

Portland International Airport

Accommodations for
U.S. Military Personnel



Last Updated February 29, 2012

The Port of Portland would like to thank you for your service to our country, and make your visit to the airport as stress free and as comfortable as possible. To that end we have compiled information below for U.S. military personnel who are traveling through the Portland International Airport. Additionally, we have added services and discounts specifically for military personnel that are not available to the general traveling public (see attached document for concession discounts). We hope you enjoy your stay with us.

Before you get to the Airport

TSA Security

Prohibited items

You can find up-to-date information on prohibited items, what to pack and what to expect at the security checkpoints on the Transportation Security Administration's (TSA's) website at www.tsa.gov.

Liquids, gels and aerosols

With certain exceptions for prescription and over-the-counter medicines, and *essential* liquids, gels, and aerosols, the following rules apply to all liquids, gels, and aerosols you want to carry through a security checkpoint.

- All liquids, gels and aerosols must be in **3.4 ounce (100ml) or smaller containers**. Larger containers that are half full or toothpaste tubes rolled up are not allowed.
- All liquids, gels and aerosols must be placed in a **single, quart-size, zip-top, clear plastic bag**. Gallon size bags or bags that are not zip-top, such as fold-over sandwich bags, are not allowed.
- Each traveler must remove their quart-sized plastic, zip-top bag from their carry-on and place it in a bin or on the conveyor belt for x-ray screening.

Food

You can bring dry food (such as bread) and snacks in your carry-on baggage. However, anything that is a gel or liquid, which includes most frozen foods, canned goods, some cheeses, jams, peanut butter, mayo, butter, and beverages, is limited to 3.4 oz. per the restrictions outlined above. You can purchase food and beverages after going through security and bring them on your flight.

Larger amounts of liquids, gels and aerosols allowed in “checked” baggage

If you would like to bring larger amounts of liquids, gels and/or aerosols (such as toothpaste, shampoo or food items); please place them in your baggage and check them with your airline.

Checkpoint screening

When you arrive at the checkpoint, the following tips will assist you in getting through the screening process easily and efficiently:

- Keep boarding pass and ID available.
- Remove jacket, metal items in pockets, and metal belt buckle and submit them for x-ray screening.
- Military personnel in uniform, with a valid military ID, are not required to remove their footwear unless it alarms the walk-through metal detector.

TSA Questions?

If you need additional assistance regarding current security measures please call the TSA Consumer Response Center toll-free at 1-866-289-9673; or contact them locally at 503-889-3067 or via e-mail at PDXCustomerService@tsa.dhs.gov.

Getting to the Airport

To learn about your ground transportation options to and from cities in Oregon and Washington, please call the Ground Transportation Information Booth at 503-460-4273 (or X4281), or call toll free at 1-800-547-8411 X4273 or X4281.

Information is also provided on the PDX website at www.pdx.com. Select "Ground Transportation" on the menu.

TriMet's MAX Light Rail provides service directly to the airport on the Red Line. The MAX station is located on the lower level just outside of baggage claim (opposite carousel 2). Ticket machines are located on the train platform and also in the baggage claim area opposite carousel 2. For schedules and fares please visit www.trimet.org.

At the Airport

Gate Passes for Family and Friends

If you would like your family and friends to accompany you to or from the gate area, an airline-issued gate pass is required to access the TSA security checkpoint. Gate passes are available for most, but not all, domestic arrivals and departures, as well as international departures. Your airline is responsible for issuing gate passes to family and friends of active duty military on orders, and it's done at their discretion. Gate passes are issued at your airline's ticket counter; they are not available from the security checkpoint.

Please be aware that some airlines are more restrictive with their policies than others. For example, some airlines will only issue gate passes if the military member is being deployed to or from Afghanistan or Iraq. For that reason, it is recommended that you contact your airline in advance to ask about their gate pass policies. If they say that they will issue gate passes, ask the airline to make a notation in your reservation record saying that they will do so. Although not required, it might help avoid any last minute confusion at the ticket counter where gate passes are picked-up.

If you are obtaining gate passes, be sure to allow additional time for potential lines at the ticket counter. Family members 18 years and older may be asked to provide government-issued photo identification such as a driver's license and/or flight information.

Please confirm the airline's ticket counter hours before arriving at the airport to ensure that someone is available to issue you a gate pass. This is especially important when your family and friends are meeting you on an arriving flight. Call the airline directly, or the airport's information line at 503-460-4040 for your airline's ticket counter hours.

