

Thank you, Commissioners, Port Executives and Staff, especially Dawn Hunter and Khalia Moore.

My name is Jolene Jewett. I am the Corporate Administrator for Pallino and have been with the company since 1998. Pallino has operated in the Central Terminal since 2005.

Two weeks ago at the last Commission Meeting, Pallino and other members of the Small Business Airport Action Committee expressed concerns about the viability of the airport concession program and that not enough was being done to address the unique concerns and situation of the small, woman and minority owned businesses at the airport.

Since then, there have been several meetings and discussions with both Commissioners and ADR staff. We appreciate the outreach, recognition of our situation and the willingness to work together. Progress has been made on a few minor issues.

On the major issue – the fact that the lease terms and arrangements that worked in a Pre-COVID environment are no longer viable in a Post- COVID world - we continue to hit the roadblock of presumed gifting of public funds and are stalled.

If there ever was a time to consider exceptions to the status quo, now is it. The sooner we can get beyond “why not” something can be done and focus on “how” it can be accomplished, the closer we can get to a viable solution. To that end, the COVID Recovery Plan that was part of our April 19th letter to the Commission remains a viable roadmap for a solution.

Any assistance you can provide to get us beyond the current roadblocks would be appreciated.

Before closing, there is one operational matter that we could use assistance with – and that is, timely and accurate traffic information so we all can forecast and optimize our plans for what little business does exist.

Currently we get traffic information from TSA forwarded to us via the ADR group. Delivery is sporadic. Just recently from April 26th to May 8th we had no information and the forecast beginning on May 3rd arrived on May 8.

In contrast, concessionaires are required to report daily sales weekly.

And we are asking you to help us with this?

Thank you for your consideration. We will submit a written copy of this testimony for the record.