

June 21, 2021

Merced City Council:

Do not extend the not on time airline Boutique contract.

In the past I have used Boutique for many trips to Los Angeles and Oakland. Almost of every flight was delayed to the point where business appointments or connecting flights were missed. In June of 2019 our outgoing flight to LAX was delayed two and half hours and the return flight was postponed nine hours. It made sense to never use their service again.

Do not be fooled by their management team. I once again tried to support our community service by flying Boutique Airlines to LAX last week. The following occurred;

1. Midnight call for the 7:10 a.m. flight telling us it would be delayed until 9:30 a.m. but arrive at the airport 2 hours in advance. This flight was delayed 4 hours.
2. LAX Boutique employees indicated management understaffed this location which delayed our baggage and service.
3. Return check-in for a 9:40 a.m. flight the Boutique kiosk was vacant. Other passengers had arrived at 7:30 a.m. to check in. A call to Boutique support line at 8:00 a.m. stated they would have their staff assist the six waiting passengers. That took an additional 37 minutes for a representative to arrive.
4. The Boutique employee informed us at the gate that our return flight would be delayed 1 hour, then 2 hours, then a departure time of 2 p.m. was set. The passengers asked for options when the 2 p.m. flight was postponed. The employee indicated he was being instructed by management and they would get us to Merced. At 5:30 p.m. that evening the Merced passengers were informed no flights would occur that day nor would they be available to us the next morning. These customers were instructed to find their own way to Merced. They were also informed that Boutique Airlines could not be of further assistance to them.
5. It has been four days with no response from well documented email. A phone call to the Boutique line directed me to wait for at least two weeks for their review and response. A request to speak to a manager was denied.

Boutique Airlines management misrepresented themselves to their employees and customers. Do not allow them to take further advantage of our community. Do not waste more of our time. Fulfill the remaining contractual agreement. Let them know tonight to pack up and leave our community.

Robert Lorenzi

2025 K Street Merced CA 95340