Shops and Dining

While waiting for your flight, enjoy the airport's award-winning shops and dining facilities. See the attached list for special concession discounts for military personnel not available to the general traveling public.

PDX Conference Center

On a space available basis, military personnel on active duty and deploying overseas may use a private conference room in the PDX Conference Center to spend time with family and friends before departure. Coffee is complimentary.

Complimentary bag storage service is also offered by the PDX Conference Center. This service is provided Monday through Friday during normal business hours (8 a.m. to 5 p.m.); therefore, bags must be dropped off after 8 a.m. and retrieved prior to 5 p.m. Bag storage service is not available on Saturday, Sunday or holidays.

Located pre-security on the main terminal's mezzanine level above the Oregon Market, the PDX Conference Center is open during weekday business hours, 8 a.m. - 5 p.m.

Art and Entertainment

Regional Artwork

Don't miss the rotating art exhibits located throughout the airport featuring regional artists. You'll find exhibits on the A and B Concourses, at the entrance to the E Concourse, along the Concourse Connector, and at the north end of the ticket lobby.

If you have a few extra minutes to tour the airport, you'll discover some interesting permanent pieces of art such as the bronze "Trees" and "Rain" guardrails created by Pete Beeman located on the C Concourse near gates C1 and C2. Touch the cast bronze grips along the top edge and an etched pattern appears in the glass below.

Over the escalator to the MAX Light Rail train platform, artist Miles Pepper's two kinetic sculptures, "Phenomena: Homage to Flight I and II", are driven by air currents. These were inspired by the drawings of Leonardo da Vinci.

Throughout the airport, and using a variety of mediums, artists tell stories of the social movements, industrial developments and artistic changes that have shaped the culture and people of the Northwest.



Jack Portland, "Provincial Narrative"
Location: End of Concourse B, East Wall



Miles Pepper, "Phenomena: Homage to Flight I"
Location: Escalator to MAX Light Rail Train Platform

Live musical entertainment

While at the airport, take a moment to enjoy the music of some of the best entertainers in the region. Entertainers typically perform between 6:30 am to 7:30 pm in the South Lobby (located just past the A/B/C security checkpoint), the North Lobby (located just past the D/E security checkpoint), near the clock tower in the Oregon Market, and near gates C6 and D2.



John English, "The Voice", entertains passengers with songs of Sinatra.

Television

On the C Concourse near gate C17 two TVs play ESPN and CNN (closed captions) and one TV is set on Boomerang (classic cartoons). Many of the airport's dining/bar facilities also have TVs both pre-security and on the concourses.

Services Available

Free Wi-Fi

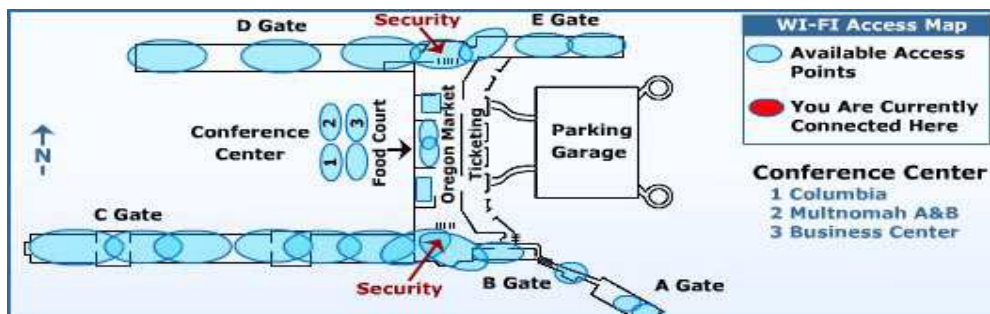
Free Wi-Fi is available at most gates, the Oregon Market and food court, and lobby areas near the north and south security checkpoints.

To use the airport's free Wi-Fi service, travelers' laptops, PDAs, Pocket PCs, cell phones or other devices must use an 802.11b-capable wireless network card.

To access the wireless network at Portland International Airport, ensure that you are on the main terminal/departure level of the terminal. See the map below for access points.

Set the wireless card properties to the default configuration or DHCP-enabled.
Disable any encryption and input "flypdx" as the access point, if required.

Wi-Fi Access Map



Free Baggage Carts Upon Request

Smarte Carte provides free baggage carts for active military personnel who present current military identification. To contact Smarte Carte go to any of the white courtesy phones found throughout the airport and dial "0" for Information. An airport representative will transfer you to a Smarte Carte representative.

