

Turner, Ian

From: Turner, Ian
Sent: Thursday, May 4, 2023 3:54 PM
To: Kari Roubik
Subject: RE: Signatory Parking pass reimbursement

Ms. Roubik,

Your request to have a reimbursement of your parking fee has been placed on the La Crosse Aviation Board agenda for May 15th. This meeting is held at 2850 Airport Road in the La Crosse Regional Airport conference room at 4:00pm. The room is behind the escalators. I would encourage you to attend this meeting.

Sincerely,

Ian Turner | Airport Director



From: Kari Roubik <kariroubik@aol.com>
Sent: Wednesday, April 5, 2023 2:37 PM
To: Turner, Ian <turneri@lseairport.com>
Subject: Re: Signatory Parking pass reimbursement

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Thank you Ian, I appreciate it! I have time to wait. Kari

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On Wednesday, April 5, 2023, 2:34 PM, Turner, Ian <turneri@lseairport.com> wrote:

I have attached your parking agreement. Page 2, item 2, will be of discussion as I look into this.

Please recognize that I am very busy with the everything related to Delta's departure announcement. This will take me time.

Regards,

Ian Turner | Airport Director



From: Kari Roubik <karioubik@aol.com>
Sent: Wednesday, April 5, 2023 2:23 PM
To: Turner, Ian <turneri@lseairport.com>
Subject: Re: Signatory Parking pass reimbursement

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Ian,

Yes, I would like you to pursue this as not a normal situation and on a case to case basis. It is absolutely unacceptable that I cannot receive a refund. As the contract states, I cannot use airport parking for leisure parking, only parking related to work which would be commuting to the MSP airport. There are no flights to the MSP airport effective June 4th. Technically I would not be able to use the lot? Delta has nothing to do with my reimbursement, they didn't pay my parking fee.

Please keep me advised. I appreciate you pursuing this and looking into this further. Thank you, Kari Roubik

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On Wednesday, April 5, 2023, 2:04 PM, Turner, Ian <turneri@lseairport.com> wrote:

Ms. Roubik,

JD made me aware of your request yesterday. Delta's exit from the LSE market is certainly unfortunate and challenging for us. As a convenience and courtesy to our airline partners we offer airline flight crews discounted parking related to work. This exists for signatory airlines such as Delta and American, as well as non-signatory airlines such as Spirit, Frontier, and United. This service is still available and has not changed as a result of Delta's exit.

Normally, the La Crosse Regional Airport issues refunds on a case-by-case basis and only when it is unable to provide the services rendered. In this case, our parking is still

available for use and a refund would not be warranted. As your request is based on the actions of a third party and that third party is your employer, it is my recommendation to submit your request to them.

I do recognize that this is not a normal situation. If you are willing to wait awhile, I can look into the possibility of some type of exception here, but I cannot promise a favorable outcome. Let me know what you think.

Sincerely,

Ian Turner | Airport Director



From: Kari Roubik <karioubik@aol.com>
Sent: Wednesday, April 5, 2023 7:28 AM
To: Turner, Ian <turneri@lseairport.com>
Subject: Signatory Parking pass reimbursement

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Hi Ian,

I just forwarded you a email. I am inquiring about receiving reimbursement for unused parking at the LSE airport. I paid in full by check for one year. My year is up at the end of January 2024. I do not get reimbursed for this fee in anyway by my company Delta Air Lines. I will be parking through May. It looks like Denise figured out the amount due to me for eight months of unused parking (please see forwarded email.)

JD wanted me to email you to have my inquiry on record.

Thanks for your time, Kari Roubik Delta Flight Attendant. Address and phone on file

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