

Jeannie Johnson, Juneau International Airport Manager

Report to Operations Committee

February 3, 2010

Rental Car Counter Space Timeline

May 27, 2009, Dave Palmer Letter is sent to all Rental Car Agencies

June 5, 2009, Dave Palmer's last day as Airport Manager, JNU

June 5, 2009, Avis sends letter of objection via mail and email to Dave Palmer

June 5, 2009, Budget sends letter of objection to Juneau International Airport

July 13, 2009, Jeannie Johnson on the job as JNU Airport Manager

October 20, 2009, Karla and Steve Alwine of Alamo/National and Jeannie Johnson and Patty DeLaBruere of JNU meet. Purpose of this meeting is to discuss snow removal and lighting in the temporary rental car parking lot. This is my first meeting with the Alwines. They speak as if they are talking for all rental car companies concerning snow removal and lighting concerns. Ms. Alwine mentions that she "ordered her casework" today. Ms. DeLaBruere and I don't recall ever talking about Dave Palmer's letter of May 27th. The only thing we recall is this mention of casework. Patty and I have not been dealing with the design of the terminal project so the mention of casework is really meaningless to us.

October 21, 2009, Gary Zimmerman of Avis/Anchorage calls me to ask about my plan for placement of the agencies in the new terminal space. He tells me he sent a letter of objection to the May 27th Dave Palmer letter. I don't have a copy. I ask him to send me a copy of his letter. Later I found his original letter. It had been filed in the Avis contract file. At this point I am now aware that Dave Palmer wrote a letter and I find a file copy.

November ?, 2009, Tonnie Barlow of Budget met with me in my office to let me know that Budget is totally independent and that Ms. Alwine of Alamo/National in no way speaks for Budget. Tonnie tells me that she sent a letter objecting to the May 27th Dave Palmer letter. I haven't seen a copy. She provides me with a copy.

November 18, 2009, Bea Jones of Hertz met with me in my office to let me know that Hertz makes their own decisions and will bring their concerns to me. They are not represented in anyway by Ms. Alwine of Alamo/National. We talk about her concern that Karla Alwine is making deals with the airport about snow removal and then telling the other rental car companies about those deals as if all have agreed.

November? 2009, meet with Catherine Fritz to get briefed on Rental Car Company new counter space, history of involvement, why Dave sent the letter and not Project Office as would be normal procedure. I learned there had been design changes made at the request of one or all companies. The airport had incurred additional costs to the project. The entire rental car issue was becoming a management issue and Dave Palmer had stepped in to manage the subject so Ms. Fritz could get on with her project duties.

December ?, 2009, Catherine Fritz tells me new rental car counters are approaching completion and the companies will have to move into new space so the contractor can begin work along the wall of the existing rental car counters. She tells me the occupancy date is estimated to be January 13-20, 2010.

December ?, 2009, I meet with John Hartle, CBJ Attorney to explain that Dave Palmer sent a letter in May, 2009, there were objections but those objections remained unnoticed until October. Because there were objections and Avis feels there is the appearance of a local preference for Alamo/National I feel the only fair thing to do is to go to a Gross Revenue Method of assignment. We also talk about the possibility that more than one company will want the same space. I explain to him that if that happens I want to have a bid for that counter location. The bid process would be by bonus bid or square footage or a combination. Mr. Hartle tells me to go ahead with the Gross Revenue Method then to bid if necessary.

December 16, 2009, John Coleman, Airport Business Manager, sends a letter to all rental car companies. This letter notifies all companies of the change in selection method and outlines the new Gross Revenue Method. The letter also mentions the possibility of a bid system.

December 16, 2009, Karla Alwine, Alamo/National writes letter objecting to the change in method used for counter space assignment.

December 22, 2009, John Coleman sends request to all rental car companies for their choice of counter space. He asks for 1st through 4th choice.

December 22, 2009, Steve and Karla Alwine meet with John Coleman and Jeannie Johnson. The meeting is to express their displeasure with the method used to assign counter location. I explain the objection by Avis and Budget required a change to the selection method. I was sympathetic to their displeasure. I asked Ms. Alwine to let me know if there were additional costs incurred due to this change. If there are the Airport will cover those costs. I also let her know that if a second move was required as a result of the bid process the airport would pay the cost of the move. She asked that I stop the process and give her what Dave Palmer had indicated in his letter. I explained that I couldn't do that because it would be unfair to the other companies that had objected. She asked me to halt the move until the bid process was finalized. I told her it was imperative due to project timelines that the move take place but I would check one more time with John Hartle. I stated that if I could get contact John Hartle I would let Karla know as soon as possible, hopefully by close of business today.

December 22, 2009, I called John Hartle, explained that Karla Alwine requested we stop the move and return to the Dave Palmer method. I let John know that to stop the move would delay the project. He asked me if I had heard from any of the other rental car companies. I told him I had not. He told me to continue on with the move as planned.

December 22, 2009, I immediately call the number I was given by Ms. Alwine to let her know the results of my conversation with John Hartle. She isn't there. I speak with Steve Alwine. I let him know I have spoken with Mr. Hartle, we are moving forward. He gives me Karla's cell phone number. I call and leave a message about the result of conversation with Mr. Hartle.

December 24, 2009, John Coleman sends a letter informing the rental car companies of the results of the selection process based on the Gross Revenue Method. This letter states that due to the construction schedule the rental car companies will be required to move. He again asks for any objections in writing to be received by January 11, 2010.

January 8, 2010, Karla Alwine writes a letter of objection based on her December 16th letter. She reminds the airport of the bid system that was mentioned in the earlier notice.

January 13, 2010, Karla Alwine appeals to Airport Board to give Alamo/National the location indicated by the Dave Palmer letter. The Airport Board refers the matter to the Operations Committee.