

### **ATTACHMENT #3**

From: Kathleen Porterfield  
Sent: Wednesday, November 13, 2024 10:40 AM  
To: Airport Board <airportboard@juneau.org>  
Subject: Juneau Airport parking

EXTERNAL E-MAIL: BE CAUTIOUS WHEN OPENING FILES OR FOLLOWING LINKS

Hello,  
I'm writing about the parking at the Juneau International Airport.

On 10/18 I arrived to the airport an hour before my flight, planning to park in long-term parking for my 5 day trip. When I arrived, the long term parking lot was full, Mike's Airport Express was also full, and there was nowhere else to safely and legally park other than in short term parking. I ended up paying \$225 for parking instead of the anticipated \$80 parking.

In talking with Republic Parking, I understand that CBJ has lost money in the past from people not paying for parking, that there are plans in the future for a parking garage, and that there is a strict policy of paying for where you park, due to all the lost revenue of others not paying. I feel that this policy punishes those people who are ready to pay for parking but get stuck with much higher fees due to limited parking, and then have to pay for the dishonest actions of others who didn't pay in the past. When I called the office manager's office, the woman I spoke to said that even she doesn't ever park at the airport, she always gets a ride in case the parking lot is full. Is that what all travelers are expected to do, to get a ride to the airport and bypass parking? In the future I will do the same, and will certainly never park at the Juneau airport again for a multi day trip due to the possibility of being charged an exorbitant parking fee.

Due to limited parking at the airport and outside of the airport, the right thing for the airport to do is to charge the long term parking rate in short term whenever the long term parking lot is full. If the board agrees, I appreciate receiving a prorated refund.

Thank you for your time in reading,  
Kathleen Porterfield