

ATTACHMENT #3

From: David Epstein
Sent: Monday, November 20, 2017 11:38 AM
To: Patty Wahto (deLaBruere)
Subject: Unacceptable experience last night

Morning, Patty.

I went out to the airport last night to pick up my wife, who was returning from ANC on 70. Once we had everything loaded up, I started to leave and didn't have to go far before encountering the end of the line for the exit - it was backed up well into the short-term lot, where I had parked. Only one of the kiosks was open.

When I got to the pay station, I asked the attendant why only one lane was open. His answers gave me cause for concern: "The other line is credit-card only, and people don't know how to use it." and "We cannot afford to have both lanes open at the same time." Not exact quotes but the meaning is spot on. I was particularly upset with the latter response. I want all of our lessees and vendors to do well, but not at the expense of a customer experience. As previously stated, our goal should be for every customer to have a good experience at the airport, every time. On the other hand, I have seen the same thing mid-day, and both lanes were open.

We all know that the 69/70/79 arrivals create congestion. Republic needs to be staffing their operation accordingly. Please have a talk with the operations manager and convey my concern over what I experienced last night, and encourage him/her not to allow a repeat.

Thank you very much,

David B. Epstein
Chair, Juneau Intl Airport Board

Good Afternoon, Toni.

The message above is from our Airport Board Chairman. This has all of us concerned for this peak time frame, especially since we are trying to get people off the curb and to use the parking lot.

Thanks.

Patty

*Patty Wahto, Airport Manager
Juneau International Airport*

ATTACHMENT #3

From: Toni Safford [<mailto:tsafford@republicparking.com>]
Sent: Monday, November 20, 2017 4:27 PM
To: Patty Wahto (deLaBruere)
Subject: FW: Unacceptable experience last night

Hi Patty ,

When one person is working the Tico (credit card machine) should be up and running . I will talk to the cashier who was working and make sure both lanes are up and running.

Toni Safford, Manager 116-01
Republic Parking System
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On Mon, Nov 27, 2017 at 3:27 PM, Patty Wahto wrote:

Hi Toni.

Have you had a chance to look into this? I have been asked by our Airport Board to follow-up and report at next week's Airport Board meeting. Thanks.

Patty

From: Toni Safford [<mailto:tsafford@republicparking.com>]
Sent: Tuesday, November 28, 2017 7:32 AM
To: Patty Wahto (deLaBruere)
Subject: Re: Unacceptable experience last night

Hi Patty,

Yes. I talked to the cashier who was on shift and told all employees that Tico (credit card machine) is to be up and running when only one person is working. Marsden told me what happened. He is a new employee and didn't understand that the credit card machine is to be up and running when one booth is only being used. Hope you had a great Thanksgiving. Let me know if I can help in any other way but everyone has been notified that credit card machine needs to be up and going . Thanks so much

Toni Safford