

ATTACHMENT #5

Pam Chapin

From: Pam Chapin
Sent: Friday, October 07, 2016 11:08 AM
To: 'Dick Monkman'; Airport Board
Subject: RE: Airport wireless overload

Follow Up Flag: Follow up
Due By: Friday, October 07, 2016 11:00 AM
Flag Status: Flagged

I have contacted GCI, who has placed a work ticket for this problem. I will contact everyone when something has been done or reported.

Pam Chapin

Administrative Assistant
586-0962

From: Dick Monkman [<mailto:dick@sonoskyjuneau.com>]
Sent: Tuesday, September 27, 2016 10:29 AM
To: Airport Board
Subject: Airport wireless overload

Dear Airport Board,

I am an altogether-too-frequent flier in and out of the airport, as business routinely takes me out of town. Kudos for the steady stream of improvements to the airport over the past several years. The facility from this passenger's point of view is greatly improved.

One area that could be improved more is the wireless. First, I do appreciate that there is now free wireless in the terminal. But, more often than not it is excruciatingly, frustratingly, horribly, terribly slow – especially during the cruise ship season. I'd assume it is simply that the wireless equipment and bandwidth hasn't kept up with the flood of electronic devices in use these days. It sometimes seems that everyone in the terminal waiting area is on their phone, laptop or tablet. The result is dropped signals, glacial download times, and resulting unhappiness.

The airlines and TSA keep encouraging passengers to show up earlier and earlier for our flights. It's a huge plus to be able to work and connect while waiting (and waiting) inside security. It's hit and miss now, due to the connectivity issues, and mostly miss. I hope you will take a look at the waiting area wireless situation and, if possible, boost/broaden the signal!

Thanks very much for all your good work.

Richard D. Monkman
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