

Small Business Observation: June 13, 2017

Good Afternoon. My name is Regina Glenn. I am the president of Pacific Communications Consultants Inc. and a long time resident of Pierce and King Counties.

My company, Pacific Communications Consultants Inc. is a Certified Minority Women's Business Enterprise and I have been a business owner for more than 30 years.

I am very pleased to be here and I thank the Commission and the Port management for their ongoing effort to reach out to women, minority, and small business owners in our community for input on how to improve processes and procedures at the Port to help our businesses grow.

For the record, I also want to mention particular outstanding efforts which I believe are noteworthy:

First: The continuance of the Port's Small Business Program led by Dave McFadden and the leadership from Teresa Delicino, the recently hired Small Business Development Director. I also want to acknowledge the support from Mian Rice.

This program is producing many positive results —especially from graduates of the PortGen Program. The Port's efforts to help small businesses grow is impressive. And I applaud the ongoing work to get aid established firms wanting to expand into the concession industry.

Second: The Port must be recognized for maintaining the Office of Social Responsibility under the leadership of Luis Navarro. That office's community engagement supports programs and strategies which further equity, diversity, and inclusion for *all* small business owners whether they are American born or not.

A great example of this was when the Office of Social Responsibility was a sponsor and coordinator for the January Airport-Dining-Retail Outreach Session -opening opportunities for our community to be part of Seattle-Tacoma Airport concessions.

Personally, I hope to see that office soon regain its position as a direct report to the CEO.

Third: Kudos to the energy and laser sharp vision of Lance Little, the managing director of SeaTac Airport. Lance has sent out a clear clarion call to the community and staff that concession opportunities at SeaTac will be inclusive, fair, and equitable.

And finally, I have high praise for the formation of the the Small Business Roundtable. Commissioners Tom Albro and Stephanie Bowen continue to seek input on how to develop policies to assist the long-term development and sustaining growth of our diverse and small businesses at the Port of Seattle and at SeaTac airport.

I thank you for your efforts and encourage you and the next CEO of the Port to continue on this path.

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