Please be aware that it may take a few minutes for a Smarte Carte representative to come to your location to assist you. You will be provided an estimated wait time when you call.

Baggage carts are located on the upper roadway outside, the baggage claim lobby, concourses A, C and D, and on all floors of the parking garage. You may take the baggage carts in and out of the parking garage, through the security checkpoint, and you may also take them out to the roadway in front of the terminal to load and unload.

Children's Play Areas

Pre-security, we have a multi-colored "jungle gym" on a padded surface near the security checkpoint for the D and E concourses. It has two sets of stairs that lead to two slides and a "lookout" with a toy telescope and steering wheel. Kids can see the tarmac and real airplanes through the windows nearby, and there is seating for parents.

Post-security, on the C concourse, there is a play area with a variety of activities for children: TV monitor at "kid level" tuned always to a cartoon channel; Lego™ table; bead maze; play cars with steering and shifting mechanisms; I Spy Spin and Find; plus other colorful spinners and mazes - all at near-floor level for toddlers. The area is close to rest rooms, carpeted and surrounded by seats for parents.

Phones, Phone cards, Cell Phone Chargers and ATMs

Full service centers with work stations, ATMs, cell phone chargers, phones, phone cards, and vending machines can be found on Concourse A (prior to the gate areas), Concourse C (near gate C5 and gate C13), and on Concourse D (near gate D7). Telephones and ATM's can also be found at other locations throughout the airport.

Mail, UPS, and FedEx

Envelopes, as well as first class and postcard stamps, can be purchased pre-security at the News Express store near the A/B/C security checkpoint and the Your Northwest Travel Mart store near the D/E security checkpoint. Postage stamps can also be purchased from ATM's located at the North and South Service Centers in the Oregon Market. (A surcharge has already been added to the cost of the stamps and no additional ATM fees are charged).

Mail drops are located at the North and South Service Centers in the Oregon Market. Once a day pick-ups are provided Monday thru Saturday.

Mailing services also include a Mailsafe Express mailing station at each security checkpoint which allows you to mail prohibited items back to your home (or destination), if you accidentally bring them to the checkpoint.

UPS and FedEx drop boxes are located in the South Service Center near the A/B/C checkpoint.

Currency Exchange

Travelex provides currency exchange, money orders, Western Union, notary service and travel insurance. The Travelex kiosk is located in the ticket lobby across from the United Airlines ticket counter. Please call 503-281-3045 for current hours and exchanges rates.

Banking

US Bank is a full service bank located pre-security near the D/E security checkpoint in the Oregon Market. ATMs are located throughout the airport. Please call 503-287-4430 for current bank hours and information.

Questions?

Outside the Airport

Call the airport's toll free information line at 1-877-PDX-INFO (1-877-739-4636) for current flight, parking, ground transportation, paging and security information. Press "0" to speak to an Airport Information Representative from 6 am to 11:30 pm.

At the Airport

White Courtesy Phones

Please go to any of the white courtesy phones located throughout the airport, and dial "0" for information and a customer service representative will assist you from 6 am to 11:30 pm, daily.

Airport Volunteers

From roadway to runway volunteers in royal blue clothing can answer your questions from where to catch the light rail train to the latest flight information. They can provide you with directions to airline gates and ticket counters, as well as shops and restaurants. If available, they would be happy to take you to their break room for a complimentary cup of coffee!



Airport volunteers can help answer your questions.

Resources

Helpful Web Sites

www.pdx.com - Portland International Airport

Select "Arrivals and Departures" for flight information, and "Travel Tips" for the latest information.

www.tsa.gov - Transportation Security Administration

Visit this website for an up-to-date list of prohibited items and current security procedures.

www.cbp.gov - U.S. Customs and Border Protection

Visit this website for information on clearing U.S. Customs and Border Protection.

www.travel.state.gov - Bureau of Consular Affairs Web Site

Visit this website for travel warnings, links to travel health information, and passport information.

Airlines

Air Canada

888.247.2262

JetBlue Airways

800.538.2583

Alaska Airlines

800.252.7522

Southwest Airlines

800.435.9792

American Airlines

800.433.7300

Spirit Airlines

800.772.7117

Delta Air Lines

800.221.1212

United Airlines and United Express

800.864.8331

Frontier Airlines

800.432.1359

US Airways

800.428.4322

Hawaiian Airlines

800.367.5320