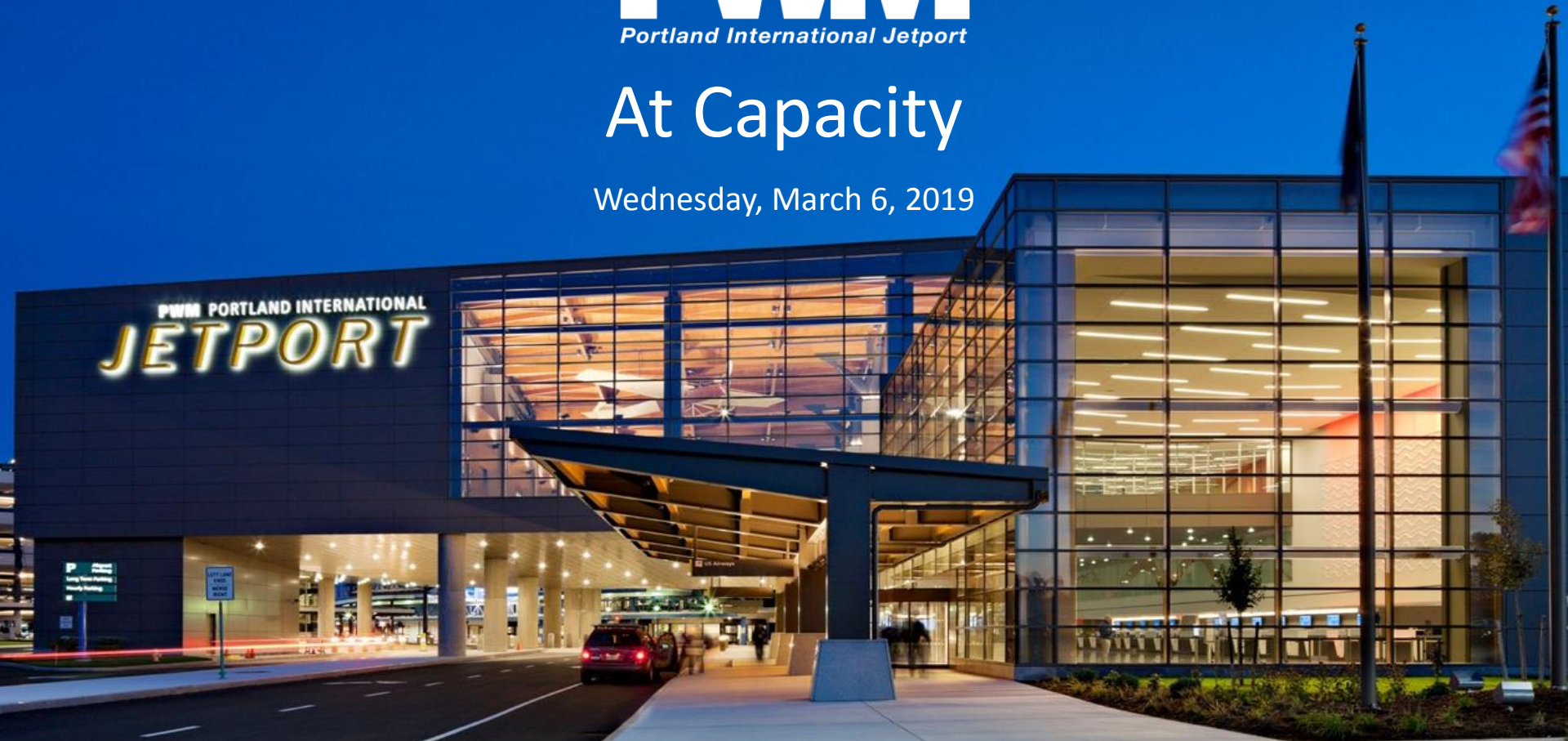




# At Capacity

Wednesday, March 6, 2019



# PWM – Portland International Jetport

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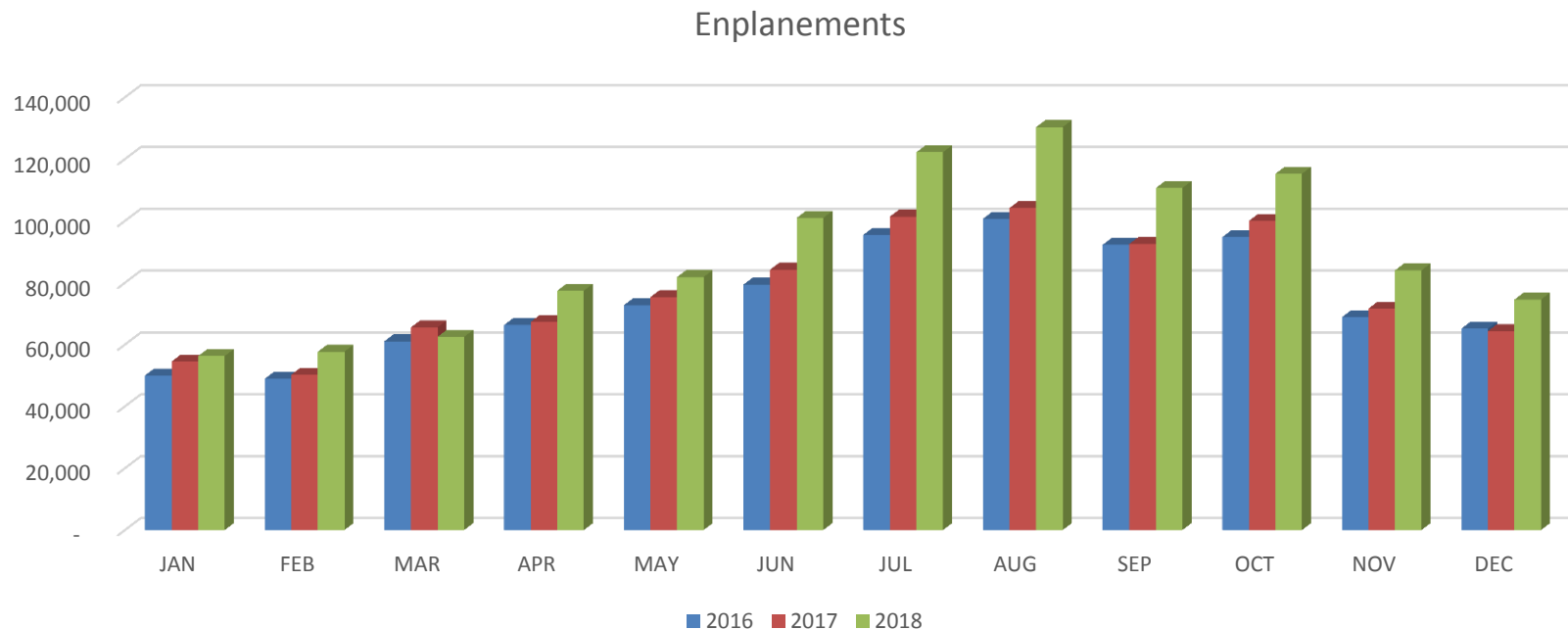
- Small Hub Airport
- 100 miles NE of Boston
- 2018 Passengers – 2.1 Million
- 7 Carriers
- 20 Non-Stop Destinations
- \$3.5 Million Vertical Circulation Project this winter December 15 – May 15

# Jetport Vertical Circulation Improvement Project

## Improving the Passenger Experience



# Seasonality



# Effectively Managing Capacity

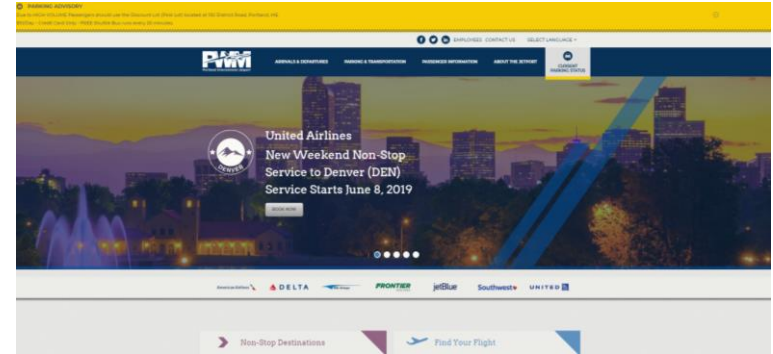
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- Exceed customers expectations
- Be a strong business partner
- Maintain a competitive Cost Per Enplanement



