

AVIATION BOARD BACKGROUND LETTER

Aviation Board Meeting Date: May 15, 2022

To: Aviation Board

Cc: Mitch Reynolds, Mayor

From: Ian Turner, Airport Director

Subject: 23-0521 – Consider refunding a non-refundable flight crew parking fee

Summary:

In accordance with the Airport Rates and Fees Schedule, flight crew members are extended a reduced fee for routine parking at the La Crosse Regional Airport. In January 2022, Ms. Kari Roubik signed a parking agreement under this fee. It was renewed in January 2023 for one year. Due to the suspension of Delta Airlines service, Ms. Roubik requests a refund of the months she paid for past the date of Delta Airlines last flight.

Previous Action:

None.

Background:

Ms. Roubik paid for a year of flight crew parking in January 2023. When Delta announced its intention to suspend service in La Crosse, this customer sought a refund for the period of the year after June when she will not be able to utilize this parking after Delta's decision. Airport staff have declined this request. This decision was made for two primary reasons. First, the airport has historically only offered refunds for issues when the airport is at fault. Second, the parking agreement states on page 2, item 2, that the fee is non-refundable. Given the unique nature of this situation, Ms. Roubik requested to escalate this issue and the item has been placed on this agenda.

Financial Implications:

The refund would be for eight months, which equals \$175.84.

Stakeholder Process:

The item is presented to the Aviation Board.



Alternatives:

None.

Staff Recommendation:

None.

Attachments:

- 1 – Refund request
- 2 – Forwarded email
- 3 – Parking agreement

