.
  - Nearby bathrooms.
- Accessibility
  - VIP desk and podiums, VIPs need to be more visible.
  - Volunteers to assist with walking people to their gates.
  - Improve technology to help people get to their gates without a volunteer, like improving the mobile app, signage, etc.

What are your travel needs between each waypoint?

- Minimize “extra” obstacles.
- Moving walkways that are wide enough for wheelchairs and strollers.
- Tunnels with moving walkways are a great opportunity for visual art, entertainment.

- For the shuttle bus, it would be better to be curbside to keep kids safe. More room on buses for cargo.
- Comfortable waiting rooms and nursing stations.
- Covered walkways to ground load gates.
- Tranings for employees on disabilities, incuding nonverbal assistance.

What would make this experience better for you and why?

- Include mobility devices to borrow – golf carts, autonomous wheelchairs that can navigate, motorized carts.
- Not having to stack and restack all the luggage.
- Include baggage check-in at economy parking.
- Local-based gift shops to take back souvenirs.

Input on the public engagement effort included the following suggestions:

- Provide an online option for meetings – this could be a hybrid version of the “main” open house or an online-specific meeting.
- Provide an asynchronous option for providing input through polls or surveys that people can completed on their own time; this would help reach a wider audience since many people are busy and may not be available at the open house time(s).
- Advertise engagement widely through news channel alerts (e.g. KGW updates), Port notifications, project email list.
- A school or other public building would work well for an open house.
- Provide food at events.