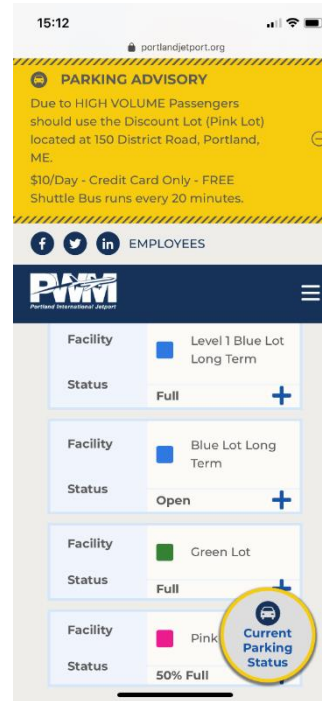
# Information The Customer Wants

- It's 2019
  - Information is PARAMOUNT
- Mobile is 64% of our hits



# Information The Customer Wants

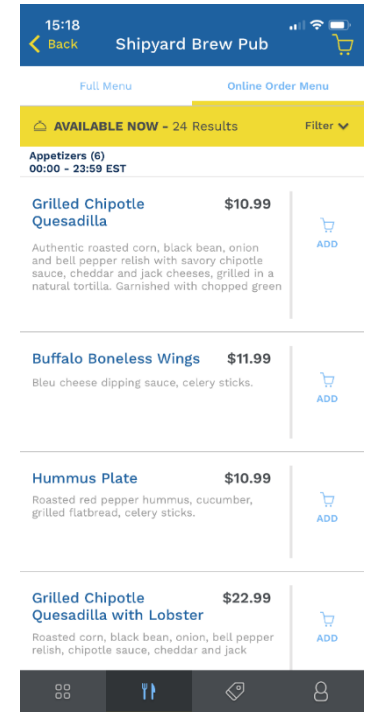
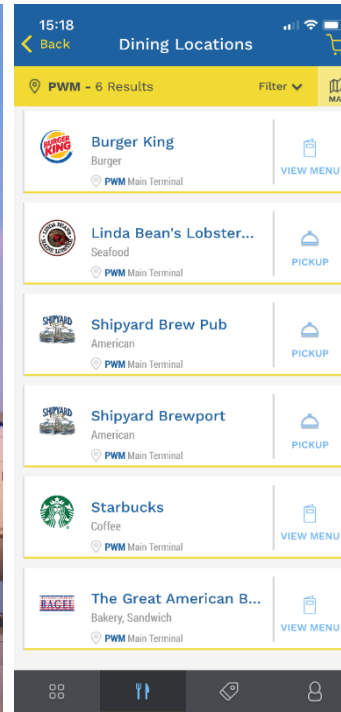
- Real Time is Old News



Current Parking Updates				
Facility	Map	Price	Payment	Status
Level 1 Blue Lot Short Term		First 30 Min. Free. \$1/30 Min., \$48/Day	Cash/Credit	Open
Level 5 Yellow Lot		\$14/Day	Cash/Credit	Open
Level 4 Orange Lot		\$14/Day	Cash/Credit	Open
Level 3 Red Lot		\$14/Day	Cash/Credit	Full
Level 2 Purple Lot		\$14/Day	Cash/Credit	Open
Level 1 Blue Lot Long Term		\$14/Day	Cash/Credit	Full
Blue Lot Long Term		\$14/Day	Cash/Credit	Open
Green Lot		\$14/Day	Credit Only	Full
Pink Lot		\$10/Day	Credit Only	50% Full

# Be A Valuable Partner

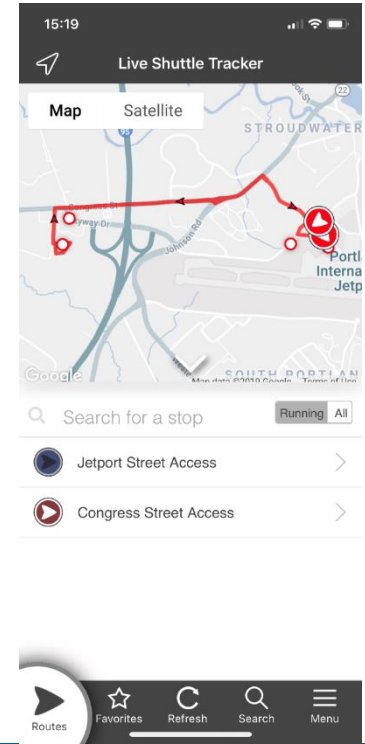
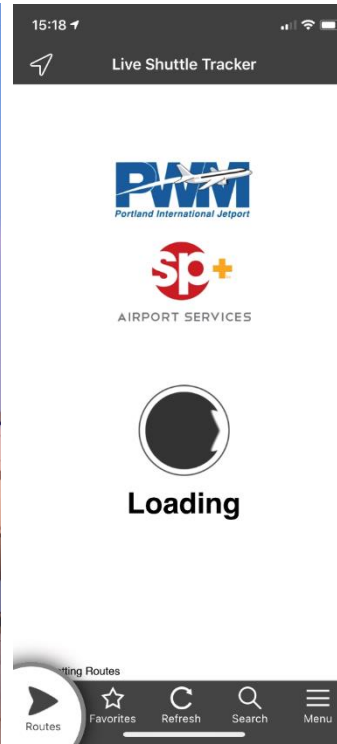
- Why Wait In Line Twice?





# Be A Valuable Partner

- Be Transparent



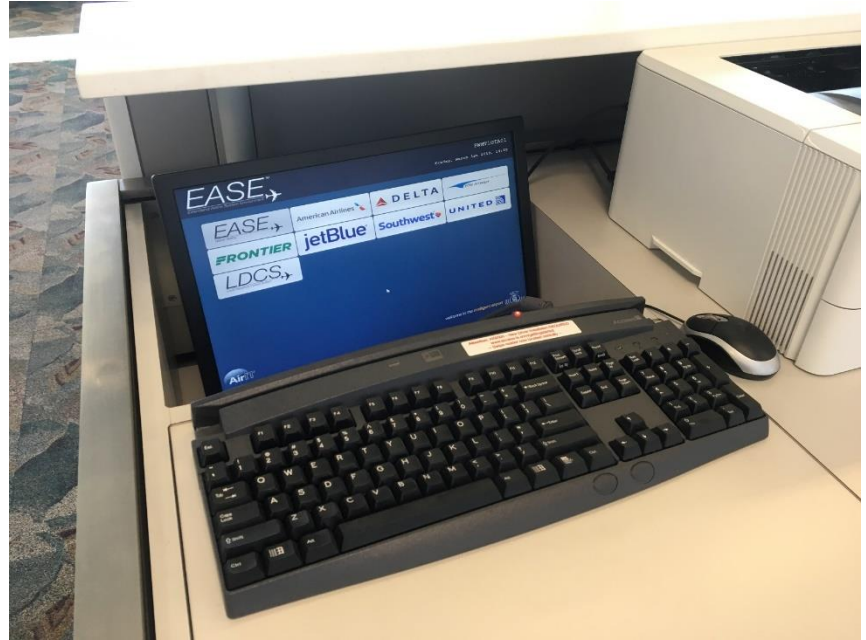
# Flexibility is Key

- 14 Gates
  - 6 City
  - 8 Preferential
- City Gates
  - Amadeus EASE Platform



# Flexibility is Key

- 14 Gates
  - 6 City
  - 8 Preferential
- City Gates
  - Amadeus EASE Platform



# Other Customer Experience Initiatives

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- Elevator Door Initiative



# Other Customer Experience Initiatives

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- Elevator Door Initiative
- FIDS/BIDS/GIDS Font Initiative







# At Capacity

Wednesday, March 6, 2019

